


PRACTICE SURVEY - OCT 2016 - ACCESS

In March 2014 we carried out a short survey looking specifically at what are known as ACCESS issues in the NHS. These include how quickly you can get an appointment, if you can book appointments ahead and if we are able to provide the choice of GP that patients ask for. We were aware that our list size was growing, under pressure from house building (particularly Cranbrook new town) and were interested in seeing how this was affecting the service to our patients. Those trends have continued and in October 2016 we carried out a full survey of patients' views. This included the ACCESS issues outlined above and so we have compared the 2016 results with those from 2014 for those particular questions.

The results of the survey carried out in October 2016, are summarised below. The figures highlighted in GREEN are this year's survey, with the figures highlighted in YELLOW taken from the survey held in 2014. Where the questions are about patients' opinion (*how helpful, how easy, etc.*), an overall score is produced by weighting each answer. Where questions are more factual then all answers are given. To highlight differences between this year and 2014, a simple EQUALS/HIGHER/LOWER symbol is also included


	No change. Within 2.5% of the 2014 survey result.		Higher. By more than 2.5% on 2014 survey.		Lower. By less than 2.5% on the 2014 survey result.
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Q1 How helpful do you find the receptionists at your GP practice?

Very helpful	257	2014	Using the % of 'Helpful' answers some 98% of our patients gave this opinion compared with 88% in the national GP Survey.
Fairly helpful	79	92.7%	
Not very helpful	4		
Not at all helpful	0		
Don't know	4		
No Answer	25	ACHIEVED	
	340	91.3%	

Practice Comment: We are very proud of our front-desk staff and we are pleased to see the contribution they make continues to be endorsed by patients.

Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy	119	2014	
Fairly easy	174	75.3%	
Not very easy	40		
Not at all easy	6		
Don't know	1		
Haven't tried	7	ACHIEVED	
No Answer	339	72.9%	

Practice Comment: Despite the fact that it seems to be getting busier on the phones, our patients overall rating of performance has not changed significantly.

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	74	2014 75.9%
Fairly easy	133	
Not very easy	40	ACHIEVED 69.4%
Not at all easy	5	
Don't know	24	
Haven't tried	70	
	<u>252</u>	

Patient Panel Comment
It was felt this might reflect the phone lines being very busy at particular times and the Practice would look into this.



Practice Comment: While this has fallen, if patients have requested a call the GPs will always try to call patients back.

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	229	82.4%	73.1%	2014	↑
No	49	17.6%	26.9%		
Don't know or never needed to	69				
	<u>347</u>				

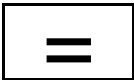
Practice Comment: When it really matters, patients report an improvement in performance.

Q5 How important is it to you to be able to book appointments ahead of time in

Important	314	91.0%	86.3%	2014	↑
Not important	31	9.0%	13.7%		
	0				
	<u>345</u>				

Q6 How easy is it to book ahead in your practice?

Very easy	142	2014 77.7%
Fairly easy	150	
Not very easy	26	ACHIEVED 77.5%
Not at all easy	4	
Don't know	5	
Haven't tried	18	
	<u>322</u>	



Practice Comment: Almost no change here in patients' view of how easy it is to be able to book in advance. Bearing in mind this is a UK-wide survey form, these 2 questions are probably of more relevance to Practices who limit advance booking. We have never done this and our patients can typically book up to 6 weeks ahead, as a minimum.

Q7 How do you normally book your appointments at your practice?

In person	79	18.9%	23.4%	
By phone	296	70.8%	70.0%	2014
Online	43	10.3%	6.7%	
Doesn't apply				

Practice Comment: While online booking has increased a little, contact by phone clearly remains the favoured choice and we need to provide a service that reflects that choice.

Q8 Which of the following methods would you prefer to use to book appointments at your practice?

In person	97	20.8%	23.7%	
By phone	268	57.4%	57.6%	2014
Online	101	21.6%	18.0%	
Doesn't apply	1	0.2%		

Practice Comment: Interestingly more than twice as many patients say they'd prefer to book online than actually do so. It's something of a mystery as to what is stopping them from doing so ? We are certainly registering a lot more patients to use the service, so perhaps it's just a question of making that first appointment using the online method that will 'convert' patients to using this route ?

Q9 How quickly do you usually get seen? PARTICULAR DOCTOR

Same day or next day	122	35.2%	37.4%	
2-4 days	119	34.3%	42.1%	
5 days or more	56	16.1%	7.0%	2014
Not needed quick appt	27	7.8%	5.8%	
Don't know, never tried	23	6.6%	7.6%	
	347			

Practice Comment: There is a slight fall in the time to get seen. However the GPs feel that, in today's climate, the fact that 70% of patients report being seen BY A DOCTOR OF THEIR CHOOSING within 4 days is no mean achievement. As shown below, patients' rating of this performance is unchanged

Q10 How do you rate this?

Excellent	102		2014	
Very good	112		74.5%	
Good	68			
Fair	38			
Poor	9			
Very Poor	2			
Does Not Apply	13			
	331	ACHIEVED	75.3%	=

Q11 How quickly do you usually get seen? ANY DOCTOR

Same day or next day	221	63.9%	57.1%	2014
2-4 days	70	20.2%	27.4%	
5 days or more	9	2.6%	0.6%	
Not needed quick appt	18	5.2%	3.6%	
Don't know, never tried	28	8.1%	11.3%	
	346			

Practice Comment: The Up-to-4-Days total figure is unchanged at 84%, with an improvement in same or next day access.

Q12 How do you rate this?

Excellent	125	2014 81.2%	
Very good	122		
Good	45		
Fair	23		
Poor	5		
Very poor	1		
Does not apply	22	ACHIEVED	=
	321	80.9%	

Q13 How long did you wait for your consultation to start

Less than 5 minutes	99	33.8%	25.5%	2014
5 – 10 minutes	149	50.9%	55.2%	
11 – 20 minutes	39	13.3%	17.0%	
21 – 30 minutes	6	2.0%	1.8%	
More than 30 minutes	0	0.0%	0.6%	
No set time for consult'	2	0.7%	0.0%	
	293			

Q14 How do you rate this?

Excellent	83	2014 76.6%	
Very good	103		
Good	61		
Fair	40		
Poor	3		
Very poor	1		
Does not apply	5	ACHIEVED	=
	291	75.1%	

Q15 Is your GP practice currently open at times that are convenient to you?

Yes	275	92.6%	87.0%	<u>2014</u>	↑
No	22	7.4%	13.0%		
Don't know	14				
	<u>311</u>				

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone? (ALL BOXES)

Before 8am	39	17.0%	20.5%	<u>2014</u>
At lunchtime	14	6.1%	15.7%	
After 6.30pm	47	20.4%	27.7%	
On a Saturday	76	33.0%	30.1%	
On a Sunday	15	6.5%	3.6%	
None of these	39	17.0%	2.4%	
	<u>230</u>			

Practice Comment: For almost all patients our opening hours are still considered convenient. In fact the % has increased since 2014. For those seeking additional opening hours, later evenings and Saturdays remain the favoured options.

Q17 Is there a particular GP you usually prefer to see or speak to

Yes	231	74.0%	81.1%	<u>2014</u>	↓
No	81	26.0%	18.9%		
Only one doctor	0				

Patient Panel Comment
Felt this might reflect the fact that 3 GPs had joined the Practice over the last few years and patients were still getting to know them.

Q18 How often do you see or speak to the GP you prefer?

Always/almost always	133	Often	<u>2014</u>	Often	85.3%	↓
A lot of the time	62		Not often	14.7%		
Some of the time	42	Not	ACHIEVED	Often	79.3%	
Never or almost never	9	Often	Not often	20.7%		
Not tried to do this	14					

Practice Comment: We acknowledge a drop in the % of patients whose preference to see a particular GP is not always satisfied. We do however feel that almost 80% still represents a very acceptable level given the increasing pressures on the service.