



## **CROSS STREET SURGERY PATIENT SURVEY - 2012**

The survey was completed during four weeks in November 2012. Every patient attending the surgery was asked by the receptionist to complete a survey and return it when completed. The results from the survey were then analysed and the following is the detailed over view of the results.

These results will then be discussed by the Patient Participation Group at the surgery, the clinical and administrative staff at the surgery, and then an action plan compiled.

The results of the survey and the action plan will be published within the practice on the notice board in the patient waiting area, and also on the practice website.

## SURVEY ANALYSIS

Total number of completed questionnaires - 208 representing 4.75% of the total population (4380).

In the age range cohort 3896 patient number. Completion of questionnaires represents 5.4% completed.

**Survey Completion Gender Breakdown:** Female 94 (29.8%) Male 52 (25%) Un 62 (29.8%)  
**Patient Numbers:** Female 2117 (48.3%) Male 2263 (51.7%) Un (-)

### Survey Completion Age Breakdown:

Age	Female	Male	Unspecified	Total
16 – 29	17	4	4	25
30-50	24	20	18	62
50-70	34	24	26	84
70+	19	4	13	36

### Survey Completion Ethnicity Breakdown:

Age	M/F Unspe	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
16-29	F	13			2		2
	M	4					
	Unspecified	3		1			

Age	M/F Unspe	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
30 - 50	F	16		1	1	1	5
	M	9		2	1		8
	Unspecified	8		8	1		6

Age	M/F Unspe	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
50-70	F	23					11
	M	18	1				5
	Unspecified	9					17

Age	M/F Unspe	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
70+	F	12					7
	M	4					
	Unspecified	9					4

One respondent did not specify age, gender and ethnicity.

Question 1: **In the Reception Area, can other patients overhear what you say to the Receptionist?**

Age	Yes but I don't mind	Yes and am not happy about it	No other patients can't over hear	Don't know	No response
16 – 29	18	2	4	1	
30 – 50	46	3	7	6	
50 – 70	66	8	3	7	
70+	29	4	2	1	
Non specified	1				

Question 2: **How helpful do you find the receptionists at the Surgery ?**

Age	Very	Fairly	Not Very	Not At All	Other
16 – 29	17	8			
30 – 50	54	8			
50 – 70	64	19	1		
70+	33	3			
Non specified	1				

**Comments:** Favourable comments about individuals by name (2)

Question 3: **How long after your appointment time do you normally wait to be seen?**

Age	I am normally seen on time	5 – 15 minutes	15-30 minutes	More than 30 minutes	Can't remember	No response
16 – 29	6	11	7	1		
30 – 50	9	27	15	9	1	1
50-70	12	35	19	14	2	2
70+	2	21	8	5		
Non specified		1				

Question 4: **Are you in favour of the children's play area?**

Age	Yes	No	No response
16 – 29	18	3	4
30 – 50	53	2	7
50 – 70	64	5	15
70+	25	2	9
Non specified	1		

**COMMENTS:**

**16-29 age group**

- Don't really mind (1)
- Outdated and old but good to have something for children (1)
- Waiting room is bad enough for some adults, so keeping children occupied is a good thing (1)
- Distracts stressful children (1)
- In the unlikely event of having to wait its lovely to occupy the children (1)

**30-50 age group**

- Too noisy (1)
- Very useful (5)
- Children need to be occupied (2)
- Very good idea (2)

**50-70 age group**

- If they behave (2)
- If not too noisy (1)
- A good service, good for children (2)
- Keeps them occupied (5)
- As long as parents supervise their children - ? more toy donations needed for different ages (1)
- If parents don't let the kids go wild (1)

**70+ age group**

- According to how many children are in the play area, otherwise no (1)
- Some children are too noisy and some parents take no notice (1)

Question 5: **How do you normally book your appointments to see a doctor or nurse at the Surgery ?**

Age	In person (i)	By phone (ii)	Combination (i) & (ii)
16 – 29		20	5
30 – 50	12	39	11
50 – 70	11	58	15
70+	10	17	9
Non specified		1	

Question 6: **Are there any other methods you would prefer to book an appointment at the surgery?**

**16-29 age group**

On line booking (4)

**30-50 age group**

In writing (1)

On line booking (8)

iPhone App (1)

**50-70 age group**

On line booking (11)

**70+ age group**

On line (1)

Question 7: **Have you had a text reminder for your appointment?**

Age	Yes	No	No response
16 – 29	11	14	
30 – 50	29	31	2
50 – 70	29	50	5
70+	3	30	3
Non specified		1	

**COMMENTS:**

**16-29 age group**

- Very helpful (5)
- Useful reminder (1)
- It is a good reminder and gives time to cancel if you don't need the appointment (1)

**30-50 age group**

- Very helpful/useful (19)
- Very useful but not 2-3 days before appointment (1)

**50-70 age group**

- Good idea (4)
- Very helpful (10)
- I don't want one, its in my diary (1)
- Will give my number (1)
- Stops me forgetting (1)

**70+ age group**

- Very helpful (2)

Question 8: **If you were unable to be seen within 2 weekdays , why was that?**

- (i) There weren't any appointments
- (ii) Times offered didn't suit
- (iii) Appointment was with a doctor I didn't want to see
- (iv) A nurse was free but I wanted to see a doctor
- (v) Another reason
- (vi) Can't remember

Age	(i)	(ii)	(iii)	(iv)	(v)	(vi)	No response	(i) (ii)	(i) (ii) (iii)	(i) (iii)	(ii) (iii)	(i) (ii) (iv)	(i) (ii) (iii) (iv)
16-29	18	2			1	2	1		1				
30-50	28	3	6	1	2	8	8	3	1	2			
50-70	41	7	4		1	2	16	3	1	5	1	1	1
70+	18	1	4		2	2	7	2					
Non specified							1						

Question 8: **Are you satisfied with the current opening hours?**

Age	Yes	No	Non response
16 – 29	23	2	
30 – 50	58	2	2
50 – 70	80	3	1
70+	35		
Non specified			1

Question 9: **Are you aware of the current opening hours?**

<b>Age</b>	<b>Yes</b>	<b>No</b>	<b>Non response</b>
16 – 29	21	2	2
30 – 50	46	9	7
50 – 70	56	17	11
70+	28	4	4
Non specified			1

Question 10: **Your Comments On Overall Improvements That Could Be Made To The Surgery**

**Appointments**

- Reception needs to close later than the last appointment to deal with anything else patients may have to arrange.
- Illness happens at any time not just Monday to Friday. Out of Hours Service and A&E at weekends I feel are not consistent. You feel comfortable going to a doctor that you feel knows you (not a stranger).
- I have been to the desk to register for my appointment to see the doctor but was missed because the lady got distracted by other people/telephone/patients. They try to do too much multi-tasking. One task at a time or move phone to another area with one person dealing with calls.
- Being able to see a doctor quicker when need to.
- Should open at weekends – mornings.
- I think it would be very useful if there was a Saturday surgery.
- Make an appointment easier to get to see the doctor within a few days of ringing.
- Surgery could open a couple of hours more so we don't have to go to the out of hours for emergency appointments.
- Only really had to wait once longer than 30 minutes but do realise that Dr Cox is in high demand.
- Being able to make another appointment for one months time when I have seen the doctor and not having to come back in 2 weeks time to make the new appointment.

**General**

- I find the service ok and never had any problems.
- There have been significant improvements across the board and I am more than happy with the surgery.
- I am satisfied with the service I receive.
- Most satisfied.

- No problem.
- Very pleased with the current way of running the surgery, the doctors and all its facilities.
- Hand sanitizer to prevent germs spreading.
- Receptionists are amazing and always help.
- Staff to smile.

In comparison with the 2011 survey there are fewer comments made by the participants. However the number of respondents is less by 57 which in part reflect this.

As in the 2011 survey the majority of comments relate to the area of appointments, availability and opening hours in particular. One respondent made a number of comments about appointments and reception issues which account for almost a third of the total comments in this section.

It is important to note that the comments in this survey reflect positively the changes that have already been implemented. The majority of respondents have commented favourably on the service offered by the surgery.