



CROSS STREET SURGERY PATIENT SURVEY – 2015/16

The survey was completed in November and December 2015. Patients attending the flu clinics in November and then 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, practice website and NHS Choices.

SURVEY ANALYSIS

Total number of completed questionnaires - 240 representing 5.4% of the total population (4496).

Survey Completion Gender Breakdown: Female 67 (28%), Male 56 (22%), Unspecified 117 (49%).

Survey Completion Age Breakdown:

| Age | Female | Male | Unspecified | Total |
|---------|--------|------|-------------|-------|
| 16 – 29 | 16 | 5 | 5 | 26 |
| 30-50 | 22 | 14 | 34 | 70 |
| 50-70 | 20 | 24 | 40 | 84 |
| 70+ | 9 | 12 | 29 | 50 |
| Unknown | 0 | 1 | 9 | 10 |
| Total | 67 | 56 | 117 | 240 |

Question 2: What is your preferred option for booking appointments?

| Age | (i) in person | (ii) by phone | (iii) on line | (i) & (ii) | (ii) & (iii) | (i) & (ii) & (iii) | No response | Total Responses |
|---------------|---------------|---------------|---------------|------------|--------------|--------------------|-------------|-----------------|
| 16 – 29 | 7 | 16 | 1 | 1 | 0 | 1 | 0 | 26 |
| 30 – 50 | 11 | 44 | 9 | 3 | 2 | 1 | 0 | 70 |
| 50 – 70 | 17 | 47 | 12 | 5 | 2 | 1 | 0 | 84 |
| Over 70 | 9 | 36 | 3 | 0 | 2 | 0 | 0 | 50 |
| Non specified | 3 | 7 | 0 | 0 | 0 | 0 | 0 | 10 |
| Total | 47 | 150 | 25 | 9 | 6 | 3 | | |

Question 3: How helpful do you find the receptionists at the surgery?

| Age | Very | Fairly | Not very | Not at all | No response |
|---------------|------|--------|----------|------------|-------------|
| 16 – 29 | 14 | 11 | 1 | 0 | 0 |
| 30 – 50 | 50 | 19 | 1 | 0 | 0 |
| 50 – 70 | 66 | 16 | 1 | 0 | 0 |
| 70+ | 47 | 2 | 1 | 0 | 1 |
| Non specified | 8 | 2 | 0 | 0 | 0 |
| Total | 185 | 50 | 4 | 0 | 1 |

Question 4: **If the surgery opened 7 days a week would you use the service?**

| Age | Yes | No | No Response / Unsure |
|---------------|-----|----|----------------------|
| 16 – 29 | 24 | 2 | 0 |
| 30 – 50 | 60 | 9 | 1 |
| 50 – 70 | 70 | 13 | 1 |
| 70+ | 37 | 13 | 0 |
| Non specified | 9 | 1 | 0 |
| Total | 200 | 38 | 2 |

Question 5: **If this service was available but not at this surgery but at another surgery locally would you still use it?**

| Age | Yes | No | No Response / Unsure |
|---------------|-----|----|----------------------|
| 16 – 29 | 20 | 6 | 0 |
| 30 – 50 | 42 | 27 | 1 |
| 50-70 | 43 | 40 | 1 |
| 70+ | 27 | 22 | 1 |
| Non specified | 8 | 2 | 0 |
| Total | 140 | 97 | 3 |

Question 6: **The government are promoting “super size” surgeries with multiple doctors surgery, other health services and social services in the same building – would you use the practice like this?**

| Age | Yes | No | No Response / Unsure |
|---------------|-----|----|----------------------|
| 16 – 29 | 17 | 9 | 0 |
| 30 – 50 | 56 | 10 | 4 |
| 50-70 | 45 | 35 | 4 |
| 70+ | 31 | 17 | 2 |
| Non specified | 7 | 3 | 0 |
| Total | 156 | 74 | 10 |

COMMENTS:

16-29 age group

- I think this idea will save money, but the idea that each GP/nurse knows their patient will be lost, this also means doctors and nurse will be much more busy ? potentially stressed, causing fault.
- Small practices better. Get to know patients
- I like to see my own doctor thank you

30-50 age group

- Maybe – depends how efficient they were. If the services provided were good then yes.
- Depends on how smoothly it is run
- Still need smaller services, to stay local
- Because improves people’s lives
- Everyone in one place instead of going different places.

- I like to stay at Cross Street Surgery as I like receptionists and staff know me
- It dilutes patient/GP, nurse contact. Is a very bad idea.
- We like this surgery – it's very friendly and the receptionists always go out of their way to help you.
- I would use any service available when required. Recommend more flexibility for patients in full time work.
- Don't think we have much choice. I'd worry we would lose the personal touch we receive currently.
- We are working long hours here in the UK compared to other European countries and any extended week-end opening hours would help families quite a lot.

50-70 age group

- If it was all that was available.
- Do not like to book with various doctors I like same doctor.
- If it was the same doctors and receptionists and nurses.
- I prefer a local smaller surgery, but would use a larger one.
- I find service very good
- Because I like this one (no)
- Walk in centre useful.
- It's not how big the surgery, it's the service you get.
- I like the general atmosphere at this surgery.
- Very impressed with Cross Street Surgery would use other facilities if emergency occurred..
- Would prefer it to stay as it is !!
- I would prefer a doctors surgery like this one.
- I would only use the service in an emergency.
- I like to see my own doctor thank you.
- Prefer to keep to one doctor, they get to know you and you them.
- I am going to doctors not a supermarket.
- I like to see the same doctor and I think with multiple doctors surgeries this is less likely to happen.
- Like to have regular contact with one GP so you can build a bond and they get to understand you.
- Prefer surgery for doctors only. Had to attend super size in Stourbridge – parking hopeless.
- I like the fact that my GP knows about me and sees me as an individual not just an NHS number.
- Strong preference to see GP with whom I have existing relationship/knowledge.
- When things get too big it becomes impersonal. I prefer to come to a smaller site where people know me.

70+ age group

- Over worked as it is.
- Believe you lose the personal touch.
- As long as it stays local.
- Prefer the surgery as it is, this size.

SUMMARY

Booking appointments in person or by phone account for 82% of the survey participants preferred options still outweighing significantly using on line.

Overall 77% of participants find the receptionists very helpful while 21% find them fairly helpful. Only 2% of survey participants find the receptionists not very helpful.

As to the surgery opening 7 days a week – 83% of participants report they would use the service. However, if the service was available to other surgeries this falls to 58%.

As to the question relating to “super size” surgeries this falls to 65%.

The survey will be discussed by the Patient Participation Group, practice staff and GP partners and from this an action plan will be formed.

The survey and action plan will be published on the practice website, NHS Choices and within the practice for all patients.