

## Sturminster Newton Medical Centre and Marnhull Surgery

### Patient Satisfaction Survey Results 2008 – 2009

Every year the practice takes part in a national patient satisfaction survey. This survey is conducted by an independent body (CFEP UK Surveys) and all returns are anonymous. The survey was undertaken during November and December 2008 and all patients who attended the surgery during these times were asked if they would complete a questionnaire, we submitted 230 completed surveys for analysis. This survey provides us with a vital source of feedback from patients on how they feel about the practice and the services we offer.

The first column shows the questions patients were asked, the next two columns show the overall results for each question in 2007-08 and 2008-09. The third column is the current national average score for this survey and the final column is the practice results against the national benchmark expressed as a plus or minus score.

The scoring mechanism used is what is termed the -1 to 3 scaling system, the questions are rated as poor, fair, good, very good or excellent by patients. Each in turn attracts a different weighted score, for example any questions answered as poor, receive minus 1 point, fair scores are neutral at 0 points, good scores attract 1 point, very good 2 points, and excellent 3 points.

About the Practice	2008-09 Results	2007-08 Results	National CFEP average 2008-09	Achievement against national average
Satisfaction with receptionists	82	72	77	+5
Satisfaction with opening hours	70	51	67	+3
Availability of a particular doctor	73	48	60	+7
Availability of any doctor	81	N/A	69	+12
Waiting times at the practice	57	29	57	level
Phoning through to the practice	71	56	59	+12
Speak to a practitioner on the phone	69	52	61	+8
Continuity of care	68	N/A	69	-1
<b>About the Doctor</b>				
Doctors questioning	84	78	81	+3
How well the doctor listens	85	81	84	+1
How well the doctor puts you at ease	83	N/A	84	-1
How well the doctor involves the patient	81	N/A	81	level
Doctor's explanation	84	78	83	+1
Time doctor spends	82	69	80	+2
Doctor's patience	86	N/A	84	+2
Doctors caring and concern	86	77	84	+2
Understand problem after visiting the doctor	63	N/A	69	-6
Cope with the problem after visiting the doctor	65	N/A	66	-1
Keep healthier after visiting the doctor	57	N/A	62	-5

Overall we are extremely pleased with our results in that we meet or exceed the national average in 14 out of 19 indicators. Of particular note are the high scores for the telephone access, access to doctors and satisfaction with our reception and administration team. However there are 3 areas where we could do much better, these are, satisfaction with opening hours, waiting time to see a practitioner and illness prevention. We have reviewed these areas and have taken the following actions.

#### Understand problem after visiting the doctor

We are concerned that the score for this indicator is quite low against the national average. The clinician's in the practice have discussed this at length and we have implemented a number of processes in an attempt to improve things. When doctors or nurses see a patient they can issue an NHS approved information leaflet to back up any information given to the patient during the consultation. The clinician will give the patient a slip to take to the reception team who will locate the relevant leaflet for the patient. We will also be providing direct links from our website to the relevant sections on the "Patient.co.uk" website which has information leaflets, diagrams and explanations of many conditions and the current treatment available. The doctors and staff in the practice will also be undertaking a set of sessions of reviewing each others clinics in order to ascertain if there areas of consultation practice that could be improved. This is already underway with Dr Joanna Robinson (GP trainer) sitting in on the GP and Nurse consultations.

## **Keep healthier after visiting the doctor**

We are disappointed to note that this indicator is below the national average as we offer a comprehensive range of illness prevention services. We hold annual and 6 monthly reviews for chronic conditions such as Asthma, COPD and Diabetes. Our nursing team run one to one and group smoke-stop clinics within both surgeries, we offer lifestyle advice which looks at diet, exercise, alcohol consumption and health living, we offer exercise on prescription and books on prescription as an alternative to medication for psychological conditions. Our patients with long term conditions have also benefited in the last year from attending the expert patient programmes (courses) that help patients to manage their condition better. These have proved immensely popular and helpful to all of the patients who have attended.

In order to advertise the services we offer to patients for illness prevention we will be developing our practice website further this year to include a number of self help guides and details of how to access these services in the practice directly. We have commenced this process already with our smoke-stop page and have replicated this on the practice notice-boards.

Please let us know what you think of our survey results and what we can do to improve the service we offer to you. You can contact the Practice Manager Jane Dawes on 01258 474500, or pass your comments to a member of the reception team, or via our website at [www.sturminstersurgery.co.uk](http://www.sturminstersurgery.co.uk)

Thank you.