**CASTLE MEAD MEDICAL CENTRE C82075**

**HINCKLEY**

**Patient Satisfaction Survey 2013**

Castle Mead Medical Centre has a practice population 9451 patients split over two sites. 7980 patients registered at Hinckley and 1471 patients registered Stoke Golding

12 patients representing both Hinckley and Stoke Golding regularly attend the ‘CASAG’ (CastleMead And StokeGolding Action Group) Patient Group Meeting held at 6:15pm bi-monthly at the surgery in Hill Street Hinckley, and 54 are contacted via email.

Patients are invited to join the group via the doctors and staff, a link on our website, whilst the survey took place patients group members tried to enlist new members. The meetings are publicised on the website and on a dedicated board in both surgeries. We find that because of work and family commitments younger members are unable to attend meetings therefore we contact them and gain their comments via email.

Our patient reference group consists of the following age ranges:

**0-20yrs** 1.67% **21-30yrs** 8.35% **31-40yrs** 11.66%

**41-50yrs** 11.66% **51-60** 26.66% **61-70yrs** 26.66%

**71-80yrs** 10% **81yrs** and above 3.34%

To determine which questions were a priority for 2013/14 the patients group looked at the action plan of the previous year 2012-2013. One member of the group attends the locality PPG meetings and another the area meetings feeding back any issues that we need to address. There were several actions that had been taken regarding improvements to the appointments system and access which the group felt were important to gain the views of patients and this was reflected in the questionnaire. The final contents for the survey were discussed with CASAG at a meeting and emailed to patient reference group for discussion in July and finalised in September 2013.

The Group agreed that they would like to try and gain a higher amount of patients completing the questionnaire than the previous year, 2012/13 296 patients completed the questionnaire. This would enable the practice get a true cross reference of the practice population’s views. It was decided to achieve this we would target flu and child immunisations clinics, parents at the Stoke Golding mums and tots group as well as surveys left in reception, posted on the website and emailed to our online reference group. CASAG Group members volunteered to distribute and help patients fill in the questionnaires.

We had an excellent response rate to our Patient Satisfaction Survey with over 900 patients giving us their feedback.

Age range of patients completing the survey:

**0-13yrs** 0.60% **14-20yrs** 0.89% **21-30yrs** 2.80% **31-40yrs** 4.12%

**41-50yrs** 7.36% **51-60yrs** 10.46% **61-70yrs** 34.60%

**71-80yrs** 27.54% **81yrs** and above 11.63%

The results, comments and action plan were discussed in detail within the practice and also at the CASAG meeting on 11/2/14 with its members. The action plan has been displayed in the waiting rooms and on-line for all interested patients to read as well as emailed to the reference group, local Health watch in Leicester and West Leicestershire CCG. The next ‘CASAG’ newsletter will also have this as its key feature.

**The key findings were very pleasing to the practice team**:

* Over 90% of patients felt that the treatment they received from the receptionists, doctor and nurses was good or excellent. A whopping 99.7% of our patients would recommend the surgery to their friends and family.
* We received some very positive comments about the practice, a small selection are detailed below:

*This is a practice that is very well run and keeps up to date with new services – very satisfied.*

*I want to say how impressed and satisfied I am.*

*The services and staff are excellent at Stoke Golding.*

*My son has social and communication difficulties – the doctors and nurses have always been very patient and understanding. We think they are super!*

*Harley Street could not be better.*

Patient Survey Results 2013/14

**Q1. How do you rate the hours that the practice is open?**

|  |  |
| --- | --- |
| Excellent | 25.81% |
| Good | 55.58% |
| Fair | 15.61% |
| Poor | 2.04% |
| Very Poor | 0.24% |
| Not Applicable | 0.72% |

**Q2. If you have a disability how do you rate accessibility to the practice?**

|  |  |
| --- | --- |
| Excellent | 21.08% |
| Good | 21.80% |
| Fair | 3.56% |
| Poor | 1.14% |
| Very Poor | 0.28% |
| Not Applicable | 52.14% |

**Q3. How do you rate the way you are treated by the receptionists at the practice?**

|  |  |
| --- | --- |
| Excellent | 60.12 |
| Good | 30.67 |
| Fair | 7.12 |
| Poor | 1.23 |
| Very Poor | 0.25 |
| Not Applicable | 0.61 |

**Q4. How do you rate the ability to get through on the telephone?**

|  |  |
| --- | --- |
| Excellent | 19.90% |
| Good | 39.32% |
| Fair | 29.98% |
| Poor | 6.92% |
| Very Poor | 1.94% |
| Not Applicable | 1.94% |

**Q5. How do you rate the ability to pre-book an appointment with a Doctor (up to 4 weeks in advance)?**

|  |  |
| --- | --- |
| Excellent | 33.87% |
| Good | 38.87% |
| Fair | 15.50% |
| Poor | 3.38% |
| Very Poor | 2.13% |
| Not Applicable | 6.25% |

**Q6. How do you rate being able to see a Doctor on the day for an urgent problem?**

|  |  |
| --- | --- |
| Excellent | 37.52% |
| Good | 37.89% |
| Fair | 13.54% |
| Poor | 3.11% |
| Very Poor | 1.49% |
| Not Applicable | 6.45% |

**Q7. How do you rate the ability to speak to a Doctor on the telephone (telephone consultation)?**

|  |  |
| --- | --- |
| Excellent | 36.08% |
| Good | 37.76% |
| Fair | 11.21% |
| Poor | 0.77% |
| Very Poor | 0.13% |
| Not Applicable | 14.05% |

**Q8. How do you rate the medical treatment you received from the Doctor?**

|  |  |
| --- | --- |
| Excellent | 60.40% |
| Good | 33.87% |
| Fair | 3.99% |
| Poor | 0.37% |
| Very Poor | 0.00% |
| Not Applicable | 1.37% |

**Q9. How do you rate how quickly you can see a Nurse at the practice?**

|  |  |
| --- | --- |
| Excellent | 46.76% |
| Good | 39.07% |
| Fair | 8.79% |
| Poor | 0.73% |
| Very Poor | 0.24% |
| Not Applicable | 4.40% |

**Q10. How do you rate the medical treatment you received from the Nurse?**

|  |  |
| --- | --- |
| Excellent | 56.74% |
| Good | 35.60% |
| Fair | 3.34% |
| Poor | 0.25% |
| Very Poor | 0.00% |
| Not Applicable | 4.08% |

**Q11. How do you rate being able to order a repeat prescription (on the telephone, in person, on-line, etc.)?**

|  |  |
| --- | --- |
| Excellent | 51.80% |
| Good | 35.08% |
| Fair | 5.57% |
| Poor | 0.11% |
| Very Poor | 0% |
| Not Applicable | 7% |

**Q12. How do you rate the facilities at the practice?**

|  |  |
| --- | --- |
| Excellent | 48.42% |
| Good | 43.81% |
| Fair | 4.25% |
| Poor | 0.36% |
| Very Poor | 0.49% |
| Not Applicable | 2.67% |

**Q13. How do you rate being able to book the appointments on our website?**

|  |  |
| --- | --- |
| Excellent | 25.11% |
| Good | 24% |
| Fair | 5.39% |
| Poor | 0.85% |
| Very Poor | 0.99% |
| Not Applicable | 43.69% |

**Q14. How do you rate the CASAG practice newsletter?**

|  |  |
| --- | --- |
| Excellent | 19.86% |
| Good | 42.46% |
| Fair | 6.58% |
| Poor | 0.68% |
| Very Poor | 0.14% |
| Not Applicable | 30.27% |

**Q15. How do you rate the Out of Hours Service?**

|  |  |
| --- | --- |
| Excellent | 11.66 |
| Good | 36.29 |
| Fair | 12.32 |
| Poor | 3.18 |
| Very Poor | 1.85 |
| Not Applicable | 34.7 |

**Q16. Would you recommend this practice to anybody?**

|  |  |
| --- | --- |
| YES | 99.70% |
| NO | 0.29% |

**As we expected the survey has also identified key areas we need to continue to work on to offer an even better service:**

* 59.2% of patients feel that getting through on the telephone is ‘good‘ or ‘excellent‘– with 29.9% rating this as ‘fair’.
* 81.3% of patients rate the opening hours as ‘good’ or excellent’ however as expected this was a popular topic of discussion in the comments box.

**Action plan:**

* To enhance the ability to get through on the telephone at peak times back office staff will answer the telephone from 8am. *Times scale - Immediately*
* The time patients can call for results and repeat prescriptions has altered from 11am to 10am enabling patients to make calls about these topics over a wider time frame. *Times scale - Immediately*
* Reception staff are reminded that answering the phone takes priority and they must deal with patient queries on the telephone or face to face as promptly as possible. This will be monitored. *Times scale – Immediately monitored by Office Manager*
* A shorter telephone message at Castle Mead has already received grateful comments from patients! *Times scale – Immediately Sam Blower*
* We will advertise the appointment policy at both surgeries to educate patients about the changes made from April 2013 and the small on-going alterations to try and meet demand on a regular basis. *Times scale – by March 2014 by Alison Ellis*
* To aid access to appointments by the working population we will continue to offer early morning appointments from 8am at Castle Mead, and the late afternoon opening at stoke Golding on a Monday. *Times scale – Immediately Appointment team*
* We aim to increase Minor illness nursing appointments when staffing allows. *Times scale – Immediately Nursing staff*
* We will continue to encourage patients to attend local pharmacies for advice about simple self-limiting illnesses to hopefully improve access to doctor appointments for more serious medical conditions. *Times scale – Immediately All clinicians and staff*
* At every patient contact we aim to ask for their mobile telephone number. We will use them to text message the details of their appointments and try to reduce the ‘fail to attend’ appointments which would significantly increase the capacity of appointments available. *Times scale – Immediately All staff*

*Numerous patient comments about this topic were made saying it is a shame that GP’s cannot charge for missed appointments like dentists and opticians can.*

* Advertise in the CASAG newsletter a description of the reality and problems faced by all areas of the NHS at this time. This will hopefully explain the difficulties matching patient demand with available appointments. *Times scale – July 2014 – CASAG*

Without significant improved funding from The Government, General Practices are unable to employ more doctors therefore the number of appointments offered will not increase. The full time partners are already working upwards of 48-50 hours each week and whilst evening and weekend appointments are desired they cannot safely be provided in addition to their current working hours whilst meeting the expectation for continuity of care.

**Thank you for completing the survey – we aim to continue providing our patients with exceptionally high quality individualised patient care.**

You can access the surgeries services via telephone, fax and face to face during normal hours or via our website online services 24hrs per day allowing you to book appointments, order prescriptions and amend contact details as well as post comments and suggestions.

Website: www.castlemeadmedicalcentre.co.uk

Telephone: 01455 637659 and Fax: 01455 238754 for patients registered at Hinckley

Telephone: 01455 212526 and Fax: 01455 212473 for Stoke Golding patients.

**Reception Opening Times**

**Castle Mead Medical Centre**

|  |  |
| --- | --- |
| **Monday** | 8.00am - 6.00pm |
| **Tuesday** | 8.00am - 6.00pm |
| **Wednesday** | 8.00am - 6.00pm |
| **Thursday** | 8.00am - 6.00pm |
| **Friday** | 8.00am - 6.00pm |
| **Weekend** | *closed* |

**Available on the telephone from 8:00am - 6:30pm Monday - Friday**

**Stoke Golding Surgery**

|  |  |  |
| --- | --- | --- |
|  | **Morning** | **Afternoon** |
| **Monday** | 8.30 - 12.00 | 4.00 - 6.00 |
| **Tuesday** | 8.30 - 2.00 |  |
| **Wednesday** | 8.30 - 2.00 |  |
| **Thursday** | 8.30 - 2.00 |  |
| **Friday** | 8.30 - 2.00 |  |
| **Weekend** | *closed* | *closed* |

***Dr Julia Patterson and Alison Ellis (on behalf of the partners)***