



Cedars Surgery Swanley

Patient Survey

Results

March 2012

Objective

- Purpose of this survey is to
 1. Gather a broad range of patient views from within the practice via a short questionnaire
 2. Develop an Action Plan to communicate , via the Practice website, what will be done to address patient needs and suggestions gathered via the questionnaire

What was done and when?

- **Between 23.2.12 and 16.3.12**
 - Handed out/ available in the Practice
 - Sent to a random sample of patients' home address
 - Posted on Practice website to be completed online
- **How many**
 - 136 responses collected
 - vs. 9726 patient list size

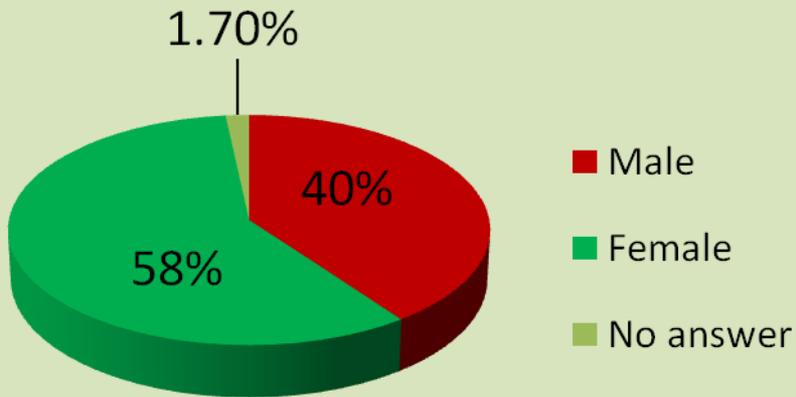
Headlines

- **Key findings**

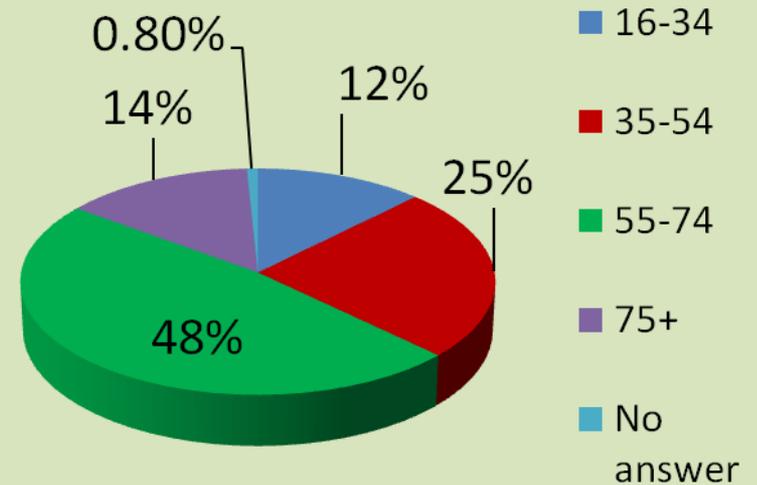
- Online functionality is considered important – particularly for making appointments and ordering repeat prescriptions
- The ability to make appointments quickly and at a time that suits the patient were rated relatively poorly
- Real issues for patients included:
 - The inability to see their own (or at least the same) doctor throughout a phase of treatment
 - The decor
 - The auto check-in machine being out of order. A particular frustration when the queues are long

***Participants were a good mix of male and female
and the majority (73%) were aged 35-74***

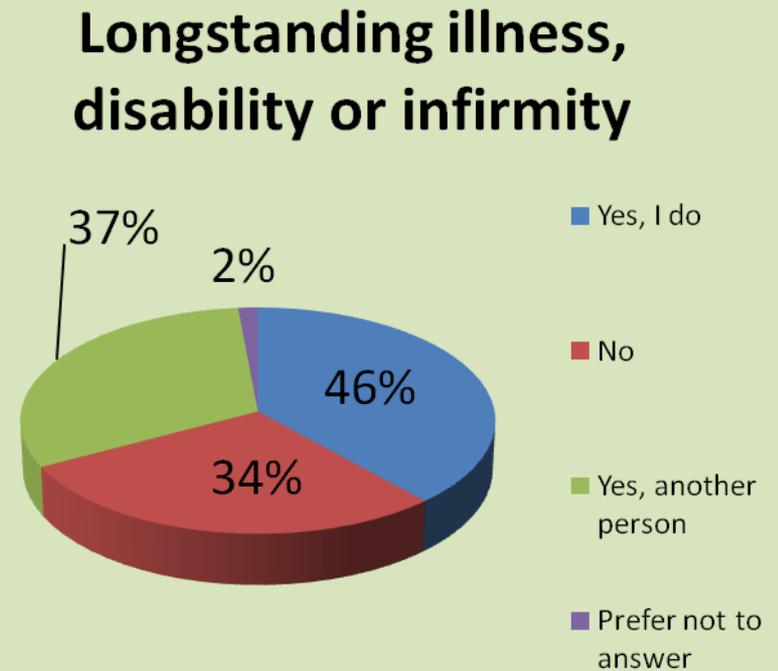
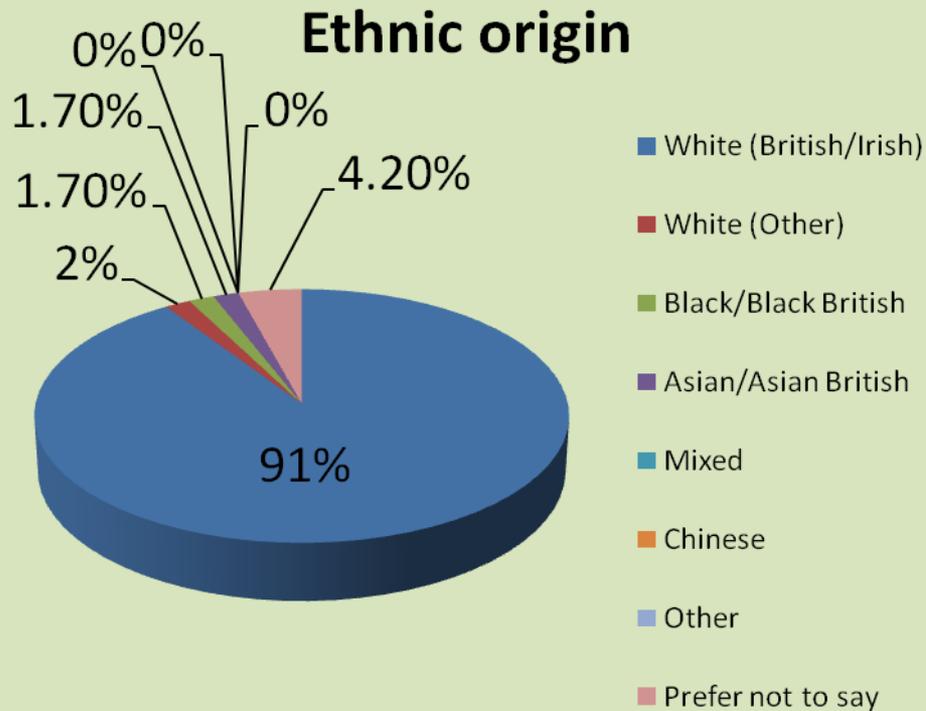
Gender



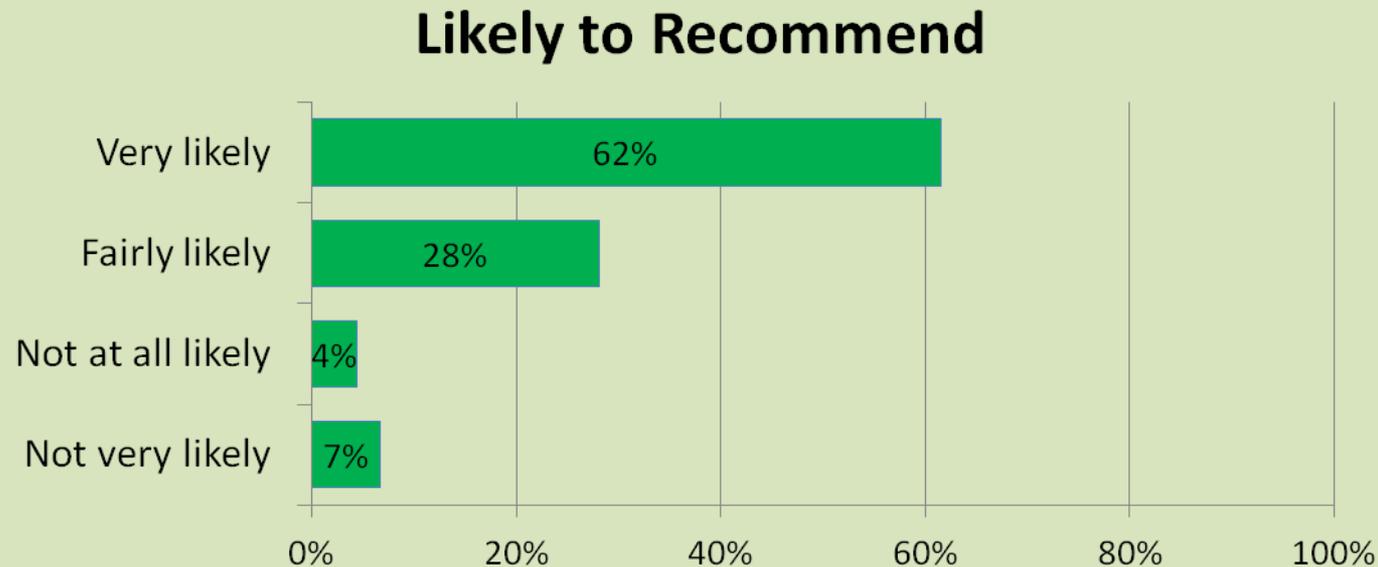
Age



Participants were predominantly white (British/Irish) and over 8 in 10 (83%) had someone with a long standing illness in their household



***6 in 10 are very likely to recommend Cedars to others,
but 1 in 10 are unlikely to do so***

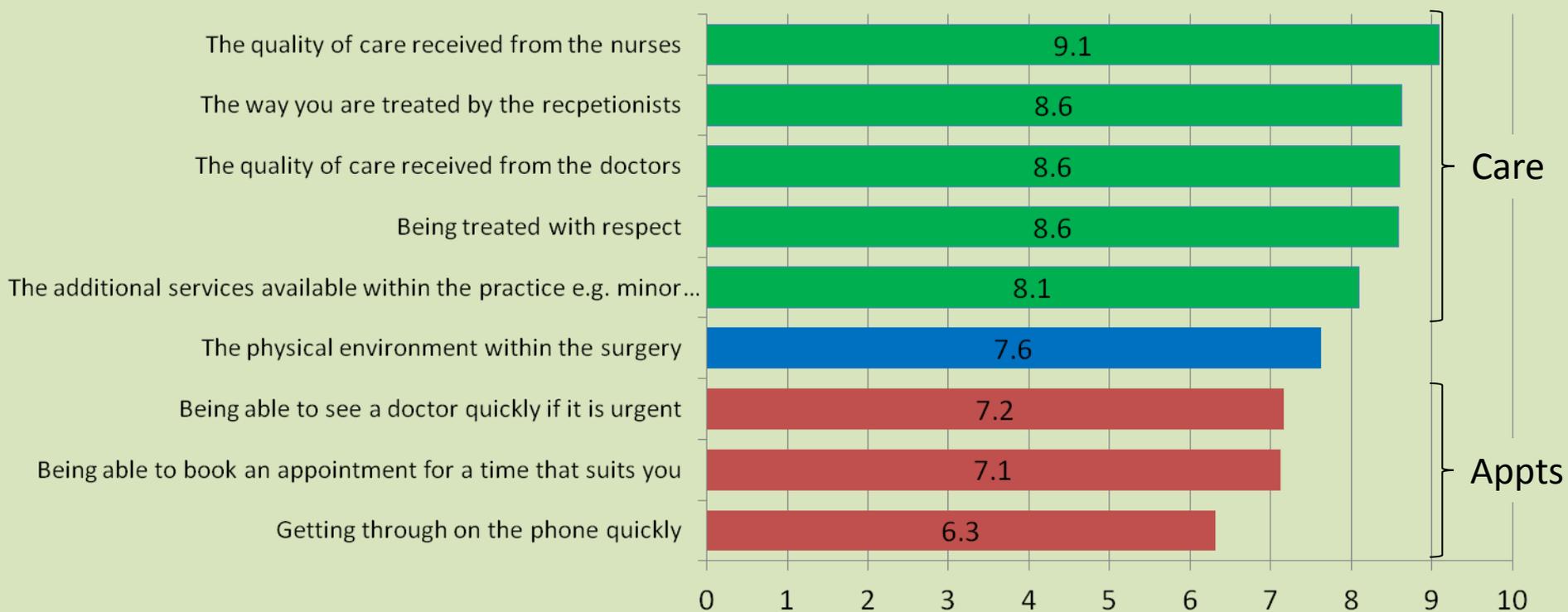


“Extremely nice receptionists, always polite and as helpful as possible. Doctors and nurses well liked and easy to talk to.”

“Very difficult to get an appointment with a specific G.P. Have found reception staff to be quite rude and nosy. Can never get through on phone for emergency appointments and have been cut off more than once.”

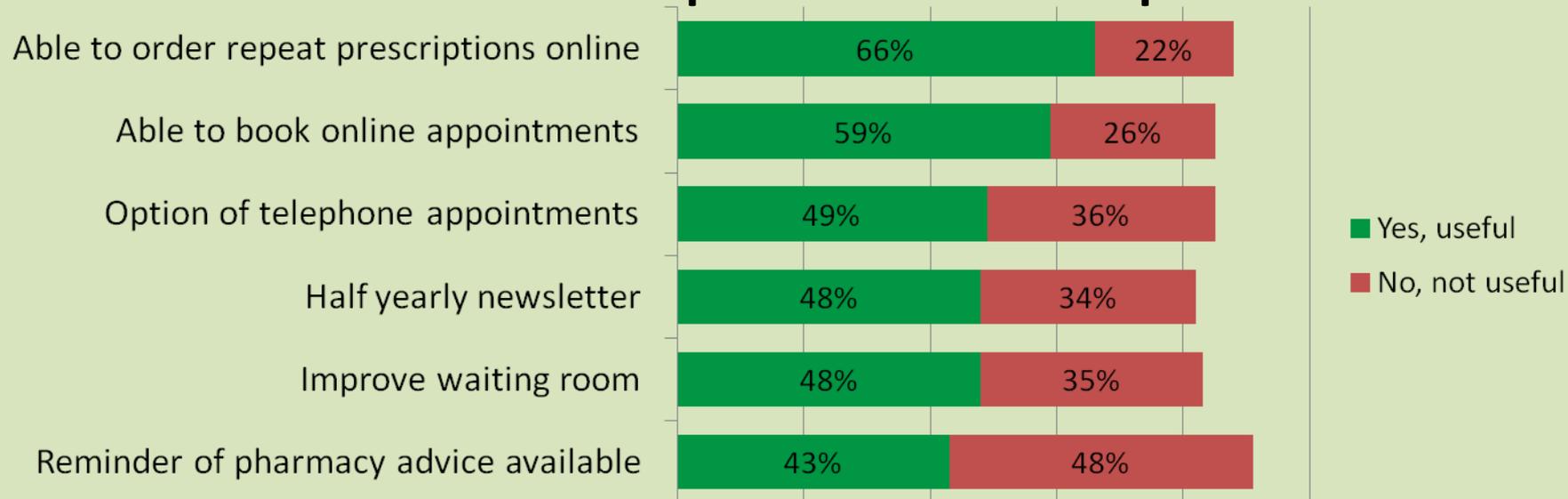
Cedars scores highest in relation to 'personal' elements of the service received at the practice (Care, respect, etc.) but less well on more logistical issues like ease of getting an appointment and getting through on the phone

How would you rate the following?



The ability to use the website to order repeat prescriptions and book appointments were considered the most useful improvements

Usefulness of improvements to the practice



N.B. For all possible improvements some respondents said 'don't know', so percentages do not add to 100%

Availability and flexibility of appointments is a key issue (as it is in every practice) but consistency in seeing ‘your own’ doctor are particular issues for Cedars. Reliability of the check in machine could be improved too.

“Being able to book an appointment at a time to suit me and within 24 hours”

“To get an appointment with a doctor without waiting weeks”

“Getting an appointment with the doctor, not being offered a phone call”

“My Doctor”

“Being able to have consistency in cover of care and seeing the same doctor for an on-going problem without having to wait sometimes weeks for an appropriate appointment to see that doctor.”

“A patient does prefer to see their own doctor as he knows, in my case, the history of me, and my family and my elderly parent as we are all patients of his.”

Waiting time

“To be seen on you appointment time not 15 20 30 mins later, we all have busy lives”

Appointments

If there was one improvement that could be made at this surgery what would you like it to be?

Décor

“Brighten the décor and lighting”

“More ventilation or air circulation”

“Physical environment like chairs, wallpapers need updating”

Reception

“Check in for appointments improved as auto system never works and there is a long queue to book in as just 1 queue for all enquiries”

Comment Count:

Appointments 19, Décor 13, “My Doctor” 13, Reception 12, Waiting time 10, Telephone 8, Doctor 7, Opening times 5, Privacy 4, Prescriptions 3, Access 2, Respect 1