

Patient Survey 2018

Binfield Surgery

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Binfield Surgery Patient Group

Executive Summary

This year's patient survey was carried out between 24 and 28th September. There were 424 respondents (~4% of the surgery's registered patients), approximately the same as 2017, with 21% choosing to take part using the on-line option. The largest group of respondents were in the 31-45 year age group (31%), 61-75 years (24%) 46-60 years (19%). 10% of respondents were over 75 years of age. The Practice population figures for these groups are, 31-45 years = 23%, 61-75 = 12%, 46 – 60 = 22% and over 75 = 5% of the population, so the survey was broadly representative of the demographics of Binfield surgery, with a slight over-representation from the 31-45 year olds.

The top three areas identified about the surgery were doctors and nursing staff being friendly and helpful, the quality of healthcare provided by GP and nursing team and ability to secure an appointment.

The three areas that were identified for improvements when asked a free question in the survey, were appointment access, appointment punctuality (waiting times being poor) and the surgery premises and facilities.

This apparent conflict of opinion in appointment access demonstrates that the surgery's system suits many, but not all and the issue appears to be in the ability to make follow-up appointments and the communication around who is responsible for doing this.

Booking appointments

Almost all patients (90%) are aware of the ability to book an appointment on the same day and to book over the phone and this is highly valued by both patients and within the practice. Binfield is the only surgery within the Bracknell & Ascot area to offer this service. There were some comments about difficulties in booking follow-up or pre-booking longer-term appointments as well as requests to see a female doctor.

There is still some confusion over use of the extended hours service and the patient group will be putting together some more information about this to help people's understanding of the choices that are available.

There are a small number of follow-up appointments available to book in advance, yet once these are gone, the on-the-day call is necessary. As we value the ability to be able to see a doctor on the day for emergencies, we feel we would like to keep this system, as it is the preferred option most of the time. The on the day appointments before 10am are of course not just for emergencies.

There are two systems for seeing a Healthcare professional outside the usual hours:

- ❖ Practice Extended Access, Monday/Thursday, 6-7.30PM, in the surgery with our doctors and nurses.
- ❖ Extended Hours Service at Boundary House Surgery, every evening and Saturday morning with a doctor, nurse or Health Care Assistant from the local area, but not necessarily Binfield.

These options are clear on the web-site under PRACTICE – Opening Hours or APPOINTMENTS

Reception Staff

87% very satisfied/satisfied, which is similar to the 2016 and 2017 survey, with many positive comments about reception staff. As a reminder, if there are individual grievances, they need to be raised through the practice manager, so that appropriate action can be taken.

Nursing Staff

There is high awareness of the ability to see the practice nurses about vaccinations (81%), dressings (70%) and suture removal (53%). There is lower awareness of the ability to have an ECG (39%), family planning (42%) and long-term conditions (43%). There is some confusion over the ability to book ear-syringing or an ECG with a practice nurse without having a doctor's referral. There was a suggestion to provide a list of services available from the practice nurses, without requiring a GP consultation, the patient group will follow-up with this suggestion.

Doctors

The quality of healthcare provided by GPs and the attitude of the doctors were regarded two of the top-rated areas in the survey. There were isolated comments about the ability to see a female doctor and although this is not something that will change, the Patient Group can ensure information about seeing specialist nursing staff is as clear as possible, as this may be an appropriate choice for some.

On-line Access

Awareness of on-line access and ability to access medical records, order repeat prescriptions and make appointments is quite high (72%), yet further information could be made available to increase this number. The patient group will generate further information to this end.

Blood pressure machine in surgery premises

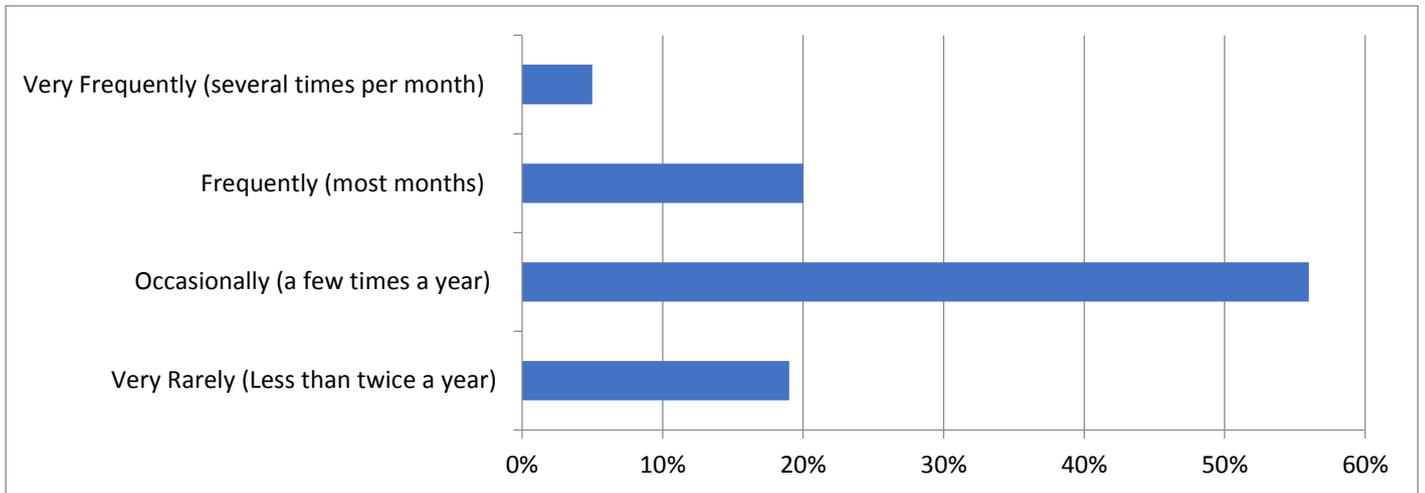
There is very low usage of the machine being used in the surgery (21%) which could partly be due to its proximity to the right of the entrance and is out of sight. The patient group will improve this by appropriate signage.

Waiting Area

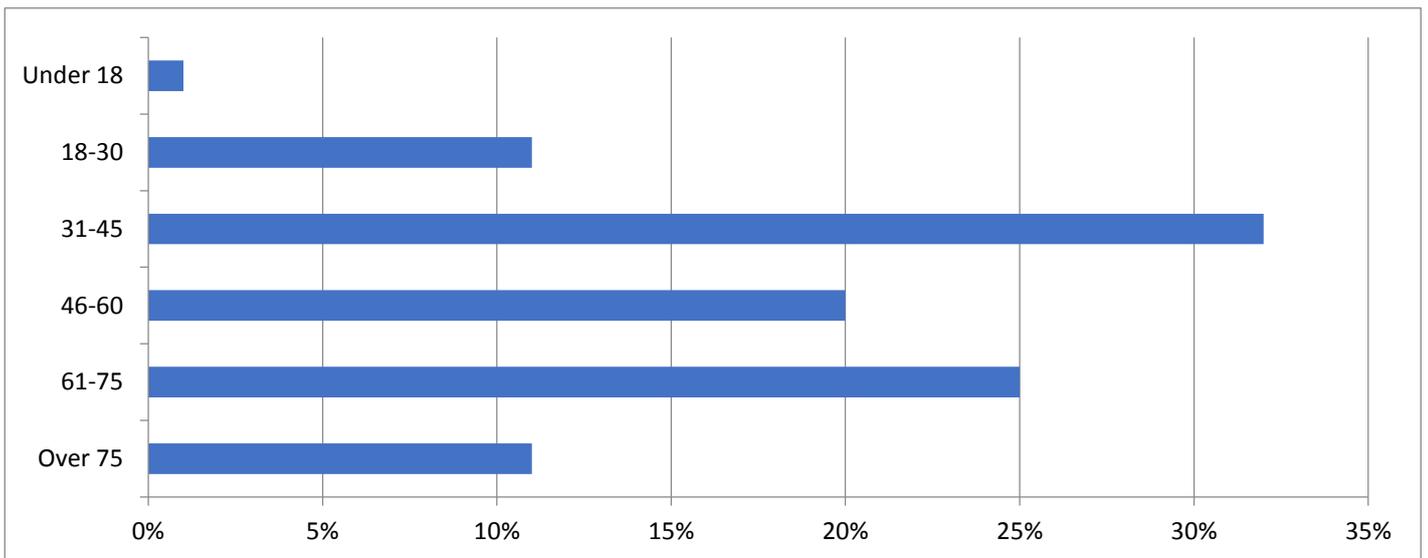
Some comments stated that the waiting area has improved since last year, which is encouraging, as this was an action following the 2017 survey which was put into place very quickly. There is still the ongoing issue of securing new premises, about which information will follow when relevant.

The full results from the survey, in graph form, are available below

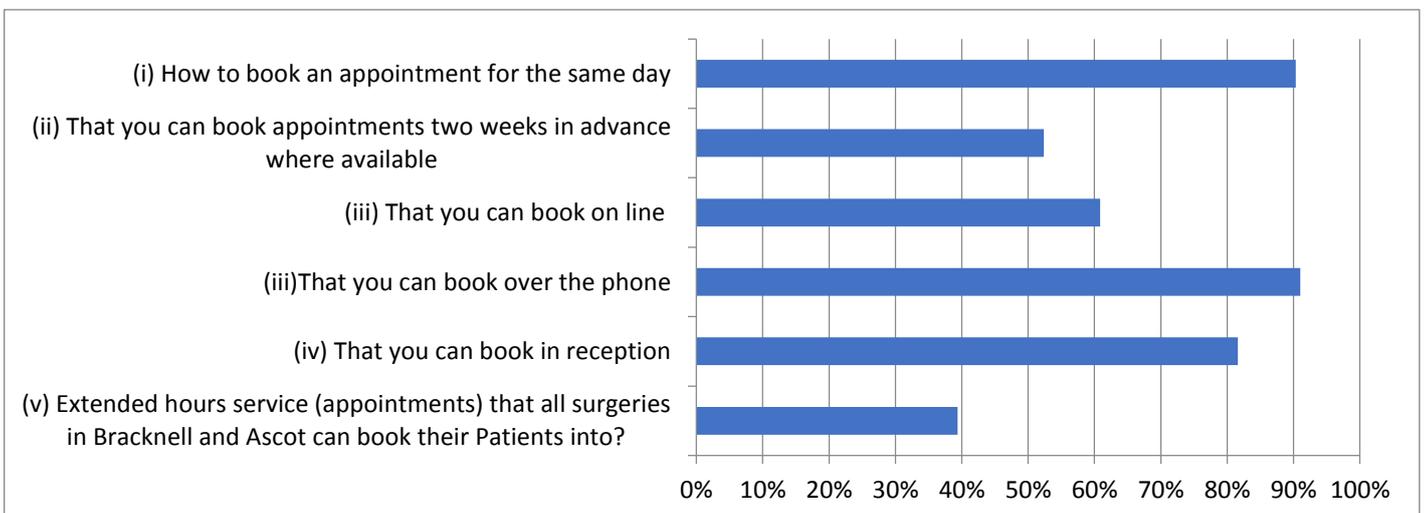
1. How would you describe how often you come to the Surgery?



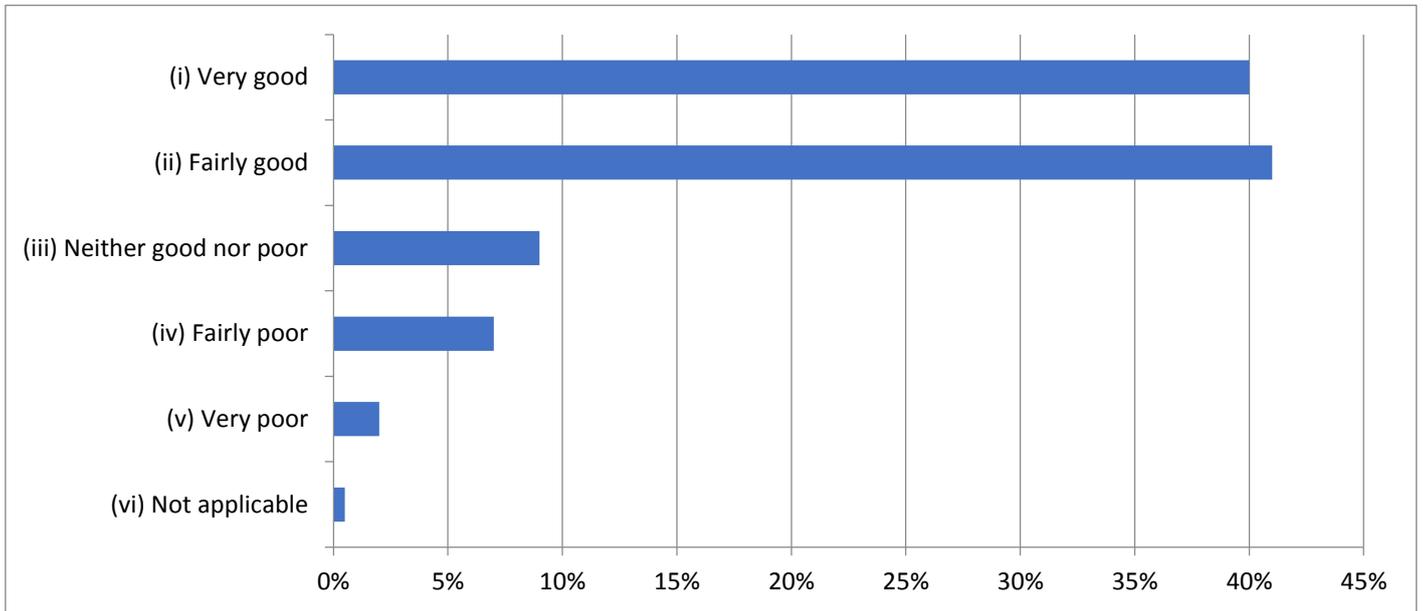
2. What is your age?



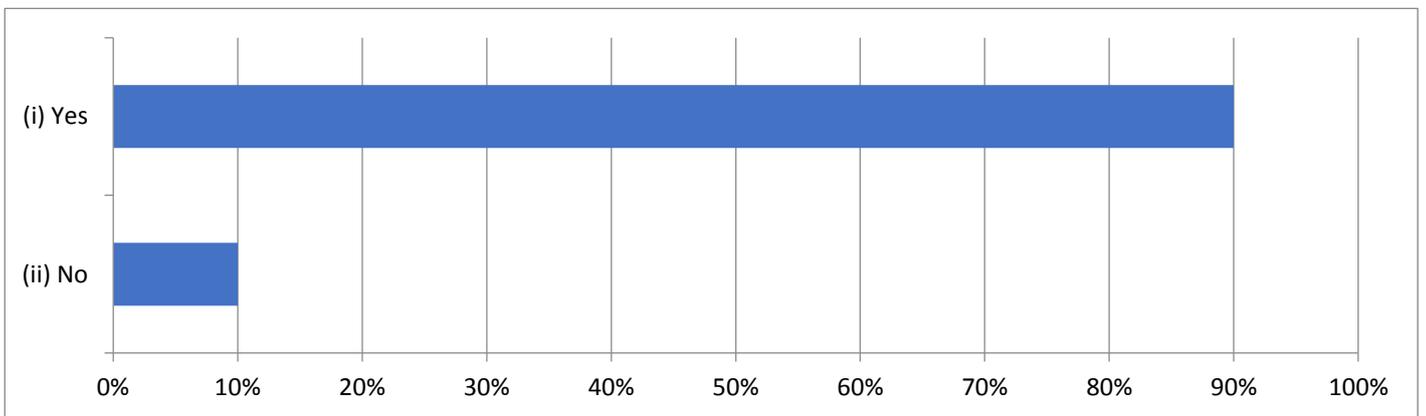
3. Are you aware of the following?



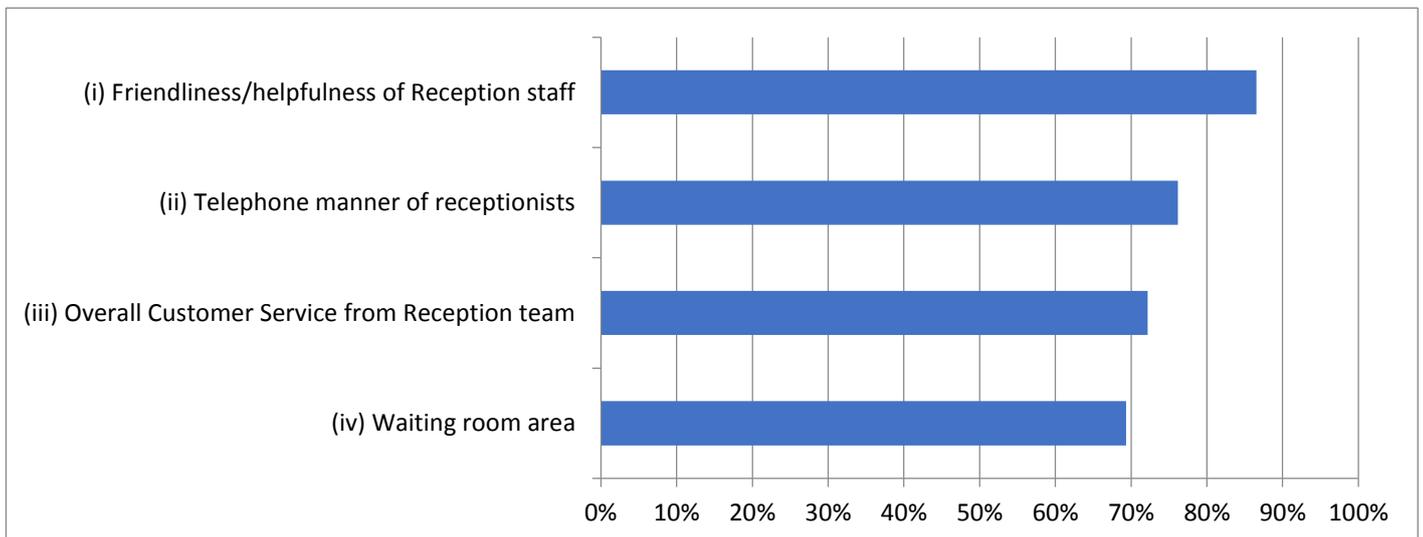
4. Overall how would you describe your experience of making an appointment at the surgery?



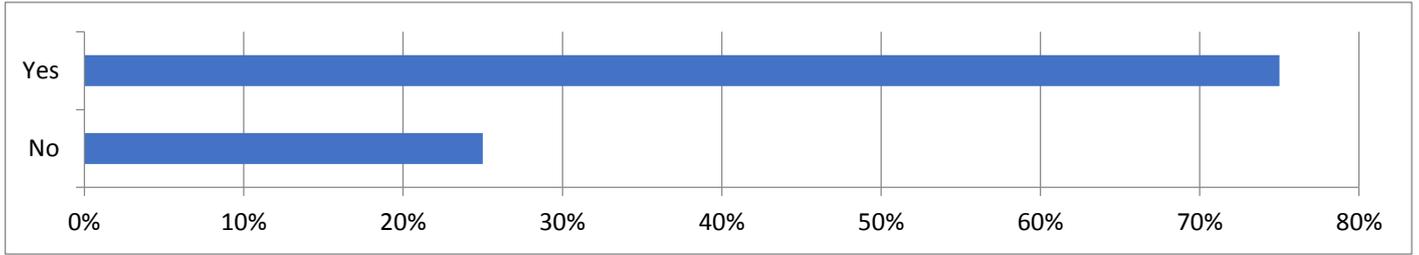
5. Were you able to get an appointment to see or speak to someone the last time you tried?



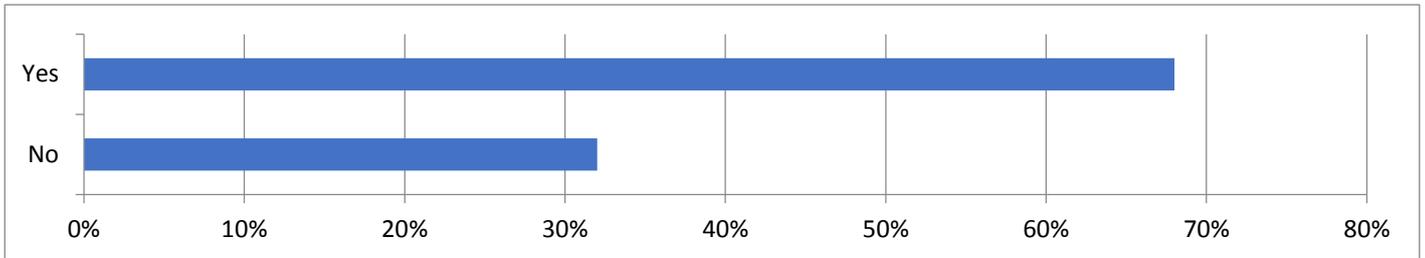
6. The Practice aims to maintain a good and patient friendly reception service at all times. Based on your own experiences in the last 12 months, please rate your satisfaction with the aspects of the Reception service below. Please tick all that apply.



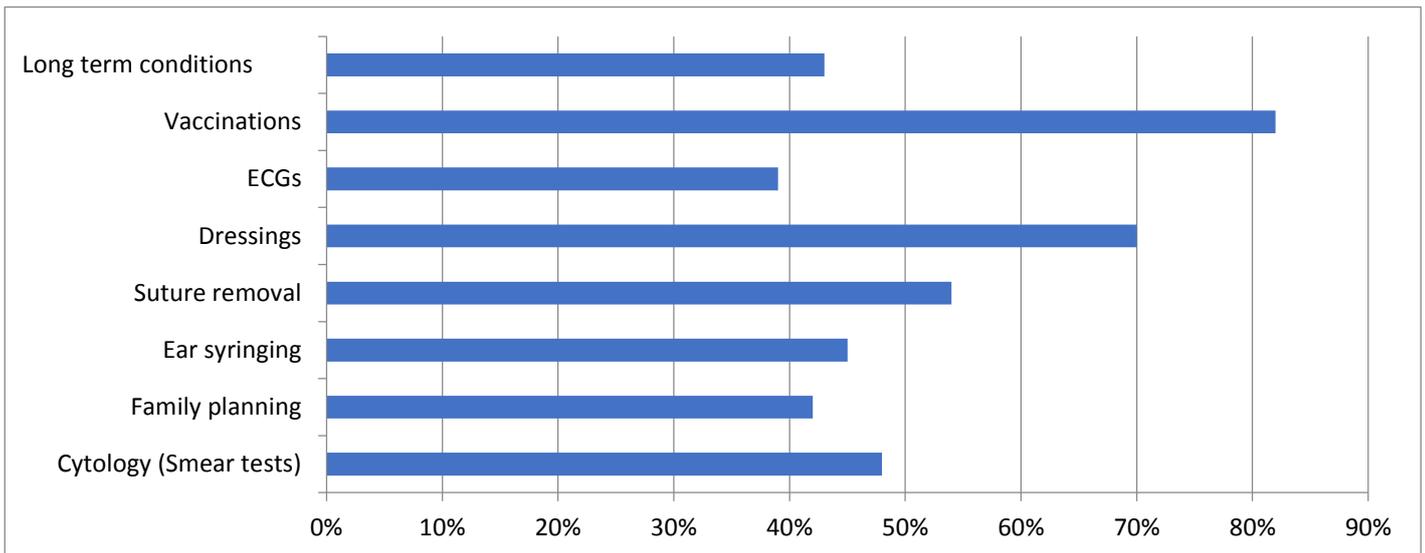
7. The practice has sent out communications and held events regarding online access to try to increase its use. Are you aware of the ability to access your medical record, order repeat prescriptions, make appointments and other useful services using online access?



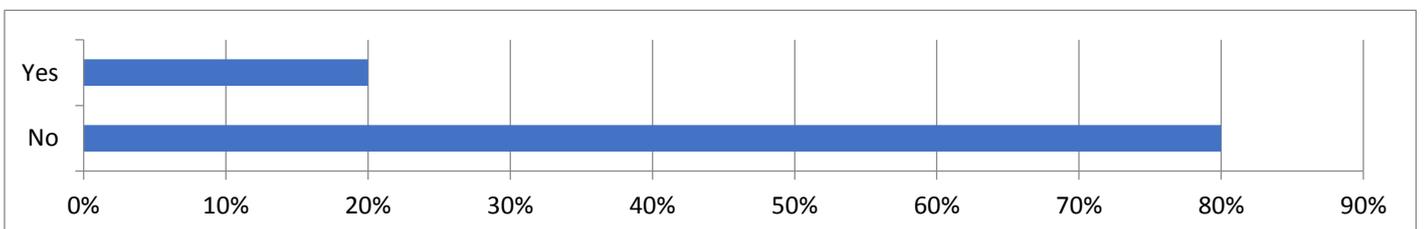
8. If you have a disability, impairment or sensory loss, does Binfield Surgery provide the necessary services to support and communicate with you appropriately?



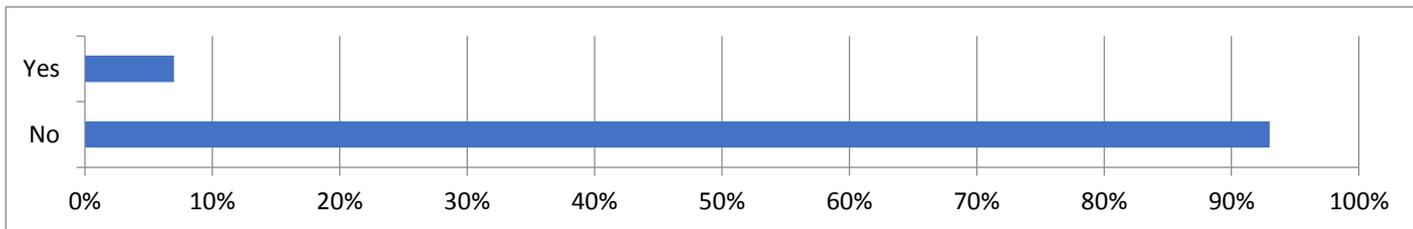
9. Feedback has shown that some patients are not aware of who they can book appointments with for different conditions. Our Practice Nurses are more appropriately qualified for the following conditions. Are you aware you can see a nurse for the following



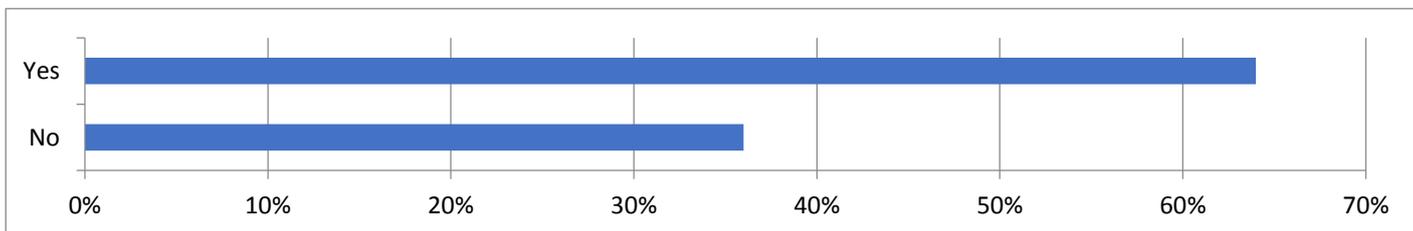
10. Have you used the machine in the waiting room to test your blood pressure in the last 12 months?



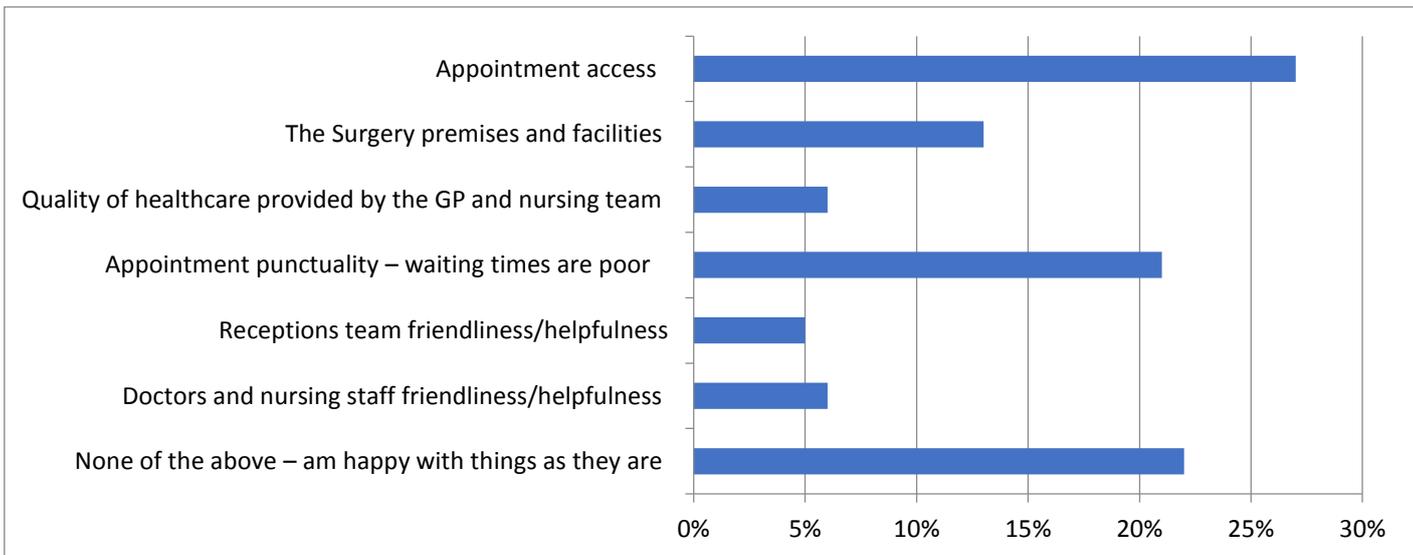
11. Do you look after someone else, are you a carer?



12. The Practice regularly send out Newsletters to the patients with an email address registered with the surgery, who have consented. Are you aware of this?



13. What do you think are the things that most need improving at the Binfield Surgery?



14. What do you think are the top three things about Binfield Surgery?

