

Dr Dineen and Partners

Patient Survey January 2013

1. The Survey took place in the first full week of January 2013 when every permanent doctor was at work. We were supplied with 270 copies of the questionnaires by Cfep UK Surveys who organise and analyse an approved Improving Practice survey used by hundreds of practices throughout the UK. We have used this survey several times in the past and this allows comparative data to be provided. In addition we were supplied with the same number of additional questionnaires asking for feedback on five topics suggested by the Patient Reference Group.
2. Copies of the Improving Practice Questionnaire (IPQ) were distributed to all patients over 16 years attending both surgeries. In addition the further questionnaire on five topics nominated by the Patient Reference Group was given to all who took a general questionnaire.
3. Of the general IPQs given out, 258 were returned.
4. 136 (52%) were from females, 93 were from males and 29 respondents did not specify their sex.
5. 125 (48%) respondents were 60+, 13 (5%) were under 25 and the rest between 26 and 59 (28 did not give their age).
6. 146 (70%) were seeing their usual practitioner, 63 (30%) were not.
7. The survey report gives the distribution and frequency of ratings for the questions on the main survey.
The Good-Excellent answers were over 70% for every question except 2 (See Practitioner of choice, Second opinion/complementary medicine). It is over 90% for 12 out of the 28 questions.
8. The average percentage score of Good-Excellent answers over all questions is over 84%. However the mean score *overall* as scored by the survey company is 73%, the same as the national mean score.
9. Of the Additional questionnaires, 241 were returned.
10. On the second questionnaire feedback on topics were as follows:
 - Reception: 230 out of 241 were satisfied or very satisfied
 - Support to family carers: 17 (77%) of those who gave a response felt supported or somewhat supported (219 were blank, don't know or not applicable)
 - Sufficient information about options for further treatment: 144 (97%) said yes (92 were Don't know, Not applicable or blank)

- Practice nursing services: 219 out of 226 were satisfied or very satisfied.
 - Information on other services available within the practice: 133 out of 159 (82 were Don't know, not applicable or blank) felt sufficient information is available.
11. There were 86 free text comments. 42 (48%) gave only praise or said no change is needed.
12. Of the 44 comments which gave negative feedback most were on
- Running late/ being kept waiting
 - Difficulty getting appointments
 - Waiting room/music/chairs layout
 - Patient information
 - Opening hours
 - Changes in medical staff who may not know patient history

There were also some comments on difficulty in getting through on the phone, the car park, lack of complementary therapies and the dispensary.

13. On the supplementary questionnaire there were three patients who were very dissatisfied with reception and nursing services, but it is not clear from the free text comments in what way there was a problem. On the whole satisfaction seems high on most aspects of the practice service.
14. Please see the Action Plan for information about how we intend to address these issues.