

THE INGHAM PRACTICE

DEDICATED * CARING * RESPONSIVE

Dr M M Sultan

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www.theinghampractice.co.uk

99.65%

Patient Satisfaction

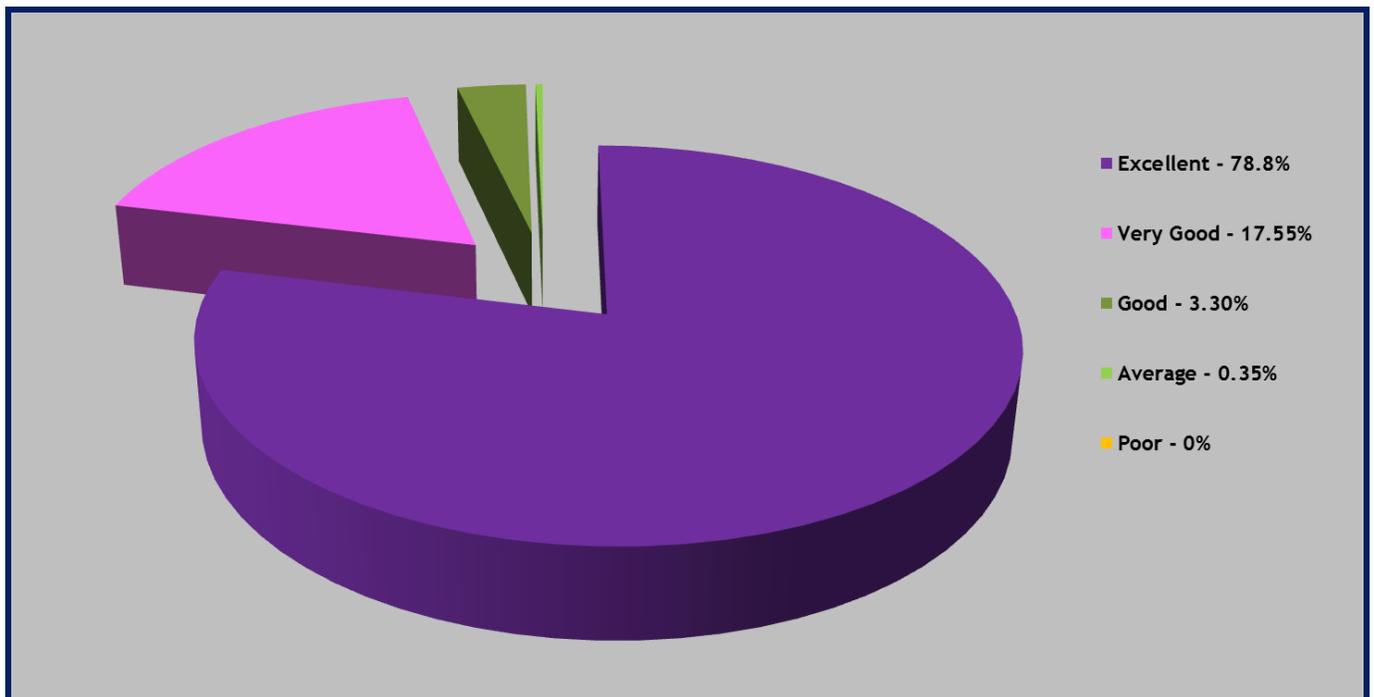
Survey Results

of respondent patient ratings
across all aspects of this Practice were
Excellent, Very Good or Good

2019/2020

“Striving towards excellence”

Overall Satisfaction



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The Ingham Practice Annual Patient Survey 2019/2020

Analysis

Practice List Size 3432

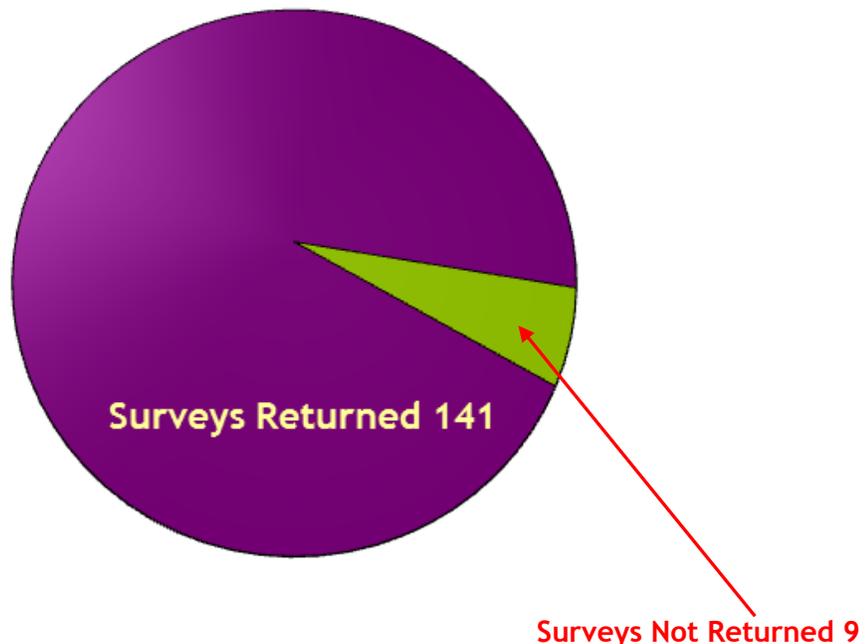
Total Number of Questionnaires Provided 150

Total Number of Surveys Returned 141 (94%)

Total Number of Surveys Not Returned 9 (6%)

Completed in December 2019

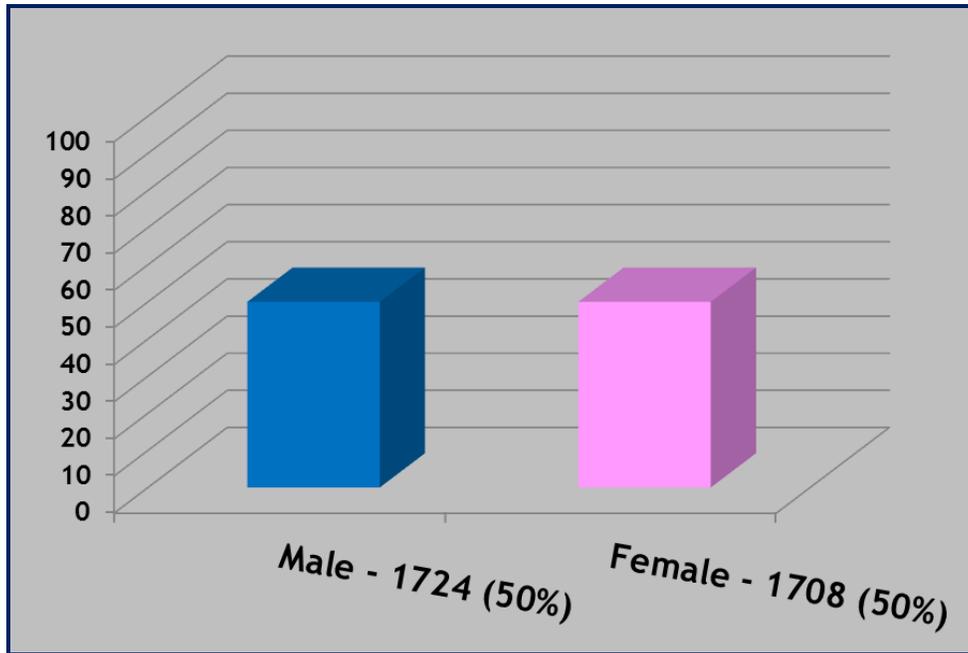
Questionnaires Provided 150



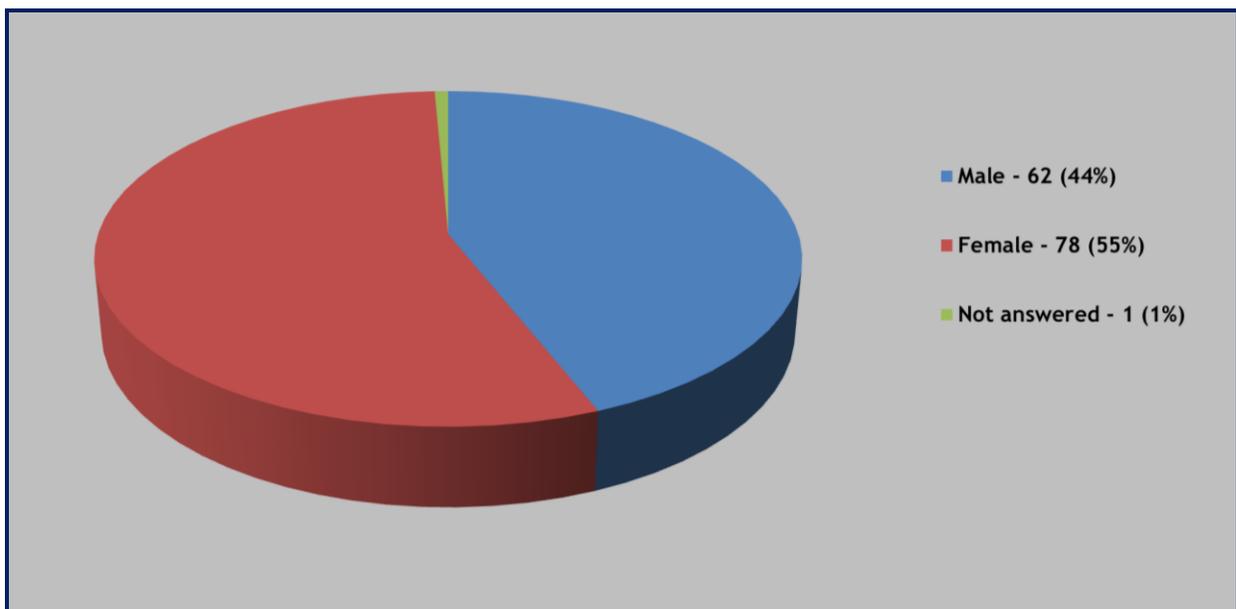
The Ingham Practice Annual Patient Survey 2019/2020

Gender of Practice Population Compared with previous year 2018/2019

Gender of Practice Population	2019/2020	2018/2019
Male	1724 (50%)	1710 (50.5%)
Female	1708 (50%)	1675 (49.5%)



Gender of Questionnaire Respondents

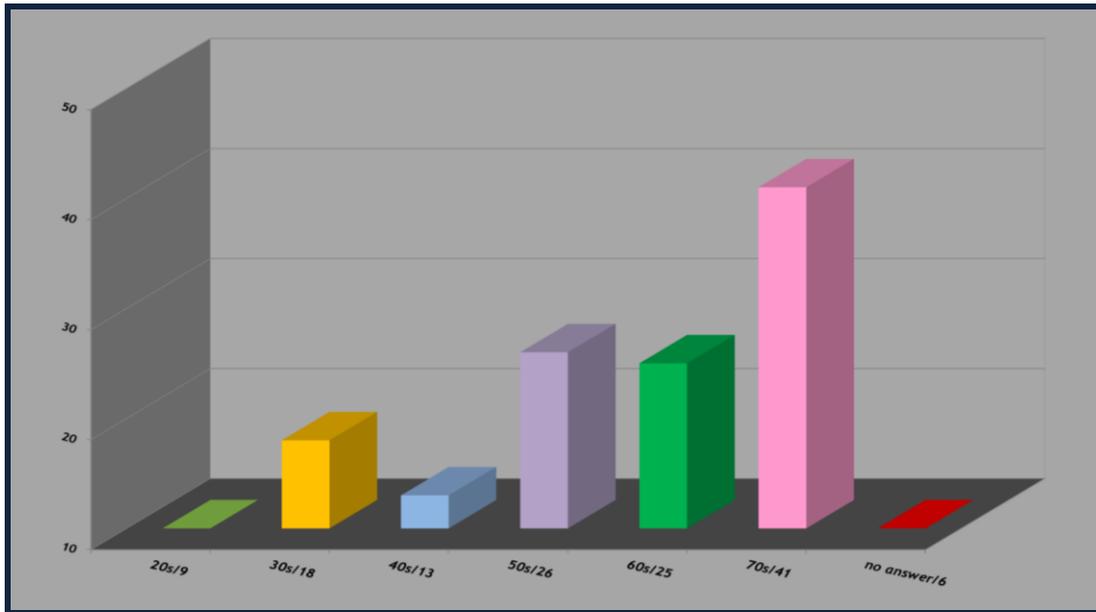


The Ingham Practice Annual Patient Survey 2019/2020

Respondent Age Groups (Six patients did not respond)

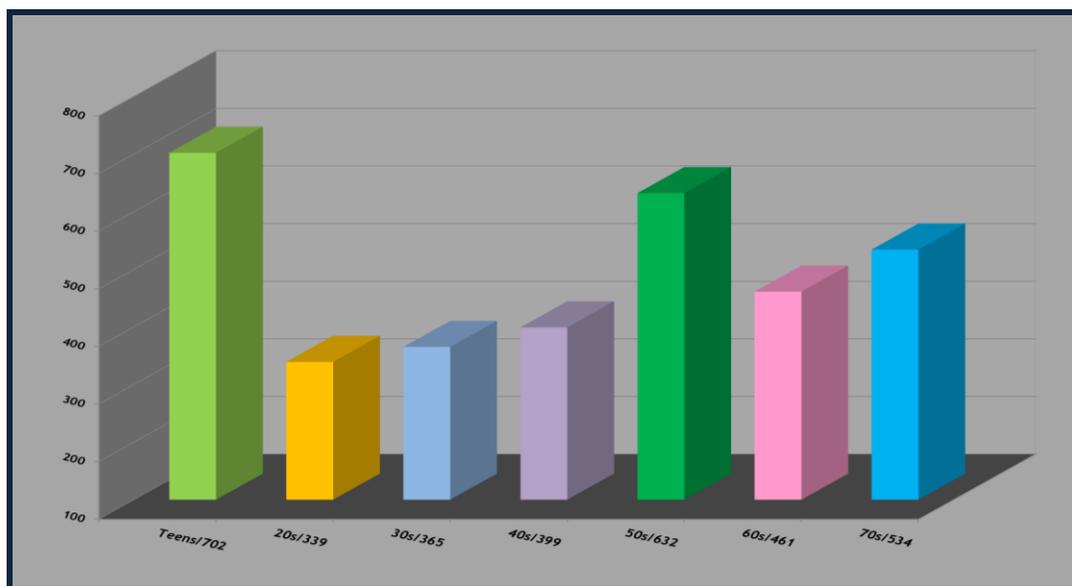
(PREVIOUS YEAR'S RESULTS) 2018/19

Teens	20s	30s	40s	50s	60s	70s and over	No answer given	Total
(9)	(8)	(11)	(16)	(25)	(27)	(42)	(0)	(141)
3	9	18	13	26	25	41	6	141



Practice Current Population (Data collected from SystmOne)

Teens	20s	30s	40s	50s	60s	70s and over	Total
(729)	(354)	(352)	(425)	(609)	(466)	(450)	(3385)
702	339	365	399	632	461	534	3432

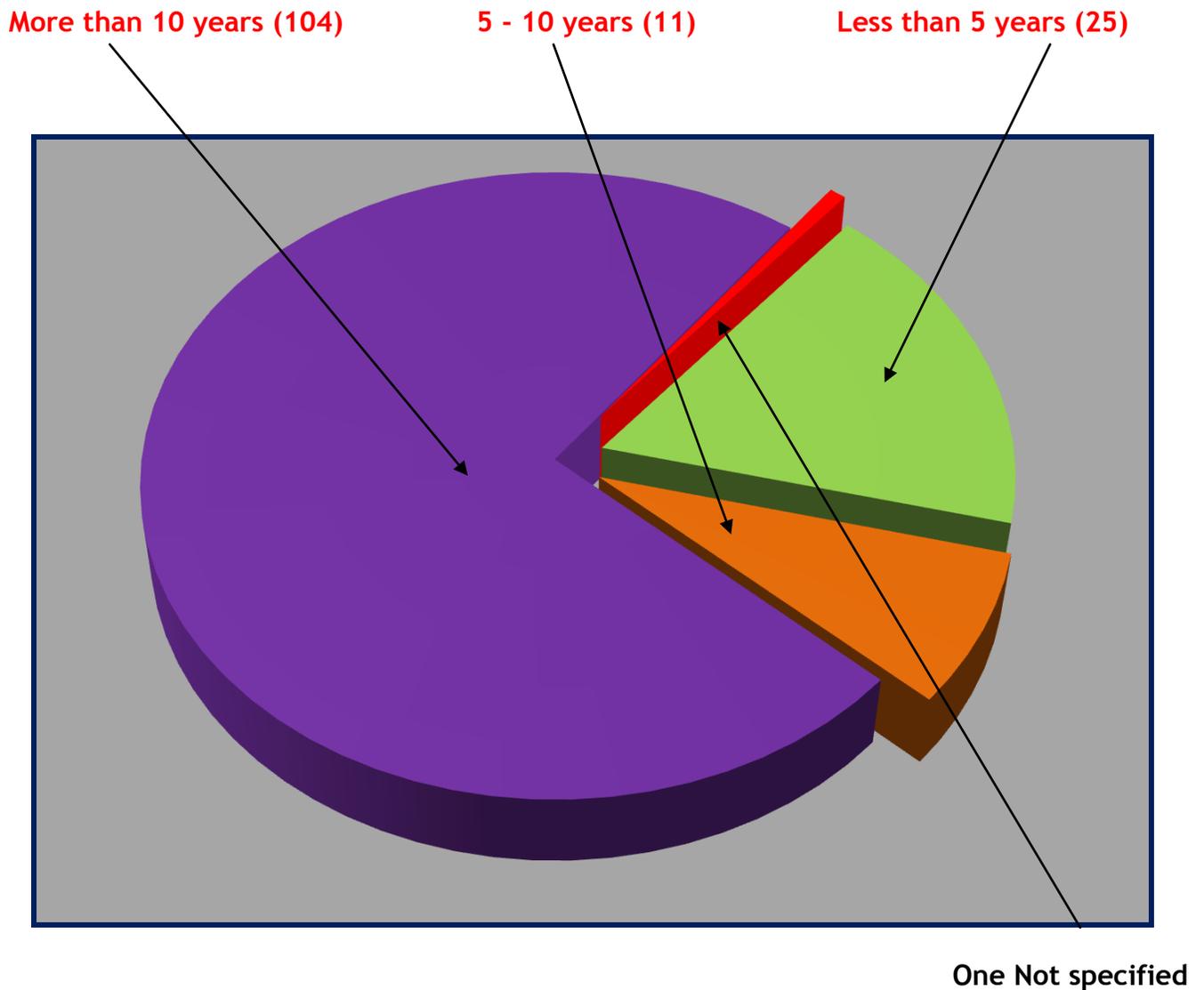


The Ingham Practice Annual Patient Survey 2019/2020

Survey Respondent's Period of Registration

(PREVIOUS YEAR'S RESULTS) 2018/19

Period of Registration	Less than 5 years	5 - 10 years	More than 10 years	Not specified	Total
	(25)	(11)	(104)	(1)	141
	25	11	104	1	141



The Ingham Practice Annual Patient Survey 2019/2020

The Practice's Overall Level Satisfaction - Excellent/Very Good/Good/Average 99%

Q1 Was the service you received at the Practice professional?					
	Excellent Very Good Good	Average Poor	Sub Total	No Answer	Total
GP	107		107	34	141
Practice Nurse	115		115	26	141
Reception	117		117	24	141
Dispensary	103	1	104	37	141
Admin Team	69		72	72	141

Q2 Were you happy with the care given during your consultation?					
	Excellent Very Good Good	Average Poor	Sub Total	No Answer	Total
GP	110		110	31	141
Practice Nurse	109	1	110	31	141

Q3 Has the service provided by the Practice met with your expectations?					
	Excellent Very Good Good	Average Poor	Sub Total	No Answer	Total
Practice facilities	137		137	4	141
Opening times	135		135	6	141
Booking appointment	133	4	137	4	141

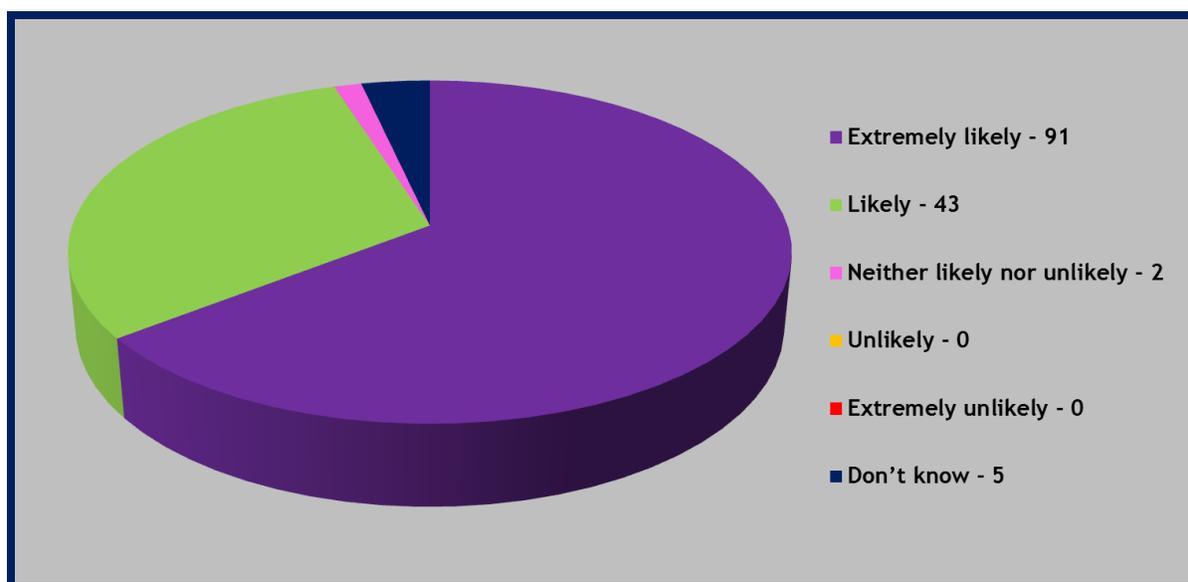
Q4 Was the service provided by the Dispensary convenient?					
	Excellent Very Good Good	Average Poor	Sub Total	No Answer	Total
Ordering repeat prescriptions	121		121	20	141
Collections of prescriptions	118		118	23	141
Overall Dispensary Services	123		123	18	141

Q5 Have you used the Practice's on-line services recently?					
	Excellent Very Good Good	Average Poor	Sub Total	No Answer	Total
Booking appointments	34		34	107	141
Ordering repeat prescriptions	38		38	103	141

Q6 Have you used the Practice's check-in screen?					
	Excellent Very Good Good	Average Poor	Sub Total	No Answer	Total
Check in screen	123		123	18	141

Q7 Friends and Family Test

Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
91	43	2	0	0	5



Q8 Are you aware of the following additional services provided at the Ingham Practice even if you do not use them?

The table below provides comparable data for the current year 2019/2020 and the previous year 2018/2019 in brackets.

Services Provided at Ingham	Patients' awareness of services	
	2019/2020	2018/2019
Dispensary	135	132
Cryotherapy Clinic	26	16
Minor Surgery	107	108
NHS Health Check	87	91
Physiotherapy Clinic	55	60
Chlamydia Screening	24	16
Family Planning Services	46	33
Pulmonary Rehabilitation Review (COPD)	28	14

The Ingham Practice Annual Patient Survey 2019/2020

Overall Scoring 99.65%

Questions	Excellent	Very Good	Good	Average	Poor	No Answer	Total
GP	85	17	5	0	0	34	141
Practice Nurse	96	15	4	0	0	26	141
Reception	99	15	3	0	0	24	141
Dispensary	82	14	7	1	0	37	141
Admin Team	54	13	2	0	0	72	141
Care given by the GP	87	18	5	0	0	31	141
Care given by the Practice Nurse	91	17	1	1	0	31	141
Practice facilities	106	29	2	0	0	4	141
Opening times	105	27	3	0	0	6	141
Booking appointment	94	27	12	4	0	4	141
Ordering repeat prescriptions	94	23	4	0	0	20	141
Collections of prescriptions	88	27	3	0	0	23	141
Overall Dispensary Services	89	29	5	0	0	18	141
Online booking appointments	32	2	0	0	0	107	141
Online ordering repeat prescriptions	34	4	0	0	0	103	141
Easy use of the check-in-screen	102	21	0	0	0	18	141

The Ingham Practice Annual Patient Survey Analysis 2019/2020

Aim

The aim of the survey is to evaluate the level of patients' satisfaction and review their feedback and suggestions in order to review the Practice's services, facilities and consider patients' suggestions to implement necessary changes which will enhance patients' experience at the Ingham Practice. The Team aims to analyse the outcome of the survey ensuring that patients' expectations are taken very seriously which the Team endeavours to meet at all times.

Observations

99.65% of respondents rated the service provided as being within the range of excellent to good.

However, we have identified six answers for five patients who scored their satisfaction at level 2 for the following areas:

- The care given to them during their consultation with the Practice Nurse.
- Booking an appointment.
- Dispensary services.

Patient One

Question 2	scored 2 to reflect their level of satisfaction with the care given to them during their consultation with the Practice Nurse
Question 3	scored 2 to reflect their level of satisfaction when they book an appointment

Patient Two

Question 1	scored 2 for the services they received from the dispensary
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Patient Three

Question 3	scored 2 to reflect their level of satisfaction when they book an appointment
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Patient Four

Question 3	scored 2 to reflect their level of satisfaction when they book an appointment
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Historically, we have classified score 2 as average however this year we have treated score 2 to indicate a level of dissatisfaction in the service which will encourage the Practice and the Team to improve the level of care we provide to our patients.

Three questionnaires were identified as follows:

- One questionnaire the patient did not mark or score the Practice in any area however, they made comments regarding the private physiotherapy services that they receive and being unaware of other services provided despite the fact that they completed question 8 indicating the services that they aware of which are provided at the Ingham Practice.
- One questionnaire was for a couple and their scoring was taken into consideration as two patients.
- One questionnaire the indicated high satisfaction of GP services and indicating that they are extremely satisfied with the Advanced Nurse Practitioner's care that has been provided during their consultation.

Conclusion

It is very pleasing to note that the Practice has not been scored 1 which reflects dissatisfaction in the service during the survey period. The Practice strives to provide a highly professional and convenient service to its patients. Our friendly Team is committed to do their utmost to tailor the service to patients' expectations. However, it is obvious that there is always room for improvement. Nevertheless, the vast majority of patients highly regard the service we offer and the level of care they receive at the Ingham Practice. This is supported year in year out by the level of satisfaction shown in this survey, patients' feedback and their complimentary comments.

We are delighted with the survey outcome which compares similarly to previous years.

The survey gives an opportunity to patients to be involved in the care they receive at Ingham by making suggestions and sharing any concerns they may have. Nevertheless, it is an equal opportunity for staff to feel appreciated by patients which will encourage and motivate staff to improve the services whenever possible.

The survey results during the IPPG meeting which will take place in January 2020.

The Ingham Practice Annual Patient Survey 2019/2020

PATIENT COMMENTS AND SUGGESTIONS (copied verbatim)

- 1 In order to book an appointment I was asked if my appointment was urgent. As I replied it was not I was then classified as a routine appointment and had to wait over a week for a consultation. There must be more than two categories of people seeking appointments! Perhaps the member of staff could ask if they want to see a doctor now or could it wait a day or two....
- 2 I used physiotherapist but was not a free service. Don't know what the others are.
- 3 Since having access to the online appointments it fantastic, as family we all like to use the service. Also for repeat prescriptions as we live a few miles away. I have bene hearing lots of good things about people not having to wait long for appointments and choosing who they see. Mrs B Hill is fantastic and really helpful.
- 4 Initial telephone contact can be confusion. New appointment system a great improvement.
- 5 I think there could be more appointments made available each day, the open surgery system may have been slower but at least there was always a guarantee of being seen.
- 6 Would be appreciated if Practice Nurses actually listened to problems. I was diagnosed with a medical condition (incurable) and went to get some anti-sickness medication, told her about my issue and got "whatever that is". I found that very rude and inconsiderate.
- 7 The practice needs to embrace technology more modern equipment for testing blood pressure and ECG, for example. The use of North Lincs for results means that they are not always available in Lincoln Hospital when you see the consultant.
- 8 It would be good if appointments to see a dietician were available. Diet is often overlooked or not given enough attention when it is quite often a root cause or major contributory factor.
- 9 Two regular full time GPs would meet the future needs of a growing population.
- 10 Never any problems all staff give 100% and more, in my experience. Thank you all.
- 11 Bedside manner of some of the locums could be improved. Some of them are brusque and not very helpful. On a number of occasions we have had to wait an excessively long time after our scheduled appointment time to be seen. This is not ideal especially with young children. The nurses and reception staff have always been excellent.
- 12 I was unaware of the things I have put a cross in.

- 13 I joined the practice in September 2019 so haven't really had to use it much but so far I've been very pleased.
- 14 I have been with this practice for 31 years and have rarely had cause to complain, if ever. Despite your growing workload and everyday pressures, I have nothing but admiration for every single member of the team. My family and I are extremely fortunate to be with this practice. Many thanks to all of you.
- 15 Having one GP for the morning surgery is a lot of pressure for one Doctor, I would like to see two GPs in the morning session. Patients can be very demanding at times, they don't just bring on problem with them there are several at one time like a shopping list and doctors are only allowed a certain amount of time and I think that puts them under a lot of pressure. It should be made very clear to patients if they want to discuss several problems get them to make a triple or double appointment.
- 16 Professional.
- 17 I have previously attempted to use the online portal, but unfortunately not had much success. Each time I access I have to go through the additional steps of resetting password I didn't have the patience, so reverted to phone.
- 18 I have always found the practice and personnel very professional, courteous and helpful.
- 19 Excellent service. The staff never get enough praise - especially dispensary.
- 20 All brilliant, lovely staff and very professional.
- 21 Ingham Surgery is held in high esteem by myself and family, also most people we know.
- 22 As always, the standard of service, care and administration continue to be excellent.
- 23 I have always received exceptional, caring and compassionate care. I have found all staff very cooperative and understanding.
- 24 Came to surgery to have heart checked was told it was irregular and would book appointment for hospital to have 24 heart monitor. This appointment took 6 months! Still do not have results.
- 25 In 20 years I have had the best of service from the practice and continue to do so. I have faith and trust in all those who attend to my needs.
- 26 Been with Ingham a long time. Generally excellent service.
- 27 Ingham Practice very good in all aspects.

- 28 Always received excellent care from all members of staff and have been with the surgery for 32 years. Many thanks to all.
- 29 Dispensary - it would be nice to be able to collect meds from local dispensary instead of having to come to practice, the online repeat prescription gives no leeway of days e.g. it I need prescription on 26th and it is not due til 27th I have to request it be added and hope it's done.
- 30 Results of tests are not always made known (outside) blood test results done by surgery are always made known.
- 31 Excellent service overall but becoming more difficult to see preferred doctor for continuity.
- 32 I have no issues. Everyone is pleasant and helpful.
- 33 As a family we are very happy with every aspect of the Ingham Practice. My father is a cancer patient and the practice care for him very well.
- 34 We have only been using the practice for a few months but are very happy. Everyone is friendly, helpful and always space in the car park and surgery waiting area. I do tell everyone how wonderful I think it is thank you.
- 35 Happy with the service provided.
- 36 As indicated above the service is excellent thank you.
- 37 Always happy with the service. Appointments tend to run late at times but overall never had any problems.
- 38 Dr Sultan (and his team) have always provided exceptional service to me and my family - thank you.
- 39 Not much to say apart from excellent service as always.
- 40 Assessing test results on-line would be very useful, having regular checks this could save time chasing up results. The introduction of text reminders recently has been v. useful.
- 41 I find the service provided in all areas excellent and responsive.
- 42 I usually use Dr Mihaela who is extremely helpful and very efficient. A lovely doctor. Reception also very polite and efficient.
- 43 I find that making an appointment to see my GP on a time basis has taken a step backwards since the beginning of my attendance with the practice, late 1987.

- 44 Occasionally lack of a Practice Nurse impedes flexibility.
- 45 Wonderful surgery.
- 46 Shortage of Practice Nurses can make booking of appointments difficult e.g. INR. I would like to be able to monitor my INR when away from home.
- 47 The Practice would benefit from having two full-time GPs.
- 48 I find the sign for collecting a prescription very confusing. It says “please take a seat in the designated area” - but there is nothing to indicate where the “designated area” is. It also says “take a seat ... until the dispensary area is free”. What does this mean? If someone is sitting in what may be the “designated area and I go to the dispensary and ring the bell - am I queue jumping.
- 49 Open at weekend.
- 50 A very good service, an asset for the NHS.
- 51 I consider myself very fortunate to be a patient at this Practice.
- 52 Very happy with the service you provide, all the staff are very helpful.
- 53 I have always found the staff friendly and helpful, and can’t fault them in any way.
- 54 Very good.
- 55 Overall this practice is excellent. The only problem I have recently was ordering prescription on-line and there was a little confusion over adding the special request, so I brought the prescription to surgery. Possibly my fault!
- 56 Improve communication between GP and Hospital.
- 57 It’s great having online service but after not needing to have an appointment at the doctors for some time the system locked me out and I had to come into the surgery to get a new password.
- 58 Not happy at not being able to see regular doctor.
- 59 Exemplary service throughout.
- 60 Absolutely satisfied. Excellent service provided by everyone.
- 61 When I talk to other people I work with and how long they have to wait for an appointment - I am so lucky!

Patient Satisfaction Survey 2019/20

Methodology

Following agreement of members of the Ingham Patient Participation Group (IPPG), the Practice undertook a patient survey for the year 2019-2020 during one week of the months of October and November, using the following approach:

- A new questionnaire was discussed and agreed by all members of the IPPG and the Practice team. It was agreed that the number of patient surveys for this year is 150 questionnaires handed out to patients opportunistically.
- The survey was handed out to patients on arrival by all receptionists during the week commencing 14 October and 5 November 2019 (75 questionnaires each week). The patients were asked to complete all questions after their consultation and on-site if possible. Patients were provided with an envelope in which to seal their completed survey. A cardboard box was placed on the reception desk for patients to place their sealed envelopes in.
- The Practice list size is between 3,000 and 4,000 patients. Therefore, the number of questionnaires recommended is 130. However, the Practice carried out 150 questionnaires. The minimum number for completed questionnaires should be at least 80 which is approximately 2% of our Practice population.
- All the questionnaires were handed out to patients on arrival on an ad hoc basis as explained above.
- The box was emptied at the end of each day and the completed surveys were given to Kathryn.
- All sealed envelopes were opened by Molly our Reception Assistant and the results were collated. A draft document was prepared for analysis at the IPPG meeting on 13 January 2020.
- After the initial discussion of the draft survey the final survey report will be agreed with the IPPG group and an action plan will be produced to implement any changes if necessary.

The results of this survey will be uploaded to the Ingham Practice's website before 31 March 2020 and displayed in the waiting room.

The survey is no longer a requirement of the Practice to carry out. However, it was decided by the Practice and the Group combined, that it is good practice to continue with a patient survey. It is important for the Practice to have feedback from patients which in turn supports the Practice to implement any changes and improve services.

The Practice is mindful of patients' needs and endeavours to meet their expectations. The survey gives patients an opportunity to raise any issues and make suggestions.



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Dear Patient

The Ingham Practice Annual Patient Survey 2019/2020

Following the ongoing work and support of the Ingham Practice Patient Group (IPPG) combined with the Practice Team the survey below was agreed for the year 2019-2020.

This survey's format was agreed by the IPPG and the Practice. The aim of the survey is to gain the views of our patients regarding the services we currently provide, evaluate the satisfaction and to consider patients' suggestions and make changes whenever possible.

The results of the survey will be analysed by the IPPG and the Practice. An action plan will be agreed to address any changes/improvements which can be made.

The agreed action plan will be discussed with the Practice Team; changes will be considered and implemented accordingly.

The final report will be available on the Practice website and copies made available in the Practice waiting room.

The Practice would be grateful if you would complete this survey by answering ALL of the following questions.

Patients are NOT identified on the survey form and all information received will be treated anonymously.

The Practice would like to take this opportunity to thank the IPPG for their dedication and ongoing support to ensure the Group's continuity.

The Ingham Practice Annual Patient Survey 2019/2020

On a scale of 1 - 5

- 5= excellent
- 4= very good
- 3= good
- 2= average
- 1= poor

Please rate the following questions by circling your answer. Please also circle if Not Applicable (N/A).

Your response to the following questions will provide us with general information about the range of patients who have participated in this survey. Be assured, no one at the Practice will be able to identify your personal responses.

Please tick as appropriate.

How old are you, in years?
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Are you?	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
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How many years have you been attending this practice?	Less than 5 years <input type="checkbox"/>	5-10 years <input type="checkbox"/>	More than 10 years <input type="checkbox"/>
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At your most recent visit to the Practice:

1. Was the service you received at the Practice professional?

GP	1	2	3	4	5	N/A
Practice Nurse	1	2	3	4	5	N/A
Reception	1	2	3	4	5	N/A
Dispensary	1	2	3	4	5	N/A
Admin Team	1	2	3	4	5	N/A

2. Were you happy with the care given during your consultation?

GP	1	2	3	4	5	N/A
Practice Nurse	1	2	3	4	5	N/A

3. Has the service provided by the Practice met with your expectations?

Practice Facilities

1	2	3	4	5	N/A
1	2	3	4	5	N/A
1	2	3	4	5	N/A

Opening Times

Booking an appointment

4. Was the service provided by the Dispensary convenient?

Ordering repeat prescription(s)

1	2	3	4	5	N/A
1	2	3	4	5	N/A
1	2	3	4	5	N/A

Collection of prescription(s)

Dispensary service overall

5. Have you used the Practice's on-line services recently? Yes /No

If yes, please rate the on-line service below.

Booking/cancelling appointments on-line

1	2	3	4	5	N/A
1	2	3	4	5	N/A

Ordering repeat prescription(s)

6. Have you used the Practice's check-in screen? Yes /No

If yes, please rate how easy it was to sign in via the check-in screen.

The use of the check-in screen

1	2	3	4	5	N/A
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7. We would like you to think about your recent experience of our service and indicate below how likely are you to recommend our Practice to friends and family if they needed similar care or treatment?

Please circle the appropriate statement below.

Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
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