

THE INGHAM PRACTICE

DEDICATED * CARING * RESPONSIVE

Dr M M Sultan and Dr G Atkin
The Ingham Practice, Lincoln Road, Ingham, LINCOLN LN1 2XF
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www.theinghampractice.co.uk

98%

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

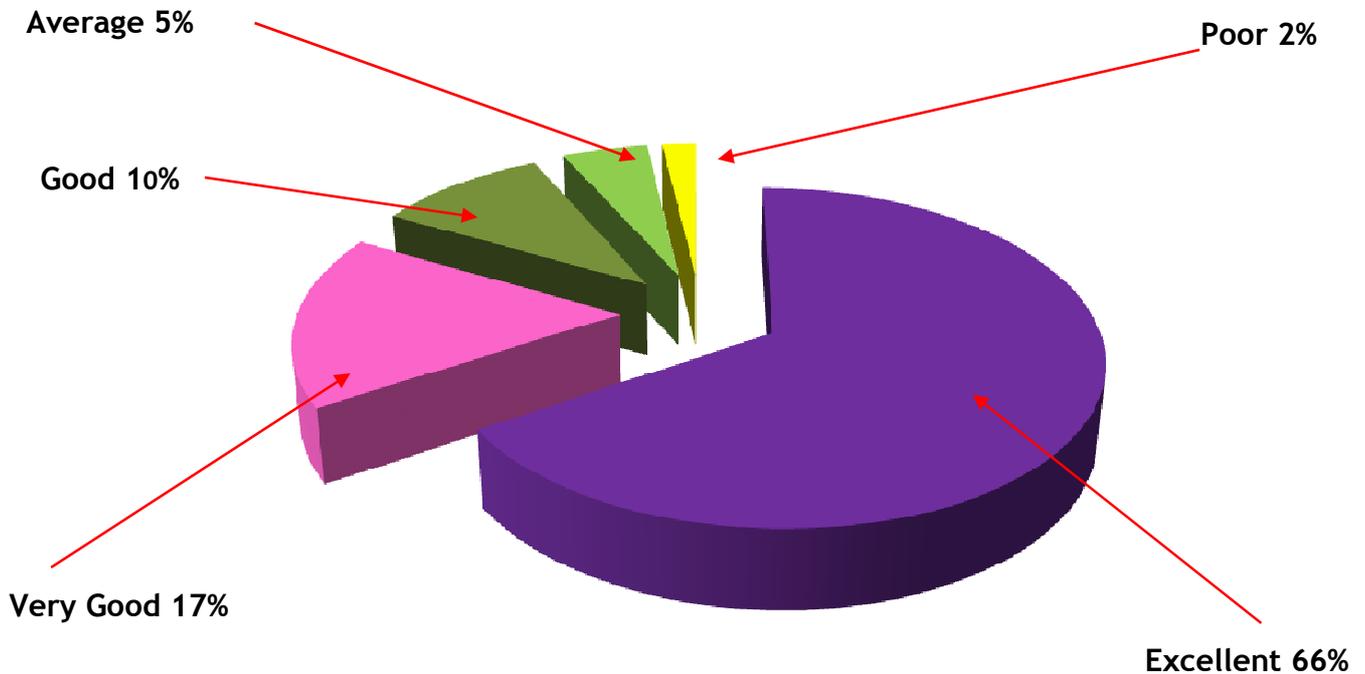
Patient Satisfaction

Survey Results

2014/2015

“Striving towards excellence”

Overall Satisfaction



CONTENTS

| | |
|--|----|
| The Ingham Practice Annual Patient Survey 2014/2015 Analysis | 3 |
| Gender | 4 |
| Age Group | 5 |
| Length of Registration | 6 |
| Patients' rating - Questions 1-3 | 7 |
| Level of Satisfaction - Question 1-3 | 8 |
| Question 4 and 5 | 9 |
| Aim & Conclusion | 10 |
| Patients' Feedback | 11 |
| Appendix A | 15 |
| Appendix B | 16 |

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The Ingham Practice Annual Patient Survey 2014/2015 Analysis

Practice List Size 3400

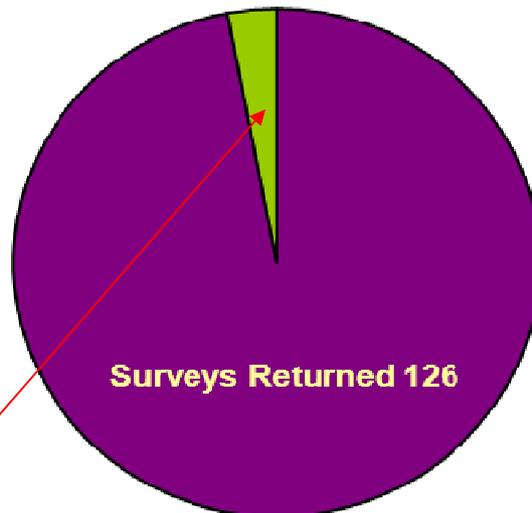
Total Number of Questionnaires Provided 130

Total Number of Surveys Returned 126 (97%)

Total Number of Surveys Not Returned 4 (3%)

Completed on 3 October 2014

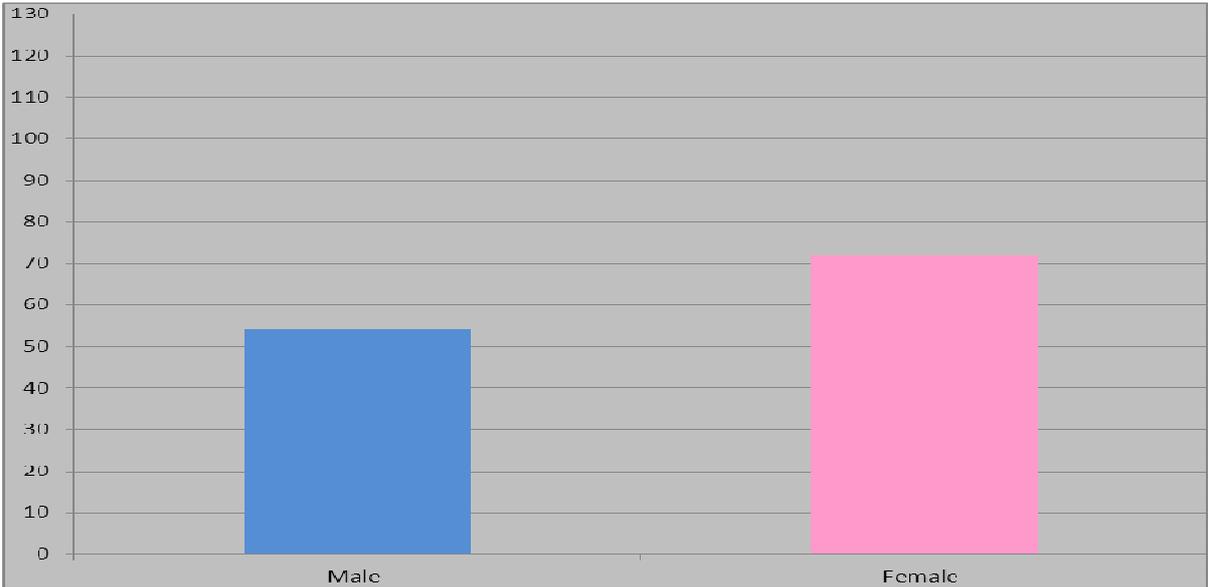
Questionnaires Provided 130



Surveys Not Returned 4

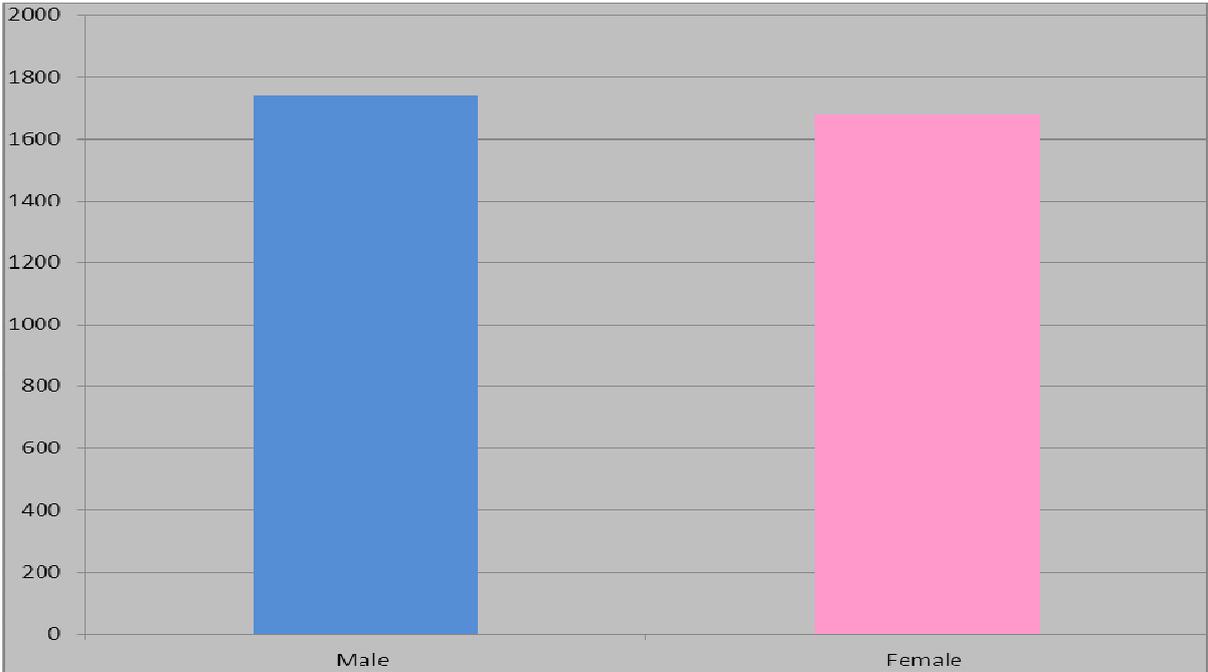
Gender of Questionnaire Respondents

| | | |
|---------------|-----------|------------|
| Male | 54 | 43% |
| Female | 72 | 57% |



Gender of Practice Population

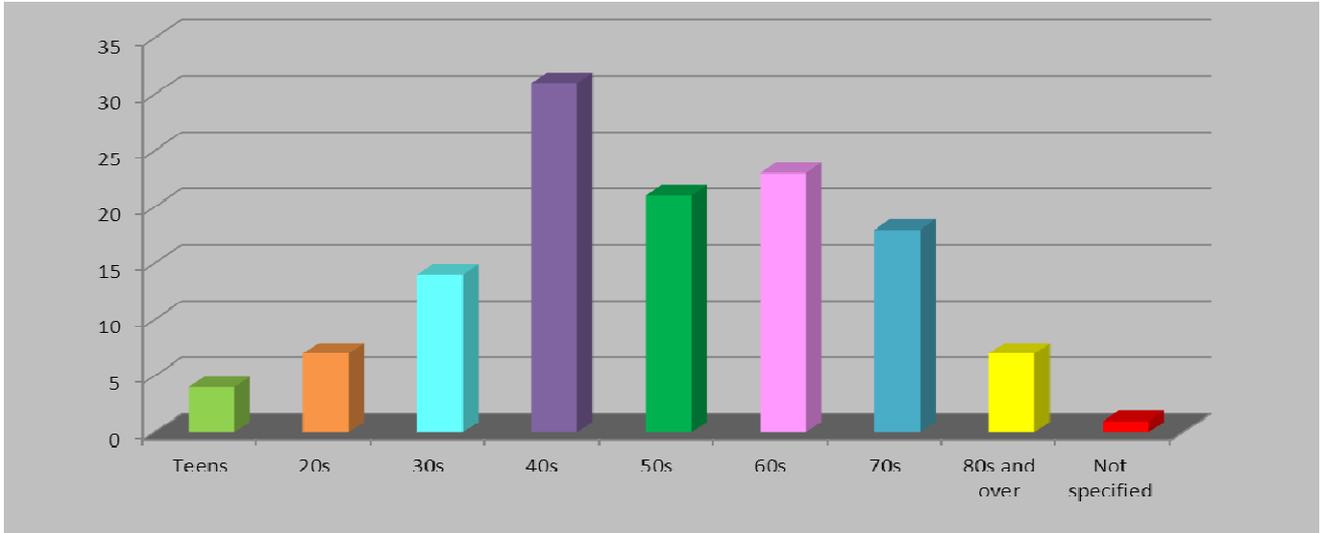
| | | |
|---------------|-------------|------------|
| Male | 1738 | 51% |
| Female | 1680 | 49% |



Respondent Age Groups

| Teens | 20s | 30s | 40s | 50s | 60s | 70s | 80 and over | Not specified | Total |
|-------|-----|-----|-----|-----|-----|-----|-------------|---------------|-------|
| 4 | 7 | 14 | 31 | 21 | 23 | 18 | 7 | 1 | 126 |

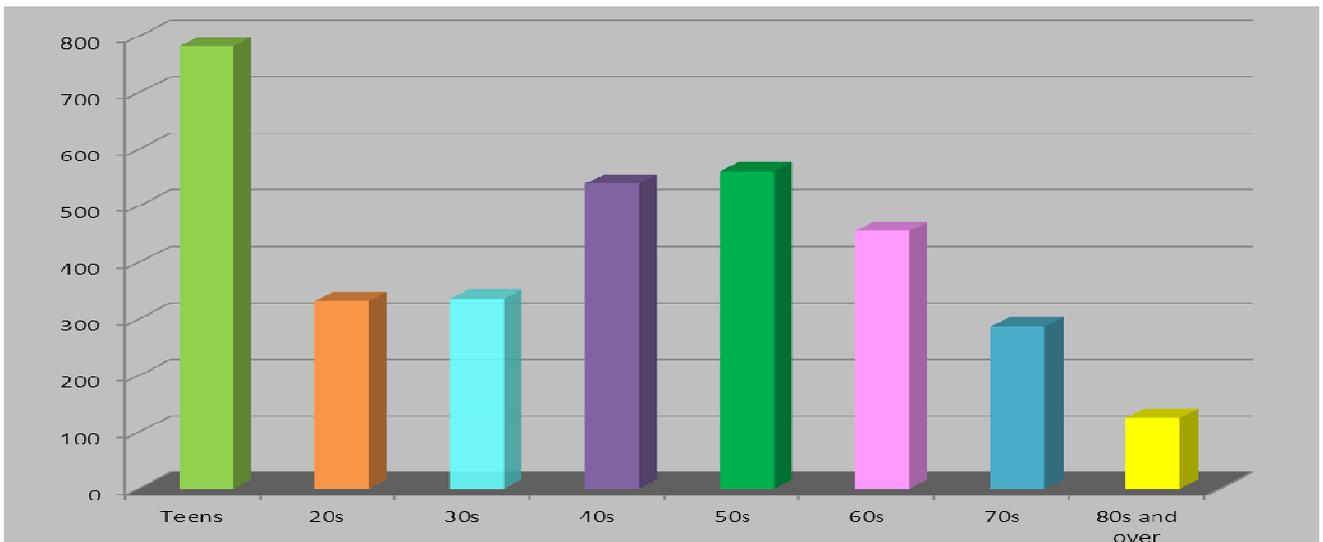
Age Group



Practice Current Population

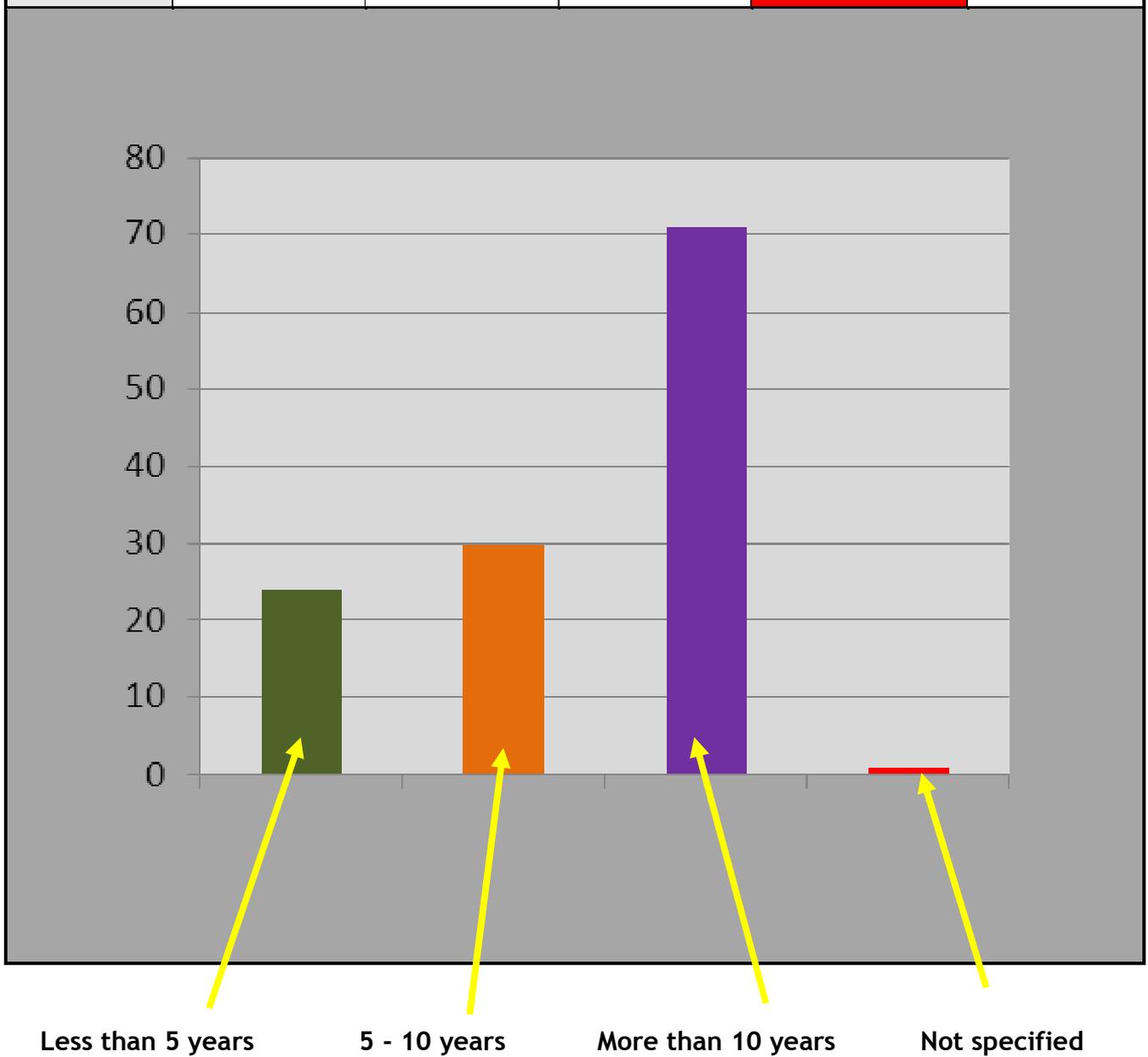
| Teens | 20s | 30s | 40s | 50s | 60s | 70s | 80 and over | Total |
|-------|-----|-----|-----|-----|-----|-----|-------------|-------|
| 782 | 332 | 336 | 539 | 561 | 456 | 287 | 125 | 3418 |

Age Group



Period of Registration

| Period of Registration | Less than 5 years | 5 - 10 years | More than 10 years | Not specified | Total |
|------------------------|-------------------|--------------|--------------------|---------------|-------|
| | 24 | 30 | 71 | 1 | 126 |



Level of Satisfaction - Excellent/Very Good/Good/Average 98% (2014 - 2015)

Q1 At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

| | Excellent Very Good Good Average | Poor | Sub Total | Service Not Used | No Answer | Total |
|----------------|--|------|--------------|---------------------|--------------|-------|
| GP | 117 | | 117 | 3 | 6 | 126 |
| Practice Nurse | 104 | | 104 | 14 | 8 | 126 |
| Reception | 119 | | 119 | | 7 | 126 |
| Dispensary | 111 | | 111 | 7 | 8 | 126 |

Q2 How do you rate the current opening hours of the Practice?

| | Excellent Very Good Good Average | Poor | Sub Total | Service Not Used | No Answer | Total |
|---------------|--|------|--------------|---------------------|--------------|-------|
| Opening Hours | 121 | | 121 | | 5 | 126 |

Q3 How easy is it to make an appointment in advance with the following healthcare professionals?

| | Excellent Very Good Good Average | Poor | Sub Total | Service Not Used | No Answer | Total |
|----------------|--|------|--------------|---------------------|--------------|-------|
| GP | 109 | 12 | 121 | 3 | 2 | 126 |
| Practice Nurse | 104 | 2 | 106 | 8 | 12 | 126 |

Patients' rating (2014/2015)

Questions 1-3

| Question | Excellent | Very Good | Good | Average | Poor | Sub Total | Service Not Used | No Answer | Total |
|---|-----------|-----------|------|---------|------|-----------|------------------|-----------|-------|
| Q1 At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff? | | | | | | | | | |
| GP | 98 | 14 | 3 | 2 | | 117 | 3 | 6 | 126 |
| Practice Nurse | 89 | 14 | 1 | | | 104 | 14 | 8 | 126 |
| Reception | 102 | 15 | 2 | | | 119 | | 7 | 126 |
| Dispensary | 85 | 17 | 9 | | | 111 | 7 | 8 | 126 |
| Q2 Are you satisfied with the current opening hours of the Practice? | | | | | | | | | |
| Opening Hours | 61 | 30 | 23 | 7 | | 121 | | 5 | 126 |
| Q3 How easy is it to make an appointment in advance with the following healthcare professionals? | | | | | | | | | |
| GP | 43 | 21 | 25 | 20 | 12 | 121 | 3 | 2 | 126 |
| Practice Nurse | 50 | 23 | 24 | 7 | 2 | 106 | 8 | 12 | 126 |

Question 4

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

| Services | Number of Patients answered yes |
|--|---------------------------------|
| Dispensary | 121 |
| Cryotherapy Clinic | 17 |
| Minor Surgery | 96 |
| NHS Health Check | 73 |
| Physiotherapy Clinic | 47 |
| Chlamydia Screening | 23 |
| Family Planning Services | 44 |
| Pulmonary Rehabilitation Review (COPD) | 15 |

Question 5

We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

| Services | Number of Patients |
|-----------------------------|--------------------|
| Extremely likely | 81 |
| Likely | 35 |
| Neither likely nor unlikely | 6 |
| Unlikely | 1 |
| Extremely unlikely | |
| Do not know | 1 |
| No Answer | 2 |

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Aim

The aim of this survey is to evaluate patients' satisfaction and feedback in order to improve the level of care provided to all service users.

We have noticed:

Twelve patients were not happy with the arrangements for advanced booking of a doctor's appointment and two patients for advanced booking of a nurse's appointment and therefore gave a low score. The Practice operates an open morning clinic to maximize patients' access to a GP every day.

Conclusion

The Ingham Practice continues to provide a highly professional, convenient and patient friendly service which is greatly appreciated by all patients. This is supported by the level of satisfaction shown in this survey, patients' feedback and their complimentary comments.

We are very pleased with our survey outcome, the results of which are reflected in the 2013/2014 NHS England Patient Experience Of Care Survey.

Three results highlighted by the NHS survey are:

| | |
|-----------------------------------|---------------------------|
| Overall Patient Experience 97.63% | (National Average 86.2%) |
| Getting through by phone 96.07% | (National Average 76.88%) |
| Making an appointment 94.68% | (National Average 77.33%) |

We are delighted with these results and strive to maintain high levels of service and patient centred care.

PATIENT COMMENTS AND SUGGESTIONS

ANNUAL PATIENT SURVEY 2014/2015

- 1 I have been a patient at the Practice for about 15 years, have gone through three pregnancies and numerous visits.
- Dr Sultan and his staff are a credit to the NHS and I cannot speak highly enough of them. A truly 5 star service which is very much appreciated.
- Thank you!
- 2 My partner has recently asked to make an apt. to have asthma check this week (w/c 29th) but told no, as is flu jab week. Explained he works away all week as HGV driver and this is week off but still told no. Now have to wait till Xmas in his next holiday to have it. Not good enough in my view. Needs an urgent review.
- 3 Poor timescale from initial visit to GP and any follow up. Had to chase Practice to get any information.
- 4 I appreciate the open surgery service and feel this is a good idea. However on my most recent attempt to get a GP appt, a two week wait means that my husband's only option to see a GP is to take time off work. Health must take priority in all of our lives. However, men in particular find health services difficult to reach and are reluctant to prioritise health over professional commitments.
- I wish to add that all of my family have received excellent care from the practice and all staff within it. Many thanks.
- 5 Some of the dispensary women are rude and snappy.
- 6 It can take a long time to get an appointment to see a doctor especially when seeking a follow-up appointment to investigation.
- 7 Could not ask for more.
- 8 Excellent surgery. Reception staff always friendly and helpful. Ease of appointment booking.
- 9 Re-training for the member of staff with a bad attitude (Dispensary). She is negative and always finds a problem with everything! All other staff and doctors/nurses are excellent.
- 10 I find it very difficult to book appointment when needed. I always have to wait a couple of weeks before I can see a doctor which is not very helpful especially as I have an autoimmune illness.
- Also I find I just get to know a doctor and they get to understand my illness and then they leave the Practice.
- Apart from that, I have always found the doctors and nurses very good and willing to do more than needed.

- 11 Find that it can be a long wait for GP appointment sometimes.
- 12 I find the staff in all areas of the surgery very polite and helpful as we as being informative. I would strongly recommend the Practice.
- 13 I have attended this surgery for over 30 years and I have no specific criticism. All services are open to improvement and if this is kept in mind, it will continue to be a good facility.
- 14 New to the Practice. So far find them to be very helpful and friendly.
- 15 My only comment would be that open surgery would be first appointment to those who need to get to work.
- 16 Would like more bookable appointments. Often have to wait more than a week to get a booked appointment.
- 17 My family and friends who all use this Practice find it almost impossible to book an appointment to see a GP inside the following 14 days. It is of little use when you believe you are genuinely ill to be told you cannot see a doctor for a fortnight. It is unacceptable and wrong.
- 18 Walk in surgery needs to be quicker. Waiting 2 hours is an abomination.
- 19 Would be nice for an additional late evening.
- 20 It would be useful to have a Saturday open surgery.
- 21 Morning surgery sometimes long wait.
- 22 Appointment at 3 pm - now 3.40 and still waiting - NOT GOOD!
- 23 It is sometimes hard to get to open surgery and this makes it hard as you can't get an appointment for week to see a doctor.
- 24 Have an appointment, still wait hours.
- 25 I do feel that as a working person the wait to see a doctor at open surgery is too long - I have sat for 3 hours last week just to get an antibiotic.
- 26 Issue of time take to see a doctor at morning surgery but alternatively it can be a long wait if you book an appointment. I was recently told I could not have an appointment for just under 2 weeks.
- 27 Improve the communication with GPs. Too many referrals are made where the GP could have dealt with by the GP saving the patient a great deal of time and worry - if only they had time
- 28 2 doctors on at all times.
- 29 As a long distance lorry driver being anywhere in country from Mon-Fri, I have great difficulty being able to make appointments. A Saturday surgery would be helpful.

- 30 I appreciate the wait for appointments with certain GP's and sometimes with the practice nurse. However, I'm sure if it was urgent it would be treated as such. Overall I'm very satisfied with the Ingham Practice.
- 31 Staff are very friendly and offer very good assistance.
100% satisfied with service.
- 32 When you need to see your GP, NOT A LOCUM, it is almost impossible.
- 33 I seek medical advice rarely. I have good health. When I do need to see the doctor I don't need emergency appointments. I can usually wait a couple of days. However, I can never find a free appointment and have to attend the open surgery. I'm usually sat for over an hour. I'm here at 7.30 am and face a long wait again. It's surely not the best use of your service or my time.
- 34 The service is very good. All doctors excellent. I do miss Dr Sonia who used to be here.
- 35 Very difficult to book an appointment, therefore use morning surgery for non-emergency.
- 36 Very happy with all staff at this practice.
- 37 It is hard to get an appointment in advance.
- 38 I just want to say that Ingham Practice has been my doctors since birth except for a year or two then came back because no other place has the friendly and family and personal care that Ingham provides. Thank you.
- 39 Long waiting times even with appointment.
- 40 We are, as a family, so lucky to have Ingham Practice as our doctors. Over the years we have needed different support and have always received nothing but excellent care. I have also had elderly parents staying who have needed a doctor and Dr Sultan has come out to see them without question. I would hate to think I had to change doctors if we were to move!
- 41 I find it fairly difficult to make a doctor's appointment in advance without a long wait. It may be an idea to open later one evening.
- 42 Standing outside in the cold for open surgery - not ideal for maybe ½ hour!
- 43 We need somewhere to put repeat prescriptions out of hours.
- 44 The care provided by all members of the Practice for my family and I has been of the highest quality.
- 45 Very happy with this surgery, easy to attend.
- 46 It would be nice to have more than one doctor on in the mornings.
Perhaps there should be some policy that means very young children aren't kept waiting more than an hour.

- 47 This is one of the best doctors I have been to and will make appointments. I know it hard to see everyone. Am from Scampton and will not go back to anywhere else. Thank you for all you do. Keep you all the good work.
- 48 Very long waiting times to see GP even with an appointment.
- 49 Closure on a Thursday afternoon can make things difficult.
- 50 Whilst the open surgery is a great facility, the waiting time can be extreme. Perhaps extra GPs would help or the allowance for an individual to be allowed to register and then head home until receiving a text 20 minutes prior to likely time to see GP.
- There can be a very long lead time to get a doctor's appointment.
- 51 Very pleased with Ingham doctors. The best service I could wish for.
- 52 No Thursday afternoon or late Wednesday appointments.

Appendix A

Patient Satisfaction Survey 2014/15

Methodology

Following agreement of members of the Ingham Patient Participation Group (IPPG), the Practice undertook a patient survey for the year 2014-2015 in September/October 2014, using the following approach:

- The survey questions were discussed and agreed by all members of the IPPG and the Practice team. The survey is no longer a requirement of the Direct Enhanced Service but the Ingham Practice and the Patient Group decided 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.
- The survey was handed out to patients on arrival by all receptionists during the week commencing 29 September 2014 which coincided with open flu clinics. This enabled the Practice to target a group of patients who rarely attend the Practice. 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 provided for this survey was 130. The requirement for the purpose of the Patient Participation Directed Enhanced Service is 2% of the practice population. It was decided by the Practice Team to maintain this number.
- All the questionnaires were handed out to patients on arrival on an ad hoc basis.
- The box was emptied at the end of each day and the completed surveys were placed in an envelope in the Practice Manager's office.
- All sealed envelopes were opened by management team members at a meeting the following week. The results were collated and a draft document prepared for analysis at the next patient meeting on 19 January 2015.
- On 19 January 2015 the draft survey report was discussed with the IPPG group and an Action Plan was produced to implement any required changes.
- The survey was discussed at a meeting of the full Practice Team on 30 January 2015 and staff suggestions were taken into consideration to finalise the Action Plan.

The results of this survey are uploaded to the Ingham Practice website and displayed in the waiting room.



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Dear Patient

The Ingham Practice Annual Patient Survey 2014/2015

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.

This survey was agreed by the Ingham Practice Patient Group (IPPG). The aim of the survey is to gain the views of our patients regarding the services we currently provide.

The results of the survey will be analysed by the IPPG and the Practice, following which an action plan will be drawn up to address any changes/improvements which can be made. The final report will be available to view on the Practice website and also within the Practice.

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? | |
|----------------------------|--|

| | | | | |
|-----------|--------|--|------|--|
| Are you ? | Female | | Male | |
|-----------|--------|--|------|--|

| | | | |
|---|--|-------------------------------------|---|
| 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"/> |
|---|--|-------------------------------------|---|

The Ingham Practice Annual Patient Survey 2014/2015

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).

1. At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

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

2. Are you satisfied with the current opening hours of the Practice?

Opening Hours 1 2 3 4 5 N/A

3. How easy is it to make an appointment in advance with the following healthcare professionals?

GP 1 2 3 4 5 N/A

Practice Nurse 1 2 3 4 5 N/A

4. Are you aware of the following additional services provided at the Surgery even if you do not use them?

Please tick all that apply

- Dispensary
- Cryotherapy Clinic
- Minor Surgery
- NHS Health Check
- Physiotherapy Clinic
- Chlamydia Screening
- Family Planning Service
- Pulmonary Rehabilitation Review (COPD)

5. We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Please tick one response

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

Please write below any comments regarding the above questions or suggestions you may have for improvements to our services or facilities.

However, if your response to any of the above is a very low score, please provide as much detail as possible regarding the cause of your dissatisfaction. Alternatively, please seek a meeting with the General Manager, Mr Michael Ibbotson, to explore the issues further in total confidence.

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.....
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Thank you for taking time to complete this questionnaire
Please place your completed questionnaire in the 'completed survey box' provided on the reception counter.