



MITCHAM FAMILY SURVEY ANALYSIS

CARRADALE / FUTURES

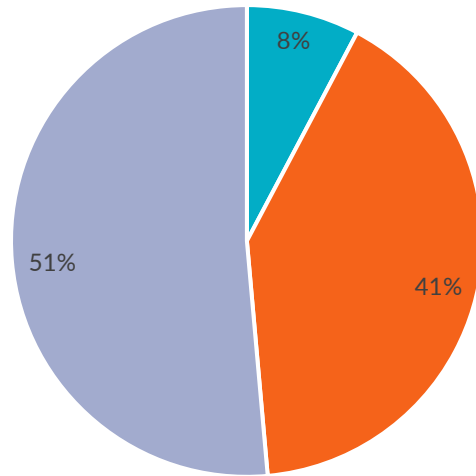
Key findings and recommendations

- Over half of the respondents are 60 years old or above
- More than half of respondents have been registered with the practice for more than 10 years
- Need to focus on patient access to the practice through platforms other than telephone, also decreasing telephone waiting times as around 20% of respondents found it difficult to access the practice and were not satisfied with waiting times on the phone
- Patient comms and website changes, phone message and messaging campaigns are being worked on and should help improve some of the issues discussed
- Repeat prescription requests need to be more accessible and clearer (should be resolved with the website changes and patient comms)
- Some patients did not know how to use and access online consultations (OC) or simply never used it. Improving access to OC would be helpful.

Many respondents were older patients who have been at the practice for more than 10 years

Age of survey population

Survey Population Age

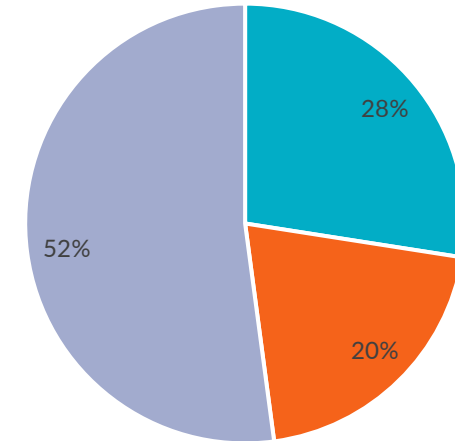


■ Under 25 ■ 25-59 ■ 60+

Most of the respondents (51%) was 60 years of age or older

Years registered at practice

How long have you been a patient at this practice for?

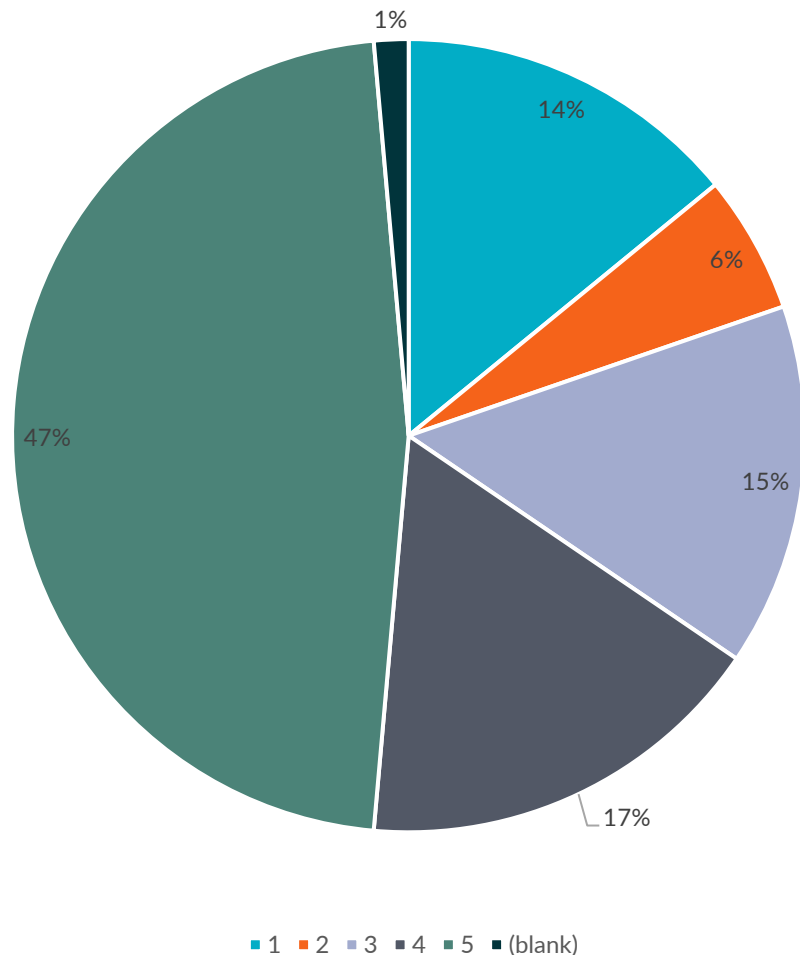


■ Less than 5 years ■ 5-10 Years ■ More than 10 years

Most of the respondents (52%) have been registered at the practice for more than 10 years

Patient access to the practice has been easy for most patients

How satisfied are you with the accessibility of i.e. appointment booking, information received from your GP on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent

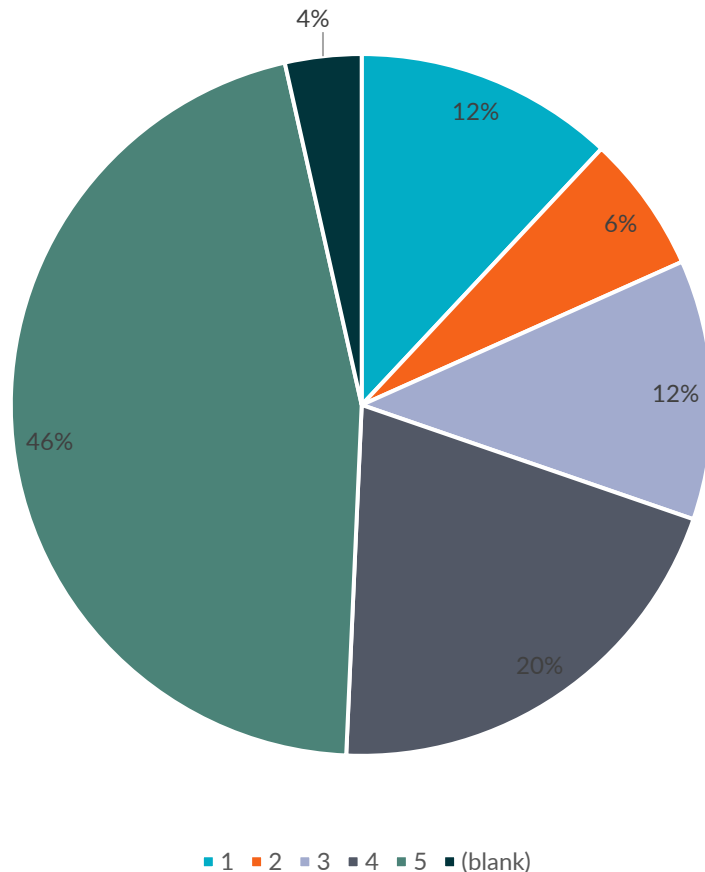


- Most (64%) of the respondents found access to the practice to be easy
- 20% of the respondents found it very difficult to access the practice

‘Put more accessible timetable for the patients and as well the doctor to be alert of the patient's needs’

Getting help from the GP practice has been easy for most of the respondents

How easy is it to get help from your GP practice (including communication) on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent

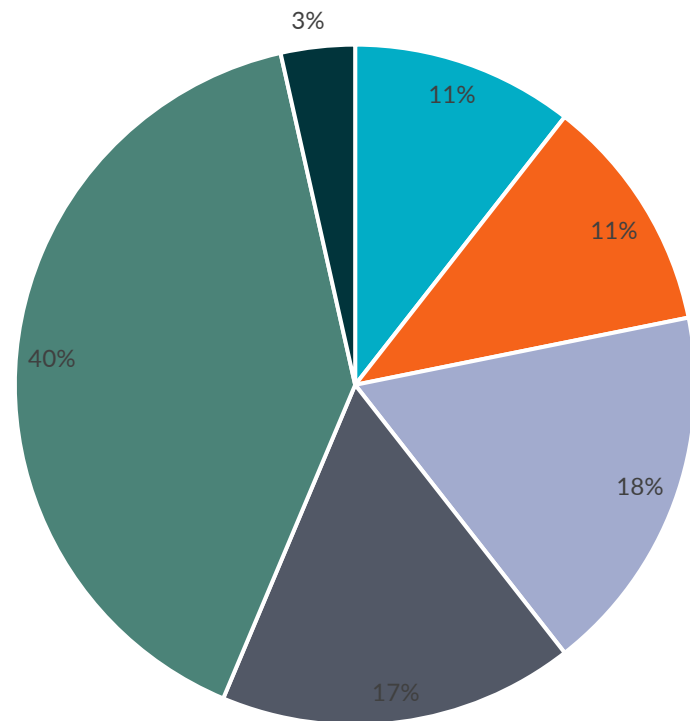


- 66% of the respondents found it easy to get help from the GP practice
- 18% of the respondents found it difficult to get help from the GP practice

‘The practice should make it easier to get an appointment when you call together an appointment. You call at 8:10am and you are told you can’t get an appointment to see my Doctor’

Most of the respondents are satisfied with waiting times at the practice

How satisfied are you with the waiting times at the practice on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent



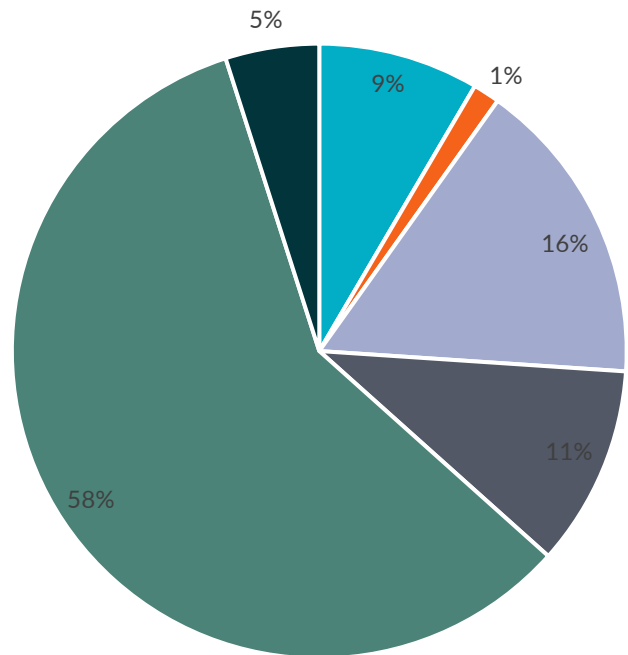
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- 57% of the respondents were satisfied with waiting times at the practice
- 22% were not satisfied with waiting times at the practice

‘Since the queuing system on the telephone line has been introduced, it takes much longer to get through to make an appointment & once you’ve spent 20 minutes waiting, all the same day appointments & next day are fully booked.’

Most patients found requesting a repeat prescription easy

How easy is it for you to request a repeat prescription on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent



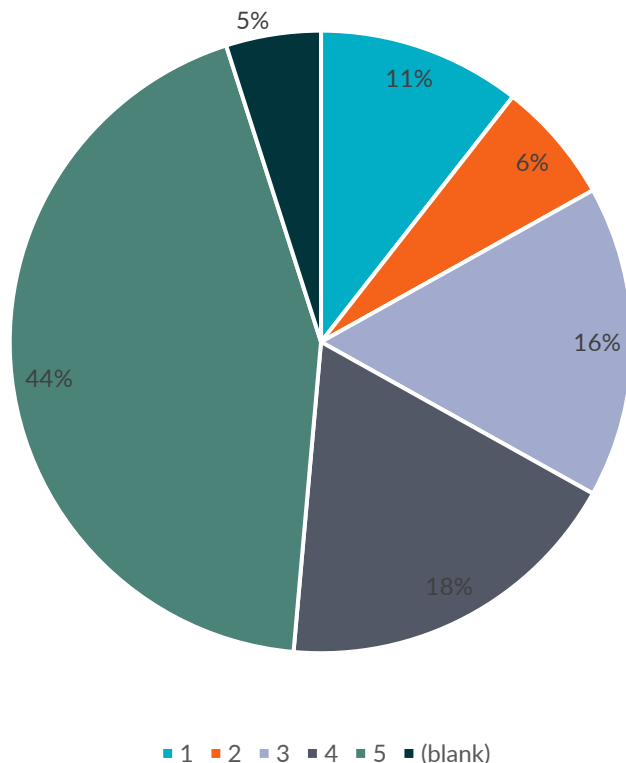
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- 69% of the respondents found it easy to request a repeat prescription while 10% of the respondents found it difficult

'If you can get through and the phone system is working, it's ok-ish. Repeat prescriptions remain an issue having to chase a week after requesting is not ideal. A better system for repeat prescriptions is needed. A message when they're done would be best. A message if there is an issue would help too.'

Most patients were satisfied with the range of services

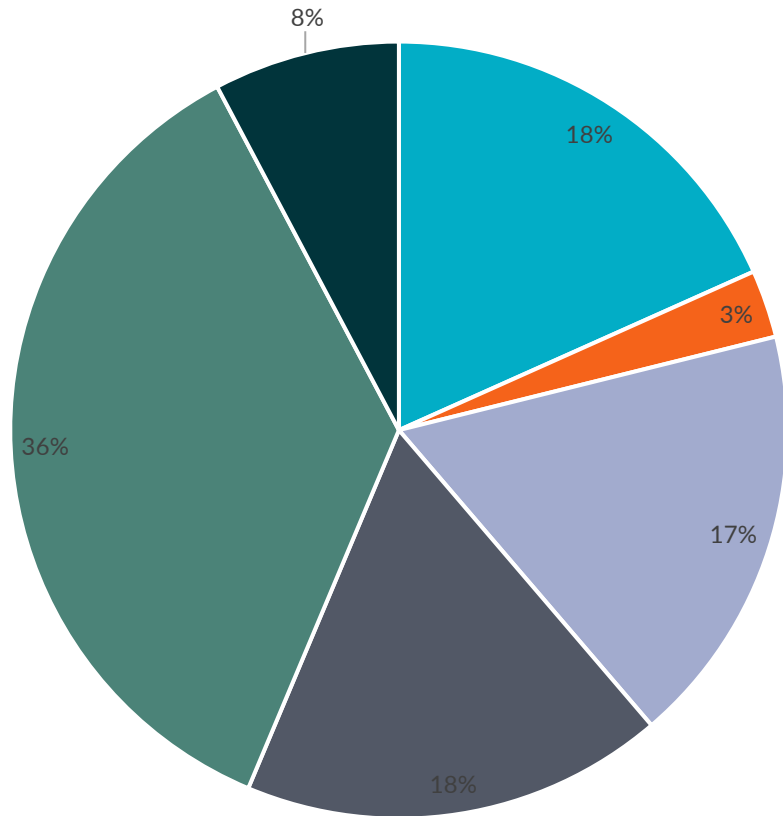
How satisfied are you with the range of services offered by the practice and its website on a scale of 1-5? Includes community services, mental health practitioners, Pharmacy, etc. Where 1 is poor/bad and 5 is good/excellent



- 66% of the respondents were satisfied with the range of services offered at the practice and its website while 17% were not satisfied

Majority of patients found it easy to access OC

How easy is it for you to use the online consultations on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent



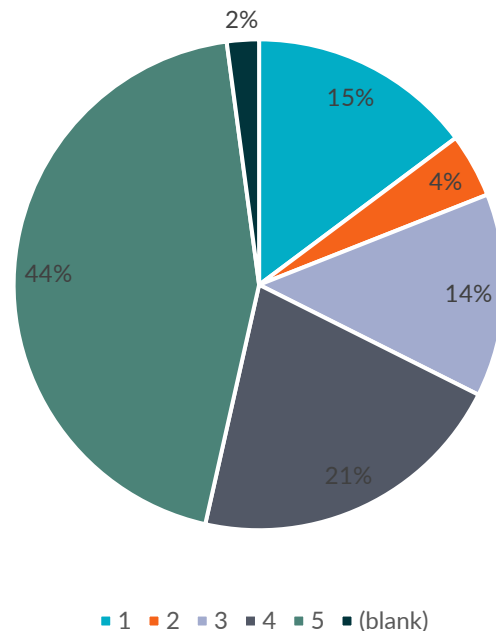
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- 54% of respondents found online consultations **very easy** to use while 21% found it **difficult** to use
- 8% of respondents kept the field blank, this could be due to:
 - Patients not using OC
 - Patients not knowing how to use OC
 - Patients did not know how to access OC

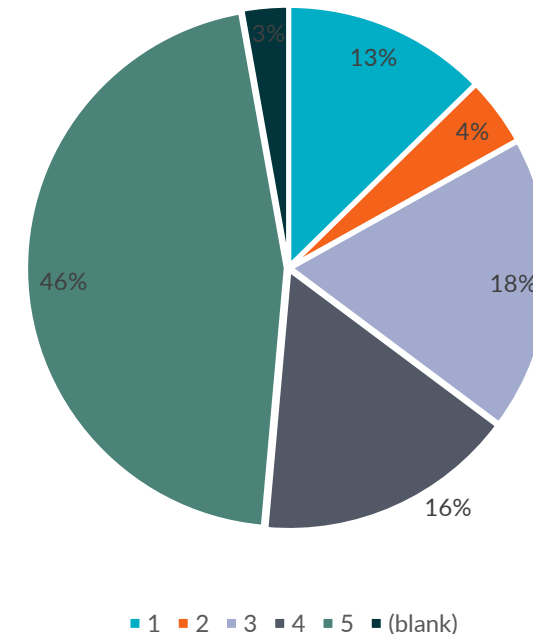
'No appointments available, Phone consultation always 3 to 4 hours delayed. Can't discuss more than one issue at the same appointment. Really frustrating & annoying service'

Majority of respondents are happy with the phone system and found it easy to get through to the practice on the phone

How satisfied are you with the phone system and its prompts or options on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent



Generally, how easy is it to get through to someone at your GP practice on the phone on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent



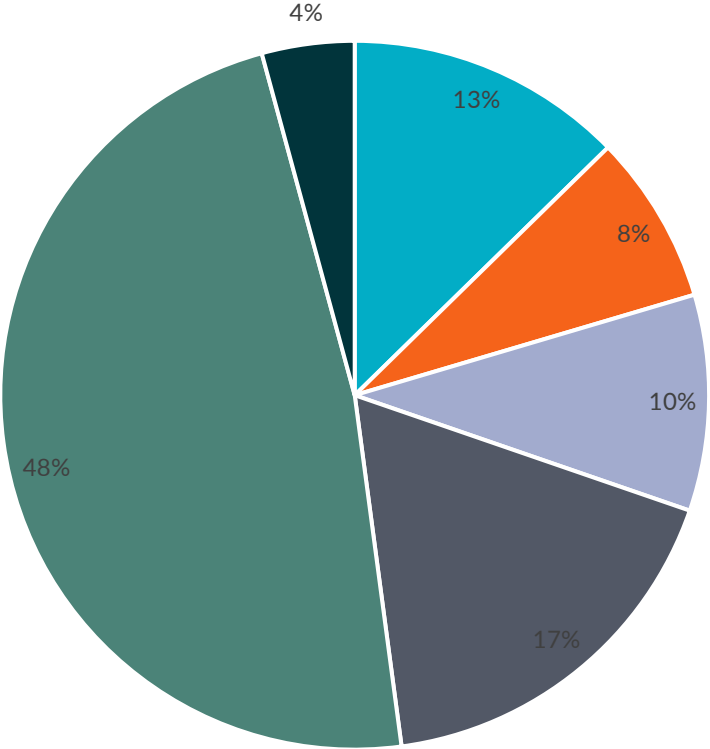
- 66% of the respondents are satisfied with the phone system and its prompts while 19% is dissatisfied

- 62% found it very easy to get through to the practice while 17% found it difficult

n=142

Most respondents were satisfied with the type of appointment offered

Were you satisfied with the type of appointment (or appointments) you were offered on a scale of 1-5? Where 1 is poor/bad and 5 is good/excellent



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ (blank)

- 65% of the respondents were satisfied with the type of appointment offered while 21% were not satisfied

‘I don’t usually have any problems with getting the right appointment at the surgery. The receptionists are very helpful’

Feedback from patients

Appointment booked for Asthma check - no phone call received. They called me to book appointment, but didn't they didn't honor it.

Not always easy to get through to book a face to face appointment

It's ok but trying to get an appointment can take some time and a long wait over the phone. I once had to pick up a sick note and it took several phone calls and two trips to the practice before it was ready, which is rather inefficient.

Overall Discussion



The main issue is access



There also seems to be an issue with appointment bookings and slots by receptionists (training on 11/08)



Repeat prescription request issue



Patient comms improvement



OC use, accessibility and improvement