

Triangle Group Practice

Contact Details

DES Patient Survey Report 2014 -2015

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Triangle Group Practice

Mean rating scores

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree 100

Agree 75

Neutral 50

Disagree 25

Strongly Disagree 0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively. Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentag
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas.

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, a score of 80 plus is usually achievable.

Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.

Your scores out of 100 for the rated questionnaires enables you to look at the strong and weak areas for each topic area.

Frequency tables for each question- where you can see exactly how your patients responded to each question.

Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enables faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

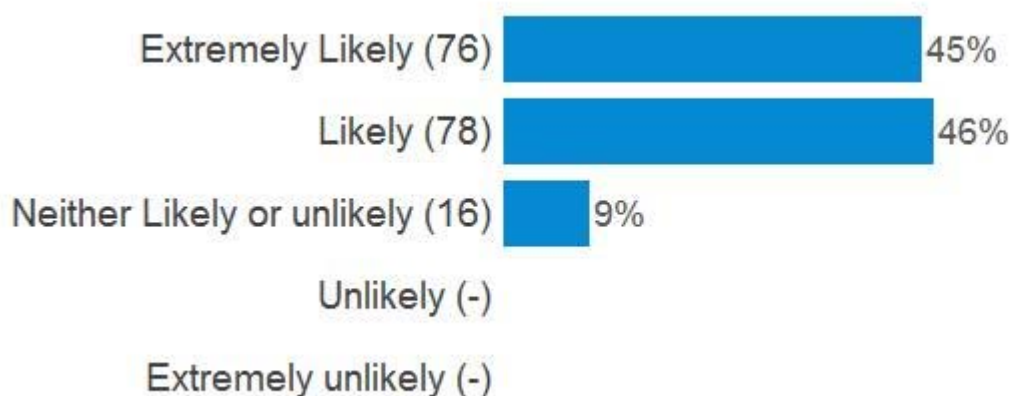
170 replies were received and analysed

- Online services
- Waiting room

Triangle Group Practice 2014-15

This report was generated on 23/01/15, giving the results for 170 respondents.
A filter of 'All Respondents' has been applied to the data.

How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?



Why do you say this?

I've been a patient at this surgery since 1992 and find the service is 1st rate. As long as I articulate my problems. I can be sure to receive good care and quick referrals to the hospital for help

Over all good care

good service

Not much experience but always satisfied

This has been my surgery since birth. I have no major complaints

The staff are friendly and very helpful.

I've been with this surgery since I was a child and I'm not looking to change.

Always fun. Staff and doctors, helpful and friendly

I've been with the practice long time.

Some inconsistent treatment but also some excellent treatment

Appointments available same day (although would like to book further in advance at times)

Good doctors and female doctors predominantly

It depends on who is taking your query, I have experienced inflexible behaviour when I'm already feeling unwell and in pain

the Dr are usually see is very kind and pleasant

good service

very friendly and helpful

There's never enough appointments when needed

Generally good service and good location

appointments are fairly accessible and available but you can't book in advance

Because they are good enough for me

Nice doctors

I am satisfied with the level of service provided by the practice

I always get my late appointment with Dr Bell

He's been my family GP for years and they've always been professional and nice
, very friendly and helpful staff
It's has been my practice for many years and always had great care for me and my family
Very helpful and friendly
I am happy with the service and the place
Dr Pai and Dr Hama are brilliant
The staff are always friendly and helpful and most of the time appointments run on time
Friendly service from doctors
Always had excellent support, advice and treatment
Care and consideration at all times
Local
Good treatment
Appointments are easy and straight forward.
Staff are very helpful
We've been with this practice was 30 years. The only problem I've had with its "tough" receptionist
Good receptionists, caring doctors, everyone is patient, understanding and takes time to listen
I've always been pleased with the care I have received
Because the receptionists are very helpful and the doctors always seem to be able to help me
Because it's very good. Excellent doctors and very friendly receptionists
Fortunately I been able to get through each time I phoned
Nice doctors always listening to me. Reception staff lovely. I can get emergency appointment excellent care when needed
surgery provides an excellent service
Staff are very friendly and helpful. Always leave satisfied
I haven't got any friends or family in this area
I've never had any problems
Because it's helpful
Because I get proper care and concerns to every help I need concerning my health
Due to the care of help given to me by a lot of the doctors here
Very friendly consultations and show interest and concern easy to talk to and treatment is good
Because I've always been very happy with my care. I family and friends are always moaning about their GP surgeries
Well organised helpful receptionists children's drop-in if you have a fixed appointment you rarely have to wait
satisfied with care received
is my local GP surgery which my family also use
Very helpful to any symptoms that you have and they listen to you and can explain everything to you. So I would recommend them to my family and friends
If they are not feeling well and need to see Dr. When they need advice I would recommend this doctors surgery
Doctors are caring and receptionists are polite and helpful
Every time I call, I speak to someone straight away
Good service
Because since I've been with the surgery, I've not had any problems there

Everyone I know seems happy with their doctors

I've been here four years. The treatments are very practical and the doctors don't waste time

Doctors are good, the receptionists are friendly and helpful

always easy to get an appointment and always treated to expectations

I've always found the staff and surgery to be helpful and caring about me.

Friendly and patient centred treatment

Because of the good service

A mix of Dr's and standards of practice. This has improved significantly in recent months

Great service

We've been very happy with the service we've received

Because I've always had excellent treatment here and the doctors and nurses are very kind and caring

As always guaranteed an appointment same day also we have a walk-in from 3 PM for children

It's convenient and quiet

Good service is only letdown is booking appointments with the Dr. Can never see a doctor when you want to

Because you are always welcome any time you visit the surgery

Because I've always had fantastic care here

The service can be a bit hit and miss. Sometimes I've had excellent care

They work well

Everyone is friendly, helpful and provide good access to medical attention

Because staff are always polite. Always short times to wait in an emergency when I bring my son

I rarely visit the GP, most are nice but I had an unprofessional experience with one

It's easy to get an appointment the receptionists are very polite. The doctors are very caring and understanding and ask all the questions concerning the issues.

Lovely

There are very helpful with giving advice about a problem, you may have

Doctors have always been great here travel nurse to

Appears oversubscribed placing on appointment availability at times

I'm not able to book appointments unless its for the same day. It's not possible to book in advance

The service in the surgery is very good

Doctors are useful

Variable quality of GPs at present

I like that I can bring my children to the surgery to see a doctor without making appointments

Dr Hama is a nice man

Appointments are easy to obtain friendly and informative doctors

Excellent quality of care. Helpful reception with access always available

I really cannot fault the practice

Always receive prompt and good advice

It's a lovely doctors and always helpful

As diabetic person I'm always confused and he takes his time explaining everything to me, so I understand.

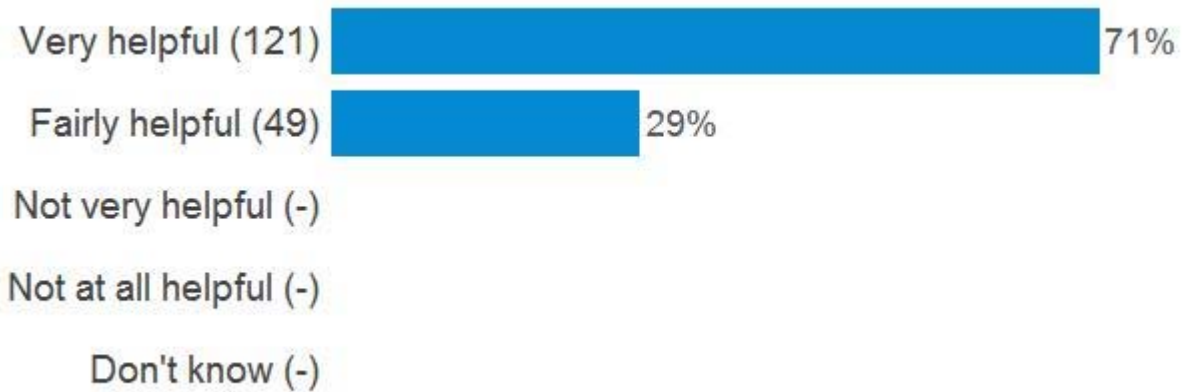
Because they are good

Because it's easy to get a Dr in an emergency. They're friendly and helpful

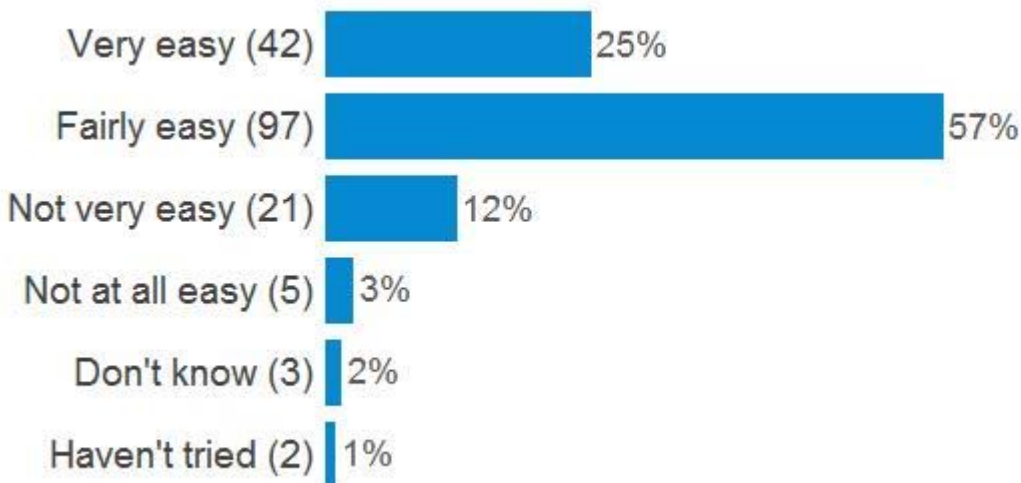
Always had excellent care from the doctors in the surgery

It is convenient and quiet

How helpful do you find the receptionists at your GP practice? (How helpful do you find the receptionists at your GP practice)



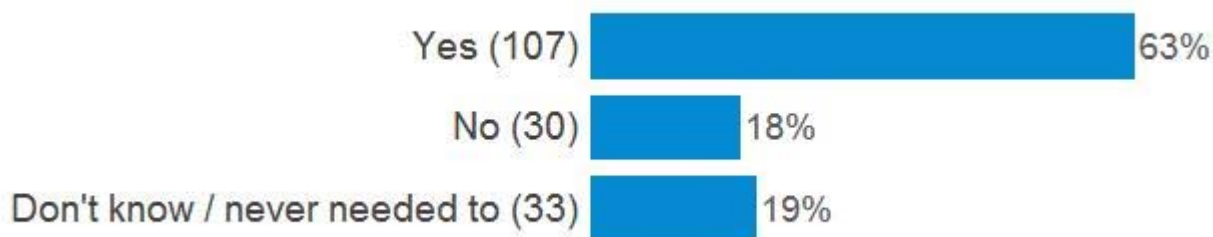
How easy is it to get through to someone at your GP practice on the phone?



How easy is it to speak to a doctor or nurse on the phone at your GP practice?



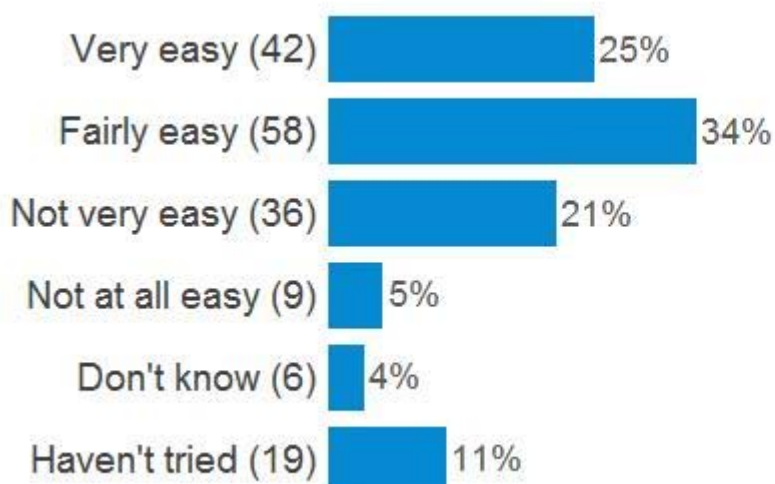
If you need to see a GP urgently, can you normally get seen on the same day? (If you need to see a GP urgently, can you normally get se...)



How important is it for you to be able to book ahead for an appointment on a day and at a time that suits you? (How important is it to you to be able to book appointment...)



How easy is it to book ahead in your GP practice?



How do you normally book your appointments at your GP practice? (please X all boxes that apply)



Which of the following methods would you prefer to use to book appointments at your GP practice?



Are you aware that appointments can be made online via the GP practice website?



How quickly do you usually get an appointment?



How quickly do you usually get an appointment?



Is your GP practice currently open at times that are convenient to you? (Is your GP practice currently open at times that are convenient...)



Are you aware that we have regular opening hours (Before 8am)



Are you aware that we have regular opening hours (After 6.30pm)



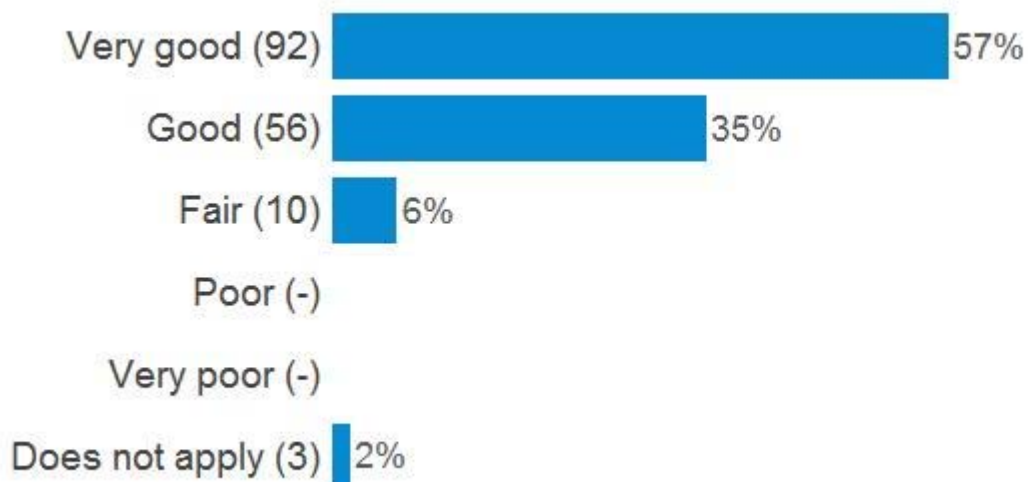
Is there a particular GP you usually prefer to see or speak to? (Is there a particular GP you usually prefer to see or speak to.)



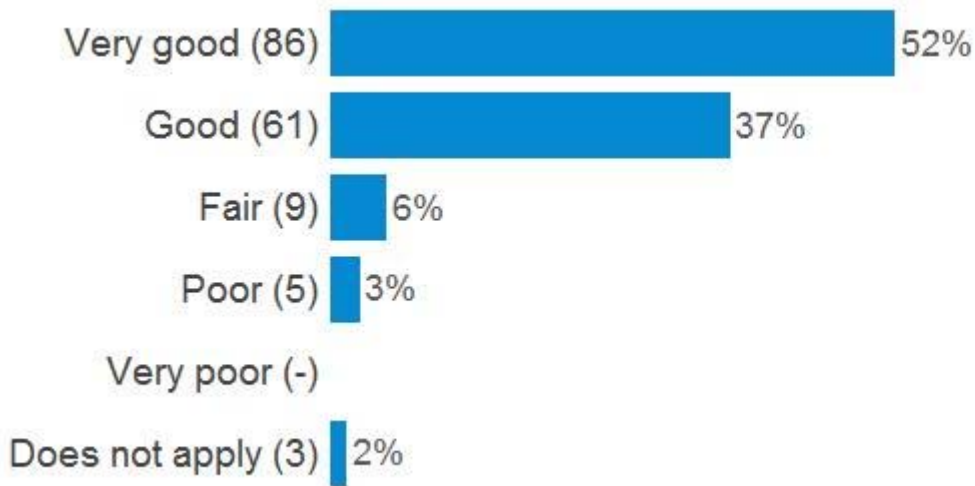
How often do you see or speak to the GP you prefer?



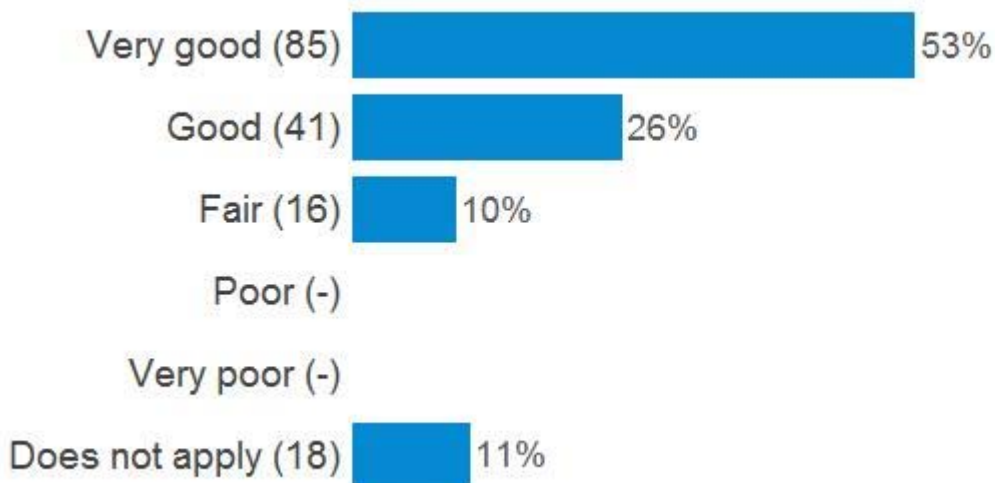
About the DOCTOR (Asking about your symptoms)



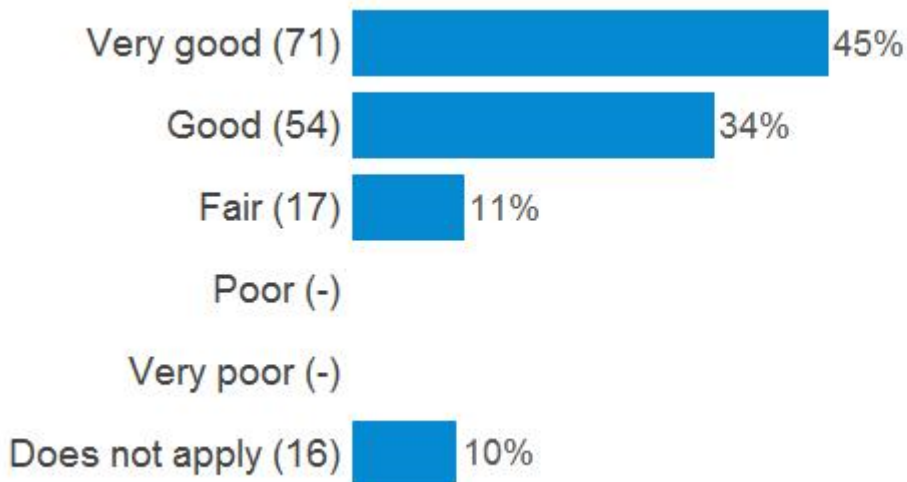
About the DOCTOR (Giving you enough time)



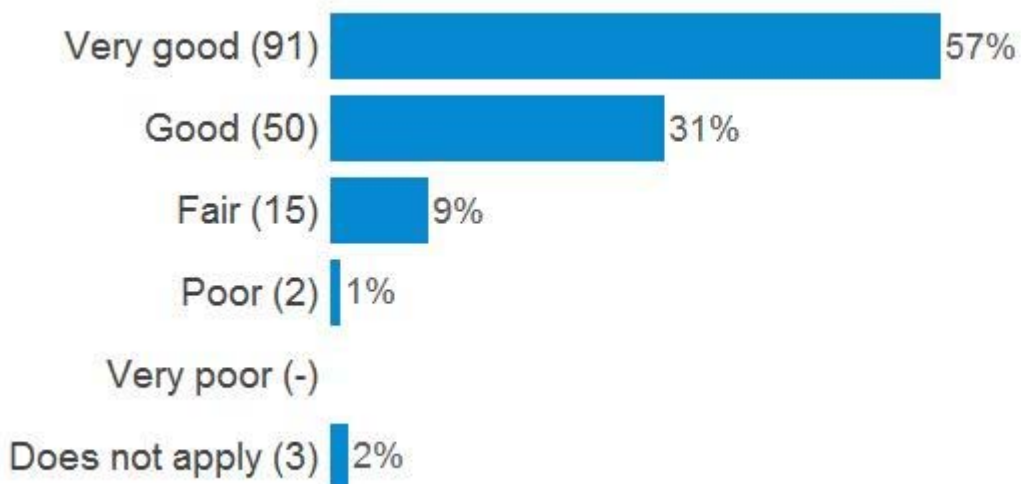
About the DOCTOR (Explaining tests and treatments)



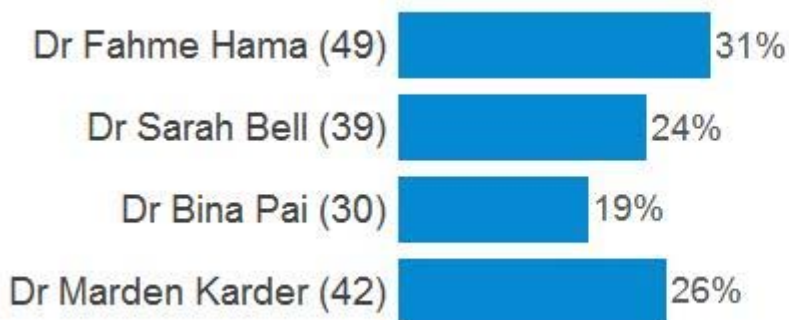
About the DOCTOR (Involving you in decisions about your care)



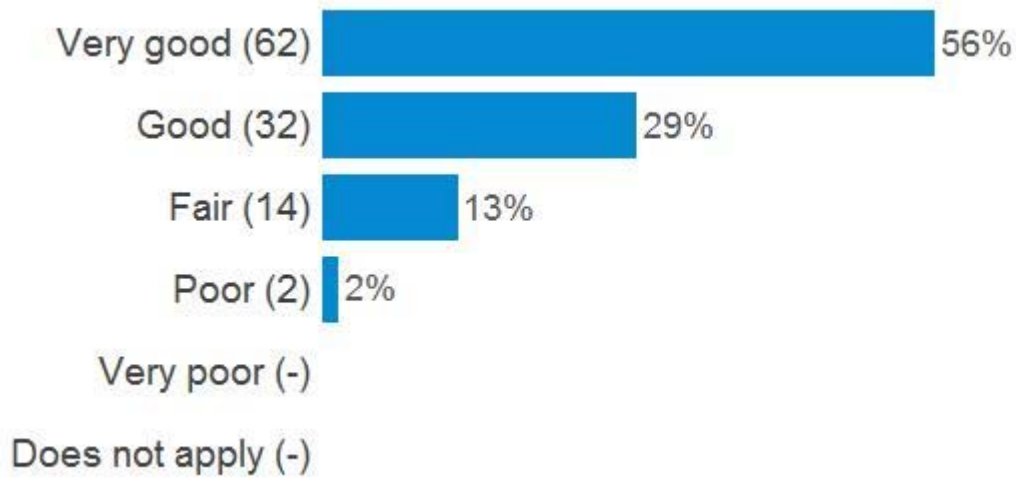
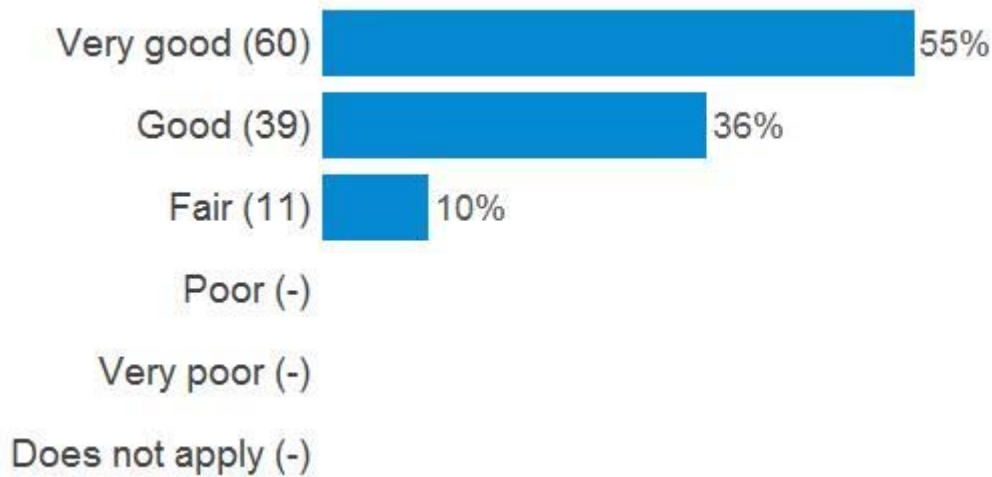
About the DOCTOR (Treating you with care and concern)

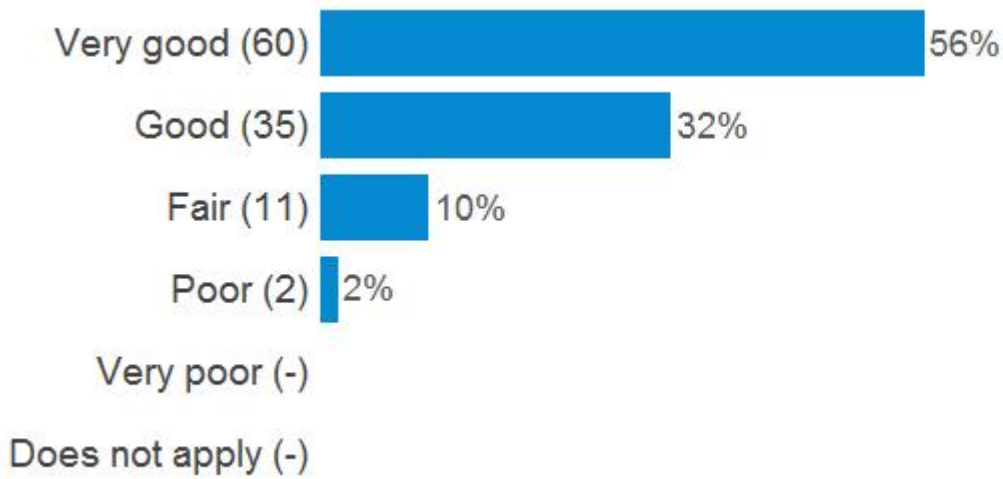


Which GP did you see last time?

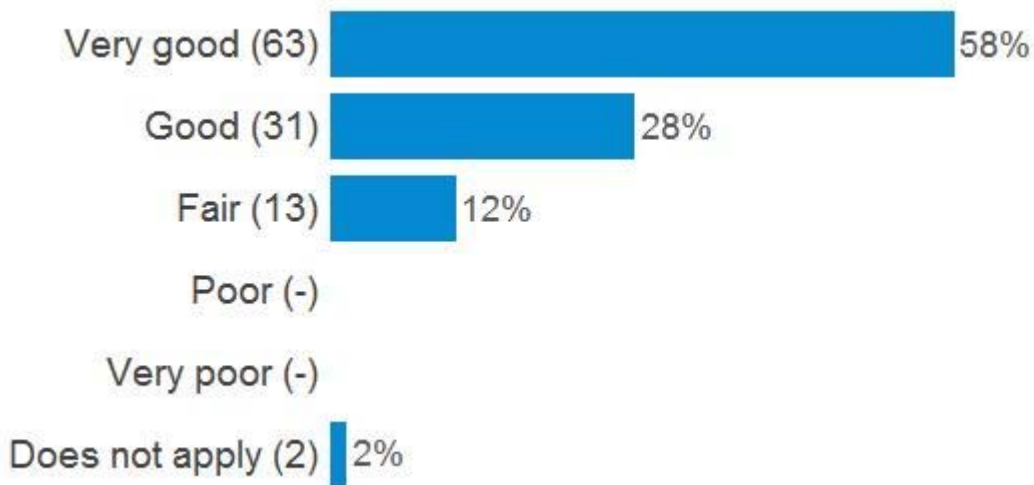


I've never seen the nurse (I've never seen the nurse. Please go to Q21)

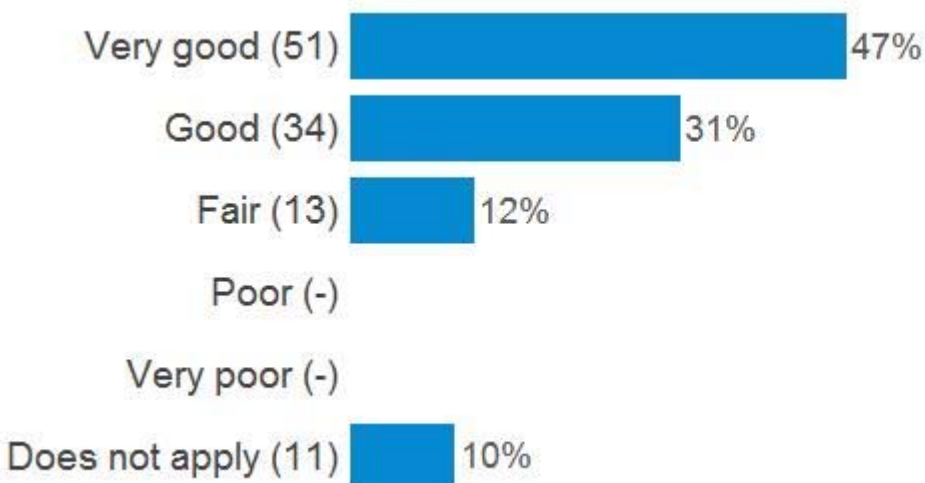
About the NURSE (Building your confidence and trust)**About the NURSE (Giving you enough time)****About the NURSE (Listening to you)**



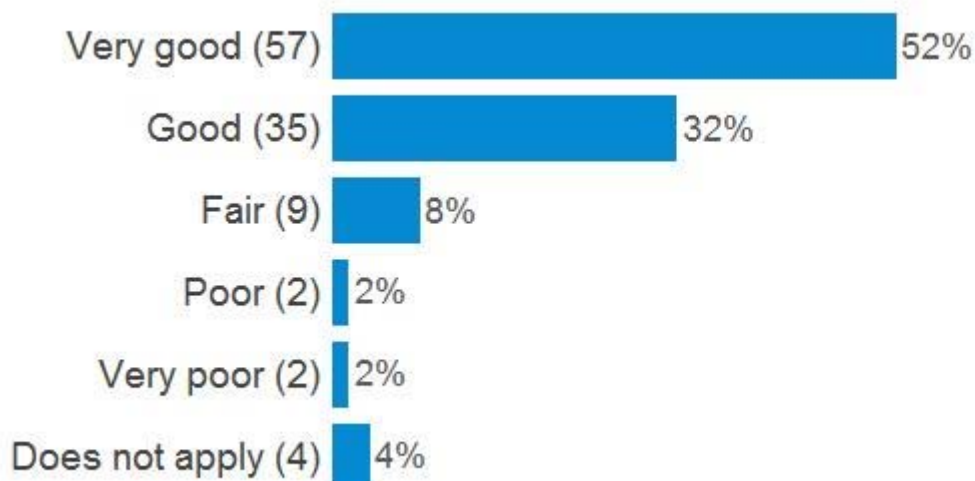
About the NURSE (Explaining tests and treatments)



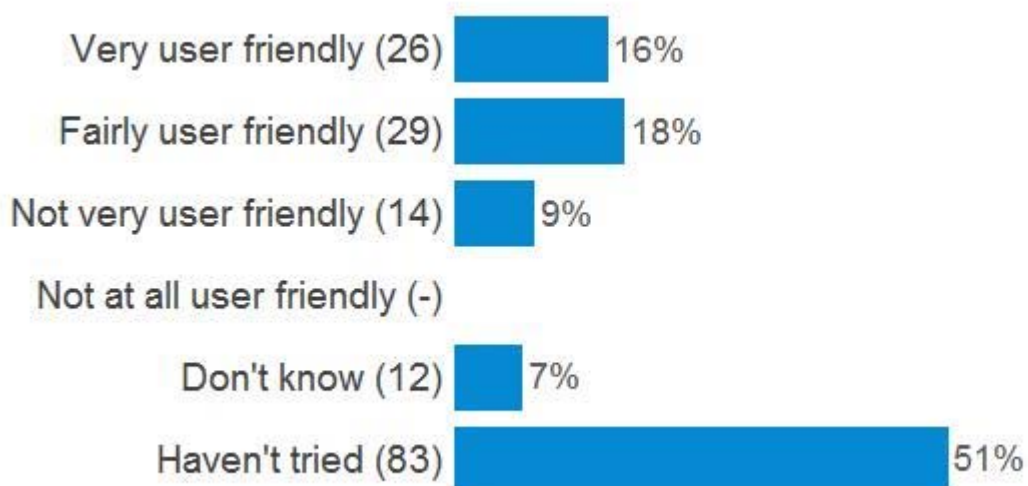
About the NURSE (Involving you in decisions about your care)



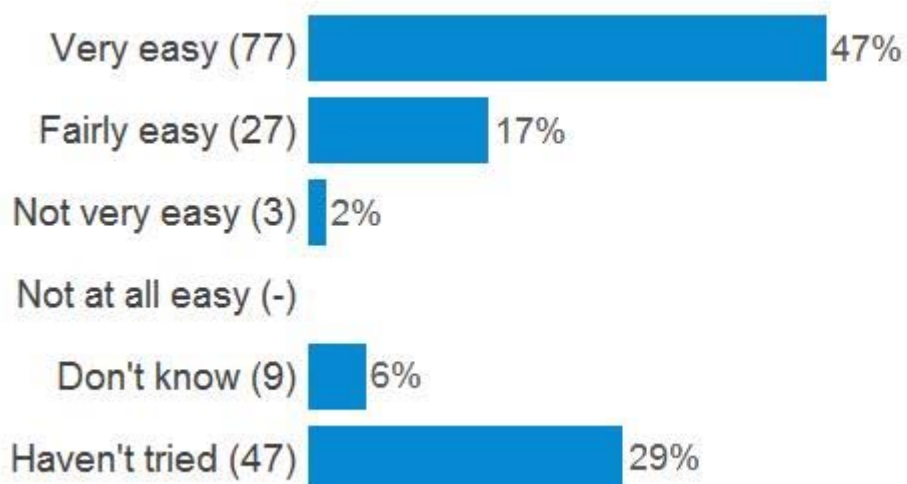
About the NURSE (Treating you with care and concern)



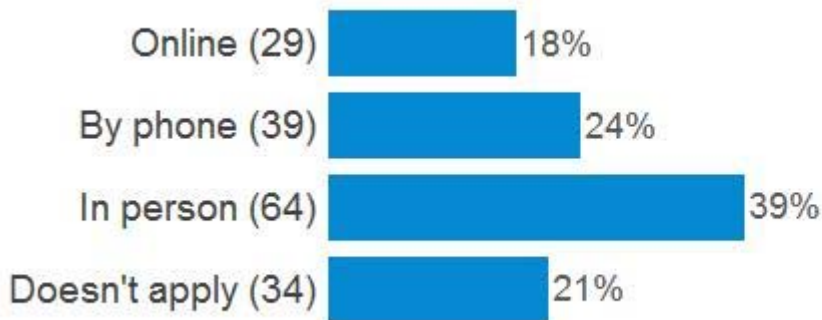
Do you feel the GP practice website is user friendly?



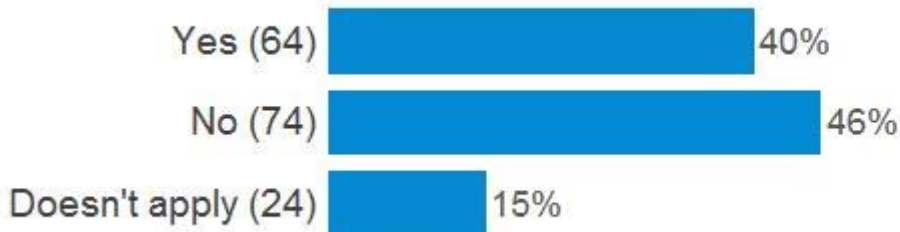
How easy is it to order repeat prescriptions?



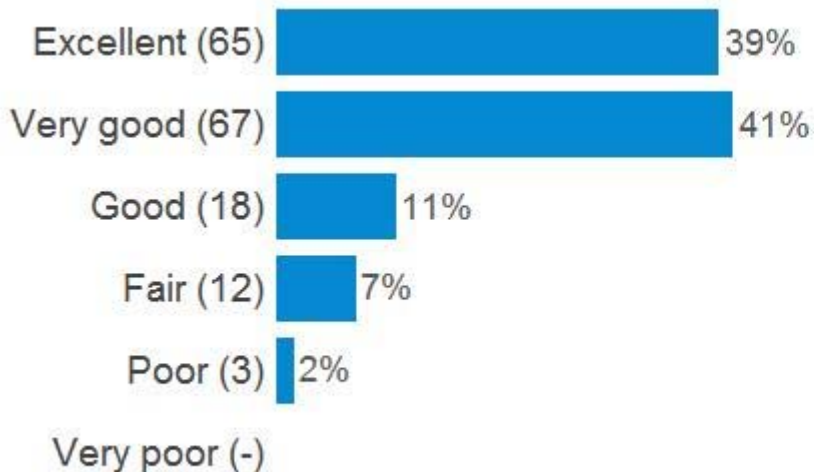
By which of the following methods do you prefer to order your repeat prescription?



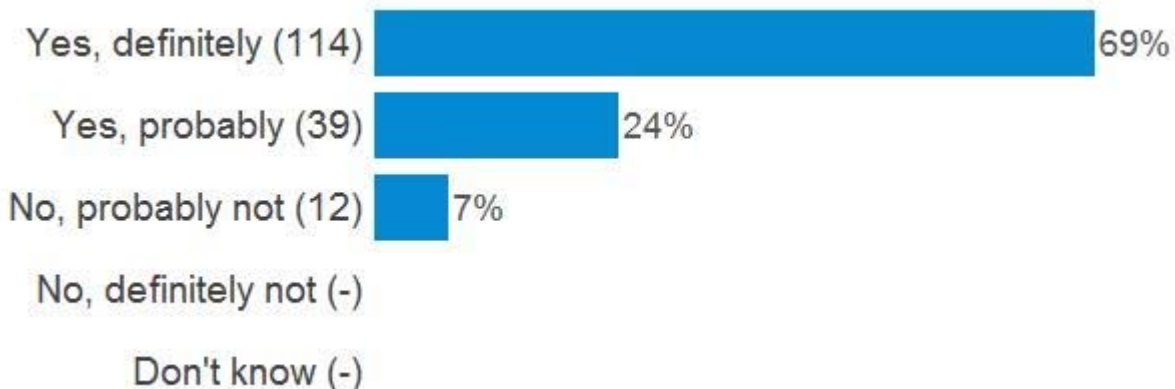
Are you aware that you are able to order repeat prescriptions via the GP practice website?



Does your GP practice provide you with what you expect? (Overall, how would you describe your experience of your GP...)



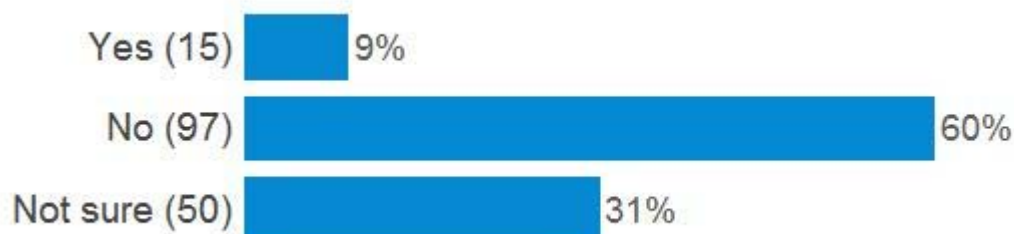
Would you recommend your GP practice to someone who has just moved to your local area?



Have you heard of the Lewisham Clinical Commissioning Group?



Do you know what Lewisham CCG does?



Finally, please add any other comments you would like to make about your GP practice:

There are things that need improving. But I feel these are largely outside the practices control (i.e. doctors weekend opening, etc)

It's always difficult to get an appointment and have to wait days and always told there's only children's appointments. If the Dr can see a child then they can see you. It's absolutely ridiculous. I feel I want to complain to the PAL service

I tried three times to use the automatic appointment check-in.

Doesn't seem to work well

A really good GP practice

The telephone booking used to be very difficult, but has improved.

Knowing that you only have 10 minutes sometimes make you feel rushed or under pressure

Prescriptions are always on time, to be collected, staff are helpful when I call or visit

Doctors should listen more to patients and sometimes issues related to our health

The practice is generally good

Good

It's not easy to get an appointment even though I don't need to be seen urgently. The doctors I see very good

This practice supported me and all my family for 22 years now . It's been very important to me that my family have had excellent and consistent healthcare

Overall very good

No complaints or worries, it's very good

Excellent service providers by this surgery

Everything is fine

All the doctors are very nice and friendly, I've been a patient here for years and have never had any cause for complaint is

A well organised and good doctors

It's much better now. It has been decorated

They are very good and helpful

Excellent. Many thanks

Service very good

Sometimes receptionists are very friendly when it comes to booking appointments. I love the child walk-in service, though on the whole pretty good care

My only real issue with the triangle practice is getting the appointment with the doctor of choice within a few days being tell the Dr you wish prefer to see is not available for next week is so frustrating

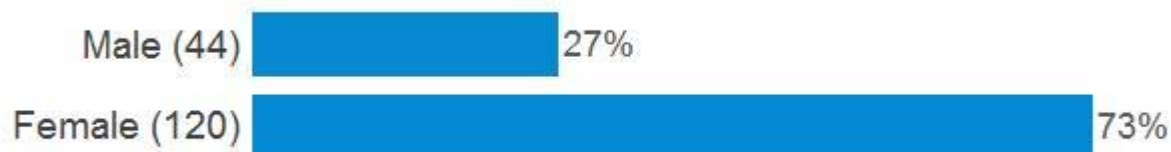
It is simply not possible to get an appointment for the following day or book in advance. It must be the same day you have to come to the surgery by 8 AM or start phoning by 8:30 AM

Very impressed. I have to say the front this practice I've ever been to. Both Dr Hama and Dr Bell make you feel very comfortable

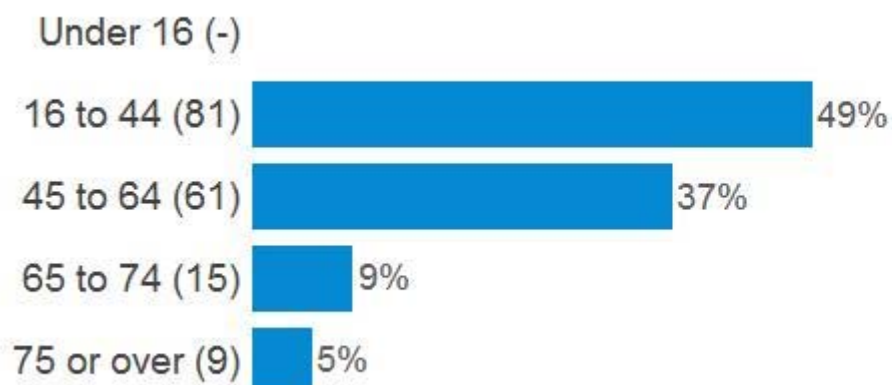
I have been coming to this GP four years and it's very helpful to me

My GP is very good Dr he listens to me and explains things to me

Gender of respondent?



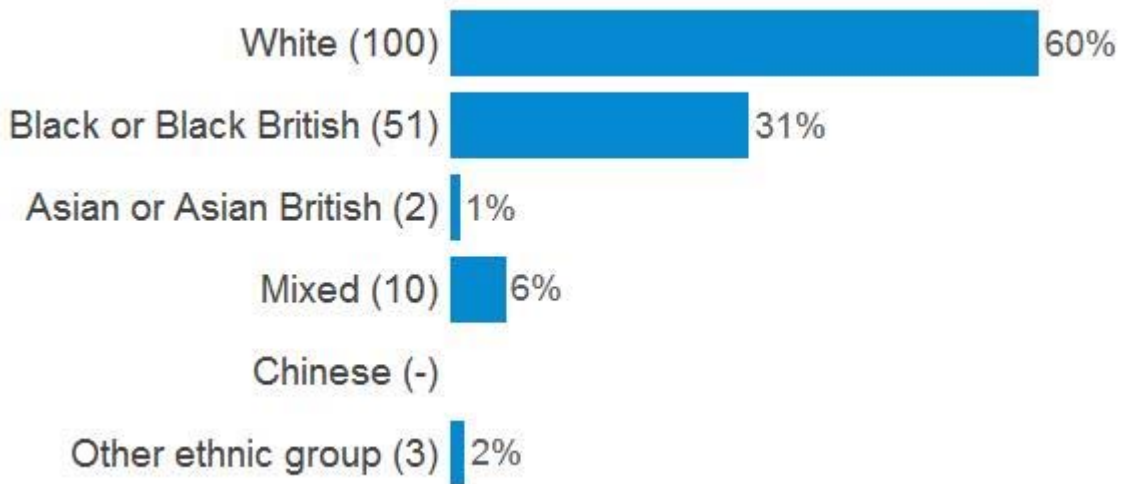
Age profile of responder?



Do you have a long term health condition or disability?



What is your ethnic group?



Are you a carer?

