



**Patient Survey Results and Action Plan 2013/14**

**Brickfield Surgery Profile:**

Total practice population: 5,903

Staff: Two male Doctors and one female Doctor  
Four Practice Nurses  
One Healthcare Assistant  
One Phlebotomist  
Practice Manager and business Practice Manager  
Seven Administration and Reception Staff

The surgery is open at the following times:

	Opening Times
Monday	07:30 - 18:30
Tuesday	07:30 - 18:30
Wednesday	07:30 - 18:30
Thursday	07:30 - 18:30
Friday	07:30 - 18:30
Weekend	closed

Surgery Website: <http://www.brickfieldssurgery.co.uk/opening-times.aspx?t=1>

The Patient Participation Group link: <http://www.brickfieldssurgery.co.uk/ppg.aspx>

**Patient Participation Group**

The Patient Participation Group has been in existence since 2011 having held their first meeting on June 27<sup>th</sup> 2011. The group started with 39 members and has increased to 73 in 2013. The aim of the group is to assist with improving patient care at Brickfields Surgery. The group at first found it difficult to engage with the younger generation and since 2011 have worked extremely hard to recruit across all ages. This year patients of all ages have a representative on the PPG including those aged between 16 and 25 years.

The PPG has 12 core members who attend face to face meeting. Information is then cascaded to the 61 virtual members by email.

**Patient Survey:** Patient Consultation Version, EQUIP

The practice survey was designed by EQUIP and the Practice and agreed by the Patient Reference Group. An excellent 100 % return rate achieved.

**Meeting to discuss results with practice staff:**

Meeting: Brickfield Surgery  
Date: 29<sup>th</sup> January 2014

**If interested, there is information available regarding who to contact on the practice website and on the practice noticeboard.**

**Meeting to date discussing the Patient Survey and action plan with Patient Group**

Meeting: Brickfield Surgery  
Date: 13<sup>th</sup> February 2014

**Staff:** The Reception staff satisfaction score was excellent again this year, 99%. The result reflects the patient appreciation of the level of service given by the front of house staff. The front of house staff should be congratulated in maintaining this high score. The average satisfaction score across Mid Essex CCG for 2013/14 for the 3rd quarter results of the national survey was 86%

**Telephone:** The practice satisfaction score of 76% for the ability to get through on the phone has improved by 1% from last year's result of 75%. This is very encouraging and it is hoped this is the results of last year's action, the walk-in clinic for the morning surgery.

**Appointments:** Number of days you would usually wait to see a GP – 82%, of patient was satisfied with the number of days they would wait to see a GP. This satisfaction score has dropped from last year's score of 86%. The patient satisfaction score for 'How often you see a GP of your choice' also has dropped this year from 98% satisfaction to 81%. This is an excellent result taking into consideration the practice has had Dr Dyson on long-term sickness leave. This has meant to offer sufficient appointments, offering the same level of service the practice has used locums whenever possible. It is also agreed the demand on appointments this year had increased along with patients' expectations and this is reflected in the results.

Encouragingly the satisfaction score for patient normally being seen within 20 minutes has increased drastically this year to 83%, this is an increase of 7% from last year's result of 76%. Of this group 59% said they would normally be seen within 10 minutes of their appointment time. This is an excellent result. Nationally the acceptable waiting time is 15 minutes from the time of appointment to being seen.

**Consultations:** The consultation results have improved considerably across all eight questions. The satisfaction score and comments evidence that patients are highly satisfied with the consultation with their GP.

Based on the questionnaire results and patient comments the practice has shown that they are a very friendly, caring practice that offers an excellent service. 99% said they would recommend the surgery.

***See below the actions agreed by the Patient Participation Group and the practice. Further information about the practice survey, results and action plan can be accessed on the practice website.***

Brickfields Surgery

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Essex

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Dr. Ramesh Patel  
MBBS

Dr. Suzanne Everett  
MBBS DRCOG

Dr. Balraj S Sandhu  
MBBS MRCPG DRCOG

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## The actions below are 'suggested actions' set for 2013/14

### Noticeboard

Practice noticeboard- one which only holds information about Brickfields Surgery, including hours of opening; clinic hours; how to request a prescription; how to book an appointment; details of services provided by our clinicians etc.

### Online Access

Online access - this service would start gradually and grow over the year. This will not disadvantage patients who do not wish to use this service. To begin with, only a few appointment slots will be available for online booking and the number will gradually increase if the service is well received by our patients.

### Appointments

The open surgery has been a great success. The practice will extend the service offering a short afternoon open surgery. A short session will be made available once the Nurse Practitioner is in place

Patients having difficulty using the stairs to inform reception, the clinicians will see this group of patients in an available room on the ground floor

## 2012 – 2013 Action Outcomes

**Below are the outcomes for the 'suggested actions' agreed by the Practice and Patient Group for 2012 - 2013.**

### **Improvement to the front door**

New, wider, entrance door with an automatic opener. Decorating and a new carpet is to be arranged to complete the entrance hall.

**Outcome: The new entrance doors have been a great success with the patients.**

### **Trial open clinic**

A six month trial of an open surgery in the mornings

**Outcome: The open surgery has been a great success and will be extended this year**

### **Electronic Display board**

The cost of display boards was over £6000.00, as they would need to be connected to our computer/appointments system. It was decided the cost was too high taking into consideration the money already allocated to the entrance doors and re-decoration.

**Outcome: The practice has compromised and has purchased two white-boards, which the reception staff updates regularly.**

# Patient Questionnaire Results 2013/14

## Brickfields Surgery

Thank you to all the patients who took the time to fill in our patient questionnaire.

This is what you had to say:



### Access

✚ Ease of getting in to the building	Satisfaction score	98%
✚ How clean is the waiting room	Satisfaction score	100%
✚ How helpful are the receptionists	Satisfaction score	99%
✚ To see a particular Doctor	Satisfaction score	81%
✚ Surgery opening times	Satisfaction Score	88%
✚ Consultation waiting time	Satisfaction Score	83%
✚ Speak to practice on the phone	Satisfaction Score	76%
✚ Speak to a Doctor on phone	Satisfaction Score	81%

### Consultation

✚ Giving you enough time	Satisfaction Score	99%
✚ Listening to you	Satisfaction Score	98%
✚ Explanations	Satisfaction Score	98%
✚ Involving you in decisions	Satisfaction Score	97%
✚ Caring and concern	Satisfaction Score	98%
✚ Confidence in your GP	Satisfaction Score	99%

**Overall experience of your GP Surgery      Satisfaction Score 99%**



Re: F81721 – Brickfields Surgery, Patient Reference Group Questionnaire 2013/14

The calculations on the report and charts are made as follows:

**No Answer:** The number of patients who did not complete the question.  
Patients responding “NA”, “Unknown” are excluded from the percentage satisfaction score.

**Satisfaction:** The percentage of patients who responded “Good”, “Very Good” or “Excellent”.

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill Warn  
Audit and IT Lead



Practice Code: Brickfields Surgery

Number returns: 155

## About you

### Q1. Are you

Male	Female	No Answer
66	89	0

### Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
5	14	18	32	34	30	15	7	0

### Q3. Which Ethnic group do you belong to?

#### A: White

English/Welsh/Scottish/Northern Irish/British	149
Irish	0
Gypsy or Irish Traveller	0
Any other white background	0

#### B: Mixed/multiple ethnic Groups

White and Black Caribbean	1
White and Black African	0
White and Asian	0
Any other mixed/multiple ethnic background	0

#### C: Asian/Asian British

Indian	1
Pakistani	0
Bangladeshi	0
Chinese	0
Any other Asian background	0

#### D: Black/African/Caribbean/Black British

African	0
Caribbean	0
Any other Black/African/Caribbean background	0

#### E: Other ethnic groups

Arab	0
Any other ethnic group	0

#### F: No Answer

4

### Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
97	6	4	6	5	35	0	2

## Your Practice

**Q5.** How easy do you find getting into the building at the surgery?

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Very easy  
140

Fairly easy  
13

Not very easy  
2

Not at all easy  
0

No answer  
0

**Q6.** How do you think getting into the building can be made easier?

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Number of suggestions

For suggestions on how getting into the building please see attached.

**Q7.** How clean is the practice waiting room?

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Very clean  
132

Fairly clean  
21

Not very clean  
0

Don't know  
1

No answer  
1

## Reception

**Q8.** How helpful do you find the receptionists at your surgery?

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Very helpful  
127

Fairly helpful  
23

Not very helpful  
1

Don't know  
1

No answer  
3

**Q9.** Have you ever been concerned that other patients have overheard your conversation with reception?

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Yes  
25

No  
112

Don't know  
13

No Answer  
5

## Appointments

**Q10.** In the last 12 months how many times have you seen a GP/Nurse at your practice?

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None  
9

1-3times  
65

4-6 times  
44

6 or more times  
36

No answer  
1



**Q11.** How do you normally book your appointment to see a GP/Nurse? (More than one answer given for this question)

In person 27	By Phone 115	No answer 13
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**Q12.** How easy is it to get through to reception at your GP practice on the phone?

Very easy 25	Fairly easy 90	Not very easy 27	Not at all easy 9	No answer 4
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**Q13.** How easy is it to speak to a GP or Nurse on the phone at your GP practice?

Very easy 18	Fairly easy 52	Not very easy 10	Not at all easy 6	Don't know, never tried 68	No answer 1
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**Q14.** How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day 52	2-4 days 56	5 days or more 24	Don't know, never tried 14	No answer 9
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**Q15.** How often do you get to see the GP/Nurse you have requested?

Always 46	A lot of the time 63	Some of the time 23	Never 3	N/A 14	No answer 6
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**Q16.** How long did you have to wait for your consultation to start today? (From appointment time, not time of arrival)

Less than 5 minutes 26	5-10 minutes 47	11-20 minutes 29	21-30 minutes 11	more than 30 minutes 10	No answer 32
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**Q17.** If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes 84	No 18	Don't know, never tried 46	No answer 7
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**Q18.** Is your practice currently open at times that are convenient to you?

Yes 133	No 18	No answer 4
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## Your Consultation

**Q19.** Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

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**A:** Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
75	58	10	2	0	0	10

**B:** Make you feel at ease?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
81	52	11	2	0	0	9

**C:** Listening to you?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
84	50	9	3	0	0	9

**D:** Explaining treatment and tests?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
71	61	8	3	0	0	12

**E:** Involving you in decisions about your care?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
66	63	10	3	1	0	12

**F:** Treating you with care and concern?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
78	51	13	3	0	0	10

**G:** How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Full confidence	Moderate	Little confidence	No confidence	No answer
132	12	1	1	9

H: Would you be completely happy to see this GP/ Nurse again?

Yes	No	Maybe	Do not know	No answer
144	1	1	2	7

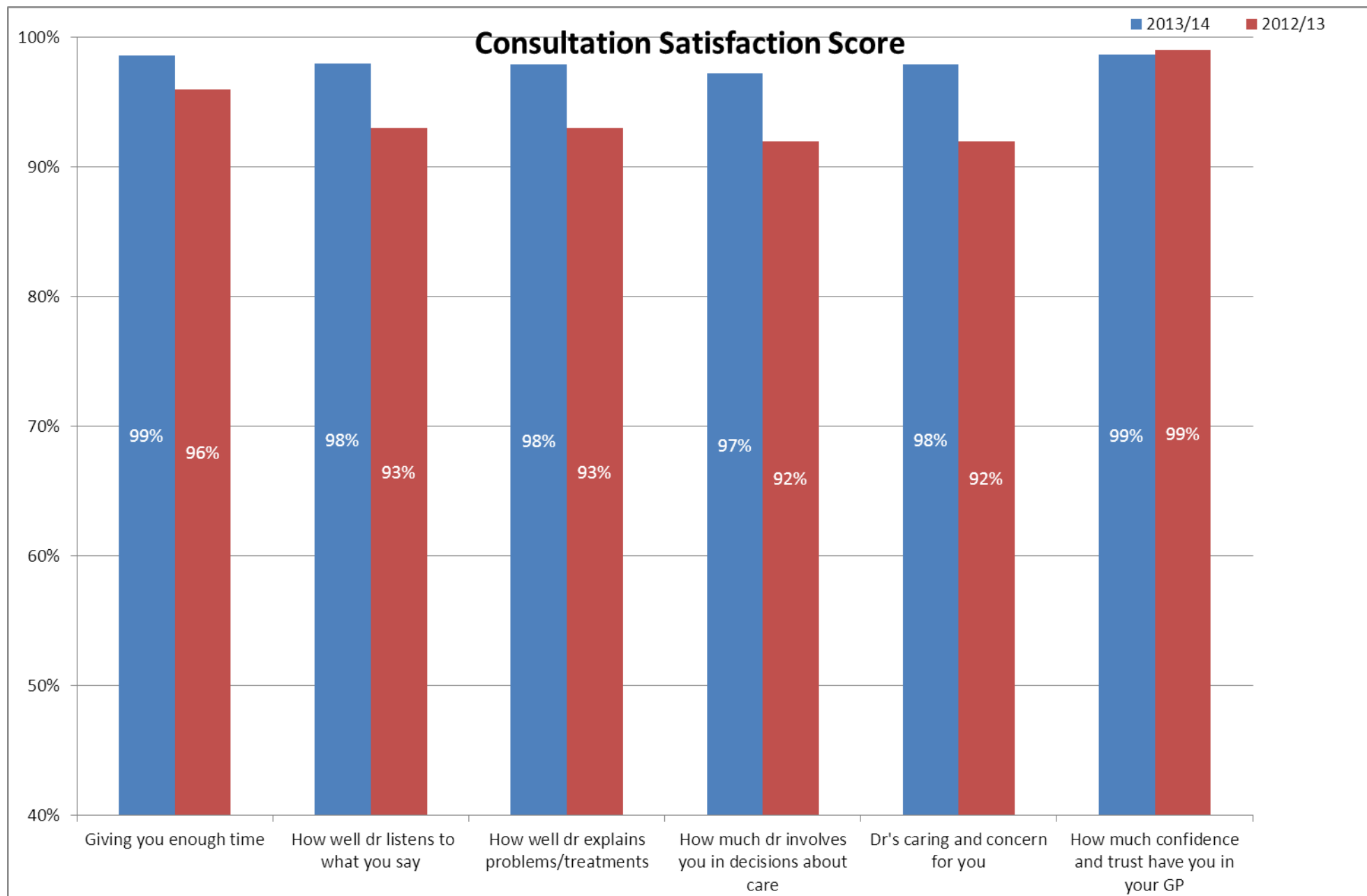
## **Patient Experience**

20: Overall, how would you describe your experience at your GP practice?

Excellent	Good	Fair	Poor	N/A	No answer
88	60	2	0	0	5

21: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes	No	No answer
144	2	9



# Practice Satisfaction Score

