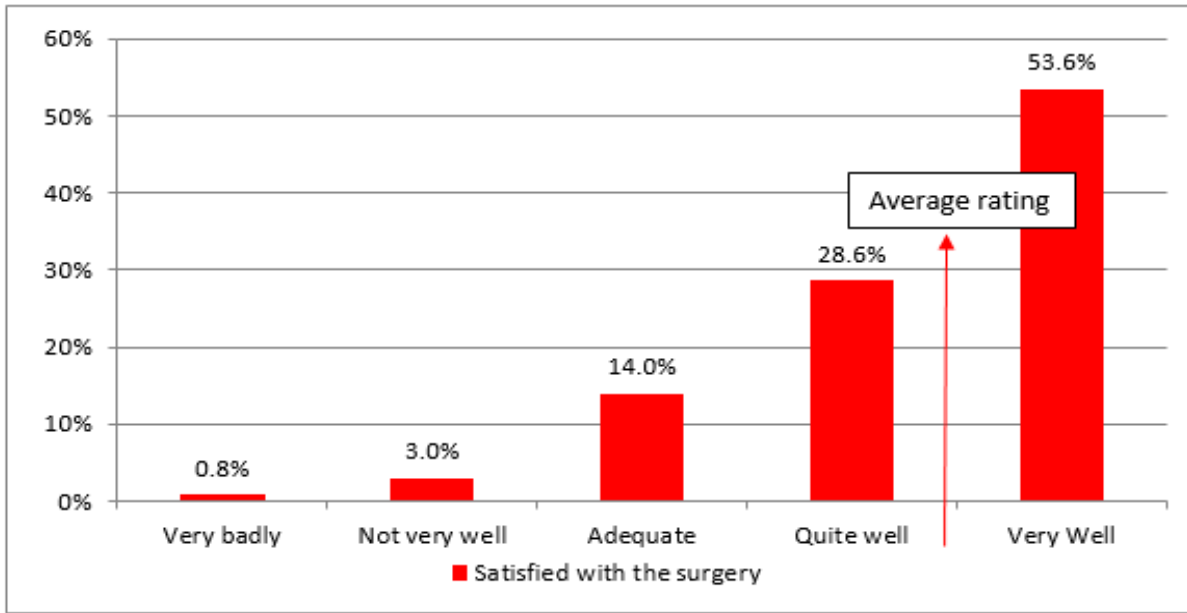


Romney House Surgery Patients Survey Results 2014 – PPG AGM Summary Report

During February 2014, volunteers from Romney House Patient Participation Group (PPG) conducted a survey with 500 patients aged over 18 on behalf of the surgery in order to get feedback from local people about the health care services offered by the surgery. An online version of the survey can be accessed on the surgery website along with a full version of the report which will be available shortly.

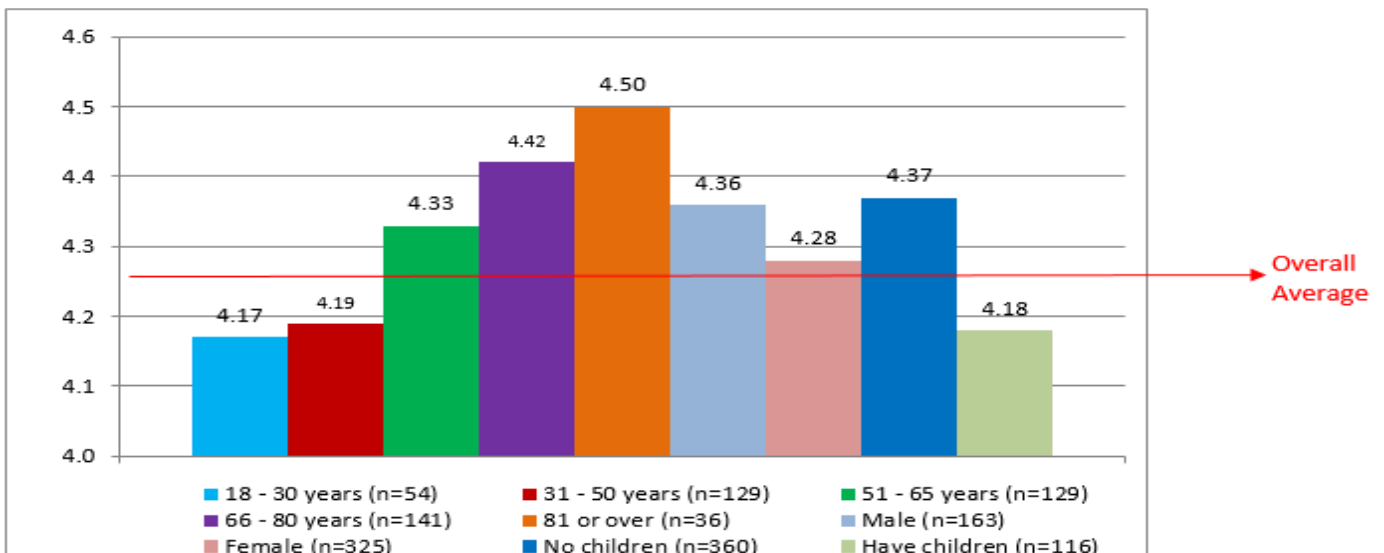
We were pleased to note that overall patients felt on average that the practice at Romney Health Surgery meets their health needs and concerns well.

Figure 1: Overall satisfaction, the respondents were asked, “How well do you think the practice at Romney House surgery meets your health needs and concerns?”



We were pleased to find the **average rating** (where 1 = very badly and 5 = very well) is **4.31**. This is a **very good score** – we normally recommend that organisations need to get at least 3.6 average rating. Satisfaction has increased since last year’s survey and less than 4% of patients were not satisfied compared to 6% in 2013. Higher satisfaction rates were expressed by patients who have recently visited the surgery (within a month of the survey) compared to those who had last visited the surgery more than 3 months ago. This coincides with a number of changes in the surgery since Christmas. Overall older patients are significantly more satisfied than younger patients and those aged under 50 with children were the least satisfied group of patients.

Figure 2: Overall satisfaction, patients compared

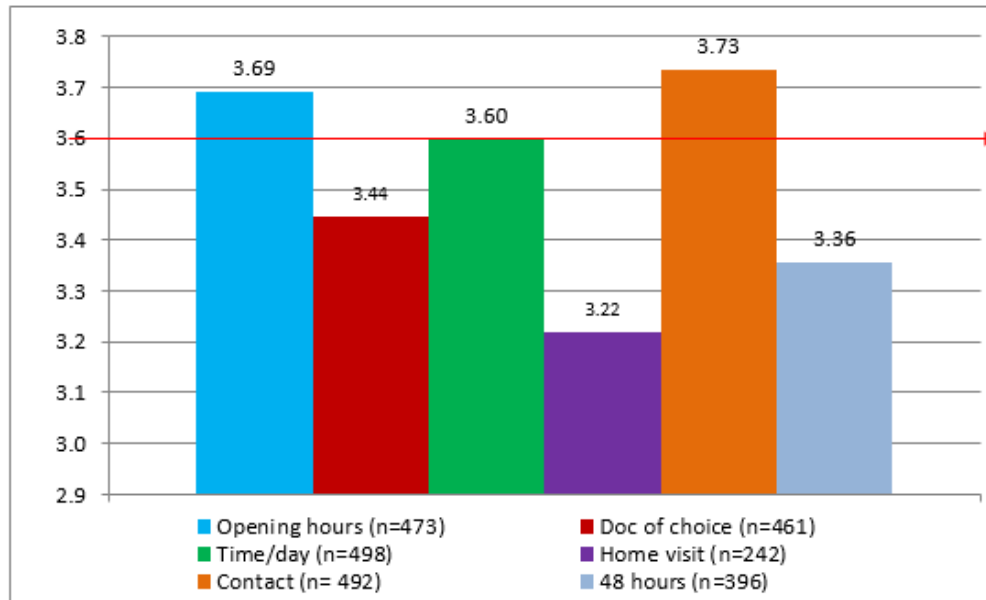


Satisfaction with different aspects of the surgery

The patients were asked, "Thinking about Romney House Surgery, how satisfied are you with

- Surgery opening hours?
- Being able to see the doctor or nurse of your choice?
- Time and day offered for your appointment?
- Being able to organise a home visit?
- Ease of contacting the surgery by telephone?
- Being able to see a doctor or nurse within 48 hours?

Figure 3: Average ratings with different aspects of the surgery, all respondents



Opening hours, ease of contact with the surgery by telephone and the time and day offered for appointments are all **above** (or on in the case of time and day offered) the satisfactory threshold (illustrated by the red arrow in figure 3). However there are still some areas of concern; **the ease of being able to organise a home visit, being able to see a doctor within 48 hours and seeing the doctor of your choice** were **issues of concern especially for younger patients with children** ($n = 115$). These aspects were all rated on average as being below the satisfactory level.

During their last visit to the surgery 63% of respondents remembered speaking to the **reception staff**. These patients felt the length of time waiting was just about satisfactory (satisfaction average of 3.64) and the manner to which the patients felt they were treated was averaged at 3.9 which is **quite satisfactory**.

62.1% (284) patients reported their appointments were delayed, of these **37.5%** of patients were advised of a delay and **58.4% were not advised there would be a delay** (4.1% could not remember). This is a **significant improvement** to 2013 when only **10%** of patients were advised of a delay.

Other areas of concern

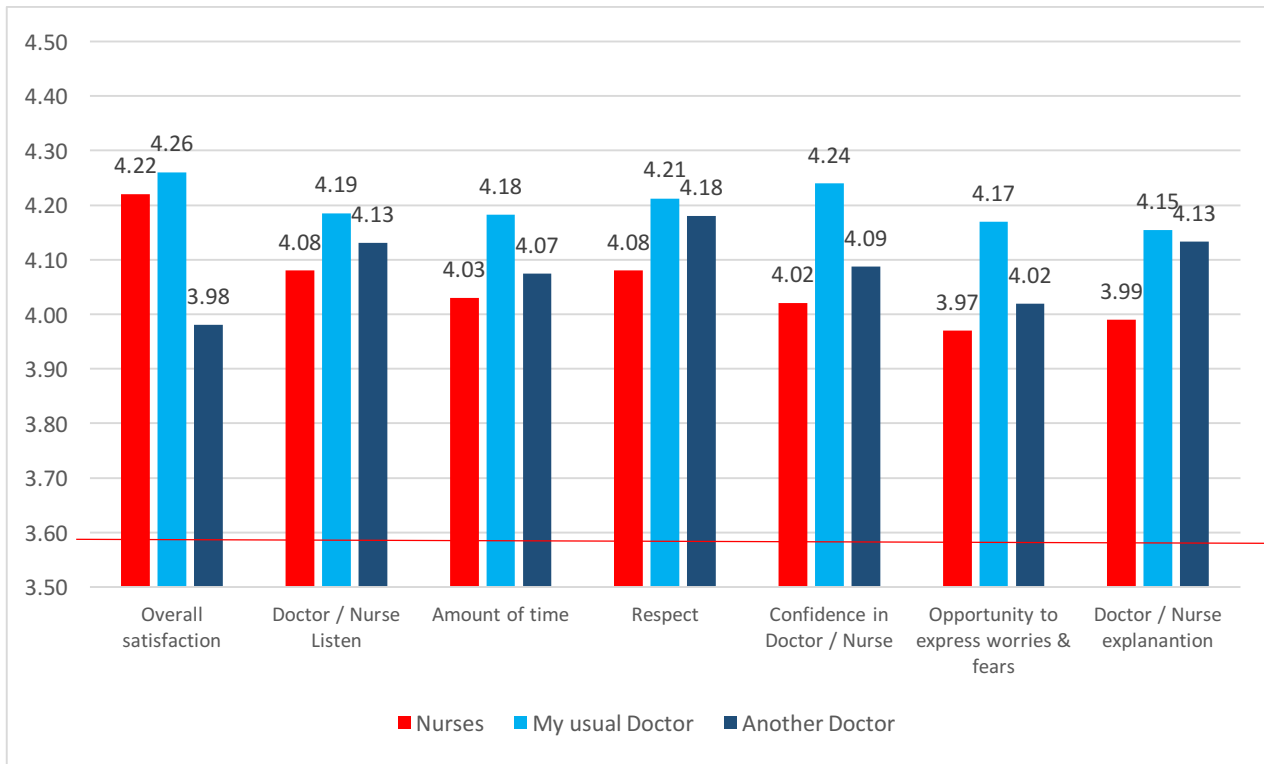
Blood tests results, as have been highlighted in previous surveys continue to be an area of concern with **19% of patients dissatisfied** with the way information about the results of their blood tests are communicated.

Other concerns raised include the lack of **parking**. This was a particular issue with **older patients** and is a perennial one that is not easily solved. Several disabled patients complained that able bodied patients were using the designated disabled parking spaces exacerbating the situation for them. Parking was not a particular issue for **younger patients** who were more concerned with **waiting times and being able to get an appointment** at a time that fitted around their schedule (e.g. outside of working hours).

Appointments

Patients were asked about their first appointment and a subsequent appointment, if they had one. 45% saw their usual doctor, 32% (saw another doctor, 20% a nurse, and 1.7% (8) saw another health practitioner – (this is too low a number to report on with any confidence).

Figure 4: The satisfaction average ratings for both doctors and nurses



The satisfaction ratings for both doctors and nurses was overall good. Patients rated their usual doctor the highest and another doctor the lowest overall.

Confidence and opportunities to express their fears and worries was rated proportionally lower for the nurses compared to the doctors – this probably reflects the appropriateness of the situation.

Final comments

Patients were asked for any suggestions on how to improve the surgery – 16% were positive – e.g. “Romney House Surgery is excellent” and 25% were about the parking situation.



Figure 5: Text analysis of suggestions from 1) older patients and 2) younger patients

Parking and comments about the doctors were main themes from older patients, whereas younger patients were concerned with waiting times and appointments.

PPG questions

Patients were asked if there was particular help and/or support they would like. 338 patients answered this question (58% do not require any further help or support) – a number of patients wanted support in more than one area. **Weight related, mental health and arthritis were the most frequently cited issues. Cardiac support was an issue for some male patients. Mental health support was also requested by younger patients.**

Figure 6: Health initiatives and support patients would like, (% patients)

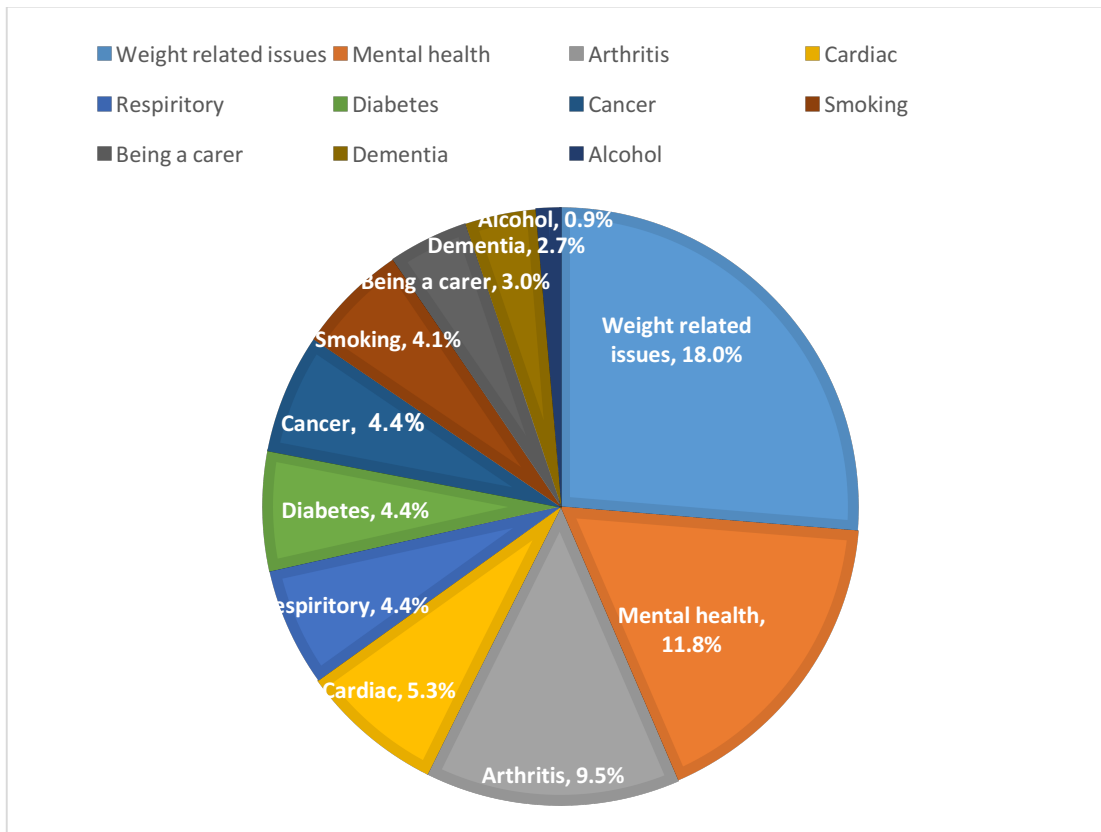
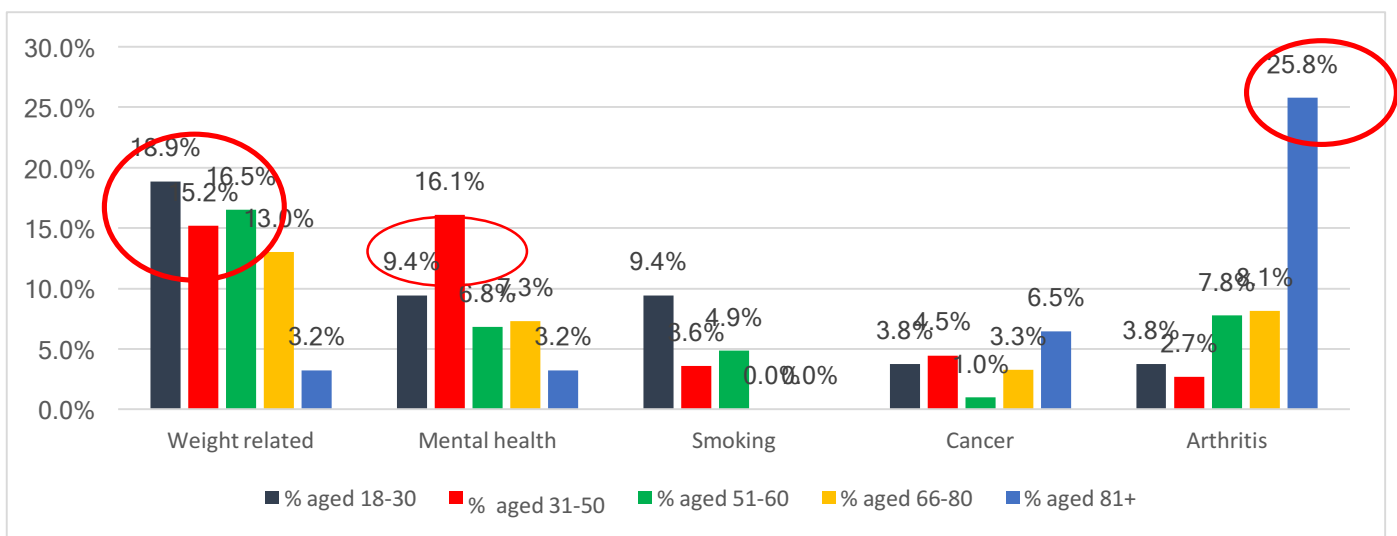


Figure 6: Health initiatives and support patients would like, by age



Awareness of the PPG

There was good awareness of the PPG - 63.2% of the patients who responded were aware of the PPG and 36.8% were not. 37 (8.7%) were interested in learning about or joining the PPG. These have all be written to and invited to join.