

PATIENT SURVEY – 2016

Question Comment

2a	The number of patients who know about Saturday surgeries is up from 51% in 2014 to 56%, though there are swings both ways at branches.
2b	Satisfaction with surgery times up by 1%.
3	The number of patients using our website is up by 1%.
5	Patients who know about online ordering of prescriptions down from 55% to 44%. We will need to address this, though it <i>could</i> just be fluctuation.
6	Conversely, those patients who know they can book appointments online are up from 51% to 58%.
7a	Patients who say they would register a concern about their care down to 70% from 94%. Again, this could just be fluctuation. But, if it is a trend, it may be reflecting a societal response to negative news about the funding of, provision of and future prospects for the NHS. If so, this could be worrying or a reduction in vexatious complaints.
7b	Though those who know how to register a concern is relatively unchanged at 41% (43%).
7c	And those who know about PALS is similarly unchanged at 52% (53%).
7d	New question: Unsurprisingly, very few people bother to complete this questionnaire (2%). There are more responses online via the practice website than in writing.
7e	New question: More people (23%) know about NHS Choices.
8a	Small increase in those who consider themselves to be a Carer.
8b	Though satisfyingly there has been a huge increase in those who have informed us, up from 13% to 43%.
8c	The numbers who know about SFC is down to 43% from 62%. We would hope that this is improved now we have a presence in the practice, albeit not as often as we would like.
9	Choice of place of hospital treatment is consistent at 68% (69%).
10	Fewer people recall being offered a choice 59% (67%).
12	Of the 224 respondents 99% would recommend the practice to others.
13	There is a drop in numbers of patients who know about the PRG, 20% (27%).
14	Newly worded question: We cannot compare answers as the question is very different, and only over-75's have been targeted as having to have been informed.

Open Questions

2	Most comments contradicted responses to question 2b in that patients wanted changes to surgery times: Saturday's at Hardwicke House (we have appointments at Meadow Lane) and even all surgeries (the cost of providing this is prohibitive and would reduce mid-week access), longer days (though this might mean later appointments within existing times) including early and evening appointments (7.30 a.m. and 7.30 p.m. are outside our contracted hours and we use our Extended Hours on Saturday's), walk-in appointments (this is a services provided by 111 and out-of-hours and that we are not funded to provide), open every day at Bures and Clare (numbers support this at Bures, but we would have to reduce access elsewhere), 10-minutes not long enough (GPs would agree, but if we increased to 15-minutes we would need to recruit 50% more GPs and our premises would not support this).
4	There is a little confusion among patients who do not realise that some of what they ask for is already on our website, e.g. contact numbers for other NHS facilities (especially via

	<p>NHS Choices), and through Patient Access, e.g. access to their records.</p> <p>And there is some evidence for work we might consider, e.g. pass-through to the online booking facilities of other providers (SHC mostly).</p> <p>However, the overwhelming comment was a request for an explanation of our appointment system and this is something we will look at providing.</p>
11	<p>There are a great number of suggestions that frankly are not going to be considered by our Commissioners nor by the NHS:</p> <ul style="list-style-type: none"> - Hospital - A&E - Hospital beds for the elderly - Oncology (this is a very specialist service that would be very expensive to provide, but that might be possible given the right circumstances) - MAU <p>Some are planned or in discussion with our Commissioners:</p> <ul style="list-style-type: none"> - More and better phlebotomy/blood testing facilities at the Sudbury Health Centre - Better public transport to the Sudbury Health Centre - Better public/hospital transport to WSFT - Better outpatient facilities and access (appointments) <p>Some could be investigated:</p> <ul style="list-style-type: none"> - Blood testing for kidney complaints currently conducted at Addenbrookes - More cancer support [though the PCCN pilot has been cancelled because of lack of evidence] <p>Some might be possible in the future if we can find a site and if NHSE approve our business case:</p> <ul style="list-style-type: none"> - Walk-in centre - Minor injuries unit - MRI - Minor surgery facilities - Audiology - Pacemaker checks - Phlebotomy (though this might be considered duplication of the existing contract) - 'Eye department' [NB presumably ophthalmology] <p>Some are already provided:</p> <ul style="list-style-type: none"> - X-ray - Out-of-hours base - Annual check-up for over-50's (NHS Health Check is for 40-75's) - Pharmacy minor illness advice