

# **ANALYSIS OF SURVEY CONDUCTED BY TRENT MEADOWS PPG ON THE WAITING EXPERIENCE OF PATIENTS**

## **Survey Contributors**

<b>David Jones</b>	<b>PPG Chair</b>
<b>Kenneth Bush</b>	<b>PPG Vice Chair</b>
<b>Cynthia Bush</b>	<b>PPG Treasurer</b>
<b>Beryl Durose</b>	<b>PPG Member</b>
<b>Madeleine Barratt</b>	<b>PPG Member</b>
<b>Sarah Gittins</b>	<b>PPG Member</b>
<b>Sylvia Hazlehurst</b>	<b>PPG Member</b>
<b>Lalita Heier</b>	<b>PPG Secretary</b>

## **Objective**

The objective of the survey was to ascertain how patients from both sites of the practice felt about their experiences whilst waiting for a GP or nurse appointment. Our aim was to seek suggestions as to how their experience may be improved and to generate ideas as a PPG to present to the practice.

## **Methodology**

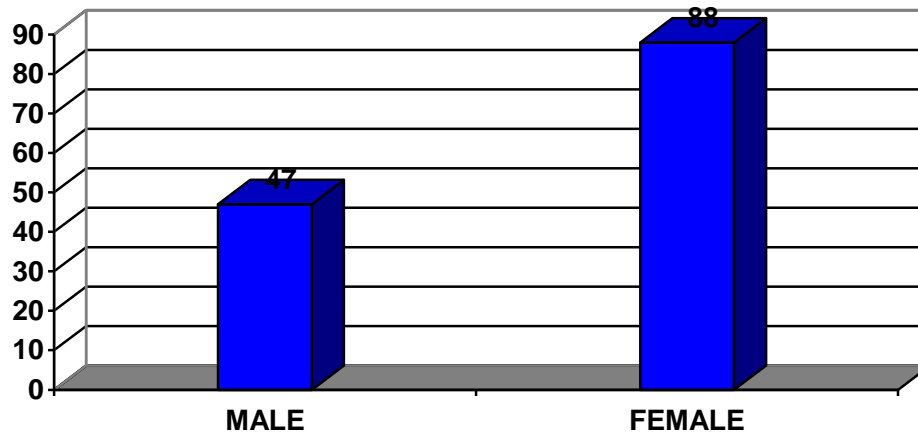
A brief questionnaire was devised and authorised for use by the Trent Meadows PPG. The questionnaire included a variety of questions which covered the waiting experience for patients. The questionnaire was presented to a total of 282 patients across both sites over a 4-week period in September 2010. Those randomly selected, were approached in person whilst at the practice and asked to take part in the survey. If agreeable, the patient completed the survey with a member of the PPG. The rationale for selecting members of the PPG to conduct the survey was that it was felt that patients were more likely to be open and honest in their responses as they were approached by their fellow patients and not someone employed by the practice. All patients completed the survey anonymously and were aware of why the survey was being completed.

Upon completion of the surveys, a detailed analysis of the responses took place and findings assimilated in order to prepare a final report.

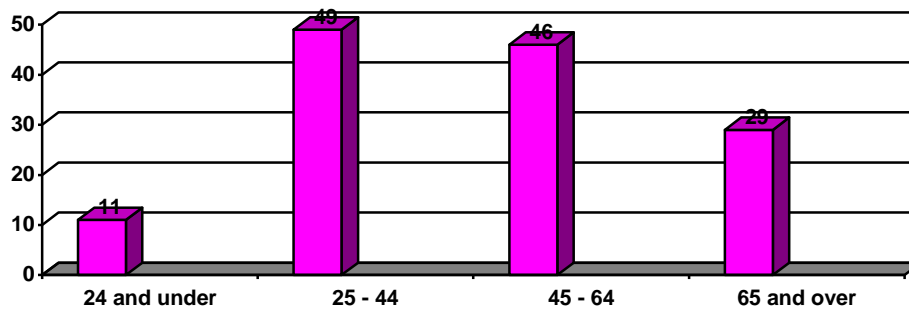
## Findings

### STRETTON MEDICAL CENTRE

- A total of 135 patients completed the survey



### Age Groups



### Check In / Reception

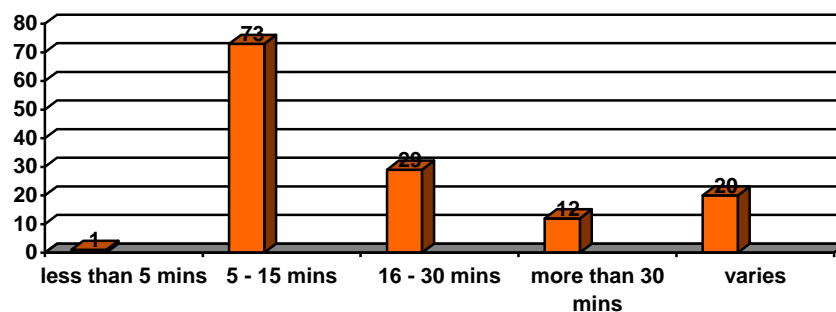
1. The vast majority of those surveyed were happy to use the automated check in. Those who were unhappy to do so relied on the services of reception staff. Lack of privacy and lack of personalised service were some of the reasons given by patients who were unhappy to use the automated check in.
2. Out of those surveyed, 7 people were dissatisfied with the service received from reception staff. A number of others had varying experiences, which were dependent on which member of staff they had dealings with or whether they were liaising with staff in person or over the telephone. A total of 4 people commented that staff, were friendlier

in person. One patient stated that staff had been rude and required more communication skills training.

3. 88 patients stated that they believed that others could hear them when they were speaking with receptionists and 17 were offered a privacy room when discussing sensitive matters. When asked about reception staff, one patient commented that they asked too many questions when booking an appointment, which does cause some concern if it is also felt that conversations can be easily overheard.

## Waiting Experience

### Waiting Times



1. Out of the 135 patients who completed the survey, 31 advised that they waited too long to see their GP/nurse.
2. Those who had requested to see a specific GP did not seem to mind waiting as much as those who did not have a specific request and a small number of patients commented that waiting times were very dependent upon which GP you were booked in to see. Others advised that they did not mind waiting as long as this did not mean that their own consultation was rushed.
3. A small number of patients stated that they felt that waiting had become 'the norm' and that the worst aspect of their visit to the practice was the waiting involved. One patient even stated that due to the wait, they had to leave the practice without seeing their GP due to work commitments.
4. One patient expressed concern that some GPs did not even arrive at the practice on time to see their first patient.
5. It was acknowledged by those who completed the survey that reception staff do inform patients when specific GPs or nurses are running more than 20 minutes late.

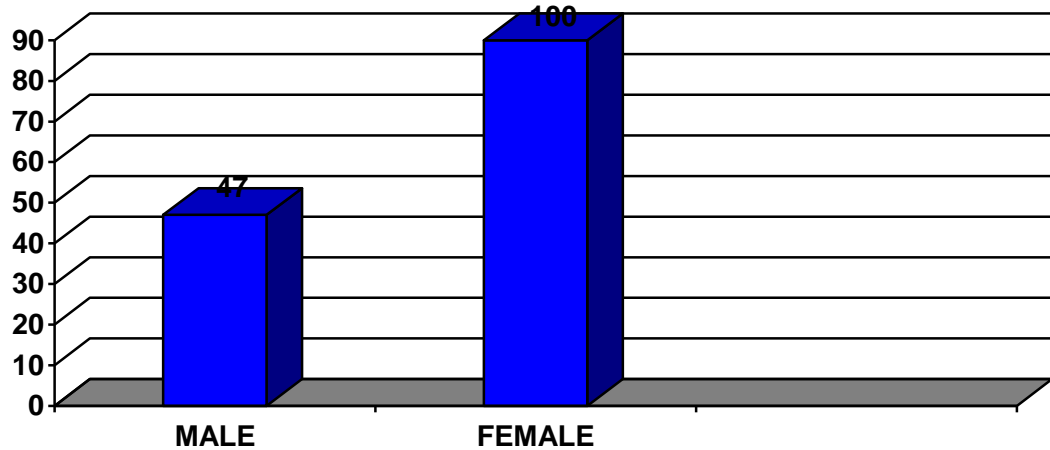
## **Waiting Experience**

1. All patients who completed the survey felt that the waiting area was clean.
2. 7 patients did not find the waiting area comfortable and stated that soft furnishings and more comfortable chairs would improve their experience.
3. 75 patients suggested recommendations in relation to their waiting experience:
  - 18 patients wanted to see TVs/screens
  - 1 patient suggested a radio
  - 23 patients would like a water dispenser
  - 7 patients suggested having a drinks machine
  - 7 patients thought plants would improve the environment
  - 17 patients felt that a better selection of newspapers and magazines were needed
  - 8 patients wanted to see more activities for children
  - 8 patients requested more comfortable chairs
  - 2 patients thought that the décor needed updating which included new pictures
  - 1 patient felt that the waiting area was too warm
  - 1 patient claimed that the information board was not clear
  - 1 patient could not hear the tannoy system
  - 1 patient was concerned that those with poor eyesight could not use the automated check in screen
  - 1 patient thought it would be appropriate to have a volunteer on hand to assist
  - 1 patient thought that the glass barrier should be removed
  - 1 patient commented that the sanitizer by the automated check in was empty
  - 1 patient felt that the automated check in should not face other patients.

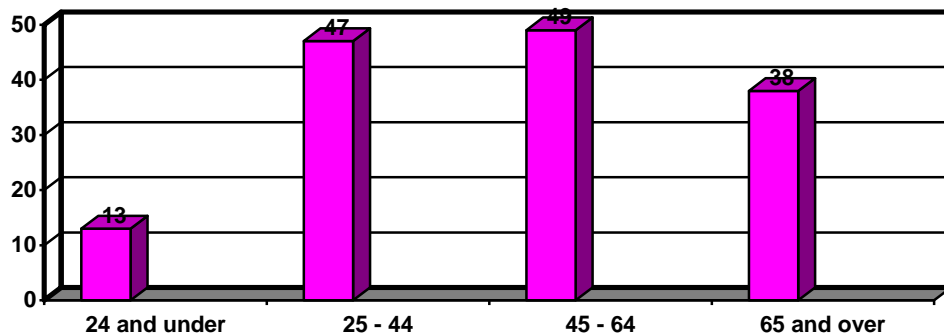
## Findings

### BRANSTON MEDICAL CENTRE

- A total of 147 patients completed the survey



### Age Groups



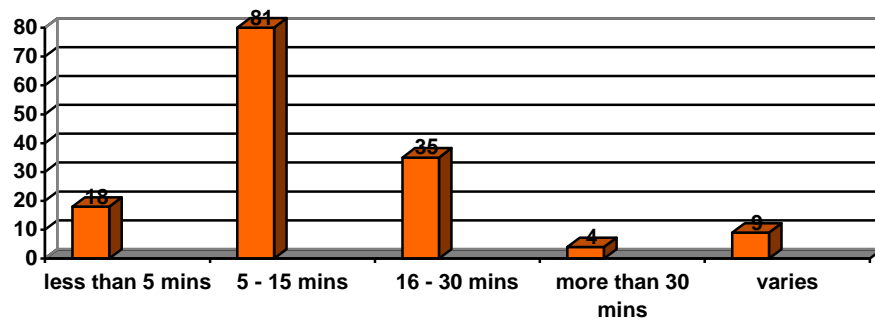
### Check In / Reception

1. Out of those surveyed, the vast majority stated that they were happy with the service received by reception staff. One person stated that when they had previously visited the Stretton site, a member of staff there was very rude and abrupt.
2. A few patients stated that reception staff, were better face to face than over the telephone and that some were more amenable than others.
3. Some of those surveyed indicated that improvements could be made but were not specific.

4. 7 patients advised that reception staff were extremely helpful and friendly.
5. 88 patients advised that they believed that others could hear them when they were speaking with receptionists and 1 patient indicated that all conversations could be overheard including those over the telephone.
6. 56 patients were not offered a private room although they had not specifically requested this service.
7. 10 patients made comments about the Intercom system with most stating that it was not clear enough and could do with being louder. One patient suggested that a good visual aid would be useful.
8. One patient stated that the automated check in does not work if you arrive early and on other occasions, it does not work at all.

## Waiting Experience

### Waiting Times



1. Out of the 147 patients who completed the survey, 36 advised that they waited too long to see their GP/nurse.
2. 2 patients stated that the wait would be easier to deal with if they were given some sort of indication of how long the wait would be. It would appear from the responses that staff, do not always inform patients if their specific GP/nurse is running more than 20 minutes late.
3. A few patients stated that the wait depended on which GP they were booked in to see.
4. 1 patient stated that the wait was very inconvenient and another stated that the waiting times seem to get longer and longer and they were really not happy about this.

5. 1 patient advised that waiting was more difficult with children and another patient felt that more consideration should be given to the elderly and young children.
6. 1 patient stated that they were prepared to wait as they felt that the GP would give them as long as they required for their appointment. Others stated that they were not bothered about waiting as it is a good practice with good GPs.

### **Waiting Experience**

1. All patients who completed the survey felt that the waiting area was clean.
2. All patients who completed the survey felt that the waiting area was comfortable.
3. Despite their apparent satisfaction, 51 patients suggested recommendations in relation to their waiting experience:
  - 3 patients wanted to see TVs/screens
  - 3 patients suggested music
  - 4 patients felt that a vending machine should be installed
  - 9 patients would like a water dispenser
  - 13 patients felt that a better selection of newspapers and magazines were needed
  - 10 patients felt that more should be available for children with one suggesting a separate area for children. 2 patients felt that children in the waiting area made it very noisy
  - 2 patients thought that the waiting area should be bigger
  - 1 patient thought that plants would improve the environment
  - 2 patients wanted to see improvements made to the chairs with one suggesting reclining chairs
  - 1 patient felt that the information board needed to be in better order.

### **Next Steps**

Based on the findings we need to think as a group how we can either implement the suggested recommendations or offer alternative recommendations for improvements and present these to the practice.

**Lalita Heier – Trent Meadows PPG Secretary**  
**17<sup>th</sup> November 2010**