



Selsey Medical Practice



Patient Participation Survey 2018

Overview

- The survey ran from June to August and received 466 responses.

What we did well

- 92% of respondents said their GP was good or very good at listening to them
- 91% of respondents were satisfied or extremely satisfied with the polite, professional, and responsive attitude of reception and admin staff.
- 91% of respondents said the nurse/paramedic they saw was good or very good at treating them with care and support
- 75% said they were normally able to see a GP on the same day for urgent issues.

*Surveys that did not respond to these questions, or that responded NA, have been removed for the calculation of these figures.

Areas we can improve on

- In the comments, one respondent said they found the process for booking same day appointments stressful.
- Another respondent expressed their concern that there was little continuity in their GP care – they had “seen 5 different GPs for one medical problem”.

Selected comments:

Complimentary

“Brilliant”

“I can’t speak highly enough of our medical centre – Do a brilliant job all of you!”

“I cannot fault the GPs or staff. My husband and I are always well looked after.”

“You’re all fantastic!”

“We both have complex medical issues and find Selsey Medical Practice excellent in their care of us.”

Critical

“Find it extremely stressful to queue phone at 8:30 am or wait at 8 am while getting children to school...”

“With the current system of making appointments it is very difficult to establish any continuity with a GP. E.g., I have seen 5 different GPs for one medical problem.”

Background on the practice

- There are 14 doctors working at Selsey Medical Practice, though not all of our doctors work full time (full time = 8 sessions per week).
- Altogether, our doctors provide ~75 sessions per week.
- This corresponds to 9.4 Full Time Equivalent GPs ($75/8 = 9.4$). Full Time Equivalent (FTE) is a way to compare the amount of GP time provided to each practice's population.
- Our actual population size is approximately 12,000 patients.
 - Therefore we provide 0.78 FTEs per 1000 patients ($9.4/12 = 0.78$).
- Our population may also be weighted when considering our demographics; this allows us to more accurately estimate our workload according to demographics such as advanced age which may correlate with an increased need for care.
- Our weighted population size is approximately 14,000 patients.
 - Considering this weighting, we provide 0.67 FTEs per 1000 patients.
- Nationally, the average FTEs provided is 0.58 per 1000 patients.

Challenges

- Although our practice has higher than the national average for FTEs/1000 patients, the demand for care outstrips the number of appointments we can provide.
- Demographics – a large proportion of our patient population are elderly people who are more likely to have multiple complex illnesses and social needs.
- Our patient population has a particularly high prevalence for many major conditions, such as:
 - Diabetes – our population has 3x the national average prevalence for diabetes.
 - Chronic Obstructive Pulmonary Disease
 - Cardiovascular Disease
 - Dementia – our population has the third highest prevalence of the 47 GP practices under Coastal West Sussex CCG.
- Our patient population increases vastly during the summer months, further outstripping supply.
- Our population requires a high number of home visits, which are time consuming.
- Part time working schedules of GPs affect continuity of care.

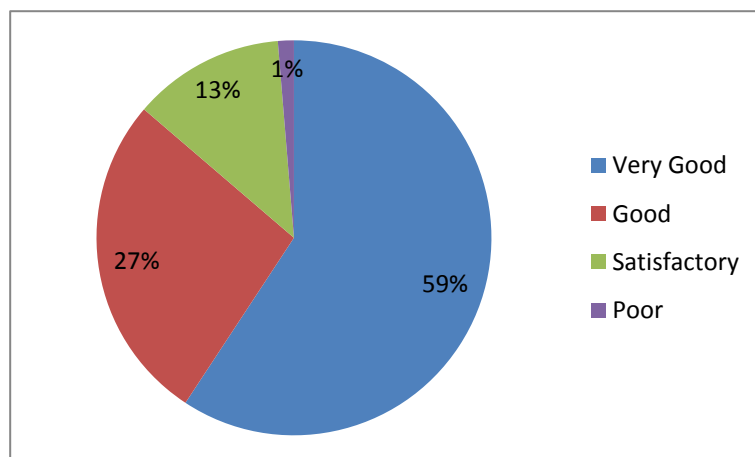
Results

*responses such as no response/NA/don't know have been removed from some percentage calculations for clarity.

GP Consultations

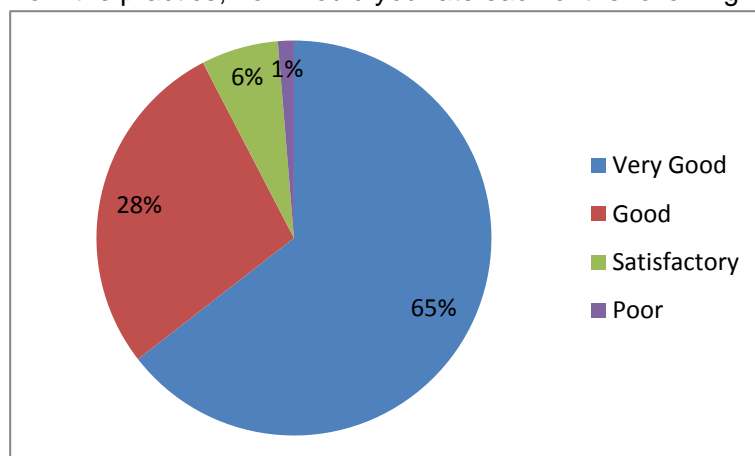
Last time you saw or spoke to a GP from the practice, how would you rate each of the following?
Giving you enough time:

Very Good	272
Good	124
Satisfactory	57
Poor	6
NA	4



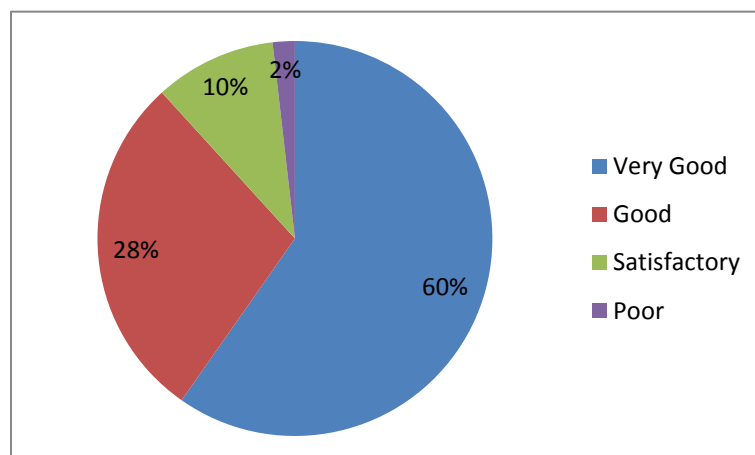
Last time you saw or spoke to a GP from the practice, how would you rate each of the following?
Listening to you:

Very Good	296
Good	128
Satisfactory	29
Poor	6
NA	4



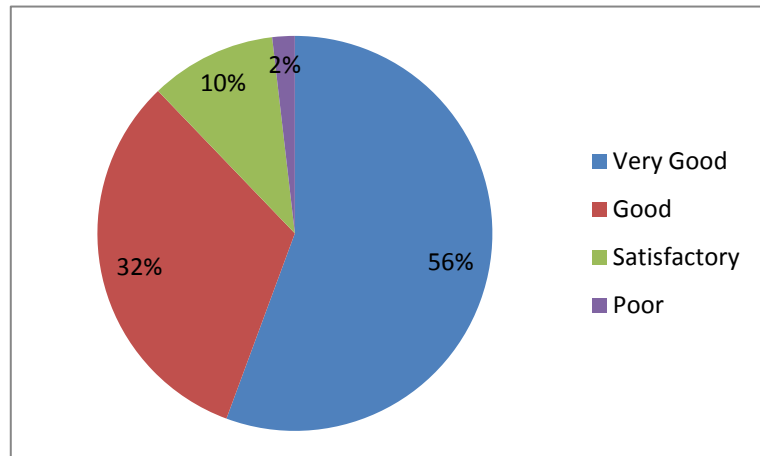
Last time you saw or spoke to a GP from the practice, how would you rate each of the following?
Explaining tests & treatment:

Very Good	264
Good	126
Satisfactory	44
Poor	8
NA	19



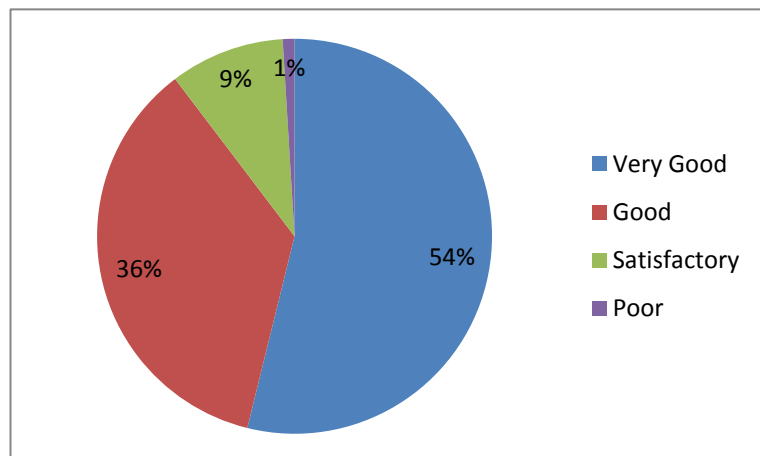
Last time you saw or spoke to a GP from the practice, how would you rate each of the following?
Involving you in decisions about your care:

Very Good	242
Good	140
Satisfactory	45
Poor	8
NA	26



Last time you saw or spoke to a GP from the practice, how would you rate each of the following?
Treating you with care & support:

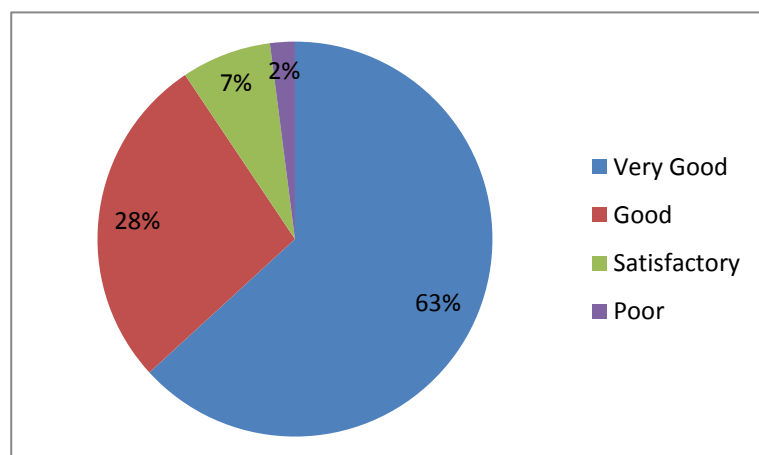
Very Good	224
Good	149
Satisfactory	39
Poor	4



Nurse/Paramedic Practitioner Consultations

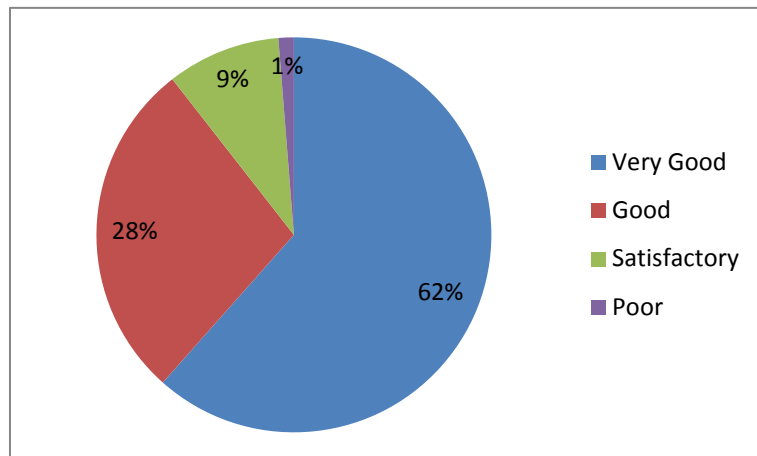
Last time you saw or spoke to a Nurse or Paramedic from the practice, how would you rate each of the following? Giving you enough time:

Very Good	249
Good	108
Satisfactory	29
Poor	8
NA	39



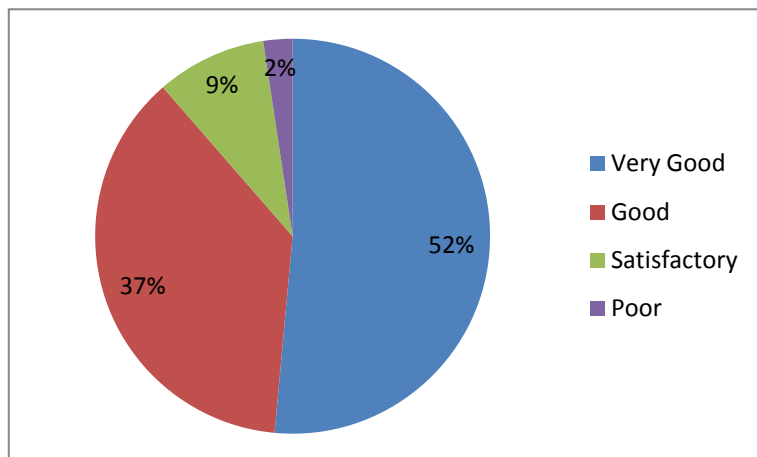
Last time you saw or spoke to a Nurse or Paramedic from the practice, how would you rate each of the following? Listening to you:

Very Good	245
Good	111
Satisfactory	37
Poor	5
NA	35



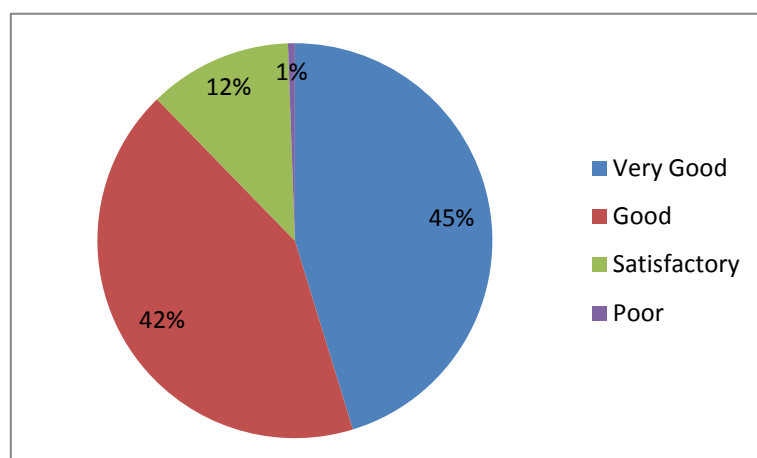
Last time you saw or spoke to a Nurse or Paramedic from the practice, how would you rate each of the following? Explaining tests & treatment:

Very Good	194
Good	140
Satisfactory	34
Poor	9
NA	53



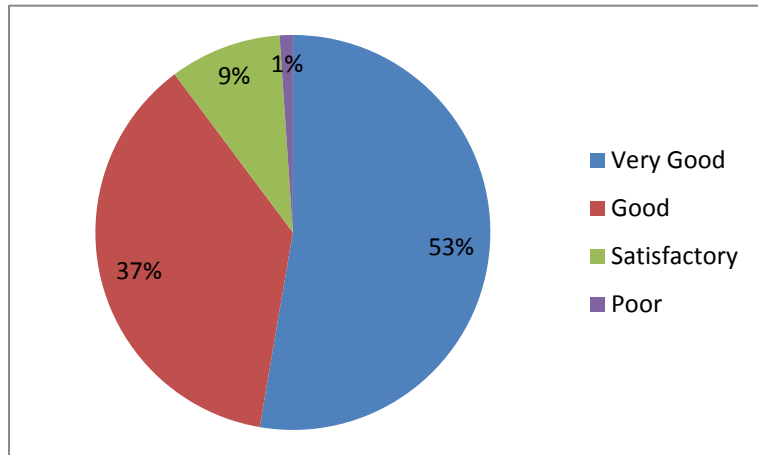
Last time you saw or spoke to a Nurse or Paramedic from the practice, how would you rate each of the following? Involving you in decisions about your care:

Very Good	162
Good	152
Satisfactory	42
Poor	2
NA	69



Last time you saw or spoke to a Nurse or Paramedic from the practice, how would you rate each of the following? Treating you with care & support:

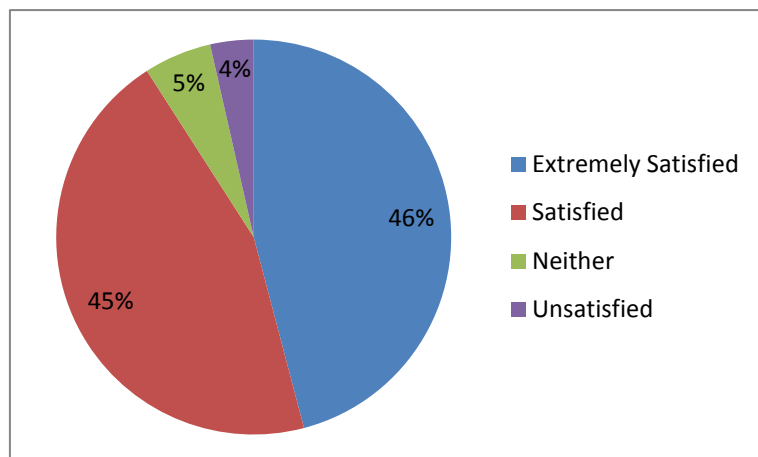
Very Good	196
Good	138
Satisfactory	34
Poor	4
NA	54



Practice Staff

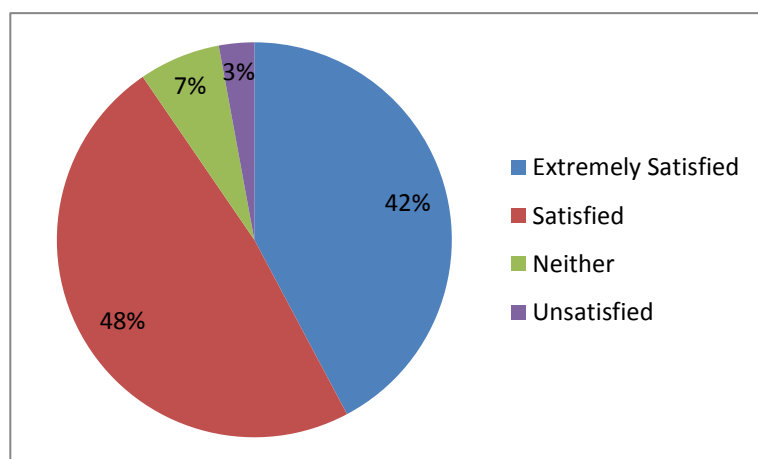
How satisfied are you with Reception/Admin Staff at the practice, How would you rate the following? Did you find them polite?

Extremely Satisfied	207
Satisfied	203
Neither	25
Unsatisfied	16
Don't know	1



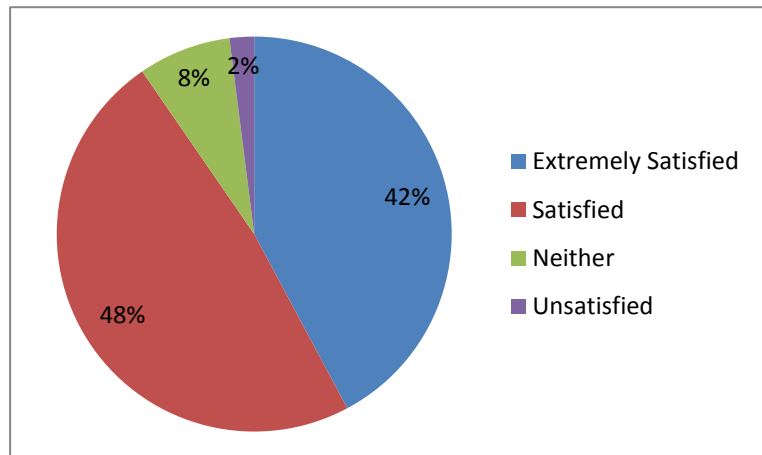
How satisfied are you with the Reception/Admin staff at the practice, How would you rate the following? Were they professional?

Extremely Satisfied	190
Satisfied	217
Neither	30
Unsatisfied	13
Don't know	1



How satisfied are you with the Reception/Admin staff at the practice, How would you rate the following? Were they responsive?

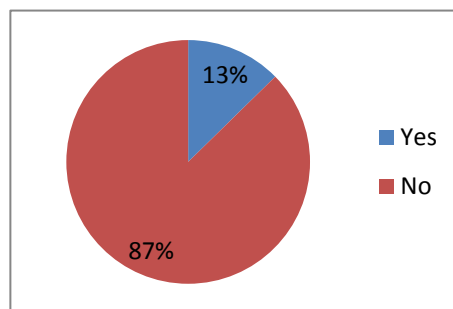
Extremely Satisfied	189
Satisfied	216
Neither	34
Unsatisfied	9
Don't know	1



Appointments

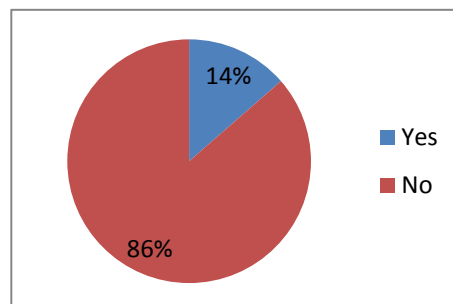
Do you book and/or cancel your appointments online?

Yes	57
No	393



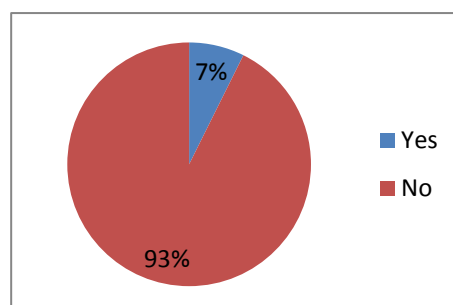
Do you order repeat prescriptions online?

Yes	61
No	388



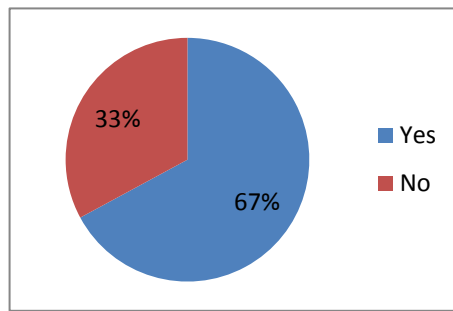
Do you access your medical records online?

Yes	33
No	416



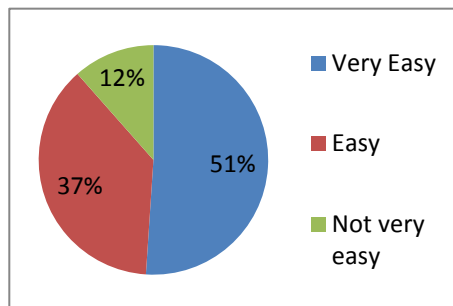
Are you subscribed to the 'Text' appointment reminder service?

Yes	298
No	146



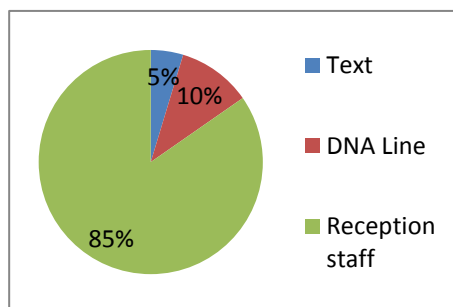
How easy is it to notify the practice if you need to cancel a booked appointment?

Very Easy	195
Easy	143
Not very easy	44
Not applicable	63



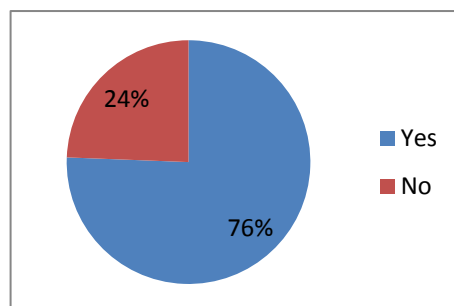
How do you cancel appointments?

Text	18
DNA Line	41
Reception staff	326



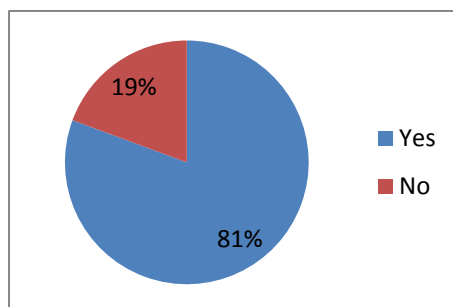
If you need to see a GP urgently, can you normally get seen on the same day?

Yes	276
No	89
Don't know/never needed to	57



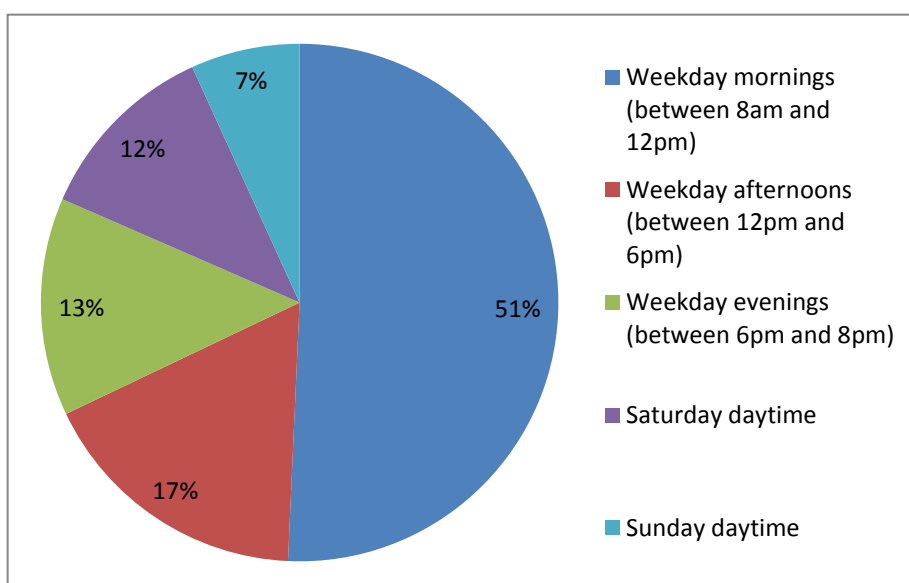
Are you aware you can make an appointment to speak to a GP on the phone about routine issues, prescription reviews and some follow up test results?

Yes	337
No	81



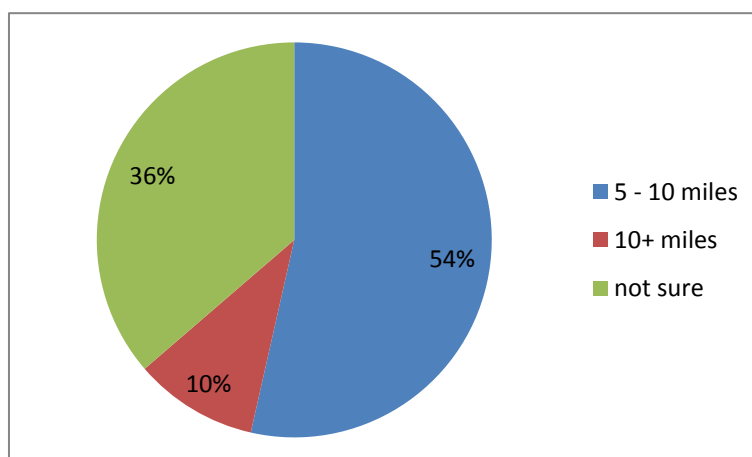
Ideally what would be your preferred time for an appointment?

Weekday mornings (between 8am and 12pm)	283
Weekday afternoons (between 12pm and 6pm)	96
Weekday evenings (between 6pm and 8pm)	76
Saturday daytime	65
Sunday daytime	38



How far would you be prepared to travel for an appointment if one was not available in Selsey?

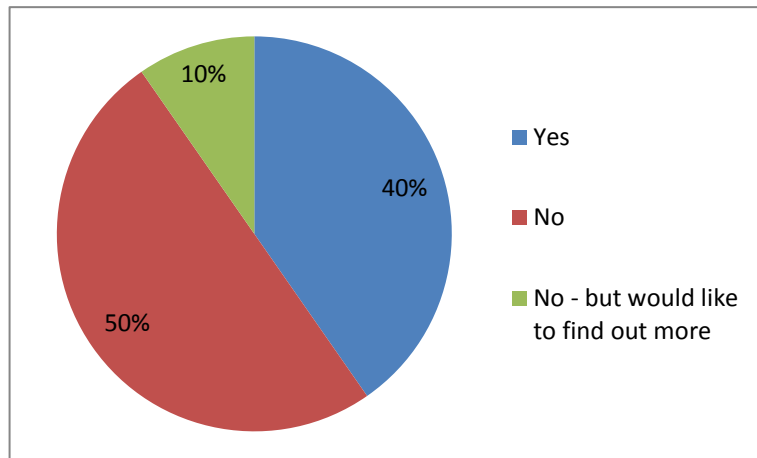
5 - 10 miles	227
10+ miles	43
not sure	154



Other

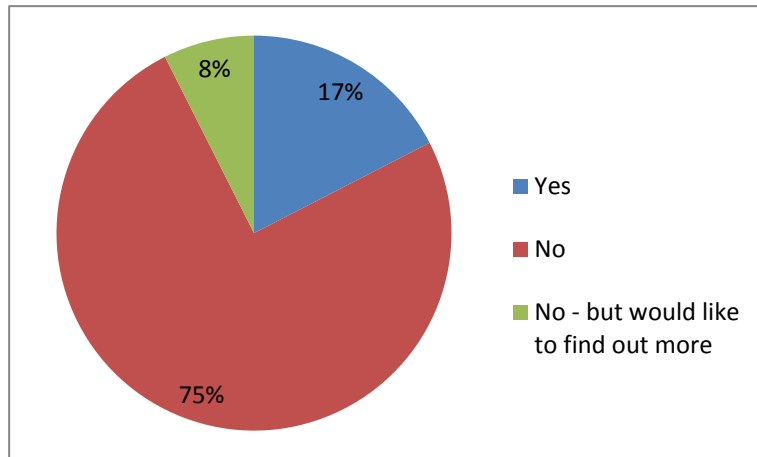
Are you aware of our Patient Group and the work we are doing?

Yes	175
No	217
No - but would like to find out more	42



Are you a member of the Friends of Selsey Medical Centre?

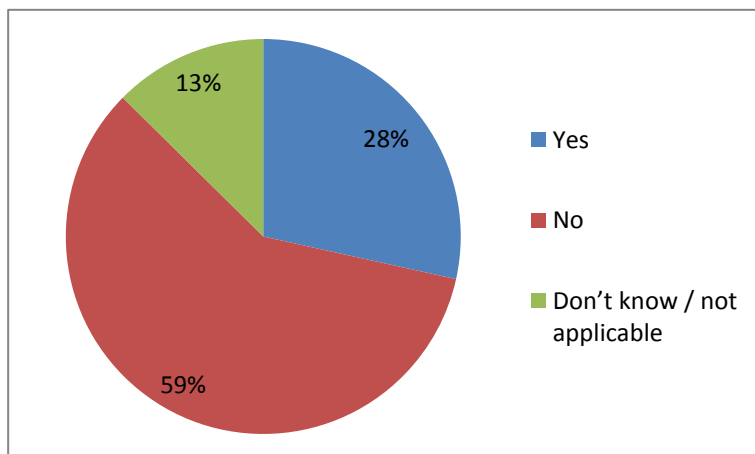
Yes	75
No	323
No - but would like to find out more	32



Carer

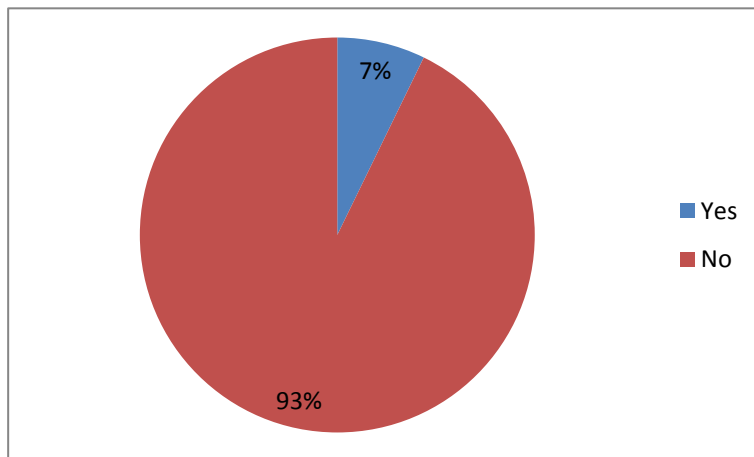
Do you look after, or give any help or support to family members, friends, neighbours or others because of either; a long term physical or mental ill health or disability, or problems related to old age?(don't count anything you do as part of your paid employment)

Yes	113
No	234
Don't know / not applicable	50



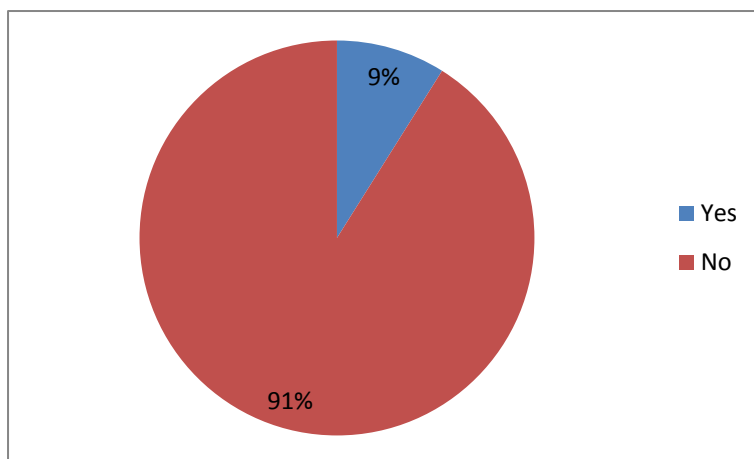
Are you registered as a carer?

Yes	27
No	347



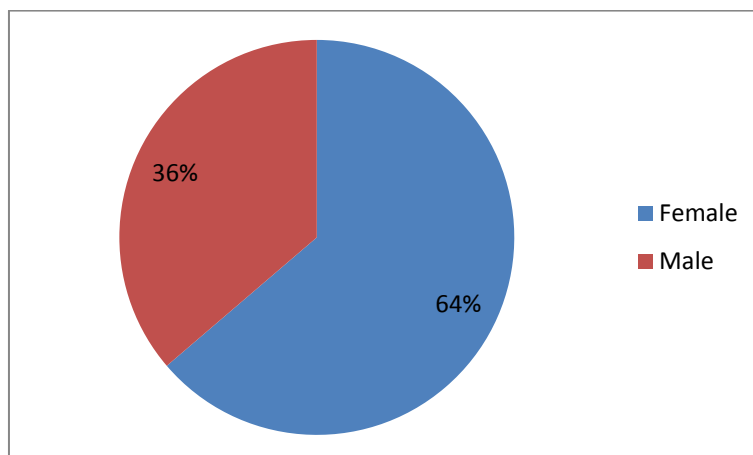
If so, would you like to receive further information about our Carers Support Group?

Yes	26
No	265



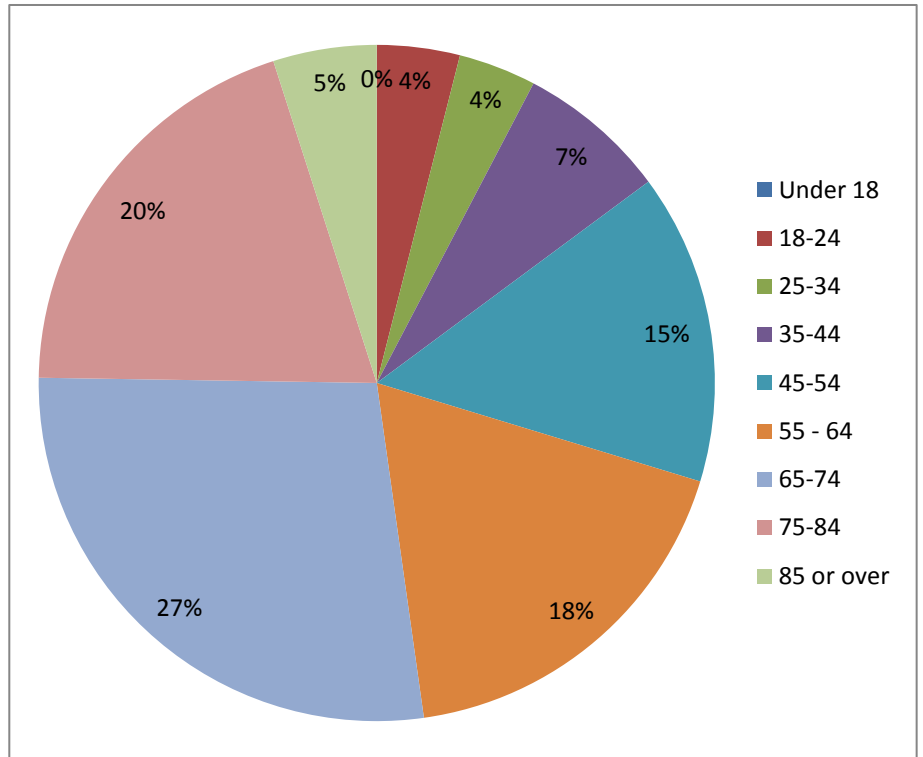
Are you:

Female	239
Male	136



Which age group are you in?

Under 18	0
18-24	16
25-34	15
35-44	29
45-54	60
55 - 64	73
65-74	111
75-84	80
85 or over	20



Which of the following best describes your current situation?

Full time paid work	84
Part time paid work	55
Full time education	3
Unemployed	13
Retired	217
Other	33

