

Report of 2014/2015 Local Practice Survey - Newburn Surgery

Assessment Criteria
Good to Excellent = Positive Response
Fair = Neutral Response
Poor or Very Poor = Negative Response

Notes

Postal Survey. 550 questionnaires issued representing 10% of the Practice population. Patients selected randomly within age and ethnicity bands according to Practice population profile.

166 survey forms returned, representing **30.18% return rate**. This is marginally greater than last year but still consistent with previous years (averaging 30.23% across 4 years of conducting this survey). It remains a good response for this type of survey. 6.55% of responders had not used the surgery in the last 12 months and 25.6% had used it only once or twice. 84.94% were over 55 - a significantly higher proportion than previous years and 50% were female. Only 4.2% of responders were under the age of 35 which is a significant drop on last year. Overall, the responding population was skewed towards older users and regular users.

Question	Patient Response			Change (Last Year)
	Positive	Neutral	Negative	
Satisfaction With Receptionists	96.43%	3.57%	0.00%	↑
Satisfaction With Hours*	93.13%	6.25%	0.63%	↑
Satisfaction with Ability to See Preferred GP	70.78%	24.03%	5.19%	↑
Satisfaction with Ability to See Any GP	87.01%	11.69%	1.30%	↑
% Who Commented on Ability to Get Urgent Same Day Appointment	91.09%	N/A%	8.91%	↓
Satisfaction With In Surgery Waiting Time	66.46%	31.06%	2.48%	↑
Satisfaction With Amount of Time GP Spends With Patient	96.82%	2.55%	1.27%	↑
Satisfaction With Ability to Contact Us By Phone	77.22%	18.35%	4.43%	↑
Satisfaction With Ability to Speak to a GP By Phone	48.80%	50.60%	0.60%	↑
Satisfaction With GP Care	97.13%	2.55%	0.95%	↑
Satisfaction With Practice Nurse Care	92.36%	5.56%	2.08%	↑

% Who Have Seen Practice Nurse	82.91%
% Who Believe They Can See Preferred GP At Least Most of the Time	79.11%
% Appointments Within 2 Days (Preferred GP)	51.21%
% Appointments Within 4 Days (Preferred GP)	90.85%
% Appointments Within 2 Days (Any GP)	88.05%
% Appointments Within 4 Days (Any GP)	94.97%

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Additional Opening Hours Preferences*	
Current Opening Hours	67.07%
Weekends	17.68%
Evenings	6.71%
Mornings	6.10%

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NEWBURN SURGERY LOCAL PRACTICE SURVEY 2014/15 - ANALYSIS OF RESULTS

No of Questionnaires Issued	550
No Returned	166
% Response Rate	30.18%

Male/Female	Number
Male	82
Female	83
Not Answered	1
Age Band	Number
17-24	2
25-34	5
35-44	6
45-54	13
55-64	29
65-74	59
75-84	39
85 & Over	12
No Answer	2
Long Term Condition	122
Ethnic Group	Number
White	159
Black or Black British	
Asian or Asian British	2
Mixed	2
Chinese	1
Other	1
Not Answered	1
Employment Status	Number
Employed	33
Unemployed/Looking for Work	2
School or full time education	0
Unable to work/long term illness	8
Looking after home/family	7
Carer	3
Retired from paid Work	111
Other	4

Newburn Surgery Local Survey Questions and Answers

Question

Answer

		None	1 or 2	3 or 4	5 or 6	>7	
1. In last 12 months how often have you seen a GP		11	43	60	23	31	
		V Poor	Poor	Fair	Good	V Good	Excellent
2. How do you rate receptionists		0	0	6	34	60	68
		V Poor	Poor	Fair	Good	V Good	Excellent
3a. How do you rate hours		0	1	10	51	67	31
		Early Morn.	Lunch	Evening	Weekends	Satisfied Now	
3b. What add. Hours would you like		10	4	11	29	110	
		Same Day	Next Day	<2 Days	<3 Days	<4 Days	N/A
4a. How Quickly do you see preferred GP		15	21	48	32	33	15
		V Poor	Poor	Fair	Good	V Good	Excellent
4b. How do you rate this		2	6	37	57	25	27
		Same Day	Next Day	<2 Days	<3 Days	<4 Days	N/A
5a. How quickly seen any GP		62	42	36	7	4	8
		V Poor	Poor	Fair	Good	V Good	Excellent
5b. How do you rate this		0	2	18	51	48	35
		Yes	No	Don't Know/Never Tried			
6. Can you normally get same day Urgent appt		92	9	55			

		<5 Mins	6-10 Mins	11-20 Mins	21-30 Mins	>30 Mins		
7a. How long do you wait for GP		16	91	45	7	2		
		V Poor	Poor	Fair	Good	V Good	Excellent	
7b. How do you rate this		1	3	50	47	39	21	

		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
8a. Ability to contact us by phone		0	7	29	50	45	27	4
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
8b. Ability to speak to a GP by phone		0	1	5	31	31	19	79

		Always	Almost Always	Most of Time	Some of Time	Almost Never	Never	
9a. Ability to see preferred GP		27	42	56	25	8	0	
		V Poor	Poor	Fair	Good	V Good	Excellent	
9b. How do you rate this		1	7	28	46	39	29	

Preferred GP

		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10a. How thoroughly does GP ask about your symptoms & feelings		0	1	3	21	56	77	0
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10b. How well does the GP listen		0	1	3	16	52	85	1
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10c. How well does GP put you at ease during physical exam		1	0	2	18	51	84	2
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10d. How much does GP involve you in decisions		1	1	1	28	49	79	1
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10e. How well does GP explain your problem & treatment		1	1	3	16	51	85	1
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A

10f. Amount of time GP spends with you		1	2	6	21	55	71	1
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10g. GP's patience with your questions or worries		0	0	4	18	53	82	1
		V Poor	Poor	Fair	Good	V Good	Excellent	N/A
10h. GP's caring and concern for you		1	1	2	15	53	85	1

		Yes	No
11. Have you seen a P/N in last 12 months		146	16

Practice Nurse

		V Poor	Poor	Fair	Good	V Good	Excellent
12a. How well do they listen		1	2	6	37	66	33
		V Poor	Poor	Fair	Good	V Good	Excellent
12b. Assess quality of care they provide		1	1	3	40	62	38
		V Poor	Poor	Fair	Good	V Good	Excellent
12c. How well does Nurse explain your problem & treatment		1	2	8	33	63	37

Question 18 - Comments or Suggestions

We are most grateful to everyone who completed the questionnaire and to those who offered comment or suggestions

Newburn Surgery is excellent in every respect
I am extremely pleased with the service I get from the surgery. In particular, having a long standing illness and the age I am, I am grateful for the ability to have a consultation with my preferred Dr – Dr who is excellent.
I have never been to a practice that is so excellent in every way. Best doctors I have been involved with.
Whenever I have to contact or visit the practice I have been approached with friendliness, informative. I have no complaints; therefore, I have no suggestions for any improvements - other than the property is run down. Good luck
No preferred doctors – all doctors at the practice are very good in every way – Thank you.
Saturday surgeries are closed door and phones aren't answered or left on answer phone stating surgery is closed. It would be helpful if phones were answered and/or patients could drop in – to make appointments or pick up prescriptions. If we were to provide all of the normal reception services on a Saturday we would have to use 2 rather than 1 receptionist. The funding for providing the "Extended Hours" Saturday Surgeries is limited and was in any event reduced 3 years ago. It will not stretch to providing this additional service.
More sessions at Lemington Centre – one half day not enough. We normally provide 2 GP sessions at Lemington: Monday morning and Wednesday morning. But we do not manage the centre and the healthcare facilities are used by other healthcare professionals.
Overall excellent
There is not. This practice works very well for me. Always treat very well.
Just keep doing what you have for years. A good job.
Nothing to improve. We have one of the best surgeries and doctors in the area, on behalf of my parents and family I thank you. Excellent care for all.
Within the problems of life today I think the surgery copes very well and i think overall the service is excellent.
I cared for my wife till she was taken into Kirkwood Drive Home. I know she is being looked after well in the home. The NHS and the country has been overrun with too many people so they cannot cope, so I am doing my best to look after myself. My time in the Royal Navy has helped.
Very satisfied with attention and service I receive.
At the present time I am very happy with the current situation but I realise that there is always room for improvement.
I always see the doctor I want. Sometimes I have to wait longer to see her. I could see another doctor quicker but I like to see my own doctor.
The ability to book appointments through website. Patients can book or cancel appointments, communicate with the practice, request repeat prescriptions, see their Summary Care Record and see their test results online. We could not provide this facility through the insecure surgery website but it is simple to register for a secure online account. Just ask at reception.
3 rd year running – I realise I have been just unlucky, how do they know it's Christmas? Yes the treatment of chest infections, when you have had chest infection for 5 weeks then a break of 10 days without, then another chest infection now into its 3 rd week and cannot have antibiotics or anything else to treat it because it is said to be viral. I find this very hard to understand. No pills, its viral but ruining someone's quality of life for many weeks. If I could buy them I would.

I am very satisfied with all the doctors and nurses at Newburn Surgery. I have never had any problems with anyone at the surgery. I find them very helpful and caring. Thanks to everyone concerned.
You will gather from my age, very old lady, who has always been very grateful to all at Newburn Surgery. I would like to thank everyone for your time and patience.
Overall the surgery is very helpful, clean, organised and great with my two daughters. I am lucky enough not to have to be at the doctors a lot but when I do go there are no issues in my eyes.
I am very happy with the dedicated and helpful services given by all of your doctors, nurses receptionists & administration staff who all help in the running of a very efficient practice – Thank you
Very satisfied.
All excellent. Thank you
You caught my MS really early. Thanks !
I am totally satisfied with Newburn Surgery, it meets my needs perfectly.
Your care is excellent. Well done and thank you.
I have no problems with my doctors at all.
No Problems
I find the hours ok but if I worked I any feel different. The only time I have seen the nurse is birthday checks and wax in ear, so in that capacity everything has been ok. I have no complaints about Newburn Surgery.
No complaints. Pleased with everything.
I consider myself fortunate for the health care I receive from Dr, no complaints what so ever.
In my opinion this is the best practice I have been with since 1976. I have not said excellent to every question because I didn't think you would believe me.
All doctors in the practice treat me courteously and with respect. My own doctor (Dr Scott) listens intently and always puts me at my ease. I have complete confidence in his decisions in respect of my treatment. I was disappointed that when providing a urine sample at my annual check-up that the nurse chose to ignore this, especially that there is a family history of diabetes. When I need repeat prescriptions the reception staff are accommodating whilst on the phone
Both the nurses and doctors I have seen in the last year have been excellent in all aspects. Most of the reception staff are very helpful and welcoming, there is only one member who could improve. The only downside of the surgery is the actual building
At my age Dr Scott has done well keeping me alive
I am very happy with the service from the practice.
Medical Records being updated regularly so repeat prescription requests are not refused by receptionists.
I have been a member of this Health Care service since Dr Cookson and Dr Swindale started in Newburn, when I was about 12 years old, except when I lived in Somerset from 1963 – 1970, but registered again with Dr Cookson and Telford. I am 80 years old now and had <u>very good care</u> from DR & Dr
You couldn't ask for more helpful staff. I am confident if I needed help urgently it would be provided as soon as possible and that would be if not immediately then not far behind
Excellent practice and I'm really pleased with the service.

The services provided are good, patients are cared for and doctors are helpful and, although, overstretched by amount of work they don't pass this onto the patients, by any means. Worse thing about surgery is the excessive heat in the waiting room whilst waiting to be seen, although I quite understand patients needing to undress for an examination need the extra heat. Thank you for all that is done for me, as a patient of many many years
Only one bad thing; no actual Walk-in with a doctor (not having to make an appointment at Newburn), it's on a first come basis at the Lemington Centre. Dr Scott and Dr Adams; can't praise enough for the care they give.
Cannot fault the service. When I've needed surgery I've been referred very quickly and after care by the practice has been exemplary. Doctors and nurses 100%. New more modern premises would be a bonus
Waiting room could be better
Receptionists need to listen more actively when listening to requirements for repeat prescription medication. I have received Vagfem pessaries instead of HRT! Although I appreciate it is the patients' responsibility to order medicines on time. Reception staff were not concerned that I was going away for five days with no HRT and no antidepressants. They also had no suggestion as to where I might be able to get an emergency script. I find this quite concerning. A less balanced person, who is more depressed and less educated, could have got into serious medical difficulty
Every time I need a doctor they come same day. I am very satisfied.
I have always considered the Practice to be excellent overall, especially when compared with friends and neighbours attending other practices.
I only go to the surgery when the need arises, because I don't like to waste their time. I think the doctor knows me by now- if they don't see me I am ok. Your doctors and staff are doing a good job.
You are doing an excellent, professional and caring job. I have never had a reason to complain or feel unhappy about anything in all the years I have been a patient. Thank you all very much
I think you have a wonderful set of doctors, nurses and receptionists. I've been coming since a young girl and always feel that everyone does their best for me.
The notification in the waiting room only displays the patient name once, if not realised it may take time to find out. I suggest the notification should be displayed four times
I have the best doctors I could ever have, they are very good with me and they tell me everything I ask them. They are just great. Thank you.
When I have my annual check-up with the nurse sometimes I feel I still need to talk to the doctor- to discuss any continued problems/medication
Can not find any fault with treatment at doctors
We have a good doctor and 1-1
We have a great understanding with doctors and receptionists
Should have early morning surgery or Saturday morning surgery. I am fairly lucky myself as I work near the surgery.
I am extremely satisfied with the healthcare I receive from the practice and commend their treatment to all my friends.
I have been with the practice almost 25 years and have many health issues. I have received excellent care from reception and all medical staff as have all my family.
The only thing was when I requested a copy of my letter sent to the GP from hospital and the histology was quite upsetting so I had to ring the hospital to query the letter and it was a mistake by the consultant, but no one at the surgery picked this from the letter sent to the surgery.
Everything fine
None
The surgery has provided me with an excellent medical service for the past 55 years.

I like to travel abroad and need to call into the surgery to fill in a detailed travel form which usually I take home and then return the completed form and only when this is returned am I allowed to make an appointment with the nurse for any injections that may be needed. On attending the appointment the form has never been in evidence and I have had to start from scratch!! I am quite happy to fill in a form but as this means two visits to the surgery and it is never used it seems a waste of time to myself and staff.

I have been at this surgery for about 35 years and would say that the service has improved steadily over that period – reception staff are really pleasant and helpful.