

Penryn Surgery Patient Representative Group Survey 2014 - Report

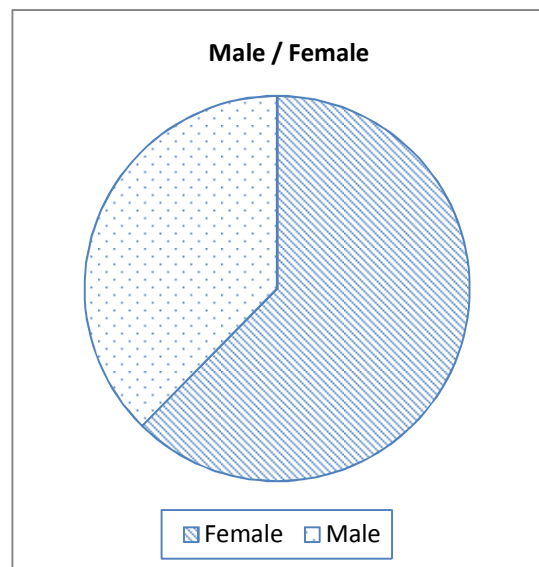
The survey was again run with the help of the Friends of Penryn Surgery in January. To give us comparative results, we used the same questionnaire as the last two years. The questionnaire has seven free text sections, this resulted in patients making over 300 comments. To try and obtain responses from patients accessing all our services, questionnaires were distributed to health professionals to give to patients at the end of a consultation. The health professionals were given the questionnaires in approximate proportions to their workload. For example, the doctors in Penryn were issued with XXX, the nurses yyy etc. The branch surgeries at Mawnan Smith and Stithians had their share.

Analysis of respondents

We received back 489 completed questionnaires (2012 - 367, 2013 - 552)

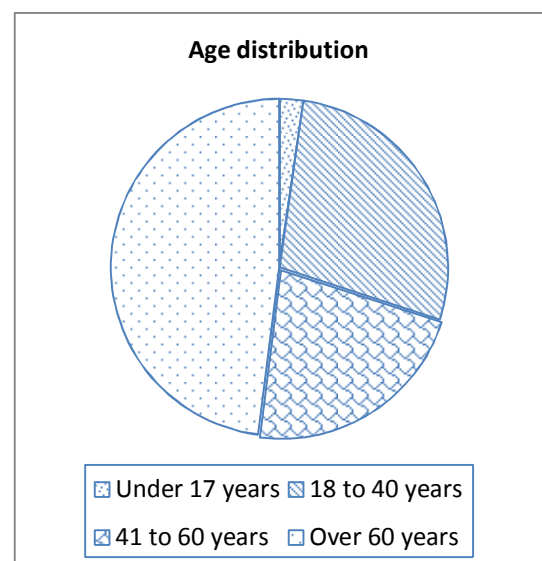
Male Female distribution

	2012	2013	2014
Female	63%	60%	62%
Male	37%	40%	38%



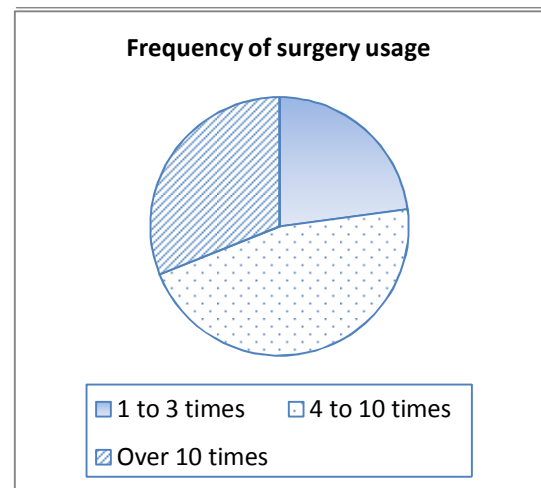
Age distribution

	2012	2013	2014
Under 17 years	3%	1%	2%
18 to 40 years	28%	29%	28%
41 to 60 years	23%	27%	22%
Over 60 years	46%	43%	48%



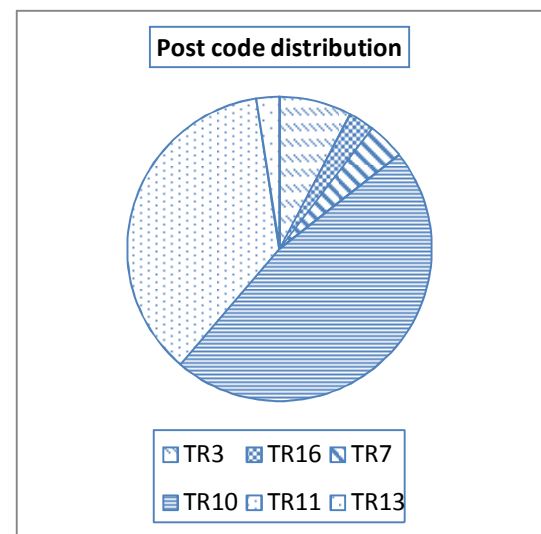
Frequency of surgery attendance in last year

	2012	2013	2014
1 to 3 times	25%	26%	23%
4 to 10 times	43%	42%	46%
Over 10 times	32%	32%	31%



Post code distribution

	2012	2013	2014
TR3	35	38	31
TR16	4	3	11
TR7	2	16	16
TR10	148	218	189
TR11	110	157	146
TR13	8	5	10
TR15			1
TR19	1		
TR4			1
TR6			2



Carers 10.9% of respondents were carers (2012 - 8.9%, 2013 - 11.3%)

Disability 23.9% considered themselves to have a disability (2012 - 34.6%, 2013 - 22.1%)

	2012	2013	2014
Physical or mobility impairment	41.3%	42.8%	43.6%
Sensory impairment	3.7%	0.8%	7.9%
Mental health or learning disability	10.0%	9.2%	11.1%
Long standing illness or health condition	32.5%	34.6%	30.9%
Other condition (cancer HIV diabetes, heart disease of epilepsy)	11.3%	12.6%	6.3%

Sexual orientation	2012	2013	2014
Heterosexual	258	384	362
Bisexual	4	11	8
Gay man	1	3	1
Lesbian/ gay woman	1	4	2

Ethnic origin	2012	2013	2014
British or mixed British	257	342	322
Other white background	9	8	9
Bangladeshi or British Bangladeshi	1	0	0
Other ethnic origin	2	0	2

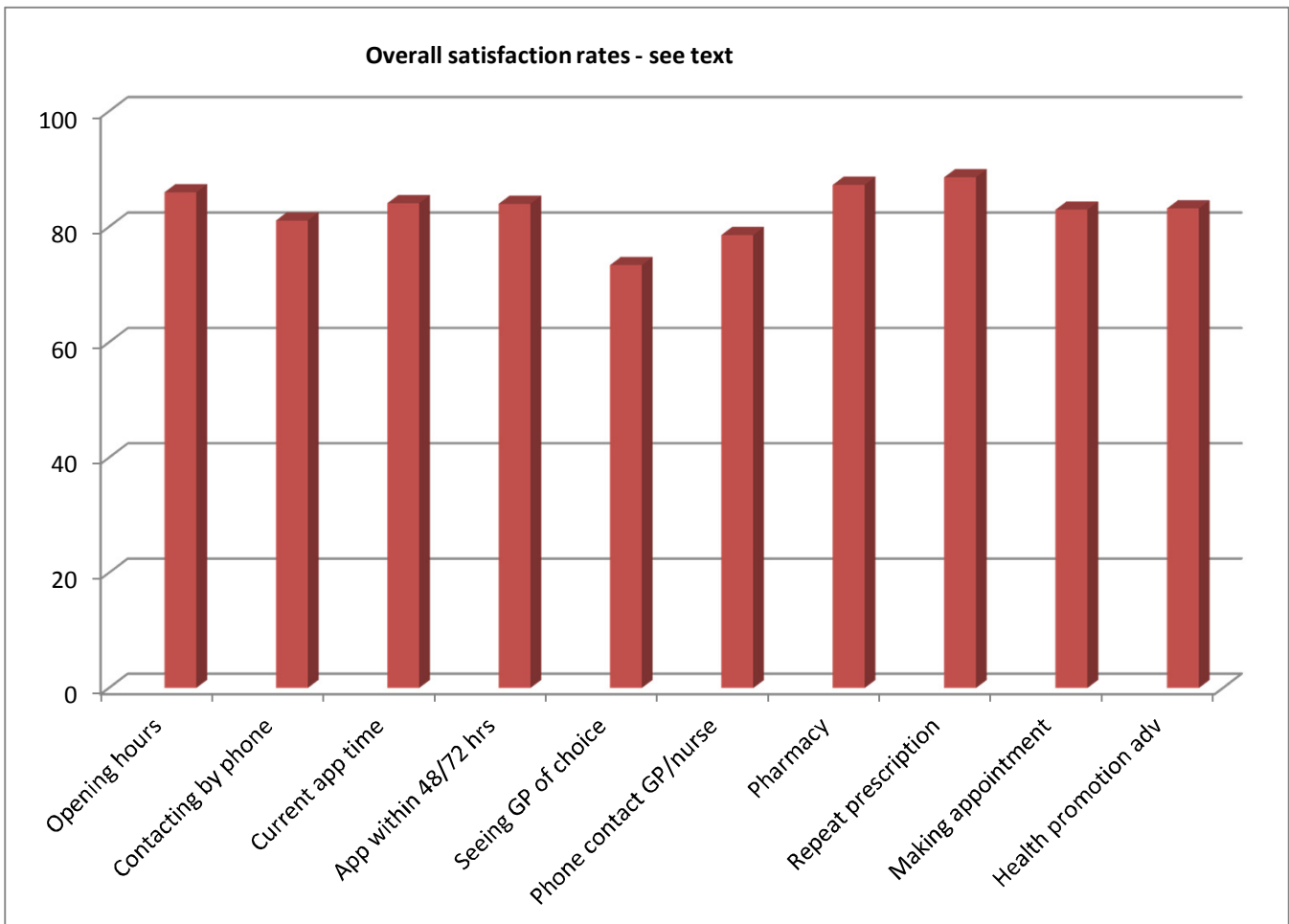
Analysis of the Service

About the practice

The following questions were asked:

- Your level of satisfaction with the practice's opening hours
- Ease of contacting the practice on the telephone
- Satisfaction with the day and time arranged for your appointment
- Chances of seeing a doctor / nurse within 48 / 72 hours
- Chances of seeing a doctor / nurse of your choice
- Opportunity of speaking to a doctor / nurse on the telephone when necessary
- Obtaining your medication from the pharmacy (Penryn Surgery only)
- Requesting a repeat prescription
- Ease of making an appointment
- The information provided by this practice about how to prevent illness and stay healthy

Each question offered options of:- "unsatisfactory" - "fair" - "good" - "excellent"
A score was assigned to each response. These were then collated and expressed as a percentage. For example. If all the responses were "unsatisfactory", the score was 25%. If all the responses were "excellent" the score was 100%. A comparative rating could then be found.

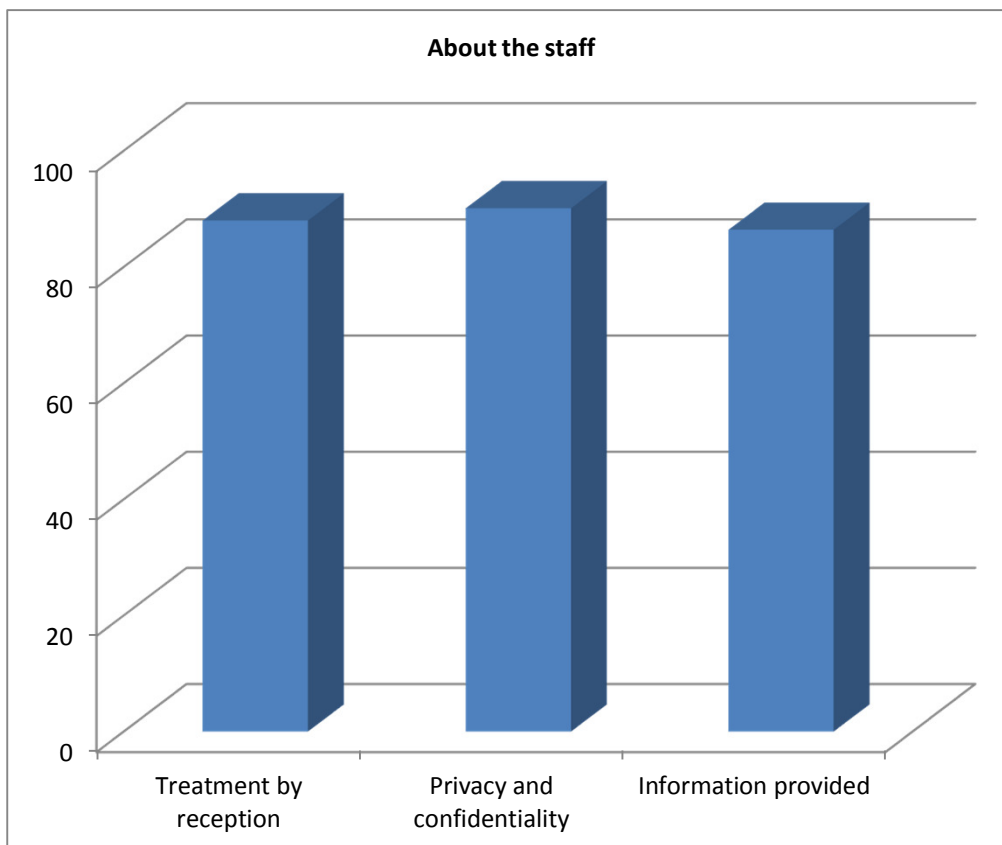


	2012	2013	2014
Opening hours	85.3	85.6	86.0
contacting by phone	81.7	79.1	81.1
Current app time	81.7	83.2	84.1
App within 48/82 hrs	86.4	85.3	84.0
Seeing GP of choice	71.2	72.7	73.4
Phone contact GP/Nurse	75.9	75.5	78.6
Pharmacy	88.4	88.7	87.3
Repeat prescriptions	89.9	89.8	88.6
Making appointments	84.2	81.9	83.0
Health promotion advice	82.9	84.0	83.2

Analysis of "About the staff"

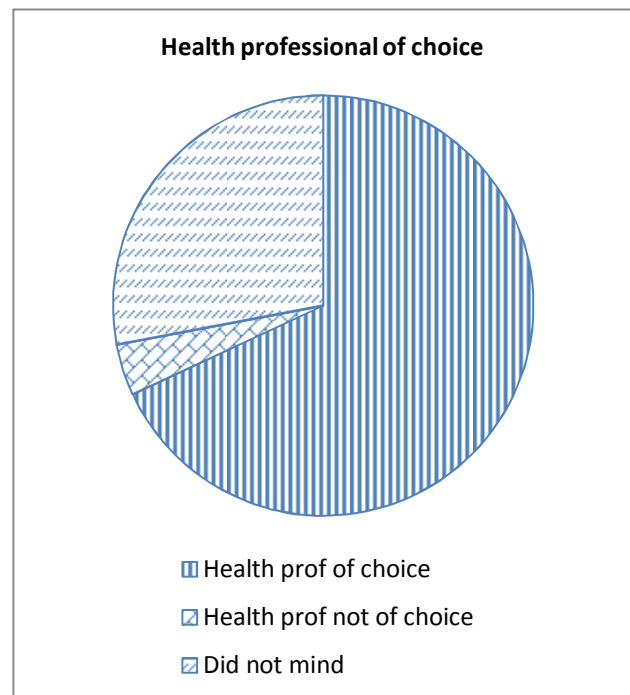
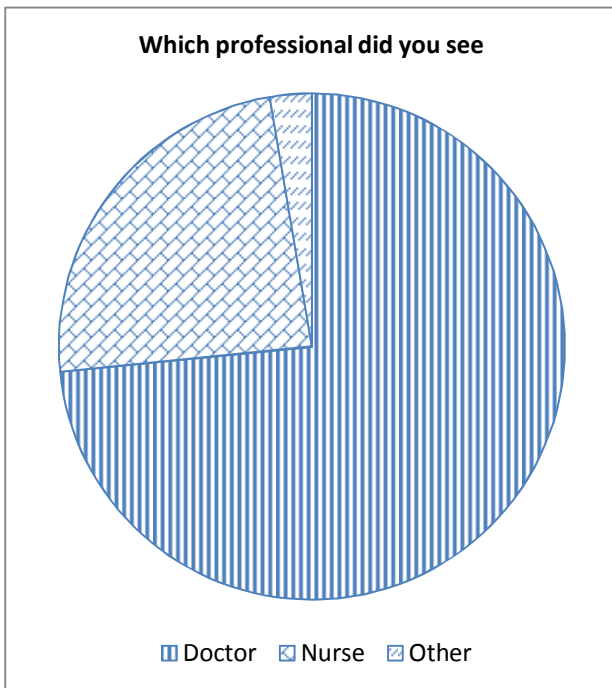
The following questions were asked

- The manner in which you were treated by the reception staff
- Respect shown for your privacy and confidentiality
- Information provided by the practice about its services



	2012	2013	2014
Treatment by reception	84.8	86.8	88.0
Privacy and confidentiality	88.7	89.8	90.1
Information provided	86.9	86.7	86.4

Analysis of "About the health professional you saw"



	2012	2013	2014
Doctor	71%	76%	73%
Nurse	28%	21%	24%
Other	1%	3%	3%

	2012	2013	2014
Choice	66%	70%	68%
Not of choice	3%	4%	4%
Did not mind	31%	26%	28%

The following questions were asked:

My overall satisfaction with the visit was

I would rate the health professional's ability to really listen to me as

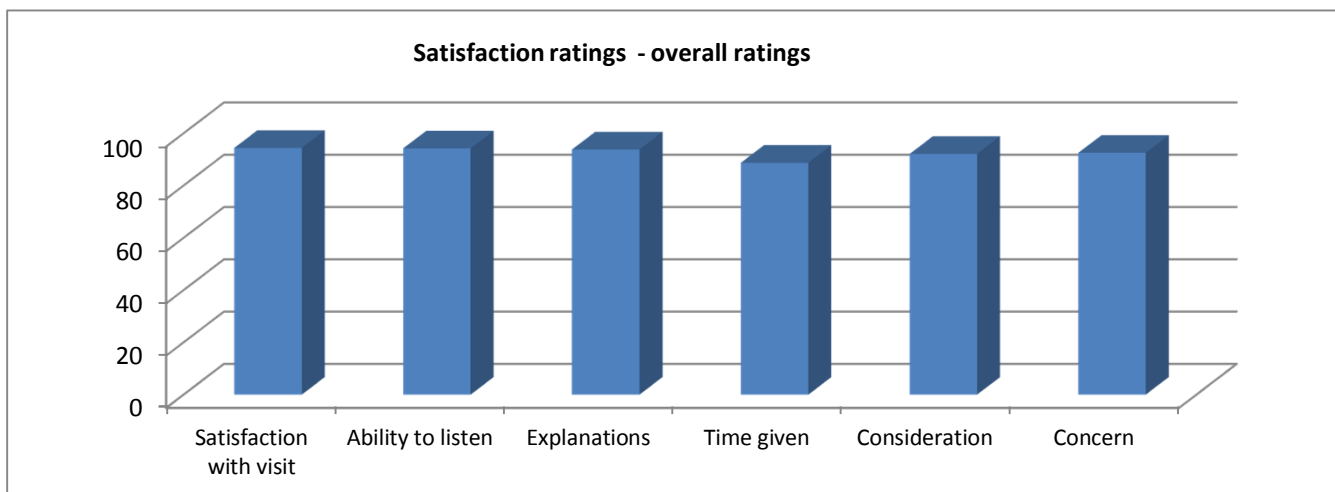
The health professional's explanation of things to me were

The amount of time given to me for my visit was

The health professional's consideration of my personal situation in deciding a treatment or advising me was

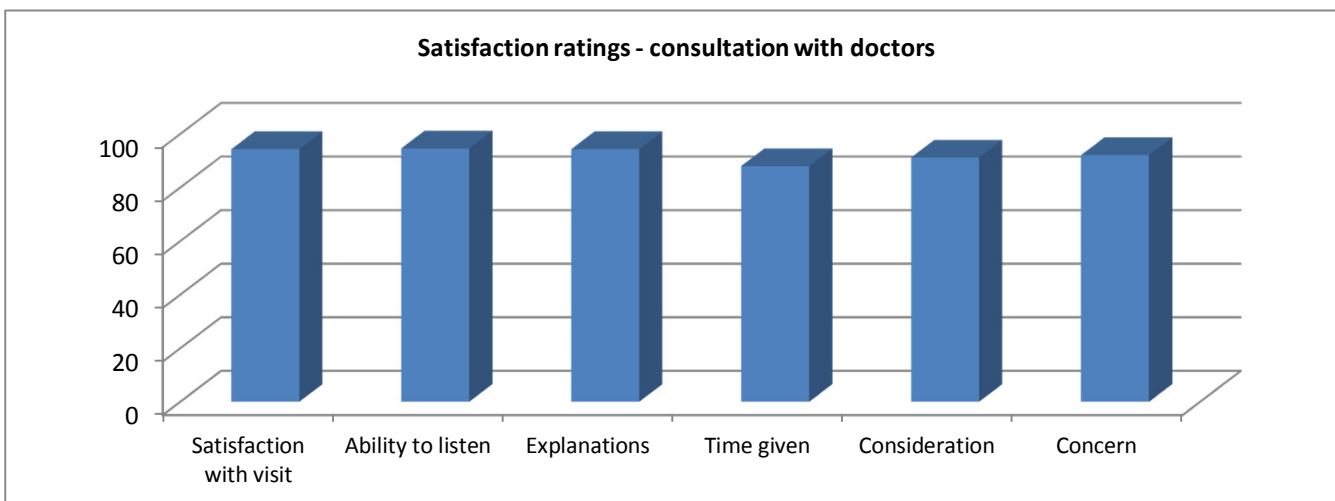
The health professional's concern for me as a person on this visit was

Overall satisfaction rating for all consultations



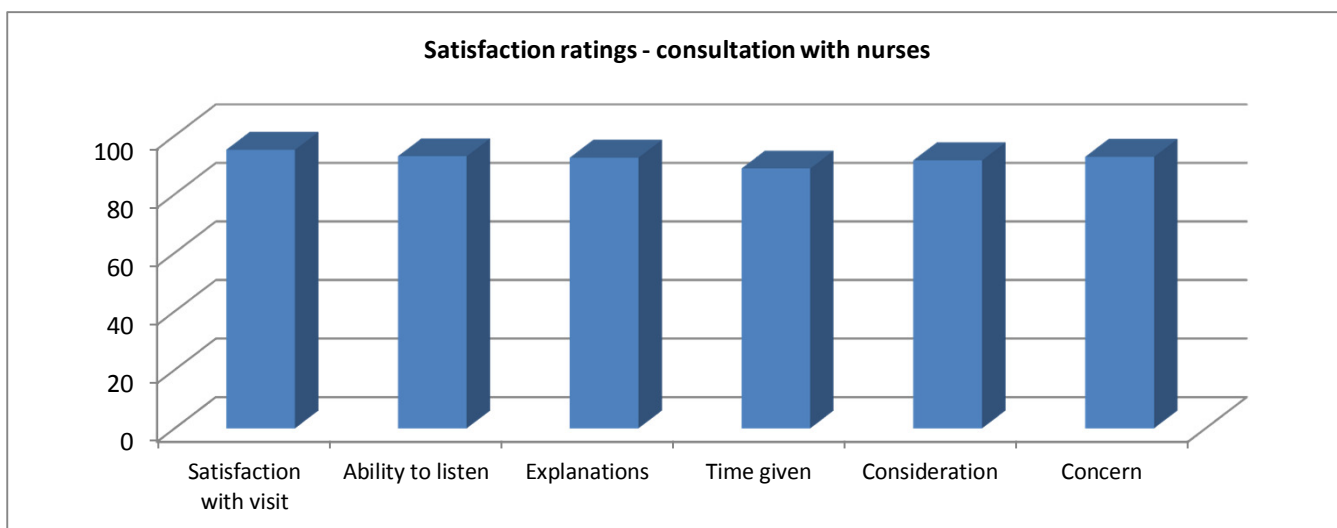
Overall ratings	2012	2013	2014
Satisfaction with visit	92.9	95.0	94.4
Ability to listen	93.2	95.0	94.2
Explanations	93.4	94.3	93.8
Time given	88.0	88.5	88.7
Consideration	90.5	90.5	92.1
Concern	91.3	91.3	92.5

Patients - consultation with doctor



	2012	2013	2014
Satisfaction with visit	91.9	95.6	94.3
Ability to listen	93.1	95.6	94.6
Explanations	91.8	95.0	94.3
Time given	87.1	88.3	88.0
Consideration	87.0	92.5	91.2
Concern	91.1	93.2	92.1

Patients - consultation with nurse



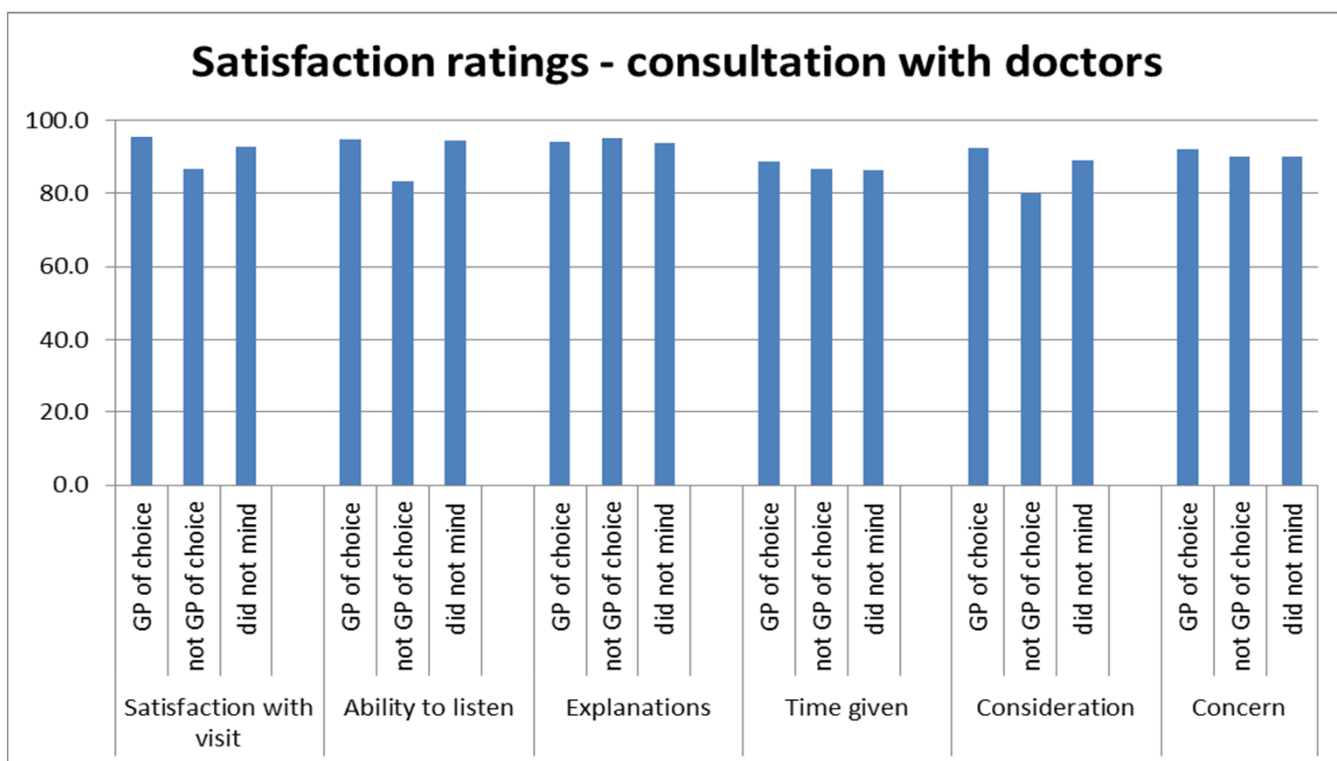
Nurse results	2012	2013	2014
Satisfaction with visit	95.6	95.3	95.2
Ability to listen	93.4	92.7	93.0
Explanations	95.3	92.5	92.5
Time given	91.8	89.3	88.8
Consideration	93.1	93.1	91.6
Concern	93.3	93.3	92.8

Patients - consultations with others



Others results	2012	2013	2014
Satisfaction with visit	93.7	95.3	90.0
Ability to listen	93.7	96.9	96.1
Explanations	93.7	95.1	90.4
Time given	87.5	87.5	88.5
Consideration	83.3	92.8	92.3
Concern	87.5	95.3	94.2

Patients - consultations with doctors - GP of choice / not GP of choice / did not mind



		2012	2103	2014
Satisfaction with visit	GP of choice	93.1	97.0	95.4
	not GP of choice	70.5	91.1	86.7
	did not mind	89.9	93.5	92.7
Ability to listen	GP of choice	94.2	97.4	94.7
	not GP of choice	75.0	96.4	83.3
	did not mind	93.4	92.7	94.4
Explanations	GP of choice	93.7	96.6	94.2
	not GP of choice	75.0	91.1	95.0
	did not mind	91.4	92.4	93.9
Time given	GP of choice	88.6	91.0	88.8
	not GP of choice	77.5	82.1	86.7
	did not mind	86.1	84.9	86.3
Consideration	GP of choice	91.3	94.0	92.4
	not GP of choice	77.5	91.1	80.0
	did not mind	92.0	90.8	89.2
Concern	GP of choice	92.5	94.7	92.1
	not GP of choice	79.5	82.1	90.0
	did not mind	91.1	91.1	90.1