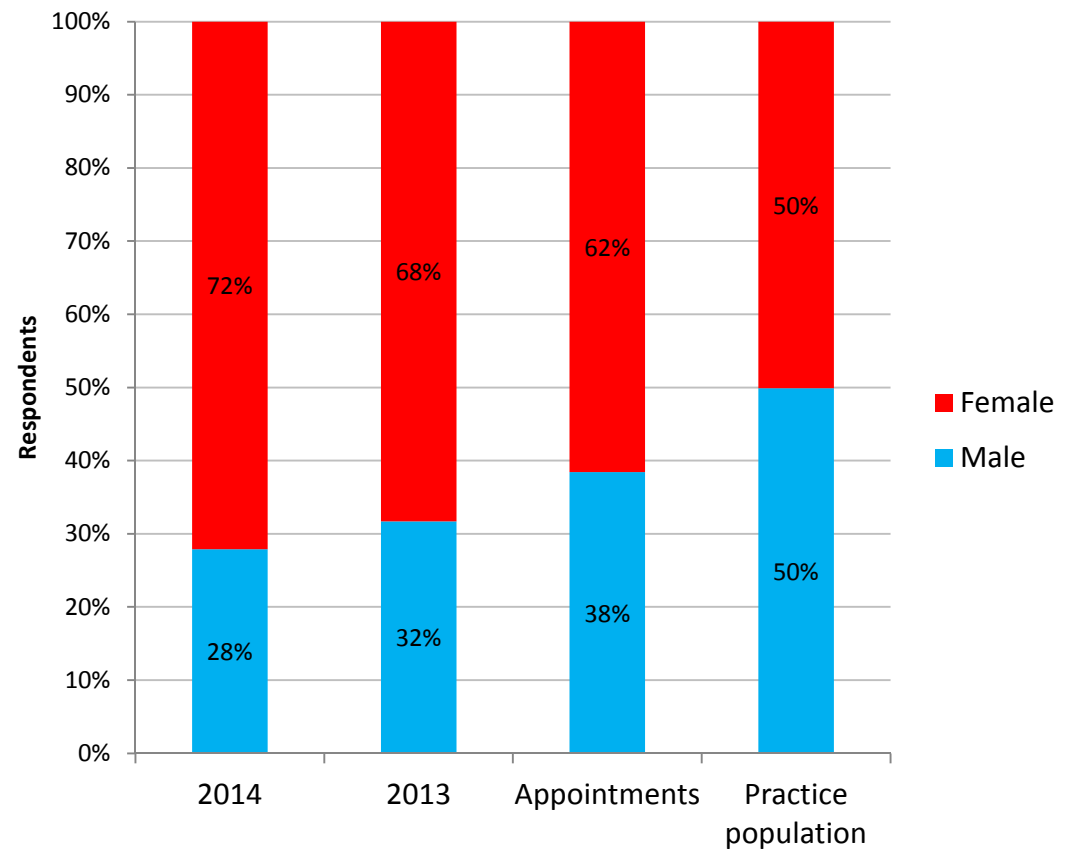


# Iveagh Surgery Survey Analysis 2014

# Demographic Profile: Gender

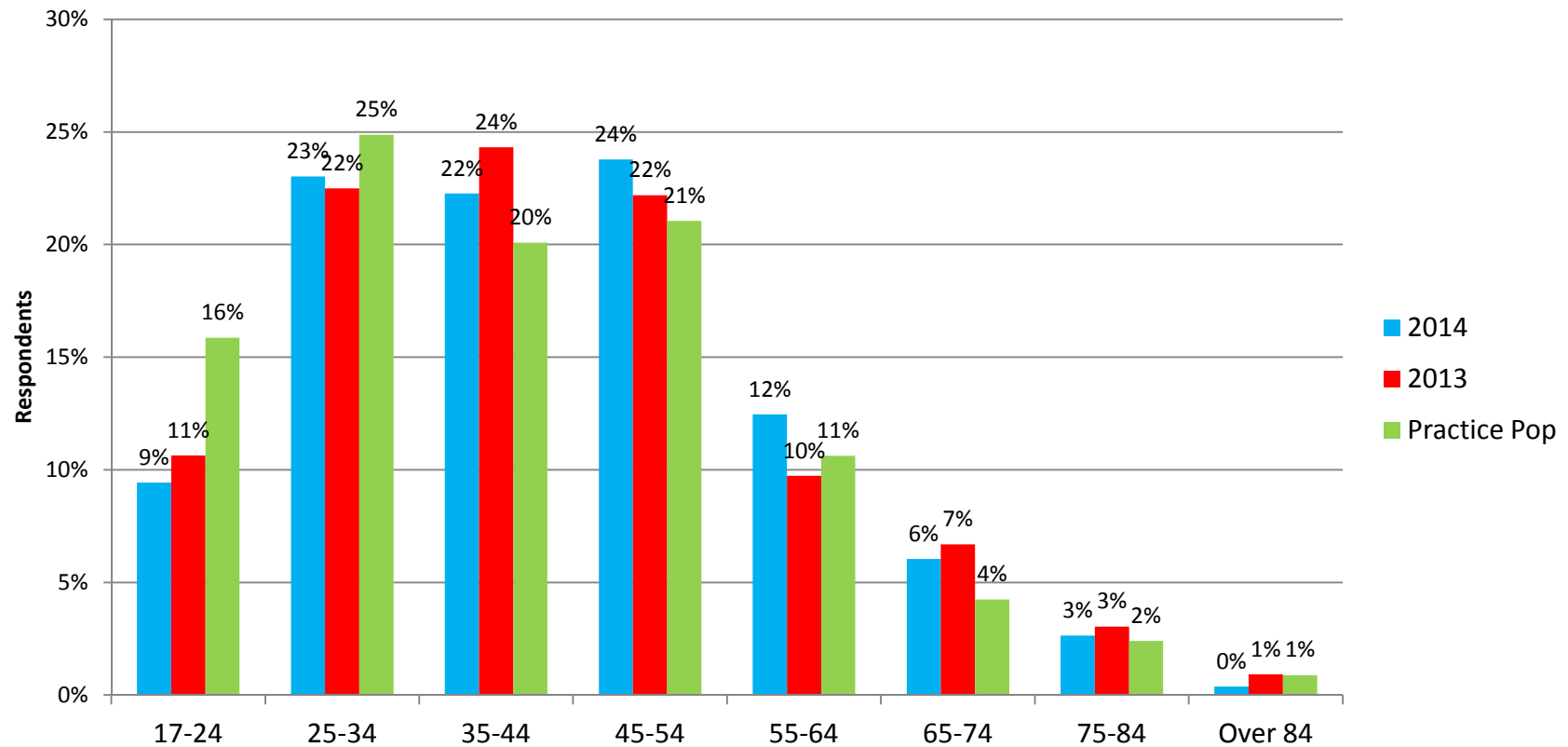
The gender profile of the 2014 respondents is reflective of the 2013 survey and also the appointments made – reflecting the main users of the practice

The 2014 survey is based on a sample of 341 respondents collected in February 2014. Unless stated otherwise charts are based on all respondents, however not all questions were answered by all respondents



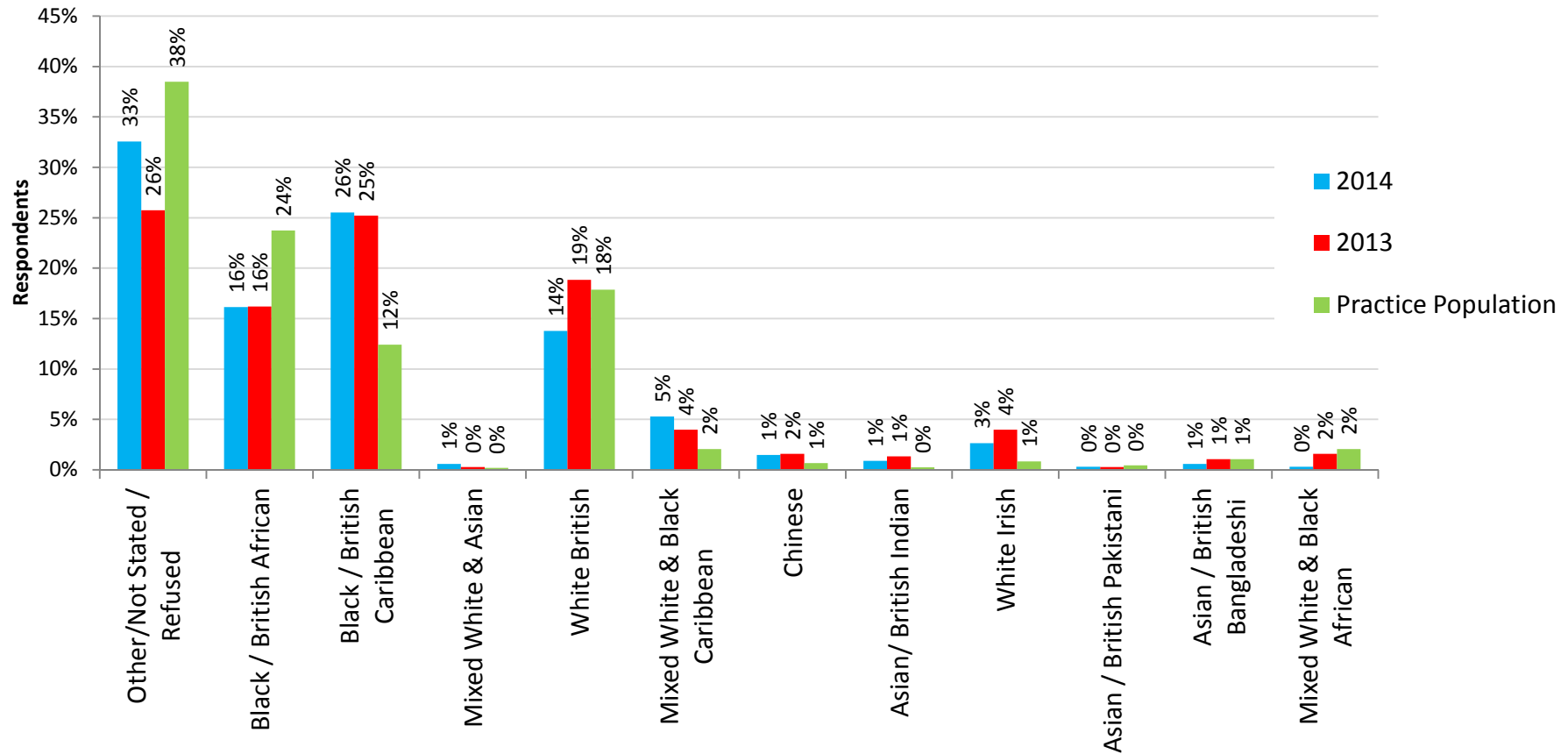
# Demographic Profile: Age

The age profile of survey respondents in 2014 is remarkably similar to both the 2013 survey respondents and the overall Practice population



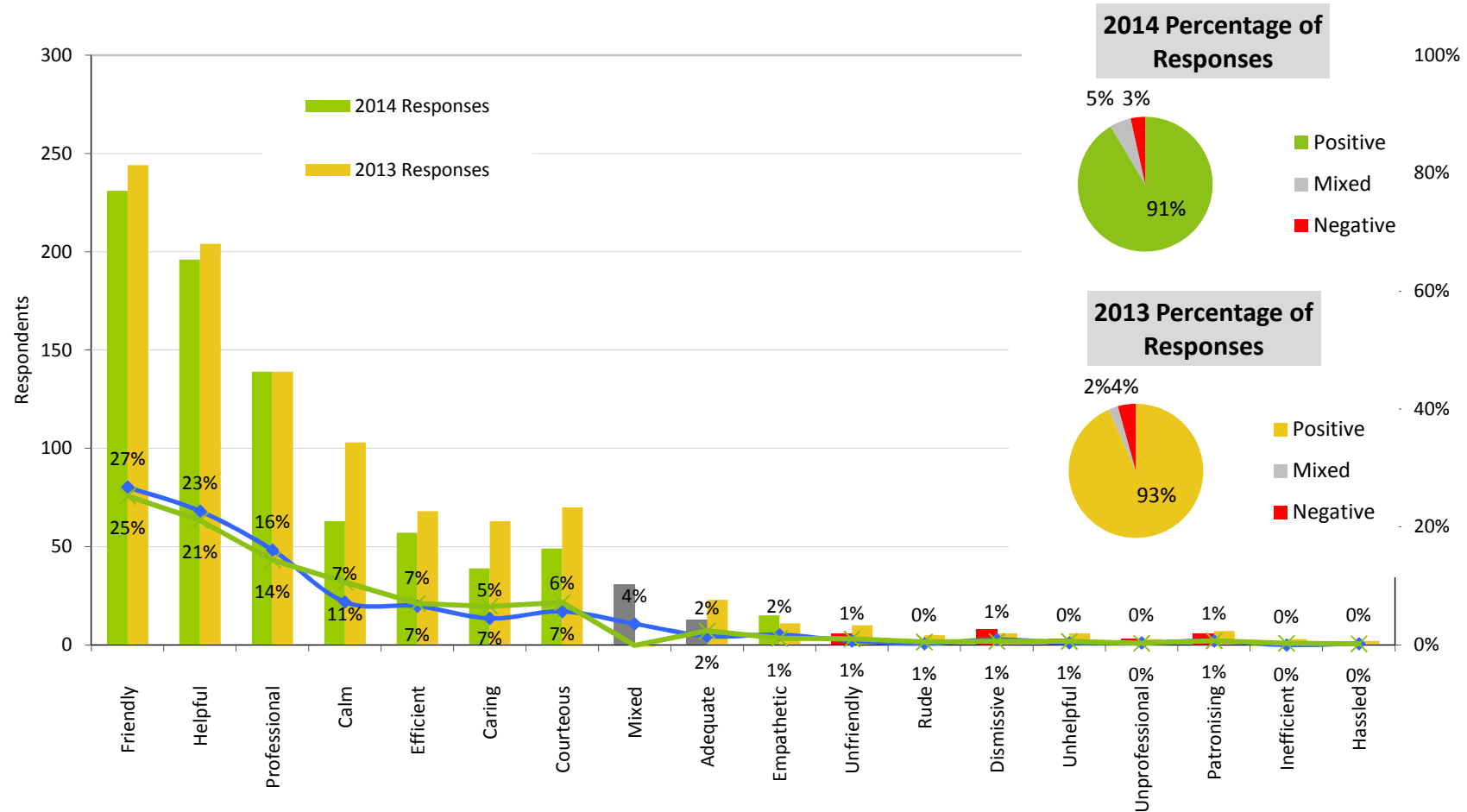
# Demographic Profile: Ethnicity

The 2014 survey ethnicity profile is broadly similar to the 2013 survey and the practice population, with a slight under representation of Black African and over representation of Black Caribbean



# Reception Staff: Which words best describe them?

Over 90% of responses were positive, and there is a decrease in negative responses, however there has also been a rise in mixed responses



## Reception Staff: Which words best describe them?

The size of the word corresponds with how frequently a word was selected by respondents. 'Friendly', 'Helpful' and 'Professional' were the main responses, negative responses are barely visible.



## Reception staff: Suggestions

**The majority of comments about reception staff were very positive, but there were some comments that indicated the customer service was inconsistent.**

In total there were 130 free text comments, 16 were either mixed or negative. The remaining 114 responses were positive. These comments have been selected as examples of the different types of responses.

The service that we receive so far has been courteous and professional and both my husband and I have nothing but admiration and gratitude for all staff

Always seem very efficient and unlike some other practices I have been to, they actually help if you want to see a doctor rather than just say "there's nothing until next week"

It varies some are extremely smiley and helpful, others can be dismissive

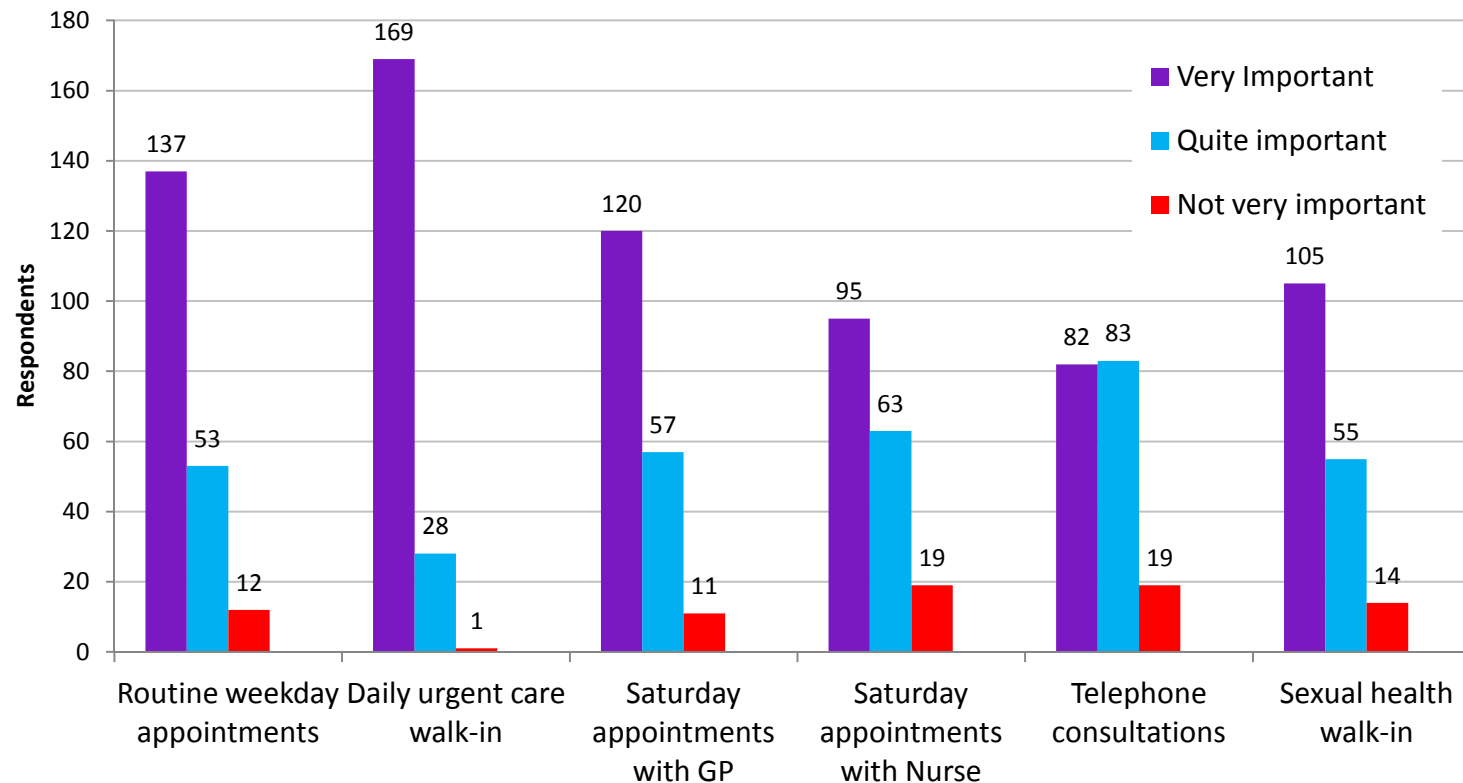
There are a few old staff that are very good at what they do. This needs to be passed on to some of the newer staff

The staff always remember you, they are not dismissive and always give you 30sec-1min of their time. There's nothing you can change as the reception staff are warm, welcoming and an excellent representation of the surgery

Most are polite, friendly, professional but sometimes you get someone that's not bothered

# Appointments: Importance of type

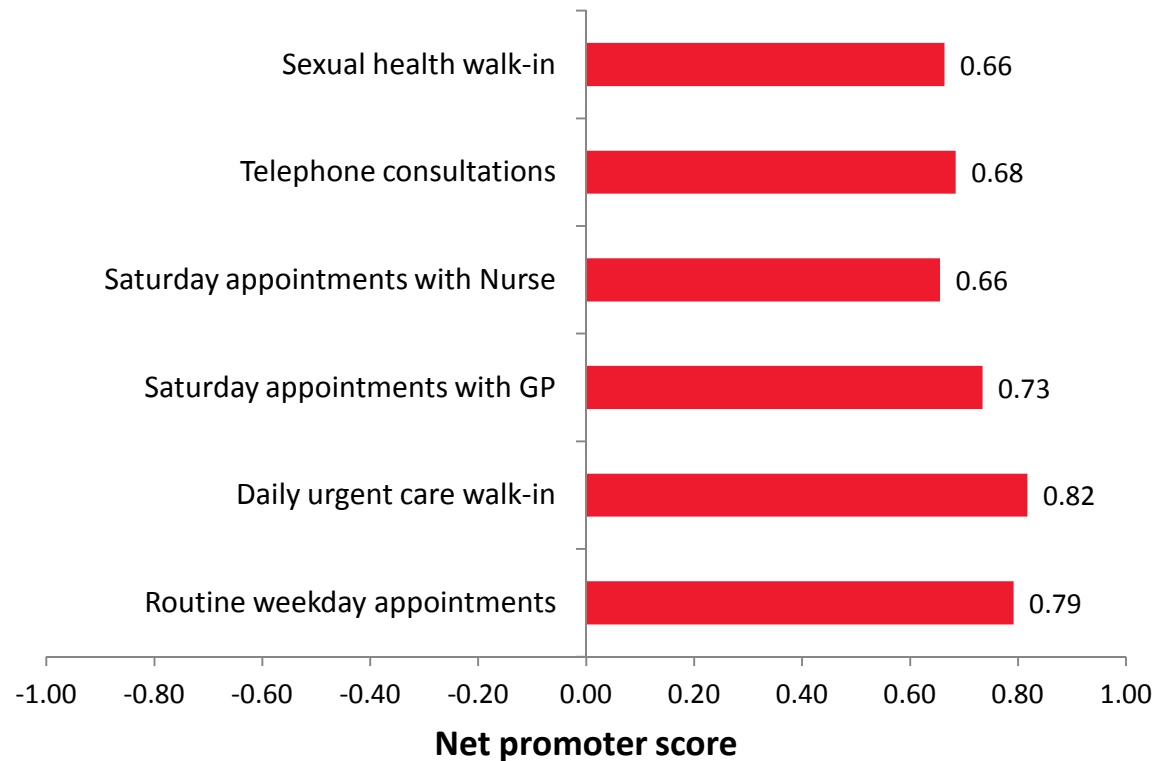
Over 160 respondents consider 'daily urgent care walk-in' a very important service





# Appointments: Importance of type

Daily urgent care is the most important appointment followed closely by routine weekday and Saturday appointments



Respondents class the importance of each appointment type into 'very important, quite important, not very important'. Positive sentiments are scored as 1, negative sentiments are scored as -1. The net promoter score measures the positive vs. the negative. A positive score indicates that the appointment is more important than not.

## Appointments: Comments

**There were a number of positive comments about the current appointment system but some dissatisfaction with waiting times for appointments with a preferred GP.**

In total there were 75 free text comments, 34 comments were positive about the current appointment system, 9 comments were negative about the wait to get an appointment with a GP of your choice, 6 suggestions for more late evening appointments, 5 comments related to booking appointments online, 2 suggestions for consultations via Skype. The remaining comments reiterated responses to the preferred appointment type. These comments have been selected as examples of the different types of responses.

Evening appointment. up until 8pm- would be a useful consideration

it is excellent as it cover so many elements that are not in all surgeries, this put the patients needs first.

I personally have nothing but praise the appointment system at the surgery

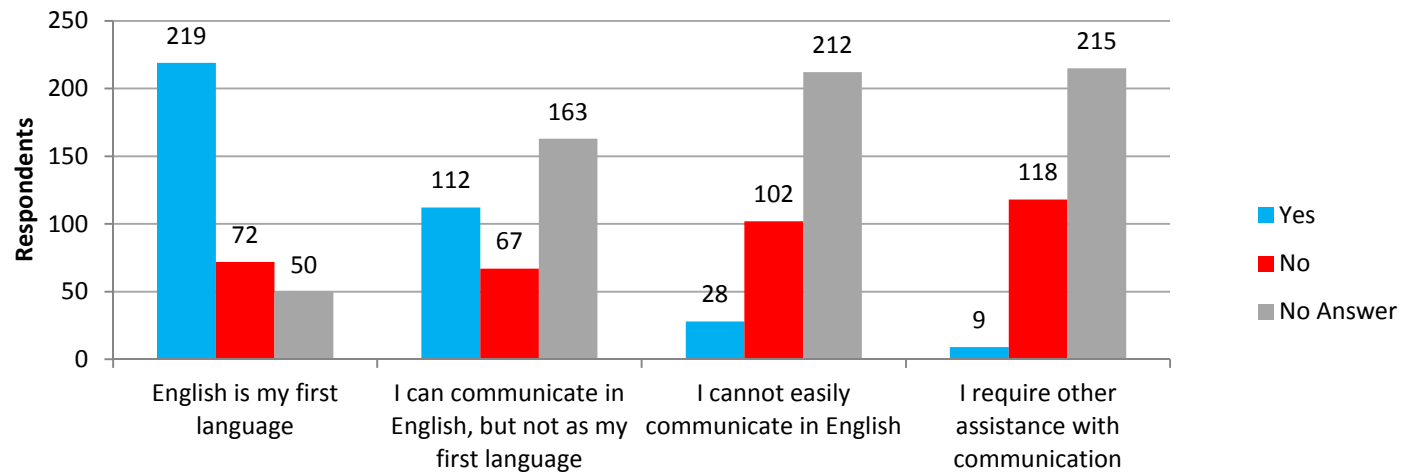
Sometimes it is very bad to get an appointment for a week, this is very frustrating

good that you can book appointments on line. Saturday appointment are important for those working long hours in week.

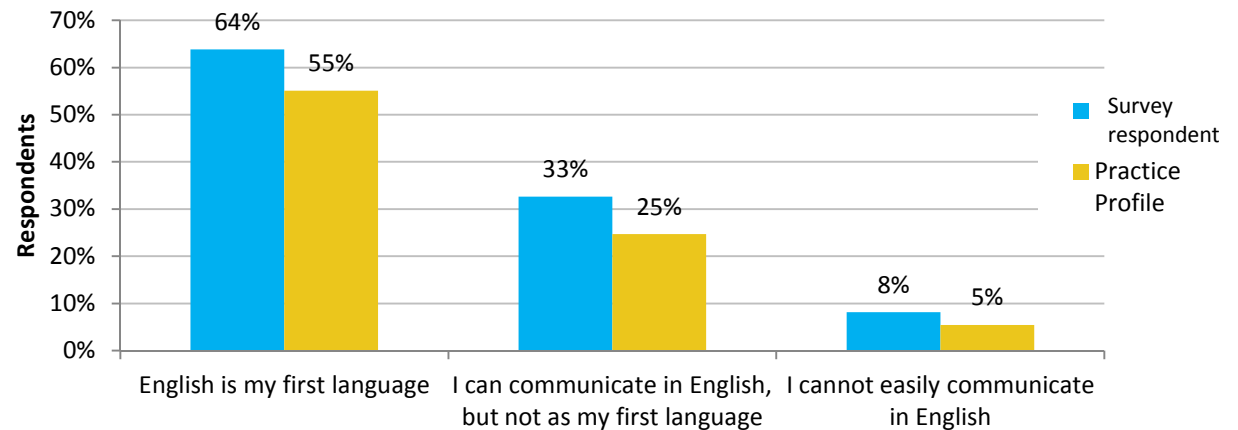
I would like more hours to be able to book an appointment to see my doctor. Sometime I call in and I'm not able to see my doctor in 2 or 3 weeks, because of booking spaces

# Communication: Language

The survey reflects the practice population with over 50% having English as a first language



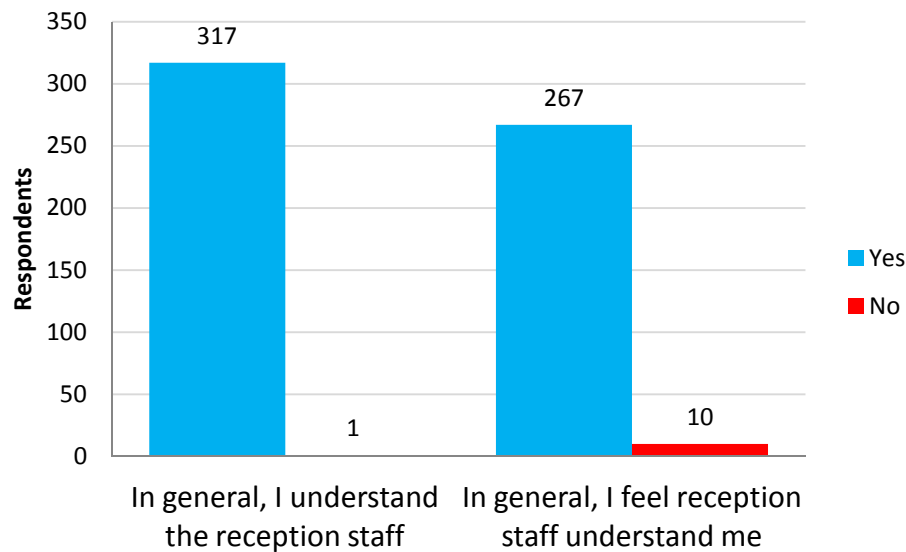
Where possible comparisons have been drawn with the practice population to ensure that the survey is representative



# Communication: Staff communication skills

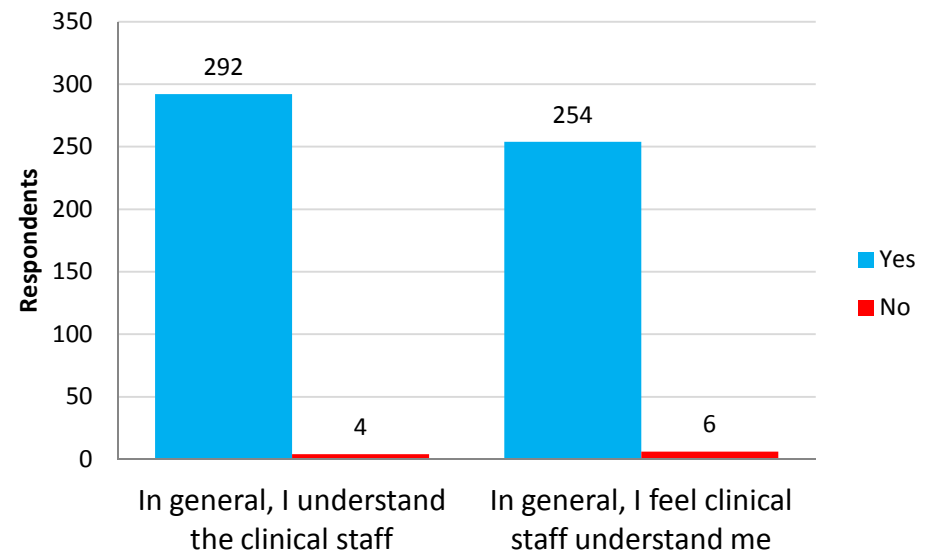
The majority of respondents felt they both could understand and could make themselves understood by both reception and clinical staff.

## Reception Staff



*How well do you feel the reception staff communicate with you?*

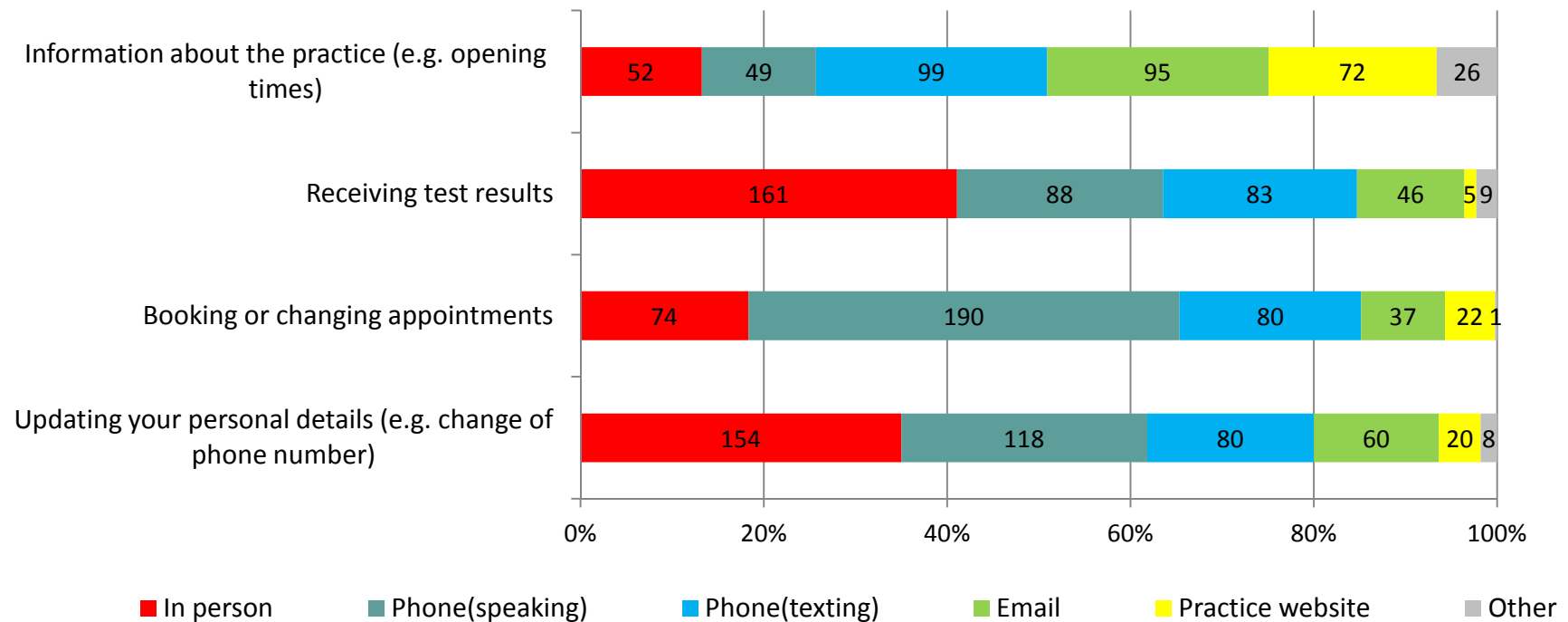
## Clinical Staff



*How well do you feel the GPs, Practice Nurses and Healthcare Assistant communicate with you?*

# Communication: preferred method

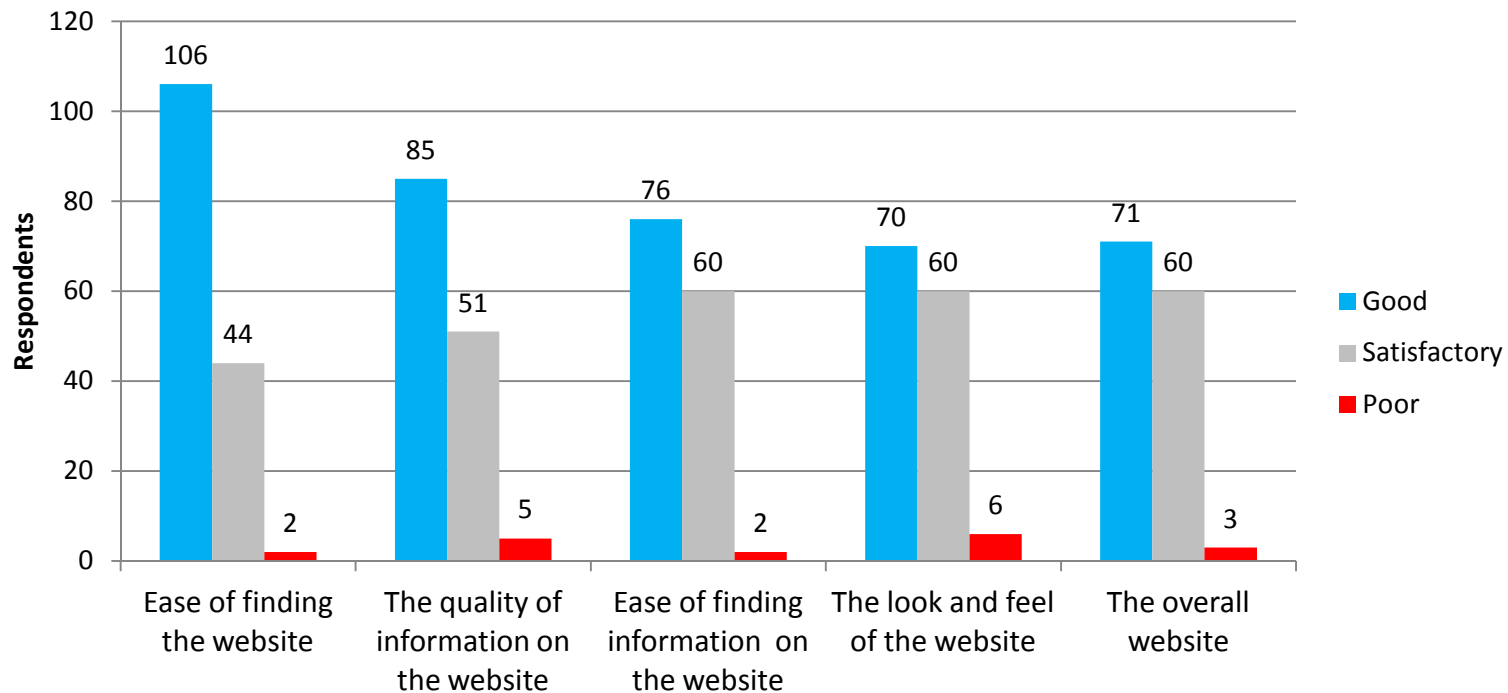
**Preferred communication varies; test results and personal details are best done personally, more routine information tasks are preferred electronically**



**Where 'other' was selected, 20 patients said they would prefer communication via letter through the post, 5 said they would like posters or fliers.**

## Communication: website

The website is considered in a positive light by all respondents, the ease of finding the website in particular is strong. Areas for improvement are the look and feel of the website

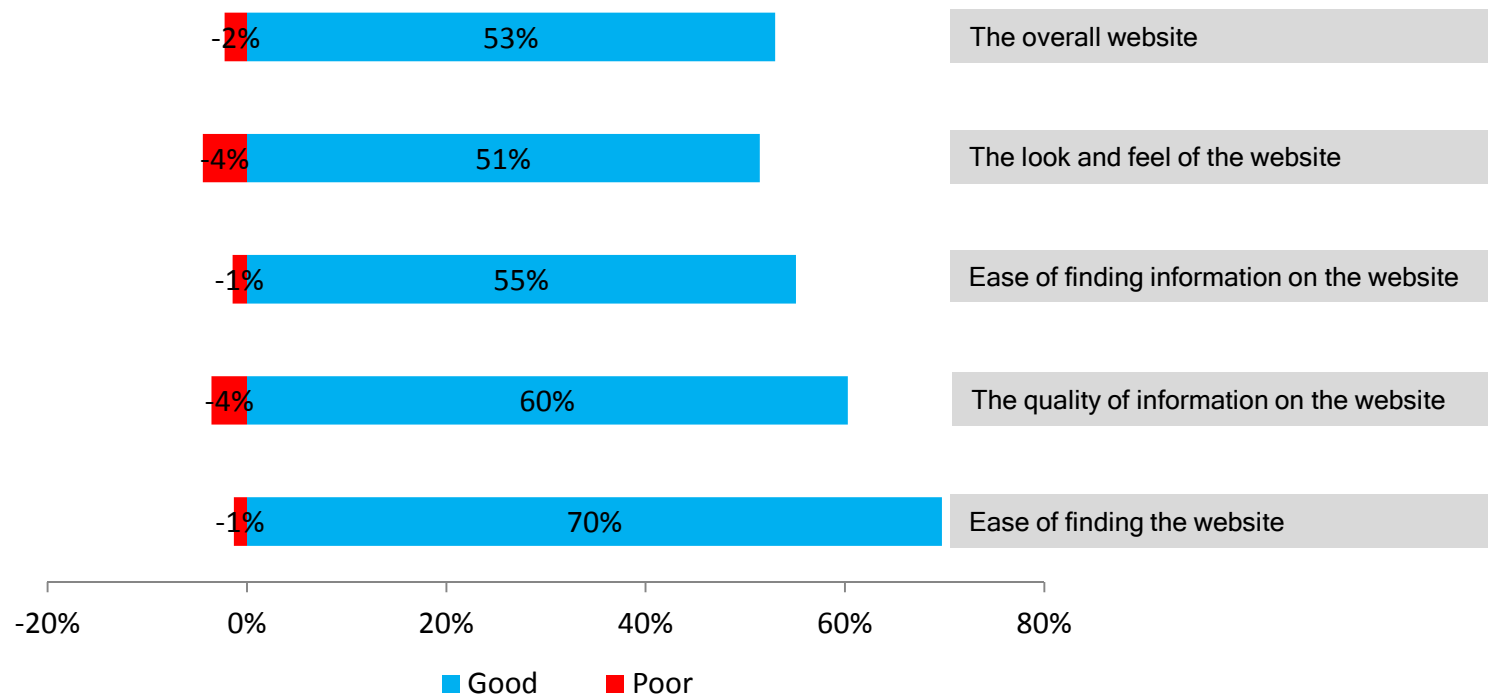


In the free text option, there were 3 suggestions to make appointments bookable online. This is already available but may need promoting more widely.

# Communication: website

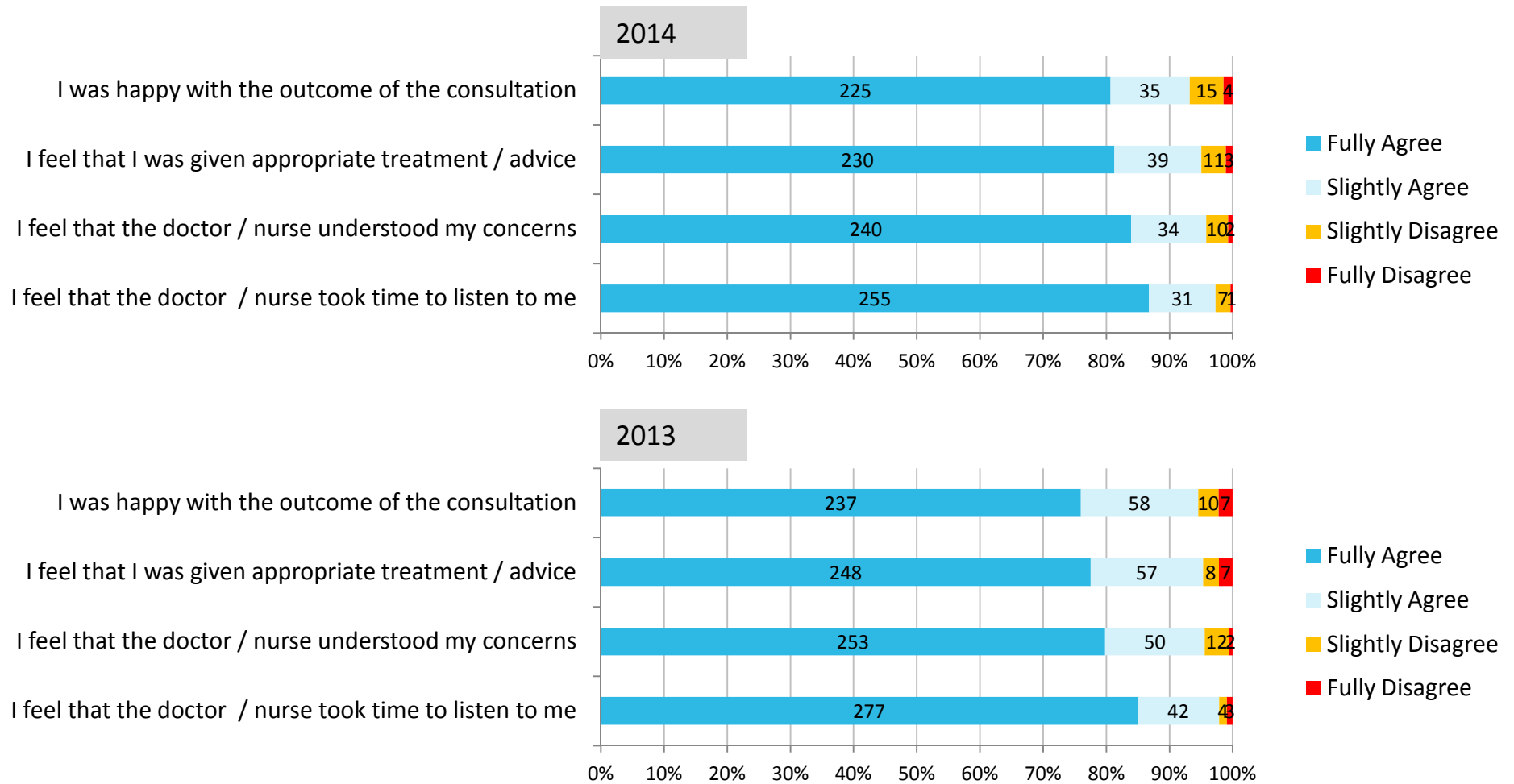
The website is considered in a positive light by all respondents, the ease of finding the website in particular is strong. Areas for improvement are the look and feel of the website

The proportions of respondents who rated each area positively vs negatively are shown.



# Satisfaction: Last consultation

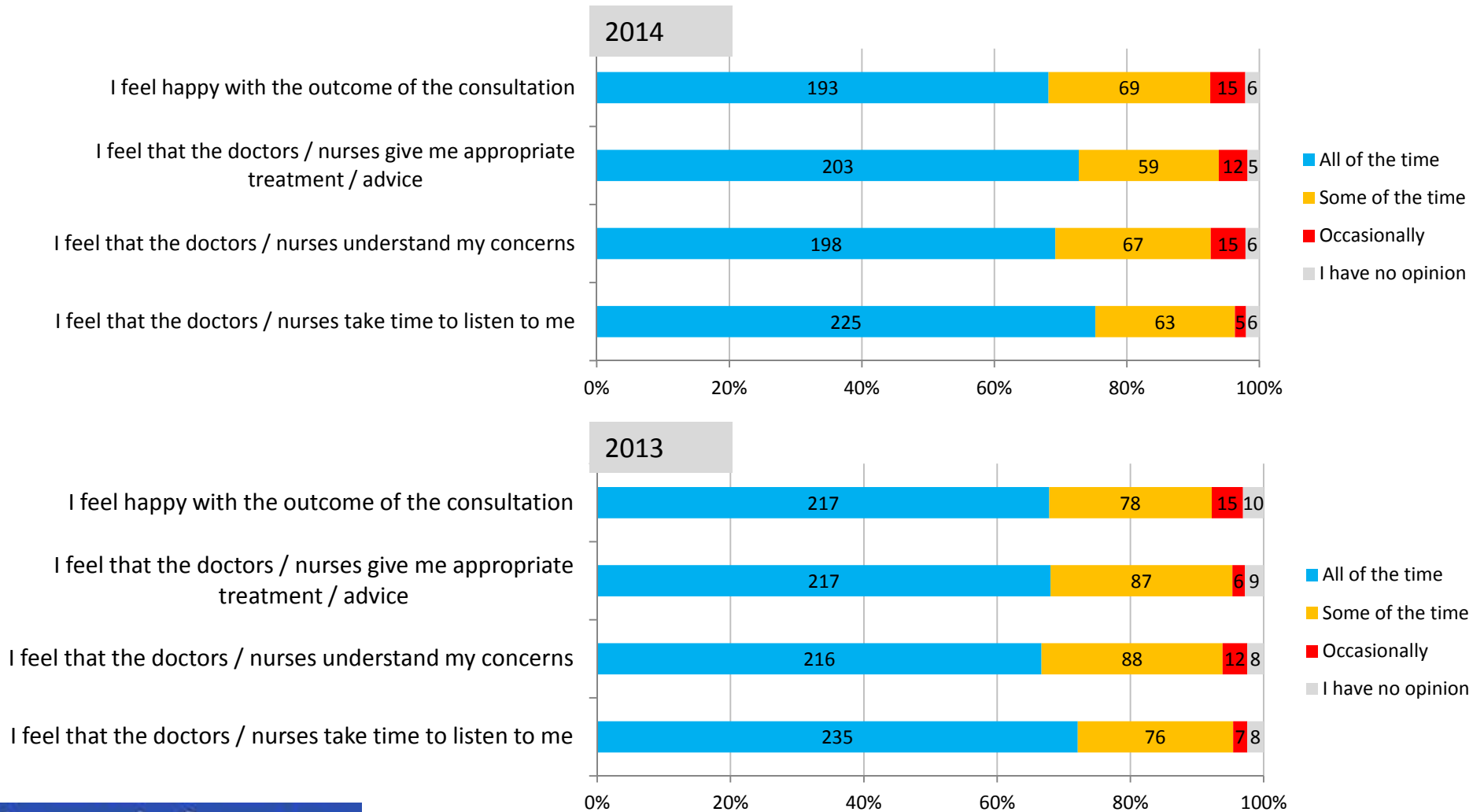
**In 2014 respondents were more positive across all statements than in 2013**





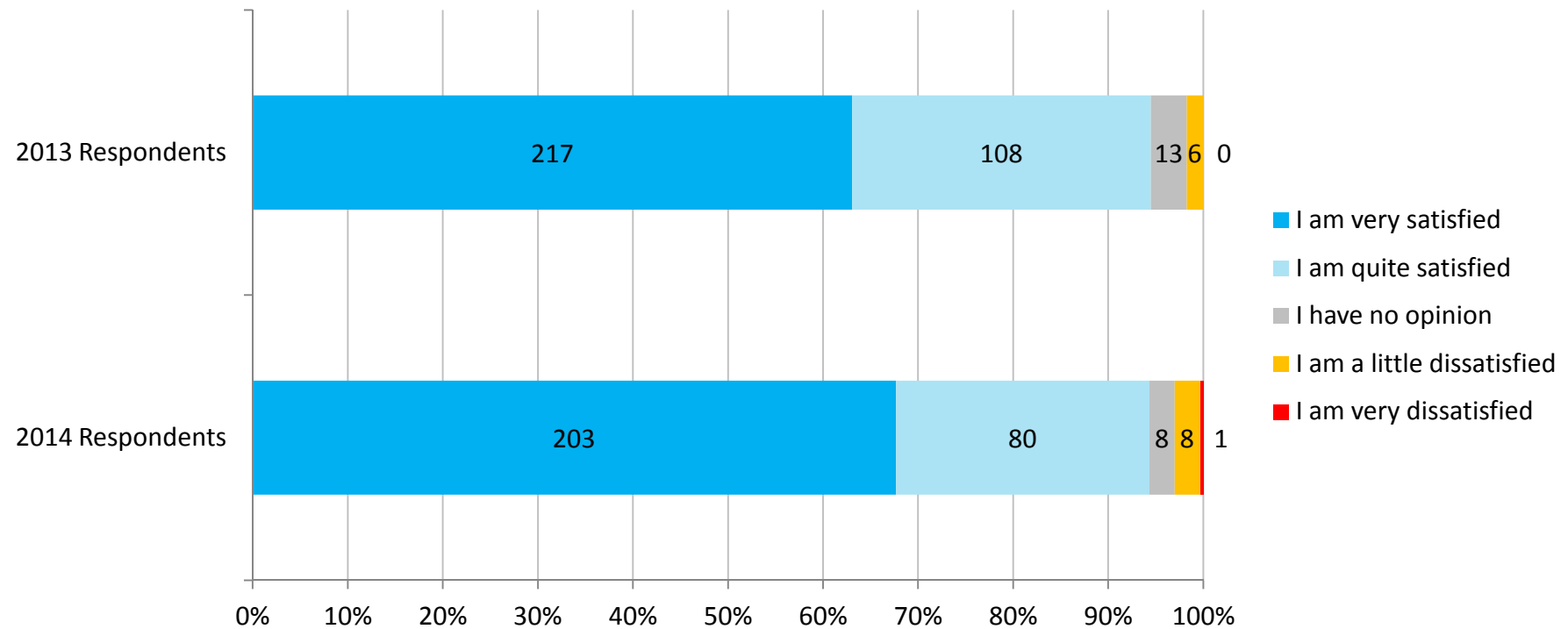
# Satisfaction: overall experience of consultations

**In 2014 respondents were more positive across all statements than in 2013**



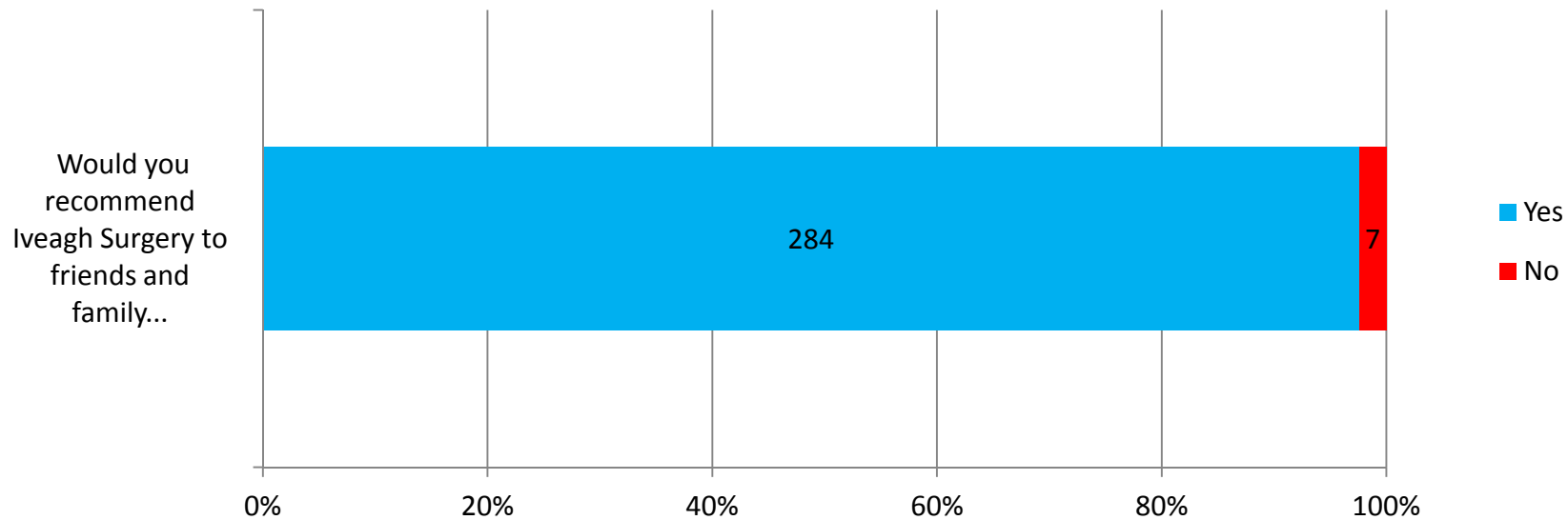
# Satisfaction: Overall

In 2014 a greater proportion of respondents were very satisfied with Iveagh Surgery overall and the proportion who were dissatisfied remained below 3%



# Satisfaction: Recommendation

**98% of respondents would recommend Iveagh Surgery to friends and family**



## Satisfaction: Comments

**The majority of comments were complimentary. There were a small number of complaints relating to delays to appointment start time and difficulty accessing the surgery in its new location.**

In total, there were 100 free text comments covering a variety of topics. The main recurring themes were 75 positive comments about the practice, 9 comments related to delay to appointments start time, 4 comments related to difficulty getting to the surgery in its new location, 3 comments related to patients feeling rushed during their consultation. These comments have been selected as examples of the different types of responses.

The new surgery is very clean and up to date. The care received from phone call to make an appointment until end of consultation is hassle free, polite, discreet and very professional

I have had to wait upwards to 30 min after my appointment to be seen

This practice puts patient at the centre of the care

doctors should take more care in listening and understanding concerns which are addressed instead of thinking about the time limit

With my pains, the bus stop is too far

Friendly environment and the doctors are good at what they do also waiting times are normally not too long.

It's been my surgery for many years. The surgery has dealt with my family I cannot fault the surgery at all .