

## **Results of the preliminary patient survey.**

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The Patient participation group designed a preliminary survey which would ask patients to rate different aspects of the surgery in order of importance. The results of this preliminary survey would be used to design a targeted survey, looking in more depth at the areas which patients rated as the most important.

A link to this preliminary survey was emailed out to the "virtual survey group" who had signed up to receive surveys by email. The survey was also run on the touch screen in reception and paper copies were printed out and given to patients at reception.

This preliminary survey ran from 05/12/11 to 04/01/12.

### **Results.**

Responses via email / website	77
Responses via touch screen	24
Responses via paper copy	12
Total:	113

#### Gender

37% male  
63% female

#### Age ranges

1% under 18  
9% 18-30  
12% 31-40  
19% 41-50  
30% 51-65  
28% over 65

#### First question, rating areas in order of importance:

1<sup>st</sup> Quality of clinical care  
2<sup>nd</sup> Being able to see your regular doctor  
3<sup>rd</sup> Being able to see a specialist nurse  
4<sup>th</sup> Seeing a doctor out of hours

#### Second question, rating areas in order of importance:

1<sup>st</sup> Access to emergency appointments  
2<sup>nd</sup> waiting times for routine appointments *and* access to emergency appointments  
3<sup>rd</sup> The telephone system  
4<sup>th</sup> Understanding what being a "training practice" means.

## **Discussion.**

Have we targeted enough people?

- the practice population on 03.01.12 is 14514, so this preliminary survey has canvassed the results of 0.8% of the patients.
- This number is low however the demographics of the respondents do compare favourably with the demographics of the practice population as analysed on 04.01.12 as can be seen below:

Age range	Practice population 04.01.12	Surveyed population
<18 note:majority age 5-16.	22%	1%
18-30	13%	9%
31-40	11%	12%
41-50	13%	19%
51-65	20%	30%
>65	21%	28%

- Also, the results of the preliminary survey do give a clear indication of the areas that are most important to people so can be used to design a further, more targeted survey around.
- How to improve take up of the next survey:
  - bigger presence on practice website
  - more of a push from reception for patients to use the touch screen – when the survey was being run, the whole surgery was settling in having relocated to a new building and this would have detracted from pushing the survey as a priority.
  - continuing to encourage patients to sign up to the virtual survey group.