

DRS. BRANN, SPURR, BUTCHER, HORE & SIDDIQUI

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Sidney House, Hatfield Peveral

The actions below are 'suggested actions' and there may be reasons why actions are not viable. The suggested actions have been agreed by the Practice and Patient Group.

Improving the patient areas at Sidney House

The partnership have planned to improve the patient areas at Sidney House this year as the main objective for 2013-2014,

Practice Noticeboard

A practice noticeboard specifically for practice information may help to inform the patients regarding all services offered by the practice. It is really important to make patients aware of the on-line services offered via the practice website. This will continue as an action during 2012/13

Confidentiality at Sidney House

The practice is exploring the cost for adding a small area for patient to be able to discuss concerns with the reception staff confidentially. In the interim a notice will be displayed offering this service. This action is carried over from 2011/12, the patient areas are scheduled to be improved during 2013-2014

Telephones

The practice is constantly reviewing this area and this will continue through 2013-2014.

Sidney House invested in the telephone system in the past year. The Laurels can be reviewed when the new telephone contract is up for renewal later in the year.

Patient Questionnaire Results 2012/13

Sidney House Surgery

Thank you to all the patients that took the time to fill in our patient questionnaire.

This is what you had to say:



Access

■ Ease of getting in to the building	Satisfaction score	99%
■ How clean is the waiting room	Satisfaction score	100%
■ How helpful are the receptionists	Satisfaction score	100%
■ To see a particular Doctor	Satisfaction Score	74%
■ Speak to practice on the phone	Satisfaction Score	81%
■ Speak to a Doctor on phone	Satisfaction Score	59%
■ Number of days to get an appointment	Satisfaction score	88%
■ Seen same day	Satisfaction Score	76%

Consultation

■ Listening	Satisfaction Score	99%
■ Put at ease in examination	Satisfaction Score	99%
■ Involved in decisions	Satisfaction Score	99%
■ Explanations	Satisfaction Score	99%
■ Time spent	Satisfaction Score	99%
■ Caring and concern	Satisfaction Score	99%
■ Confidence in your GP	Satisfaction Score	100%
■ See the GP again	Satisfaction Score	100%

Overall experience of you GP Surgery	Satisfaction Score	99.5%
Would you recommend the Surgery	Satisfaction Score	99.5%

A full copy of the report is available on the practice website
<http://www.sidneyhouseandthelaurels.nhs.uk/>



Primary Health Care
General Practice Questionnaire

Practice Code: Sidney House Surgery

Number returns: 217

About you

Q1. Are you

Male	Female	No Answer
93	123	1

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
5	11	24	35	40	49	32	14	7

Q3. Which Ethnic group do you belong to?

A: White	73	B: Mixed	0	C: Asian or Asian British	1
British	137	White and Black Caribbean	0	Indian	0
Irish	2	White and Black African	0	Pakistani	0
Black	1	White and Asian	1	Bangladeshi	0
Other White background	2	Other Mixed background	0	Other Asian background	0
No answer	0				

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
97	4	5	7	17	79	0	8

Q5. Do you have a long-standing health condition?

Yes	No	Don't know /can't say	No answer
131	73	10	3

Your Journey

Q6. How do you travel to the Surgery?

Walk	Car	Cycle	Public Transport	Other	No answer
49	143	1	0	0	24

Q7. Does this present any problems?

Yes	No	No answer
8	197	12

Your Practice

Q8. How easy do you find getting into the building at the Surgery?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
186	27	2	0	2

Q10. How clean is the practice waiting room?

Very clean	Fairly clean	Not very clean	Don't know	No answer
184	30	1	0	2

Reception

Q11. How helpful do you find the receptionists at your surgery?

Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
192	19	0	0	6

Q12. In the reception area, can other patients overhear what you say to the Receptionist?

Yes 134	No 26	Don't know 50	No Answer 7
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Appointments

Q13. In the last 12 months how many times have you see a GP/Nurse at your practice?

None 3	1-3times 101	4-6 times 61	6 or more times 48	No answer 4
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Q14. How do you normally book your appointment to see a GP/Nurse?

In person 31	By Phone 167	No answer 19
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Q15a. Considering the volume of calls, how easy is it to get through to reception at your GP practice on the phone?

Very easy 37	Fairly easy 137	Not very easy 32	Not at all easy 8	No answer 3
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Q15b. Comments

See comments attached

Q16. How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy 43	Fairly easy 78	Not very easy 20	Not at all easy 2	N/A 63	No answer 11
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Q17. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day 105	2-4 days 67	5 days or more 23	Don't know, never tried 1	No answer 21
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Q18. How often do you get to see your GP/Nurse you have requested?

Always	A lot of the time	Some of the time	Never	N/A	No answer
73	80	34	1	19	10

Q19. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes	No	Don't know, never tried	No answer
159	16	35	7

Q20a. Have you ever missed an appointment because?

I recovered	I forgot	I was delayed	Too difficult to cancel	Could not get through on the phone	No answer/NA
9	34	13	0	5	156

Q20b. Have you ever cancelled by text message?

Yes	No	No answer
4	205	8

Q21. Is your practice currently open at times that are convenient to you?

Yes	No	No answer
199	9	9

Dispensary Question

Q22. How do you order your repeat prescription?

Phone	Fax	Email	Chemist	By Hand	No Answer or N/A
29	0	25	44	66	53

Your Consultation

Q23. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent 124	Very good 73	Good 13	Fair 2	Poor 0	Very poor 0	No answer 5
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B: Make you feel at ease?

Excellent 128	Very good 71	Good 10	Fair 3	Poor 0	Very poor 0	No answer 5
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C: Listening to you?

Excellent 128	Very good 70	Good 11	Fair 2	Poor 0	Very poor 0	No answer 6
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D: Explaining treatment and tests?

Excellent 109	Very good 76	Good 21	Fair 2	Poor 0	Very poor 0	No answer 9
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E: Involving you in decisions about your care?

Excellent 110	Very good 76	Good 17	Fair 3	Poor 0	Very poor 0	No answer 11
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F: Treating you with care and concern?

Excellent 128	Very good 64	Good 17	Fair 2	Poor 0	Very poor 0	No answer 6
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G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 191	Very good 19	Good 1	Fair 0	Poor 0	Very poor 0	No answer 6
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H: Would you be completely happy to see this GP/ Nurse again?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
206	1	5	0	0	0	5

Patient Experience

24: Overall, how would you describe your experience of your GP practice?

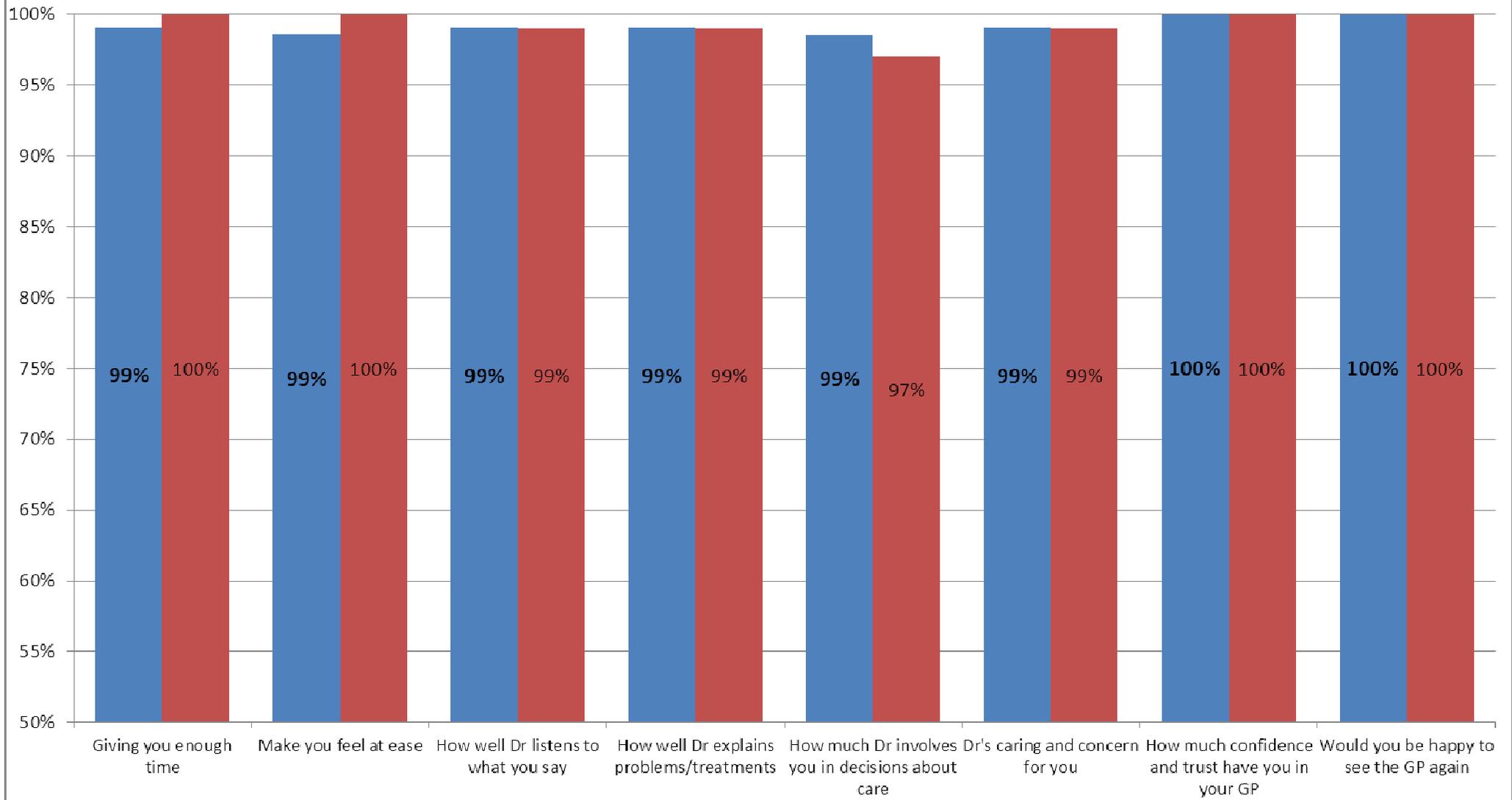
Excellent	Good	Fair	Poor	N/A	No answer
158	51	1	0	0	7

25: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes	No	No answer
207	1	9

Consultation Satisfaction Score

■ 2012/13
■ 2011/12



Satisfaction Score

■ 2012/13 ■ 2011/12

