

## **DRS. BRANN, SPURR, BUTCHER, HORE & SIDDIQUI**

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The Laurels Surgery Boreham

**The actions below are 'suggested actions' and there may be reasons as to 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 with getting the message out to 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 time 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 2012/13

### **Telephones**

The practice is constantly reviewing this area and this will continue through 2012/13.

Sidney House has had quite an investment 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

## The Laurels

**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	77%
■ Speak to practice on the phone	Satisfaction Score	82%
■ Speak to a Doctor on phone	Satisfaction Score	65%
■ Number of days to get an appointment	Satisfaction score	81%
■ Seen same day	Satisfaction Score	76%

### Consultation

■ Listening	Satisfaction Score	96%
■ Put at ease in examination	Satisfaction Score	98%
■ Involved in decisions	Satisfaction Score	100%
■ Explanations	Satisfaction Score	100%
■ Time spent	Satisfaction Score	97%
■ Caring and concern	Satisfaction Score	99%
■ Confidence in your GP	Satisfaction Score	100%
■ See the GP again	Satisfaction Score	100%

<b>Overall experience of you GP Surgery</b>	<b>Satisfaction Score</b>	<b>99.5%</b>
<b>Would you recommend the Surgery</b>	<b>Satisfaction Score</b>	<b>99.5%</b>

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: The Laurels Surgery

Number returns: 207

**About you**

**Q1. Are you**

Male	Female	No Answer
81	126	0

**Q2. How old are you?**

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
3	8	25	34	26	51	36	15	9

**Q3. Which Ethnic group do you belong to?**

A: White	80	B: Mixed	1	C: Asian or Asian British	1
British	119	White and Black Caribbean	0	Indian	1
Irish	2	White and Black African	0	Pakistani	0
Black	0	White and Asian	0	Bangladeshi	0
Other White background	2	Other Mixed background	0	Other Asian background	0
No answer	1				

**Q4. Which of the following best describes you?**

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
86	4	2	9	17	85	1	3

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

Yes	No	Don't know /can't say	No answer
106	90	7	4

## Your Journey

Q6. How do you travel to the Surgery?

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Walk 61	Car 124	Cycle 0	Public Transport 1	Other 1	No answer 20
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Q7. Does this present any problems?

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Yes 15	No 182	No answer 10
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## Your Practice

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

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Very easy 185	Fairly easy 16	Not very easy 2	Not at all easy 0	No answer 4
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Q10. How clean is the practice waiting room?

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Very clean 181	Fairly clean 23	Not very clean 0	Don't know 0	No answer 3
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## Reception

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

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Very helpful 193	Fairly helpful 10	Not very helpful 0	Don't know 1	No answer 3
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Q12. In the reception area, can other patients overhear what you say to the Receptionist?

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Yes 130	No 22	Don't know 50	No Answer 5
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## Appointments

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

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None	1-3times	4-6 times	6 or more times	No answer
5	63	60	75	4

**Q14.** How do you normally book your appointment to see a GP/Nurse?

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In person	By Phone	No answer
41	142	24

**Q15a.** Considering the volume of calls, how easy is it to get through to reception at your GP practice on the phone?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
31	133	33	4	6

**Q15b. Comments**

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See comments attached

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

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Very easy	Fairly easy	Not very easy	Not at all easy	N/A	No answer
45	79	16	2	48	17

**Q17.** How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

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Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
87	71	26	10	13

**Q18.** How often do you get to see your GP/Nurse you have requested?

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Always	A lot of the time	Some of the time	Never	N/A	No answer
82	70	25	0	20	10

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

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Yes 151	No 8	Don't know, never tried 39	No answer 9
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**Q20a.** Have you ever missed an appointment because?

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I recovered 16	I forgot 27	I was delayed 20	Too difficult to cancel 2	Could not get through on the phone 8	No answer/NA 134
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**Q20b.** Have you ever cancelled by text message?

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Yes 4	No 191	No answer 12
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**Q21.** Is your practice currently open at times that are convenient to you?

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Yes 194	No 4	No answer 9
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## **Dispensary Question**

**Q22.** How do you order your repeat prescription?

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Phone 12	Fax 0	Email 29	Chemist 36	By Hand 91	No Answer or N/A 39
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## 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?

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**A:** Giving you enough time?

Excellent 130	Very good 54	Good 8	Fair 4	Poor 1	Very poor 0	No answer 10
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**B:** Make you feel at ease?

Excellent 127	Very good 53	Good 12	Fair 2	Poor 2	Very poor 0	No answer 11
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**C:** Listening to you?

Excellent 126	Very good 53	Good 10	Fair 5	Poor 1	Very poor 1	No answer 11
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**D:** Explaining treatment and tests?

Excellent 106	Very good 77	Good 18	Fair 0	Poor 0	Very poor 0	No answer 6
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**E:** Involving you in decisions about your care?

Excellent 107	Very good 69	Good 23	Fair 1	Poor 0	Very poor 0	No answer 7
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**F:** Treating you with care and concern?

Excellent 125	Very good 61	Good 14	Fair 2	Poor 0	Very poor 1	No answer 4
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**G:** How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 182	Very good 18	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
195	3	2	1	0	0	6

## **Patient Experience**

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

Excellent	Good	Fair	Poor	N/A	No answer
150	48	1	0	0	8

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

Yes	No	No answer
201	1	5



