Claughton Medical Centre

Patient Questionnaire, October 2012

- Survey conducted during October 2012
  - 238 responses were received from our patients including a good proportion printed from our website
  - This equates to 2.50% of our patient list
  - At the end of last year, we received 234 responses
  - We should consider sending more surveys out next time to increase the completion rate

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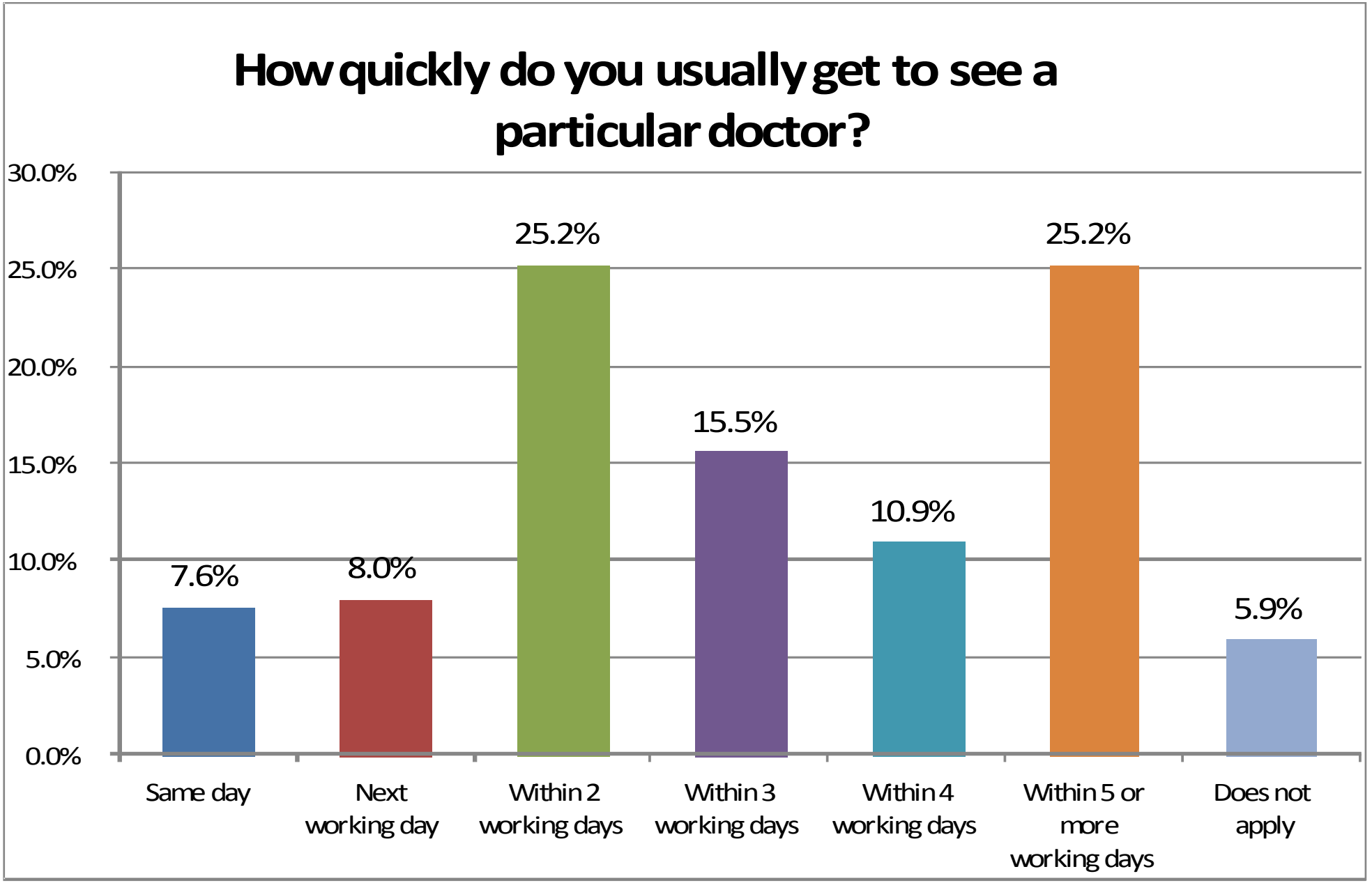

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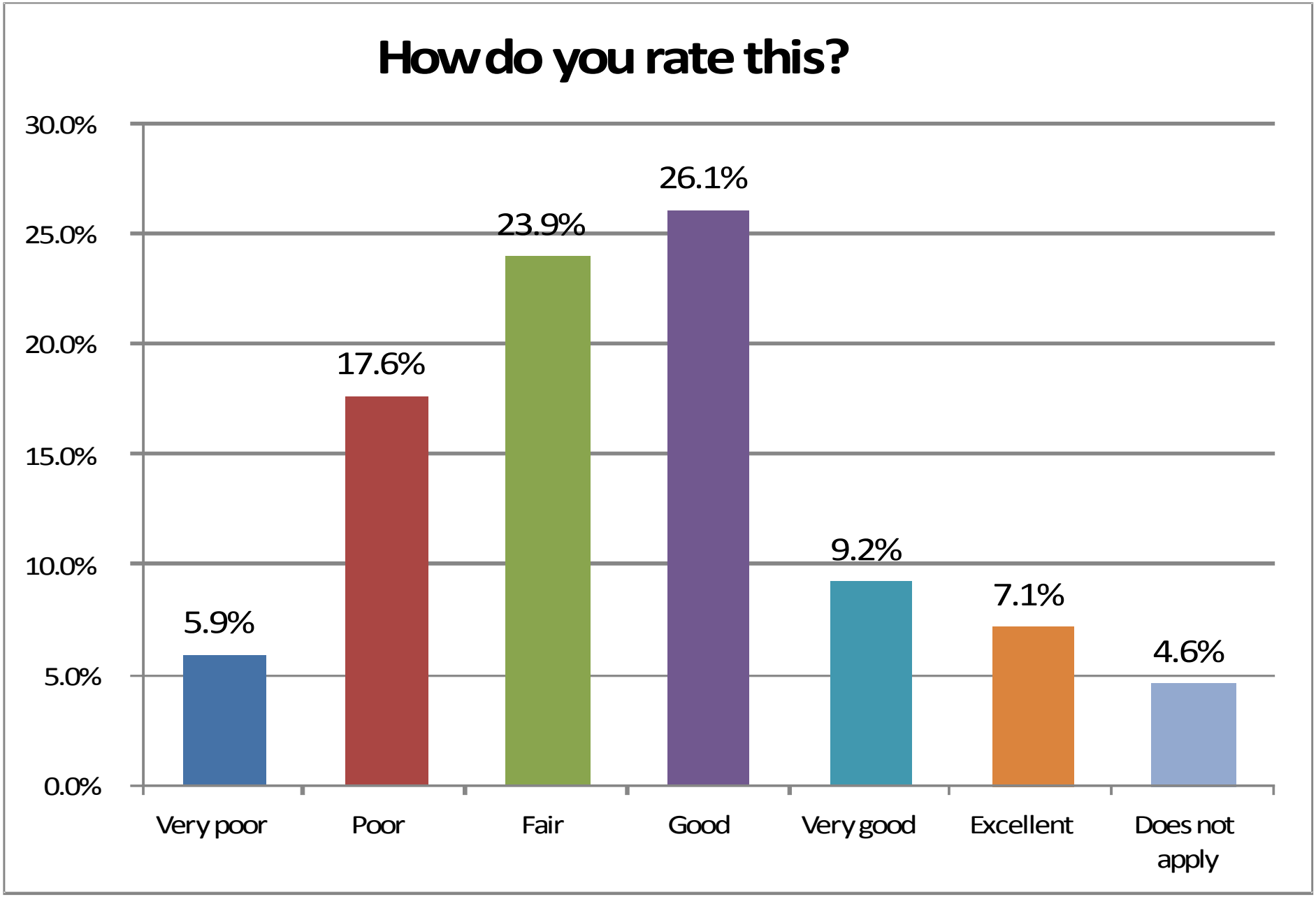

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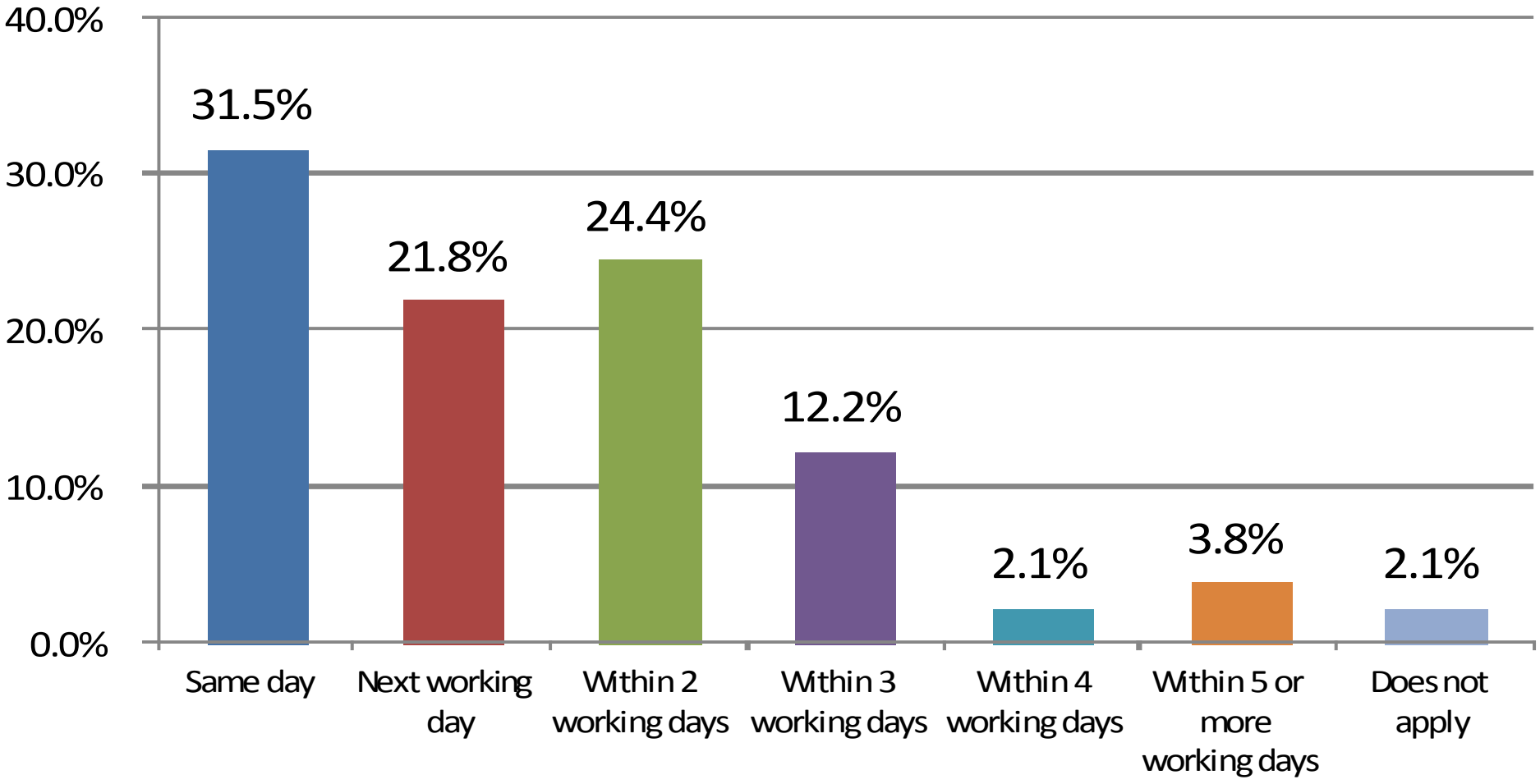
How quickly are you usually seen by any doctor?



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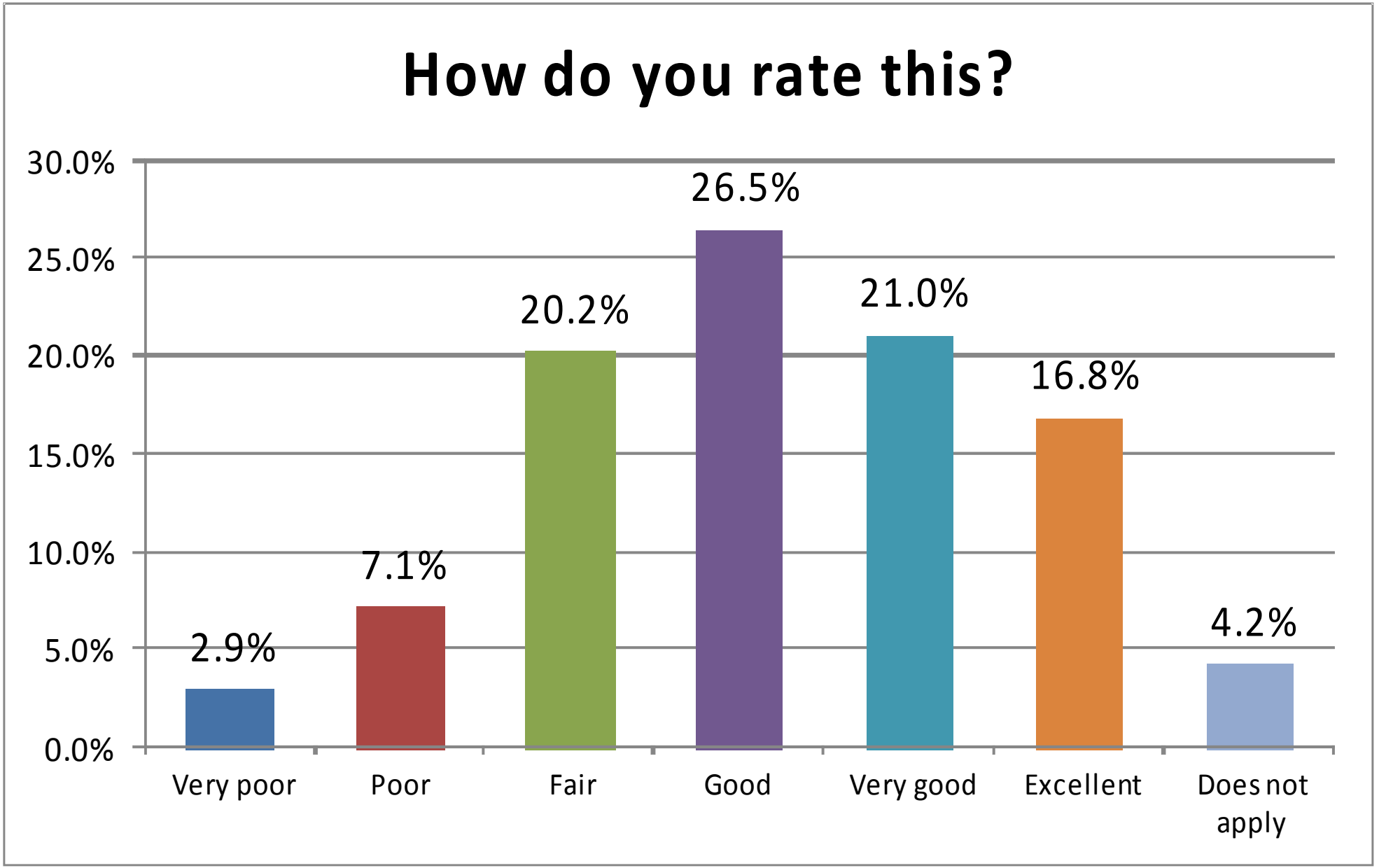

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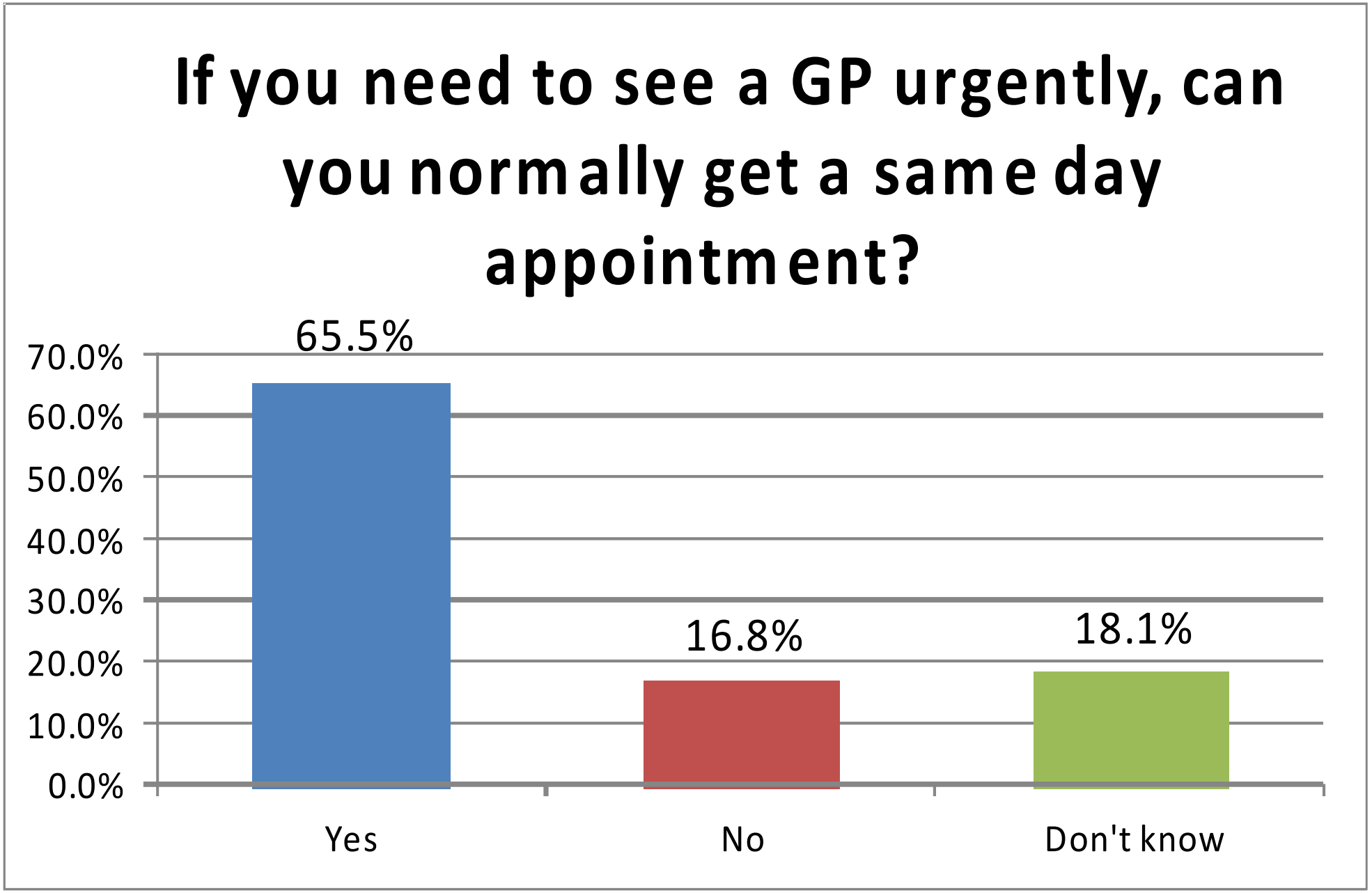

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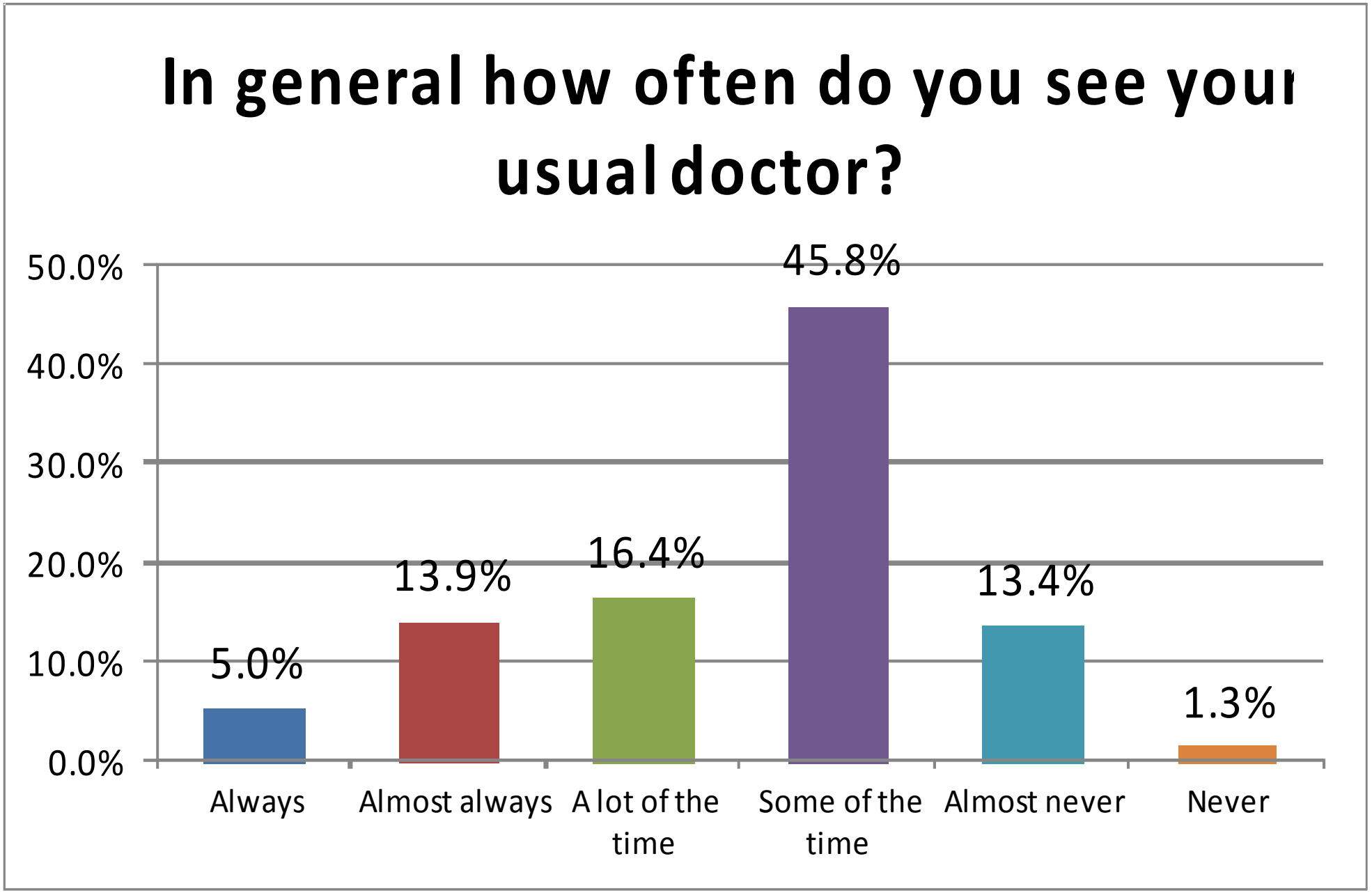

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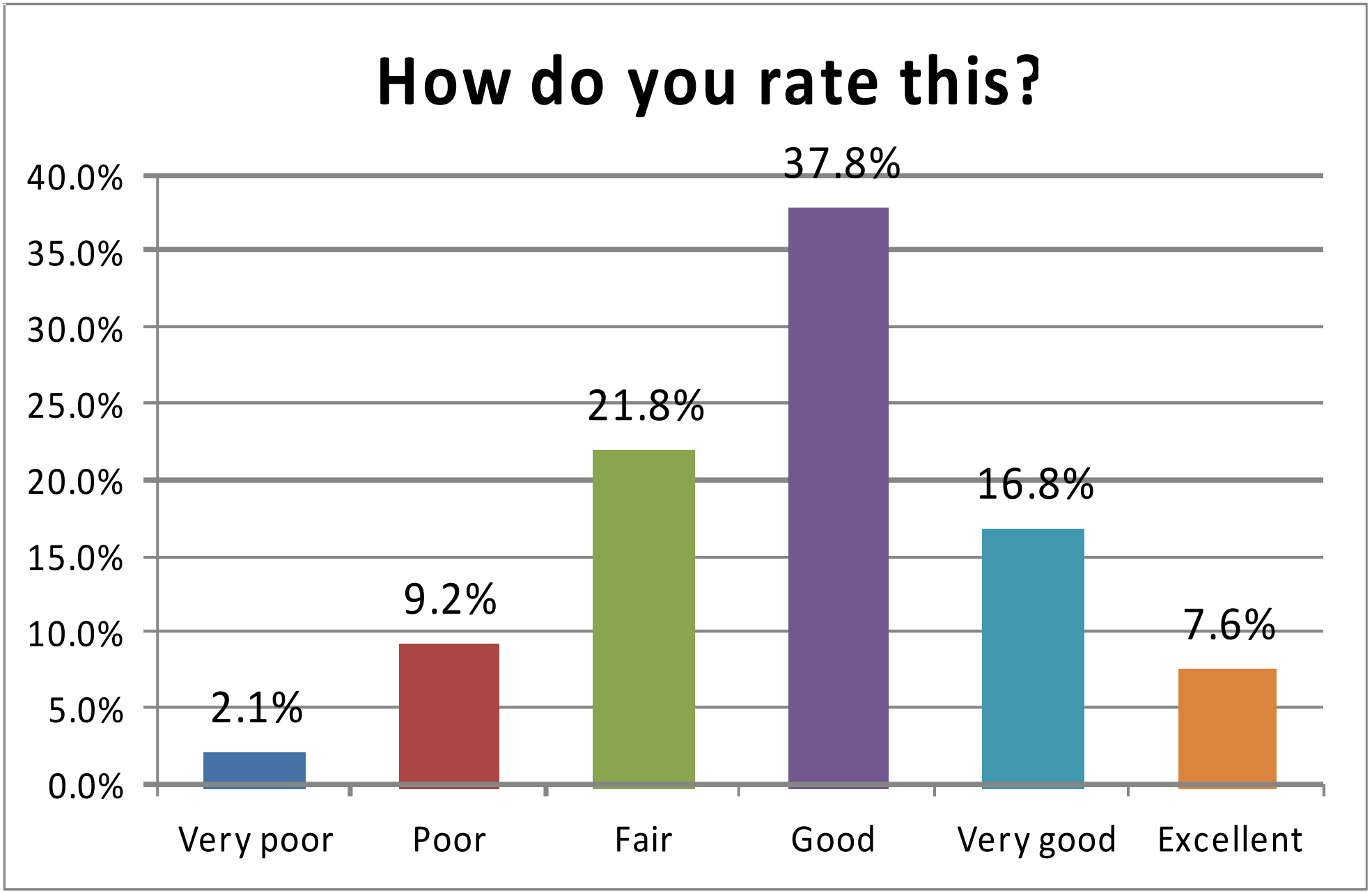

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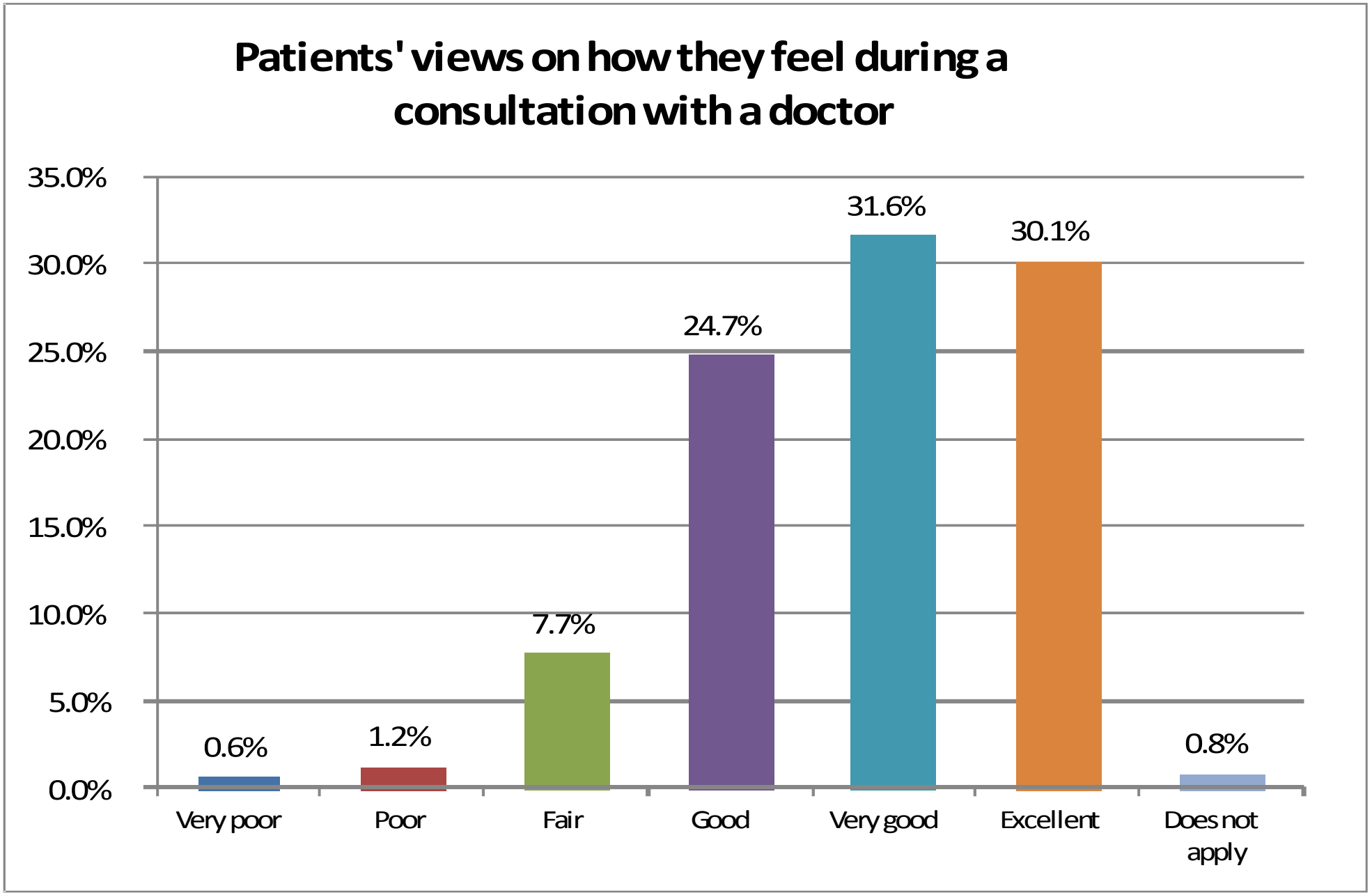

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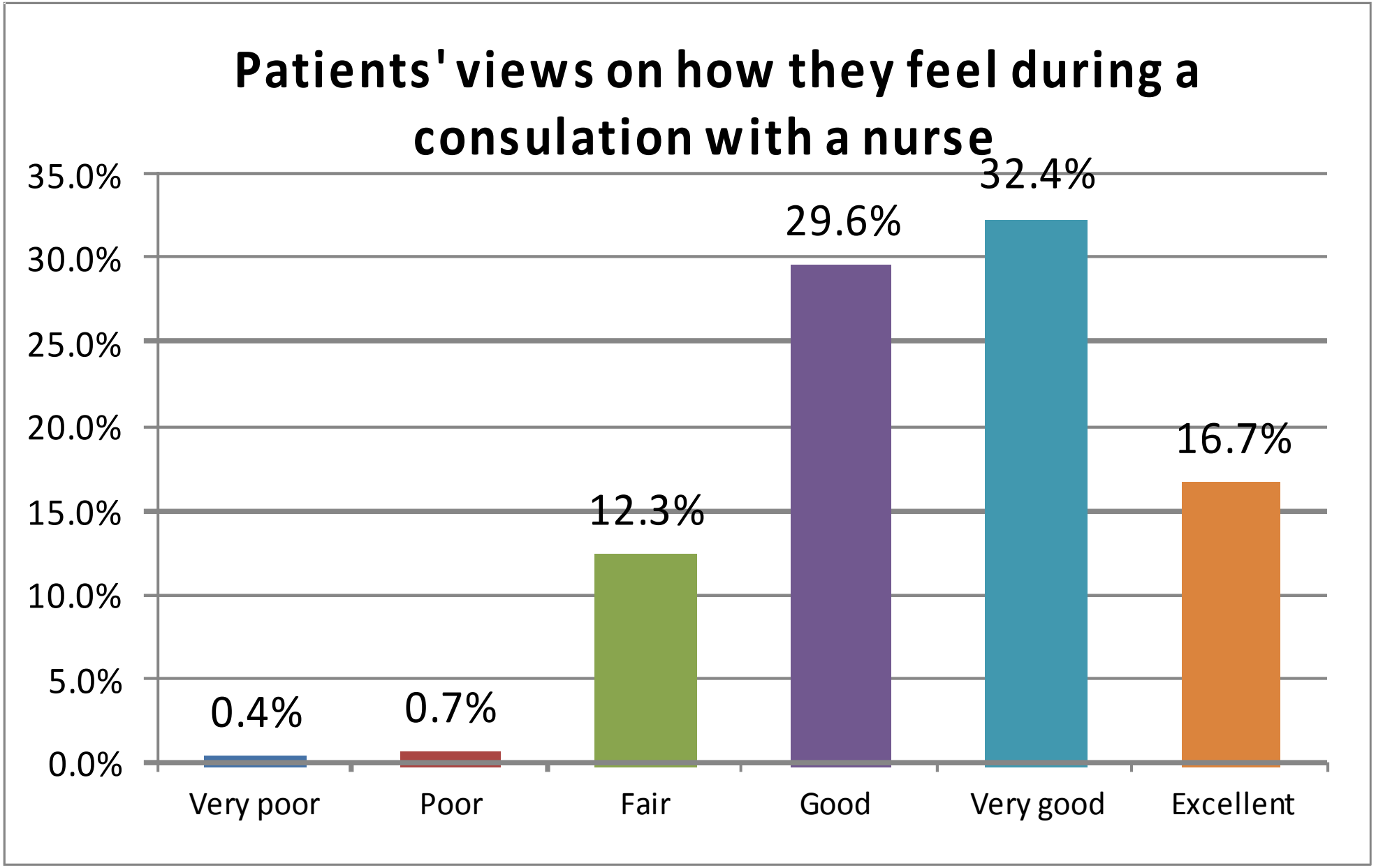

COMPARISONS OF RESULTS FROM JANUARY 2012 TO OCTOBER 2012

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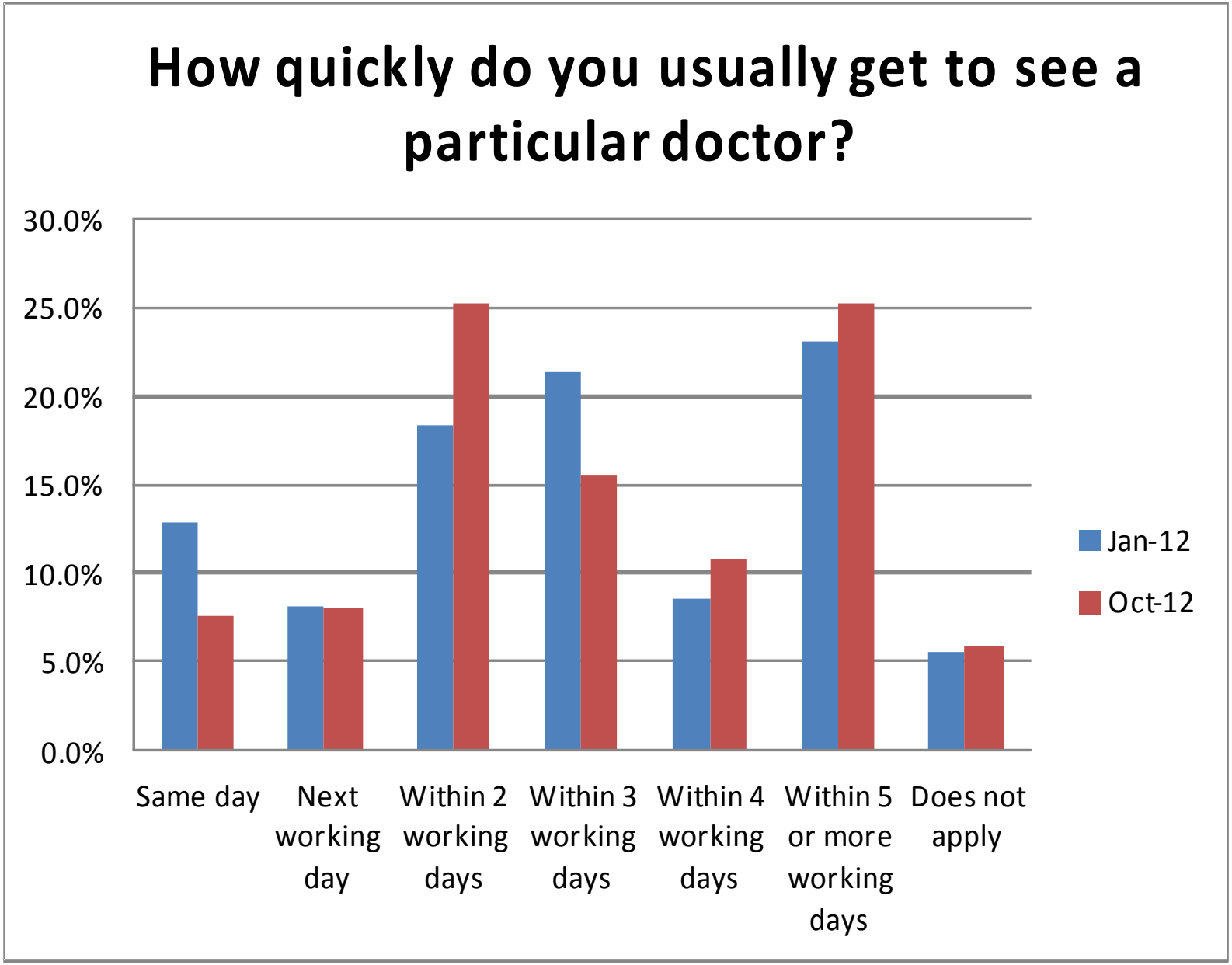

- Compared to last year, it appears to be easier for those responding to see a particular doctor within 2 or 5 working days
- Significant drop in the ability to see a particular doctor on the same day

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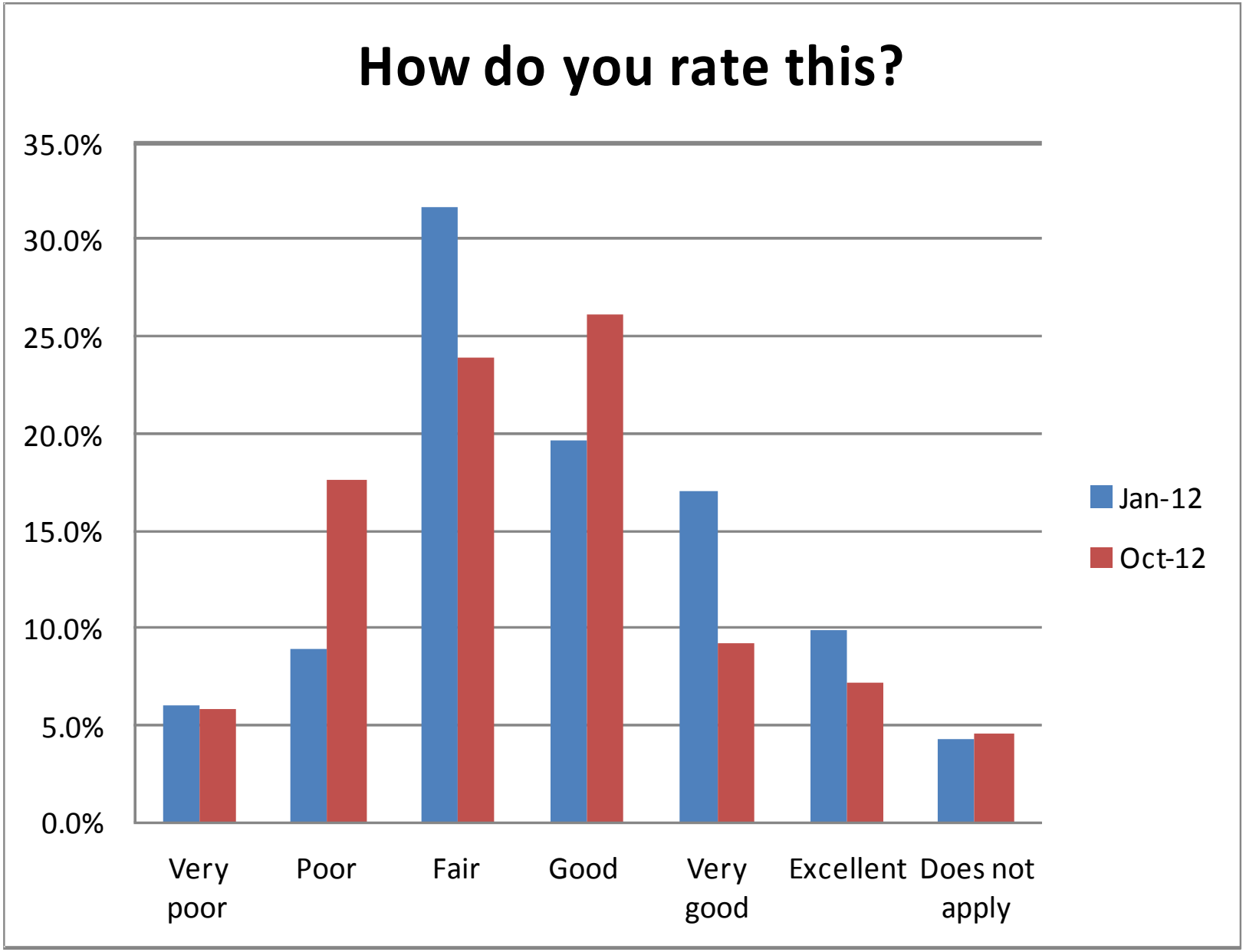

- Compared to last year, patients seem to believe that the ability to see a particular doctor has improved, with a higher percentage answering "Good", as opposed to "Fair" previously

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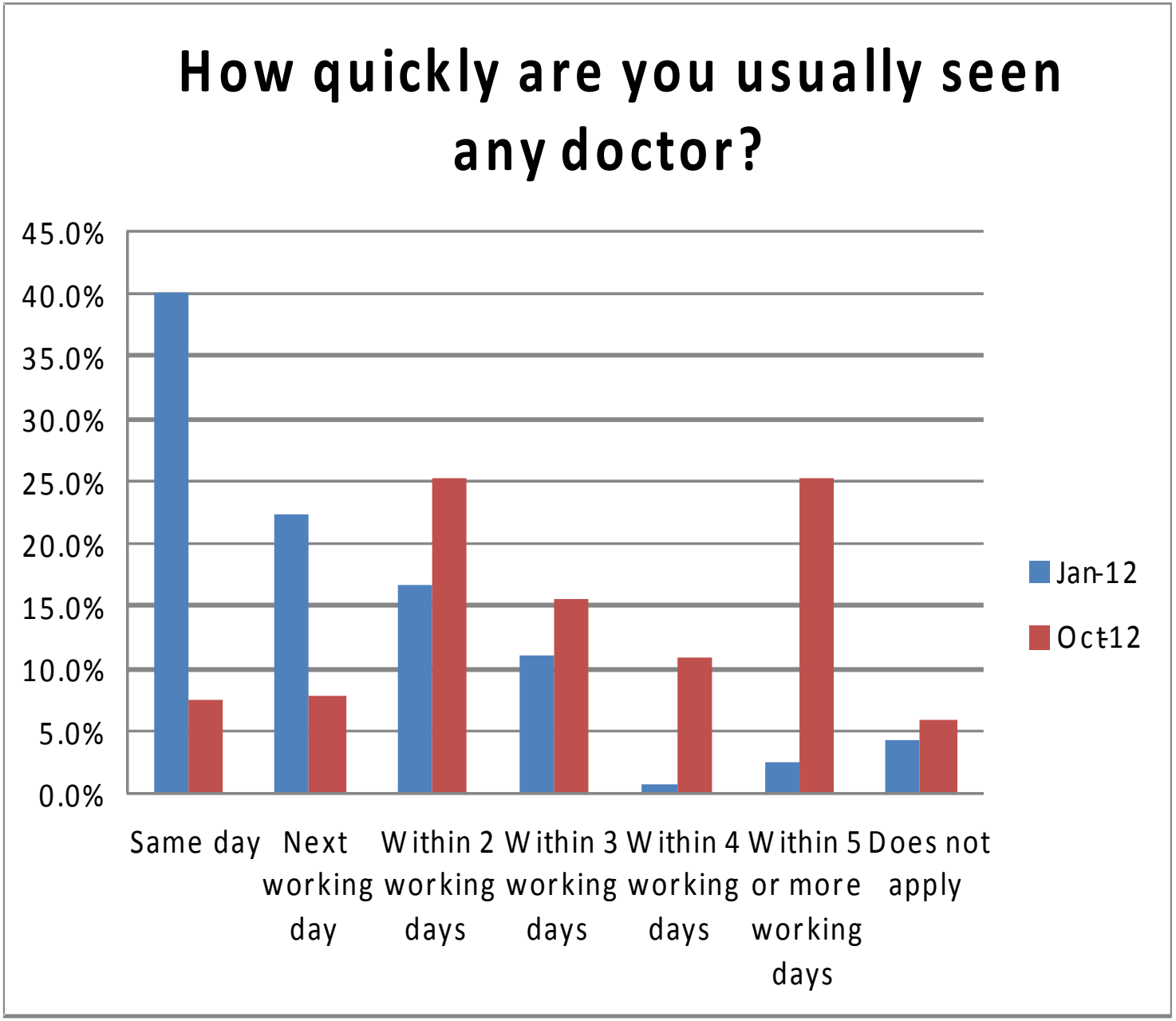

- Compared to last year, when patients surveyed thought that it was easy to see any doctor on the same day, this survey suggests that patients take longer to get to see a doctor than last year.
- There is a strong correlation between these results, and the rating results for this question (on the next slide).

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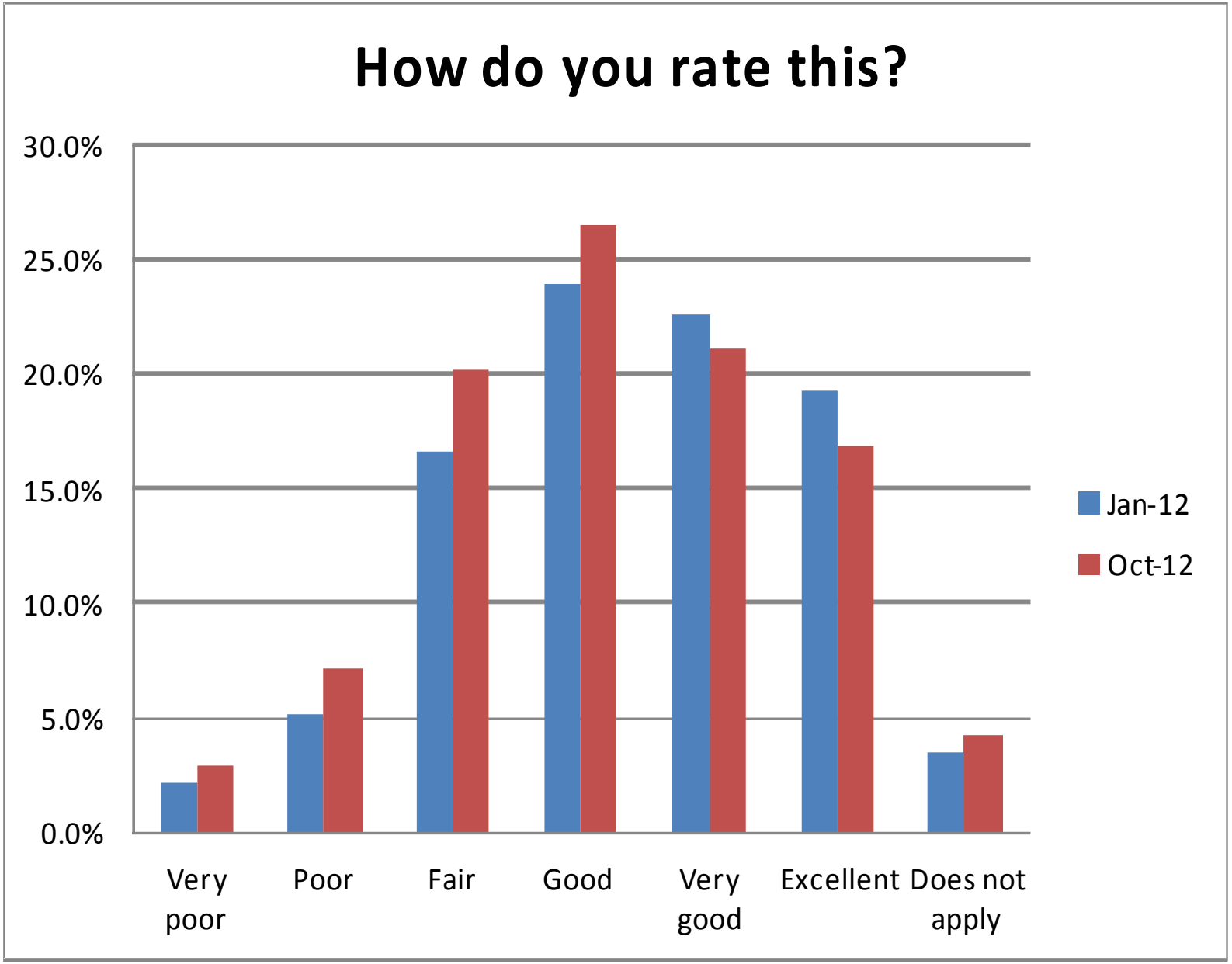

•Despite the wildly differing response on the ability to see a doctor on the same day, the patients' view on the acceptability of this is pretty similar to last year

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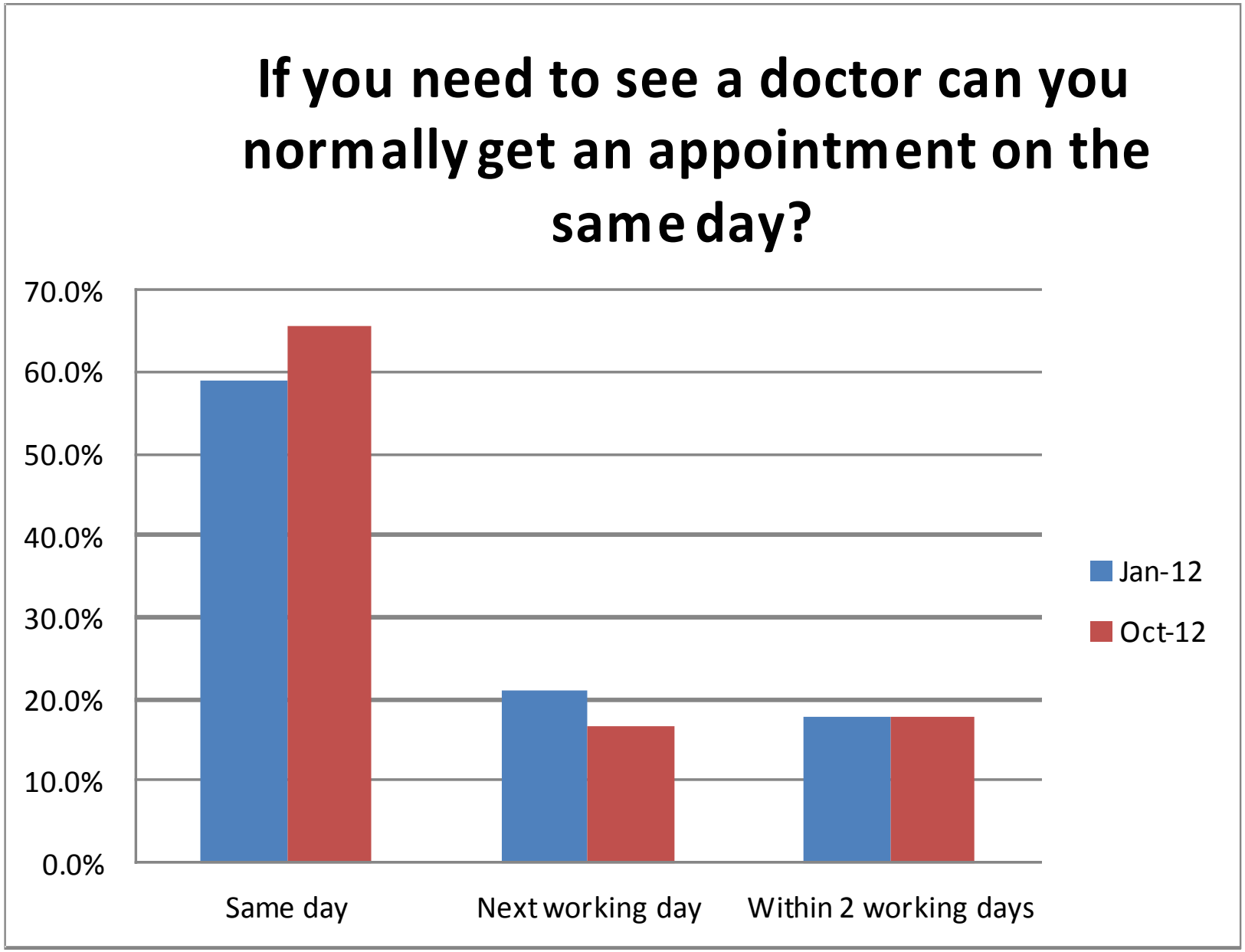

•Compared to last year, more patients believe it is easier to get an appointment with any doctor on the same day

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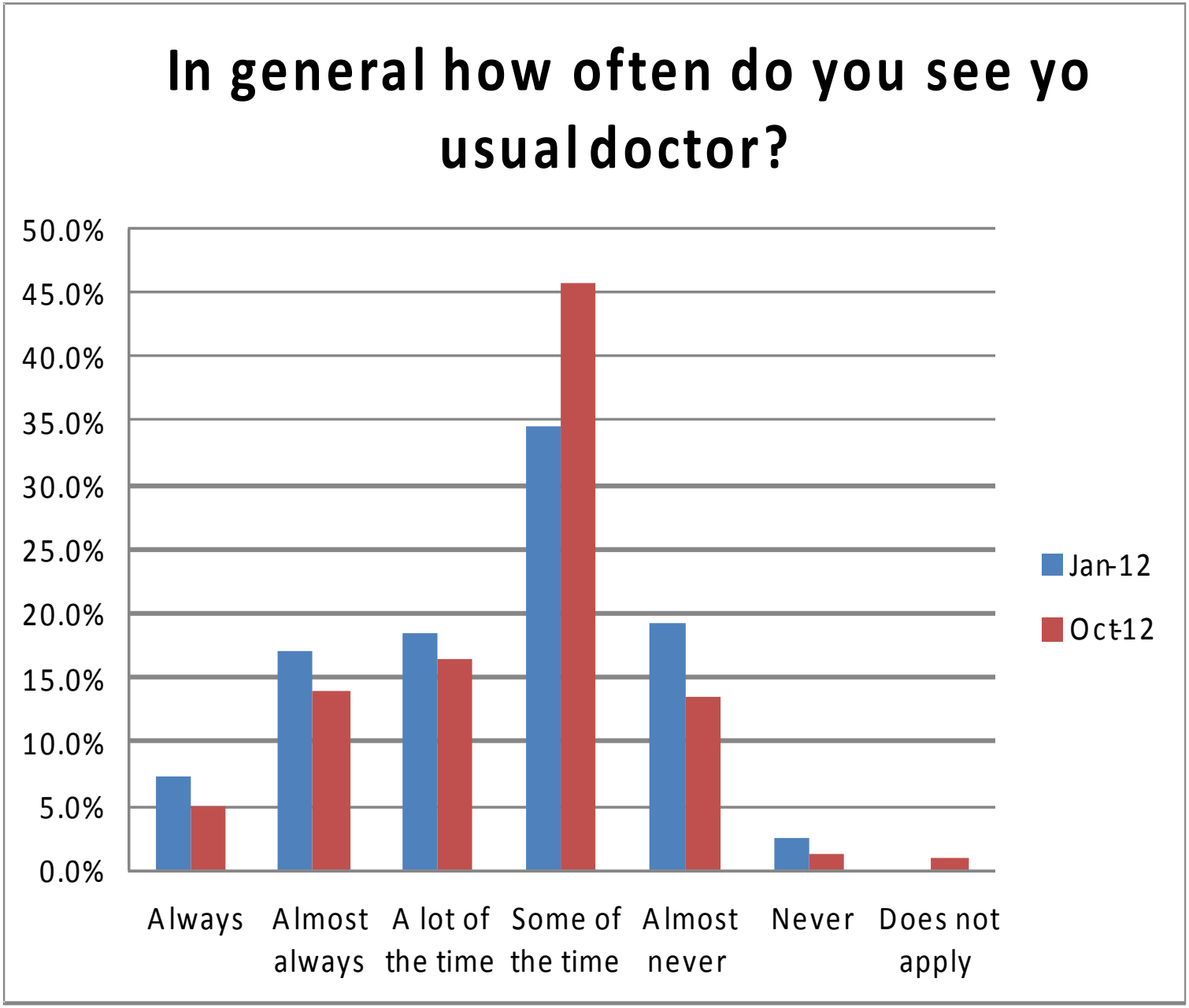

•Patients clearly like to see the same doctor time after time for continuity. Over 45% of those surveyed only achieve this "Some of the time", and we should consider how best to address this issue, working with doctors and the Reception and Admin Teams

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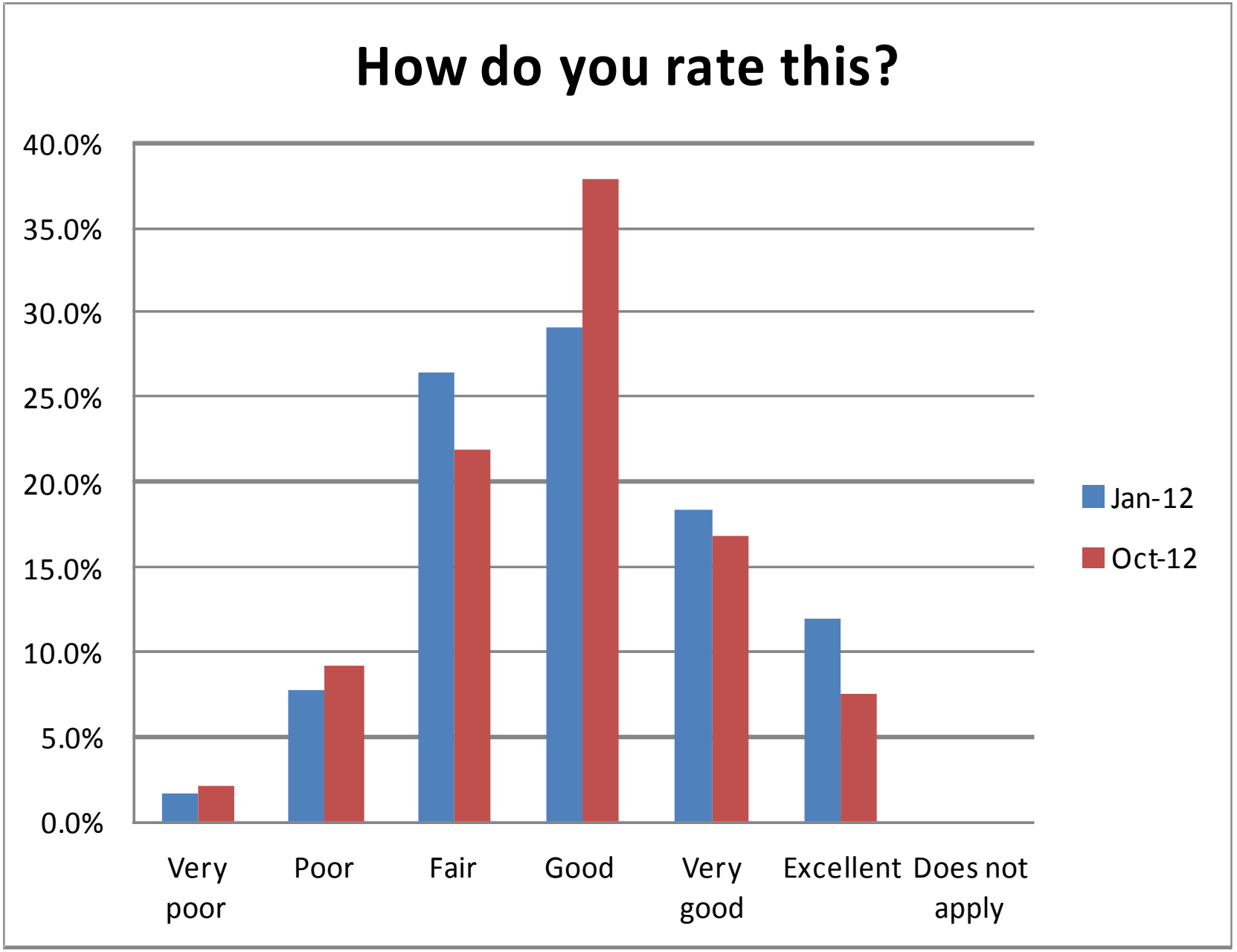

- There was a clear correlation, when compiling the results, between the "Fair" responses, and the ability to see the same doctor

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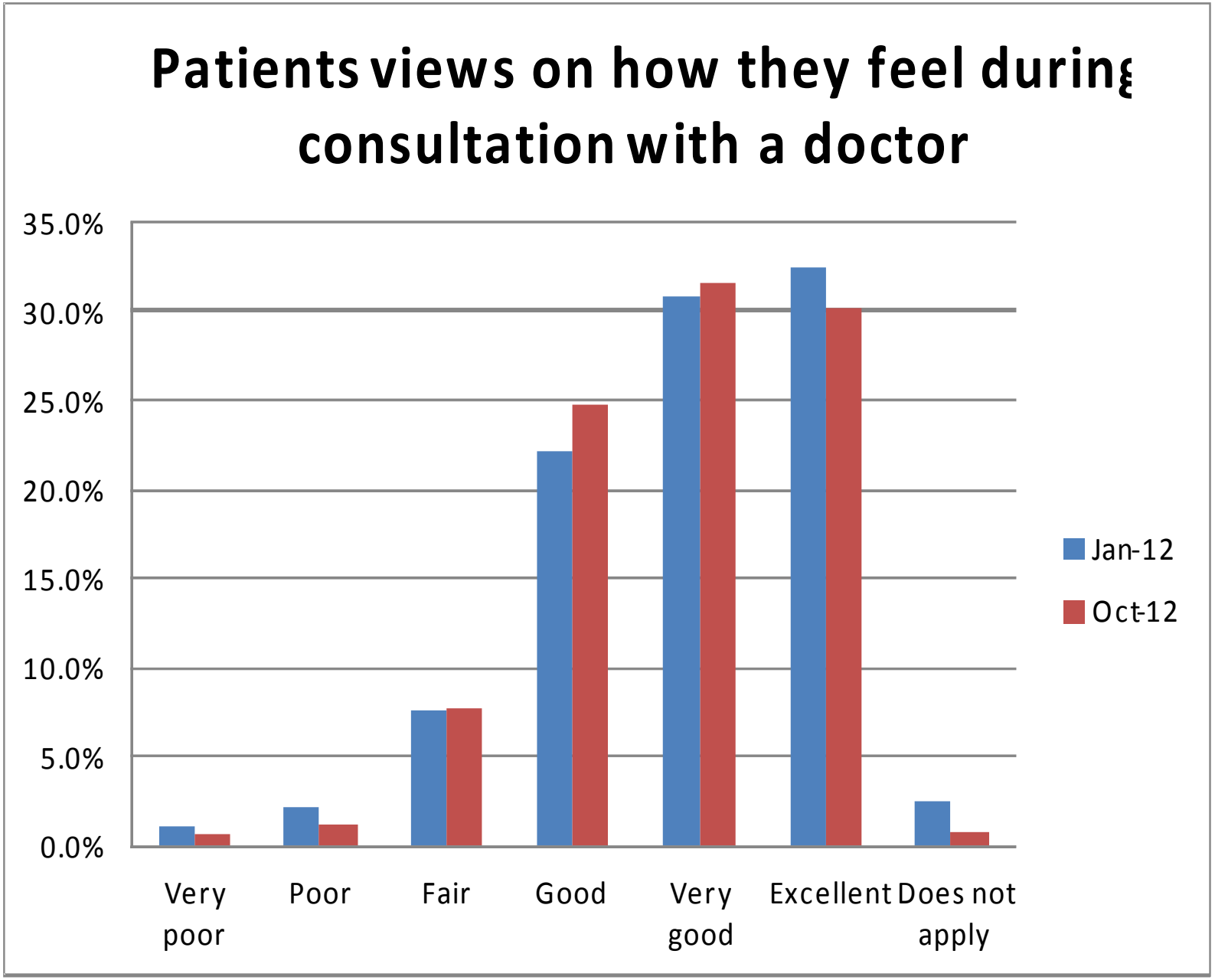

- The negatives always appear to be in relation to time spent with a patient during consultation, suggesting that those who do not rate highly feel they are rushed during their visit
- The results are very close to those surveyed earlier in the year

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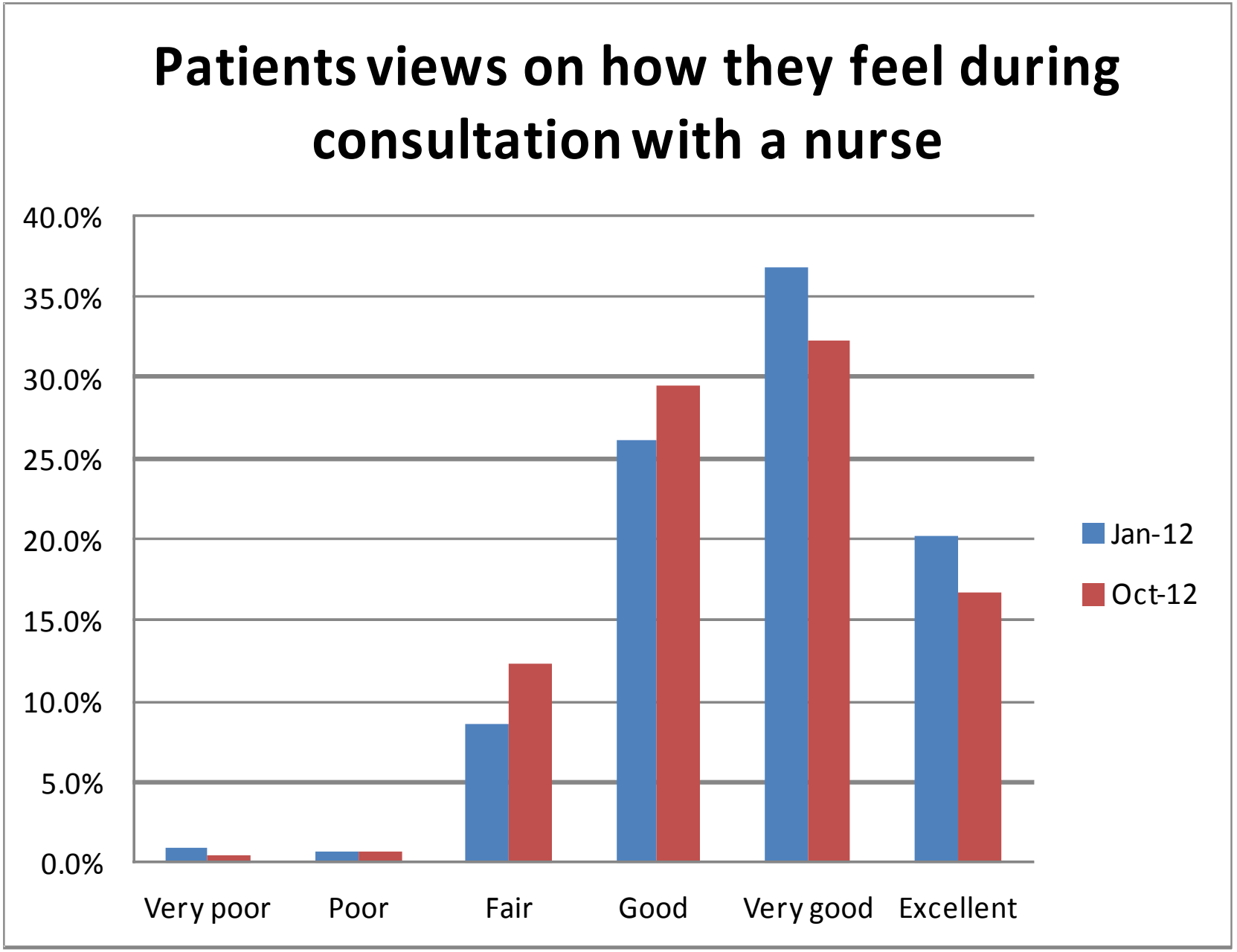

- Another good positive showing, although interesting to note that it is more biased towards good than at the previous survey

- If you have any questions about the survey or the results, please contact Claughton Medical Centre
- Full Practice results can be found at www.claughtonmc.co.uk