

19 March 2014

COMMENTARY AND REFLECTIONS ON PRACTICE RUN PATIENT SATISFACTION SURVEY MARCH 2014 BASED ON GPAQ V3 QUESTIONNAIRE

Introduction

In January 2014 the results of the IPSOS MORI GP Satisfaction Surveys for Oxfordshire were published. Horsefair Surgery was delighted to be rated number one out of eighty three practices. This was recognised as a significant achievement as normally the highest patient satisfaction scores are achieved by small, rural dispensing practices. Achieving the highest patient satisfaction rating as a large, town centre, non-dispensing practice is fantastic and testament to the dedication and commitment of the Horsefair Surgery Team.

When compared against the 2013 Patient satisfaction survey, it is pleasing to note that there is an increase in measured patient satisfaction in each of the 29 questions producing a % satisfaction rating. The greatest increase in Patient satisfaction was in time spent in surgery waiting for consultation to start an increase of 6.25%. The size of this increase probably indicates that the improvement is real rather than random fluctuations from year to year. The lowest increase in patient satisfaction was for how easy it to book ahead with a 0.41% increase.

In all there were fourteen increases in patient satisfaction above 3% (this is the arbitrary measure below which we feel the increase or decrease is merely random variation).

THE 2014 PRACTICE RUN PATIENT SATISFACTION SURVEY VS IPSOS MORI SURVEY – DOMAIN BY DOMAIN

Receptionists

IPSOS MORI reported satisfaction with Horsefair receptionists as 91% whereas the Horsefair Surgery survey reported a satisfaction rating of 96%. It is possible that there is some bias in reporting of the Horsefair Surgery survey as the questionnaires are handed out by a smiling receptionist and collected back by the same smiling receptionist. Even accepting the lower IPSOS MORI figure of 91% satisfaction, it is clear that Horsefair Surgery receptionists are providing an excellent service to our patients.

Ease of getting through on Phone

IPSOS MORI reported satisfaction ease of getting through on telephone as 84.8% whereas the Horsefair Surgery survey reported a satisfaction rating of 84.26%. This is a good result with 94% of respondents stating that it was very or fairly easy to get through on the telephone. Horsefair Surgery is not resting on its laurels. It has introduced on line ordering of repeat medication which, as the take-up of this service increases, will significantly reduce telephone traffic at peak times and further improve the ability of patients to contacts the surgery by phone.

Opening Times

In response to the question 'Is your GP surgery currently open at times that are convenient for you?' on 82% of patients said 'yes' in the IPSOS MORI poll whereas 96% responded yes in the practice run survey. It is felt that the IPSOS MORI poll is probably the more accurate figure as there was selection bias in the running of the practice survey. The questionnaires were, for the most part, distributed during the day and so the majority attending at those times and completing the questionnaire would have found the opening hours convenient.

It is recognised that GP Surgery opening hours is going to be a hotly disputed topic in the coming months and years. The surgery is firmly of the opinion that 7 day a week opening will have a negative impact on continuity of care.

Continuity of Care

In answer to the question 'How often do you see or speak to the GP you prefer?' IPSOS MORI registered a satisfaction rating of 87% whereas the Horsefair Surgery rating was 79.39% (not quite same question). The Horsefair Surgery survey results although showing an improvement of 4.82% over the previous year.

We recognise that these results, although an improvement year on year, do not probably reflect the current continuity of care experience in the practice. Following the departure of Dr Corder and Dr Koralage being on maternity leave, the surgery has been making use of locums to cover shortfalls in provision of appointments. This will mean that some patients will have felt that they have not been seeing their preferred doctor. Horsefair Surgery is addressing this. We are in the process of making significant changes that will very soon improve the continuity of care. One immediate change that we have made is to have persuaded Dr Elena Galt to join the Horsefair Team. Dr Galt joined us to cover Dr Koralage's maternity leave. We are delighted to have her as a permanent member of our team.

Waiting Time in Surgery for Consultation to Start

The IPSOS MORI and Practice Questionnaire ask slightly different questions. The IPSOS Mori questionnaire asked, 'How long after your appointment time do you normally wait to be seen?' The answers, once converted to a satisfaction score gave a rating of 61%. This was the lowest rating in any domain on the IPSOS MORI poll. The Horsefair Surgery survey gives a rating of 77.32%. This is significantly higher than the IPSOS MORI poll. It is highly likely that the IPSOS MORI poll is the more accurate reflection. GPs know when the practice questionnaires are being given out and make a conscious effort to run to time on those days.

Running to time is a difficult issue. As Horsefair Surgery's list size has grown, it has taken on an increasingly complex caseload of patients. When seeing patients with complex medical needs, GPs often find it difficult to condense the needs of the patient into a 'one size fits all' 10 minute consultation. This leaves the patients kept waiting feeling aggrieved but makes the patient who has had their needs met, feel valued and cared for.

The issue of running to time is, for the most part, GP specific. Some GPs hardly ever run to time. Others always run to time. Those GPs that don't run to time are aware of the issue but will not change as it would mean altering the quality of service they offer their patients.

It is, however, worth noting that the greatest reported year on year improvement in patient satisfaction (6.25%) was in this domain.

GP & NURSE CONSULTATIONS

It was pleasing to see that this section registered the highest satisfaction levels. The GP and Nurse Consultation is after all where the patients interface with the surgery. It is particularly pleasing that, in the Horsefair Surgery conducted survey, when asked “Did you have confidence and trust in the doctor or nurse you saw or spoke to?” satisfaction ratings were 96.1% and 97.6% respectively. This is a truly remarkable result and is a clear testament to the quality of our clinical team.

Comparing the Horsefair Surgery conducted survey to the IPSOS MORI independent survey produces very similar results (see table below). The questions asked on the IPSOS MORI poll were slightly different but where there is a clear similarity between the questions surrounding the GP consultation, the following results were noted.

GP Consultation		Horsefair	IPSOS MORI	Variance
Q19	Giving you enough time	94.40%	90.34%	4.06%
Q22	Involving you in decisions about your care	94.62%	90.61%	4.01%
Q24	Did you have confidence and trust in the GP you saw or spoke to?	96.08%	93.00%	3.08%
Q34	Overall, how would you describe your experience of your GP surgery?	92.06%	91.70%	0.36%
Q35	Would you recommend your GP surgery to someone who has just moved to your local area?	96.16%	93.20%	2.96%

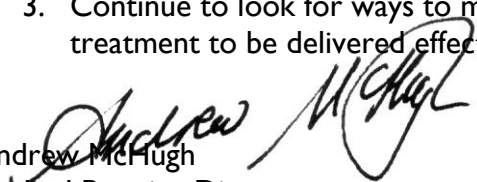
CONCLUSION

It can be seen that IPSOS MORI reports between 0.4% and 4.0% lower than the Horsefair Surgery poll. The trend is still for a very high degree of patient satisfaction. The Surgery is prepared to accept that running the poll in house lead to an inflation of satisfaction rating but the results are still extremely pleasing.

ACTION POINTS

Horsefair Surgery will:

1. Continue to roll out its On Line Repeat Prescription booking service to reduce pressure on telephone lines.
2. Consider offering the ability to book appointments on line to reduce pressure on telephone lines.
3. Continue to look for ways to manage the demands on GP and Nurse time to enable treatment to be delivered effectively, with continuity at the most appropriate level.


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