

HARTWOOD HEALTHCARE

Patient Survey May 2013

Patient Feedback

Distribution and Frequency of Ratings P3 and P4

Practice Evaluation and Percentage scores by Question P5

Charts P6

Patient profile P7 and P8

Patient comments P9 and P10

Patient Feedback

Table 1: Distribution and Frequency of Ratings

Number surveyed: 10

Question	Poor	Fair	Good	Very Good	Excellent	Blank
1. Opening Hours	1	18	36	24	20	7
2. Ease of telephone access	9	35	29	10	15	1
3. Appt. time	2	25	33	18	13	6
4. Seeing a Dr in 48 hrs	8	22	29	22	18	2
5. Speaking on Telephone to a Dr.	6	22	29	22	14	8
6. Waiting Room	10	40	14	20	13	4
7. Respect shown	6	16	21	21	32	5
8. Waiting Time	11	40	27	13	8	1
9. Practice Opening Hours and Appointments						
Times	Yes	No	Sometimes	Don't Know	Blank	
Before 8 am	6	56	3	10	26	
At lunchtime	11	68	4	0	24	
After 6.30	16	39	10	0	36	
Saturdays	4	66	5	0	25	
Sundays	0	77	2	0	22	
10. Preference for methods of booking appointments						
Method	In person	By Phone	By Fax	Online	No Preference	
	9	45	1	1	10	
Combination	Both 23					
About the Staff	Poor	Fair	Good	Very Good	Excellent	Blank
11. Reception Manner	4	15	33	31	23	1
12. Practice information	1	14	49	18	18	7

13. Compliments/Complaints	3	20	43	18	12	5
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14. Reception Helpfulness	4	14	34	25	19	5
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15. Doctors Helpfulness	3	7	36	27	28	0
16. Nurses Helpfulness	2	6	26	31	28	7
17. Health Lifestyle info.	2	10	47	19	19	4
18. Reminder info.	3	12	52	16	14	4
19. Overall Satisfaction	1	8	42	26	21	3

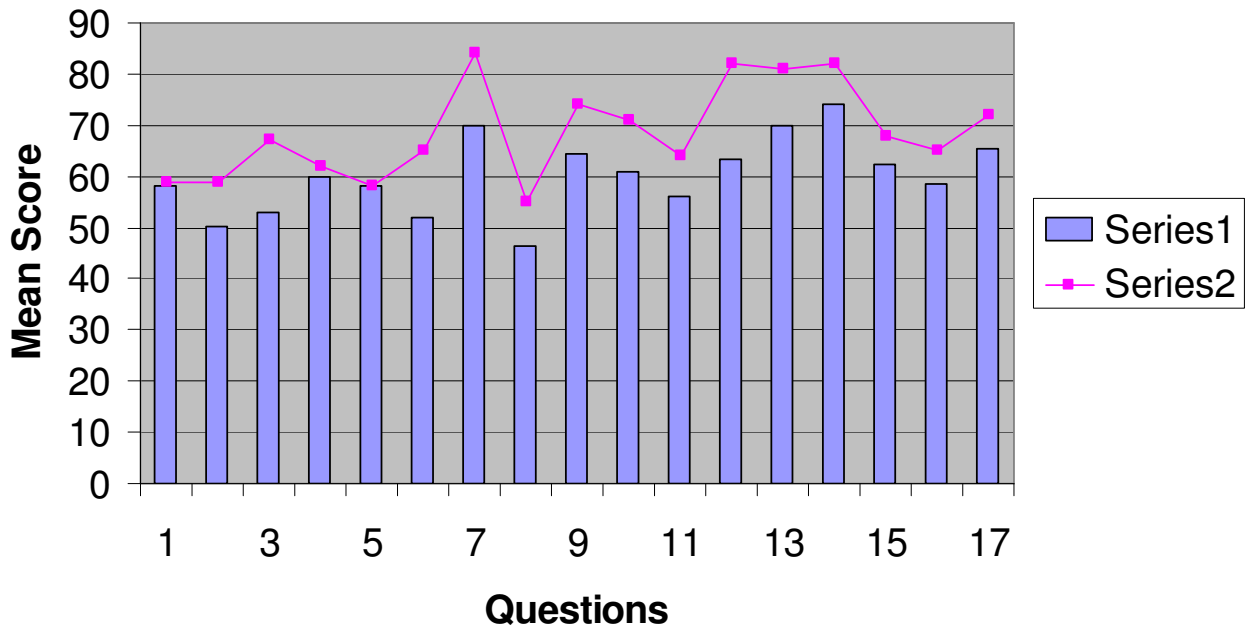
*Blanks not included in the analysis

Overall Practice Score: 63.2%

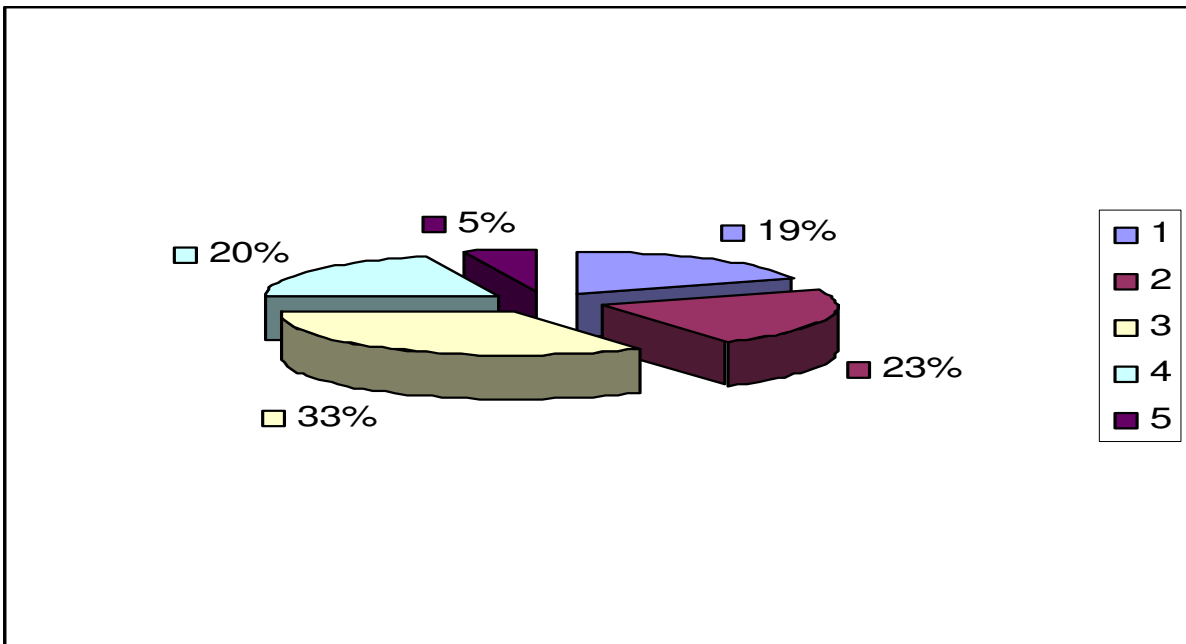
Table 2: Practice Evaluation and satisfaction percentage scores by question

Question	Mean Practice Score (%)	National Benchmark Score (%)
1. Opening Hours	58	59
2. Ease of telephone access	50.2	59
3. Appt. time	53	67
4. Seeing a Dr in 48 hrs	60	62
5. Speaking on Telephone to a Dr.	58	58
6. Waiting Room	52	65
7. Respect shown	70	84
8. Waiting Time	46.5	55
About the Staff		
11. Reception Manner	66.5	74
12. Practice information	64	71
13. Compliments/Complaints	56	64
14. Reception Helpfulness	63.3	82
15. Doctors Helpfulness	70	81
16. Nurses Helpfulness	74	82
17. Healthy Lifestyle info.	62.3	68
18. Reminder info	58.5	65
19. Overall Satisfaction	65.4	72

Hartwood Patient Survey



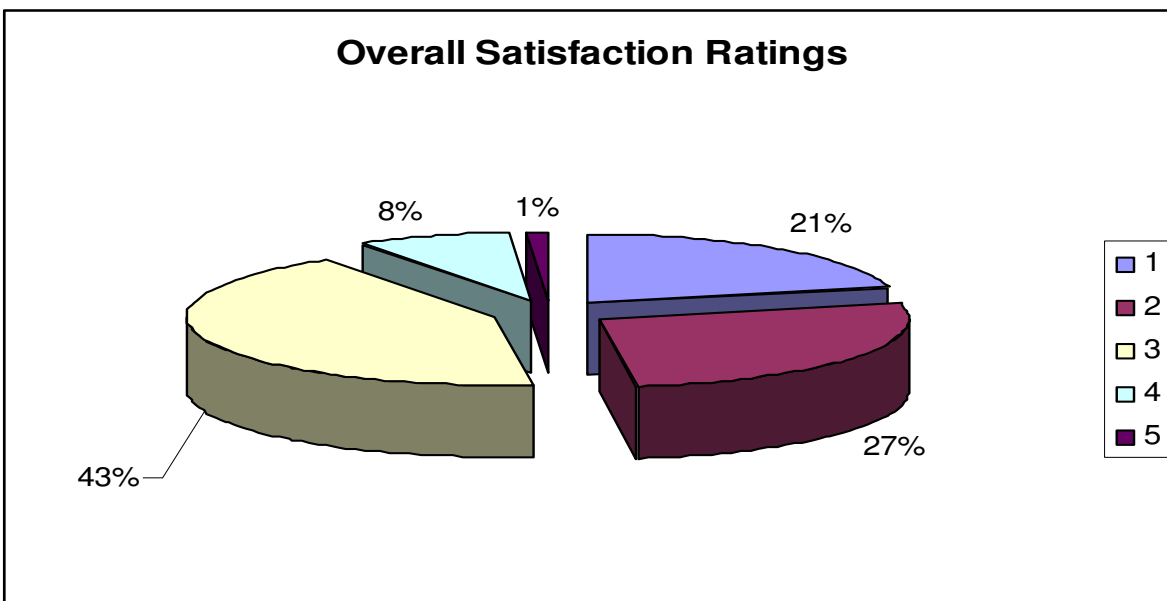
Patient Ratings – Graphs



79%
of all patient ratings about this practice were
good, very good or excellent

Key

- 1 = Excellent
- 2 = Very Good
- 3 = Good
- 4 = Fair
- 5 = Poor



89% of all satisfaction ratings for this practice were
good, very good or excellent

Table 3: Patient Profile

Hartwood Healthcare

Number surveyed: 107

	Responses	
	Number	%
Q. Gender		
Not specified	2	1.9
Male	27	27
Female	72	71
Q. Age		
Not specified	2	1.9
Under 18	2	1.9
18 – 24	8	8.0
25 – 34	16	16
35 – 44	19	19
45 – 54	15	14.8
55 – 64	15	14.8
65 – 74	8	8.0
75 – 84	14	13.8
85 +	2	1.9
Q. Occupation		
Full Time paid work	20	19.8
Part Time paid work	13	12.8
Full time student	3	2.9
Unemployed	17	16.8
Permanently sick or disabled	6	5.9
Fully retired	26	25.7
Looking after the home	8	7.9
Doing something else	2	1.9
Q. Health Conditions		
Deafness or severe hearing impairment	7	6.9
Blindness or severe visual impairment	0	
Limited physical activity e.g. walking, lifting etc	11	10.8
Learning difficulty	3	3
Psychological or emotional condition	4	4
Other, including long standing illness	5	5
None	29	29
Q. Sign Language		
Yes		
No	94	93
Q. Parent or Legal Guardian		
Yes	34	33.6
No	60	59.4
Q. Carer		
Yes	20	19.8
No	75	74.2
Q. Ethnicity		
A. White British	92	94
White Irish	1	1
Any other White Background	1	1
B. Mixed – White and Black Caribbean	1	1
Mixed – White and Black African	0	0
Mixed – White and Asian	0	0
Any other Mixed Background	0	0

C. Indian	1	1
Pakistani	0	0
Bangladeshi	0	0
Any other Asian Background	0	0
D. Caribbean	1	1
African	1	1
Any other Black background	0	0
E. Chinese	0	0
Any other ethnic group	0	0
F. Blank	3	0
Q. Sexuality		
Heterosexual	78	95.1
Gay/Lesbian	0	0
Other	2	2.4
Prefer not to say	2	2.4
Blank	19	0
Q. Religion		
None	29	42.6
Buddhist	2	2.9
Christian	42	61.7
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Other	1	1.4
Prefer not to say	9	13.2
Blank	24	0

* Blank forms were not included in the analysis

Patient Comments

Hartwood Healthcare

30 March 2012

Gender (Ranked by Age Range)	Comment		
	Good	Improvements Needed?	Any other comments
Under 18			
Female	We meet friendly people.	No	Well done.
18 – 24			
Female	Waiting for an appt. takes ages	Need more access to appointments and scripts	-
Female	Always polite and helpful.	-	-
Female	Welcoming	Sexual Health Promotion	
Male	No	Waiting time	-
25 – 34			
Female		Pre booking of appts. for people who work	
Female	My last visit was emergency so seen immediately.	Waiting times	Well kept environment and friendly staff.
Female	-	Appointment times and getting appts.	-
Female	The Dr's are very caring and always listen.	The Reception staff could be a little more polite.	
Female	Always get a warm welcome from Reception.	-	-
Female	All good	Phone service morning and afternoon needs improving.	-
35 - 44			
Female	I feel this depends on the Dr. you see. I have more confidence in some and less with others.	Waiting room very bland and can be overcrowded.	On the whole I am satisfied with my practice in general.
Female	I find everything good.	Not as far as I'm concerned	-
Male	Midwives are brilliant	Open surgery all morning (ie no appt required) maybe a nurse could interact with waiting patients and deal with some, reducing waiting times. Saturday morning opening.	Patients are people, not a number don't ram information down their throats (ie smoking)
45 – 54			
Female	-	Everything is good	-

Female	-	Difficult to get through at 8.30 and being able to book your choice of Dr. Need to be able to book online	-
Female	-	I think there should be a certain amount of walk in and wait appts.	There should be more than 2 phone lines for the surgery.
Female	-	-	No problems with the practice.
Male	-	Waiting times with an appt. Physiotherapy booking.	
Male	No	Reception staff and their attitude.	No
Male	I find the Drs take their time to understand you and try to listen to how you feel which is really comforting.	No not really.	It's nice to know there are people that got respect for others and it's nice to see their smile it makes you relaxed.
55 – 64			
Female	Needed an emergency visit with a specific Dr. Staff know me and my fathers history, acted accordingly and was very helpful.	I doubt it, but if there were I would mention it and it would be noted.	Parents have been patients for over 20 years and myself 11 years. Care and attitudes have always been excellent throughout the Practice (call centres for practices would be a nightmare!)
65 – 74			
75 – 84			
Female			
Female	Seen straight away	-	-
Female	I find it depends on what Dr you see as some are not helpful and I find a little rude.		
Female	-	Better ways of making appts. Phones always engaged	-
Female	-	I hate being told to ring at 8.30 or 1.30. It is always engaged and by the time you get through all appts are gone.	-
Male	-	You do your best	None
85+			
Female	Staff polite.	-	-
Age Not specified			
Unknown gender	No	-	-