

# Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh The Crane Surgery, Cranbrook, Kent

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## The Crane Surgery patient survey 2013

This survey, which was conceived, designed and implemented by the Crane Surgery, was undertaken during August 2013; a copy of the questionnaire used can be found in the appendix. In some ways this survey complements the survey undertaken earlier in 2013 using the General Medical Council (GMC) Patient questionnaire, the results of which have been analysed and discussed in a previous report<sup>1</sup>. A total of 79 questionnaires were returned out of the 100 given out, a response rate of 79% which is a very good for a survey of this sort. The questionnaires were given out during morning surgeries, and a number were left on the desk for patients to collect at other times if they wished to do so. A box was provided for the return of completed questionnaires, and most of the respondents used this, although a few returned them by hand to the reception desk or by post to the surgery. The survey comprised ten questions which focussed principally on two main topics: firstly how easy it was for patients to access the services offered by the surgery; and secondly how satisfied they were with the services that were provided. While the survey using the GMC questionnaire concentrated largely on what patients felt about the Doctor, this survey was somewhat wider in scope, encompassing areas such as reception, health care assistants and opening hours. Unlike the previous survey using the GMC questionnaire this survey did not ask respondents to provide any information about themselves (e.g. gender or age), so it is not possible to draw any conclusions regarding the representativeness, or otherwise, of the survey responses compared to the known structure of the patient population. The characteristics of patient population are assumed to be the same as when they were briefly examined in the report of March 2013 on the survey which used the GMC questionnaire<sup>1</sup>.

## Issues to be aware of when considering the results of the survey

A number of the points made in the report on the earlier survey using the GMC questionnaire<sup>1</sup> are also relevant to this survey, including the possibility of the unintended exclusion of certain groups (e.g. those who may have trouble reading<sup>a</sup>) and the issues that always arise with non-probability sampling. These are not repeated here but can be found in the previous report<sup>1</sup>. In general terms what should be borne in mind when considering the results of the survey is that there is inevitably a significant degree of uncertainty regarding the representativeness of the responses i.e. how well the replies to the survey reflect the views of the patient population as a whole. On the other hand the

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<sup>a</sup> It is worth noting that the surgery made a positive attempt not to hand questionnaires out to patients who they knew would have trouble reading it. While on the one hand this means that the views of this segment of the population will not be recorded it also clearly demonstrates considerable care, consideration and sensitivity on the part of the surgery staff in that it avoided creating any situation where a patient may have felt awkward or embarrassed. From the point of view of the author this benefit significantly outweighs the negative element.

fact that virtually all of the replies to the survey were positive (e.g. very satisfied, very easy) does suggest that negative views regarding the surgery among those surveyed are rare, and given that the overall response rate was good this suggests that the views overall are positive.

## Survey results

In each of the questions certain responses have been classified as being negative – these are given together with a brief analysis of the responses. In all cases where percentages are quoted these are rounded to the nearest whole number, and thus the total may not sum to 100%.

### Q1: If you need to see a Doctor, are you able to get an appointment within 2 working days?

*Answers classified as adverse replies: ‘no’; ‘yes and no’ (this was not a distinct choice available in the questionnaire but one respondent did enter it)*

The vast majority of the respondents (97%) answered ‘yes’. Only one replied ‘no’, and one replied ‘yes and no’, presumably because they have experienced both situations. The single ‘no’ reply was from an individual who had also given a negative response (fairly dissatisfied) to question 4 which asked about the surgery’s opening hours.

Yes	No	Yes and No (added category)	Don’t know / can’t remember
77 (97%)	1 (1%)	1 (1%)	0

### Q2: How often are you able to see the Doctor you would prefer?

*Answers classified as adverse replies: ‘some of the time’; ‘never or almost never’*

77% of the respondents answered ‘always’. This should be considered a very positive result but it does, on the other hand, imply that one in five of the respondents were not able to see the Doctor they would like to see at all times. Only 3% answered ‘some of the time’ and there were no instances of the ‘never or almost never’ response.

Always or almost always	A lot of the time	Some of the time	Never or almost never	No reply
61 (77%)	14 (18%)	2 (3%)	0	2 (3%)

### Q3: How easy do you find it to get through to the surgery on the phone?

*Answers classified as adverse replies: ‘not very easy’; ‘not at all easy’*

The vast majority of replies were either ‘very easy’ (49%) or ‘fairly easy’ (48%). Only one respondent gave what could be considered a negative answer, ‘not very easy’. Interestingly this question had the lowest score of all of the questions for the top answer available – in this case ‘very satisfied’.

Very easy	Fairly easy	Not very easy	Not at all easy	Haven’t tried / Don’t know
39 (49%)	38 (48%)	1 (1%)	0	1 (1%)

Q4: How satisfied are you with the surgery's opening hours?

*Answers classified as adverse replies: 'fairly dissatisfied'; 'very dissatisfied'*

One might expect there to be more negative responses to this question than some of the others as unless the surgery is open 24/7 there are, one would think, bound to be patients who are somewhat dissatisfied. This turned out to be the case, with three respondents (4%) stating that they were 'fairly dissatisfied' with the opening hours. This was the highest number of negative responses to any of the questions, and in one case this was combined with strongly negative replies to questions 6 and 7. This question had the second lowest percentage giving the top rating (in this case 'very easy'). However, it is worth bearing in mind that while this question elicited the highest percentage of adverse replies this was still only 4% of the total number of responses to the question – highlighting the highly positive nature of the responses given to both this question and throughout the survey overall.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
46 (58%)	26 (33%)	4 (5%)	3 (3%)	0	0

Q5: How satisfied are you with the overall care you receive at the surgery?

*Answers classified as adverse replies: 'fairly dissatisfied'; 'very dissatisfied'*

This could perhaps be considered as the single most important question on the survey as it relates to what is, the author imagines, the key deliverable – the overall care of the patient. There were no replies that were categorised as negative and only one ('neither satisfied nor dissatisfied') that was not in the positive categories. Thus the net satisfied figure (the sum of those very or fairly satisfied minus the sum of those fairly or very dissatisfied) was very high indeed at 99%.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
68 (86%)	10 (13%)	1 (1%)	0	0	0

Q6: How easy have you found it to get an appointment with the practice nurse?

*Answers classified as adverse replies: 'not very easy'; 'not at all easy'*

Only one respondent gave a negative answer – 'not at all easy'. However, this was the most strongly negative answer available to them and the same respondent also gave a negative response to Q4 and a strongly negative response to Q7. Along with Q7 this was the question which elicited the third lowest top rating ('very easy' in this case) after Q3 and Q4. The number of 'don't know/haven't tried' replies (5%) was also higher than in all the other questions barring Q7.

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know
49 (62%)	25 (32%)	0	1 (1%)	4 (5%)

Q7: How easy have you found it to book appointments with the Doctor or Nurse more than 2 days in advance?

*Answers classified as adverse replies: not very easy; not at all easy*

This question had a single adverse reply, 'not at all easy' but as noted above this was from the most strongly negative single response to the survey. The level of 'don't know/haven't tried' replies was significantly higher than other questions at around 9%; however this is unsurprising as one might expect there to be a number of patients who have never tried to book an appointment more than 2 days in advance.

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know
49 (62%)	22 (28%)	0	1 (1%)	7 (9%)

Q8: How satisfied are you with the care you receive from the Doctors?

*Answers classified as adverse replies: fairly dissatisfied; very dissatisfied*

The majority (nine out of ten) replied 'very satisfied', and only one of the 79 responses was neutral, being neither satisfied nor dissatisfied. There were no responses that fell into the adverse replies categories.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
72 (91%)	6 (8%)	1 (1%)	0	0	0

Q9: How satisfied are you with the care you receive from the Practice Nurses and Health Care Assistants?

*Answers classified as adverse replies: fairly dissatisfied; very dissatisfied*

The responses to this question were universally positive, 94% being 'very satisfied' and 6% 'fairly satisfied'.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
74 (94%)	5 (6%)	0	0	0	0

Q10: How satisfied are you with the care you receive from the Reception staff?

Answers classified as adverse replies: *fairly dissatisfied; very dissatisfied*

The responses to this question were also universally positive, 91% being 'very satisfied' and 9% 'fairly satisfied'.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
72 (91%)	7 (9%)	0	0	0	0

The negative responses – some general observations.

A total of seven of the 79 questionnaires returned contained one or more answers classified as negative in the analyses above. Five contained one negative reply, one contained two negative replies and one contained three negative replies. The questionnaire where three negative replies were given were in answer to questions 4, 6 and 7 – all concerned, in one way or another, with the ease of getting to see someone at the surgery. This could perhaps suggest that the respondent is an individual who has experienced problems booking appointments or getting to the surgery at times which suit them.

The positive responses – some general observations

It is worth noting that in the four questions which ask about the care received at the surgery (Q5, 8, 9, 10) there was not a single response that fell into the adverse (dissatisfied) categories. Thus it is very clear that the views of those who responded to the survey are universally positive regarding the care they receive at the surgery.

**Do you have any other suggestions or comments?**

Rather than attempting to summarise the comments made I have simply listed them all under five different categories: positive comments; those where a potential improvement is suggested alongside a positive comment; those where an improvement is suggested; negative comments; and neutral comments. The groupings are purely personal based on the author's interpretation of the remarks made and other judgements would, of course, be valid – if not more valid, given that they may be being made by individuals who have a much better understanding and knowledge of the surgery and its workings. The comments were as follows:

**Positive comments (25)**

1. My family & I have always received a very high standard of care from this surgery and the surgery has kept up with modern methods and technology
2. We are very grateful for the friendly, efficient and above all professional service we receive. Thank you!
3. Art exhibitions in waiting room excellent distraction. Music nice too!
4. None, I have always had excellent professional treatment

5. Very satisfied in your care
6. Thank you for the service you give
7. All staff excellent
8. I consider myself very fortunate to be looked after by this practice
9. Overall very satisfied
10. So good - we dare not move away!
11. Thank you for all your help
12. I consider that I net excellent treatment from all the staff here. Thank you
13. Very good overall
14. Very satisfied overall
15. I think we are very lucky to have such a good and efficient surgery and staff
16. Very satisfied with the surgery and all staff
17. Fantastic surgery and very thorough Doctors
18. Everyone is so nice at the surgery, you could not wish anything better from anyone
19. Can't praise highly enough the care and attention received. Keep up the good work
20. Dr H don't die or retire until I'm gone!
21. I have always felt that I have whatever I needed and if I had needed more it would have been provided
22. I'm very satisfied with everything. Thank you
23. Fantastic practice!
24. Some nice pleasant music. Seating a bit uncomfortable! We are lucky to have such a good surgery
25. This is a great surgery. Thank you

**Positive Comments suggesting potential improvements (3)**

1. I think I receive an excellent service from everyone who works in the practice and the only improvement I would like is slightly later surgery appointments and Saturday appointments
2. Reception staff lovely! A lady doctor?
3. Q1 less evening appointments; Q2 would not see any other Doctor; Q5 superb; Q8 none better!

**Comments suggesting potential improvements (9)**

1. Please open surgery later in the evening. The nurse should start seeing patients at 8 am especially for blood tests
2. Being closed on Wednesdays can be disappointing
3. Improvements in out of hours and weekend services
4. Weekend cover by local doctors as it used to be. Not someone from miles away
5. Please place new health poster in more prominent places as they get lost among all the other ones. Thank you
6. Maybe a bit more proactivity? I mean, suggesting to patients (especially older ones) which jabs etc. they ought to be asking for
7. Q1 usually (first of two identical replies)
8. Q1 usually (second of two identical replies)

9. Have booked appointments in the past and not been told I am seeing the locum - would prefer to know / be given the chance if not seeing Dr Hindmarsh

**Negative comments (2)**

1. I am not satisfied with the standard of holiday cover doctors. Recent visit to a cover doctor who appeared to struggle to understand what I was saying to him
2. Never had to call a Doctor at weekends so don't know what service for that time is like

**Neutral comments (2)**

1. I don't think so thanks (the question asked for suggestions or comments)
2. No I can only comment as I personally find things

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<sup>1</sup> Crane Surgery Patient Survey; report and analysis March 2013

*The Crane Surgery patient survey, 2013*

If you need to see a Doctor, are you able to get an appointment within 2 working days?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know/can't remember
How often are you able to see the doctor you would prefer?	<input type="checkbox"/> Always or almost always <input type="checkbox"/> A lot of the time <input type="checkbox"/> Some of the time <input type="checkbox"/> Never or almost never <input type="checkbox"/> Haven't tried/Don't know
How easy do you find it to get through to the surgery on the phone?	<input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried/Don't know
How satisfied are you with the surgery's opening hours?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
How satisfied are you with the overall care you receive at the surgery?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
How easy have you found it to get an appointment with the practice nurse?	<input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried/Don't know
How easy have you found it to book appointments with the Doctor or Nurse more than 2 days in advance?	<input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried/Don't know
How satisfied are you with the care you receive from the Doctors?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
How satisfied are you with the care you receive from the Practice Nurses and Health Care Assistants?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know

How satisfied are you with the care you receive from the Reception staff?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
Do you have any other suggestions or comments?	