

Patient Questionnaire survey for Dr D.J. Hindmarsh - 2019

The Crane Surgery, Cranbrook, Kent

The Crane Surgery patient survey 2019

The 2019 survey is identical in design to the 2018⁽⁷⁾ survey and very similar to those of earlier years, giving a useful time-series of data. The questions on gender and age group provide information on the characteristics of the survey population, which in turn will enable the surgery to ascertain where any gaps in the information base the survey gives may be. The survey was conducted during the late November to early December in 2019. As in previous years around 100 forms were given out of which 96 were returned (95 returned, but one represented two patients) – another remarkable return rate of around 96%.

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

A number of the points made in the previous reports on both the surgery surveys (2013, 2014, 2015, 2016, 2017 and 2018) and the 2013 GMC survey questionnaire are also relevant to this survey, including the possibility of the unintended exclusion of certain groups (e.g. those who may have trouble reading^A) and the issues that always arise with non-probability sampling. These are not repeated here but can be found in the previous reports, which are available from the surgery. In general terms what should be kept in mind when considering the results of any survey of this type is that there is inevitably a 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. The people responding to the survey are those that have attended to see a Doctor or Nurse – those that tend not to attend the surgery are inevitably under-represented in the survey, but since the intention of the survey is to obtain the view of those of those who use the surgery's services rather than those who do not this bias is not really a problem.

The addition of the age group question in 2014 confirmed the suspicion initially felt in 2013 that the surveys were likely to have a skewed response, with certain age groups over-represented and certain age groups under-represented in terms of their proportions of the surgery population (this is discussed in further detail later in this report). However, whether the respondents are unrepresentative of the patients who use the surgery (as against those who do not visit because they have no need to) is a

^A It is worth noting that as in the previous surveys 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.

very different question. It should be kept in mind that the overall response rate was very high at around 96% and hence the survey may well not be unrepresentative of those who use the surgery – in fact the reverse is more likely.

Appendix one includes a copy of the survey form.

Survey results

In each of the questions certain responses have been classified as being adverse or 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%.

Questions 12 and 13 – Your Gender? Your Age Group?

The 2019 survey, unlike the 2018 survey, returned to the pattern of previous years in that there was no questionnaire response from any patient under the age of 16.

The distribution of the patient population (excluding those under the age of 16), and the survey response, is set out below.

| | Survey Responses | | | Actual Patient Population | | |
|----------|------------------|-----------|-----------|---------------------------|------------|-------------|
| | Male | Female | Both | Male | Female | Both |
| 16 to 24 | 1 (2%) | 2 (4%) | 3 (3%) | 110 (12%) | 98 (10%) | 208 (11%) |
| 25 to 34 | 2 (5%) | 3 (7%) | 5 (5%) | 114 (13%) | 97 (10%) | 211 (11%) |
| 35 to 44 | 2 (5%) | 3 (7%) | 5 (5%) | 90 (10%) | 93 (10%) | 183 (10%) |
| 45 to 54 | 4 (9%) | 11 (24%) | 15 (16%) | 121 (14%) | 138 (14%) | 259 (14%) |
| 55 to 64 | 8 (19%) | 9 (20%) | 17 (18%) | 169 (19%) | 181 (19%) | 350 (19%) |
| 65 to 74 | 15 (35%) | 9 (20%) | 24 (26%) | 144 (16%) | 135 (14%) | 279 (15%) |
| 75 to 84 | 9 (21%) | 5 (11%) | 14 (15%) | 100 (11%) | 134 (14%) | 234 (13%) |
| Over 84 | 2 (5%) | 3 (7%) | 5 (5%) | 48 (5%) | 78 (8%) | 126 (7%) |
| TOTALS | 43 (100%) | 45 (100%) | 96 (100%) | 896 (100%) | 954 (100%) | 1850 (100%) |

Note: There were a total of eight blank entries. Two of these gave their ages (35-44 and 65-74) but not their gender; six gave neither their age group nor gender. All eight have been excluded from this analysis.

The 2019 survey is similar to those undertaken in previous years in that the proportions of the survey responses do not match up that well with the actual surgery population – the younger age groups are under-represented while the older age groups are over-represented. For some age groups (45-54, 55-64, over 84's) the survey proportions are a reasonable 'fit' to the proportions in the actual surgery population.

Appendices two, three and four show, in a simple graphical format, the percentage of each age group completing the survey compared to the percentage of each age group within the overall patient population of the surgery. Note that, as in the table above, the percentage calculations are within the

gender groups (i.e. the percentage figure for the 65-74 males in the survey is the number of 65-74 males responding divided by the total number of males responding).

The table below compares the variations between the percentage of each age group in the survey with the percentage of that age group in the actual surgery population for the 2014, 2015, 2016, 2017, 2018 and 2019 surveys. The absolute value entry is the total of the percentages discounting the plus or minus signs, and gives some feel for how representative or unrepresentative the survey is of the actual patient population – a small absolute value indicates the survey response groupings are similar to the surgery population while a large absolute value figure indicates that the survey response groupings are rather different to the surgery population.

| Age Group | Survey % - Actual Patient Population %, year on year | | | | | |
|-----------------------|--|--------|------|------|--------|------|
| | 2014 | | | 2015 | | |
| | Male | Female | Both | Male | Female | Both |
| 17 to 24 | -13% | -7% | -9% | -13% | -1% | -7% |
| 25 to 34 | -10% | -6% | -8% | -4% | +8% | +3% |
| 35 to 44 | -8% | -5% | -5% | -5% | -4% | -4% |
| 45 to 54 | -12% | -5% | -8% | -10% | -8% | -9% |
| 55 to 64 | -7% | +4% | -1% | +1% | -5% | -3% |
| 65 to 74 | +15% | +14% | +15% | +19% | +9% | +13% |
| 75 to 84 | +30% | +8% | +16% | +7% | +1% | +6% |
| Over 84 | +4% | -3% | -1% | +5% | +2% | +3% |
| Absolute Value Totals | 99 | 52 | 63 | 64 | 38 | 52 |
| Age Group | 2016 | | | 2017 | | |
| | Male | Female | Both | Male | Female | Both |
| 17 to 24 | -10% | -6% | -8% | -5% | +2% | -2% |
| 25 to 34 | -9% | -6% | -8% | -12% | -7% | -8% |
| 35 to 44 | -6% | -2% | -4% | -2% | +10% | +6% |
| 45 to 54 | -10% | +6% | +1% | -8% | -9% | -8% |
| 55 to 64 | +11% | -3% | +2% | +10% | -2% | -5% |
| 65 to 74 | +10% | +18% | +15% | +22% | +3% | +18% |
| 75 to 84 | +10% | -2% | +3% | +6% | +8% | +14% |
| Over 84 | +2% | -6% | -3% | +9% | -4% | +1% |
| Absolute Value Totals | 68 | 49 | 44 | 74 | 45 | 62 |

| Age Group | 2018 | | | 2019 | | |
|-----------------------|------|--------|------|------|--------|------|
| | Male | Female | Both | Male | Female | Both |
| 16 to 24 | -11% | -6% | -8% | -10% | -6% | -8% |
| 25 to 34 | -7% | -8% | -8% | -8% | -3% | -6% |
| 35 to 44 | -5% | 0% | -2% | -5% | -3% | -5% |
| 45 to 54 | -3% | 0% | -1% | -5% | 10% | 2% |
| 55 to 64 | 0% | 1% | 1% | 0% | 1% | -1% |
| 65 to 74 | 10% | 10% | 10% | 19% | 6% | 11% |
| 75 to 84 | 14% | 5% | 10% | 10% | -3% | 2% |
| Over 84 | 2% | -4% | 2% | 0% | -1% | 2% |
| Absolute Value Totals | 52 | 34 | 39 | 57 | 33 | 38 |

As can be seen from the above table the 2018 and 2019 surveys are probably the closest 'match' to the overall surgery population that has been achieved since the surveys were started in 2014, but both over-represent the older age groups and under-represent the younger age groups – but this may, of course, be a reasonably accurate representation of the *use* of the surgery by patients.

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'.

The 2019 results are similar to previous years (net satisfied 2019 79%, compared with 78% 2018, 81% 2017, 84% 2016, 83% 2015, 74% 2014, with 2013 being something of an anomaly with a net satisfied of 96%). In the 2019 survey there was a significant increase compared to previous years in the number and percentage of 'don't knows'. Given the confidence levels inherent in the survey you cannot say that 2019 is significantly different from most previous years, although 2019 does have, with 2014, the lowest percentage of 'yes' answers of the seven surveys.

| | Yes | No | Yes and No (2013) OR Blank (2014, 2017) | Don't know / can't remember |
|------|----------|--------|--|--------------------------------|
| 2013 | 77 (97%) | 1 (1%) | 1 (1%) | 0 |
| 2014 | 63 (83%) | 7 (9%) | 1 (1%) | 5 (7%) |
| 2015 | 78 (90%) | 6 (7%) | 0 | 3 (3%) |
| 2016 | 84 (90%) | 6 (6%) | 0 | 3 (3%) |
| 2017 | 76 (85%) | 4 (4%) | 1 (1%) | 8 (9%) |
| 2018 | 83 (86%) | 8 (8%) | 0 | 6 (6%) |
| 2019 | 80 (83%) | 4 (4%) | 0 | 12 (13%) |

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'

The result in 2019 was more or less the same as in previous years. The net satisfied figure was 82%, very similar to all the previous years except 2014 which has previously been flagged up as being different from the other years in the survey.

| | Always or almost always | A lot of the time | Some of the time | Never or almost never | No reply or Don't Know / Blank |
|------|-------------------------|-------------------|------------------|-----------------------|--------------------------------|
| 2013 | 61 (77%) | 14 (18%) | 2 (3%) | 0 | 2 (3%) |
| 2014 | 43 (57%) | 19 (25%) | 9 (12%) | 0 | 5 (7%) |
| 2015 | 58 (67%) | 23 (26%) | 4 (5%) | 2 (2%) | 0 |
| 2016 | 66 (71%) | 21 (23%) | 4 (4%) | 0 | 2 (2%) |
| 2017 | 60 (70%) | 18 (21%) | 3 (3%) | 1 (1%) | 4 (5%) |
| 2018 | 67 (69%) | 19 (20%) | 2 (2%) | 2 (2%) | 7 (7%) |
| 2019 | 64 (67%) | 23 (24%) | 5 (5%) | 0 | 4 (4%) |

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'

In 2017 the 'very easy' percentage dropped with the 'fairly easy' percentage increasing. 2018 saw a return to previous levels, with the 'very easy' percentage in fact being the highest ever recorded. In 2019 the 'very easy' figure dropped to 47% with, one might reasonably assume, a few respondents shifting their answer to 'fairly easy' (which increased by 6% as 'very easy' dropped 5%). The net satisfied figure was 91%, the same as in 2018.

| | Very easy | Fairly easy | Not very easy | Not at all easy | Haven't tried / Don't know / Blank |
|------|-----------|-------------|---------------|-----------------|------------------------------------|
| 2013 | 39 (49%) | 38 (48%) | 1 (1%) | 0 | 1 (1%) |
| 2014 | 35 (46%) | 38 (50%) | 3 (4%) | 0 | 0 |
| 2015 | 39 (45%) | 44 (51%) | 2 (2%) | 1 (1%) | 1 (1%) |
| 2016 | 45 (48%) | 45 (48%) | 2 (2%) | 0 | 1 (1%) |
| 2017 | 35 (39%) | 50 (56%) | 2 (2%) | 1 (1%) | 1 (1%) |
| 2018 | 50 (52%) | 41 (42%) | 2 (2%) | 1 (1%) | 4 (4%) |
| 2019 | 45 (47%) | 46 (48%) | 3 (3%) | 1 (1%) | 1 (1%) |

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

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

The net satisfied figure here was 93%, very similar to the figure recorded in previous years. There continues to be no evidence that the opening hours of the surgery cause the vast majority of patients (or at least those who responded to the survey) any difficulty.

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
|------|----------------|------------------|------------------------------------|---------------------|-------------------|------------|
| 2013 | 46 (58%) | 26 (33%) | 4 (5%) | 3 (3%) | 0 | 0 |
| 2014 | 42 (55%) | 28 (37%) | 3 (4%) | 2 (3%) | 0 | 1 (1%) |
| 2015 | 56 (64%) | 25 (28%) | 6 (7%) | 0 | 1 (1%) | 0 |
| 2016 | 60 (65%) | 25 (27%) | 5 (5%) | 3 (3%) | 0 | 0 |
| 2017 | 66 (74%) | 22 (25%) | 0 | 1 (1%) | 0 | 0 |
| 2018 | 67 (69%) | 26 (27%) | 3 (3%) | 1 (1%) | 0 | 0 |
| 2019 | 68 (71%) | 22 (23%) | 4 (4%) | 1 (1%) | 0 | 1 (1%) |

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

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

Probably the key question in terms of what matters most – care – and like previous years it would appear that, based on this survey, the Crane Surgery has nothing to concern itself about when it comes to care. The vast majority of patients are satisfied with their care and over nine out of ten are 'very satisfied', with no responses in the negative categories. In fact, the 'very satisfied' figure is the highest ever recorded.

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
|------|----------------|------------------|------------------------------------|---------------------|-------------------|------------|
| 2013 | 68 (86%) | 10 (13%) | 1 (1%) | 0 | 0 | 0 |
| 2014 | 65 (86%) | 10 (13%) | 1 (1%) | 0 | 0 | 0 |
| 2015 | 80 (91%) | 6 (7%) | 1 (1%) | 1 (1%) | 0 | 0 |
| 2016 | 84 (90%) | 9 (10%) | 0 | 0 | 0 | 0 |
| 2017 | 81 (91%) | 8 (9%) | 0 | 0 | 0 | 0 |
| 2018 | 87 (90%) | 7 (7%) | 2 (2%) | 0 | 0 | 1 (1%) |
| 2019 | 90 (94%) | 4 (4%) | 2 (2%) | 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'

In the 2019 survey no respondents found getting an appointment with the nurse 'not very easy' or 'not at all easy', giving a net satisfied figure of 95%, the highest ever. The 'don't know' figure is more or less the same as previous years.

| | Very easy | Fairly easy | Not very easy | Not at all easy | Haven't tried / Don't know |
|------|-----------|-------------|---------------|-----------------|----------------------------|
| 2013 | 49 (62%) | 25 (32%) | 0 | 1 (1%) | 4 (5%) |
| 2014 | 46 (61%) | 26 (34%) | 0 | 0 | 4 (5%) |
| 2015 | 50 (57%) | 27 (31%) | 5 (6%) | 1 (1%) | 5 (6%) |
| 2016 | 64 (69%) | 24 (26%) | 1 (1%) | 1 (1%) | 3 (3%) |
| 2017 | 55 (62%) | 26 (29%) | 0 | 1 (1%) | 7 (8%) |
| 2018 | 64 (66%) | 25 (26%) | 3 (3%) | 0 | 5 (5%) |
| 2019 | 69 (72%) | 22 (23%) | 0 | 0 | 5 (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

Another very positive result with a net satisfied figure of 92% net satisfied, and like Q6 'don't know' responses are similar to previous years. It would appear that from Q6 and Q7 the level of dissatisfaction is low and perhaps it simply varies depending if someone who happens to be completing a questionnaire (a random occurrence) has experienced a problem themselves.

| | Very easy | Fairly easy | Not very easy | Not at all easy | Haven't tried / Don't know / Blank |
|------|-----------|-------------|---------------|-----------------|------------------------------------|
| 2013 | 49 (62%) | 22 (28%) | 0 | 1 (1%) | 7 (9%) |
| 2014 | 47 (62%) | 23 (30%) | 2 (3%) | 0 | 4 (5%) |
| 2015 | 56 (64%) | 28 (32%) | 0 | 0 | 4 (5%) |
| 2016 | 66 (71%) | 21 (23%) | 0 | 1 (1%) | 5 (5%) |
| 2017 | 61 (69%) | 20 (22%) | 3 (3%) | 0 | 5 (6%) |
| 2018 | 63 (65%) | 25 (26%) | 2 (2%) | 0 | 7 (7%) |
| 2019 | 62 (65%) | 27 (28%) | 1 (1%) | 0 | 6 (6%) |

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

Answers classified as adverse replies: dissatisfied; very dissatisfied

As in previous surveys in 2019 patients were satisfied with the care they receive from the doctors with 95% being 'very satisfied', the highest ever recorded.

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know / Blank |
|------|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------|
| 2013 | 72 (91%) | 6 (8%) | 1 (1%) | 0 | 0 | 0 |
| 2014 | 64 (84%) | 11 (14%) | 1 (1%) | 0 | 0 | 0 |
| 2015 | 80 (91%) | 7 (8%) | 1 (1%) | 0 | 0 | 0 |
| 2016 | 85 (91%) | 7 (8%) | 0 | 0 | 0 | 1 (1%) |
| 2017 | 82 (92%) | 7 (8%) | 0 | 0 | 0 | 0 |
| 2018 | 87 (90%) | 7 (7%) | 2 (2%) | 0 | 0 | 1 (1%) |
| 2019 | 91 (95%) | 4 (4%) | 0 | 1 (1%) | 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: dissatisfied; very dissatisfied

Like Q8 (care received from the doctors) the patients who completed the survey were very happy with the care they receive from the practice nurses, with over nine out of ten being 'very satisfied'.

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know / Blank |
|------|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------|
| 2013 | 74 (94%) | 5 (6%) | 0 | 0 | 0 | 0 |
| 2014 | 66 (87%) | 6 (8%) | 0 | 0 | 0 | 4 (5%) |
| 2015 | 81 (92%) | 3 (3%) | 1 (1%) | 0 | 2 (2%) | 1 (1%) |
| 2016 | 76 (82%) | 11 (12%) | 0 | 1 (1%) | 0 | 5 (5%) |
| 2017 | 76 (85%) | 10 (11%) | 2 (2%) | 0 | 0 | 1 (1%) |
| 2018 | 86 (89%) | 6 (6%) | 0 | 0 | 0 | 5 (5%) |
| 2019 | 89 (93%) | 4 (4%) | 0 | 1 (1%) | 0 | 2 (2%) |

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

Answers classified as adverse replies: dissatisfied; very dissatisfied

2019 is very similar to previous years. Despite a few comments (q.v.) about being able to overhear conversations occurring in reception from the waiting room only one patient (a 'very dissatisfied' response) was unhappy with the care they received, and this may be because this respondent also found getting through the surgery by phone 'not at all easy'.

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know / Blank |
|------|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------|
| 2013 | 72 (91%) | 7 (9%) | 0 | 0 | 0 | 0 |
| 2014 | 67 (88%) | 9 (12%) | 0 | 0 | 0 | 0 |
| 2015 | 78 (90%) | 8 (9%) | 0 | 0 | 1 (1%) | 0 |
| 2016 | 83 (89%) | 8 (9%) | 0 | 0 | 0 | 2 (2%) |
| 2017 | 77 (90%) | 7 (8%) | 0 | 0 | 0 | 1 (2%) |
| 2018 | 84 (87%) | 9 (9%) | 1 (1%) | 0 | 0 | 3 (3%) |
| 2019 | 82 (85%) | 7 (7%) | 0 | 0 | 1 (1%) | 6 (6%) |

Q14: How would you describe how often you come to the practice?

In 2019 a total of eight respondents didn't give their gender of whom six didn't give their age group either. One respondent gave their age group and gender but did not say whether they felt themselves a 'regular', 'occasional' or 'vary rarely' attender at the practice. Thus nine (about 9%) of the respondents gave no opinion about what they felt their attendance patterns were. The following note in italics is a repeat of that included in 2014 and 2015 and sets out the way the data is tabulated:

As with the analysis of questions 12 and 13 (q.v.) the 'under 16' age grouping has been excluded from the analysis and tabulation. For each gender the percentages are discrete to that gender (i.e. the percentages given for the male age groups are the percentage of total number of males responding, not the percentage of the total number of responses, male and female) and the percentages given in the first column are the total of that gender responding in that manner (i.e. 48% of all the males said that they came to the practice 'occasionally'). Note that the individual percentages may not sum to the total due to rounding.

Note: the males responding 'occasionally' was actually 51% in this survey – it says 48% above because it is an extract from a previous document.

| | Age Group | | | | | | | |
|---------------------------|-----------|-------|-------|-------|-------|-------|-------|-----|
| | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | >84 |
| Male Regularly (30%) | 0% | 0% | 0% | 2% | 2% | 12% | 9% | 5% |
| Male Occasionally (51%) | 2% | 5% | 2% | 2% | 9% | 21% | 9% | 0% |
| Male Very Rarely (19%) | 0% | 0% | 2% | 5% | 7% | 2% | 2% | 0% |
| Female Regularly (42%) | 4% | 7% | 2% | 9% | 2% | 11% | 4% | 2% |
| Female Occasionally (47%) | 0% | 0% | 4% | 13% | 13% | 9% | 4% | 2% |
| Female Very Rarely (9%) | 0% | 0% | 0% | 2% | 4% | 0% | 0% | 2% |

The point made about individual interpretation of what is 'very rarely', 'occasionally' or 'regularly' made in previous surveys still applies. This is a personal subjective judgement and one person's idea of 'very rarely' may be someone else's 'occasionally'. The same point applies to the questions in the

survey about satisfaction – they are, to a degree, subjective because they are asking about an individual perception.

Around 33% of those who responded perceive themselves as ‘regular’ attenders at the practice. Those describing themselves as ‘occasional’ attenders amounted to 45%, with the ‘very rarely’ attenders being around 13%. As in previous years a cursory examination of the data doesn’t suggest any notable difference in satisfaction levels between the groups classifying themselves as ‘regular’. ‘occasional’ or ‘very rarely’ attenders – which is unsurprising given that net satisfaction levels are high. However, most of the questionnaires containing negative comments (eight) came from ‘occasional’ attenders; two came from ‘regular’ attenders; one came from a ‘very rarely’ attender; and one came from a respondent who left this question blank.

The negative (adverse) and positive responses – some general observations.

A total of 12 of the 96 (13%) questionnaires returned contained one or more answers that were classified as adverse, compared to 12% in 2018, 15% in 2017, 15% in 2016, 17% in 2015, 22% in 2014 and 9% in 2013. Nine contained one adverse response, two contained two adverse responses and one contained five adverse responses. There were no adverse responses to questions 5 and 6, one adverse response to questions 4, 7, 8, 9 and 10, four adverse responses to questions 1 and 3, and five adverse responses to question 2. So, in the 2019 survey question 2 (which concerns seeing the doctor you prefer) is the one which garners the highest number of adverse responses. One respondent had five adverse responses but only one selected the lowest categories available (a ‘not at all easy’ to question 3 and a ‘very dissatisfied’ to question 10) and that questionnaire was one which had two negative responses, the other eight being positive.

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 (no entries). 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 given were as follows (reproduced verbatim):

Positive comments (18)

1. Very happy.
2. Keep up the good work.
3. Keep up the good work (second entry of identical comment).
4. Delighted to have such a friendly helpful local surgery. Thank you!
5. Friendly, well-run and competent surgery caring staff.

6. Great G.P. Daughter has been unwell the last 2½ years.
7. No suggestions keep up the good work thank you.
8. Fantastic surgery.
9. No, it's a lovely surgery. Feel we've landed on our feet with the surgery. Doctors are lovely and extremely kind/helpful. Receptionists helpful and kind.
10. Yes we are very lucky to have nice people in our surgery. You could not wish for anything more, a big thank you to you all.
11. Very happy with care and attention.
12. Everyone is very helpful and kind.
13. So far my experiences have all been first class!
14. Great surgery thanks for all your hard work and care.
15. No, only thank you.
16. I am very grateful to have such a good G.P franchise and appreciate everyone's help.
17. Fantastic surgery, Doctors, Nurses and staff.
18. Very satisfied with all the services.

Positive comments suggesting improvements (1)

1. A very well-managed practice. It would be beneficial for patients waiting not to be able to overhear conversations of reception staff with other patients.

Comments suggesting potential improvements (5)

1. Probably needs a second full-time Doctor to help continuity of who knows your history.
2. Yes, pay them more!
3. Order repeat prescriptions rather than seeing the Doctor and having to wait especially if problem is a repeat (i.e. bladder infection and unable to get an appointment for a few days).
4. Would like to be able to see lady Doctor occasionally.
5. Perhaps additional help with practice nurse as I had to wait 14 days in summer to have ears syringed i.e. more cover needed to cover when part time staff are on holiday or not on duty.

Negative comments (4)

1. There can be a lack of privacy at the reception where telephone conversations or conversations with reception staff can be heard whilst in the waiting room.
2. Prescription requests. The changed computerized prescription ordering service seemed unnecessary and the new system is not as good as it should be.
3. I completely understand that appointments overrun but perhaps the patient can be pre-warned when they arrive or before they come to the surgery so they know how long the waiting time is and can arrive a little later to avoid cars in the car park blocking space.
4. The doctors are often late and I have previously had to wait more than an hour past my appointment time.

Supplementary Responses – Notes and Friends & Family Questionnaire

One Friends and family questionnaire was included with the survey forms which one assumes was picked up by one of the respondents and included along with their questionnaire. The respondents said it was 'extremely likely' that they would recommend the G.P. to friends and family if they needed similar care or treatment and the comment was as follows:

'We have been patients of this lovely practice for 21 years. We are very grateful for the care offered and know how good it is when we see less good care given to our student children when they go elsewhere at university. Super reception team and very appreciated.'

References

- 1 - Patient Questionnaire survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2013)
(note: this was the survey using the GMC questionnaire)
- 2 - Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2013) *(note: this survey used the surgery's own questionnaire, identical to the 2014 questionnaire apart from the additional questions asked in 2014)*
- 3 - Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2014)
- 4 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2015)
- 5 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2016)
- 6 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2017)
- 7 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2018)

The Crane Surgery patient survey, 2019

| | |
|---|--|
| 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 |

| | |
|---|--|
| <p>How satisfied are you with the care you receive from the Practice Nurses and Health Care Assistants?</p> | <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 |
| <p>How satisfied are you with the care you receive from the Reception staff?</p> | <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 |
| <p>Do you have any other suggestions or comments?</p> | |

The additional information below will help to make sure we try to survey a representative sample of the patients registered at this practice.

Your Gender:

Male Female

Your Age Group:

Under 16 16-24
 25-34 35-44
 45-54 55-64
 65-74 75-84
 Over 84

How would you describe how often you come to the practice?

Regularly
 Occasionally
 Very rarely

Thank you.





