

THE INGHAM PRACTICE

DEDICATED * CARING * RESPONSIVE

Dr M M Sultan

The Ingham Practice, Lincoln Road, Ingham, LINCOLN LN1 2XF

Telephone: (01522) 730269 Fax: (01522) 730192

www.theinghampractice.co.uk

98.6%

of respondent patient ratings
across all aspects of this Practice were
Excellent, Very Good, Good or Average

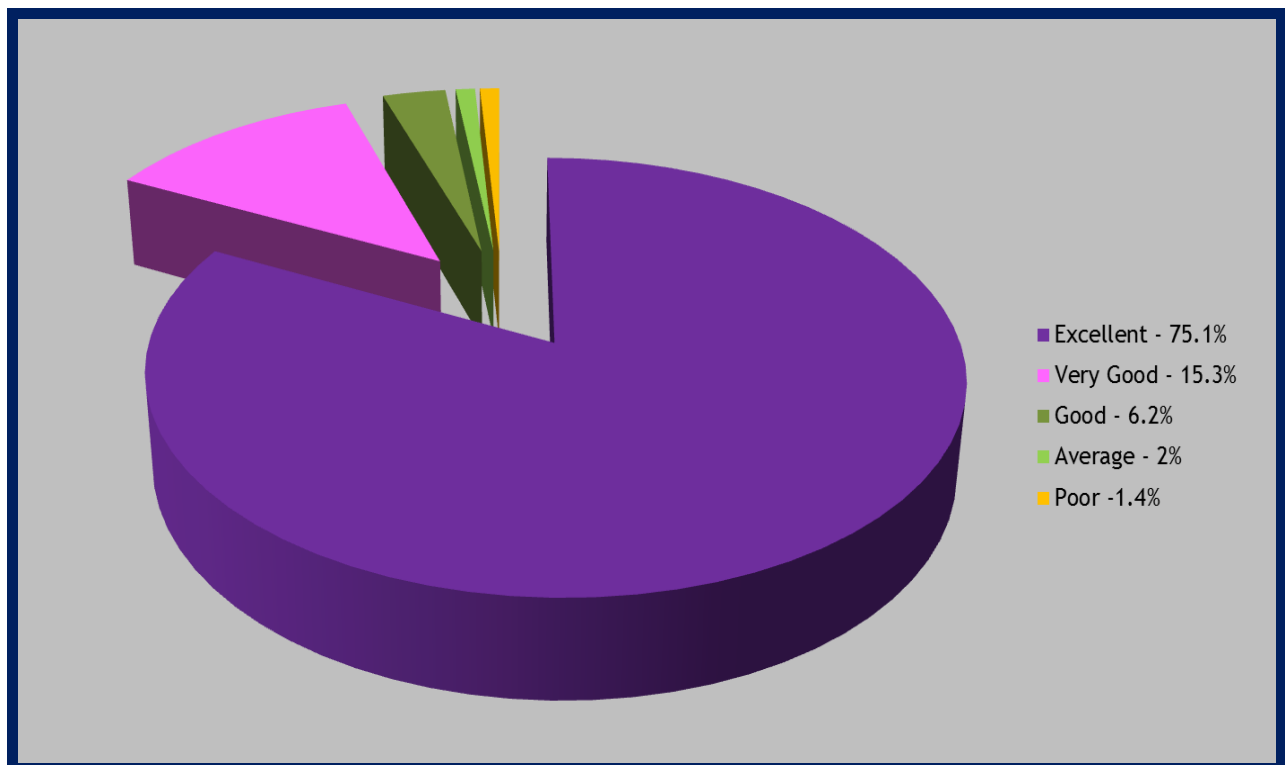
Patient Satisfaction

Survey Results

2017/2018

“Striving towards excellence”

Overall Satisfaction



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The Ingham Practice Annual Patient Survey 2017/2018

Analysis

Practice List Size 3414

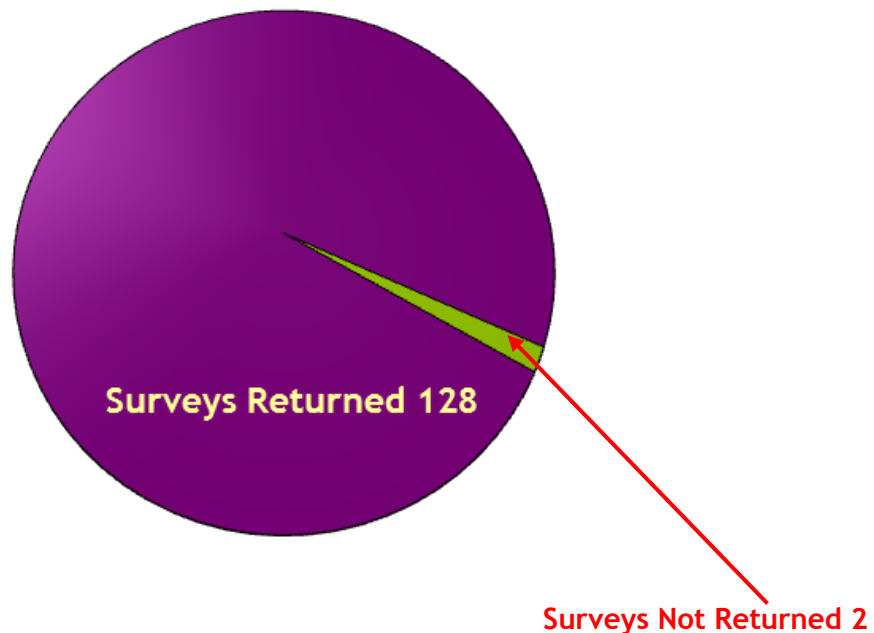
Total Number of Questionnaires Provided 130

Total Number of Surveys Returned 128 (98.5%)

Total Number of Surveys Not Returned 2 (1.5%)

Completed on 20 October 2017

Questionnaires Provided 130



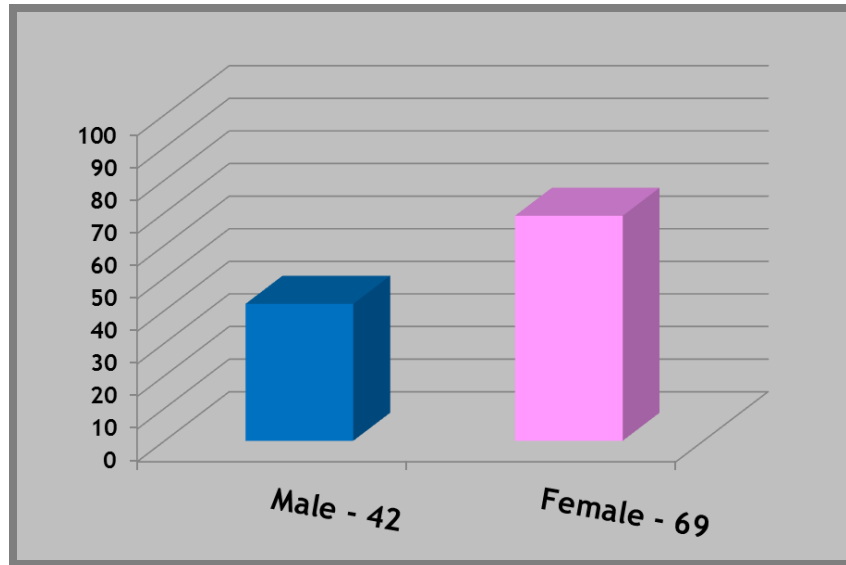
The Ingham Practice Annual Patient Survey 2017/2018

Gender of Questionnaire Respondents

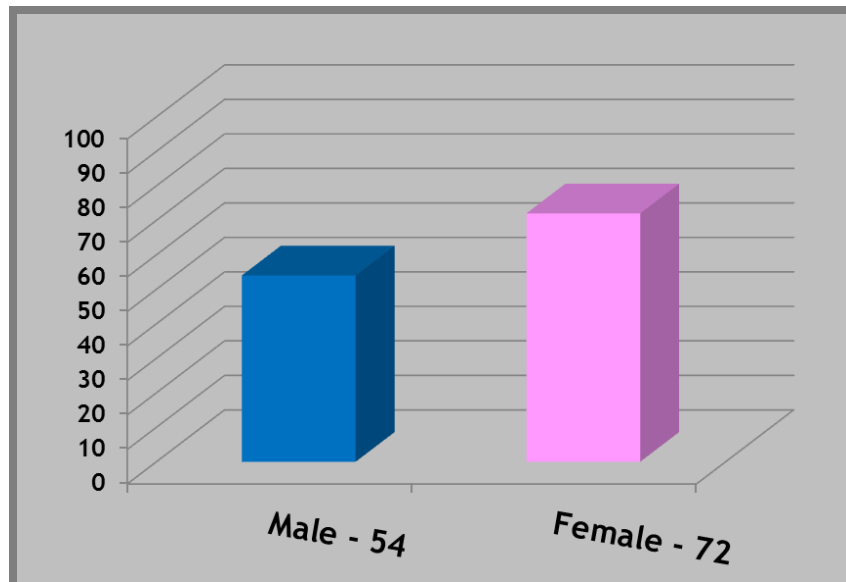
(LAST YEAR'S RESULTS) Survey results 2016/17

Gender of Practice Population

Male	1706 (1712)	51% (51%)
Female	1665 (1669)	49% (49%)



Male	1726 (1706)	51% (51%)
Female	1688 (1665)	49% (49%)

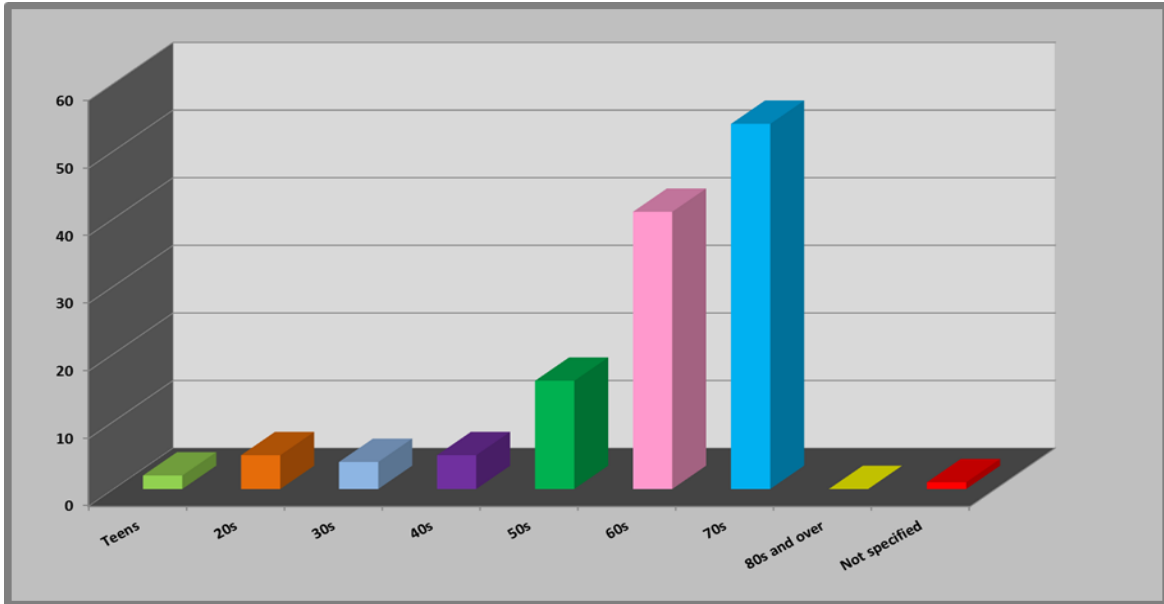


The Ingham Practice Annual Patient Survey 2017/2018

Respondent Age Groups (One patient did not respond)

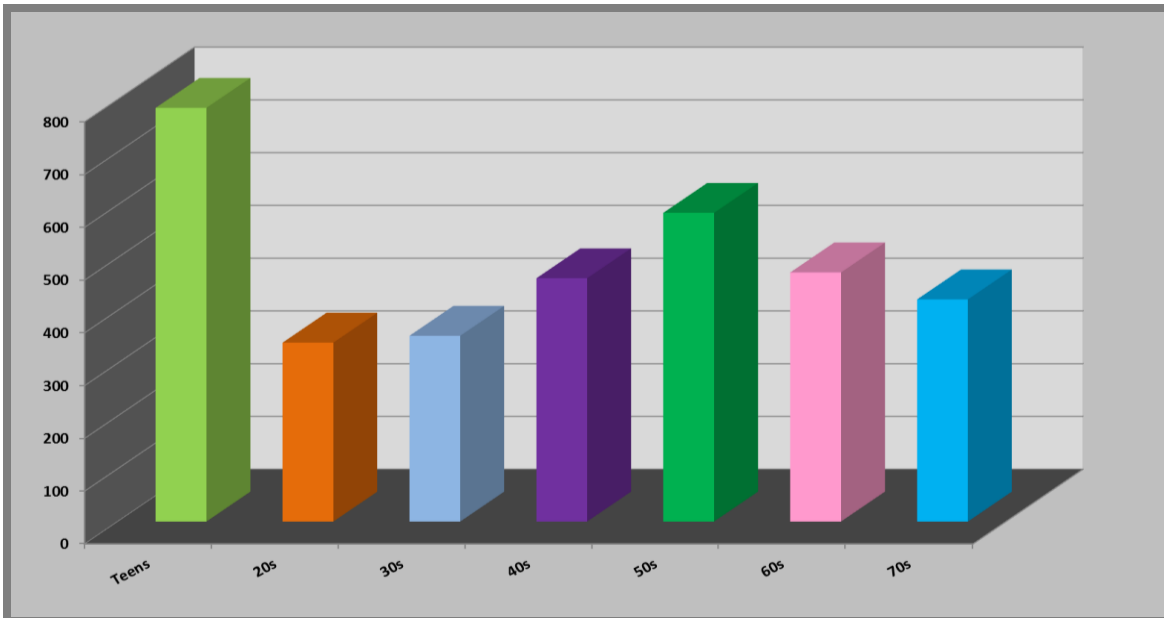
(LAST YEAR'S RESULTS) Survey results 2016/17

Teens	20s	30s	40s	50s	60s	70s and over	Total
(4)	(11)	(11)	(21)	(24)	(16)	(24)	(111)
2	5	4	5	16	41	54	127



Practice Current Population (Data collected from SystmOne)

Teens	20s	30s	40s	50s	60s	70s and over	Total
(764)	(336)	(356)	(494)	(556)	(458)	(407)	(3371)
784	339	352	461	585	472	421	3414

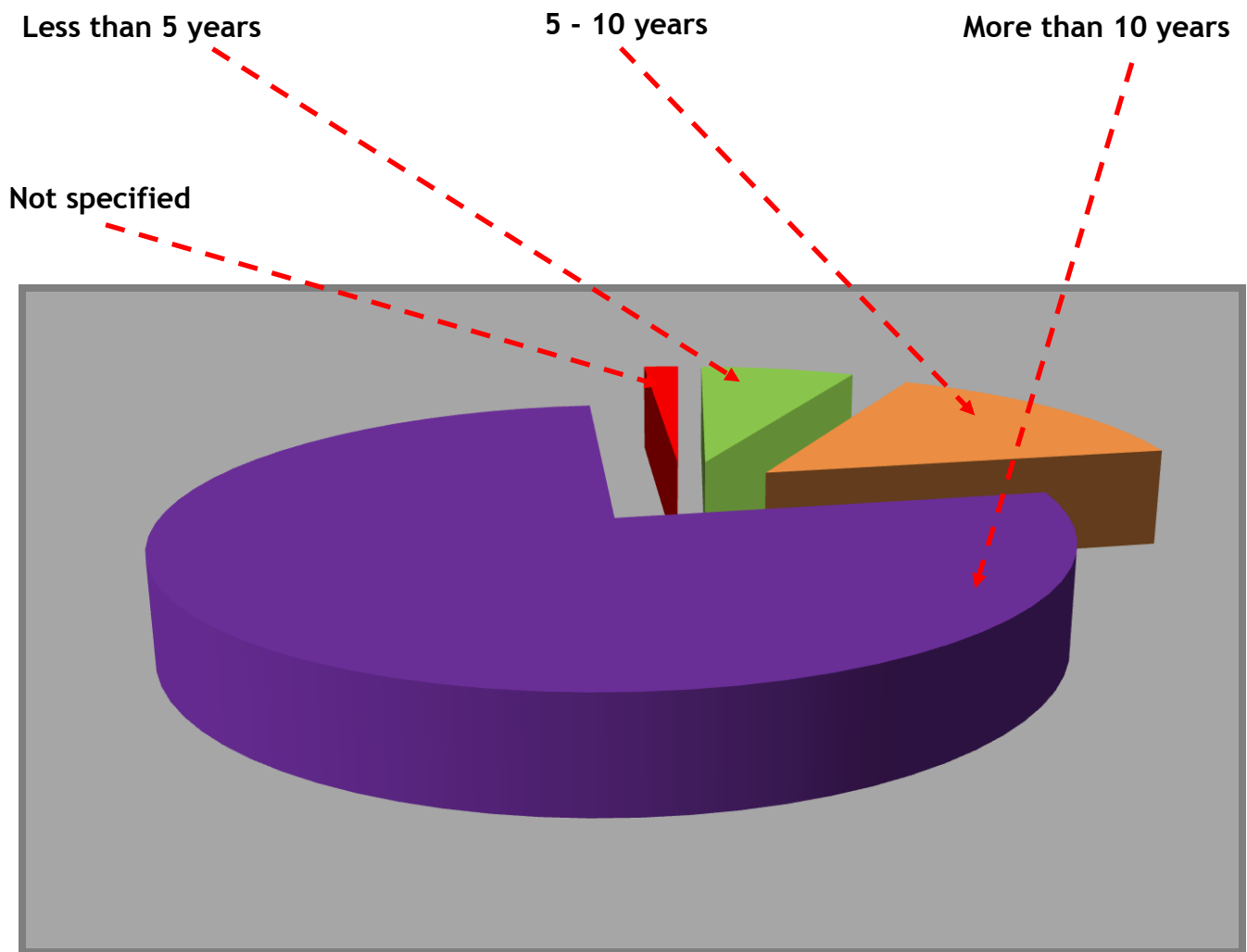


The Ingham Practice Annual Patient Survey 2017/2018

Survey Respondent's Period of Registration

(LAST YEAR'S RESULTS) Survey results 2016/17

Period of Registration	Less than 5 years	5 - 10 years	More than 10 years	Not specified	Total
	(25)	(16)	(70)	(0)	(111)
	9	19	98	2	128



The Ingham Practice Annual Patient Survey 2017/2018

Overall Level of Satisfaction - Excellent/Very Good/Good/Average 97% (2016 - 2017)

(LAST YEAR'S RESULTS) Survey results 2016/17

Q1 At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
GP	104 (92)	1 (2)	105 (94)	23 (17)	128 (111)
Practice Nurse	103 (89)	1 (0)	104 (89)	24 (22)	128 (111)
Reception	112 (98)	1 (0)	113 (98)	15 (13)	128 (111)
Dispensary	102 (85)	1 (1)	103 (86)	25 (25)	128 (111)

(LAST YEAR'S RESULTS) Survey results 2016/17

Q2 How do you rate the current opening hours of the Practice?

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Opening Hours	122 (106)	2 (0)	124 (106)	4 (5)	128 (111)

(LAST YEAR'S RESULTS) Survey results 2016/17

Q3 How easy is it to make an appointment in advance with the following healthcare professionals?

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
GP	118 (94)	1 (8)	119 (102)	8 (9)	128 (111)
Practice Nurse	102 (92)	2 (1)	104 (93)	24 (18)	128 (111)

Q4 Access to GPs' Appointment

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
Access to GPs	115	1	116	12	128

Q5 Introduction to the New Appointment System

	Excellent Very Good Good Average	Poor	Sub Total	No Answer	Total
New Appointment System	112	3	115	13	128

Question 6

(LAST YEAR'S RESULTS) Survey results 2017/18

Are you aware of the following additional services provided at the Surgery even if you do not use them?

Services	Number of Patients answered yes
Dispensary	122 (104)
Cryotherapy Clinic	28 (18)
Minor Surgery	102 (82)
NHS Health Check	90 (71)
Physiotherapy Clinic	61 (43)
Chlamydia Screening	14 (15)
Family Planning Services	29 (31)
Pulmonary Rehabilitation Review (COPD)	23 (16)

Question 7

(LAST YEAR'S RESULTS) Survey results 2016/17

We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

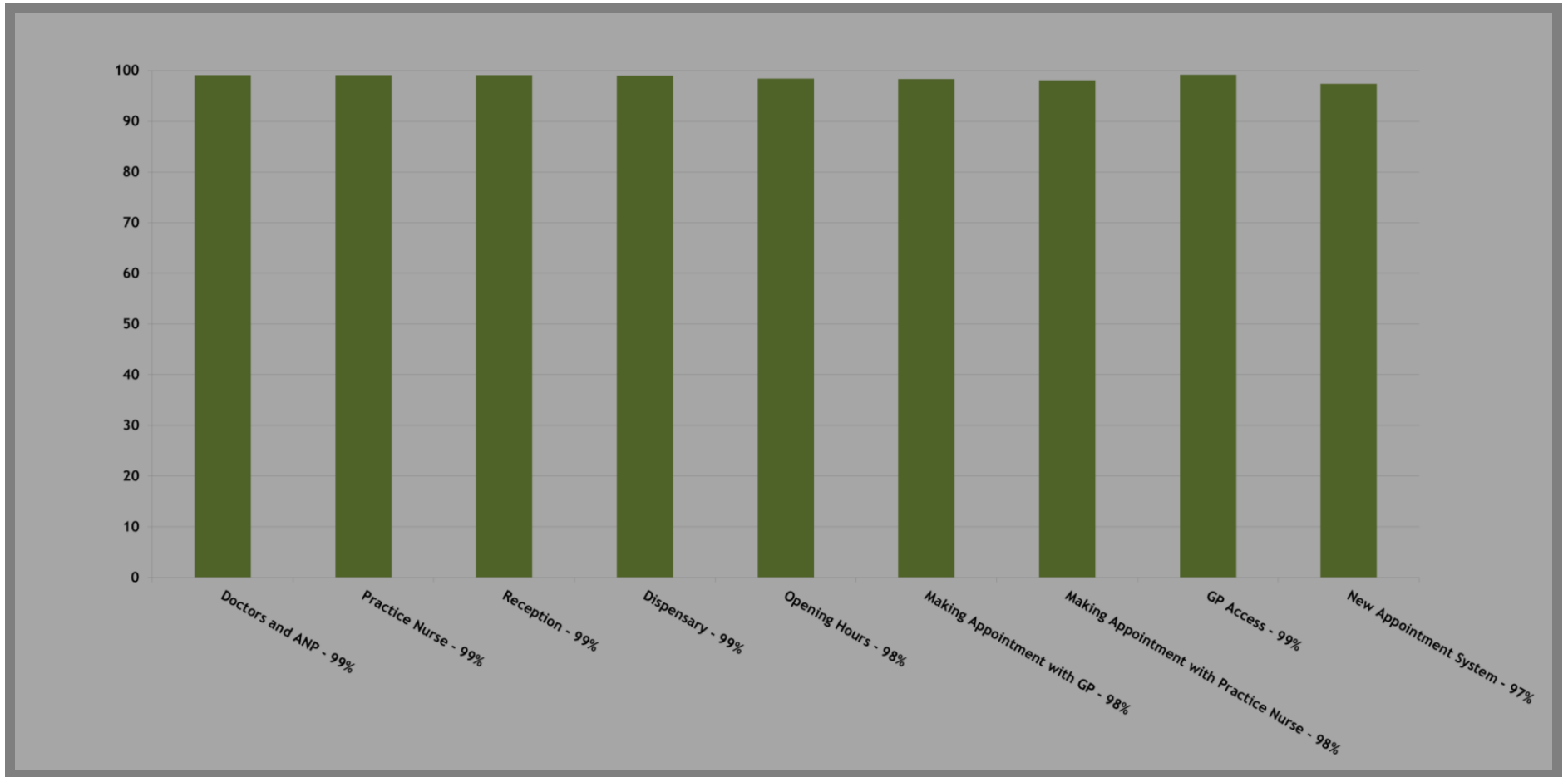
Services	Number of Patients
Extremely likely	91 (67)
Likely	30 (30)
Neither likely nor unlikely	5 (7)
Unlikely	0 (6)
Extremely unlikely	0 (0)
Do not know	0 (1)
No Answer	2 (0)

The Ingham Practice Annual Patient Survey 2017/2018

Overall Scoring 2017/18

Questions	Excellent	Very Good	Good	Average	Poor	Service Not Used	Total
Q1 - GP	83	16	4	1	1	23	128
Q1 - Practice Nurse	86	13	3	1	1	24	128
Q1 - Reception	98	11	2	1	1	15	128
Q1 - Dispensary	84	13	4	1	1	25	128
Q2 - Opening Hours	91	23	5	3	2	4	128
Q3 - Making Appointment with GP	80	26	10	2	2	8	128
Q3 - Appointment with Practice Nurse	77	16	7	2	2	24	128
Q4 - GP Access	80	21	10	4	1	12	128
Q5 - New Appointment System	76	15	17	5	3	12	128
TOTAL	755	154	62	20	14	147	1152
%	75.1	15.3	6.2	2	1.4	75.1	100

Overall scoring



The Ingham Practice Annual Patient Survey Analysis 2017/2018

Aim

The aim of the survey is to evaluate patients' satisfaction and feedback in order to improve the level of care provided to all service users.

Observations

98.6% of respondents rated the service provided as being within the range of excellent to average.

However, the following respondents gave a low score as follows:

- 1 (2) patient was not happy with the GP services
- 1 (0) patient was not happy with the Nurse services
- 1 (0) patient was not happy with Reception services
- 1 (1) patient was not happy with Dispensary services
- 2 (0) patients were not happy with the opening hours
- 2 (8) patients were not happy with the arrangements for advanced booking of a doctor's appointment
- 2 (1) patient was not happy with the arrangements for advanced booking of a nurse's appointment
- 1 patient was not happy with access to GP appointments
- 1 patient was not happy with the new Appointment System

Conclusion

The Ingham Practice continues to provide a highly professional, convenient and patient friendly service which is greatly appreciated by the vast majority of patients. This is supported by the level of satisfaction shown in this survey, patients' feedback and their complimentary comments.

We are very pleased with our survey outcome, the latest results and the Practice will continue striving to provide patient centered care.

The Ingham Practice Annual Patient Survey 2017/2018

PATIENT COMMENTS AND SUGGESTIONS

(copied verbatim)

- 1 Didn't appreciate being recorded without being asked
- 2 We have been with this practice for 22 years and have always been very happy with the professional and timely service. Compared to a practice we were members of elsewhere, this one has always allowed us to see a doctor or nurse whenever we needed one. Dr sultan himself has always been helpful, understanding and able to treat us and refer us to further specialist help when needed. The locums have been very good. The new doctor, Mehayla is thorough, professional and has helped me tremendously.
- 3 Very happy with the service here. If we move elsewhere we'll try to stay within the practice catchment area. Thank you.
- 4 I thought the walk in system regarding appointments worked very well and was convenient for working people. I am finding I am needing more time off work to come to appointments now, especially when bringing my son, which can be quite frequent when they are little.
- 5 I feel very lucky to have such a good practice available - friends of mine have to wait 2-3 weeks to see a doctor!
- 6 Very happy with the surgery and how it is organized - couldn't be better! Well done!
- 7 I have been attending the practice as a patient for 33 years and have seen the practice improve in leaps and bounds. The practice is I think in the top 3. Well done to doctor Sultan and all his doctors, nurses and staff.
- 8 On my last GP visit I experienced the International Recruitment Programme doctor while thoroughly pleasant at a personal level there were frankly verbal communication difficulties. I really don't think the scheme has solved the GP staffing issue. And I was unhappy with my treatment overall for other reasons too.
- 9 Don't know about the 2 I have not marked on the above list otherwise brilliant surgery and staff.
- 10 The practice in all departments and disciplines constantly improves. A model practice.
- 11 Excellent surgery with super helpful staff. Cannot fault anything or anyone.
- 12 We think this is the best practice we have ever been in!
- 13 Could do with Saturday hours.
- 14 I am quite happy thank you.
- 15 IT'S THE BEST IN THE AREA IE LINCOLNSHIRE

Patient Satisfaction Survey 2017/18

Methodology

Following agreement of members of the Ingham Patient Participation Group (IPPG), the Practice undertook a patient survey for the year 2017-2018 during one week of the months September and October, using the following approach:

- The survey questions were discussed and agreed by all members of the IPPG and the Practice team. An additional question (7) was added to the survey.
- The survey was handed out to patients on arrival by all receptionists during a week in September and October 2017 which coincided with the flu clinics. This enabled the Practice to target a group of patients who rarely attend the Practice. The patients were asked to complete all questions after their consultation and on-site if possible. Patients were provided with an envelope in which to seal their completed survey. A cardboard box was placed on the reception desk for patients to place their sealed envelopes in.
- The Practice list size is between 3,000 and 4,000 patients. Therefore, the number of questionnaires provided for this survey was 130. This is to ensure the return of at least 80 Questionnaires which is approximately 2% of our Practice population.
- All the questionnaires were handed out to patients on arrival on an ad hoc basis as explained above.
- The box was emptied at the end of each day and the completed surveys were given to Kathryn.
- All sealed envelopes were opened by Molly our Reception Assistant and the results were collated. A draft document was prepared for analysis at the IPPG meeting on 4 December 2017.
- After the initial discussion of the draft survey the final survey report will be agreed with the IPPG group and an action plan will be produced to implement any changes if necessary.

The results of this survey will be uploaded to the Ingham Practice before 31 March 2018 website and displayed in the waiting room.

The survey is no longer a requirement of the Direct Enhanced Service but the Ingham Practice and the Patient Group decided that it is good practice to continue with a patient survey. It is important for the Practice to have feedback from patients which in turn supports the Practice to implement any changes and improve services.

The Practice is mindful of patients' needs and endeavours to meet their expectations. The survey gives patients an opportunity to raise any issues and make suggestions.



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Dear Patient

The Ingham Practice Annual Patient Survey 2017/2018

The Practice would be grateful if you would complete this survey by answering ALL of the following questions.

Patients are NOT identified on the survey form and all information received will be treated anonymously.

This survey was agreed by the Ingham Practice Patient Group (IPPG). The aim of the survey is to gain the views of our patients regarding the services we currently provide.

The results of the survey will be analysed by the IPPG and the Practice, following which an action plan will be drawn up to address any changes/improvements which can be made. The final report will be available to view on the Practice website and also within the Practice.

Your response to the following questions will provide us with general information about the range of patients who have participated in this survey. Be assured, no one at the practice will be able to identify your personal responses.

Please tick as appropriate.

How old are you, in years?	
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Are you?	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
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How many years have you been attending this practice?	Less than 5 years <input type="checkbox"/>	5-10 years <input type="checkbox"/>	More than 10 years <input type="checkbox"/>
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Cont.../

The Ingham Practice Annual Patient Survey 2017/2018

On a scale of 1 - 5 (5= excellent, 4= very good, 3= good, 2= average, 1= poor), please rate the following questions by circling your answer. Please also circle if Not Applicable (N/A).

1. At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

GP 1 2 3 4 5 N/A

Practice Nurse 1 2 3 4 5 N/A

Reception 1 2 3 4 5 N/A

Dispensary 1 2 3 4 5 N/A

2. Are you satisfied with the current opening hours of the Practice?

Opening Hours 1 2 3 4 5 N/A

3. How easy is it to make an appointment to see the following healthcare professionals?

GP 1 2 3 4 5 N/A

Practice Nurse 1 2 3 4 5 N/A

4. The Practice has successfully recruited a new GP through the NHS International Recruitment Programme. Having a new full time clinician has improved patients' access to a General Practitioner. In the light of this, please indicate your satisfaction with access to GPs.

GP Access 1 2 3 4 5 N/A

5. The Practice has introduced a new appointment system to replace the walk-in clinic. This has enabled patients to have pre-bookable appointments in the morning with additional on-line appointments. Please indicate your satisfaction with the new appointment system.

Appointments 1 2 3 4 5 N/A

Cont.../

6. Are you aware of the following additional services provided at the Surgery even if you do not use them?

Please tick all that apply

- Dispensary
- Cryotherapy Clinic
- Minor Surgery
- NHS Health Check
- Physiotherapy Clinic
- Chlamydia Screening
- Family Planning Service
- Pulmonary Rehabilitation Review (COPD)

7. We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Please tick one response

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Please write any comments regarding the above questions or suggestions you may have on the reverse of the questionnaire for improvements to our services or facilities.

However, if your response to any of the above is a very low score, please provide as much detail as possible regarding the cause of your dissatisfaction. Alternatively, please seek a meeting with the Practice Manager to explore the issues further in total confidence.

Thank you for taking time to complete this questionnaire
Please place your completed questionnaire in the 'completed survey box' provided on the reception counter.