

## Penryn Surgery Patient Representative Group Survey 2017 - Report

The survey was again run with the help of the Friends of Penryn Surgery in January.

To give us comparative results, except for the addition of four new questions about online services, we used the same questionnaire as the last three years.

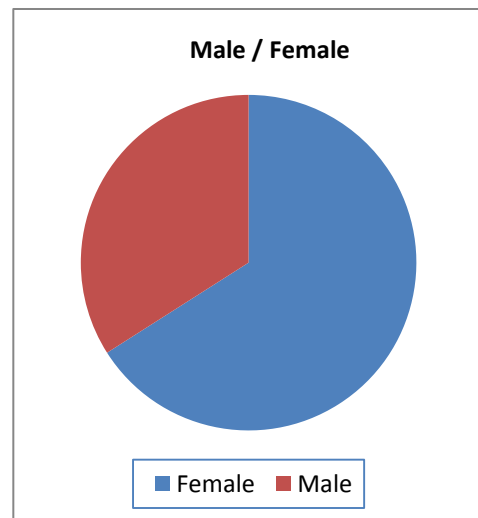
The questionnaire has seven free text questions which enabled patients to make over 350 comments. To try and obtain responses from patients accessing all our services, questionnaires were distributed to health professionals to give to patients at the end of a consultation. The health professionals were given the questionnaires in approximate proportions to their workload. The branch surgeries at Mawnan Smith and Stithians had their share.

### Analysis of respondents

We received back 532 completed questionnaires (2013 - 552; 2014 - 489; 2015 - 548; 2016 - 541)

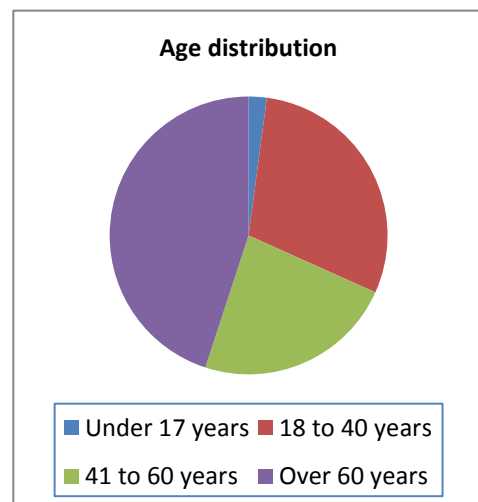
#### Male Female distribution

	2014	2015	2016	2017
Female	62%	67%	66%	65%
Male	38%	33%	34%	35%



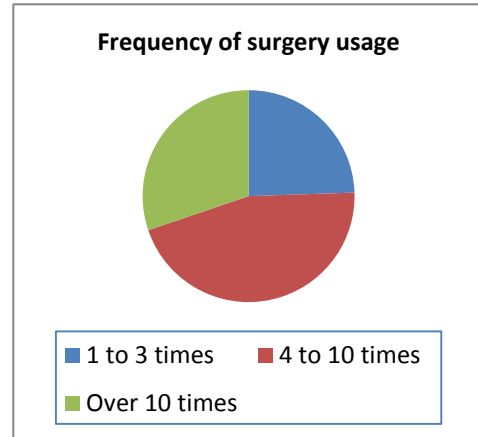
#### Age distribution

	2014	2015	2016	2017
Under 17 years	2%	2%	2%	2%
18 to 40 years	28%	35%	32%	30%
41 to 60 years	22%	23%	24%	23%
Over 60 years	48%	39%	42%	45%



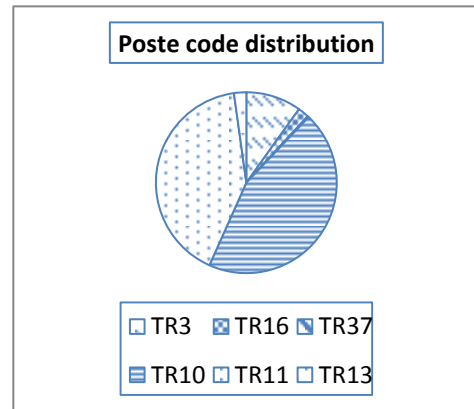
### Frequency of surgery attendance in last year

	2014	2105	2016	2017
1 to 3 times	23%	25%	30%	25%
4 to 10 times	46%	43%	42%	45%
Over 10 times	31%	32%	28%	30%



### Post code distribution

	2014	2015	2016	2017
TR3	31	60	29	45
TR16	11	13	9	9
TR37	16	1	10	1
TR10	189	223	214	203
TR11	146	177	173	187
TR13	10	9	15	10
TR15	1	2		
TR4	1		3	
TR6	2			



Carers 13.0% of respondents were carers (2014 - 10.9%; 2015 11.9%; 2016 - 12.6%)

Disability 22.1% considered themselves to have a disability (2015 - 20.2%; 2016 - 22.9%)

	2014	2015	2016	2017
Physical or mobility impairment	43.6%	32.1%	35.8%	30.6%
Sensory impairment	7.9%	9.0%	4.7%	5.8%
Mental health or learning disability	11.1%	10.4%	15.0%	9.6%
Long standing illness or health condition	30.9%	33.6%	30.0%	32.7%
Other condition -cancer HIV diabetes, heart disease, epilepsy	6.3%	14.9%	14.5%	15.5%

Sexual orientation	2014	2015	2016	2017
Heterosexual	362	425	390	401
Bisexual	8	7	9	12
Gay man	1	4	3	5
Lesbian/ gay woman	2	0	1	3

Ethnic origin	2014	2015	2016	2017
British or mixed British	322	404	386	389
Other white background	9	11	11	11
Bangladeshi or British Bangladeshi	0	0	0	2
Other ethnic origin	2	2	1	3

## Analysis of the Service

### About the practice

the following questions were asked

Your level of satisfaction with the practice's opening hours

Ease of contacting the practice on the telephone

Satisfaction with the day and time arranged for your appointment

Chances of seeing a doctor / nurse within 48 / 72 hours

Chances of seeing a doctor / nurse of your choice

Opportunity of speaking to a doctor / nurse on the telephone when necessary

Obtaining your medication from the pharmacy (penury surgery only)

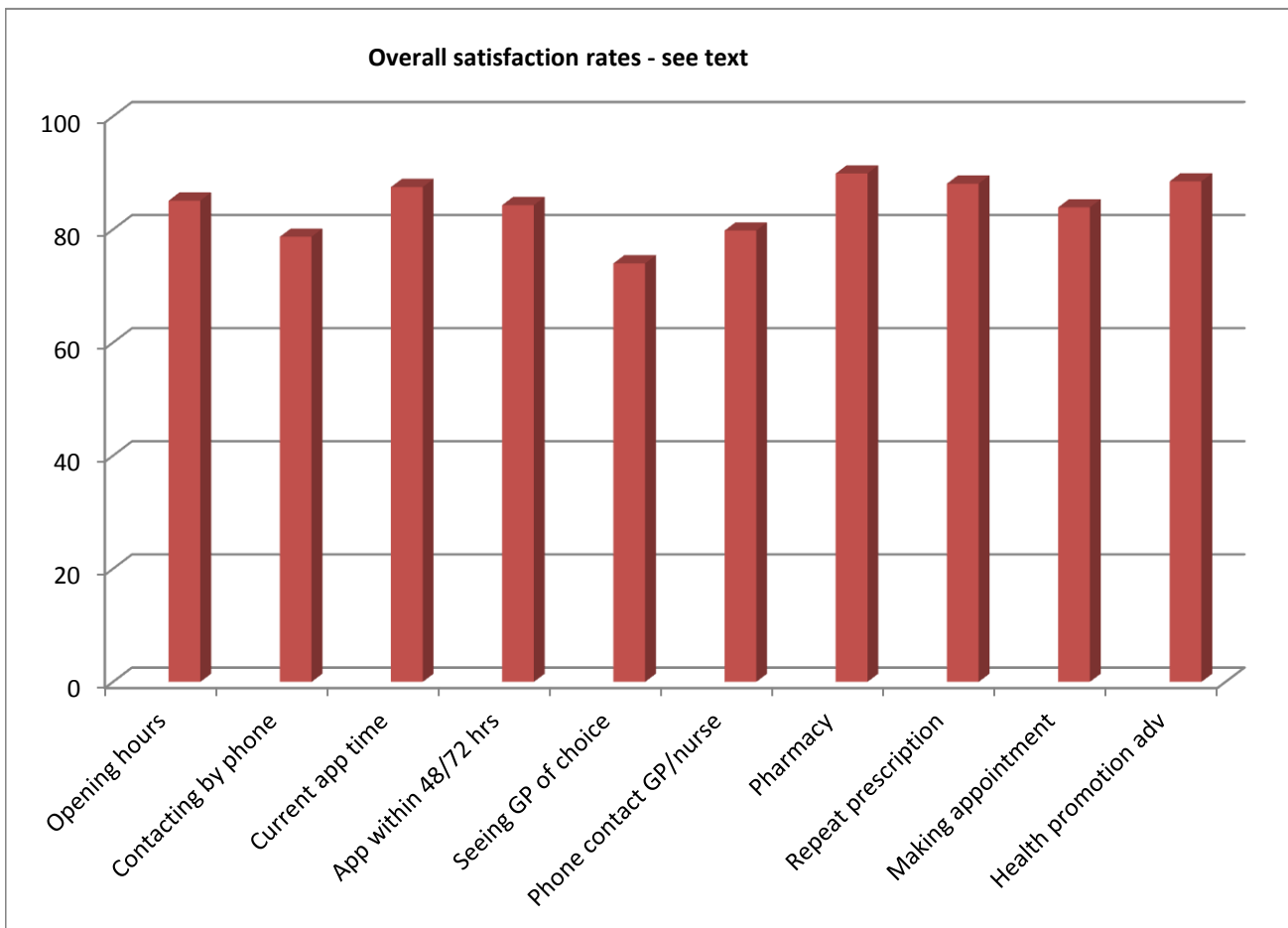
Requesting a repeat prescription

Ease of making an appointment

The information provided by this practice about how to prevent illness and stay healthy

Each question offered options of:- "unsatisfactory" - "fair" - "good" - "excellent"

A score was assigned to each response. These were then collated and expressed as a percentage. For example. If all the responses were "unsatisfactory", the score was 25%. If all the responses were "excellent" the score was 100%. A comparative rating could then be found.



	2012	2013	2014	2015	2016	2017
Opening hours	85.3	85.6	86.0	86.5	85.2	85.1
contacting by phone	81.7	79.1	81.1	82.1	77.5	78.7
Current app time	81.7	83.2	84.1	86.8	85.7	87.5
App within 48/82 hrs	86.4	85.3	84.0		83.4	84.3
Seeing GP of choice	71.2	72.7	73.4	76.1	73.2	74.0
Phone contact GP/Nurse	75.9	75.5	78.6	78.7	79.3	79.8
Pharmacy	88.4	88.7	87.3	89.4	88.9	89.9
Repeat prescriptions	89.9	89.8	88.6	90.5	89.0	88.1
Making appointments	84.2	81.9	83.0	84.3	83.4	83.9
Health promotion advice	82.9	84.0	83.2	84.0	82.4	84.5

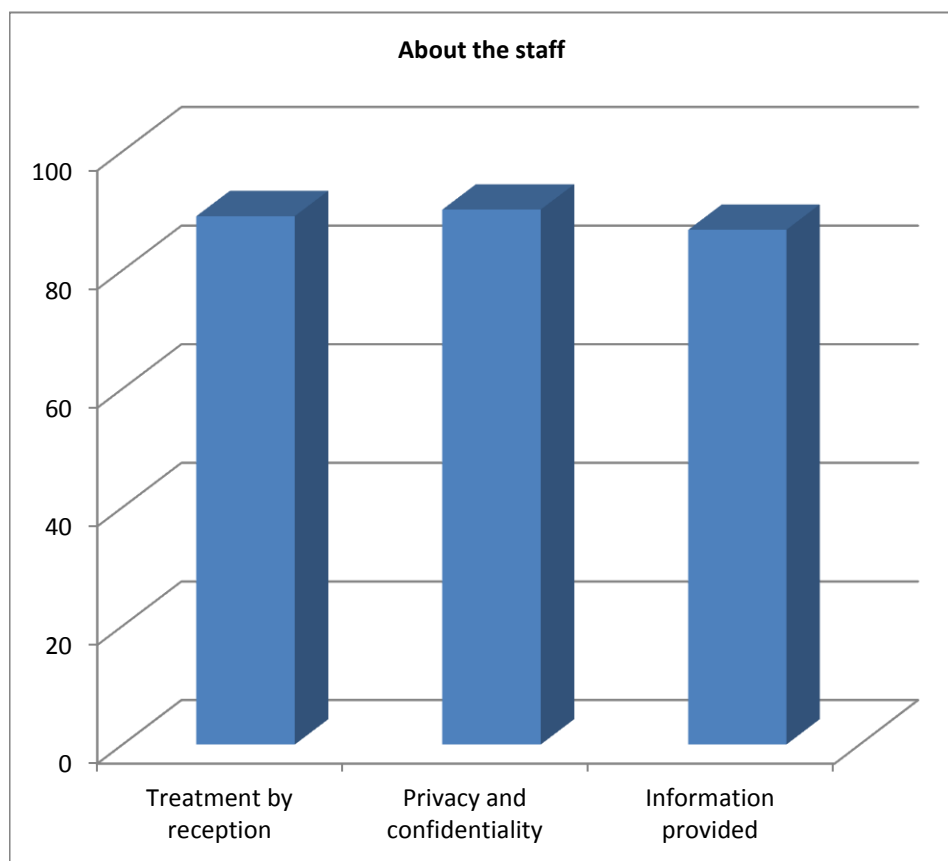
### Analysis of "About the staff"

The following questions were asked

The manner in which you were treated by the reception staff

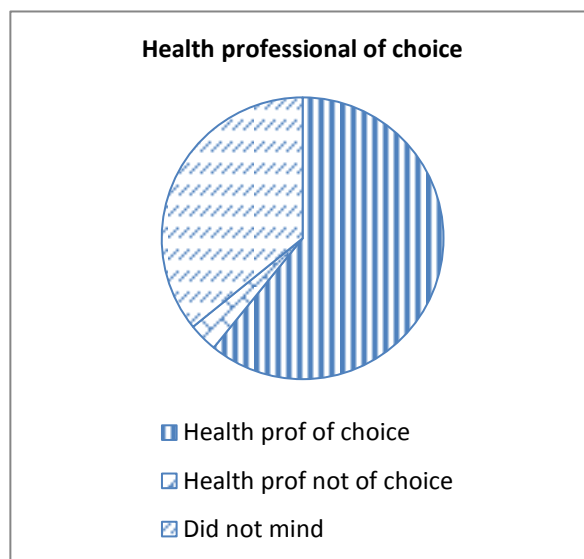
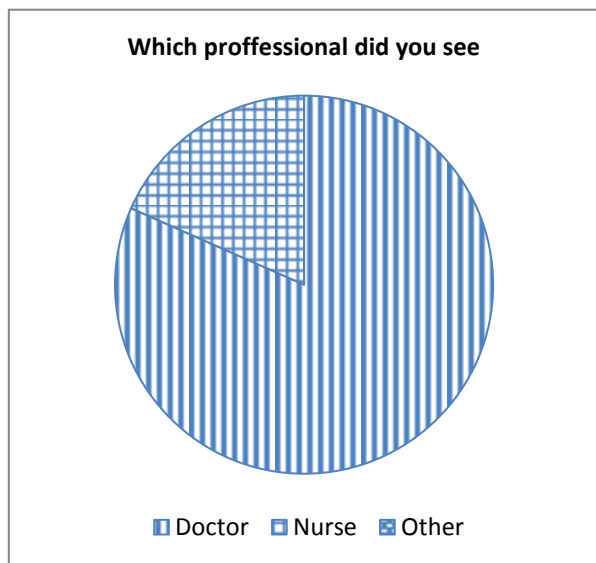
Respect shown for your privacy and confidentiality

Information provided by the practice about its services



	2012	2013	2014	2015	2016	2017
Treatment by reception	84.8	86.8	88.0	89.4	89.1	90.7
Privacy and confidentiality	88.7	89.8	90.1	91.0	90.2	91.7
Information provided	86.9	86.7	86.4	88.0	86.8	88.5

## Analysis of "About the health professional you saw"



	2015	2016	2017
Doctor	76%	77%	77%
Nurse	21%	21%	23%
Other	3%	2%	0%

	2015	2016	2017
Choice	64%	62%	61%
Not of choice	4%	4%	3%
Did not mind	32%	34%	36%

The following questions were asked - see over for results

My overall satisfaction with the visit was

I would rate the health professional's ability to really listen to me as

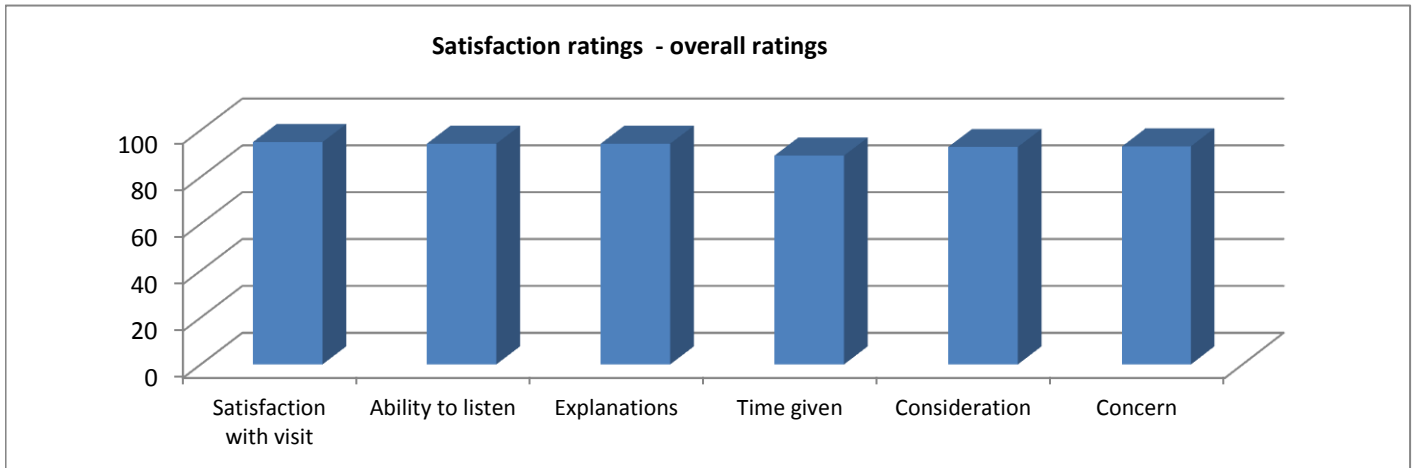
The health professional's explanation of things to me were

The amount of time given to me for my visit was

The health professional's consideration of my personal situation in deciding a treatment or advising me was

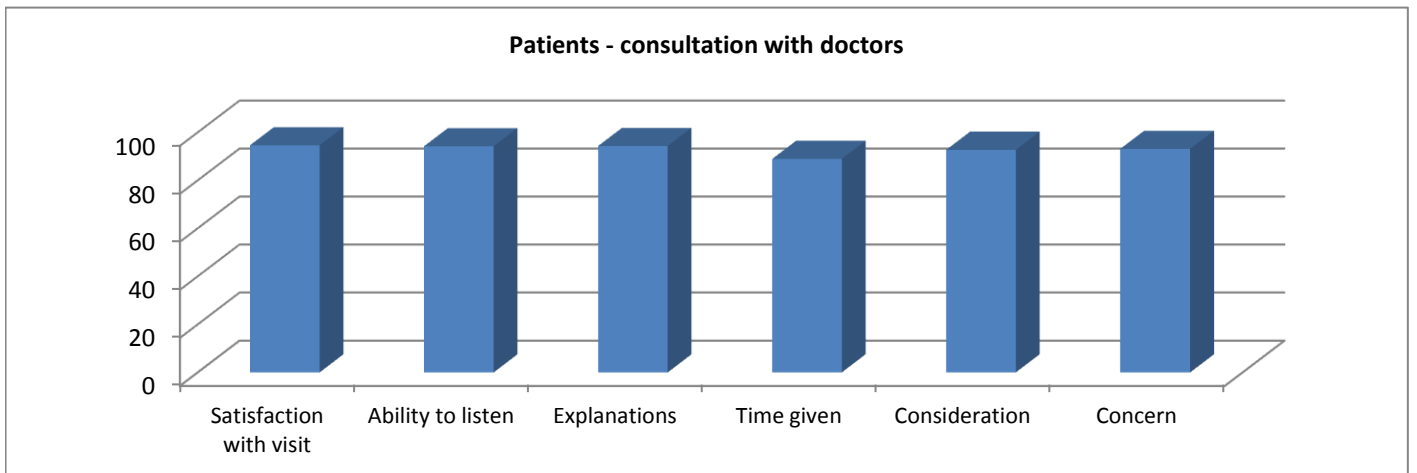
The health professional's concern for me as a person on this visit was

## Overall satisfaction rating for all consultations



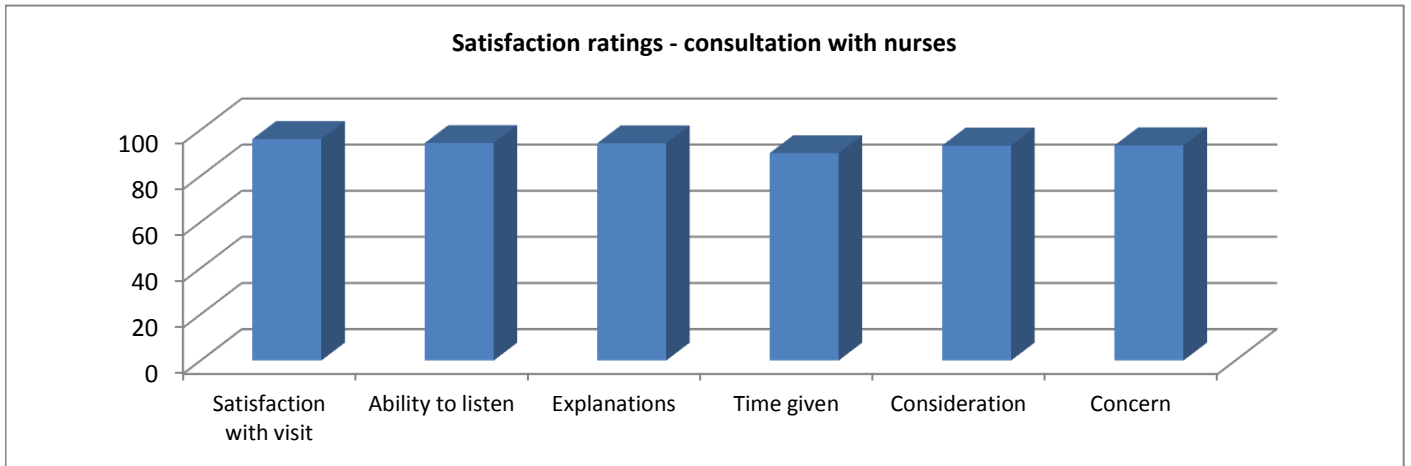
Overall ratings	2012	2013	2014	2105	2016	2107
Satisfaction with visit	92.9	95.0	94.4	93.8	93.4	94.9
Ability to listen	93.2	95.0	94.2	95.0	93.6	94.2
Explanations	93.4	94.3	93.8	94.3	92.9	94.2
Time given	88.0	88.5	88.7	88.5	86.9	89.1
Consideration	90.5	90.5	92.1	91.3	90.4	92.8
Concern	91.3	91.3	92.5	92.1	91.0	93.1

## Patients - consultation with doctor



Doctor results	2012	2013	2014	2015	2016	2017
Satisfaction with visit	91.9	95.6	94.3	93.1	93.1	94.6
Ability to listen	93.1	95.6	94.6	94.6	94.1	94.2
Explanations	91.8	95.0	94.3	93.6	93.2	94.3
Time given	87.1	88.3	88.0	87.1	86.3	88.9
Consideration	87.0	92.5	91.2	90.7	90.7	92.7
Concern	91.1	93.2	92.1	91.5	90.9	93.1

**Patients - consultation with nurse**

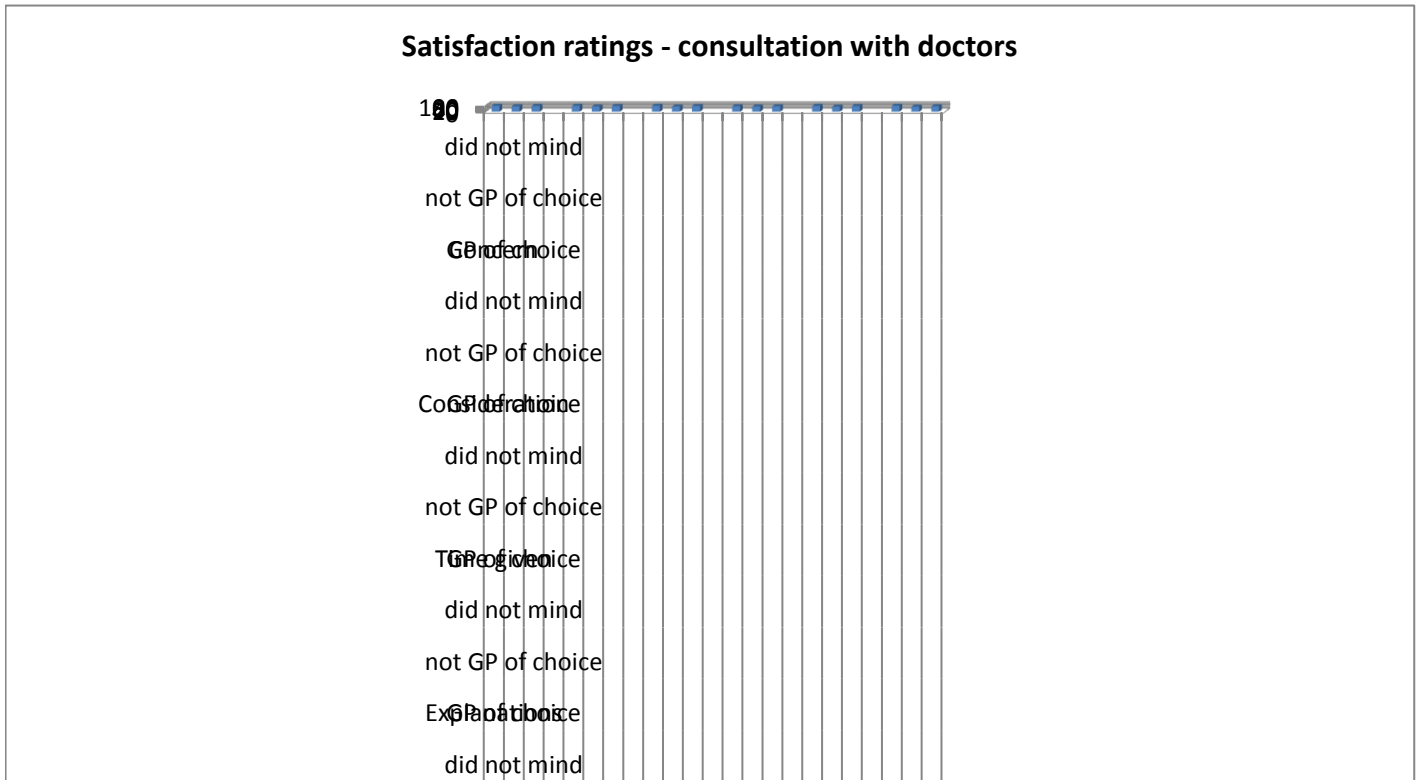


Nurse results	2012	2013	2014	2015	2016	2017
Satisfaction with visit	95.6	95.3	95.2	97.3	94.3	96.0
Ability to listen	93.4	92.7	93.0	96.3	91.1	94.3
Explanations	95.3	92.5	92.5	97.1	91.5	94.2
Time given	91.8	89.3	88.8	91.2	88.8	89.9
Consideration	93.1	93.1	91.6	91.9	89.3	93.2
Concern	93.3	93.3	92.8	94.2	91.2	93.3

There were no questionnaires for "others"

Others results	2012	2013	2014	2015	2016	2017
Satisfaction with visit	93.7	95.3	90.0	94.2	96.9	
Ability to listen	93.7	96.9	96.1	94.2	96.9	
Explanations	93.7	95.1	90.4	94.2	97.2	
Time given	87.5	87.5	88.5	90.4	88.9	
Consideration	83.3	92.8	92.3	88.5	90.6	
Concern	87.5	95.3	94.2	94.2	88.9	

**Patients - consultations with doctors - GP of choice / not GP of choice / did not mind**



		2012	2103	2014	2015	2016	2017
Satisfaction with visit	GP of choice	93.1	97.0	95.4	94.3	94.5	95.4
	not GP of choice	70.5	91.1	86.7	92.2	89.3	85.0
	did not mind	89.9	93.5	92.7	90.1	90.9	93.8
Ability to listen	GP of choice	94.2	97.4	94.7	95.1	95.7	95.0
	not GP of choice	75.0	96.4	83.3	95.3	87.5	85.0
	did not mind	93.4	92.7	94.4	93.6	92.0	93.5
Explanations	GP of choice	93.7	96.6	94.2	94.4	95.0	95.4
	not GP of choice	75.0	91.1	95.0	93.8	84.0	83.3
	did not mind	91.4	92.4	93.9	91.0	91.0	93.4
Time given	GP of choice	88.6	91.0	88.8	89.1	88.0	89.7
	not GP of choice	77.5	82.1	86.7	80.0	82.1	82.8
	did not mind	86.1	84.9	86.3	85.0	83.8	88.6
Consideration	GP of choice	91.3	94.0	92.4	92.7	91.1	94.0
	not GP of choice	77.5	91.1	80.0	87.5	83.9	81.7
	did not mind	92.0	90.8	89.2	87.9	88.8	91.9
Concern	GP of choice	92.5	94.7	92.1	93.1	92.2	94.4
	not GP of choice	79.5	82.1	90.0	89.1	87.5	81.7
	did not mind	91.1	91.1	90.1	86.7	88.8	87.2



## Online services - Repeat prescription and appointments

	Patient numbers			Rating		
	2015	2016	2017	2015	2016	2017
Repeat prescribing - ease of use	165	164	237	83.8	81.4	82.7
Repeat prescribing - full ordering	149	153	225	85.2	80.6	83.6
Appointments - ease of use	134	144	195	85.5	84.6	84.5
Appointments - doctor and time of choice	129	139	194	82.8	82.0	78.7

