

Wychbury Patients Participation Group

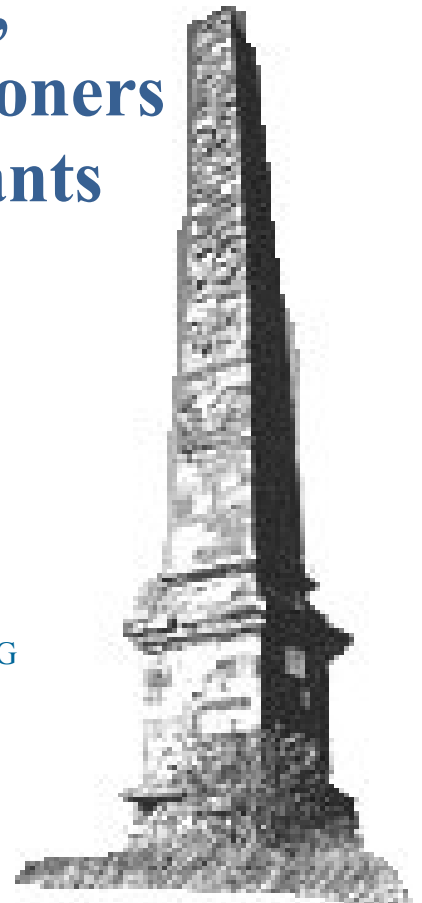
# Patient Survey Results

October 2017 – December 2017

Summery of the Results  
for Doctors, Nurses,  
Advances Nurse Practitioners  
and Healthcare Assistants

Prepared by: **Bill Beardow**

Vice Chair/Secretary, Wychbury PPG



## Survey Results for Practice

### Summary

The survey was conducted jointly by Wychbury Patients Participation Group (PPG) and the Wychbury Medical Group. The survey relates to the performance of Doctors, Advanced Nurse Practitioners (ANP), Nurses, Health Care Assistants (HCA) and Mid Wives at the practice as assessed by patients accessing services between October – December 2017.

Patients were invited to give their assessment of how they felt their doctor, advanced nurse practitioner (ANP)/nurse/health care assistant (HCA) appointment went based on scoring the consultation as very good, good, poor or very poor. This year 186 patients completed survey forms for doctors and 160 for nurses.

Doctor	Respondents	Nurses, ANPs, & HCAs	Respondents
A	7	A	2
B	14	B	12
C	1	C	7
D	15	D	29
E	13	E	11
F	16	F	9
G	4	G	5
H	6	H	25
I	8	I	3
J	16	J	5
K	25	K	5
L	4	L	25
M	2	M	22
N	12		
O	2		
P	9		
Q	4		
R	22		
S	6		

## Survey Results for Practice

### Patient Survey Form

Part 1

Questions about your appointment	Please <b>circle</b> the box that applies for each question				Comments
The opportunity given to express my concerns or fears	Very Good	Good	Poor	Very Poor	
Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me	Very Good	Good	Poor	Very Poor	
My confidence in the doctor or nurse's ability	Very Good	Good	Poor	Very Poor	
Doctor or nurse's concerns for me as a person	Very Good	Good	Poor	Very Poor	
Amount of time given to me at this visit	Very Good	Good	Poor	Very Poor	
The extent to which I felt reassured after the consultation	Very Good	Good	Poor	Very Poor	
The recommendation I would give to others about this doctor or nurse	Very Good	Good	Poor	Very Poor	
Which Doctor/Nurse did you see today?					
How might the doctor or nurse you saw today improve his or her service to you in the future?					

## Survey Results for Practice

### Practice Average – Doctors

Question	Very Good	%	Good	%	Poor	%	Very Poor	%	Total Return
The opportunity given to express my concerns or fears	116	62.4	66	35.5	3	1.6	1	0.5	186
Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me	124	66.7	58	31.2	3	1.6	1	0.5	186
My confidence in the doctor or nurse's ability	131	70.4	52	28.0	2	1.1	1	0.5	186
Doctor or nurse's concerns for me as a person	128	68.8	56	30.1	1	0.5	1	0.5	186
Amount of time given to me at this visit	118	63.4	64	34.4	2	1.1	2	1.1	186
The extent to which I felt reassured after the consultation	120	64.5	62	33.3	1	0.5	3	1.6	186
The recommendation I would give to others about this doctor or nurse	126	67.7	55	29.6	2	1.1	3	1.6	186

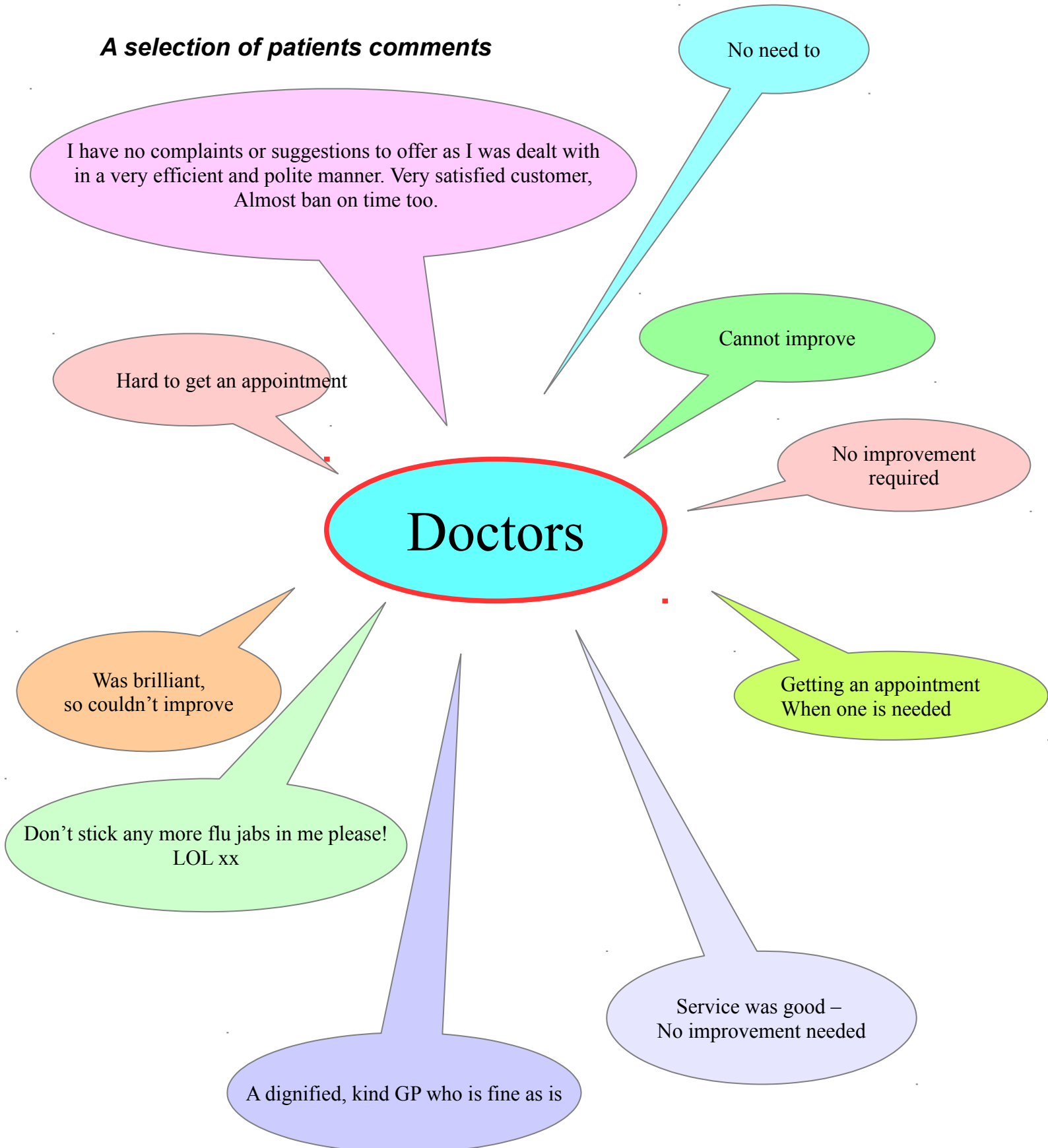
### Practice Average Nurses, ANPs, & HCAs

Question	Very Good	%	Good	%	Poor	%	Very Poor	%	Total Return
The opportunity given to express my concerns or fears	100	63.3	58	36.7	0	0	0	0	158
Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me	107	67.3	52	32.7	0	0	0	0	159
My confidence in the doctor or nurse's ability	116	72.5	44	27.5	0	0	0	0	160
Doctor or nurse's concerns for me as a person	105	65.5	55	34.4	0	0	0	0	160
Amount of time given to me at this visit	93	58.5	65	40.9	1	0.6	0	0	159
The extent to which I felt reassured after the consultation	100	62.9	57	35.8	1	0.6	1	0.6	159
The recommendation I would give to others about this doctor or nurse	118	74.2	40	25.2	0	0	1	0.6	159

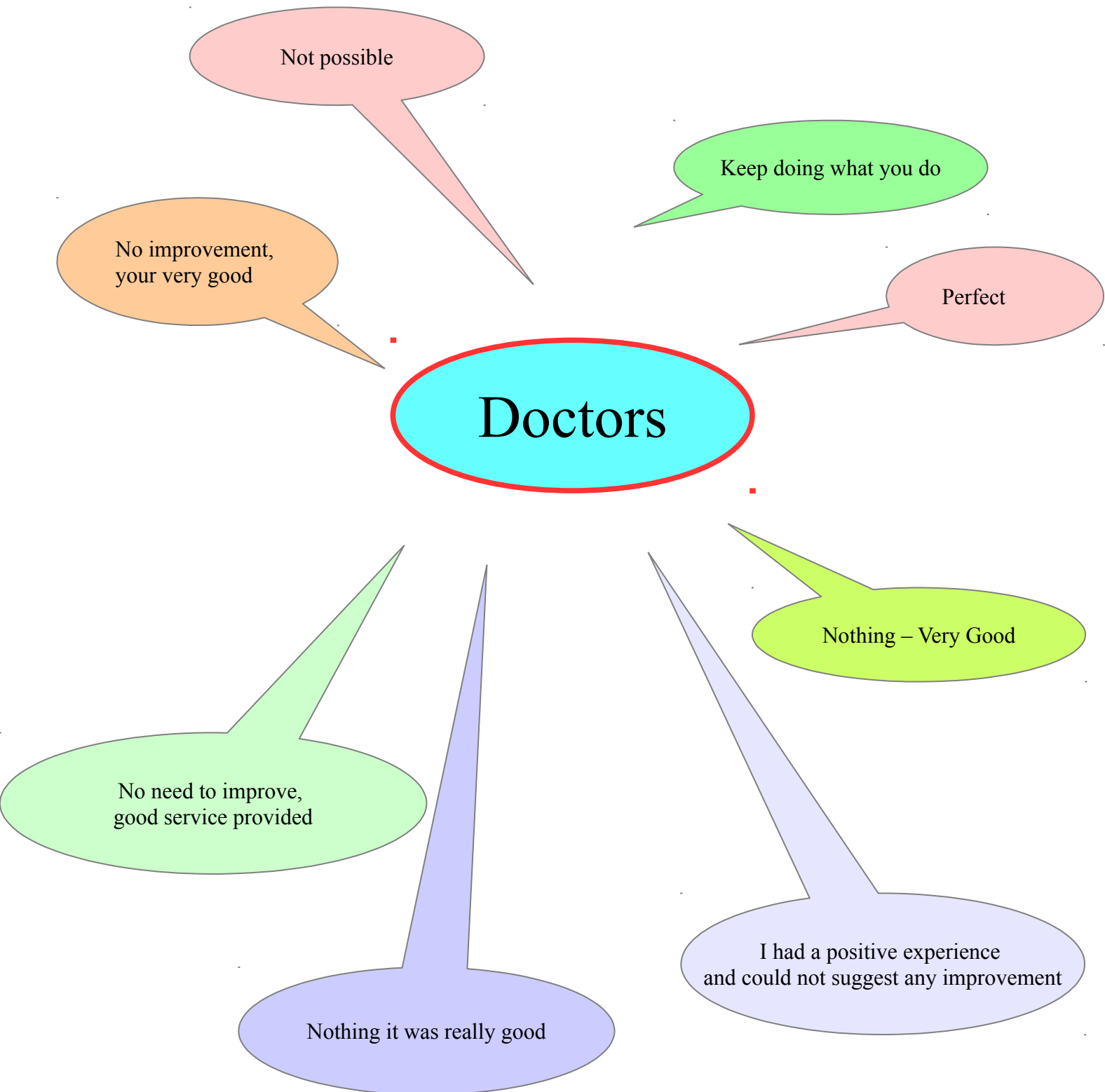
## Survey Results for Practice

Question - How might the doctor or nurse you saw today improve his or her service to you in the future?

### A selection of patients comments



## Survey Results for Practice



## Survey Results for Practice

### Selection of Patient Comments

Difficult booking appointment  
with chosen doctor

Cannot see how she can  
improve as she is always  
caring, helpful and efficient

All OK with nurse at time

None

**Nurses, ANPs,  
HCAs and  
Mid Wives**

No,  
Polite, pleasant  
& informative

Cannot improve  
Very Good

XXX  
Gold

Pay em MORE!

## Survey Results for Practice

Difficult to see how the service can be improved

She was Very Good

Service today VERY GOOD  
– Didn't rush me.  
Could not have treated me any better

Excellent  
- No improvement

**Nurses, ANPs,  
HCAs and  
Mid Wives**

I was happy with the visit

Have had a good consultation today

No I was very happy with the nurse