

LEEDS STUDENT MEDICAL PRACTICE PATIENT SURVEY RESULTS JUNE/JULY 2011

We conducted a survey of patients attending the surgery between 28 June and 14 July. The aim was to find out how patients were using our appointment and urgent systems at the moment, and to ask about proposed changes which would be made before the start of the new term in September

Patients were surveyed one-to-one, we had 100 respondents, and nobody declined to take part

DEMOGRAPHICS

1. Gender:

66% Female
34% Male

2. Age range?

0% - Under 16
6% - 16 to 19
59% - 20 to 24
18% - 25 to 29
9% - 30 to 34
5% - 35 to 39
3% - 40 or older

3. Ethnic group?

62% - White British
9% - Black African
6% - White other
6% - Asian other
5% - Asian Indian
4% - Other ethnic group
3% - Asian Pakistani
3% - Chinese
1% - White Irish
1% - Other mixed

4. First language?

77% - English
23% - Other

5. Do you have any disabilities?

95% - No
5% - Yes

6. Where are you studying?

74% - University of Leeds
15% - Graduated
7% - Leeds Metropolitan University
4% - Other (other College, or not studying as is partner of student)

7. Year of study?

44% - Undergraduate
35% - Postgraduate
19% - Graduate
2% - partner of student



Our results show 23% of our respondents were of International origin

We know that 33% of all our patients are International students

YOUR VISIT TODAY

8. Are you waiting today for a booked appointment or urgent/emergency?

70% – Booked

24% Urgent

6% – accompanying partner/friend (registered here but not using our services today)

9. Would you say it was easy for you to arrange your consultation today?

55% - Very easy

38% – Easy

3% – Difficult

0% - Very difficult

4% – not consulting today as here with partner/friend

10. Do you know you can book appointments on-line?

69% – Yes

31% - No

Lots of patients know about EMIS Access, but many reported they found the login process complex, and this puts them off using it. You do need to enter three codes, but as this authorises access to personal health information a high level of security is essential

11. Do you know that we offer appointments from 7am on three days a week?

30% - Yes

70% - No

POSSIBLE CHANGES

12. When you need to see a doctor or nurse do you feel it would be helpful if we ask you the reason so we can offer you the most suitable time?

16% - Strongly agree

65% - Agree

11% - Disagree

8% - Strongly disagree

Knowing why you are consulting helps us direct you to the most suitable doctor or nurse for your clinical need

13. We are considering introducing new surgeries for patients that need seeing in the next 24 or 48hrs. Do you think this would be useful for patients?

18% - Strongly agree

63% - Agree

11% - Disagree

8% - Strongly disagree

14. Are you happy to be assessed by a nurse for urgent problems?

31% - Strongly agree

55% - Agree

11% - Disagree

3% - Strongly disagree

The strongly positive responses to questions 13 and 14 have encouraged us to introduce two new surgeries, and to bring in a nurse led assessment service. These changes should mean improvements for all patients consulting with urgent medical problems

15. For bookable appointments how do you prefer to be seen?

60% - On a time and date convenient for you

20% - Within 48 hours

20% - Within 24 hours

16. Would you be interested in giving us your e-mail address so we can invite you to take part in occasional future surveys, which we will use to help develop our services?

54 patients gave us their e-mail address and were interested in participating in future surveys

17. Would you like to use this opportunity to make any comments about LSMP?

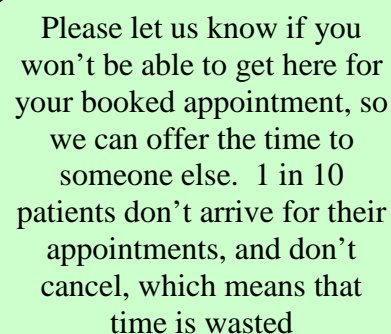
41 patients provided additional comments, which were:

NEGATIVE (10 comments – 24%)

- Everything okay, but can be long waiting times for appointments
- In fresher's week consultation for eye problem was rushed, but otherwise good
- Nurses very good but long waiting time for appointments
- Would prefer to be able to see same GP every time I attend (*We encourage this but obviously it is not possible if GPs are on leave, or only work term-time*)
- Always difficult getting GP appointments in a reasonable time i.e. less than a week, but nurse appointment availability is okay
- Sometimes long wait for routine appointment
- Would like to be able to be seen more quickly for booked appointments i.e. same day or next day
- Was moved to different GP than one booked with but not told about it when arrived (*We should have informed the patient about this on arrival*)
- Urgent surgery can be a very long wait
- Not told to contact us for test result, had positive result but only found out when next came in (*We will aim to always tell you how and when to get your test results before the consultation finishes*)

POSITIVE (26 comments – 63%)

- A good practice
- Very good experiences of our services, nice helpful caring doctors and very good professional service
- Appreciated that we didn't give him a hard time about missing two booked appointments in a row
- Happy with everything
- Quite happy with the practice
- Happy with our service
- A good surgery
- Satisfied with LSMP
- Good surgery
- Excellent – best surgery ever used
- Really good so far
- Very clean, and nice Receptionists
- Helpful practice
- Great practice, lots of doctors, very handy location
- A good surgery
- Very efficient and been very impressed by the service here
- Disagrees with asking for reason for attendance as encroaches on confidentiality, would prefer written list that you can pick reason for attendance from
- Very reliable and good, used over last 3 yrs
- Generally very happy with an excellent service, but prefers no music in waiting room to Radio 1
- Used for last 4yrs and found to be a good practice
- Very helpful and easy to use practice
- Good experience
- Really likes the practice, knows others who have left (graduated) and want to come back to us
- Really organised practice
- Good practice
- Easy to use and always seen very quickly

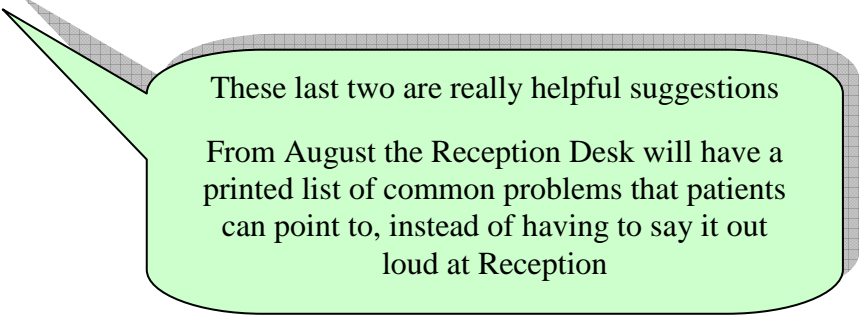


Please let us know if you won't be able to get here for your booked appointment, so we can offer the time to someone else. 1 in 10 patients don't arrive for their appointments, and don't cancel, which means that time is wasted

SUGGESTIONS (5 comments – 12%)

- Had a long wait at A&E recently, can't we offer an emergency clinic instead?
- EMIS Access (*on-line appointment booking and prescription requests*) often not available around 11pm when I want to use it to make an appointment (*We've asked our service provider to see if nightly backups which take the system off-line can be done later in the night*)

- There should be a fast track surgery for children, they shouldn't have to wait with other patients
- Should have printed list to choose reason for consultation as not easy sometimes to say when asked at Reception, but apart from that a really helpful practice
- When being asked reason for requesting appointment should have a list to pick from, not have to say out loud at Reception desk



These last two are really helpful suggestions

From August the Reception Desk will have a printed list of common problems that patients can point to, instead of having to say it out loud at Reception

*Source: Leeds Student Medical Practice
15 July 2011*