

Penryn Surgery Patient Representation Group Survey 2013 - Report

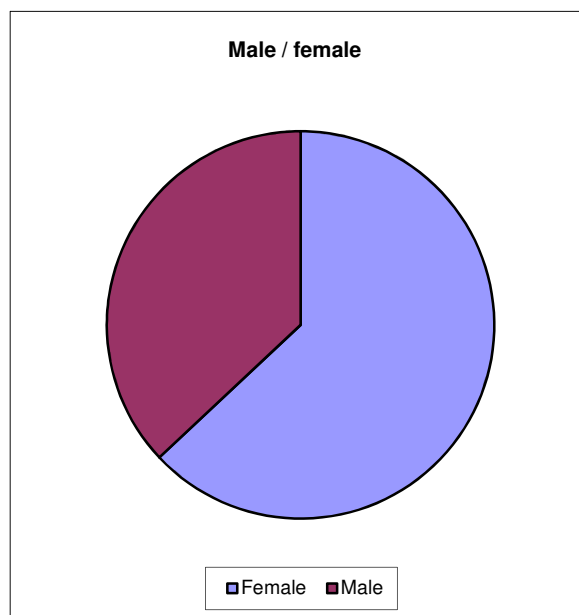
The survey was again run with the help of the Friends of Penryn Surgery in January. The 2012 questionnaire was used so we would have comparative results. The questionnaire has seven free text questions which enabled patients to make over 400 comments. To try and obtain responses from patients accessing all out 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. For example, the doctors in Penryn were issued with 300, the nurses 140, midwives 10 etc. The branch surgeries at Mawnan Smith and Stithians had their share.

Analysis of respondents

We received back 552 completed questionnaires (367 in 2012)

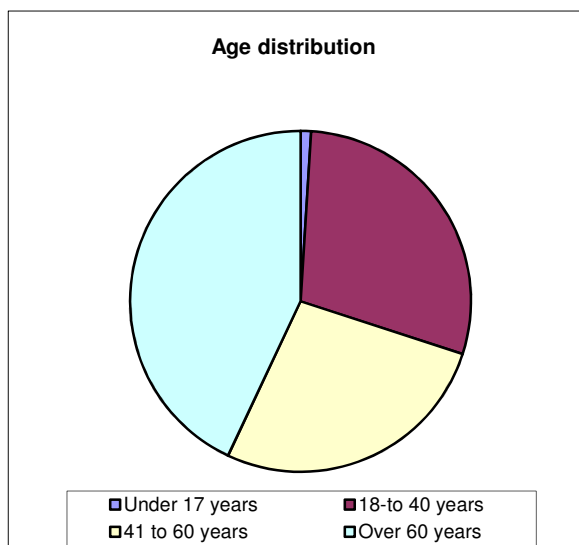
Male / female distribution

| | 2013 | 2012 |
|--------|------|------|
| Female | 63% | 60% |
| Male | 37% | 40% |



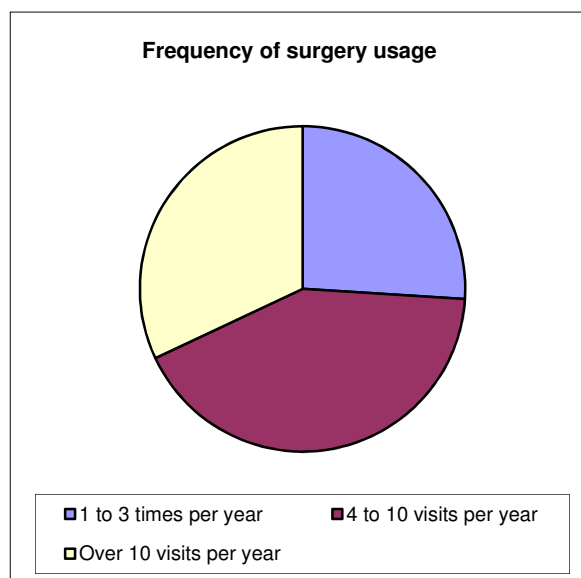
Age distribution

| | 2013 | 2012 |
|----------------|------|------|
| Under 17 years | 1 | 3% |
| 18-to 40 years | 29 | 28% |
| 41 to 60 years | 27 | 23% |
| Over 60 years | 43 | 46% |



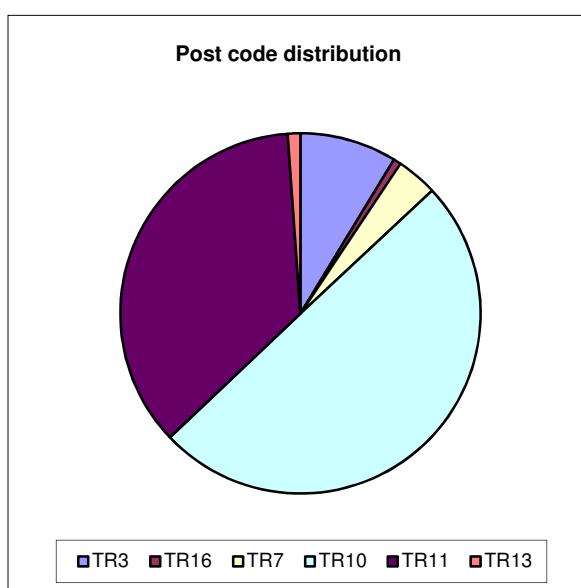
Frequency of surgery attendance

| | 2013 | 2012 |
|-------------------------|------|------|
| 1 to 3 times per year | 26% | 25% |
| 4 to 10 visits per year | 42% | 43% |
| Over 10 visits per year | 32% | 32% |



Post code distribution

| | 2013 | 2012 |
|------|------|------|
| TR3 | 38 | 35 |
| TR16 | 3 | 4 |
| TR7 | 16 | 2 |
| TR10 | 218 | 148 |
| TR11 | 157 | 110 |
| TR13 | 5 | 8 |
| TR19 | | 1 |



Carers 11.3% of the respondents were carers (8.9% in 20012)

Disability 22.1% considered themselves to have a disability (34.6% in 2012)

| | 2013 | 2012 |
|--|-------|-------|
| Physical or mobility impairment | 42.8% | 41.3% |
| Sensory impairment | 0.8% | 3.7% |
| Mental health or learning disability | 9.2% | 10.0% |
| Long standing illness or health condition | 34.6% | 32.5% |
| Other condition (cancer HIV diabetes, chronic heart disease or epilepsy) | 12.6% | 11.3% |

| Sexual orientation | | 2013 | 2012 |
|--------------------|--|------|------|
| Heterosexual | | 384 | 258 |
| Bisexual | | 11 | 4 |
| Gay man | | 3 | 1 |
| Lesbian/ gay woman | | 4 | 1 |

| Ethnic origin | | 2013 | 2012 |
|------------------------------------|--|------|------|
| British or mixed British | | 342 | 257 |
| Other white background | | 8 | 9 |
| Bangladeshi or British Bangladeshi | | 0 | 1 |
| Other ethnic category | | 0 | 2 |

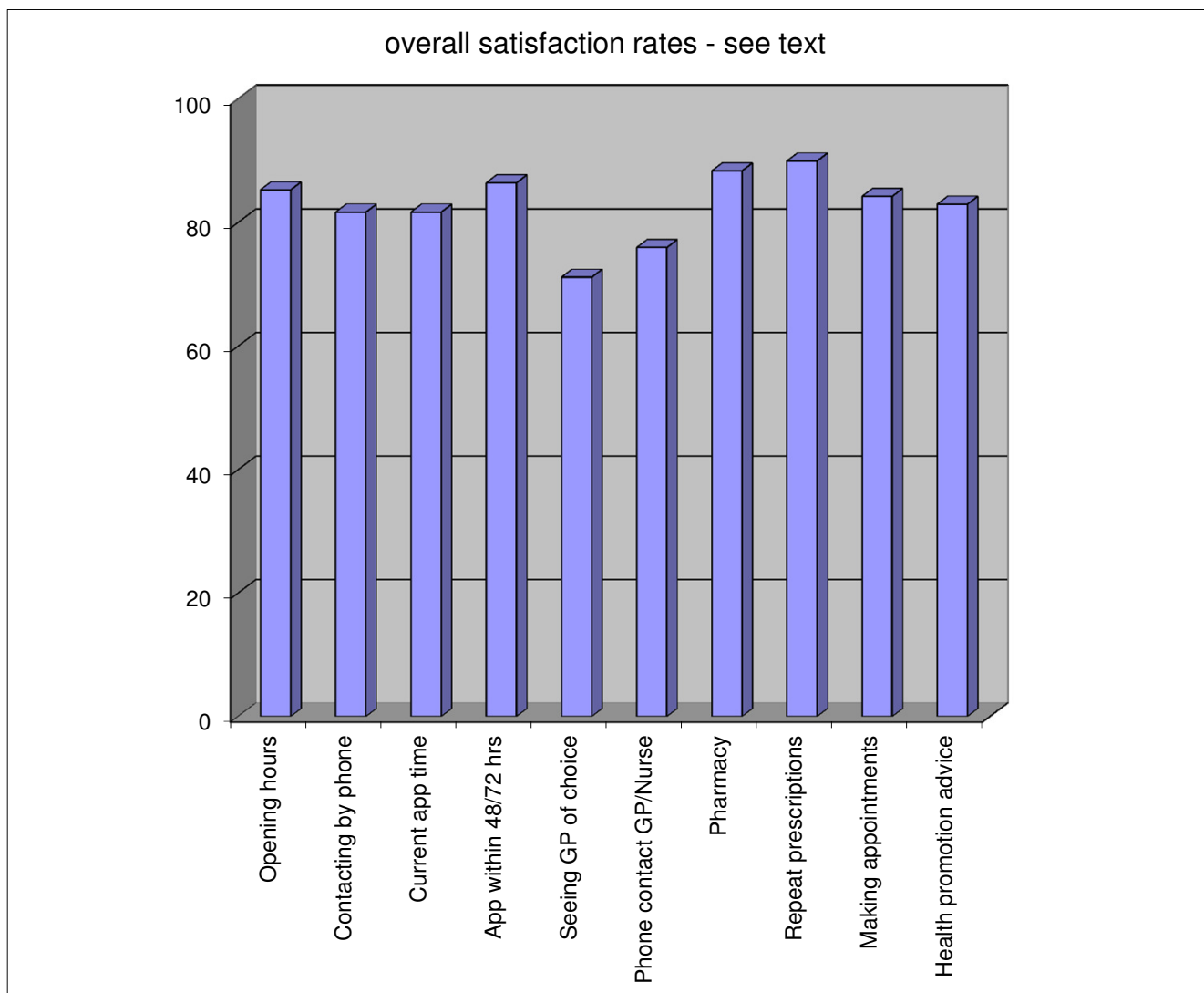
Analysis of Services

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 (Penryn 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 responses were "unsatisfactory", the score was 25%. If all responses were "excellent" the score was 100%. A comparative rating could then be found.

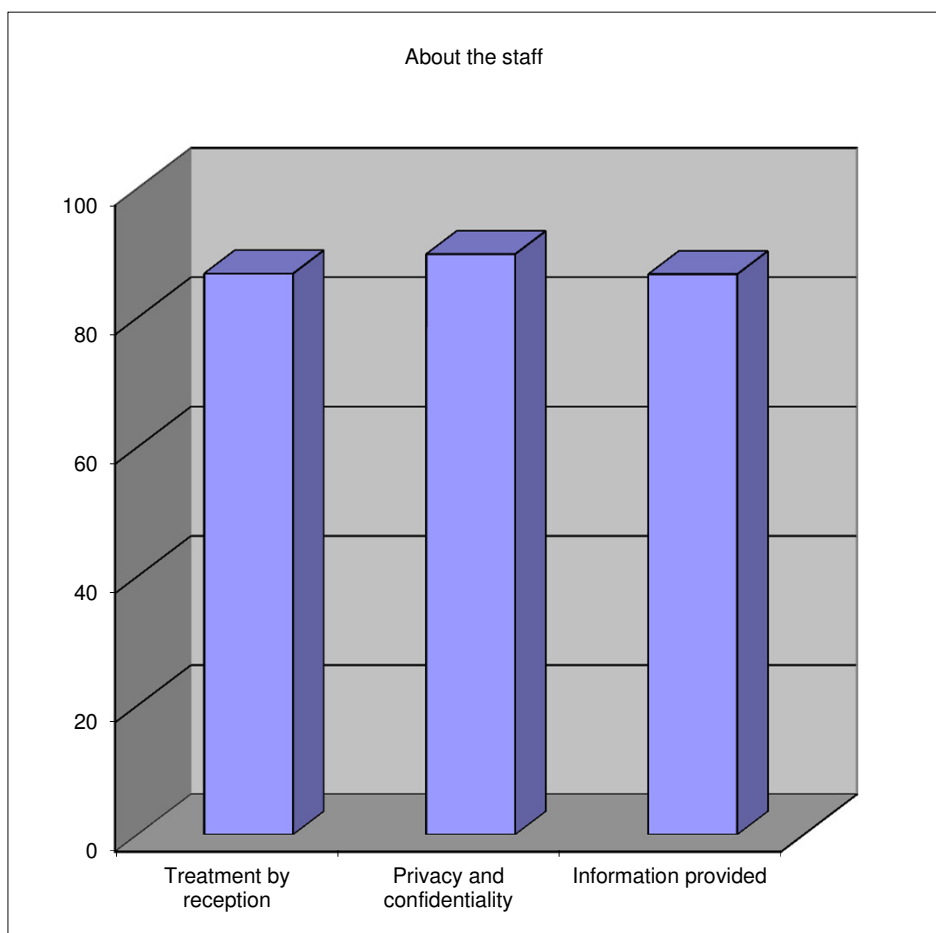


| | 2013 | 2012 |
|-------------------------|------|-------|
| Opening hours | 85.6 | 85.27 |
| Contacting by phone | 79.1 | 81.67 |
| Current app time | 83.2 | 81.67 |
| App within 48/72 hrs | 85.3 | 86.42 |
| Seeing GP of choice | 72.7 | 71.15 |
| Phone contact GP/Nurse | 75.5 | 75.95 |
| Pharmacy | 88.7 | 88.35 |
| Repeat prescriptions | 89.8 | 89.95 |
| Making appointments | 81.9 | 84.22 |
| Health promotion advice | 84.0 | 82.95 |

Analysis of "About the staff"

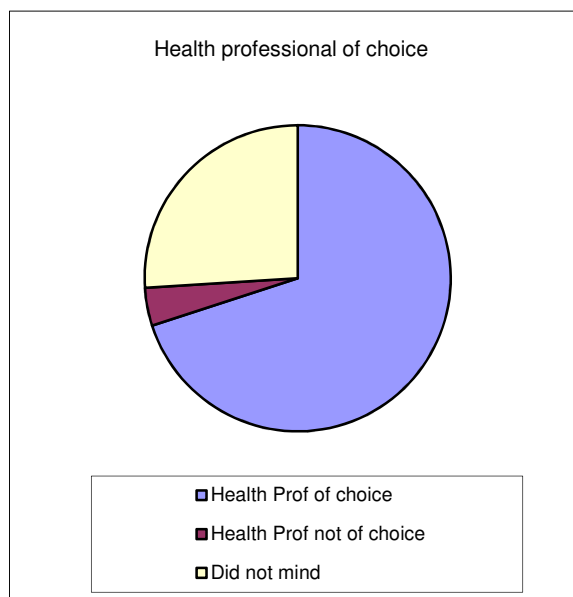
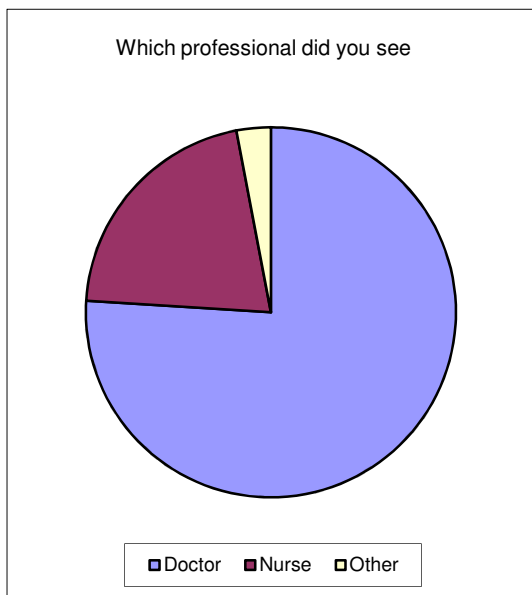
The following questions were asked

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



| | 2013 | 2012 |
|-----------------------------|------|-------|
| Treatment by reception | 86.8 | 84.82 |
| Privacy and confidentiality | 89.8 | 88.7 |
| Information provided | 86.7 | 86.9 |

Analysis of "About the health professional you saw"



| | 2013 | 2012 |
|--------|------|------|
| Doctor | 76% | 71% |
| Nurse | 21% | 28% |
| Other | 3% | 1% |

| | 2013 | 2012 |
|---------------------------|------|------|
| Health Prof of choice | 70 | 66% |
| Health Prof not of choice | 4 | 3% |
| Did not mind | 26 | 31% |

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

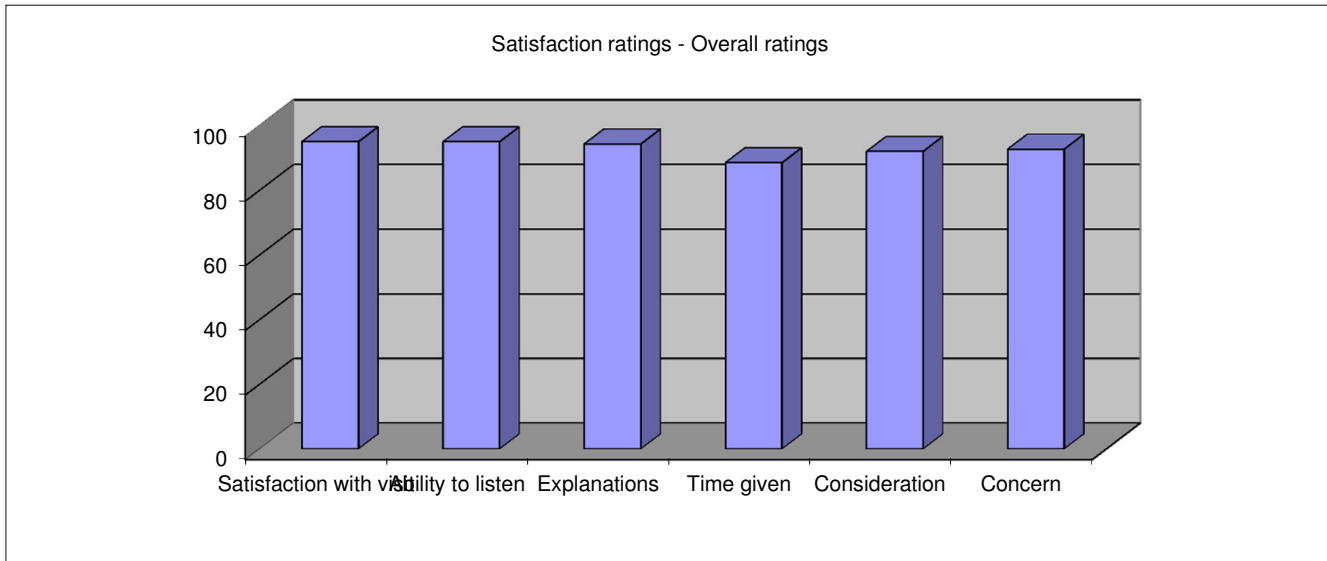
The health professional's explanation of things to me were

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

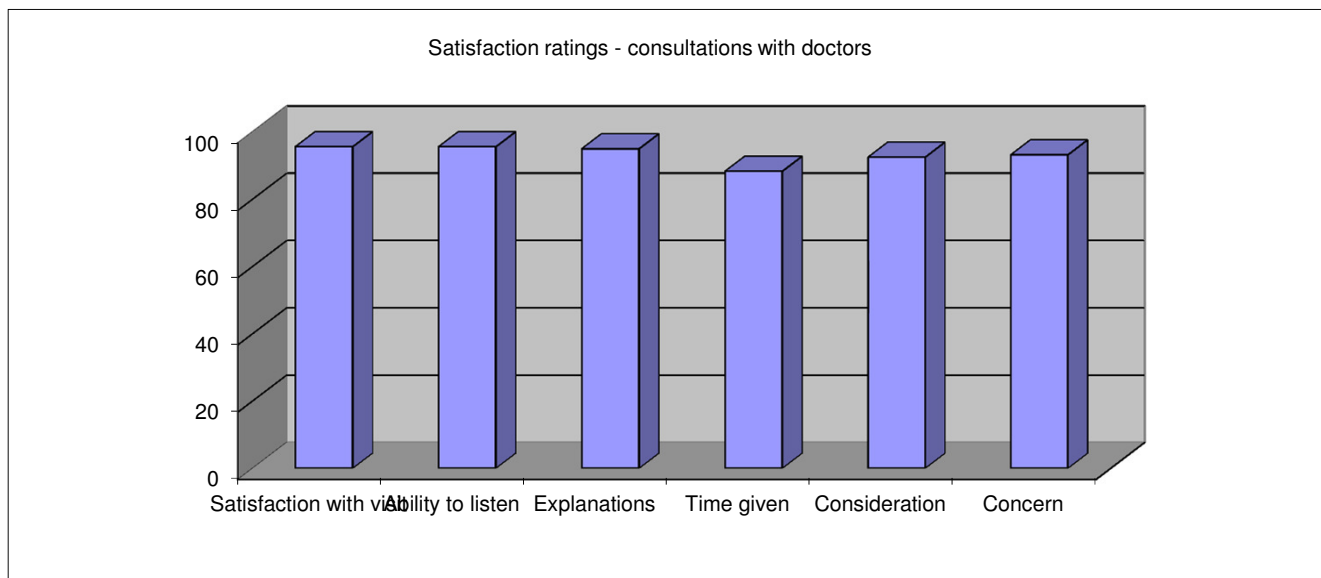
The health professional's concern for me as a person on this visit was

Overall satisfaction rating for all consultations



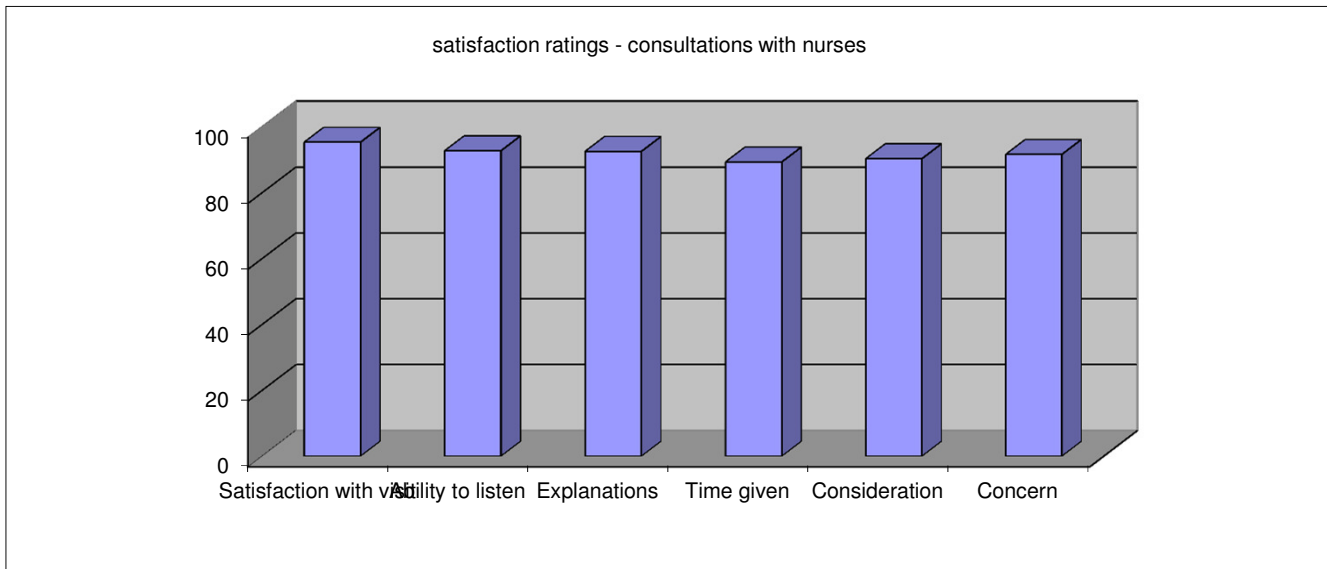
| Overall ratings | 2013 | 2012 |
|-------------------------|------|------|
| Satisfaction with visit | 95.0 | 92.9 |
| Ability to listen | 95.0 | 93.2 |
| Explanations | 94.3 | 93.4 |
| Time given | 88.5 | 88.0 |
| Consideration | 92.0 | 90.5 |
| Concern | 92.7 | 91.3 |

Patients - consultation with doctor



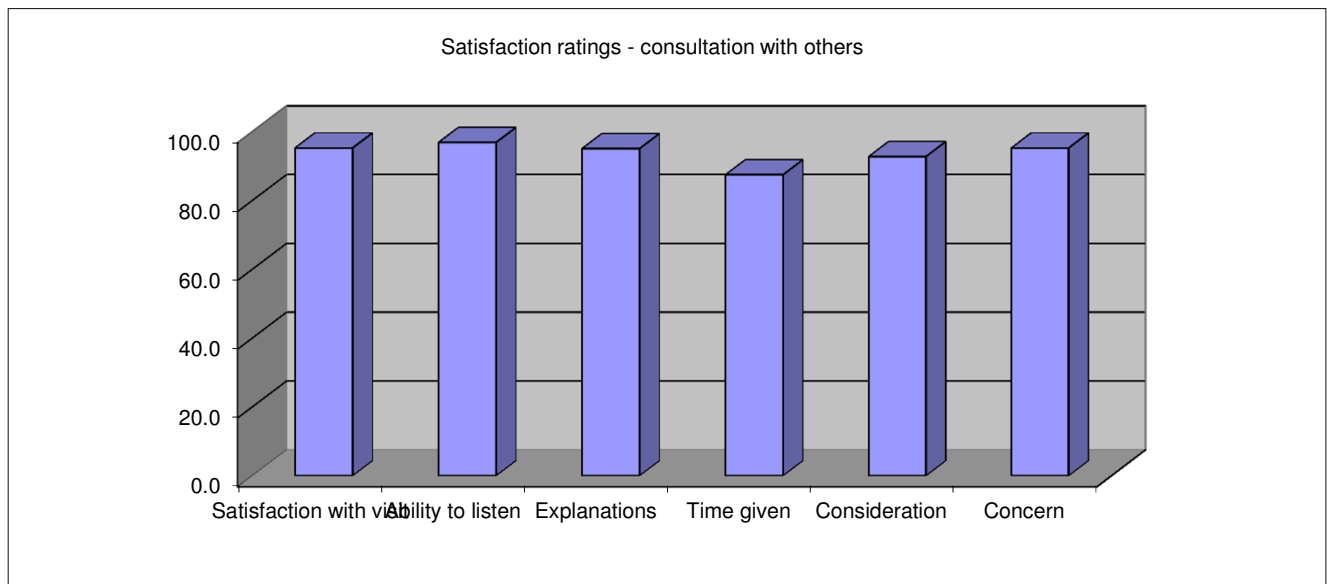
| Consultation with doctors | 2013 | 2012 |
|---------------------------|------|------|
| Satisfaction with visit | 95.6 | 91.9 |
| Ability to listen | 95.6 | 93.1 |
| Explanations | 95.0 | 91.8 |
| Time given | 88.3 | 87.1 |
| Consideration | 92.5 | 87.0 |
| Concern | 93.2 | 91.1 |

Patients consultation with nurse



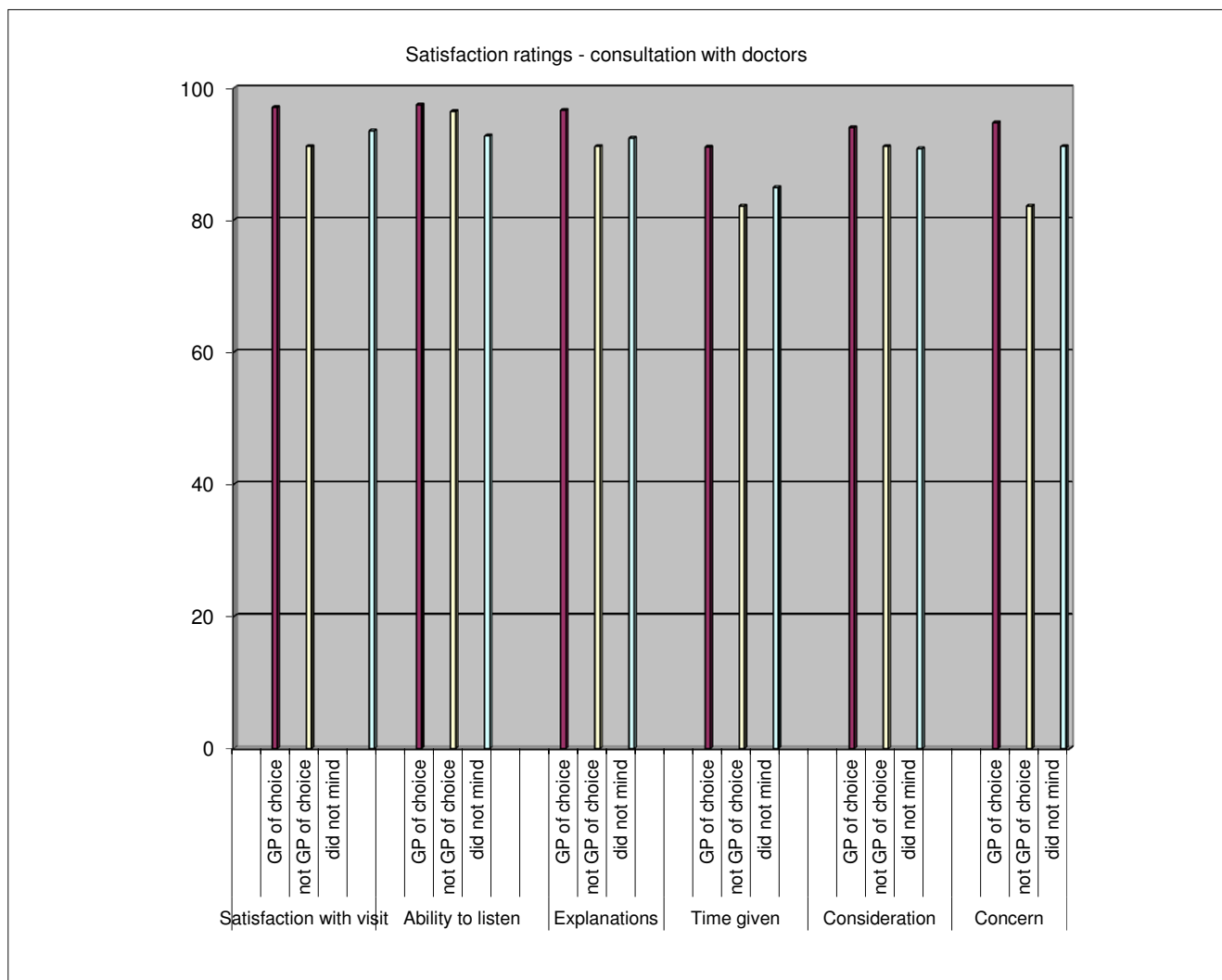
| Nurse results | 2013 | 2012 |
|-------------------------|------|------|
| Satisfaction with visit | 95.3 | 95.6 |
| Ability to listen | 92.7 | 93.4 |
| Explanations | 92.5 | 95.3 |
| Time given | 89.3 | 91.8 |
| Consideration | 90.3 | 93.1 |
| Concern | 91.6 | 93.3 |

Patients - consultations with Others



| Others results | 2013 | 2012 |
|-------------------------|------|------|
| Satisfaction with visit | 95.3 | 93.8 |
| Ability to listen | 96.9 | 93.8 |
| Explanations | 95.1 | 93.8 |
| Time given | 87.5 | 87.5 |
| Consideration | 92.8 | 83.3 |
| Concern | 95.3 | 87.5 |

Patients - consultation with doctors - GP of choice / not GP of choice / did not mind



| | | 2013 | 2012 |
|-------------------------|------------------|------|------|
| Satisfaction with visit | GP of choice | 97.0 | 93.1 |
| | not GP of choice | 91.1 | 70.5 |
| | did not mind | 93.5 | 89.9 |
| Ability to listen | GP of choice | 97.4 | 94.2 |
| | not GP of choice | 96.4 | 75.0 |
| | did not mind | 92.7 | 93.4 |
| Explanations | GP of choice | 96.6 | 93.7 |
| | not GP of choice | 91.1 | 75.0 |
| | did not mind | 92.4 | 91.4 |
| Time given | GP of choice | 91.0 | 88.6 |
| | not GP of choice | 82.1 | 77.5 |
| | did not mind | 84.9 | 86.1 |
| Consideration | GP of choice | 94.0 | 91.3 |
| | not GP of choice | 91.1 | 77.5 |
| | did not mind | 90.8 | 92.0 |
| Concern | GP of choice | 94.7 | 92.5 |
| | not GP of choice | 82.1 | 79.5 |
| | did not mind | 91.1 | 91.1 |

| | | | | |
|-------------------------|------|------|--|------|
| Satisfaction with visit | | | | |
| GP of choice | 97 | | | |
| not GP of choice | | 91.1 | | |
| did not mind | | | | 93.5 |
| Ability to listen | | | | |
| GP of choice | 97.4 | | | |
| not GP of choice | | 96.4 | | |
| did not mind | | | | 92.7 |
| Explanation | | | | |
| GP of choice | 96.6 | | | |
| not GP of choice | | 91.1 | | |
| did not mind | | | | 92.4 |
| Time given | | | | |
| GP of choice | 91 | | | |
| not GP of choice | | 82.1 | | |
| did not mind | | | | 84.9 |
| Consideration | | | | |
| GP of choice | 94 | | | |
| not GP of choice | | 91.1 | | |
| did not mind | | | | 90.8 |
| Concern | | | | |
| GP of choice | 94.7 | | | |
| not GP of choice | | 82.1 | | |
| did not mind | | | | 91.1 |

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