

**The Abbey Practice
Patient Satisfaction Survey**

Audit 2010

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An Audit of Patient Satisfaction in an Independent Medical Practice

Introduction

The Abbey Practice is an Independent single handed semi-rural dispensing practice which is located in the village of Temple Ewell, on the outskirts of Dover.

The Abbey Practice aims to provide a quality affordable and comprehensive Independent medical service for the people of East Kent. The practice has a reputation for high quality patient centred care; feedback from patients is always welcome.

In order to see if the level of satisfaction with the service provided has been maintained for the fifth year since the practice became an Independent practice it was decided to obtain the views of the patients using the services.

Aim of Audit

- To determine if the patients were satisfied with the service provided by the practice and compare the results with the previous year.
- To provide feedback from the patients on the service provided.

Process

All patients that attended during a fourteen day working period, from the 13th September to 27th September 2010, were asked to complete a satisfaction questionnaire. The same questionnaire was used in the previous 2009 survey.

To collate the results a tick box method was used, where the patients had the opportunity to state if they were satisfied with a particular service as defined by each question. The choices were; Very Poor, Poor, Fairly Good, Very Good, Excellent and Does not apply.

The questions were divided into the following categories:

- The Doctor
- The Staff
- Miscellaneous
- Overall Satisfaction
- Value for money

To simplify the satisfaction levels with the previous year the answers to the questions were grouped into three categories;

1. Excellent Service: Very good / Excellent
2. Adequate Service: Fair / Good
3. Poor Service: Very Poor / Poor

These were then compared to the survey of 2009.

Outcome

In total 100 questionnaires were given to patients to complete during the study period following their consultation at the Practice. All were completed and returned.

Only 20% of those that completed the questionnaire were visiting the practice for the first time. 80% of patients answering the questionnaire had attended previously.

The response rate to the questionnaire was: 100%. The response rate was slightly higher than the previous year.

The response to all questions was 100%.

Satisfaction levels (*excellent and very good responses were combined together*) ranged from 98-100% to the questions relating to staff and 91-98% relating to the doctor. Some patients felt some of the questions were not appropriate for their consultations, namely those patients attending for medicals, especially the question relating to sensitivity to their problem.

Value for money and overall satisfaction with the Practice showed 98% and 100% respectively.

Conclusion

The survey was important in order to determine if the standard of satisfaction with the service at the Practice had been maintained when compared to the previous four surveys from 2006.

A hundred per cent of the patients who were given questionnaire returned. The response rate was high and thought to be indicative of how keen people are to support the practice. This view is compounded by the amount of patients who chose to add additional comments. (*See comments sheet.*)

The questionnaire sought patient opinion on a variety of indicators. The results indicate that patients feel the practice offers an excellent service. Satisfaction levels (*rated either very good or excellent*) between 89% and 100% were achieved on all questions asked. The low level was due to the fact that some patients did not feel they could comment on some of the questions asked as they were not appropriate for their consultation. From analysis of the responses the high level of satisfaction recorded in 2010 compares favourably with previous years.

Eighty per cent of the patients who answered the questionnaire had attended the practice previously. This is significant as it can be assumed that by returning they were satisfied with the overall service provided and found the price structure to be affordable. This was supported by the value for money question which received a satisfaction level of 99%, a very important figure for the service because it shows that the price structure offered is within means of people who are attending and demonstrates that an effective payment by results is achievable.

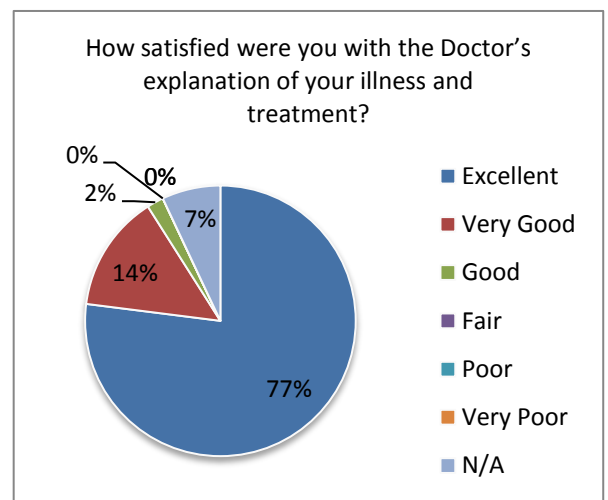
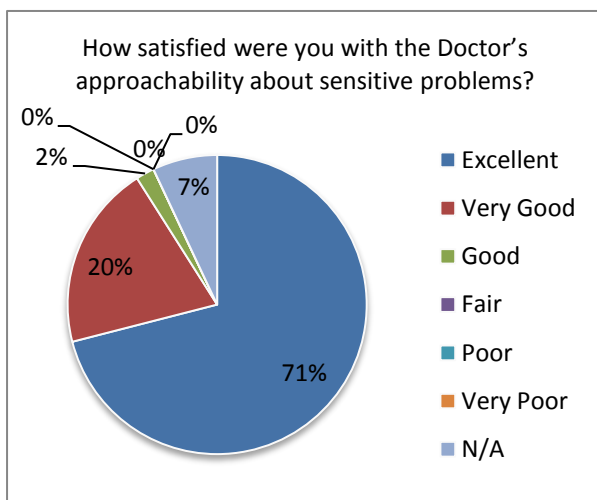
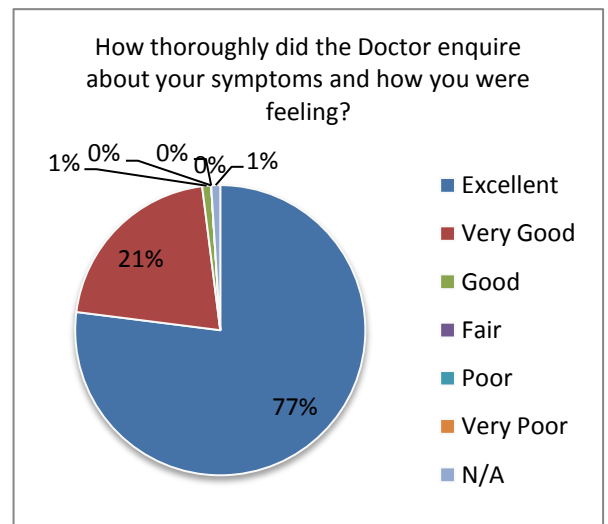
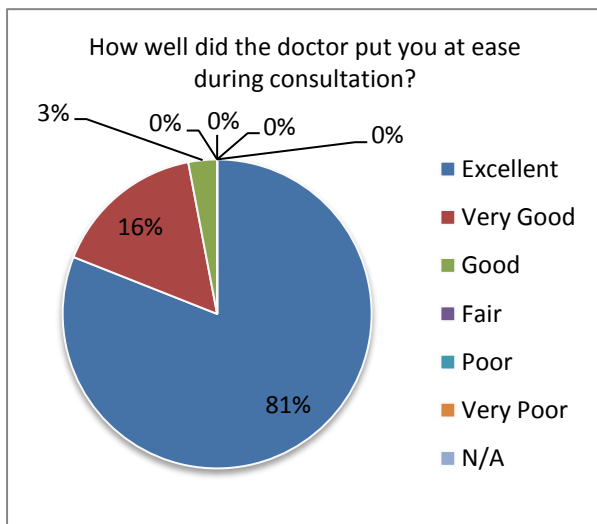
In summary the service at the Abbey Practice has achieved, and maintained, a high satisfaction rating for surveys carried out from 2006-2010 inclusive.

Survey Results

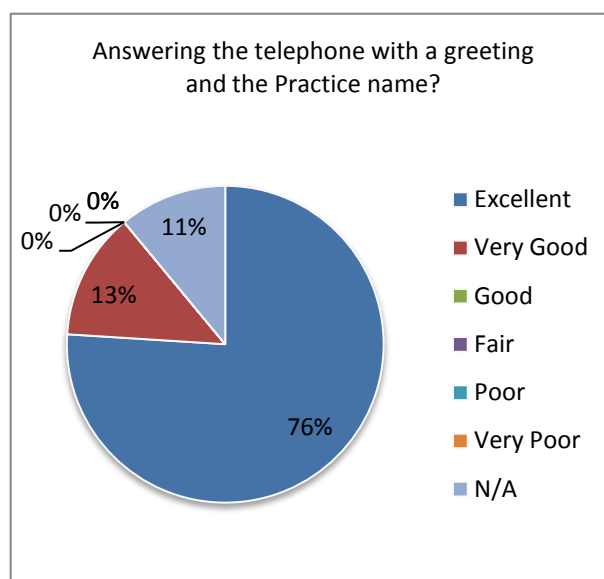
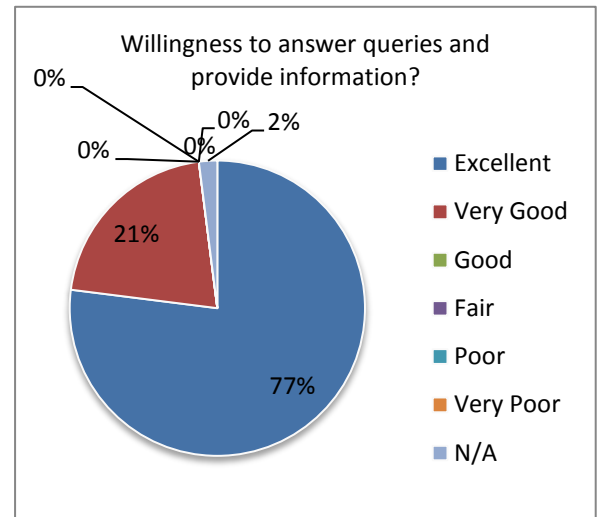
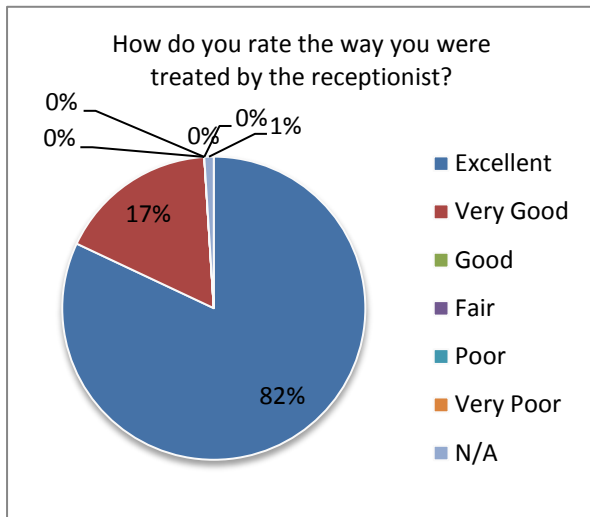
Comments

1. Always a joy in visiting
2. Am very glad that I came for treatment here and will continue to come back when necessary
3. Other Surgeries I have visited in the past could do well by copying the example set by staff and practitioners at this surgery
4. Brill', don't retire
5. I will be back. Thank you
6. Excellent Service throughout. I wish there were more like the Abbey Practice
7. I recommend this practice to friends and family
8. Carry on the good work, you are needed
9. Excellent service, absolutely no complaints. If only all Doctors and receptionists were as understanding as Dr & Mrs Stellon. Keep up the good work.
10. I wish and hope that there were more caring, knowledgeable and sensitive Doctors like him
11. We are always made to feel at ease, everything is very private and the treatment is first class

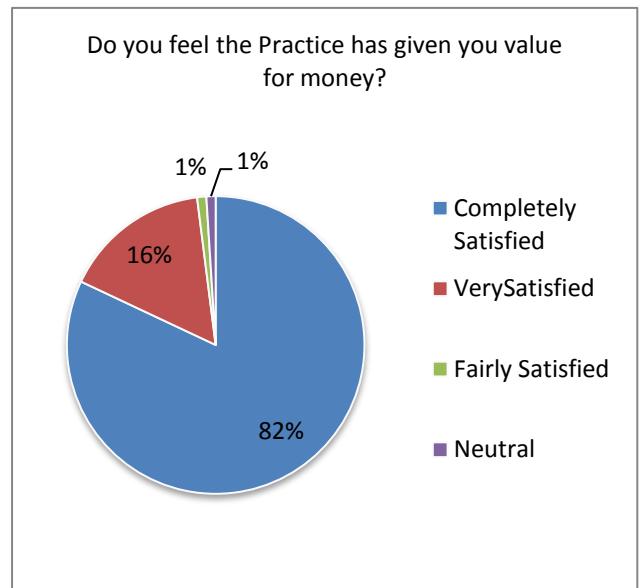
Doctor	Very Poor	Poor	Fair	Good	Very Good	Excellent	N/A
How well did the doctor put you at ease during the consultation?	0	0	0	3	18	81	0
How thoroughly did the Doctor ask about your symptoms and how you were feeling?	0	0	0	1	21	77	1
How satisfied were you with the Doctor's approachability about sensitive problems?	0	0	0	2	20	71	7
How satisfied were you with the Doctor's explanation of your illness and treatment?	0	0	0	2	14	77	7



Staff	Very Poor	Poor	Fair	Good	Very Good	Excellent	N/A
How do you rate the way you were treated by the receptionist?	0	0	0	0	17	82	1
Willingness to answer queries and provide information?	0	0	0	0	21	77	2
Answering the telephone with a greeting and the Practice name?	0	0	0	0	13	76	11

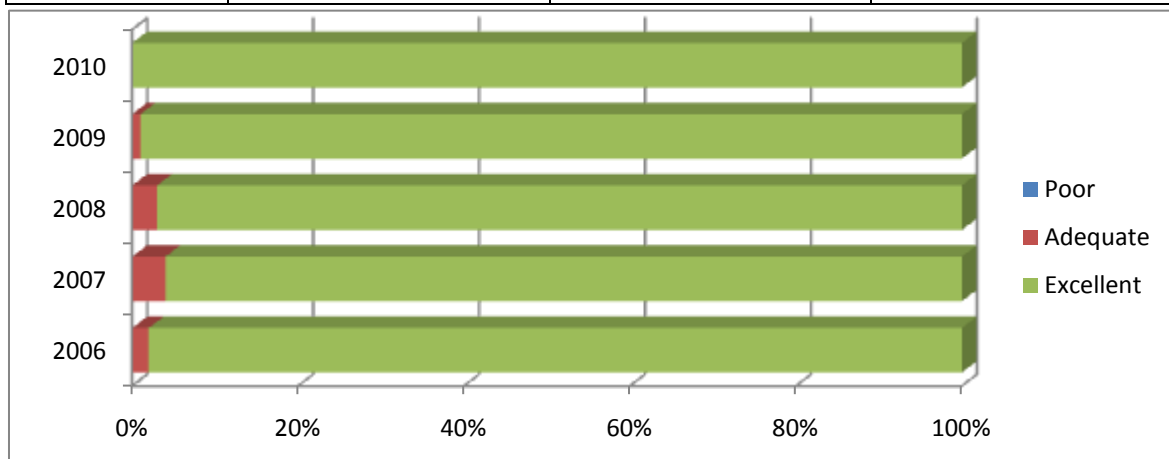


Miscellaneous	Completely Satisfied	Very Satisfied	Fairly Satisfied	Neutral
All things considered; how satisfied were you with the Practice?	84	16	0	0
Do you feel the Practice has given you value for money?	82	16	1	1



Comparison of Satisfaction Ratings in 2010 with those in 2006-2009.

Question	All things considered how satisfied were you with the practice?		
Responses	Poor Service	Adequate Service	Excellent Service
2006	0	2	98
2007	0	4	96
2008	0	3	97
2009	0	1	99
2010	0	0	100



Question	Do you feel that the Practice has given you value for money?		
Responses	Poor Service	Adequate Service	Excellent Service
2006	0	3	95
2007	0	4	96
2008	0	5	95
2009	0	3	97
2010	0	2	98

