

VICTORIA ROAD SURGERY  
50 VICTORIA ROAD WORTHING BN11 1XE  
Telephone: (01903) 230656 Fax: (01903) 520094

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### PATIENT SURVEY 2015

The survey was conducted from July 2015 to November 2015 and the sealed envelopes were sent to CFEP for processing: **Please see separate documents for Patient Experience Survey Results 2012/2013 and a copy of the Questionnaire used.**

### FINDINGS FROM THE 2015 PRACTICE SURVEY:

**Comments provided by our patients in the main were positive and complimentary**

### RESULTS OF PATIENT FEEDBACK FOR DOCTORS AT VICTORIA ROAD SURGERY

QUESTION ASKED	MEDIAN SCORE *	NUMBER OF DOCTORS THAT MET MEDIAN SCORE
1. My overall satisfaction with this visit to the doctor	82%	5/7
2. The warmth of the doctors greeting to me	84%	3/7
3. On this visit I would rate the doctors ability to listen to me	85%	4/7
4. The doctors explanations of things to me were	83%	5/7
5. The extent to which I felt reassured by this doctor was	82%	4/7
6. My confidence in this doctors ability	85%	2/7
7. The opportunity the doctor gave me to express my concerns or	83%	3/7

fears was		
8. The respect shown to me by this doctor was	86%	4/7
9. The amount of time given to me for this visit was	77%	5/7
10. This doctors consideration of my personal situation in deciding a treatment or advising me was	81%	3/7
11. The doctors concern for me as as person on this visit was	82%	4/7
12. The extent to which the doctor helped me to take care of myself was	81%	2/7
13. The recommendation I would give to my friends about this doctor would be	84%	2/7

\*Median or 'middle value': the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully

#### **FINDINGS:**

Questions identified where less than 50% of doctors in this practice did not meet the median and should be reviewed by the practice.

These were:

- **The warmth of the doctors greeting to me**
- **My confidence in this doctors ability**
- **The opportunity the doctor gave me to express my concerns or fears was**
- **This doctors consideration of my personal situation in deciding a treatment or advising me was**
- **The extent to which the doctor helped me to take care of myself was**
- **The recommendation I would give to my friends about this doctor would be**

### **Meeting with the PPG to review the survey and agree actions:**

This meeting took place on Wednesday 23<sup>rd</sup> January 2013. The group reviewed the findings from both the patient feedback regarding the practice in general and then the findings from the feedback about the doctors at the practice.

### **ACTIONS RESULTING FROM THE 2012 SURVEY AS AGREED BY THE PATIENT PARTICIPATION GROUP AND THE PATIENT REFERENCE GROUP:**

Actions from Patients feedback about the Practice:

1. A notice advising patients that water can be provided if they should need it.
2. A Dementia Information display will be set up in the corner by reception where patients can browse. Also a patient has made a Gift Donation to the Practice following the care of his wife by the practice. The practice will buy some books on Dementia and will lend this out to patients that ask to borrow them.
3. It was agreed that the practice should set up a Facebook account, one which does not permit comments but just provides information. This will allow the practice to provide information about services to a wider population of our patients who may use Facebook and the local Worthing Directory.
4. It was agreed that Doctors should call all patients, even if they are not showing as arriving, in case the automated arrival machine has failed.
5. The PPG have been approached by Albion in the Community, who would like to come and talk to the group about Cancer Awareness. The Group agreed for a meeting to be organised.

Discussion regarding Patients feedback about the Doctors:

1. Warmth of the doctors greeting: It was agreed that this was extremely important and did vary from doctor to doctor. The question was asked 'if it made a difference if a doctor came to greet you in reception or not'. The majority considered that this was not necessarily important. What was important was the warmth of the greeting when you did meet with the doctor.
2. Confidence in doctor's ability was discussed and it appeared that this became in doubt if and when patients had to return to the surgery after one consultation and saw a different doctor who then gave a different opinion.
3. Opportunity to express fears or concerns; appeared to go hand in hand with the warmth of the greeting. Where there was no warmth expressed and patients did not feel comfortable then they felt unable to express their fears and concerns openly.
4. Consideration of the patient's personal situation in decided treatment; the time element of the consultation came in to consideration with this problem. As time can be an issue with each consultation, doctor's consideration of the patient's whole situation can be overlooked and not discussed.

5. Doctor helping patients to care for themselves; the group disagreed and the majority felt that patients should be considering this for themselves but more information would assist patients to do so. The Facebook account may permit extensive education of access to services that may enable patients to consider self-care and importantly chronic disease prevention. Additionally, more leaflets available of services in a more prominent area in the waiting room.
6. Recommendation of doctor: Again the group disagreed with this finding as they are aware that the practice population is increasing and in the main most service users are happy. However, addressing the other areas of concern may improve this considered opinion.

The results of this valuable discussion with the Patient Participation Group were then fed back to the Doctors in the practice on the 30<sup>th</sup> January 2013 for their reflection and learning.

## Appendix One

**VICTORIA ROAD SURGERY**  
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### **CUSTOMER CARE POLICY**

1. We will deal with people efficiently, fairly and in a courteous and helpful manner and staff will take personal responsibility for dealing with queries, answer them as thoroughly as possible and seek further advice from colleagues if needed.
2. We will assist patients in obtaining the right appointment for them.
3. We aim to acknowledge patients within 2/3 minutes of their arrival.
4. We will respect patient's privacy.
5. We will aim to answer the telephone within 6 rings and will always call someone back if their query cannot be answered at first contact.
6. We will reply to letters, emails and messages within an agreed time frame with the patient.
7. We will provide a clean, tidy, and professional environment for people to visit.

#### **In return we would ask patients to:**

1. Be courteous to staff and patient if it is obvious we are busy with other patients.
2. Keep their appointments or notify us in advance if they wish to cancel.
3. Make suggestions as to how to improve our service where appropriate.

**For information current Victoria Road Surgery Opening Hours are:**

Monday: 8 a.m. until 6 p.m.  
Tuesday: 8 a.m. until 6 p.m.  
Wednesday: 8 a.m. until 6 p.m.  
Thursday: 8 a.m. until 6 p.m.  
Friday: 8 a.m. until 6 p.m.

Telephone lines at Victoria Road are open from 8 a.m. until 6.30 p.m.

**For information current Victoria Road Surgery Extended Hours are:**

Monday: 7 a.m. until 8 a.m.  
Tuesday: 7 a.m. until 8 a.m.  
Wednesday: 6.30 p.m. until 7.30 p.m. at Durrington Health Centre  
Thursday: 7 a.m. until 8 a.m. and 6.30 p.m. until 8 p.m.  
Friday: 7 a.m. until 8 a.m.

**For information current Durrington Health Centre Opening hours are:**

Monday: 8 a.m. until 1 p.m. and then 2 p.m. until 6 p.m.  
Tuesday: 8 a.m. until 1 p.m. and then 2 p.m. until 6 p.m.  
Wednesday: 8 a.m. until 1 p.m. and then 2 p.m. until 6 p.m.  
Thursday: 8 a.m. until 1 p.m. and then 2 p.m. until 6 p.m.  
Friday: 8 a.m. until 1 p.m. and then 2 p.m. until 6 p.m.

Telephone lines at Durrington Health Centre are open from 8 a.m. until 1 p.m. and then 2 p.m. until 6.30 p.m. Patients are advised to contact the Victoria Road Surgery during the 1 hour lunchtime at Durrington Health Centre.

**For information current Durrington Health Centre Extended hours are:**

Wednesday: 6.30 p.m. until 7.30 p.m. The doors do remain open to the surgery between 6 p.m. and 6.30 p.m. on this evening.