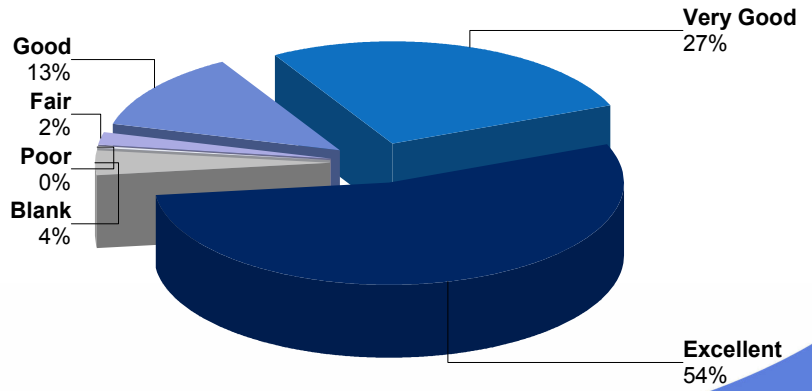


94%

of all patient ratings about this practice were **good, very good or excellent**



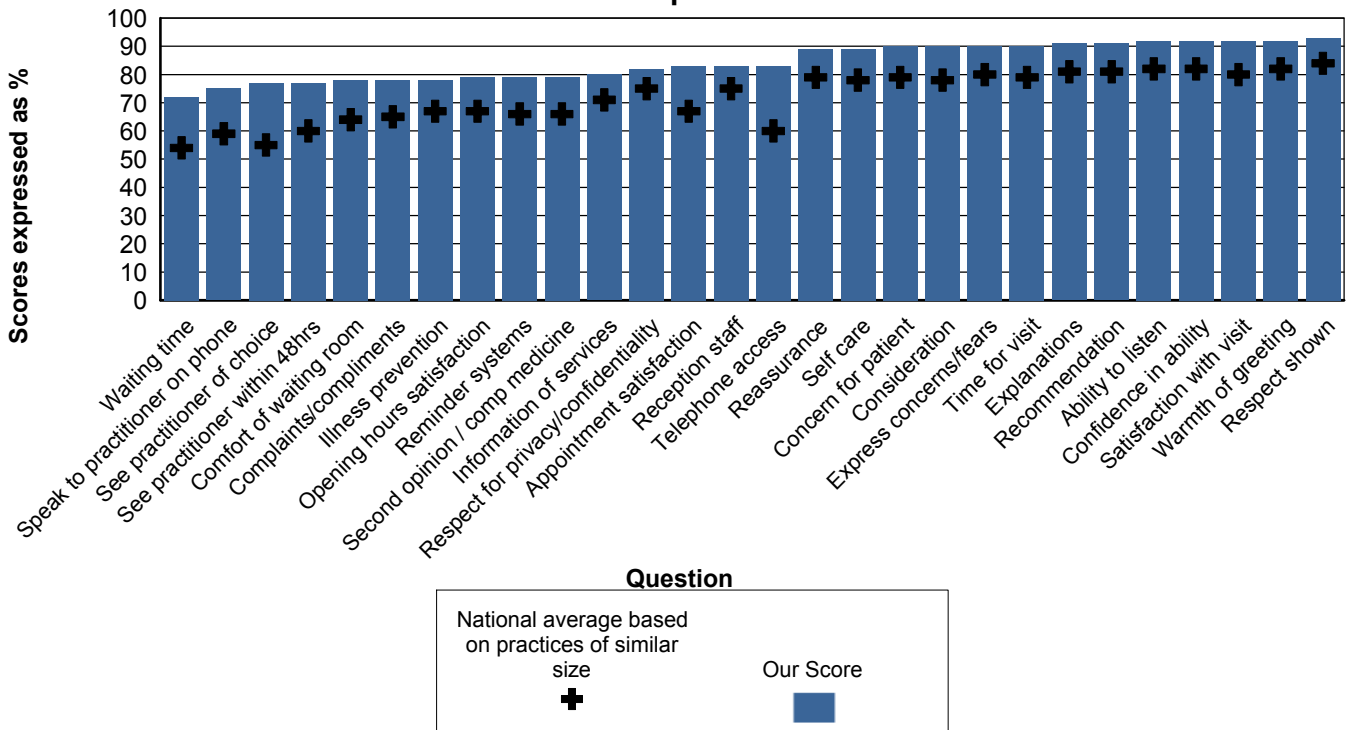
Thank you for your participation in this survey

Patient Experience Survey Results 2017/2018 Laurel Bank Surgery



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you



Private and Confidential
200 Laurel Bank Road
Laurel Bank Surgery
Cedarside Street
Kilger
2016 1915

Improving Practice Questionnaire Report

Laurel Bank Surgery

June 2017



Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

| Question | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|---|------|------|------|-----------|-----------|--------------|
| Q1 Opening hours satisfaction | 0 | 5 | 25 | 56 | 61 | 5 |
| Q2 Telephone access | 0 | 3 | 18 | 56 | 72 | 3 |
| Q3 Appointment satisfaction | 0 | 5 | 16 | 53 | 77 | 1 |
| Q4 See practitioner within 48hrs | 0 | 11 | 31 | 46 | 62 | 2 |
| Q5 See practitioner of choice | 2 | 7 | 32 | 44 | 65 | 2 |
| Q6 Speak to practitioner on phone | 2 | 7 | 28 | 49 | 49 | 17 |
| Q7 Comfort of waiting room | 0 | 4 | 31 | 58 | 54 | 5 |
| Q8 Waiting time | 1 | 8 | 39 | 60 | 40 | 4 |
| Q9 Satisfaction with visit | 0 | 1 | 4 | 36 | 111 | 0 |
| Q10 Warmth of greeting | 0 | 0 | 7 | 35 | 107 | 3 |
| Q11 Ability to listen | 0 | 1 | 6 | 32 | 113 | 0 |
| Q12 Explanations | 0 | 1 | 8 | 35 | 107 | 1 |
| Q13 Reassurance | 0 | 2 | 13 | 33 | 102 | 2 |
| Q14 Confidence in ability | 0 | 2 | 5 | 31 | 114 | 0 |
| Q15 Express concerns/fears | 0 | 1 | 12 | 35 | 103 | 1 |
| Q16 Respect shown | 0 | 1 | 6 | 26 | 118 | 1 |
| Q17 Time for visit | 0 | 0 | 10 | 39 | 99 | 4 |
| Q18 Consideration | 0 | 0 | 12 | 37 | 101 | 2 |
| Q19 Concern for patient | 0 | 0 | 15 | 30 | 103 | 4 |
| Q20 Self care | 0 | 1 | 13 | 35 | 94 | 9 |
| Q21 Recommendation | 0 | 1 | 10 | 32 | 103 | 6 |
| Q22 Reception staff | 0 | 2 | 24 | 44 | 76 | 6 |
| Q23 Respect for privacy/confidentiality | 1 | 4 | 22 | 43 | 77 | 5 |
| Q24 Information of services | 1 | 5 | 30 | 37 | 71 | 8 |
| Q25 Complaints/compliments | 0 | 4 | 34 | 42 | 57 | 15 |
| Q26 Illness prevention | 0 | 7 | 25 | 53 | 56 | 11 |
| Q27 Reminder systems | 2 | 4 | 29 | 44 | 64 | 9 |
| Q28 Second opinion / comp medicine | 0 | 2 | 28 | 32 | 50 | 40 |

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

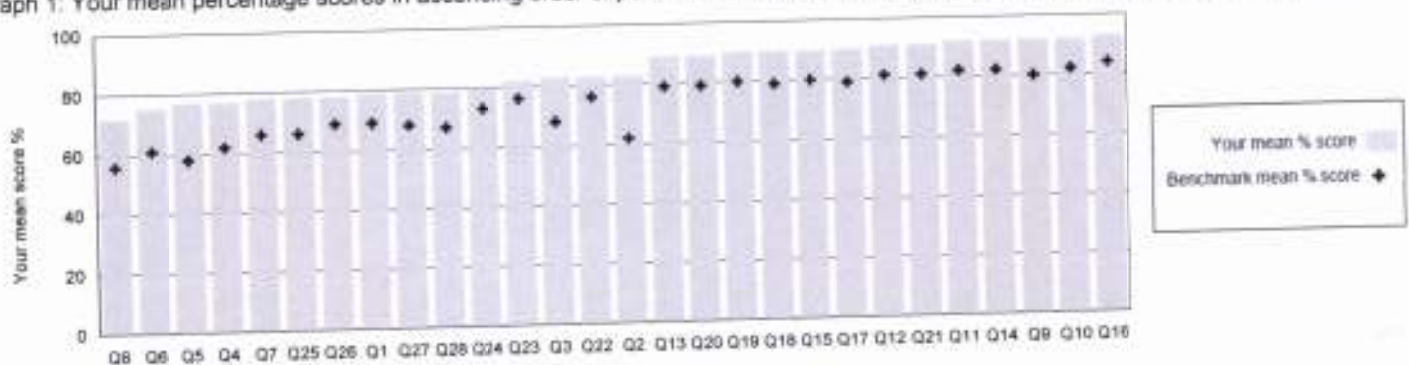
Table 2: Your mean percentage scores and benchmarks from all participating practices

| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|-------------------------|-----|----------------|--------|----------------|-----|
| | | National mean score (%) | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 79 | 69 | 23 | 64 | 68 | 73 | 92 |
| Q2 Telephone access | 83 | 62 | 13 | 53 | 63 | 71 | 92 |
| Q3 Appointment satisfaction | 83 | 68 | 23 | 63 | 68 | 74 | 92 |
| Q4 See practitioner within 48hrs | 77 | 62 | 18 | 54 | 62 | 70 | 96 |
| Q5 See practitioner of choice | 77 | 58 | 22 | 48 | 57 | 65 | 95 |
| Q6 Speak to practitioner on phone | 75 | 61 | 25 | 54 | 61 | 67 | 92 |
| Q7 Comfort of waiting room | 78 | 66 | 27 | 60 | 66 | 71 | 90 |
| Q8 Waiting time | 72 | 56 | 25 | 50 | 56 | 62 | 90 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 92 | 80 | 41 | 76 | 81 | 85 | 97 |
| Q10 Warmth of greeting | 92 | 82 | 45 | 78 | 82 | 86 | 96 |
| Q11 Ability to listen | 92 | 82 | 46 | 78 | 83 | 87 | 97 |
| Q12 Explanations | 91 | 81 | 42 | 77 | 81 | 85 | 97 |
| Q13 Reassurance | 89 | 79 | 41 | 75 | 80 | 84 | 98 |
| Q14 Confidence in ability | 92 | 82 | 43 | 79 | 83 | 87 | 99 |
| Q15 Express concerns/fears | 90 | 80 | 45 | 76 | 81 | 85 | 96 |
| Q16 Respect shown | 93 | 84 | 49 | 80 | 85 | 88 | 98 |
| Q17 Time for visit | 90 | 79 | 38 | 75 | 80 | 84 | 96 |
| Q18 Consideration | 90 | 79 | 41 | 75 | 79 | 83 | 98 |
| Q19 Concern for patient | 90 | 80 | 43 | 76 | 80 | 84 | 97 |
| Q20 Self care | 89 | 79 | 38 | 75 | 79 | 83 | 97 |
| Q21 Recommendation | 91 | 81 | 41 | 78 | 82 | 86 | 99 |
| About the staff | | | | | | | |
| Q22 Reception staff | 83 | 76 | 29 | 72 | 77 | 81 | 96 |
| Q23 Respect for privacy/confidentiality | 82 | 76 | 43 | 72 | 76 | 80 | 96 |
| Q24 Information of services | 80 | 73 | 29 | 68 | 73 | 77 | 96 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 78 | 66 | 31 | 62 | 66 | 70 | 96 |
| Q26 Illness prevention | 78 | 69 | 34 | 64 | 68 | 72 | 96 |
| Q27 Reminder systems | 79 | 68 | 27 | 63 | 68 | 72 | 96 |
| Q28 Second opinion / comp medicine | 79 | 67 | 30 | 62 | 67 | 71 | 96 |
| Overall score | 85 | 73 | 35 | 69 | 73 | 77 | 95 |

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

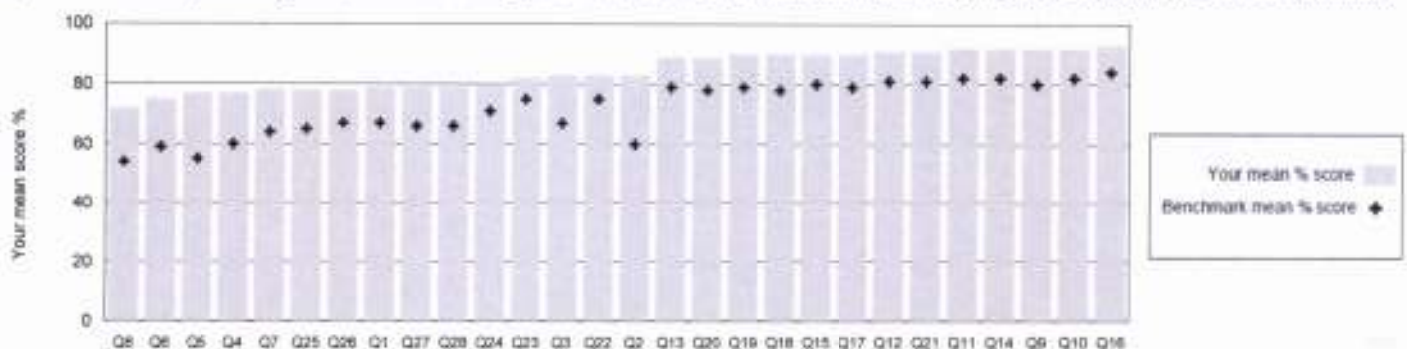
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|---------------------|-----|----------------|--------|----------------|-----|
| | | National mean score | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 79 | 67 | 48 | 64 | 67 | 71 | 86 |
| Q2 Telephone access | 83 | 60 | 28 | 54 | 61 | 67 | 85 |
| Q3 Appointment satisfaction | 83 | 67 | 46 | 62 | 67 | 72 | 87 |
| Q4 See practitioner within 48hrs | 77 | 60 | 30 | 53 | 60 | 67 | 86 |
| Q5 See practitioner of choice | 77 | 55 | 28 | 47 | 55 | 61 | 84 |
| Q6 Speak to practitioner on phone | 75 | 59 | 29 | 53 | 58 | 66 | 84 |
| Q7 Comfort of waiting room | 78 | 64 | 39 | 60 | 65 | 69 | 82 |
| Q8 Waiting time | 72 | 54 | 25 | 49 | 55 | 61 | 83 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 92 | 80 | 44 | 76 | 80 | 84 | 93 |
| Q10 Warmth of greeting | 92 | 82 | 46 | 78 | 82 | 85 | 94 |
| Q11 Ability to listen | 92 | 82 | 46 | 79 | 82 | 86 | 95 |
| Q12 Explanations | 91 | 81 | 45 | 77 | 81 | 85 | 94 |
| Q13 Reassurance | 89 | 79 | 44 | 76 | 80 | 84 | 94 |
| Q14 Confidence in ability | 92 | 82 | 47 | 79 | 82 | 87 | 95 |
| Q15 Express concerns/fears | 90 | 80 | 46 | 77 | 80 | 84 | 93 |
| Q16 Respect shown | 93 | 84 | 49 | 80 | 84 | 88 | 95 |
| Q17 Time for visit | 90 | 79 | 51 | 76 | 79 | 83 | 94 |
| Q18 Consideration | 90 | 78 | 41 | 74 | 79 | 83 | 91 |
| Q19 Concern for patient | 90 | 79 | 43 | 76 | 80 | 84 | 93 |
| Q20 Self care | 89 | 78 | 46 | 75 | 79 | 82 | 91 |
| Q21 Recommendation | 91 | 81 | 47 | 78 | 82 | 86 | 95 |
| About the staff | | | | | | | |
| Q22 Reception staff | 83 | 75 | 29 | 72 | 76 | 79 | 90 |
| Q23 Respect for privacy/confidentiality | 82 | 75 | 45 | 72 | 75 | 78 | 88 |
| Q24 Information of services | 80 | 71 | 29 | 68 | 72 | 75 | 87 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 78 | 65 | 50 | 62 | 66 | 69 | 85 |
| Q26 Illness prevention | 78 | 67 | 36 | 64 | 67 | 71 | 85 |
| Q27 Reminder systems | 79 | 66 | 29 | 63 | 66 | 70 | 85 |
| Q28 Second opinion / comp medicine | 79 | 66 | 53 | 62 | 66 | 69 | 86 |
| Overall score | 85 | 72 | 45 | 69 | 72 | 76 | 87 |

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | | |
|---------------------------------|---------------------|---------------------|-------------------------|---------|----------------|--------|----------------|---------|
| | | | National mean score (%) | Minimum | Lower Quartile | Median | Upper Quartile | Maximum |
| Age | | | | | | | | |
| Under 25 | 6 | 85 | 70 | 44 | 65 | 70 | 75 | 92 |
| 25 - 59 | 56 | 84 | 71 | 44 | 68 | 72 | 75 | 93 |
| 60 + | 83 | 84 | 74 | 43 | 71 | 75 | 78 | 87 |
| Blank | 7 | 93 | 70 | 46 | 64 | 70 | 77 | 91 |
| Gender | | | | | | | | |
| Female | 97 | 84 | 72 | 42 | 68 | 72 | 76 | 86 |
| Male | 44 | 86 | 73 | 46 | 69 | 74 | 77 | 91 |
| Blank | 11 | 81 | 71 | 45 | 65 | 71 | 75 | 93 |
| Visit usual practitioner | | | | | | | | |
| Yes | 104 | 86 | 74 | 46 | 71 | 75 | 78 | 90 |
| No | 35 | 82 | 69 | 38 | 65 | 69 | 73 | 92 |
| Blank | 13 | 79 | 71 | 46 | 66 | 71 | 75 | 87 |
| Years attending | | | | | | | | |
| < 5 years | 22 | 89 | 72 | 53 | 68 | 72 | 76 | 92 |
| 5 - 10 years | 13 | 87 | 71 | 38 | 67 | 72 | 76 | 91 |
| > 10 years | 107 | 84 | 73 | 45 | 69 | 73 | 77 | 85 |
| Blank | 10 | 80 | 71 | 45 | 66 | 70 | 77 | 92 |

*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

| | Current scores | 05/07/2012 | 10/01/2008 | 16/12/2005 |
|---|----------------|------------|------------|------------|
| Q1 Opening hours satisfaction | 79 | 76 | 66 | 70 |
| Q2 Telephone access | 83 | 77 | 69 | 69 |
| Q3 Appointment satisfaction | 83 | 78 | 75 | 77 |
| Q4 See practitioner within 48hrs | 77 | 70 | 69 | 72 |
| Q5 See practitioner of choice | 77 | 72 | 70 | 72 |
| Q6 Speak to practitioner on phone | 75 | 72 | 66 | 69 |
| Q7 Comfort of waiting room | 78 | 78 | 73 | 78 |
| Q8 Waiting time | 72 | 65 | 64 | 64 |
| Q9 Satisfaction with visit | 92 | 89 | 81 | 89 |
| Q10 Warmth of greeting | 92 | 89 | 82 | 88 |
| Q11 Ability to listen | 92 | 90 | 84 | 89 |
| Q12 Explanations | 91 | 89 | 82 | 87 |
| Q13 Reassurance | 89 | 88 | 80 | 85 |
| Q14 Confidence in ability | 92 | 90 | 84 | 89 |
| Q15 Express concerns/fears | 90 | 88 | 81 | 86 |
| Q16 Respect shown | 93 | 92 | 86 | 90 |
| Q17 Time for visit | 90 | 87 | 74 | 81 |
| Q18 Consideration | 90 | 87 | 79 | 84 |
| Q19 Concern for patient | 90 | 87 | 81 | 85 |
| Q20 Self care | 89 | 86 | -- | -- |
| Q21 Recommendation | 91 | 89 | 82 | 86 |
| Q22 Reception staff | 83 | 79 | 79 | 79 |
| Q23 Respect for privacy/confidentiality | 82 | 79 | 78 | 81 |
| Q24 Information of services | 80 | 80 | 75 | 76 |
| Q25 Complaints/compliments | 78 | 74 | 70 | 72 |
| Q26 Illness prevention | 78 | 78 | 72 | 74 |
| Q27 Reminder systems | 79 | 76 | 71 | 74 |
| Q28 Second opinion / comp medicine | 79 | 76 | 71 | 74 |
| Overall score | 85 | 82 | 76 | 79 |

-- no data available, question introduced in October 2009.

*Dates in the table relate to date questionnaires were received by CFEP.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- None required.
- Saturday morning appointments would be very helpful for those working away during the week.
- Fantastic care. Thank you.
- Very lucky to have this practice here. All the staff are very friendly. Keep smiling.
- A first rate practice. Efficient, kind and effective.
- Excellent - can't fault it personally.
- None at all. We are lucky to have such a good surgery.
- More consistent with waiting times.
- That the dispensary was open more. It's difficult to get when your working.
- Fantastic surgery!
- Sometimes not appropriate for receptionist to ask problem before giving out appointment.
- Have received excellent service.
- Occasional weekends and evening opening would be helpful for those who work. Privacy is an issue only one so far as the front desk is concerned.
- It would be useful to have one or two more high chairs without arms for patients who find standing up difficult.
- I recently had an ultrasound scan at the surgery, as an outreach service, this was an excellent service and much better than having to attend somewhere else. Hopefully these kind of services (where appropriate) can be continued in order to reduce the amount of people attending a hospital.
- Excellent caring practice, but I do wish we could contact our doctor on weekends, in an emergency.
- My wife and I have the highest regard for this surgery.
- No improvement required, already good.
- I am not criticising anyone, I am not an 'excellent' person.
- Reception is loud and not private.
- No I think they are doing a great job.
- I've the utmost confidence in both doctor and practice.
- I find the practice to be very good.
- As an OAP living alone, I think it is important for our doctors to listen and reassure us, because sometimes it feels that there is not time to listen to our problems.
- I think on the whole practice offers an excellent service for my family and myself. Staff are always professional and caring.
- Waiting time in the waiting room could be shorter. Always delayed.
- Had to wait a week for blood test appointment.
- Excellent practice keep up the great work.
- Perhaps a late evening surgery.
- Privacy when phoning to book a consultation - having to explain symptoms over the phone for sensitive situation.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- I like to order prescriptions via telephone - I cannot always get through between 8-9am.

Any comments about how the doctor/nurse could improve?

- Excellent doctor.
- I appreciate what we have got. No complaints. The doctors are under a lot of pressure with the rising population here.
- None whatsoever.
- This doctor is a first class doctor. I have never experienced such a kind and approachable doctor before. Long may she continue to be part of this practice.
- This doctor is a warm, caring person and wonderful doctor.
- I have always been happy with any visits to see my GP over the years (many years)! All staff are helpful and will go the extra mile to be supportive.
- This doctor has been very supportive and professional throughout.
- Wonderful doctor.
- Excellent doctor.
- Cannot think of any way in which my doctor could improve. We are very lucky here to have such a caring doctor and nurses and (compared with stories of other practices) just sad that they have such heavy caseloads.
- This doctor puts you at ease, is jovial but very professional.
- None!
- I find the doctor to be very good.
- No I like my doctor and I like the practice, considering of what I hear about other practices.
- No need for improvement.
- As above have no concerns. Doctor was very professional and caring.