



HERSCHEL PCC - PATIENT SATISFACTION SURVEY

JANUARY – MARCH 2017

This survey was commissioned by Patrick Rogan, on behalf of Herschel Primary Care Centre (PCC), and undertaken independently by Active Outcomes. The results of the survey, gained from 248 respondents, have been impartially analysed to form the basis of this report.

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HEADLINE DATA

Headline Data

PERFORMANCE HIGHLIGHTS

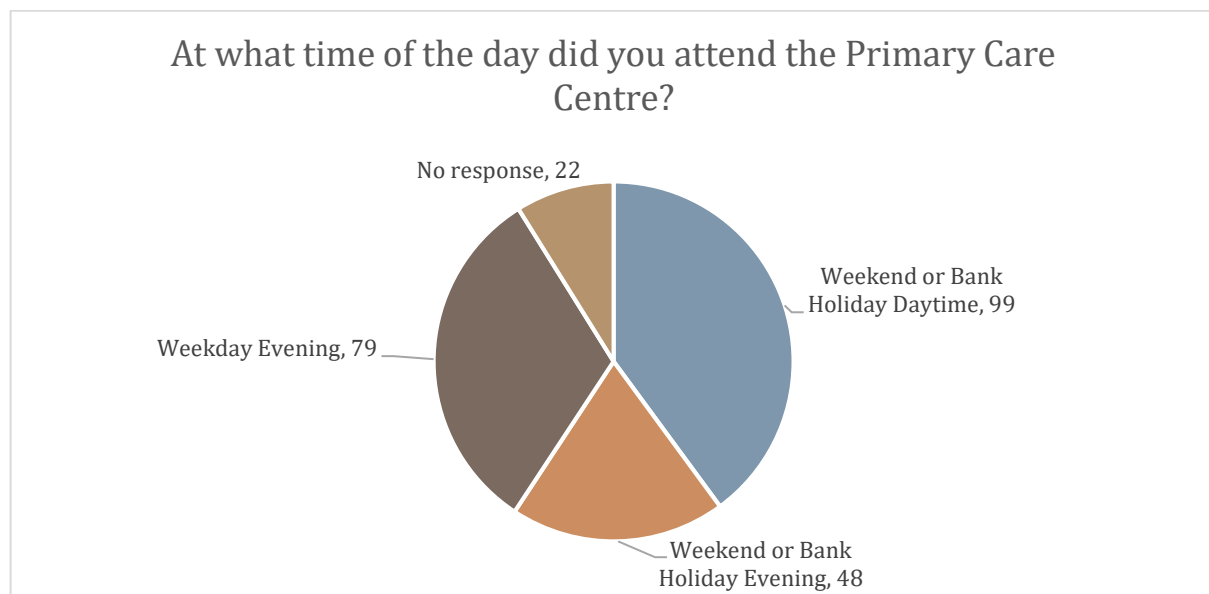
- 98.16% classed the service they received at Herschel PCC as 'Good' or better.
53.46% rated the service as 'Excellent.'
- 98.16% would be happy to recommend the PCC to friends and family.
- Only two patients (of 248 in total responding) waited over sixty minutes for treatment.
61.82% of patients were seen within ten minutes of arrival.
- 99.09% felt they were treated with courtesy and respect by medical professionals.
- The clear majority attending (99.09%) felt their doctor explained their condition and treatment in a way that was easy for them to understand. The other 0.91% felt this was not needed.
- The age group most likely to attend the PCC was aged 0-5 years (30.36%).
- 95.97% of patients had spoken to the NHS 111 helpline before coming to the PCC, and 93.09% had not attended another service directly before their visit.
- Over 70% of patients had pre-booked an appointment to see a GP before attending the PCC (72.06%).

QUESTION ONE: ATTENDING THE PCC

Question One: Attending the PCC

WHAT TIME OF THE DAY DID YOU ATTEND THE PCC?

Most respondents attended either on Weekend or Bank Holiday Daytime (43.81%) or Weekday Evenings (34.96%). 21.24% attended on Weekend or Bank Holiday Evenings and twenty-two people chose not to respond to this question.



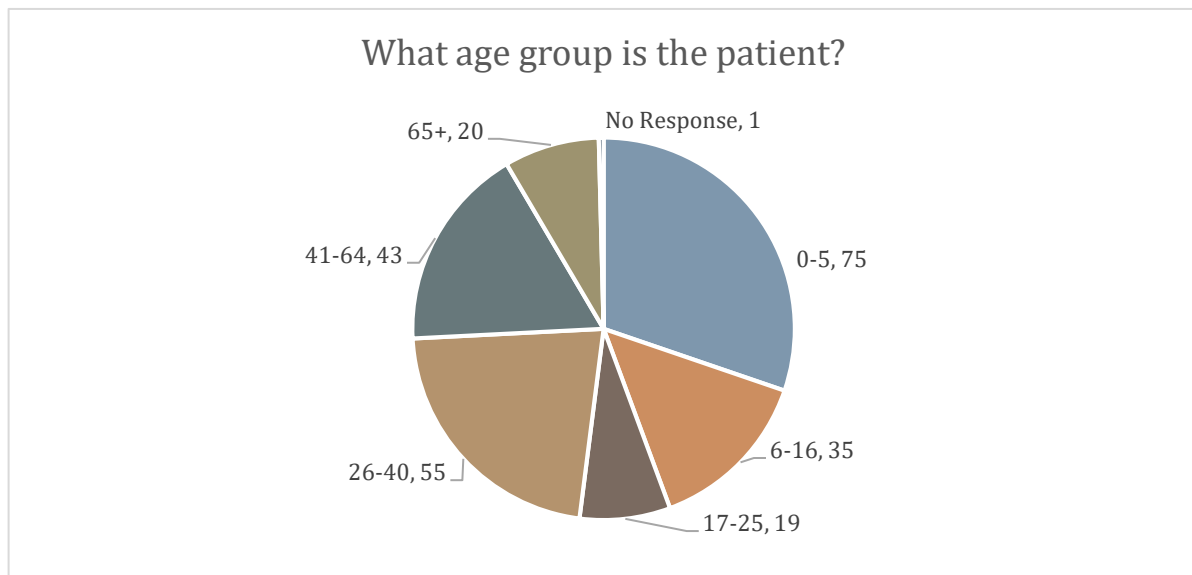
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Weekend or Bank Holiday Daytime	99	43.81%
Weekend or Bank Holiday Evening	48	21.24%
Weekday Evening	79	34.96%
No response	22	-

QUESTION TWO: AGE GROUP

Question Two: Age Group

WHAT AGE GROUP IS THE PATIENT? (IF YOU ARE THE PATIENT PLEASE NOTE YOUR OWN AGE)

The largest group by age was 0-5 year olds representing 30.36% of patients treated (75 people). This was followed by the 26-40 group with 55 people treated (22.27%), and then the 41-64 group with 43 people (17.41%). The smallest group was the 17-25 category, with 19 people representing 7.69% of the total. One respondent chose not to answer this question.



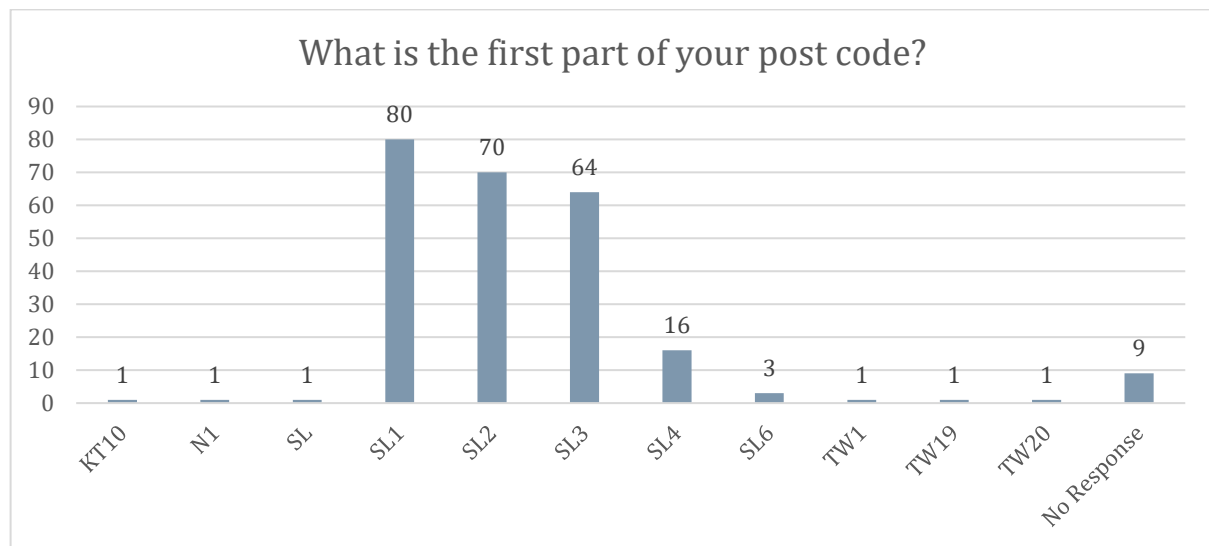
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
0-5	75	30.36%
6-16	35	14.17%
17-25	19	7.69%
26-40	55	22.27%
41-64	43	17.41%
65+	20	8.10%
No Response	1	-

QUESTION THREE: POSTCODE

Question Three: Postcode

WHAT IS THE FIRST PART OF YOUR POST CODE?

The most common postcode given was SL1 with 32.26% of respondents (80), followed by SL2 28.23% (70), and SL3 25.81% (64), these three accounted for 86.3% of all postcodes given.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
KT10	1	0.40%
N1	1	0.40%
SL	1	0.40%
SL1	80	32.26%
SL2	70	28.23%
SL3	64	25.81%
SL4	16	6.45%
SL6	3	1.21%
TW1	1	0.40%
TW19	1	0.40%
TW20	1	0.40%
No Response	9	3.63%

QUESTION THREE: POSTCODE

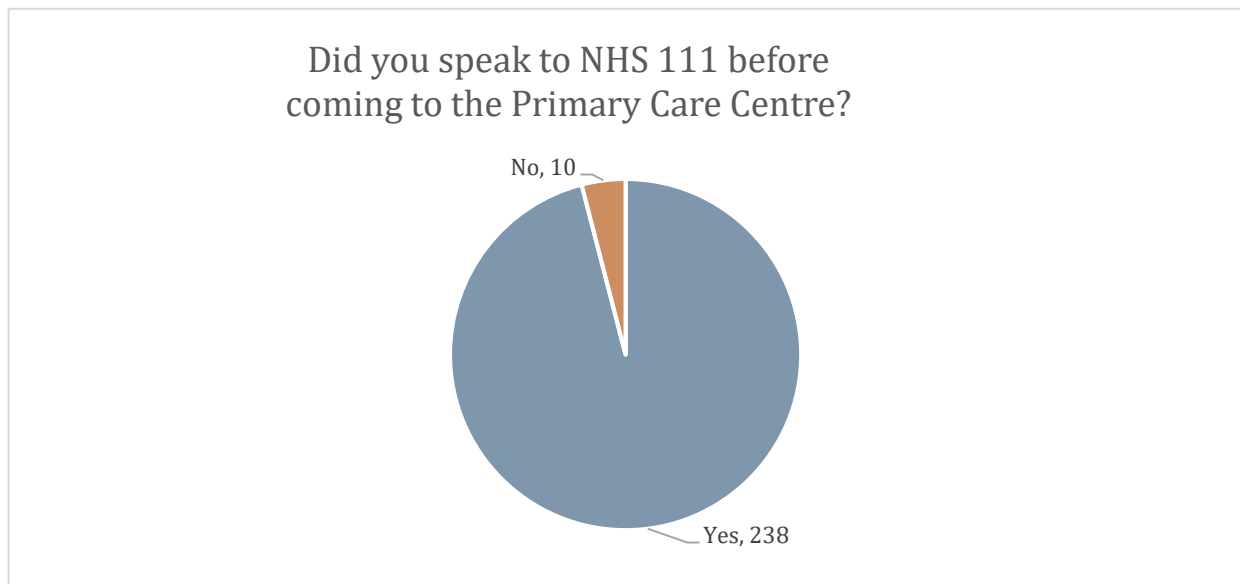


QUESTION FOUR: NHS 111

Question Four: NHS 111

DID YOU SPEAK TO NHS 111 BEFORE COMING TO THE PRIMARY CARE CENTRE?

Most respondents (95.97% or 238 of 248 people) had spoken to NHS 111 before attending Herschel PCC; of the ten respondents who had not called, two had visited another service directly before they attended. However, there is no record of where they attended in the dataset.



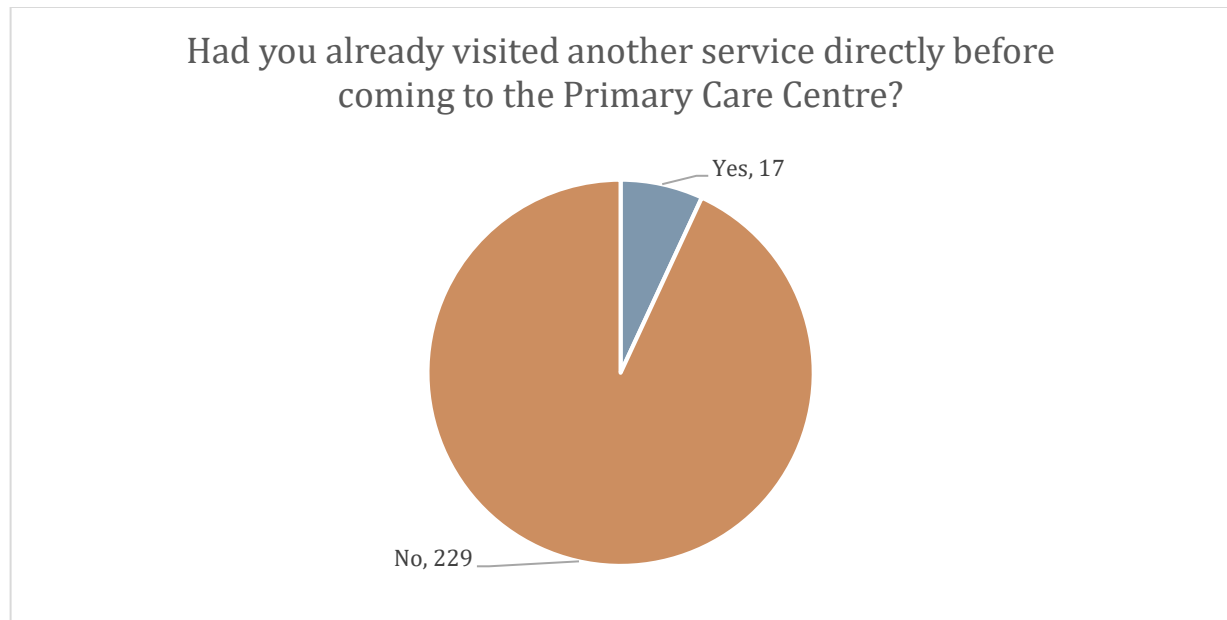
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	238	95.97%
No	10	4.03%

QUESTION FIVE: USE OF ANOTHER SERVICE

Question Five: Use of Another Service

HAD YOU ALREADY VISITED ANOTHER SERVICE DIRECTLY BEFORE COMING TO THE PRIMARY CARE CENTRE?

Almost all the respondents came directly to the PCC without having visited another service with 229 of 248 doing so (93.09%). There is no data available to indicate which particular service(s) the 17 respondents who stated they had used another service had visited before attending Herschel PCC. Two people chose not to respond to this question.



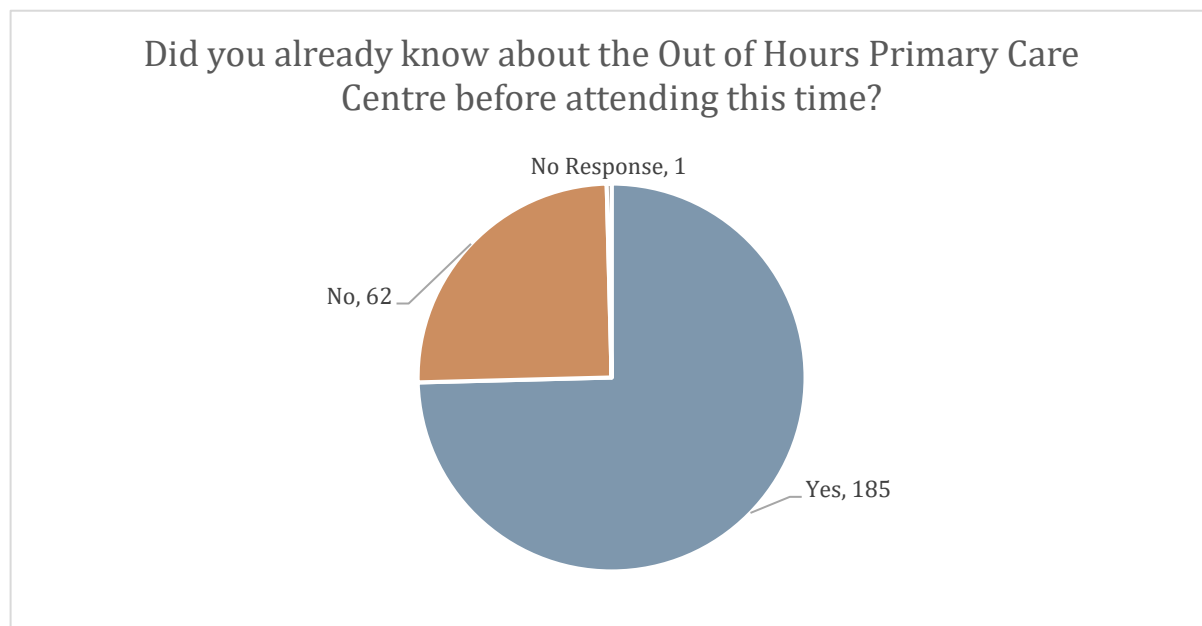
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	17	6.91%
No	229	93.09%
No Response	2	-

QUESTION SIX: PRIOR KNOWLEDGE

Question Six: Prior Knowledge

DID YOU ALREADY KNOW ABOUT THE OUT OF HOURS PRIMARY CARE CENTRE BEFORE ATTENDING THIS TIME?

Almost three-quarters of patients knew about Herschel PCC before attending and being treated there, with 74.90% already being aware, and 25.10% unaware. One respondent chose not to answer this question.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	185	74.90%
No	62	25.10%
No Response	1	-

QUESTION SEVEN: ALTERNATIVE PROVISION

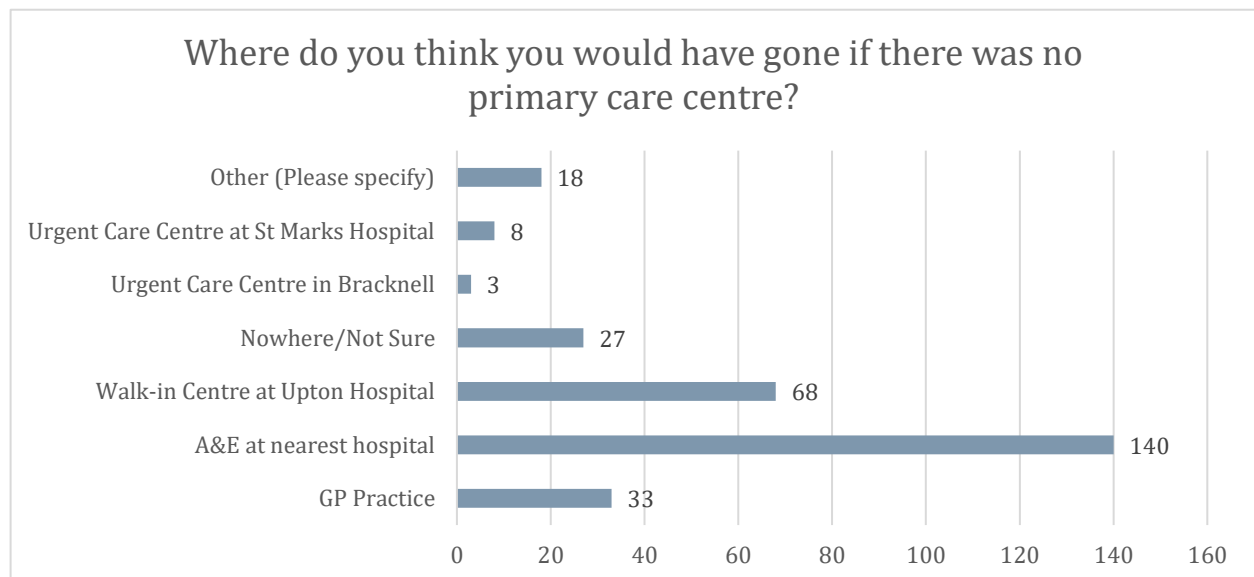
Question Seven: Alternative Provision

WHERE DO YOU THINK YOU WOULD HAVE GONE IF THERE WAS NO PRIMARY CARE CENTRE?

The most popular option was A & E at the nearest hospital with 140 people stating they would have attended (56.45%). The next most popular option was the Walk-in Centre at Upton Hospital with 68 people (27.42%), however, there were an additional ten comments made under “Other” which stated “Walk in at Upton Hospital” which would bring the total choosing Walk-in at Upton Hospital to 78, or 30.79% if the Other comments were to be included under that heading.

Visiting their GP Practice was chosen by 33 respondents, (13.31%) and one comment made under Other also mentioned seeing their “GP in hours”. It is also important to note that over 10% of respondents did not know where they would go and chose Nowhere/Not sure (27, 10.89%). There were 18 comments made in total under ‘Other’, including those already mentioned above. These are outlined in full below.

N.B Figures in the table below do not round to 248 (multiple answers were given by some respondents – resulting in 297 responses).



QUESTION SEVEN: ALTERNATIVE PROVISION

ANSWER	NUMBER RESPONDENTS	PERCENTAGE
GP Practice	33	13.31%
A&E at nearest hospital	140	56.45%
Walk-in Centre at Upton Hospital	68	27.42%
Nowhere/Not Sure	27	10.89%
Urgent Care Centre in Bracknell	3	1.21%
Urgent Care Centre at St Marks Hospital	8	3.23%
Other (Please specify)	18	7.26%

OTHER
<i>from ambulance doctor</i>
<i>Fly back to my country</i>
<i>Health centre in college</i>
<i>Wexham Park Hospital</i>
<i>Wexham park emergency ward</i>
<i>GP in hours</i>
<i>call 111</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>
<i>would preform surgery by myself</i>
<i>Walk in at Upton Hospital</i>
<i>Walk in at Upton Hospital</i>

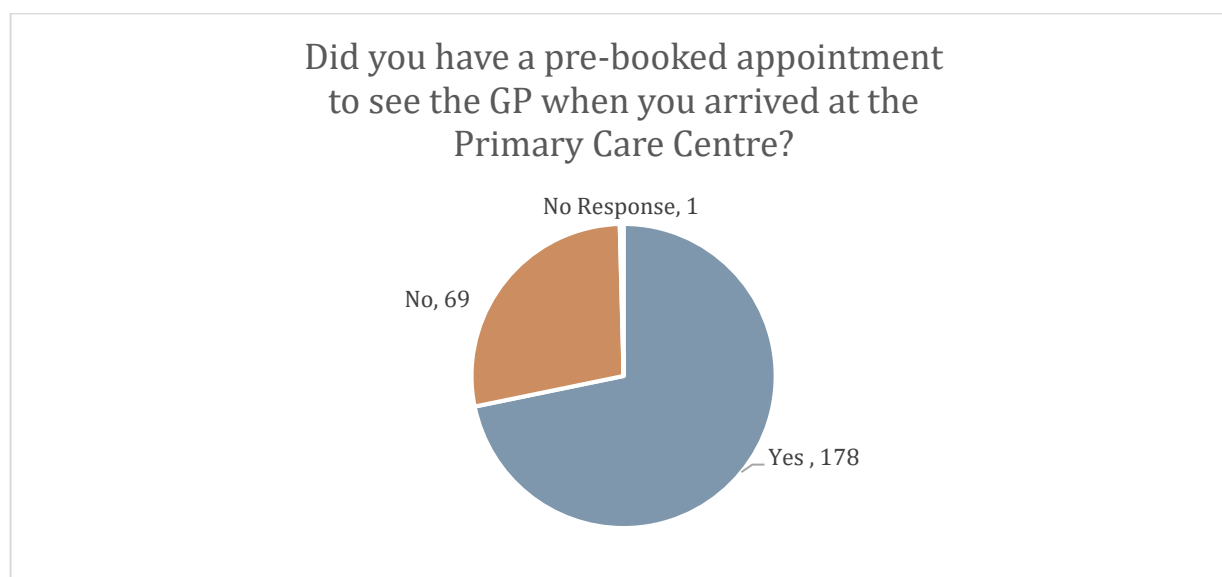
QUESTION EIGHT: PRE-BOOKED APPOINTMENTS

Question Eight: Pre-Booked Appointments

DID YOU HAVE A PRE-BOOKED APPOINTMENT TO SEE THE GP WHEN YOU ARRIVED AT THE PRIMARY CARE CENTRE?

Most attendees had pre-booked an appointment to see a GP when they came to the PCC, with 178 of 248 patients doing so (72.06%). However, 69 people did not do so, (27.94%) and one person did not respond to this question.

Of the 69 respondents who had not booked an appointment, five stated that they had already visited another service directly before attending the PCC and 64 had called the NHS 111 helpline. Of the five who had already visited another service, four of these had also called the NHS 111 helpline before attending the PCC. When the 69 patients without an appointment saw the doctor, 36 were informed by the GP that they were in the right place for treatment, two were told to seek treatment at a different location, and 18 were treated at the PCC by a GP despite it being the wrong location, a further 13 gave no response to this question. (See Question 12 on page 17).



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	178	72.06%
No	69	27.94%
No Response	1	-

QUESTION NINE: RECEPTIONIST

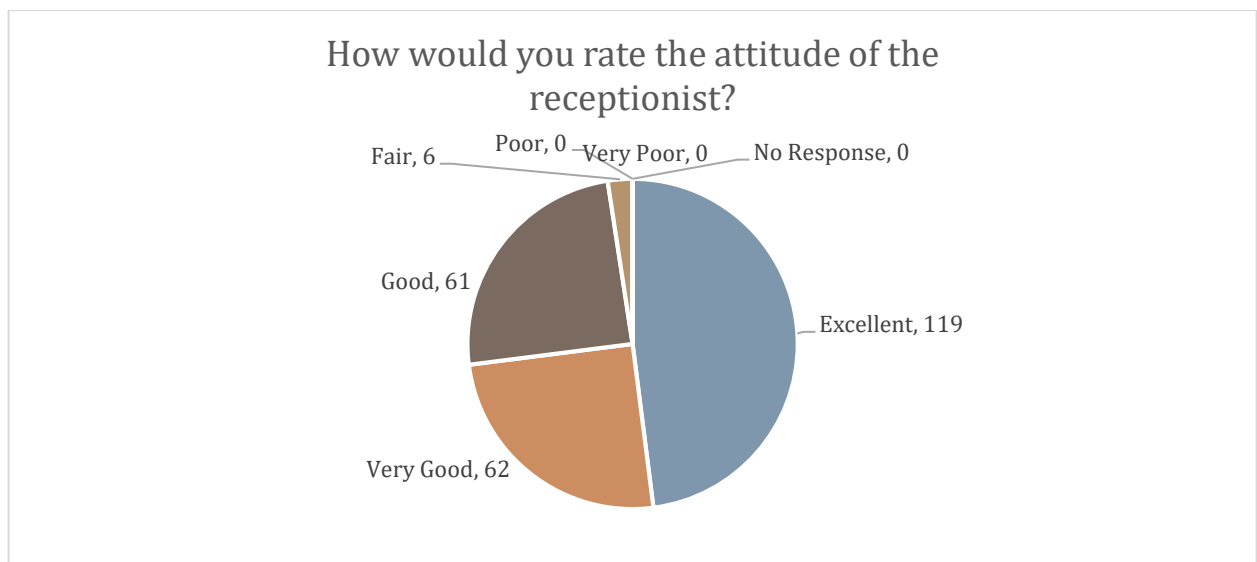
Question Nine: Receptionist

HOW WOULD YOU RATE THE ATTITUDE OF THE RECEPTIONIST?

The majority of attendees (97.58%) rated the attitude of the Receptionist as 'Good' or better, with 47.98% rating them as 'Excellent', 25.00% as 'Very Good', and 24.60% as 'Good'. Six rated them as 'Fair' (2.24%), and none as 'Poor' or 'Very Poor'.

Two 'Additional Comments' were made regarding the Receptionist:

- *Reception staff very helpful "keep up the good work"!*
- *The reception was very helpful & polite*



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Excellent	119	47.98%
Very Good	62	25.00%
Good	61	24.60%
Fair	6	2.42%
Poor	0	0.00%
Very Poor	0	0.00%

QUESTION TEN: WAITING TIMES

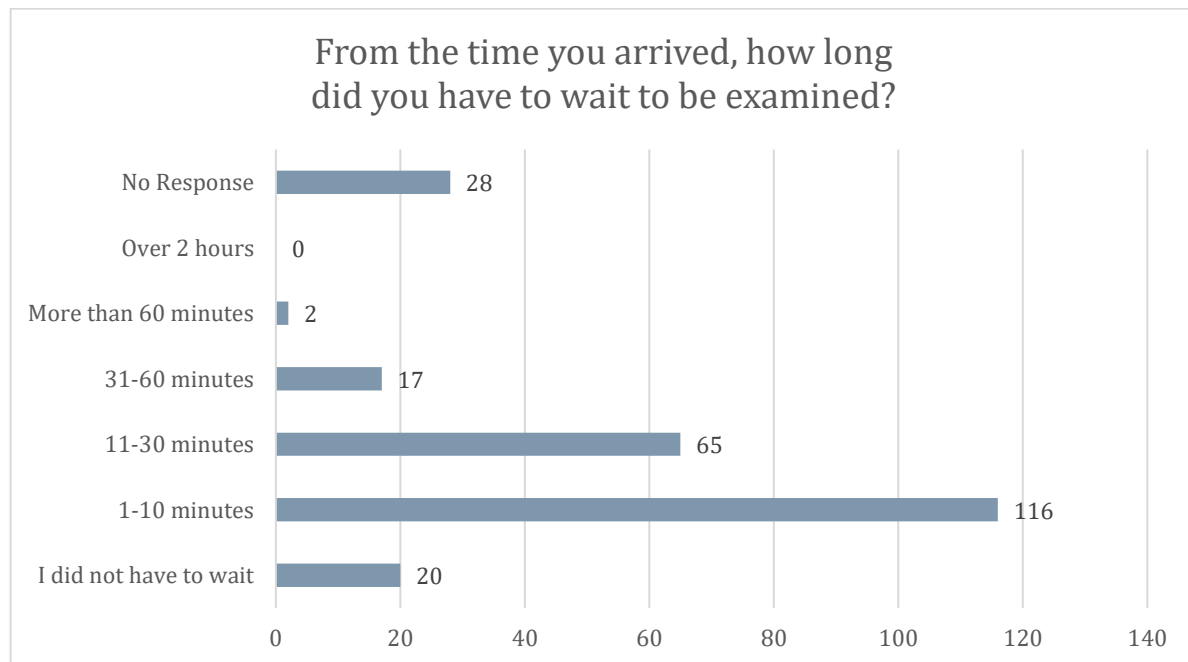
Question Ten: Waiting Times

FROM THE TIME YOU ARRIVED, HOW LONG DID YOU HAVE TO WAIT TO BE EXAMINED?

Two patients had to wait more than 60 minutes for treatment at Herschel PCC (0.91%), but none were waiting over two hours. Almost two-thirds of patients (61.82%) were seen within ten minutes, with 20 (9.09%) stating they did not have to wait, and over half of all patients (116) said they were seen within 1-10 minutes (52.73%).

For those waiting longer, 65 (29.55%) were seen within 11-30 minutes, 17 in 31-60 minutes (7.73%) and two patients waited more than an hour.

This means 8.64% of patients waited more than 30 minutes to access treatment and 91.37% were seen in less than half an hour. Twenty-eight people chose not to respond to this question.



QUESTION TEN: WAITING TIMES

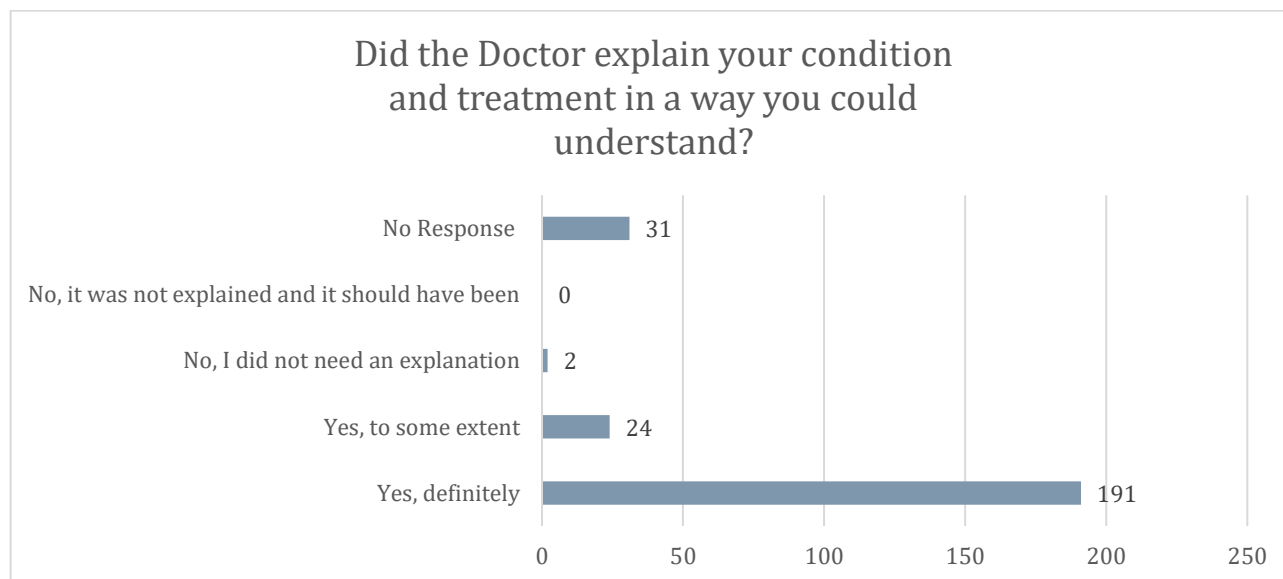
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
I did not have to wait	20	9.09%
1-10 minutes	116	52.73%
11-30 minutes	65	29.55%
31-60 minutes	17	7.73%
More than 60 minutes	2	0.91%
Over 2 hours	0	0.00%
No Response	28	-

QUESTION ELEVEN: EXPLANATIONS

Question Eleven: Explanations

DID THE DOCTOR EXPLAIN YOUR CONDITION AND TREATMENT IN A WAY YOU COULD UNDERSTAND?

All of the patients questioned were either happy with the explanations provided, or felt that they did not need an explanation. 88.02% felt they definitely understood, a further 11.06% felt they did to some extent, and two respondents (0.92%) felt that they did not require an explanation. Thirty-one respondents did not answer this question. Six Additional Comments were made that apply to this question, the text follows below.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes, definitely	191	88.02%
Yes, to some extent	24	11.06%
No, I did not need an explanation	2	0.92%
No, it was not explained and it should have been	0	0.00%
No Response	31	-

QUESTION ELEVEN: EXPLANATIONS

Six 'Additional Comments' were made regarding the Doctor explaining conditions and treatment, four positive and two negative:

- *My doctor was very understanding & patient. She provided excellent advice and guidance to put my mind at ease.*
- *An excellent service. The Doctor was first class. Explained details of problem and answered all questions. Advise and given prescription.*
- *Thank you for putting our concerns away :)*
- *GP advised bronchial and nothing to worry about and continue antibiotics. Thank you GP & ///h.med for time to see me*

- *Need more information from health care professional about the case/issue & any contacts to turn to in case of emergency.*

- *Not very detailed - just told to register @ doc surgery of new location*

QUESTION TWELVE: BEST LOCATION FOR TREATMENT

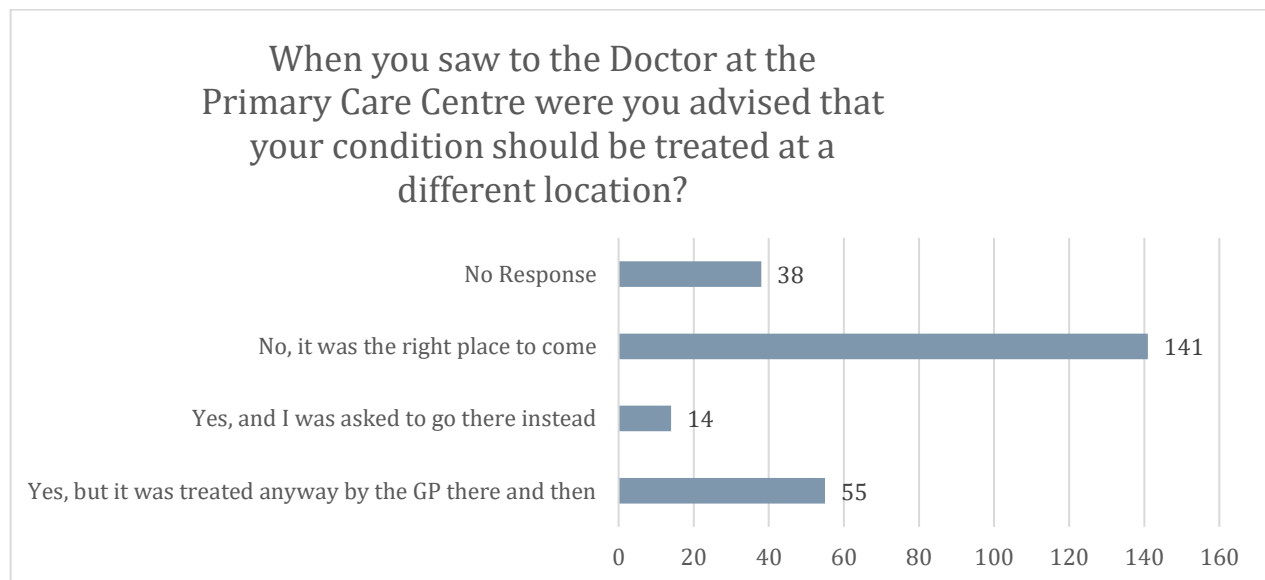
Question Twelve: Best Location for Treatment

WHEN YOU SAW TO THE DOCTOR AT THE PRIMARY CARE CENTRE WERE YOU ADVISED THAT YOUR CONDITION SHOULD BE TREATED AT A DIFFERENT LOCATION, FOR EXAMPLE, PHARMACIST, GP, OR A&E?

The majority of people were told they were in the right place for treatment (141 of 248 – 67.14%), a further 55 found that, while it was not the right location for treatment, they could be treated there and then by the GP anyway (26.19%). Fourteen were asked to seek treatment elsewhere (6.67%). Thirty-eight people gave no response to the question.

Of the 55 people told they should have been treated elsewhere but seen by a GP there and then anyway, one was referred to another service, five were asked to see their own GP, forty-eight were sent home and one gave no follow up information about what happened afterward. (See Question 16 on page 23).

Fourteen people were asked to seek treatment elsewhere and of these, three were sent to A & E, three to see their own GP, six went home, and two gave no additional details.



QUESTION TWELVE: BEST LOCATION FOR TREATMENT

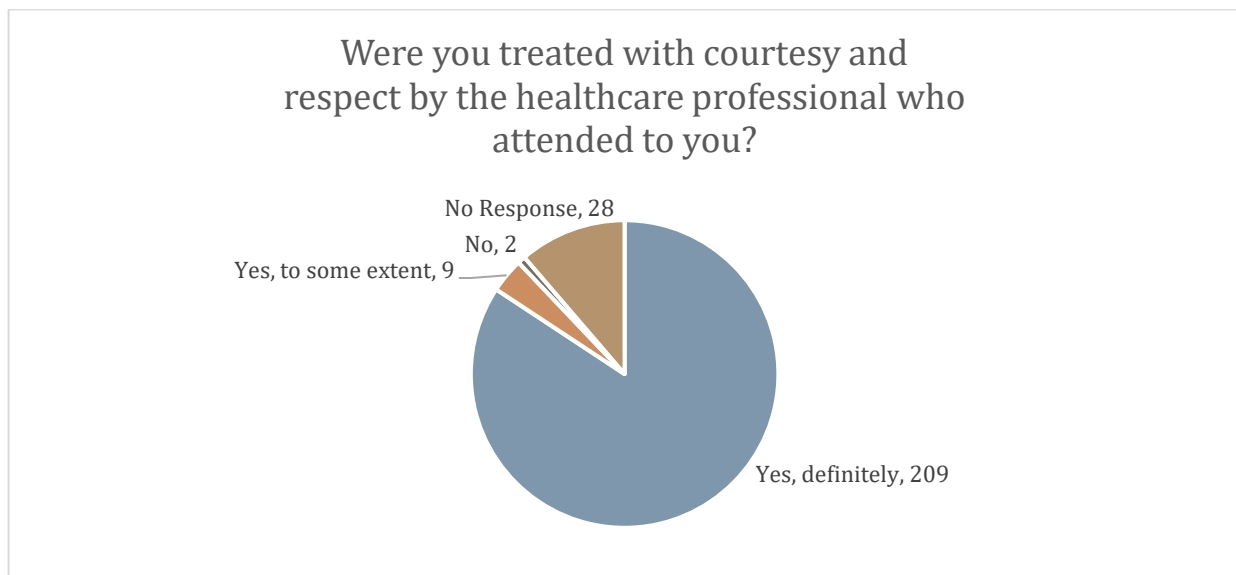
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes, but it was treated anyway by the GP there and then	55	26.19%
Yes, and I was asked to go there instead	14	6.67%
No, it was the right place to come	141	67.14%
No Response	38	-

QUESTION THIRTEEN: RESPECT

Question Thirteen: Respect

WERE YOU TREATED WITH COURTESY AND RESPECT BY THE HEALTHCARE PROFESSIONAL WHO ATTENDED TO YOU?

Two patients felt they were not treated with courtesy and respect (0.91%), the other 99.09% found they were, at least to some extent, treated how they had expected. With 95.00% (209) saying they definitely had been, and 4.09% (9) saying they had been to some extent. Twenty-eight people chose not to respond to this question.



Several 'Additional Comments' were made praising healthcare and other staff at the PCC (Please see pages 27-28 for more detail), though none specifically mentioned 'respect' or 'courtesy' there are several examples of positive comments below:

- *Reception staff very helpful "keep up the good work"!*
- *My doctor was very understanding & patient. She provided excellent advice and guidance to put my mind at ease.*
- *Very lovely and attentive GP Thank you!*
- *Very polite helpful staff/doc.*

QUESTION THIRTEEN: RESPECT

- *Thank you for your caring and professional service today.*
- *An excellent service. The Doctor was first class. Explained details of problem and answered all questions. Advise and given prescription.*
- *The reception was very helpful & polite*

One Additional Comment was made by a patient which was more negative (see below), this patient felt they had been treated with respect and courtesy to some extent:

- *The doctor that rang me to schedule my appointment could have been more polite/helpful*

The two patients who felt they had not been treated with respect made no additional comments to explain why they felt this way though one had a 31-60 minute wait and the other a 60+ minute wait and both were treated there and then by the GP despite being told it was not the correct location for them to seek treatment, however, both did say that they would recommend the PCC to friends and family seeking treatment.

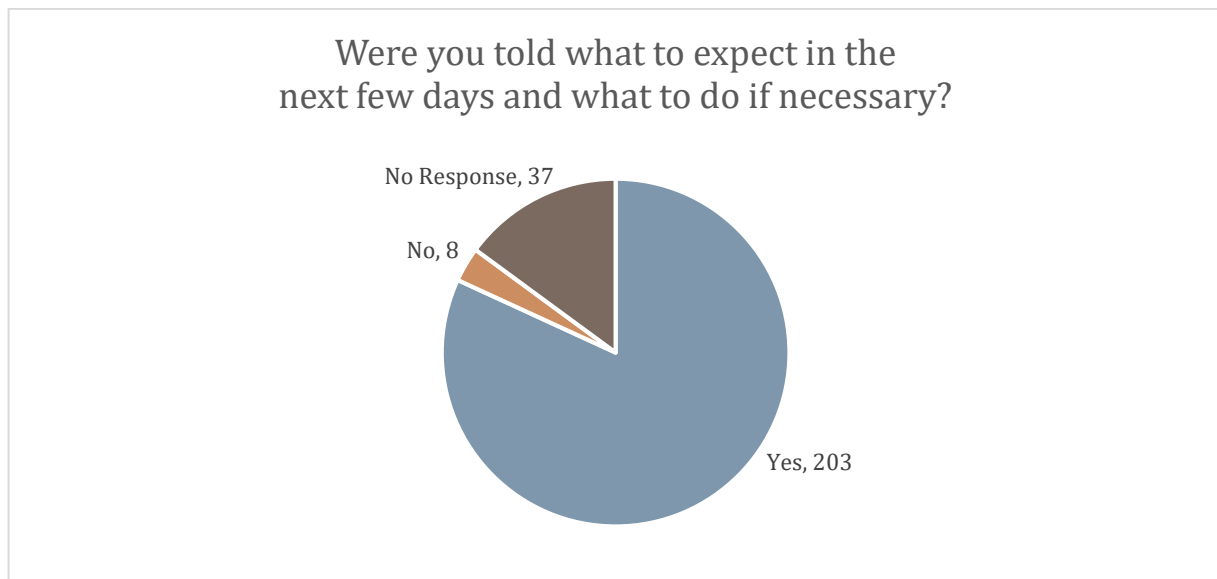
	ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes, definitely		209	95.00%
Yes, to some extent		9	4.09%
No		2	0.91%
No Response		28	-

QUESTION FOURTEEN: EXPECTATIONS

Question Fourteen: Expectations

WERE YOU TOLD WHAT TO EXPECT IN THE NEXT FEW DAYS AND WHAT TO DO IF NECESSARY?

A total of 203 respondents (96.21%) said they were told what to expect, while eight stated that they were not told what to expect or what to do after being seen at the PCC (3.79%). In addition, 37 people chose not to answer this question.



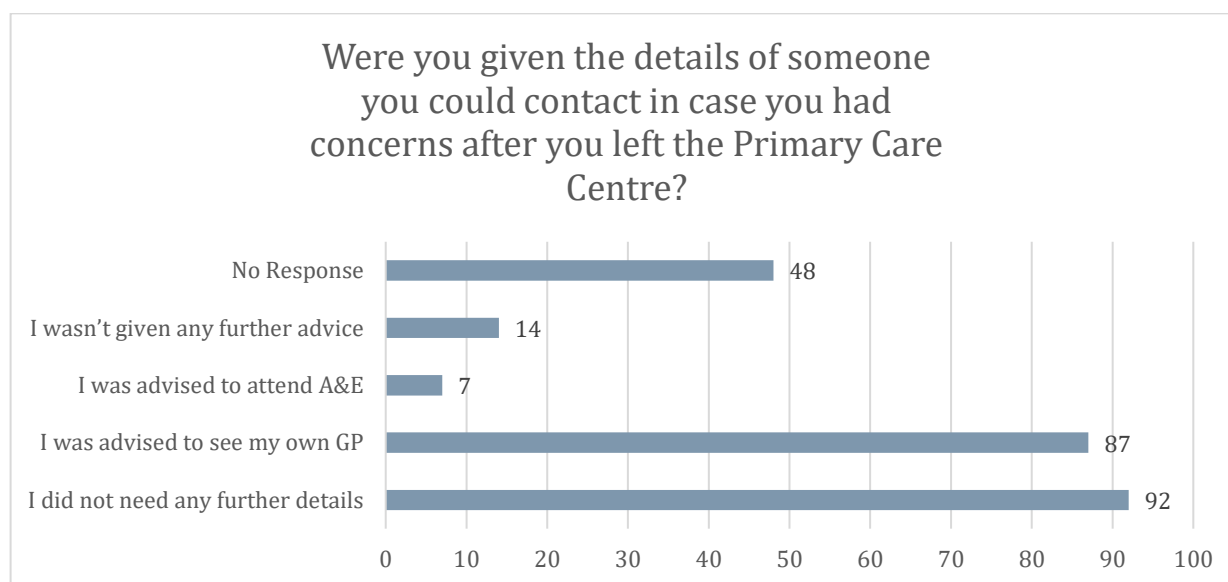
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	203	96.21%
No	8	3.79%
No Response	37	-

QUESTION FIFTEEN: CONTACT DETAILS

Question Fifteen: Contact Details

WERE YOU GIVEN THE DETAILS OF SOMEONE YOU COULD CONTACT IN CASE YOU HAD CONCERNS AFTER YOU LEFT THE PRIMARY CARE CENTRE?

Almost half of patients (46.00% or 92) said that they did not need any further details. Of the people who did, 87 were advised to see their own GP (43.50%), seven were advised to attend A & E (3.50%) and 14 were given no further advice (7.00%). In addition, 48 people chose not to provide a response to this question.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
I did not need any further details	92	46.00%
I was advised to see my own GP	87	43.50%
I was advised to attend A&E	7	3.50%
I wasn't given any further advice	14	7.00%
No Response	48	-

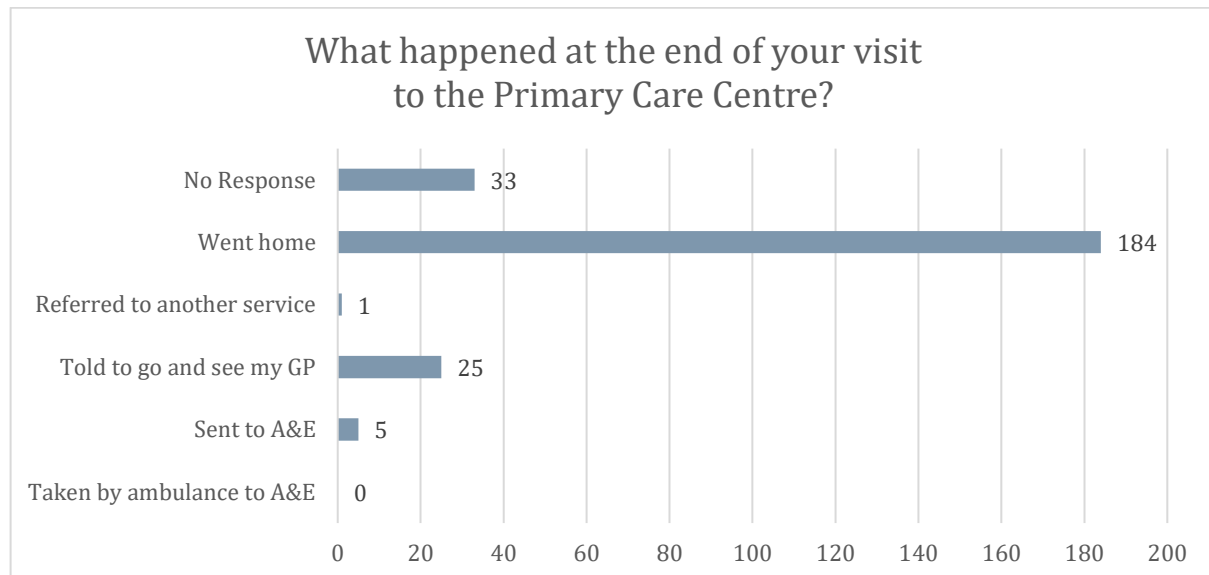
QUESTION SIXTEEN: AFTER THE VISIT

Question Sixteen: After the Visit

WHAT HAPPENED AT THE END OF YOUR VISIT TO THE PRIMARY CARE CENTRE?

After the PCC visit 184 patients went home (85.58%), while 25 were told to see their GP (11.63%), one were referred to another service (0.47%), and five were sent to A & E (2.33%). Thirty-three people gave no response.

Please note: in the previous question seven people said they were advised to attend A & E (see Question Fifteen on page 22 for more detail), yet here only five say they were sent there. The data does not provide any explanation for this difference.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Taken by ambulance to A&E	0	0.00%
Sent to A&E	5	2.33%
Told to go and see my GP	25	11.63%
Referred to another service	1	0.47%
Went home	184	85.58%
No Response	33	-

QUESTION SEVENTEEN: SERVICE RATING

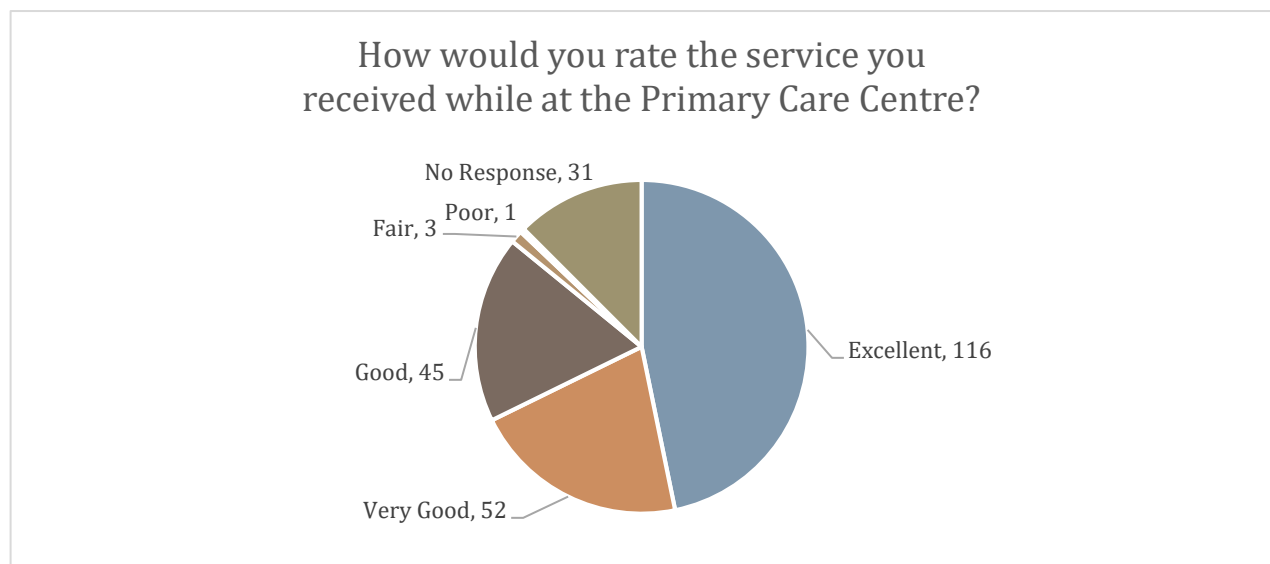
Question Seventeen: Service Rating

HOW WOULD YOU RATE THE SERVICE YOU RECEIVED WHILE AT THE PRIMARY CARE CENTRE?

Herschel PPC's service was ranked as 'Good' or better by 97.89% of patients attending. It was rated 'Excellent' by 116 (53.46%), 'Very Good' by 52 (23.69%), and 'Good' by 45 (20.74%). Three rated the service as 'Fair' (1.38%), and one as 'Poor' (0.46%). Thirty-one people gave no response.

Of those four patients rating the service as Fair or Poor, one patient provided no additional information as to why they chose to rank it as Fair, the other three are detailed in the table below.

ADDITIONAL COMMENT	SERVICE RATING GIVEN
<i>Children should be prioritised</i>	Fair
<i>Not very detailed - just told to register @ doc surgery of new location</i>	Fair
<i>Wait is too long. You're given an appointment slot but not seen on time. It should be a walk in centre as appointment not taken seriously</i>	Poor



QUESTION SEVENTEEN: SERVICE RATING

ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Excellent	116	53.46%
Very Good	52	23.96%
Good	45	20.74%
Fair	3	1.38%
Poor	1	0.46%
No Response	31	-

‘Additional Comments’ made that mention the word ‘service’ included:

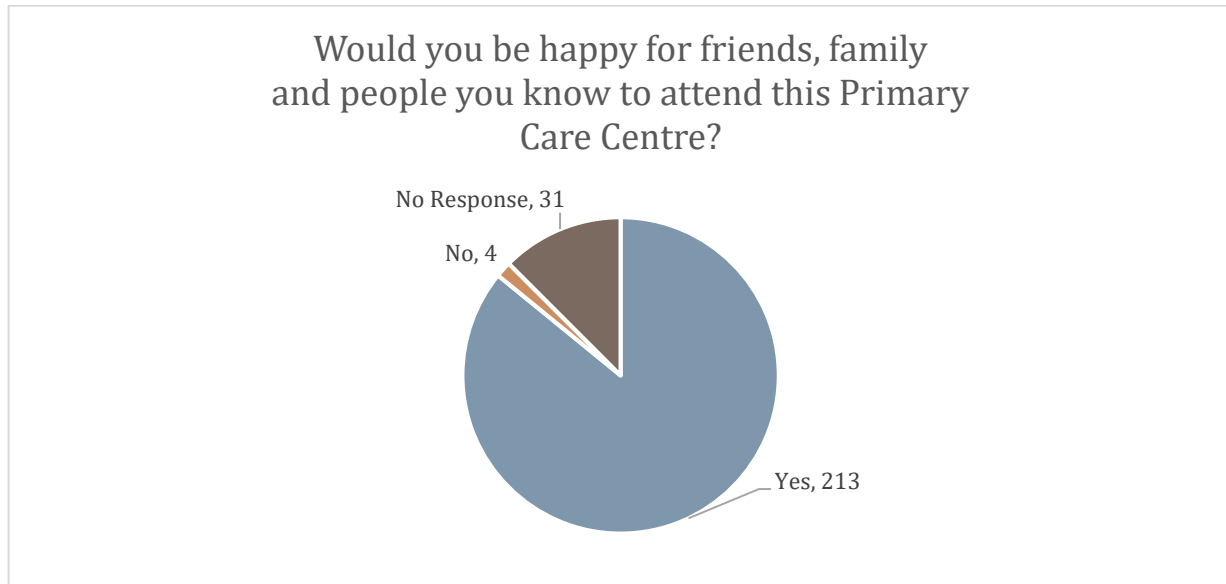
- *The service from start to end was excellent. Good staff and an excellent doctor*
- *no comments satisfied with the service.*
- *Thank you for your caring and professional service today.*
- *An excellent service. The Doctor was first class. Explained details of problem and answered all questions. Advise and given prescription.*
- *Keep up the good service. Thanks.*
- *very satisfied with the service*

QUESTION EIGHTEEN: WILLINGNESS TO RECOMMEND

Question Eighteen: Willingness to Recommend

WOULD YOU BE HAPPY FOR FRIENDS, FAMILY AND PEOPLE YOU KNOW TO ATTEND THIS PRIMARY CARE CENTRE?

Most patients would be happy to recommend Herschel PCC to friends and family, with 213 agreeing with this statement (98.16%). Four stated that they would not recommend it, (1.84%) and thirty-one gave no response.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	213	98.16%
No	4	1.84%
No Response	31	-

ADDITIONAL COMMENTS

Additional Comments

ANY OTHER COMMENTS ABOUT THE SERVICE AND ATTENTION YOU RECEIVED AT THE PRIMARY CARE CENTRE:

Thirty-nine additional comments were made by respondents and these are given in full detail below.

ADDITIONAL COMMENTS

The service from start to end was excellent. Good staff and an excellent doctor

no comments satisfied with the service.

Had a booked appointment for 4.30pm arrived a bit early, expecting to sit for a long time all i need is amoxylin antibiotics, I have COPD, and I no when i have the start of a chest infection, but had to see GP.

Reception staff very helpful "keep up the good work"!

My doctor was very understanding & patient. She provided excellent advice and guidance to put my mind at ease.

Thanks

It was quick easy and with out stress

I got more what i expect

Very lovely and attentitive GP Thank you!

Very polite helpful staff/doc.

There should also be a pharmacy

Thank you for your caring and professional service today.

An excellent service. The Doctor was first class. Explained details of problem and answered all questions. Advise and given prescription.

*It is clean and it would be nice if the
satisfied 100%*

Thank you

The reception was very helpful & polite

Excellent after hours care! Thank you

Always get an appointment in case of medical issue

- Friendly - Efficient - Modern, clean environment

Brilliant

Keep up the good service. Thanks.

ADDITIONAL COMMENTS

Thank you for putting our concerns away :)

GREAT!!

thanks

Very pleased and grateful that my child was seen fairly quickly. Had good free parking & given a prescription. Thank you.

Need more information from health care professional about the case/issue & any contacts to turn to in case of emergency.

children should be prioritised

thanks it was good

Very happy with Doctor (Great!)

Not very detailed - just told to register @ doc surgery of new location

GP advised bronchial and nothing to worry about and continue antibiotics. Thank you GP & ///h.med for time to see me

was told wouldn't have to wait as have other children at home, came in an still waiting 20 mins +

The doctor that rang me to schedule my appointment could have been more polite/helpful

All good

Good

Good health centre with lots of space and it's nice and clean. Toys for kids are helpful

Wait is too long. You're given an appointment slot but not seen on time. It should be a walk in centre as appointment not taken seriously

very satisfied with the service
