

Interpretation of the results of the Patient Survey Sept 2017

It is clear from a cursory glance at the data that the Charnwood Community Medical Group has come out of this survey with flying colours. The primary data show substantial praise for the Practice, acknowledging a high quality of medical care underpinned by warm relationships between medical staff and patients.

Where questions give an opportunity for a score between 1 and 5 (Q5 being an example) thought needs to be given to interpreting the scoring. Some patients, who were satisfied with the politeness will have scored this as 5, whereas others will regard 5 as representing consistent perfection and scored their response as 4. It is consistent with good statistical practice to combine response scores 4 and 5 to give the category 'very good' and similarly combine responses 1 and 2 to become 'unsatisfactory'.

Thus for Q5 we get: very good on the phone (89.75% - rounded to 90%)
very good at reception (90.12% - rounded to 90%)
unsatisfactory on the phone (2.33% - rounded to 2%)
and unsatisfactory at reception (2.34% - rounded to 2%)

These principles can be applied to Q7, Q8 and Q9, though there are difficulties in combining 'to some extent' and 'not at all' in Q8.

The responses to Q13 were all entered into the Survey Monkey database and will be reviewed by Paul and discussed with colleagues as appropriate. If there are indicators of general concern they may be discussed at a forthcoming PPG committee meeting.

Further analysis of the data can be undertaken at a deeper level. For instance, Q3 reveals that 17% of patients have some difficulty getting to the surgery. Survey Monkey will correlate this figure with Q2 and reveal the extent to which the difficulty is related to age.

We received an increased number of returns from patients compared with that carried out in 2015 (452 compared with 407). Comparisons will be made during further work. It is worth noting that the percentage of patients aware of the existence of the PPG has risen from 48% to 64%.

Roger Harris 1 Nov 2017