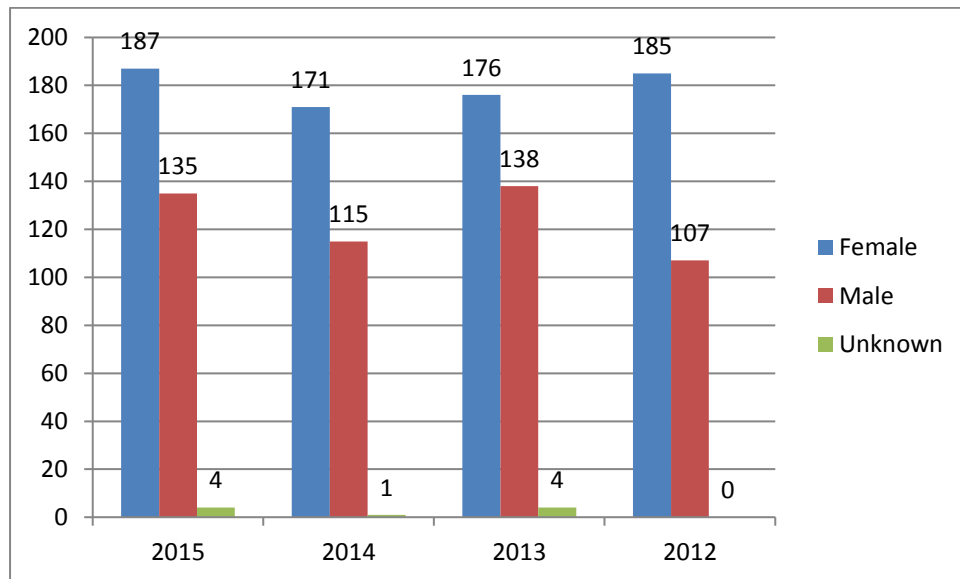


**Results from Survey 2015-16.**

**Population Findings**



The chart above shows 187 females, 135 males and 4 unknown returned the survey this year, totalling 326 completed surveys. This is the most we have had over the four years of surveys that we have rolled out.

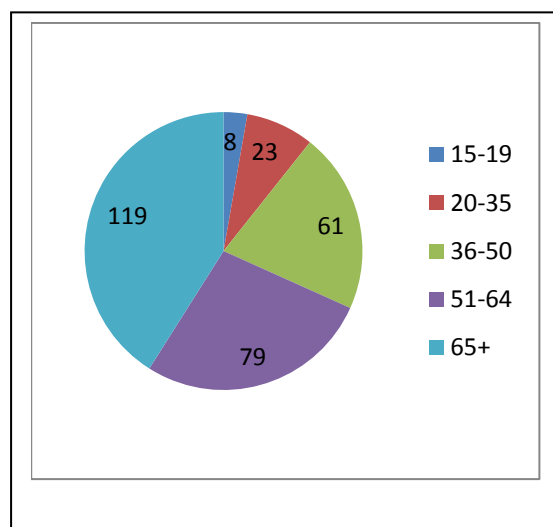
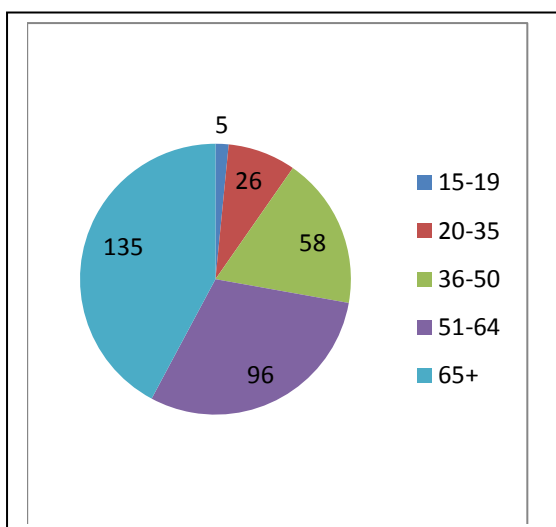
2014= 278

2013= 318

2012= 292

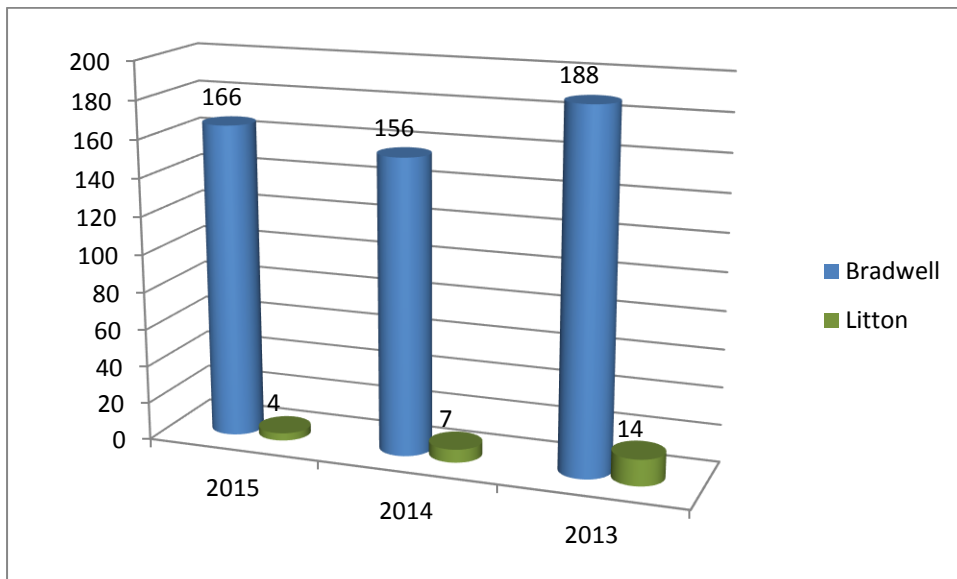
**Age Groups 2015**

**Age Groups 2014**



The age groups with the most visible growth were 51-64 and 65+ year olds. There was also a decrease in 15-19 year olds performing surveys; this has been seen over the previous 3 years, therefore reaching a low since 2012.

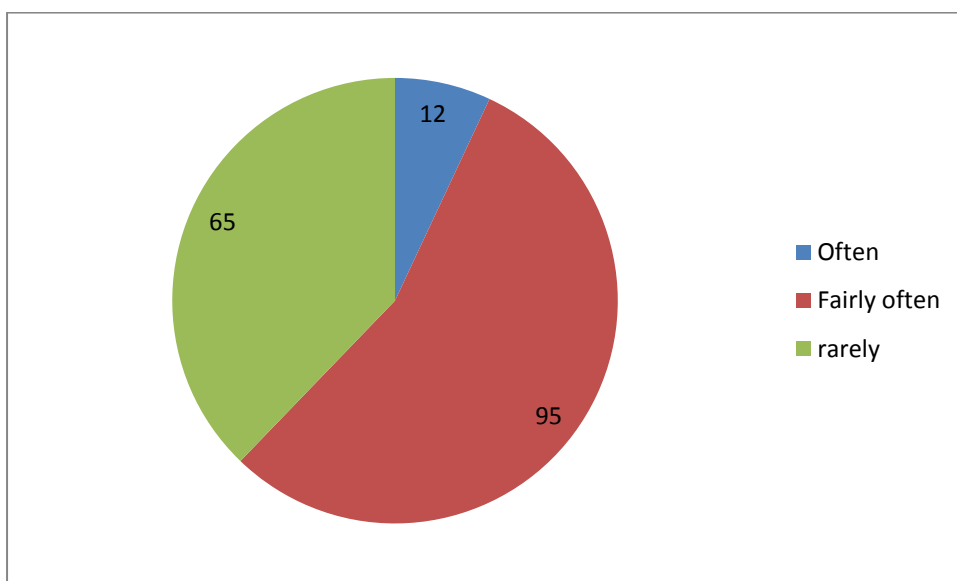
## Branch Surgeries



Due to Grindleford Branch Surgery currently being closed, we have not included the statistics in the graph as to not distort the presenting figures.

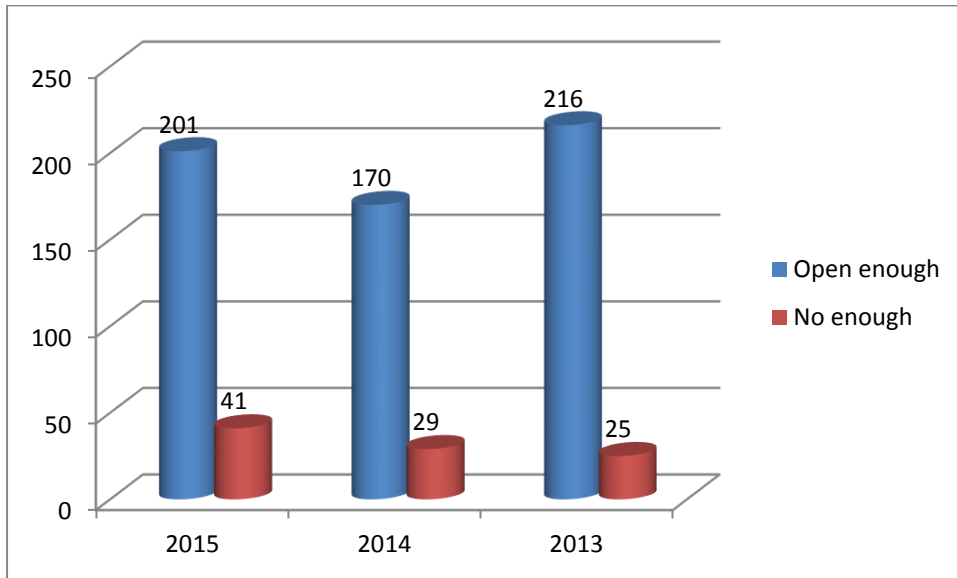
The patients who actually use the branch surgeries predominantly use the Bradwell Surgery (98%), with the use of Litton Surgery decreasing over the past 3 years of surveys. The data shows that now 2% of patients use the Litton Surgery, in 2013 this was at 5%.

We were also interested in seeing how often people used the branch surgeries that are available. The chart below shows that 7% of the population uses them often, this has increased 2% from last year, with 55% using them fairly often, this is compared to 40% last year (15% increase)

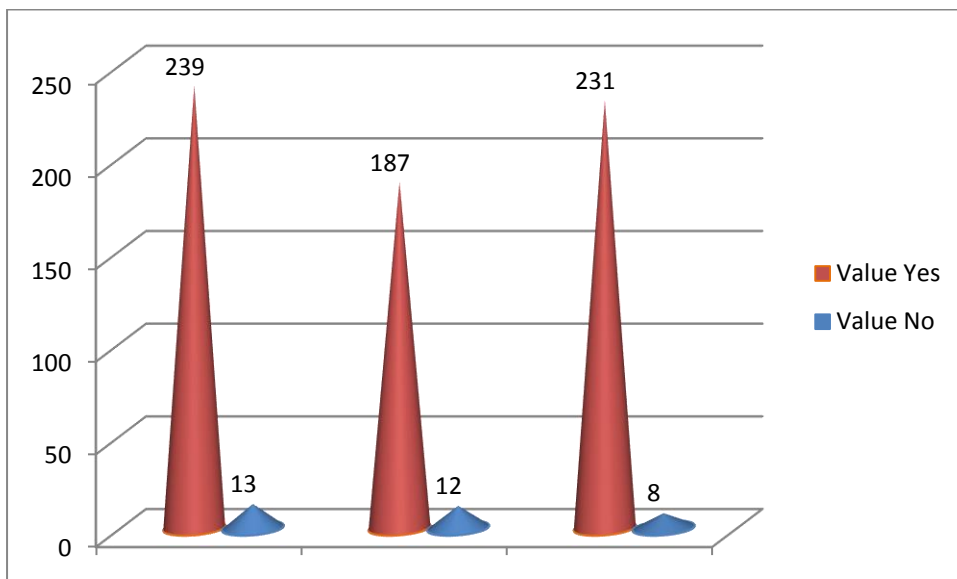


### **Branch Evaluation**

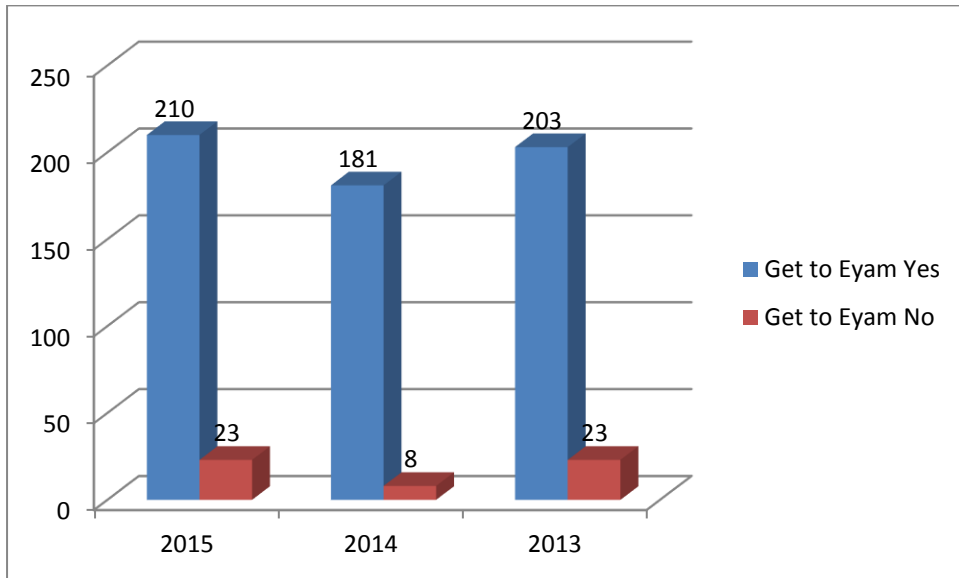
The graph below represents that 83% of this year's survey population thought that their chosen branch surgery was open enough, with 17% saying that it was not. There was an open question provided to research into when they would like to see the branch surgery open more: the most common responses were more afternoons, late evenings and weekends.



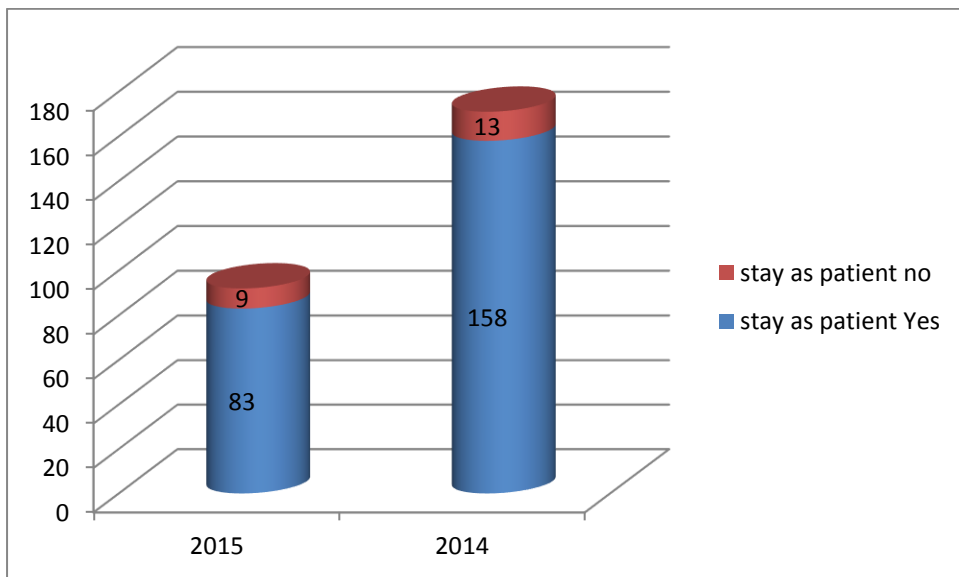
We were also concerned to see if patients still valued their branch surgeries. 95% of this year's population said they did, this depicts a 1% increase from last year.



We asked if patients that use the branch surgeries could get to Eyam if their preferred surgery closed. The figures show that around 10% of the people who completed the survey could not. This portrays an increase from the previous year as around 4% of the population said they could not, therefore returning to similar figures from 2013.



Additionally, we questioned whether they would stay as a patient if all the branch surgeries did close. Out of the 200 people that claimed they did use the branch surgery, only 92 answered this question, of these, 90% said that they would stay as a patient.



### Ease of access to services at Eyam Surgery

The following six charts represent how people have evaluated us on each service. (making an appointment, speaking to a secretary, speaking to a doctor, speaking to a nurse, obtaining test results and ordering a repeat prescription.)

1= very easy

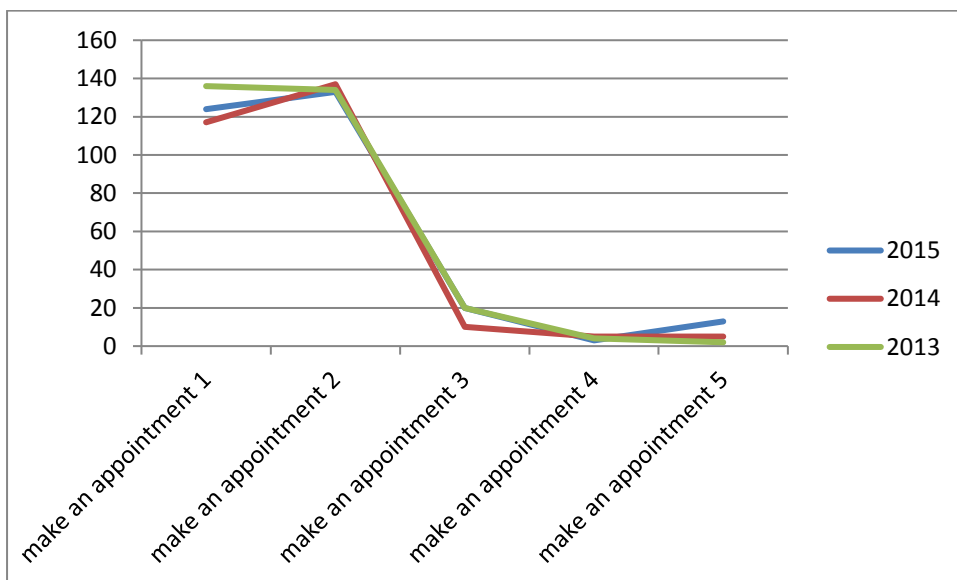
2=easy

3= not easy

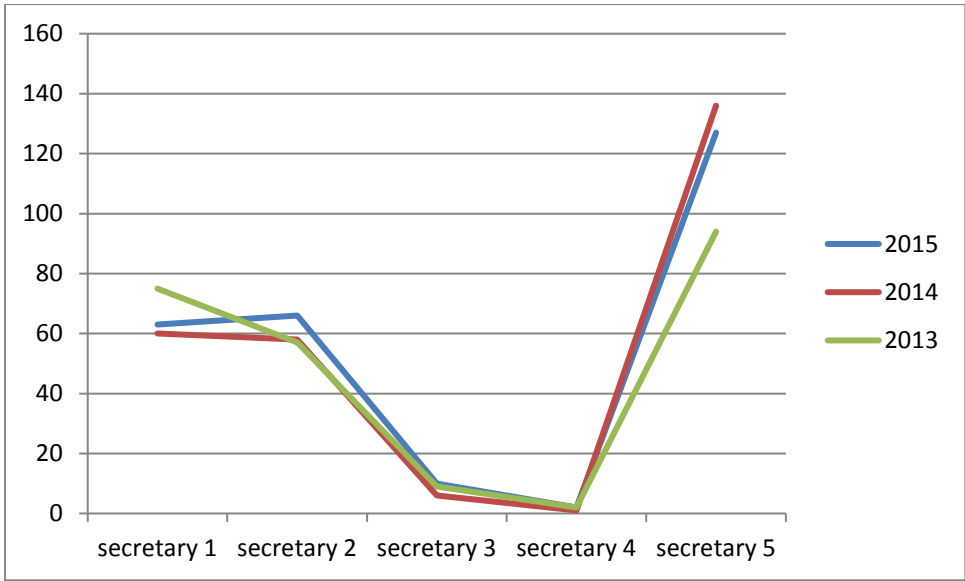
4=difficult

5= not applicable

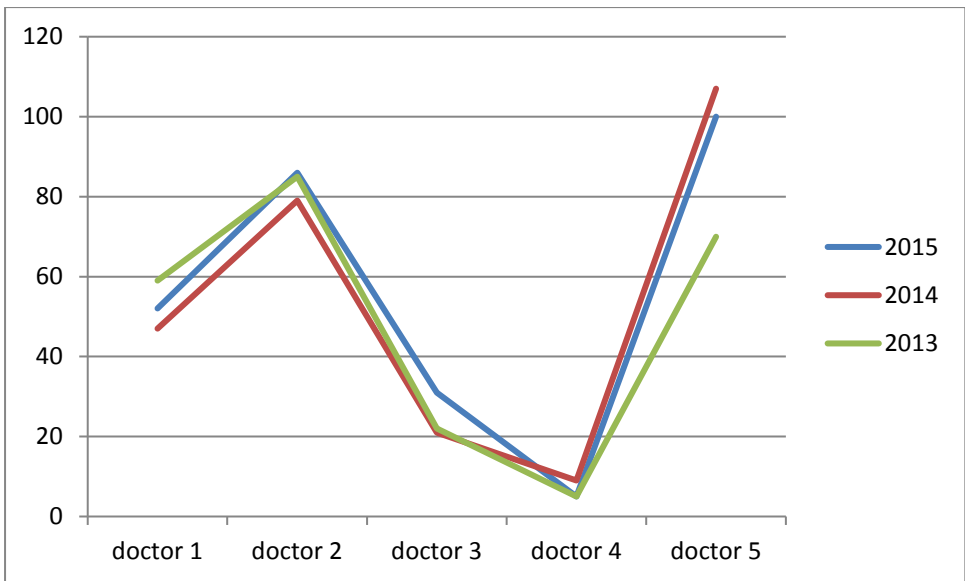
The peaks in these charts represent the average opinion of the questionnaire participants. Please see colour code for the recent years of evaluation.



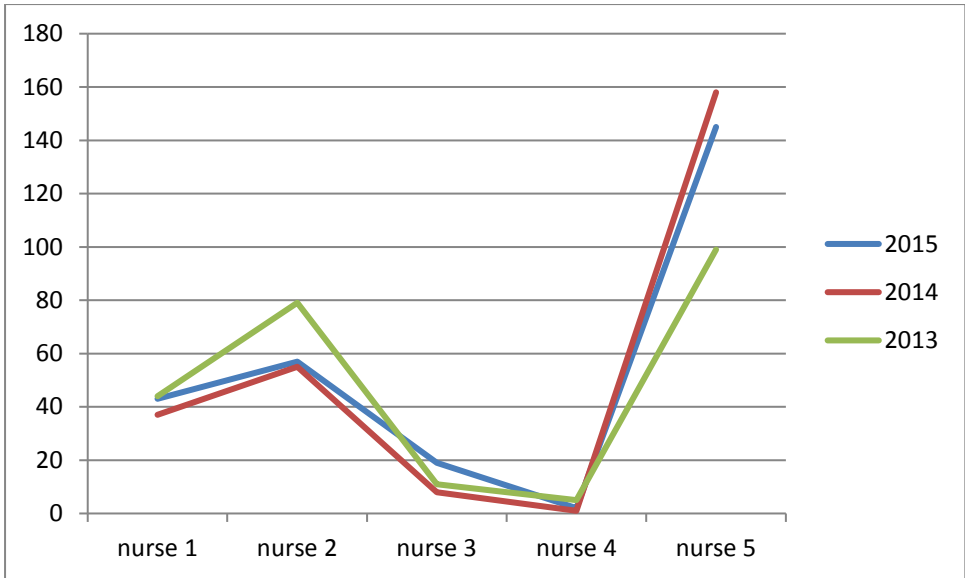
**Average = easy, marginally behind very easy.**



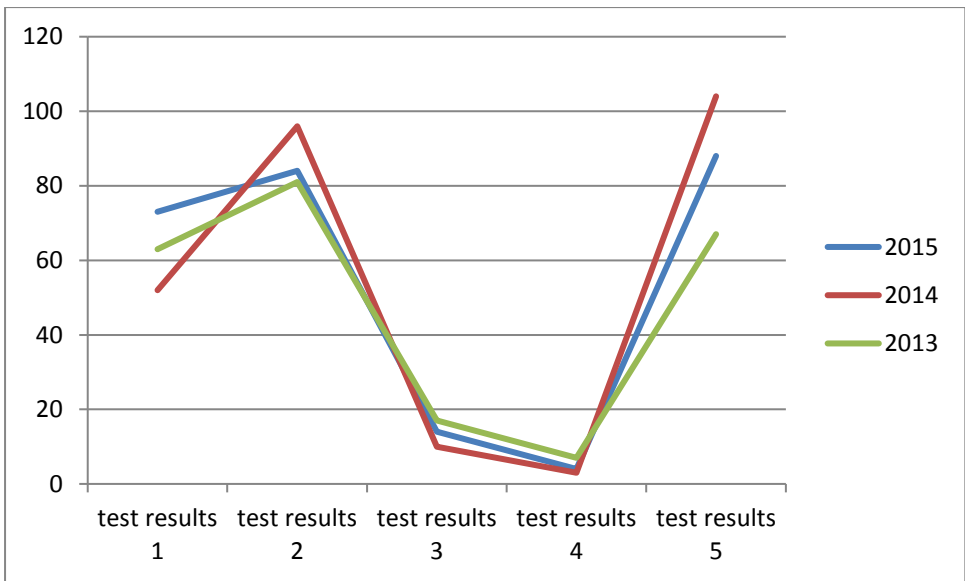
**Average = easy** (47% population have not needed to speak to the secretary)



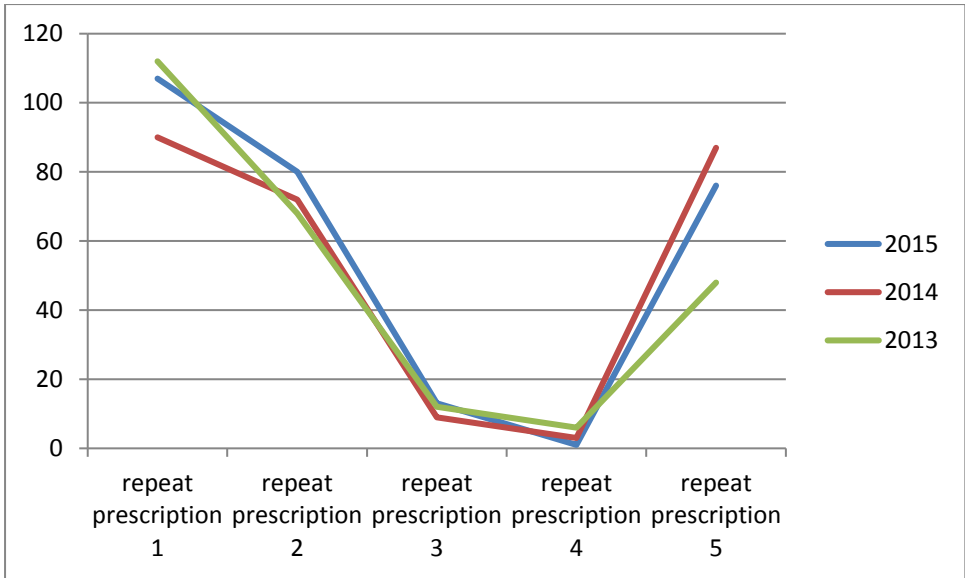
**Average = easy** (36% of population not having needed to speak to the doctor)



**Average = easy (55% not needing to speak to nurse)**



**Average = easy (33% not needing test results)**

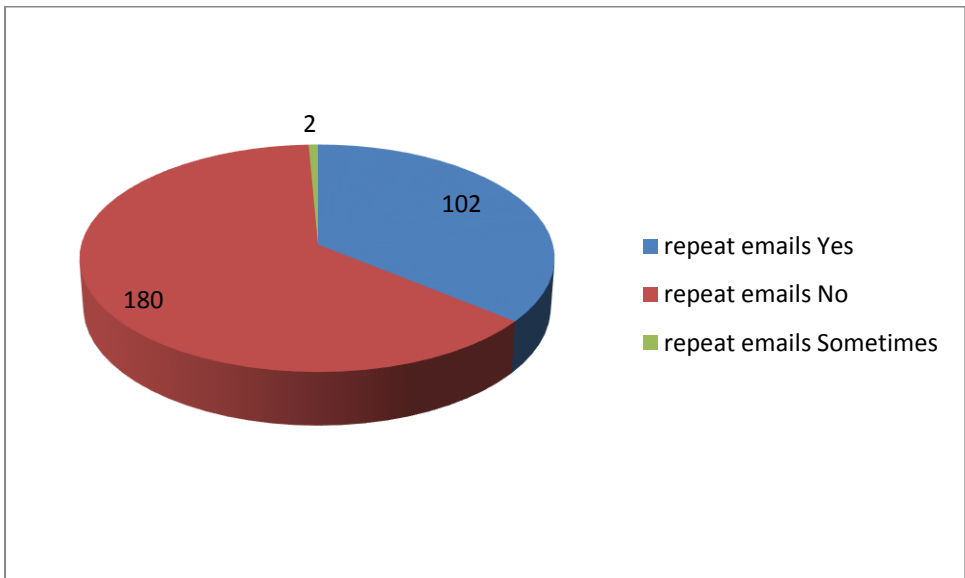


Average = very easy

**Repeat Prescription Emails**

Again this year we asked if people used their email addresses to order repeat prescriptions online. 63% of people said they did not, with 36% saying they did. In comparison to last year, 70% said they did not, this means there has been a 7% increase in use of emails. This could be due to more people using their 'smart phones' with internet access.

The main specified reasons for not using this facility are that they would prefer to call instead, drop into surgery or use patient access.

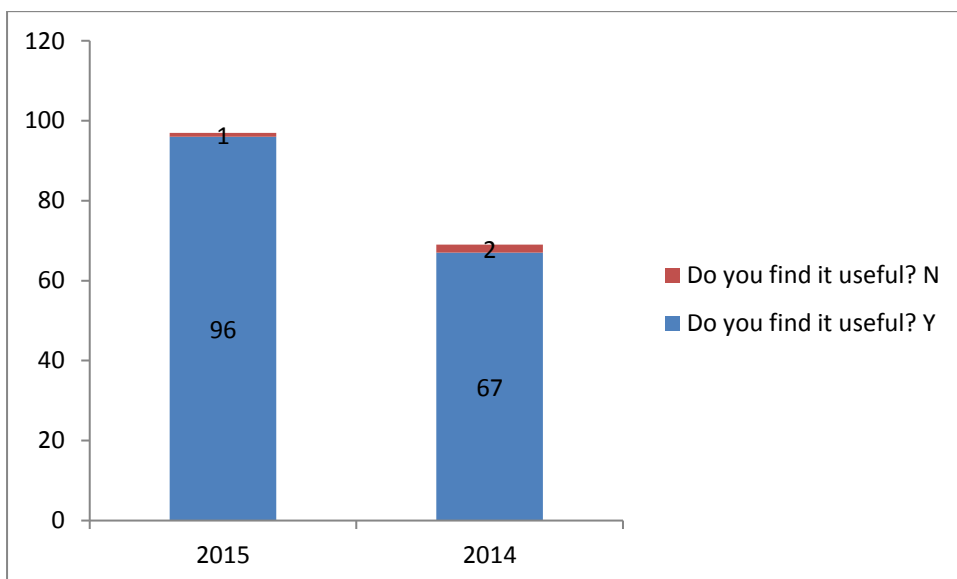
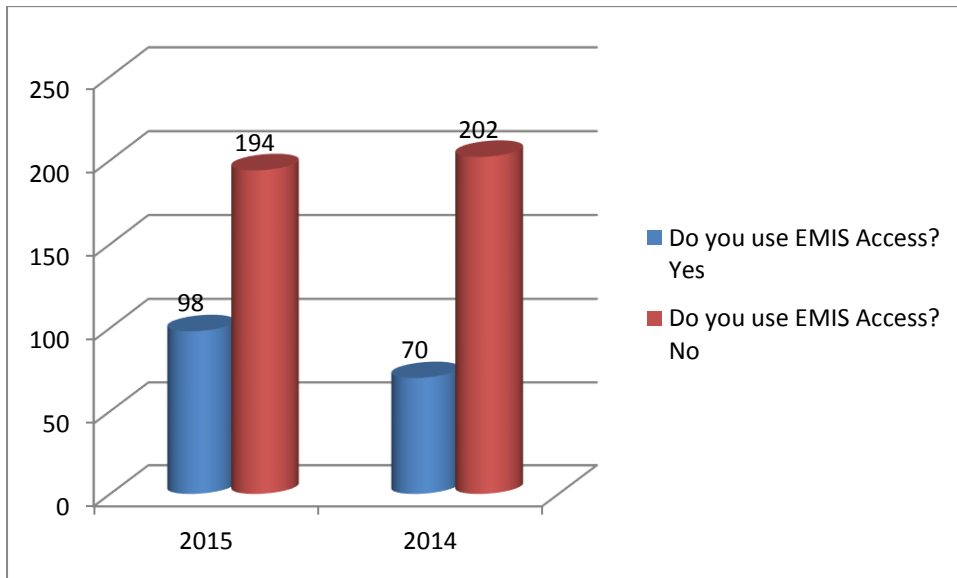




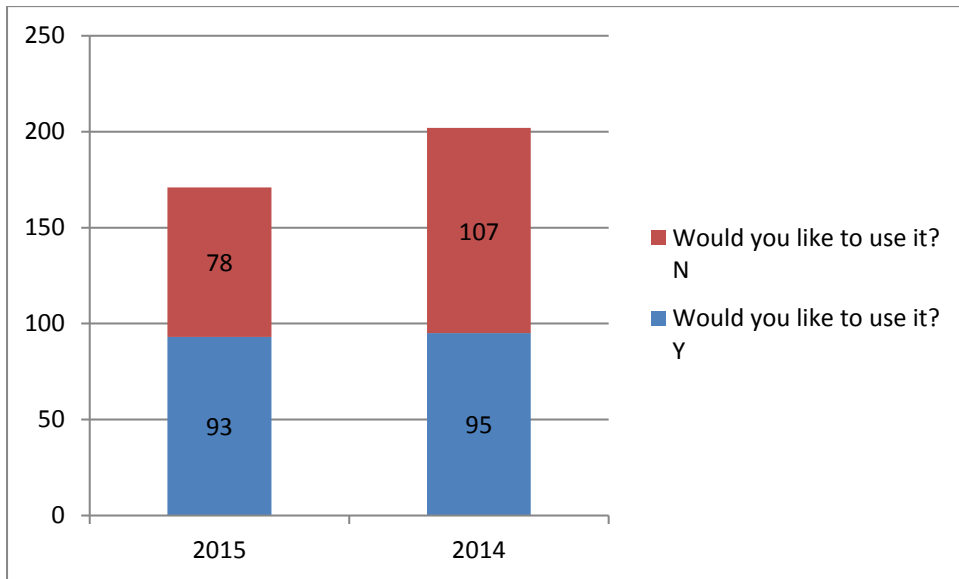
## Patient Access

This year we have really been trying to promote the use of patient access and it has proven to be successful with the survey participants, stating how easy it is to use. You can book appointments, order a repeat prescription and view your immunisation history online.

In 2014, 25% of the survey participants were using it. This year 34% are now using it; this is a 9% increase. Only 1 participant using it does not find it useful.



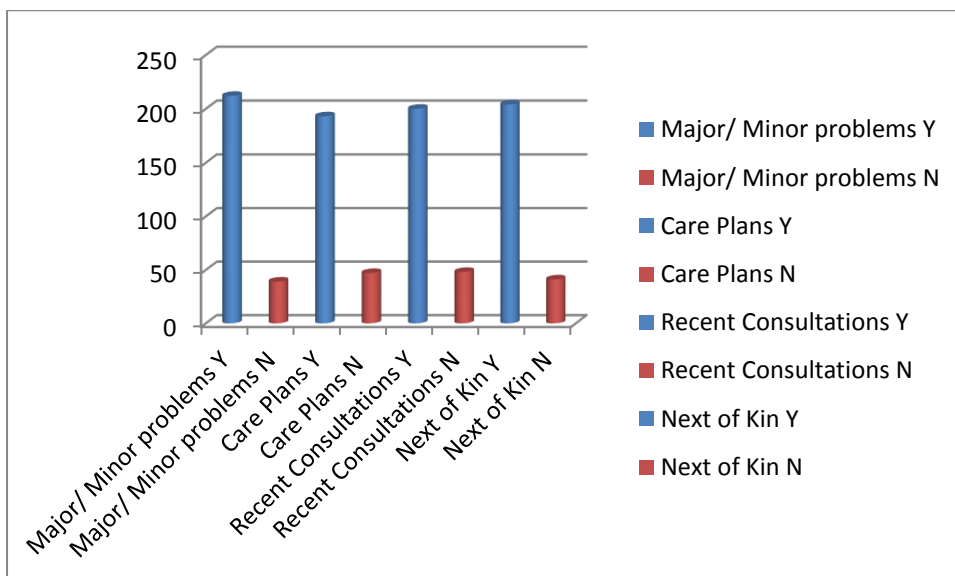
The surgery was also curious as to whether people are actually interested in using this. Around 54% of the people, who were not aware of it, would at least like to attempt it, this is encouraging data.



### **Sharing of information.**

This year we introduced a new question in regards to whether people would allow certain aspects of their care record to be shared with Secondary Care (ie hospitals etc) This can allow care to run more smoothly with communication between services.

The graph below shows that around 80% would be happy to share this information, with around 20% not agreeing to share this material.



## Appointments

The surgery is also interested in continuity of care with patients; consequently we asked if patients got to see their preferred doctor.

All are permanent doctors, with Dr Fowler being our chosen Locum for continuity.

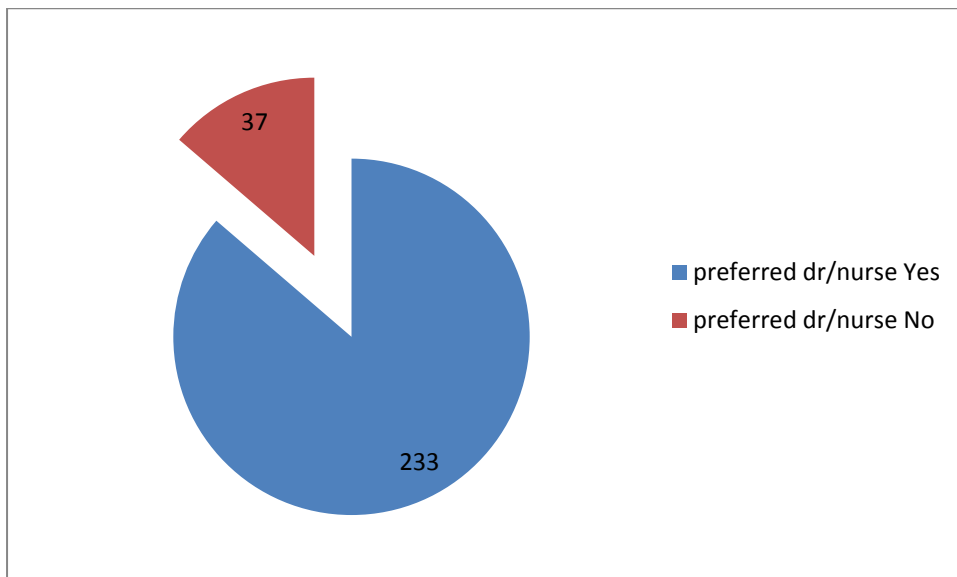
We currently have the following doctors working as below-

Doctor Goodwin- Mon, Weds-Fri

Dr Evans – Mon- Weds

Dr Checkland – Weds only

Dr Pelc- Tues, Thurs and Fri.



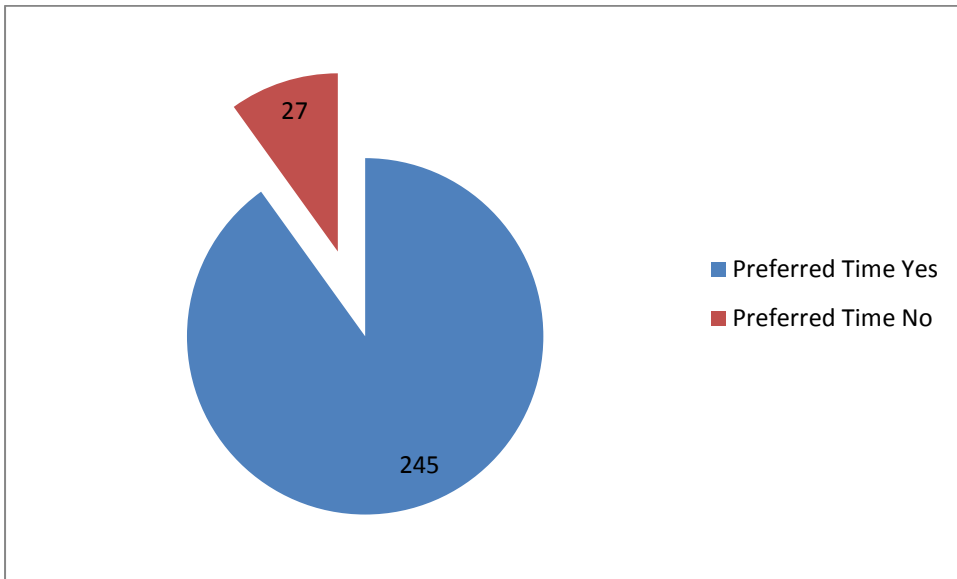
86% said that they saw their preferred Doctor. This is a 1% increase from last year.

We also asked if they were seen at their preferred time and chosen surgery.

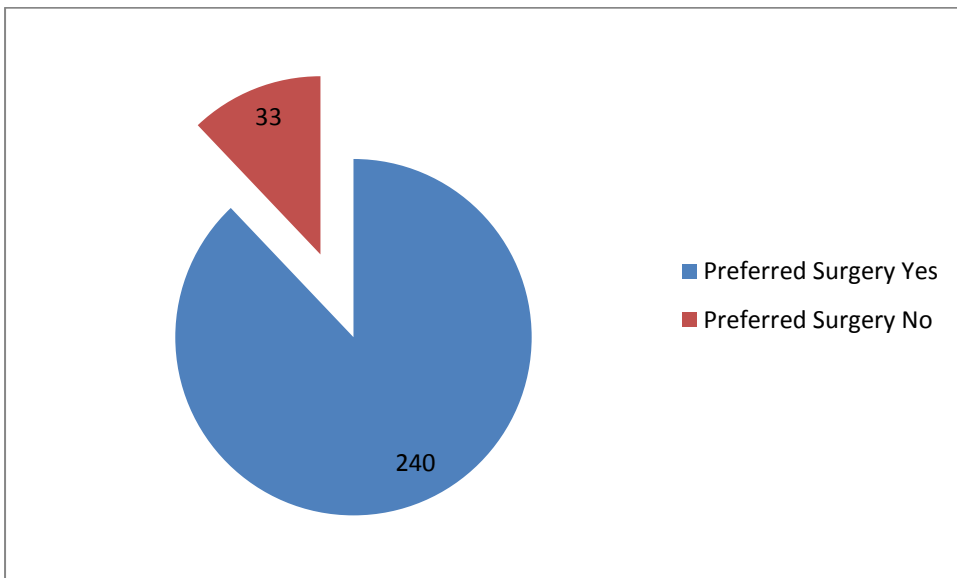
This year 90% were seen at their preferred time, which is an increase of 3% from last year.

88% were seen at their chosen surgery which is a 2% decrease from 2014, this may be due to the Grindleford branch surgery temporarily closing down. Please see the 2 following consecutive pie charts for figures.

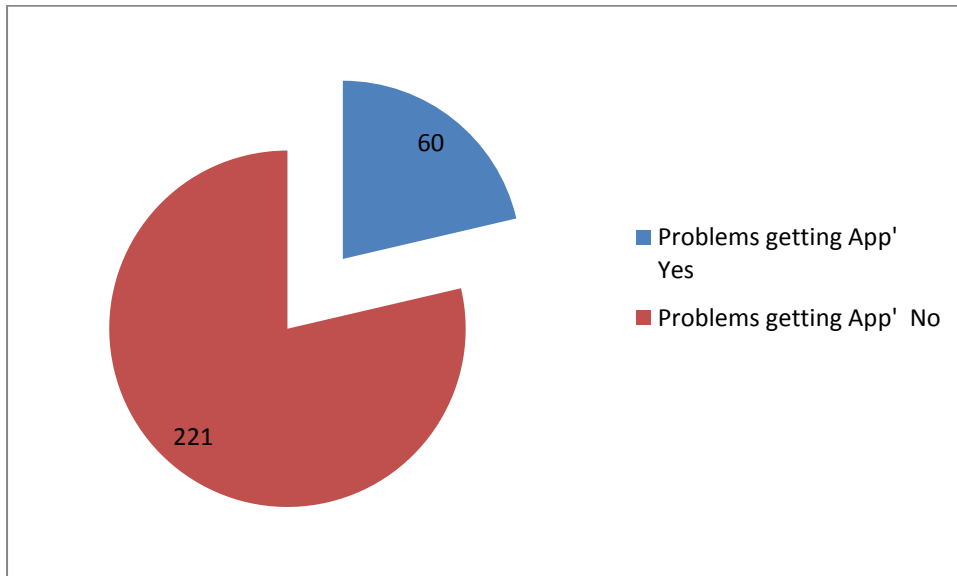
A. 90% seen at their preferred time. 10% not.



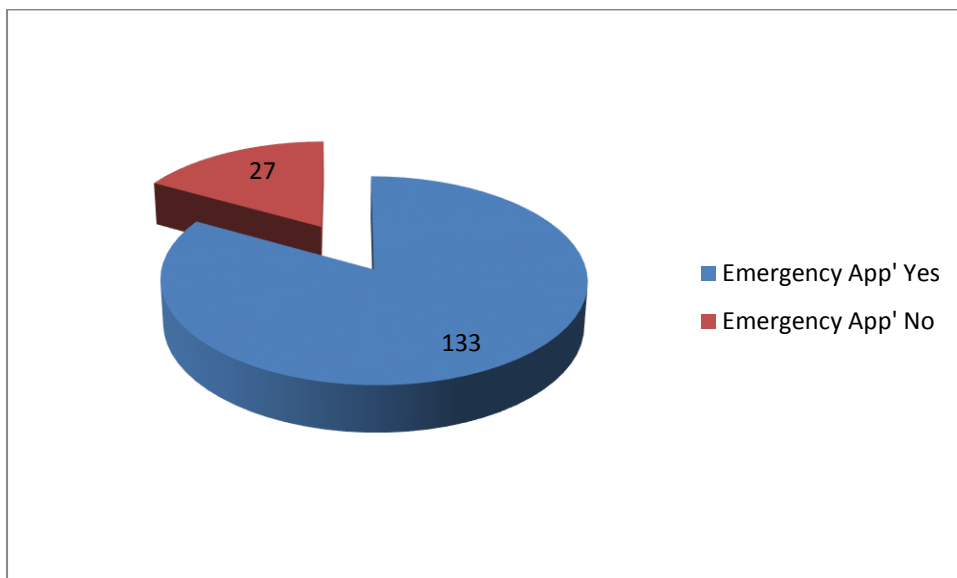
B. 88% seen at their preferred surgery. 12% not.



We also wanted to know whether any of our patients have had any problems getting an appointment when they required one. 21% have had problems getting one over the last twelve months, with 79% not having any problems. Most comments were around there not being one available that day when they wanted one (ie appointment availability), or not being able to get cover for looking after their children or cared for family members at the time of appointment offered.



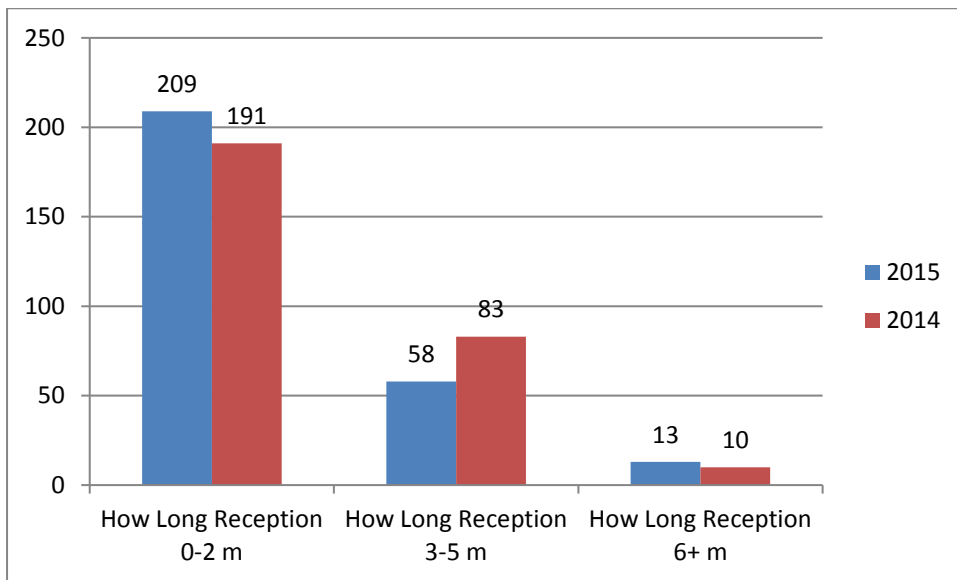
We offer emergency appointments for patients that need them on the day; these are available in the morning, afternoon and evening appointments. 83% of participants have been able to get these on the day. This is exactly the same figure as last year. We have also introduced a triage system for these kinds of appointments which will be explained further in this paper.



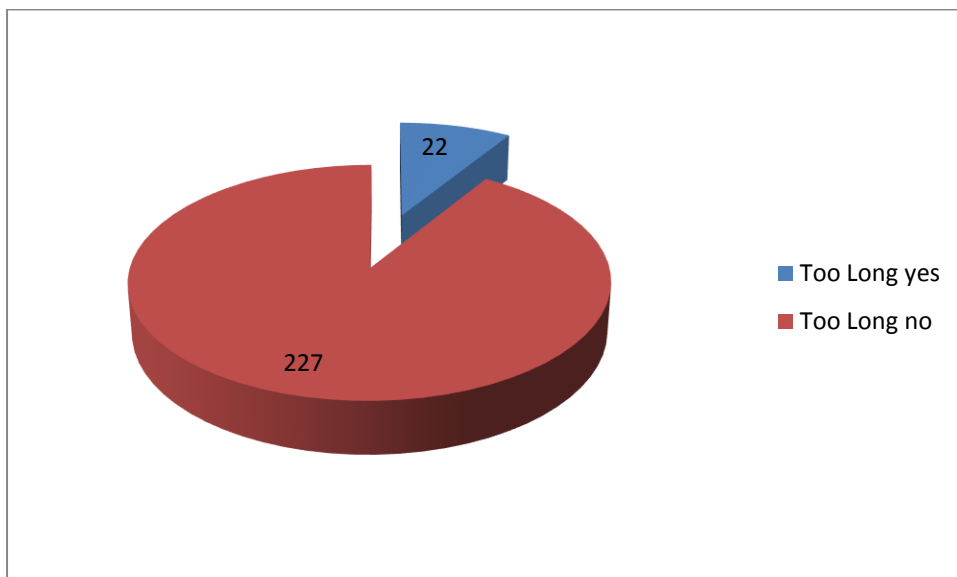
## Waiting Times

Below is a chart that shows how long patients had to wait to speak to a receptionist on arrival at Eyam or Bradwell Surgery.

75% of patients waited 0-2 minutes this year compared to 67% last year. 21% waited 3-6 minutes compared to 29% last year. This shows an encouraging improvement for the patient experience in the reception area.

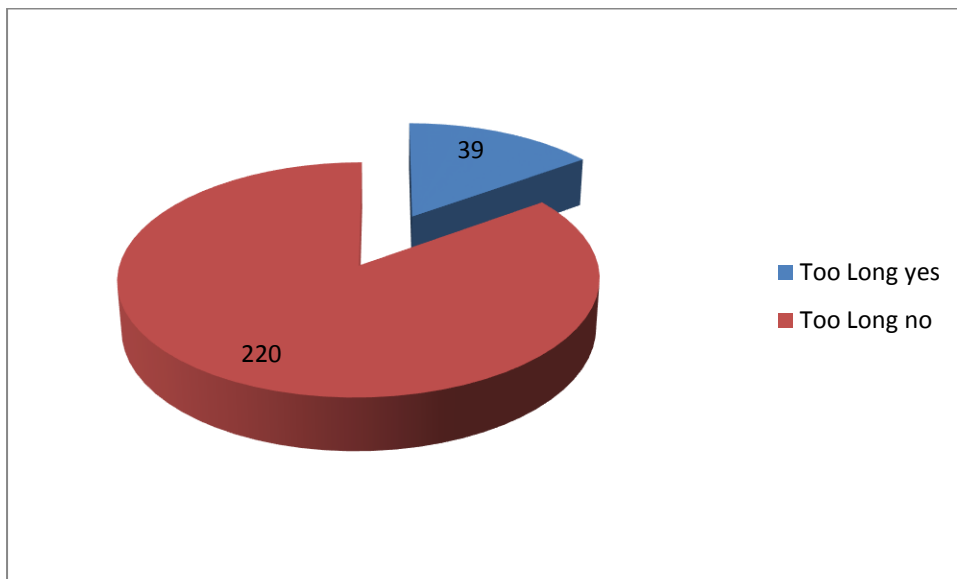
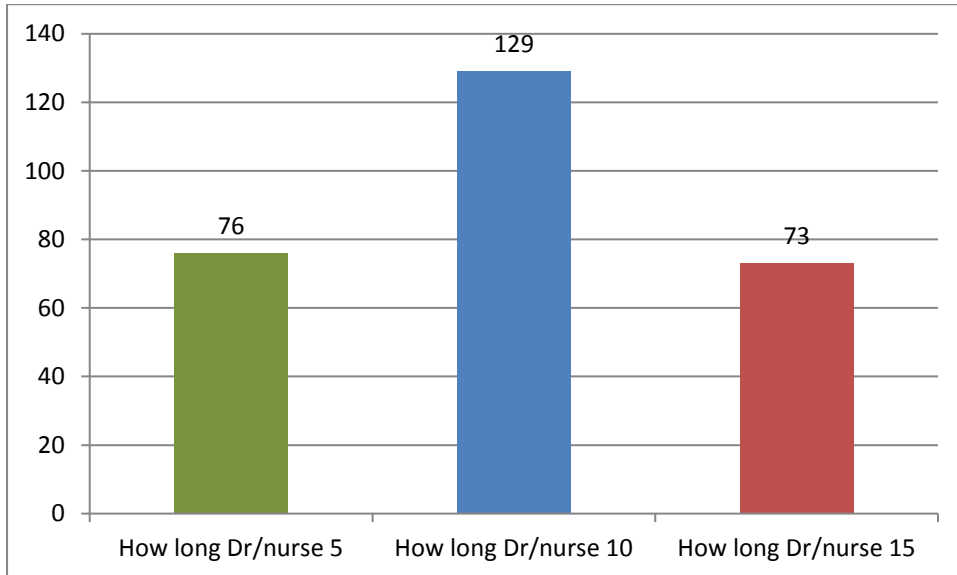


Only 9% of participants said their waiting time was too long.

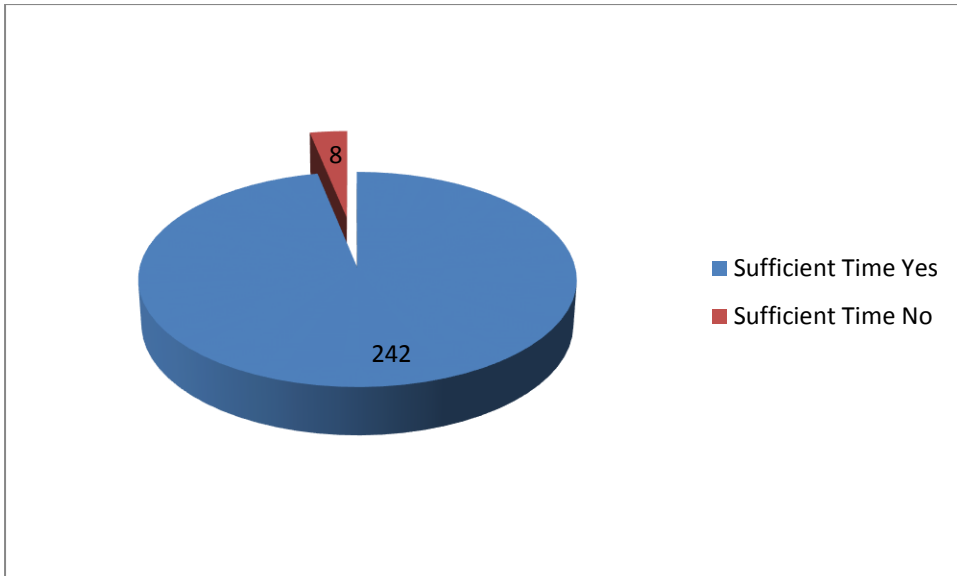


The graph below portrays how long the patient had to wait to be seen by the doctor or nurse. The average waiting time was around 10 minutes. The percent of patients waiting 15 minutes plus has decreased from 37% last year to 26% this year. This is a promising figure for improved waiting times.

85% patients did not feel this waiting time was too long, showing a 2% increase from last year.

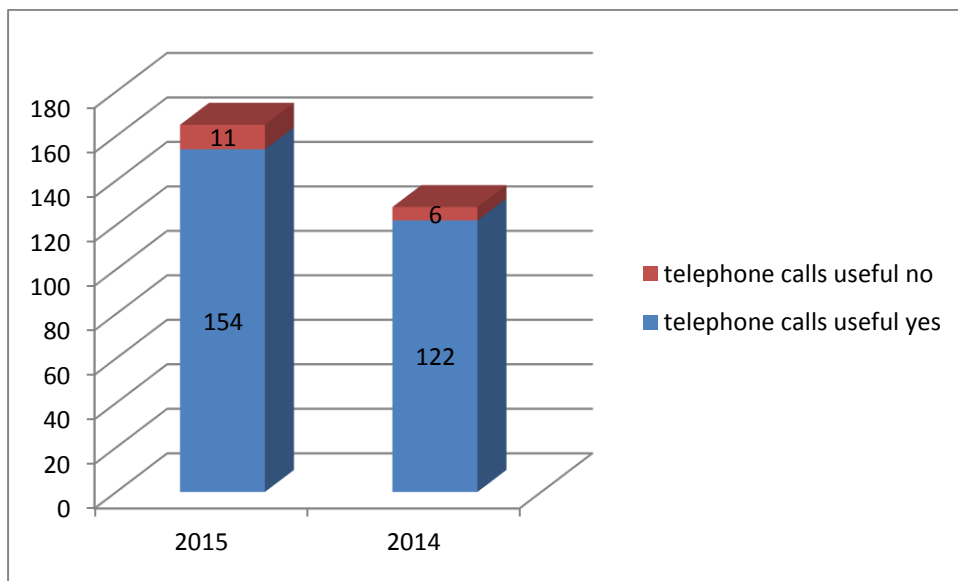


We were also interested to see whether patients felt that they were given sufficient time to with the clinician in their appointment. Only 3% of people felt that they were not.



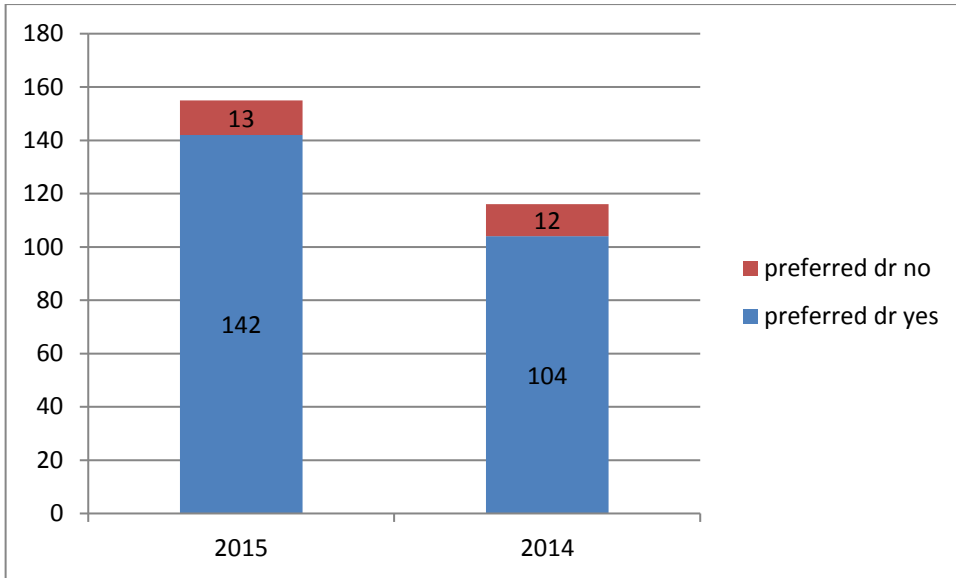
**Telephone consultations**

Telephone calls are available daily with the doctor and nurse. These are used for people that feel they don't actually need to be seen by the doctor or nurse but would like to speak to them. This can be regarding referrals, test results or just a basic follow up. The chart below represents whether patients found this service beneficial- 93% felt that these were helpful, compared to 95% from last year.



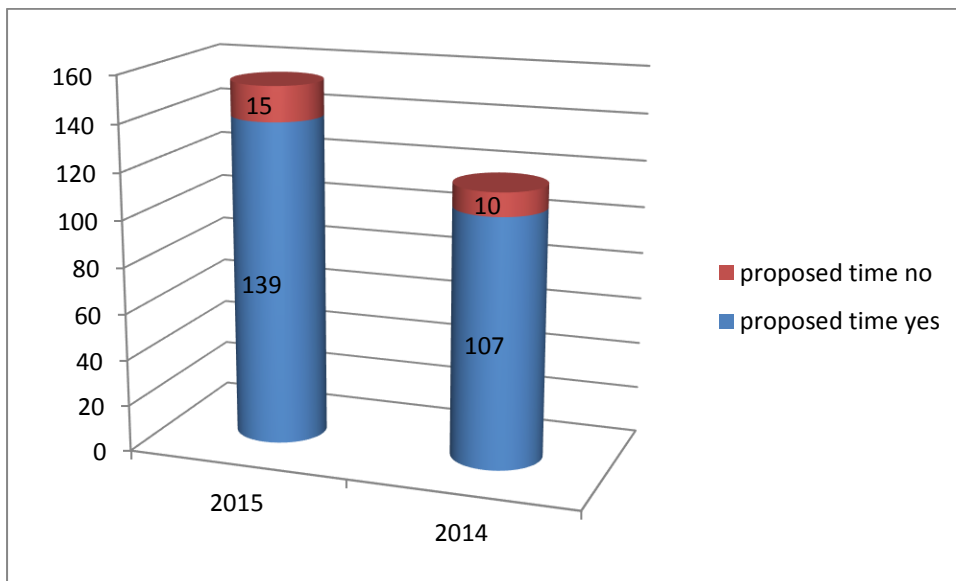
A.





**B.**

92 % spoke to their preferred doctor when booked in for a telephone consultation. 8% did not.

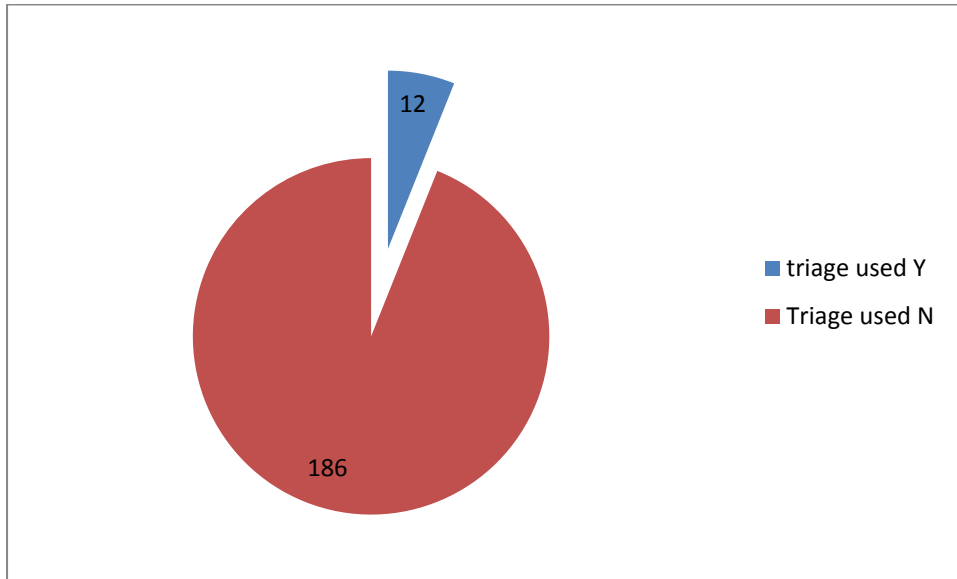


**C.**

90% received their phone call at their preferred time. This is a good result; however, clinic running times largely influence this.

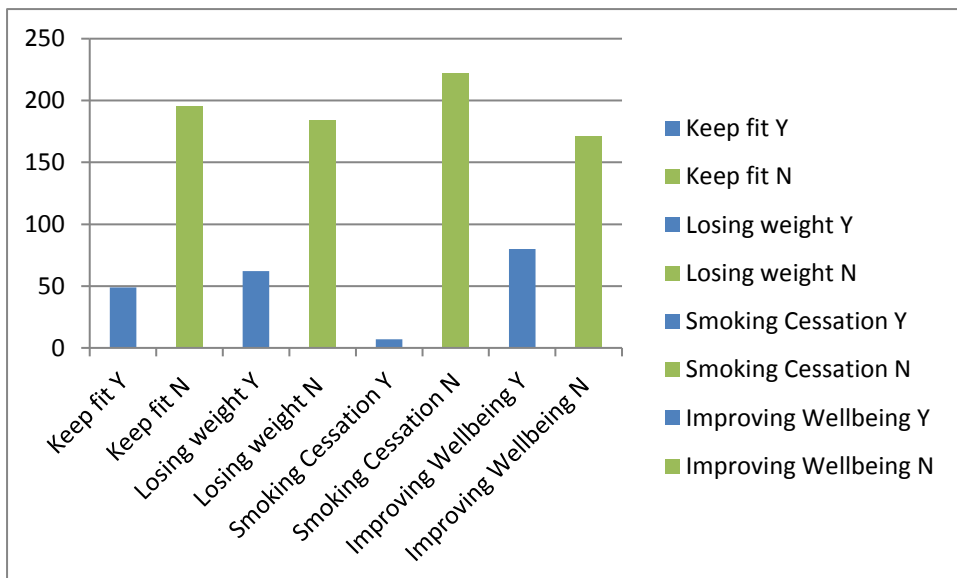
## Triage

We have begun using a 'triage system.' This is used when the appointment system is fully booked but the patient feels they need to be seen. The doctor therefore, will ring the patient and decide whether they need to be seen that day or whether advice can be given over the phone. The questionnaire asked if patients had used the triage system, as you can see it has not been widely used up to now, however, this has seen a 3% increase of participant's usage from last year.



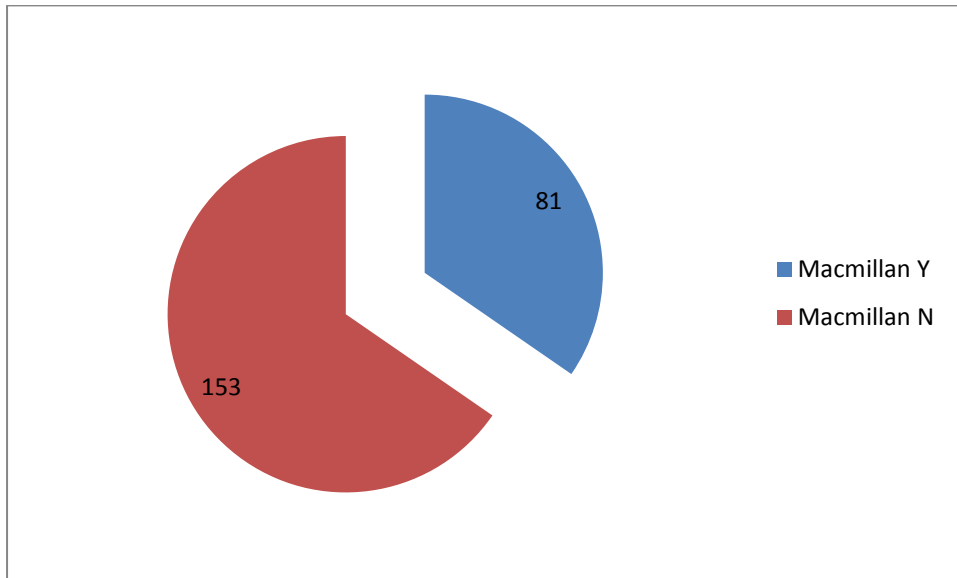
## Interest of access to free services

We now have a health and well-being worker at Eyam Surgery, which is a free service available to all patients as part of the 'Live Life Better' Derbyshire Programme. The chart below depicts interest from the participants of the survey. We are quite disappointed with the amount of people who are not interested in making the most of a free health and wellbeing service.

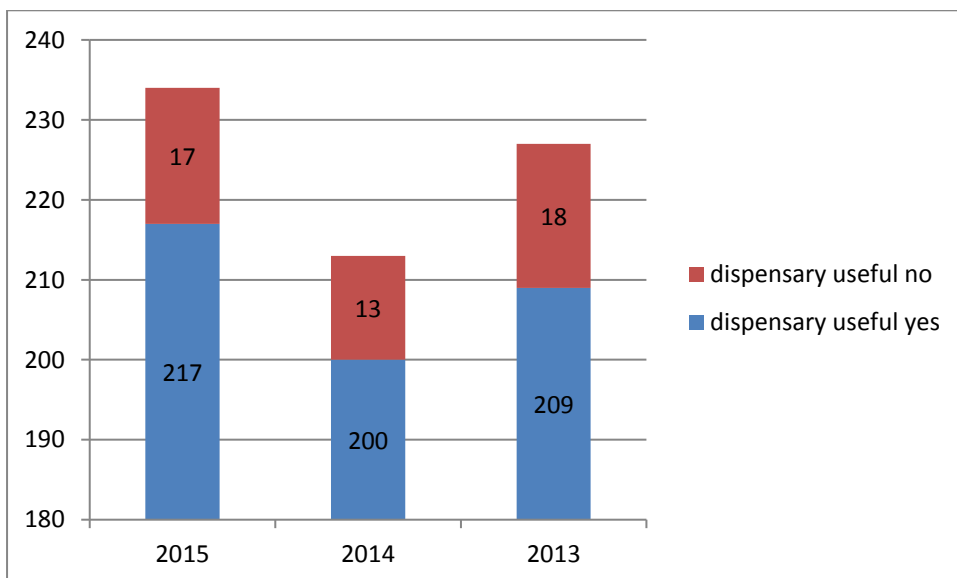


### Chosen Charity

Eyam Surgery held a charity cake week for raising funds for the Macmillan Cancer Centre that is going to be built at Chesterfield Royal Hospital. We raised over £1,000 in a week. We asked if any of the participants would be interested in taking part in fundraising for this charity as we may make it our chosen charity. Only 35% said they would be.

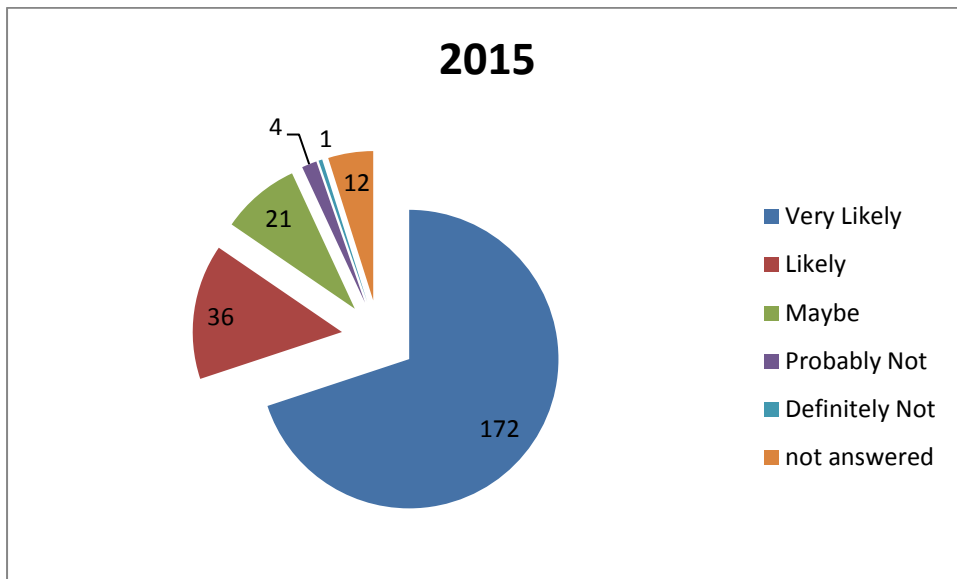


### Dispensary



The chart above shows whether people find dispensary useful. 93% of survey participants find them helpful; this is a 1% decrease from last year. We only had 7 comments for improvements from the survey; all these suggestions have been previously answered as to why we can't make changes due to government protocols and local rulings.

## Recommending Eyam Surgery



This year again we asked if you would recommend Eyam Surgery to family/friend members. As you can see the blue and red sections represent the 'Very Likely' and 'Likely.' This represents 89% of the survey population, compared to 91% from last year.

Very Likely = 70% of our patient population. This is an 11% increase from last year.

In the same question in a National Patient Survey Eyam ranks at 92.1% (among the best)

Evelyn Medical Centre = 92.8%(among the best)

Baslow== 92%(among the best)

Tideswell = 98% (among the best)

Bakewell – 86.6% (in the middle range)

## One Improvement

This year we asked if you could change one improvement could be made to Eyam Surgery, what would it be?

Here are **all** the suggestions provided:-

- Privacy, you can often hear the consultations of other patients at Eyam
- Wifi
- Decorate the waiting area to brighten it up and discard the plastic dusty plants.
- Quieter music or radio in the waiting room
- Weekend availability
- Redecorate in lighter colours and remove most of the posters on the walls
- Reception could be more helpful, polite and friendly at Eyam
- Shorter waiting times

- I think less part time staff would be better
- Retain regular doctors and separate telephone answering function from reception and welcoming patients
- Please tidy up the notices...on the walls – there are far too many & it is confusing rather than helpful. Am surprised that it isn't a fire hazard
- Card payment facility
- Doctors working part time to be full time
- Don't have so many notices up on the walls- have one central area for information this would make the waiting area much more restful.
- Please update décor!
- Full time DRs
- Longer opening hours- possibly at weekends
- Pay by card
- Weekend opening – having kids means if you are concerned about them on a Friday you tend to get an appt on a Fri just in case they are worse over the weekend so you tend to intervene earlier than you normally would
- A little Tv for the kids
- Sliding receptionist window door, feels outdated, really feels like you're not welcome in the reception area.
- Coffee machine
- Card payment at Eyam and Bradwell
- Too many doors.
- Increase KCs hours
- Face time appts – great for well being to see a doctor instead of hearing when phone call
- To be able to see the same doctor each visit
- Text patients to remind about their appt. this would relieve the amount of missed appts thus saving time and money.

### **Grindleford Closure**

#### **What are your views on the closure of Grindleford Surgery? (please comment below)**

- Only used it infrequently so not affected
- Why? Not everyone has 4-wheel drives to get around and up to Eyam in the bad weather!
- For me personally it doesn't matter but I can see the advantage for others especially now that the "New Road" to Eyam is still closed and patients have to get to Eyam via Calver and Stoney Middleton.
- It wouldn't affect me personally, however there are lots of elderly people that rely on it and public transport is non-existent in the Hope Valley and if it snows/bad winter you need to be able to walk to the surgery.
- It's a shame but not unexpected as the cost of maintaining an outreach surgery must be quite high. I guess as I get older the facility to pick up prescriptions from a Grindleford location might become more important.
- Sad as I think that even open less hours is better than nothing.
- It's a real shame especially as the road to Eyam remains closed & is likely to continue to be closed. I feel sorry for the elderly residents.
- Was very useful, but while I'm able to drive Eyam is OK
- At present no problem for me as I can drive to E/B. Must be very inconvenient for the elderly/infirm/people who can't drive
- It's a shame but I can access Eyam so it's had little effect on my family
- Dreadfully sad

**What would you like to see happen? (please comment below)**

- It to stay open
- Eyam New Road be re-opened!!
- Maybe change premises
- Is there any chance that drop-in surgery could be available in the Pavilion Or at another venue in the village?
- Extended hours at Eyam.
- To still have a surgery at Grindleford
- Have the surgery back in G'ford
- Reopen with improved facilities like Bradwell