

# Exploratory trial of a real-time feedback intervention to improve patient experience in general practice

## **Your real-time feedback (RTF)**

**General Practice Surgery:**  
Wallingbrook Health Group

**Date of preparation:**  
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## 1. Introduction

Your practice has been piloting a real-time feedback intervention over the last 3 months as part of the Improve programme. The Improve programme of research is underpinned by the national GP Patient Survey (GPPS) and aims to develop ways of helping practice teams, individual staff and patients to contribute to improving patient experience. As part of this work, we are exploring whether collecting real-time feedback from patients might be a feasible and acceptable means of informing change and improving patient experience in general practice.

Real-time feedback (RTF) involves the systematic collection of information from patients immediately after they use a health care service. Feedback on specific topics is collected on a continuous basis using touch-screen kiosks and desk-top devices in the waiting area and is collated and reported back to the practice on a regular basis. By reflecting on such feedback while it is 'fresh', practice teams can identify whether any improvements are needed. If they choose to implement changes, they can also monitor whether the changes are having an effect on the experience of patients.

The data presented in this report is feedback from patients either visiting your GP surgery for a consultation or for other reasons between 24 February and 23 May 2014. We report on the key findings by presenting data in the form of basic frequencies and proportions. All study data are tabulated in Appendix 1.

We hope that this report will provide some useful feedback for your organisation. If you would like any further information or clarification on any of the data contained within this report, please contact:

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## 2. Your RTF response

A total of 10017 patients had face to face consultations at your surgery between 24 February 2014 and 23 May 2014 and 5.2% ( $n=516$ ) used the kiosks to provide feedback on (or about) the service. 87.6% of patients provided their feedback, whilst 12.4% of responders were either guardians or relatives of the patients.

## 3. Patient demographics

Your patient feedback is based upon patients who came to the GP surgery for either face to face consultations with a health professional or for other reasons (i.e. booking an appointment, dropping off a sample). Table 1 shows the characteristics of patients (or a relative/guardian) who used the kiosk ( $n=516$ ):

Table 1. Patient characteristics

		<i>n</i>	%
<b>Gender</b>	Male	179	42.3%
	Female	244	57.7%
<b>Age</b>	Under 18	25	5.9%
	18-25	27	6.4%
	26-45	72	17.1%
	46-65	145	34.4%
	Over 65	153	36.3%
<b>Ethnicity</b>	White British	410	97.6%
	Mixed	1	0.2%
	Asian or Asian British	3	0.7%
	Black or Black British	1	0.2%
	Chinese	5	1.2%

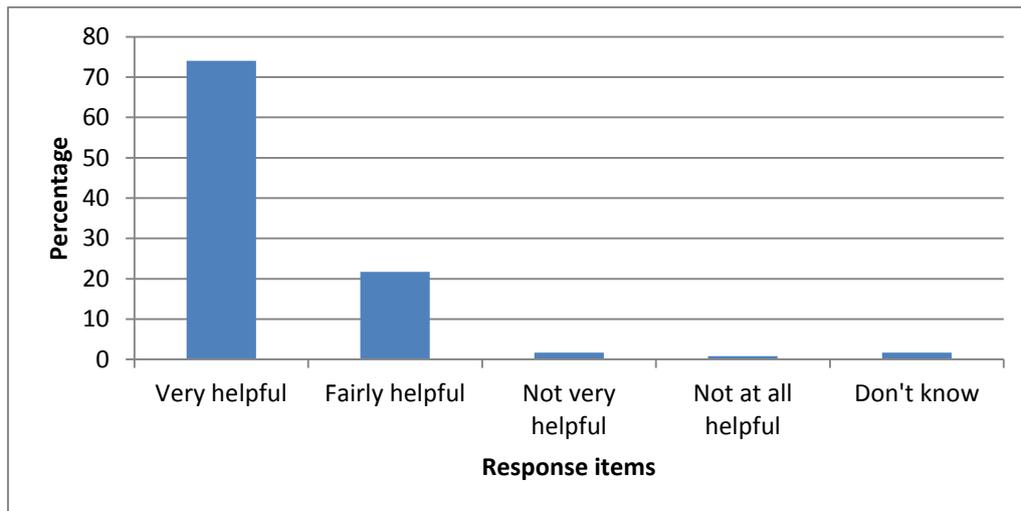
## 4. Access

Patients were asked how easy it was to get through on the telephone. Of those patients who provided feedback on the kiosks 44% ( $n=227$ ) found it very easy. In terms of appointment times, 22.1% ( $n=114$ ) found it very easy to get an appointment time that suited them, and 57.2% ( $n=295$ ) found it fairly easy.

## 5. Helpfulness of receptionists

The majority of patients found the receptionists very helpful (74.0%). Figure 1 shows the range of responses provided by patients about the helpfulness of receptionists:

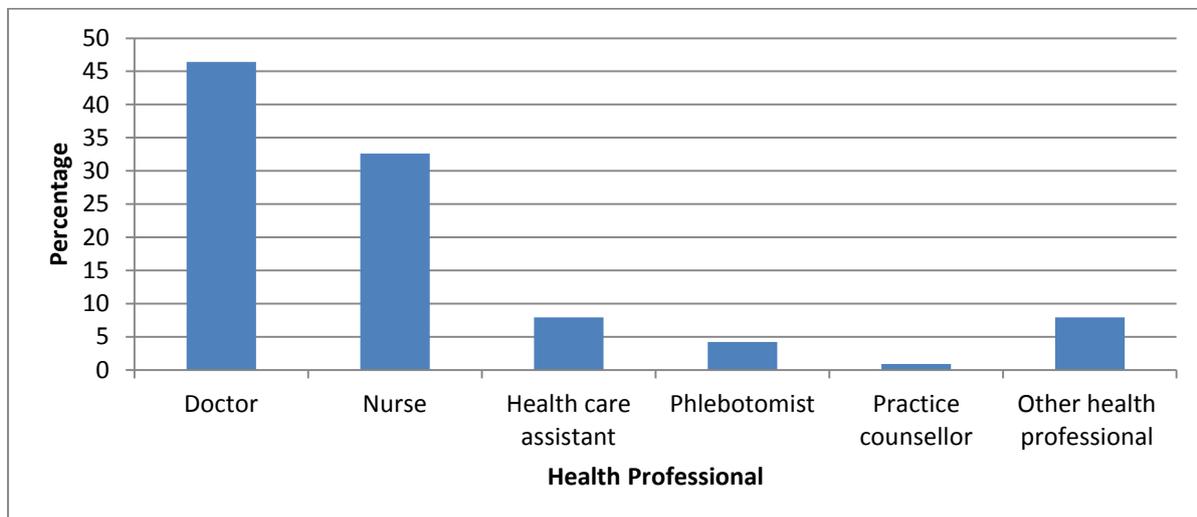
Figure 1: How helpful do you find the receptionists at this GP surgery or health centre?



## 6. Appointments with Health Professionals

A total of 432 (84.2%) patients reported having a consultation with a health professional at the surgery, with the majority having an appointment with a Doctor (46.4%). Figure 2 provides a breakdown of the number of patients seeing different health professionals who provided feedback on the day of their consultation.

Figure 2: Which of the following health professionals did you see?



Tables 2a and 2b show the results for the four communication questions and the 'trust and confidence' question contained in the series of questions presented to the patients. These results are a reflection only of the views of patients who had seen a health professional on that day.

Table 2a: How good was the doctor or nurse at each of the following?					
	% Very good (n)	% Good (n)	% Neither good/poor (n)	% Poor (n)	% Very poor (n)
Giving you enough time	72.7% (301)	23.4% (97)	1.9% (8)	0% (0)	0% (0)
Listening to you	75.6% (309)	20.0% (82)	2.2% (9)	0.5% (2)	0% (0)

Treating you with care and concern	76.0% (311)	19.8% (81)	2.0% (8)	0.5% (2)	0.2% (1)
Taking your problems seriously	7.3% (300)	19.3% (79)	1.7% (7)	1.0% (4)	0.5% (2)

**Table 2b: Do you have confidence and trust in the doctor or nurse you saw?**

Yes, definitely	84.8%	358	
Yes, to some extent	10.2%	43	
No, not at all	0.7%	3	
Don't know/Can't say	4.5%	18	

## 7. Practice questions

Your practice team wanted to ask two specific questions relating to prescriptions and follow up appointments.

Patients who had seen a health professional were asked if they were given a prescription following their appointment. 33.8% (n=137) reported they were given a prescription.

Of those patients who had just had a consultation, 32.4% (131) were asked to book a follow up appointment by the nurse or doctor.

## 8. Overall satisfaction and recommendation of practice

Overall, 65.3% (337) patients reported that they are either very satisfied or fairly satisfied with the practice and 54.7% (282) of respondents said they would definitely recommend the practice to friends or family.

## 9. Data tables and free text comments from your patients

Tables showing the responses to all items from the real-time feedback questionnaire together with an anonymised list of all\* the free text comments received from your patients are included in appendices to this report. Comments are included verbatim and in no particular order. Where names were used, these have been removed.

\*Comments which were made by patients about their personal situations/medical conditions which could not be easily anonymised have been removed from the list of free text comments.

## Appendix 1. Survey data tables

<b>How likely are you to recommend our GP surgery to friends and family</b>			
	Total	Percentage	
Extremely likely	282	54.7	
Likely	147	28.5	
Neither likely nor unlikely	46	8.9	
Unlikely	14	2.7	
Extremely unlikely	11	2.1	
Don't know	16	3.1	
Total	516	100	

<b>How easy it to get through on the telephone to this practice?</b>			
	Total	Percentage	
Very easy	227	44	
Fairly easy	237	45.9	
Not very easy	31	6	
Not at all easy	10	1.9	
Haven't tried/ Don't know	11	2.1	
Total	516	100	

<b>How easy is it to get an appointment for a time that suits you?</b>			
	Total	Percentage	
Very easy	114	22.1	
Fairly easy	295	57.2	
Not very easy	72	14	
Not at all easy	21	4.1	
Haven't tried/ Don't know	14	2.7	
Total	516	100	

<b>How helpful do you find the receptionists at this GP surgery or health centre</b>			
	Total	Percentage	
Very helpful	382	74	
Fairly helpful	112	21.7	
Not very helpful	9	1.7	
Not at all helpful	4	0.8	
Haven't tried/ Don't know	9	1.7	
Total	516	100	

<b>Overall, how satisfied are you with the care you get at this GP surgery or health centre</b>			
	Total	Percentage	
Very satisfied	337	65.3	
Fairly satisfied	135	26.2	
Neither satisfied nor dissatisfied	31	6	
Fairly dissatisfied	6	1.2	
Very dissatisfied	7	1.4	
Total	516	100	

<b>Have you had an appointment with a health professional at the practice today?</b>			
	Total	Percentage	
Yes	432		84.2
No	81		15.8
Total	513		100

<b>Do you have trust and confidence in the doctor or nurse you saw</b>			
	Total	Percentage	
Yes, definitely	358		84.8
Yes, to some extent	43		10.2
No, not at all	3		0.7
Don't know/ Can't say	18		4.3
Total	422		100

<b>How good was the health professional at giving you enough time?</b>			
	Total	Percentage	
Very good	301		72.7
Good	97		23.4
Neither good nor poor	8		1.9
Poor	0		0.0
Very poor	0		0.0
Doesn't apply	8		1.9
Total	414		100

<b>How good was the health professional at listening to you?</b>			
	Total	Percentage	
Very good	309		75.6
Good	82		20
Neither good nor poor	9		2.2
Poor	2		0.5
Very poor	0		0.0
Doesn't apply	7		1.7
Total	409		100

<b>How good was the health professional at treating you with care and concern?</b>			
	Total	Percentage	
Very good	311		76
Good	81		19.8
Neither good nor poor	8		2
Poor	2		0.5
Very poor	1		0.2
Doesn't apply	6		1.5
Total	409		100

<b>How good was the health professional at taking your problems seriously?</b>			
	Total	Percentage	
Very good	300		73.3
Good	79		19.3
Neither good nor poor	7		1.7

Poor	4	1
Very poor	2	0.5
Doesn't apply	17	4.2
Total	409	100

<b>Were you given a prescription today?</b>		
	Total	Percentage
Yes	137	33.8
No	268	66.2
Total	405	100

<b>Has the doctor or nurse asked you to book a follow up appointment?</b>		
	Total	Percentage
Yes	131	32.4
No	273	67.6
Total	404	100

<b>Are you....</b>		
	Total	Percentage
The patient	423	87.6
Parent or guardian of the patient	28	5.8
Spouse or partner of the patient	11	2.3
Another relative or friend of the patient	8	1.7
Other	13	2.7
Total	483	100

<b>How old are you?</b>		
	Total	Percentage
Under 18	25	5.9
18-25 years	27	6.4
26-45 years	72	17.1
46-65 years	145	34.4
Over 65 years	153	36.3
Total	422	100

<b>What is your ethnicity?</b>		
	Total	Percentage
White	410	97.6
Mixed	1	0.2
Asian or Asian British	3	0.7
Black or Black British	1	0.2
Chinese	5	1.2
Total	420	100

<b>What is the patient's gender</b>			
	Total	Percentage	
Male		25	41.7
Female		35	58.3
Total		60	100

<b>How old is the patient</b>			
	Total	Percentage	
Under 18		30	50
18-25 years		3	5
26-45 years		4	6.7
46-65 years		10	16.7
Over 65 years		13	21.7
Total		60	100

<b>What is the patient's ethnicity?</b>			
	Total	Percentage	
White		54	91.5
Mixed		1	1.7
Asian or Asian British		1	1.7
Black or Black British		1	1.7
Chinese		2	3.4
Total		59	100

## Appendix 2. Free text comments from patients

M,.MNM

IT HARD TO SEE A DOCTOR WHEN YOU ASK.

WUNDERBAR, WUNDERBAR. UBER GUT. YA

NEED APPOINTMENT MORE EASY

WAITING TIME NEED MORE SHORT NOT A 30/40 MINITS MMAX 15 MINITS .THANKS

I HAVE RECEIVED EXCELLENT SUPPORT OVER THE LAST SIX MONTHS WHILST TRYING TO DIAGNOSE A HEALTH PROBLEM. ALL THE RECEPTION STAFF HAVE BEEN VERY HELPFUL AND MY GP AS WELL AS OTHER DOCTORS AVE BEEN GREAT

I

NEED WAITING TIME MORE CARE

I LIKE CHOCOLATE

NICE PLACE TO COME INTO,VERY FREINDLY.

GOOD

DELAY TO SEE DDOCTOR OF MY CHOICE IS OFTEN LONGER THAN I WOULD LIKE. FEEL QUESTIONS ON SURVEY ARE NOT ASKING THE RIGHT THING, I CAN LWAYS GET THRWGH BY PHONE TO HEALTH CENTRE ITS ACHIEVING RESPONSES AFTERWARDS THAT CAN CAUSE PROBLEMS. HAPPY TO FOLLOW THRO

RUN ON TIME HAD TO WAIT 20 MINS OVER TIME

SOMETIMES IT IS HARD TO SEE THE DOCTOR OF YOUR CHOICE. HOWEVER IN GENERAL TEMS THE PRACTICE IS VEY EFFECIENT AND AL THE SAFF HE

DR THOMAS IS THE BEST DOCTOR I HAVE EVER HAD THE PLEASURE OF MEETING, EXTREMELY HELPFUL AND GENUINE

THIS PRACTISE IS SUPERB. THANK YOU.

JUST NEED WATING TIME MORE SHORTER MAX 15 MIN NOT A 45 MIN.THANKS

EASY PARKING. AND ROOM TO GET AROUND IN A WHEELCHAIR

ALWAYS FOUND IT BRILLIANT BOTH DOCTOR GUILFORD AND NURSES

WONDERFUL

WONDERFUL PEOPLE YES

DR WARREN WAS BRILLIANT

FELT VERY AT EASE WITH THE DOCTOR I SAW

EXCELLENT IN ALL AREAS

I DO NOT HAVE TIME TO TELL YOU HOW ;LET DOWN; I FEEL BY THIS SURGERY, DR X SHOULD BE SACKED. AS HE DOES HIS PATIENTSBMORE HARM THAN GOOG.

THANKS FOR YOUR HELP- DR GOSRANI?? WASNT ON THE LIST

I AM VERY GRATEFUL TO DR GUILDFORD FOR TAKING TIME TO SPEAK TO ME AND SEEM GENUINELY CONCERNED

6

DR WARREN LISTENED AND EXPLAINED EVERYTHING CLEARLY AND I DIDNT FEEL I WAS WASTING HER TIME.

DR GUILFORD WAS EXTREMELY HELPFUL

GGIVEN GOOD INFORMATION ABOUT MY MEDICATION WWHICH WAS HELPFUL

THANKYOU FOR MAKEING MY EAR BETTER THANKYOU VERRY MUCH XXXXX

CANCEL PLEASE DONE TO SOON

SAW KAREN ROBISON

DISTURBED THAT DESPITE LONG NOTICE THERE IS NO TYPHOID VACCINE

PLEASE HAVE UP TO DATE PICTURES THE PERSON I SAW HAS HAD HER HAIRCUTAND IS NOWWEARINGGLASSES . THIS IIS TOOMUCH FUM?

EXCELLNT

PLEASE STOP PEOPLE USING MOBILE PHONES IN THE WAITING AREA

NEED SMALLER NEEDLES FOR BLOOD TESTS

THIS DOCTORS IS VERY GOOD ;)

5EG

HI

HI

ALWAYS HAVE TO WAIT SO LONG IN THE WAITING ROOM FOR NO APPARENT REASON WHAT SO EVER

ALLWAYS VERY HAPPY WITH THE SURVICE HERE

NOT ABLE TO MAKE AN APPOINTMENT FOR MY NEXT INR STAR 6 WEEKS A FALT IN YOUR SYSTEM

HAPPY WITH OVERALL SERVICE

GREAT - LOVELY STAFF AND ALWAYS HELPFUL.

THE WAITING TIME DRIVES ME MAD. I ALWAYS HAVE TO WAIT FOR 15 MINUTES OR MORE WHEN I ARRIVE FOR APPOINTMENTS AND ITS BEEN LIKE T

NEED MORE TIME TO TALK DR ABOUT MY PROBLM AND DR NEED LISTEN MORE SERIOUSLY

WHY

THE RECEPTIONIST WAS VERYY HELPFUL AND EFFICIENT SARAH

DR GUILDFORD

SORRY I PRESSED IRRELEVANT ANSWERS TO THE PREVIOUS QUESTIONS. I JUST WANTED TO SAY HOW DISAPPOINTED I WAS THAT HAVING TAKEN THE TROUBLE TO ARRANGE A DEMENTIA AWARENESS SESSION IN BURREINGTON AND PRODUCED ADVERTISING THAT IT WAS NOT DISPLAYED AT CHULMLEIG

DISPENSING MEDICINES VERY HELPFUL INDEED

ALL GOOD, BUT PLEASE CHANGE THE MUSIC...

DW

VERY CLEAN AND TIDY

HELPFUL AND SUPPORTIVE

I HAVE STASIS ECZEMA AND THIS WAS NOT MENTIONED AT ALL FOR THE SEVERE RASH ON THE INSIDE OF MY LOWER LEG. CLASSIC SYMPTOMS MIS

ALWAYS BEEN VEY HAPPY WITH THE SERVICE PROVIDED.

WAS WAITING OVER 30MINUTES TOBE SEEN

ASUSUAL.EXCECELLENT

UU65GJUTYUOOTR?

THERE GOOD

T

ITS VERY VERY GOOD