

Practice Nurse Patient Survey 2017 - Results Analysis

Background

The practice carried out a patient survey in relation to practice nursing in August and September 2017.

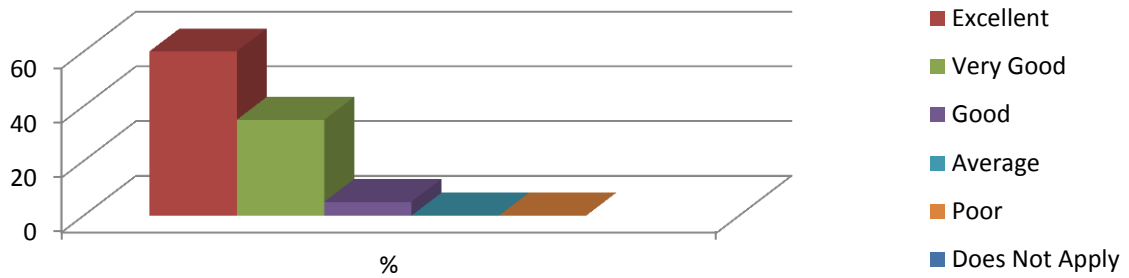
The survey was open for all patients attending the surgery to see the practice nurse. Forms were handed out to patients who were asked to complete them after they had seen the nurse and return them to Reception before they left the surgery.

Most of the questions used were the same as the ones used in the national GP survey www.gp-patient.co.uk

The results section of this report compares the practice performance to the results from last year's national survey and both local and national averages.

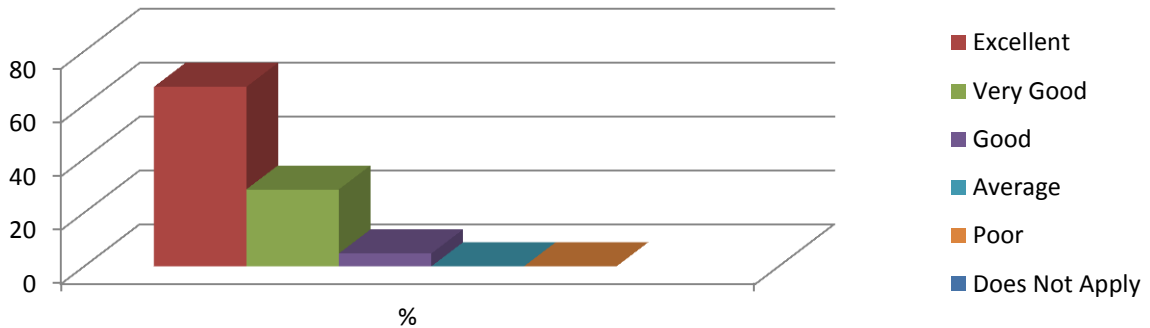
Please find our results and analysis below and additional patient comments at the end of the report.

1. How thoroughly did the nurse ask you about your symptoms and how you are feeling?



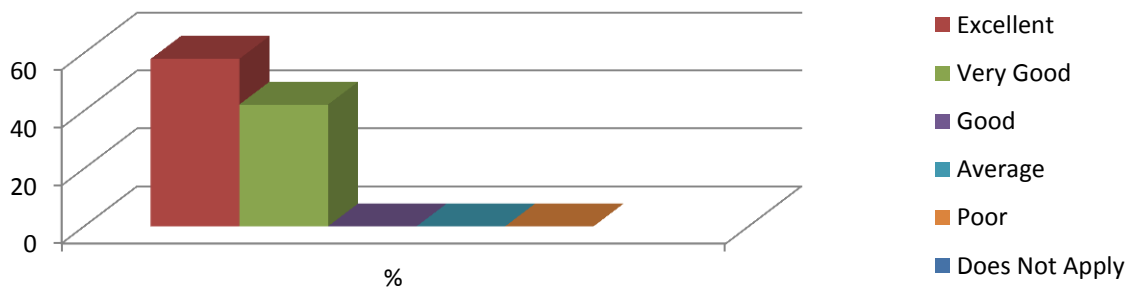
95% of patients rated how thoroughly the nurse asked them about their symptoms as excellent or very good.

2. How well the nurse listened to what you have to say?

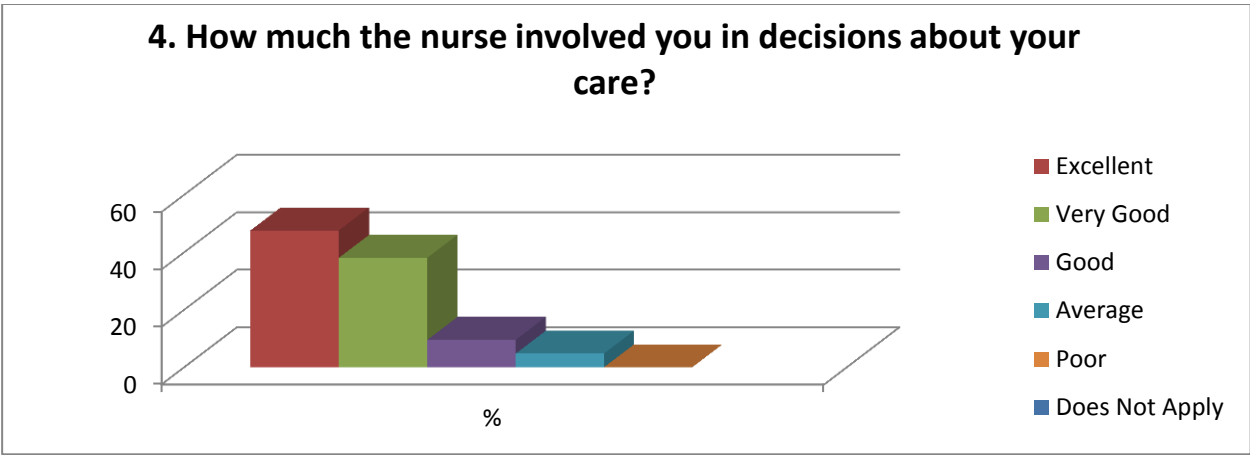


Two thirds of patients rated how well the nurse listened to what they had to say as excellent.

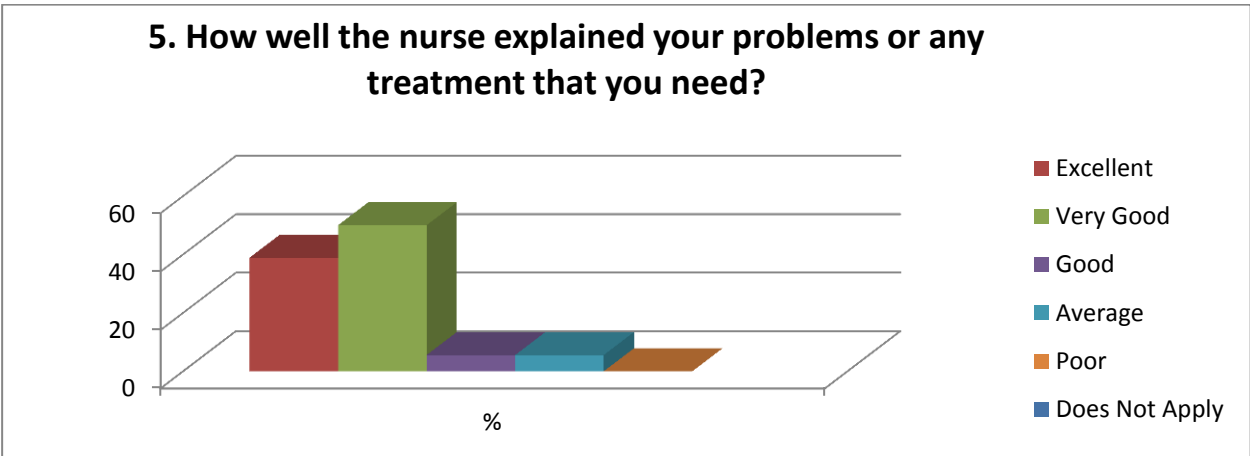
3. How well the nurse put you at ease during your physical examination?



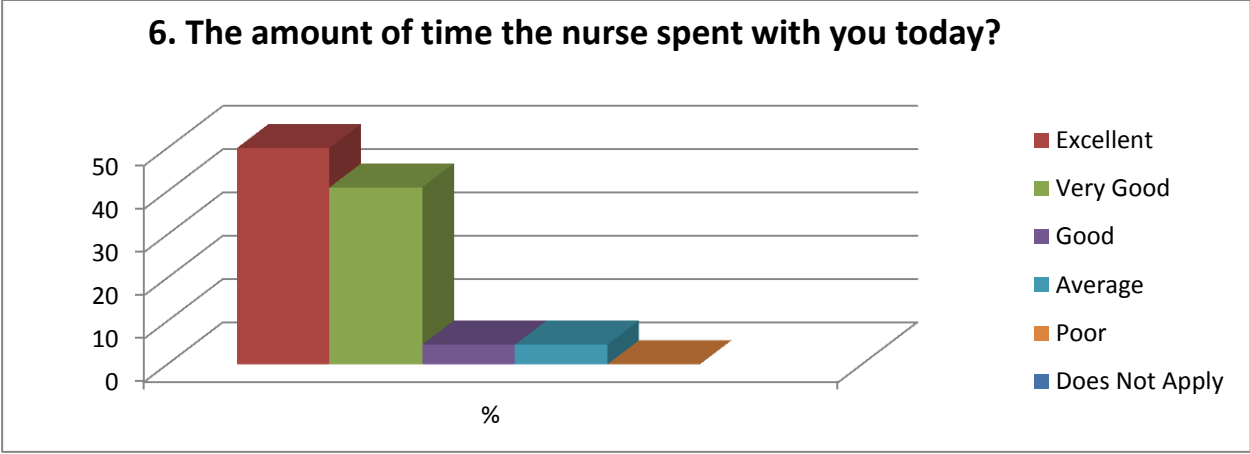
100% of all patients who completed the survey rated how well the nurse put them at ease during their physical examination as excellent or very good.



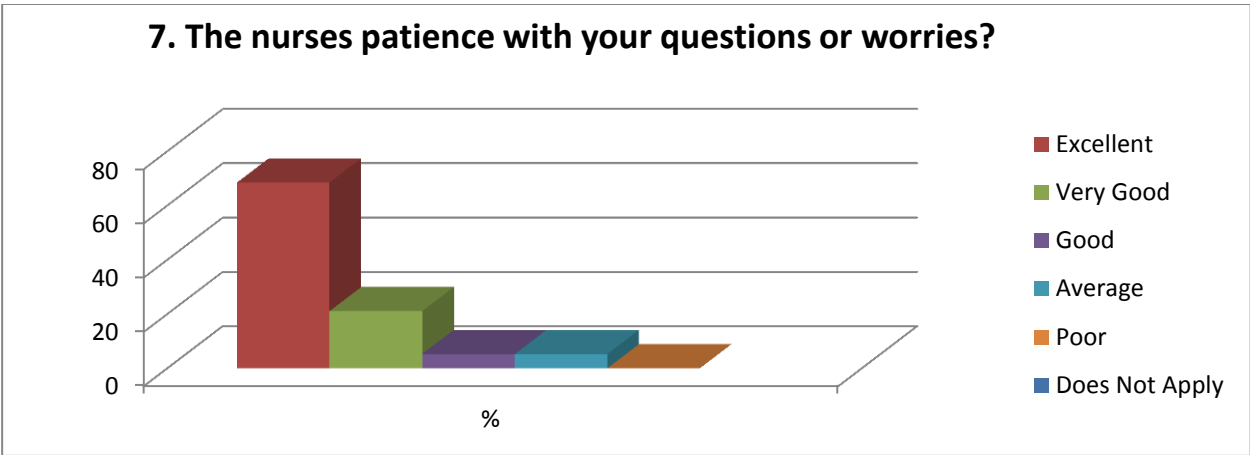
Almost half of the patients surveyed rated how much the nurse involved them in decisions about their care as excellent and 38% rated it very good. In total 86% felt the nurse was good at involving patients in decisions about their care. This is great improvement on 69% scored last time this survey was carried out and beats the national average of 85%.



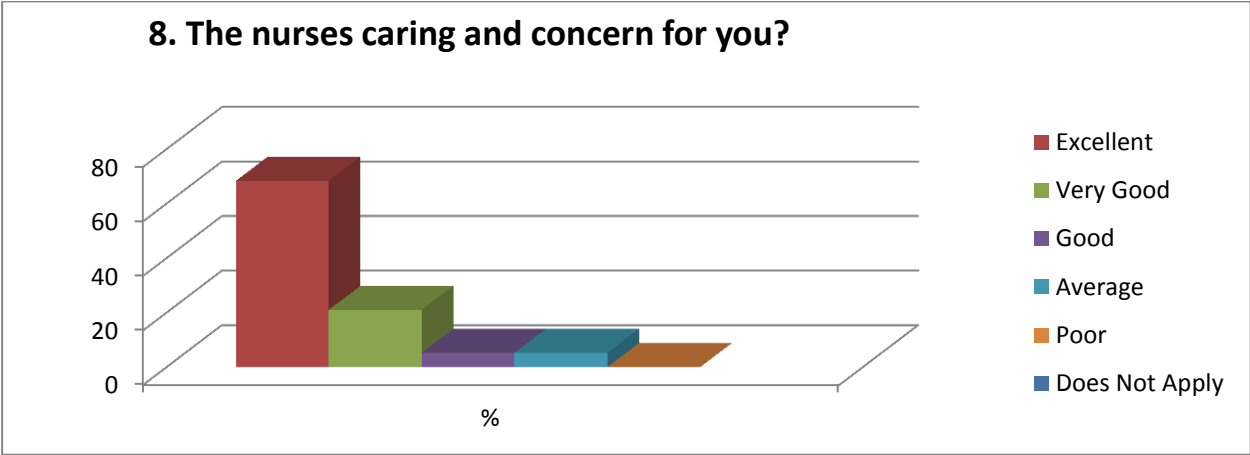
89% of patients rated how well the nurse explained problems or treatment as excellent or very good.



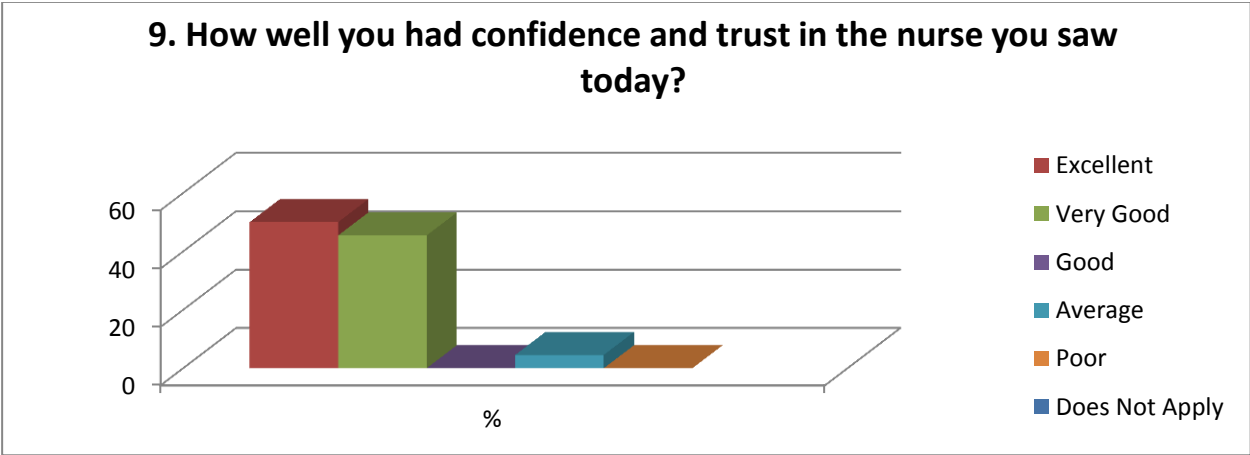
Half the survey responders rated the amount of time the nurse spent with them as excellent and 41% rated it as very good. In total 91% of patients rated the amount of time as good compared to 73% last time the survey was carried out and beating the local Islington CCG average of 87%.



68% rated the nurses patience as excellent and a further 21% rated it as very good.



89% of patients rated the nurses caring and concern as excellent or very good. This is a vast improvement on the figure of 68% we achieved the last time this survey was carried out and beats the Islington CCG average of 79% and the national average of 85%.



50% of patients rated how well they had confidence in the nurse they saw as excellent and a further 45% rated it as very good.

Comparing the results:

| Question | Sept 2017 score For Excel or V.Good rating | Score from last year's Survey | CCG Average Score | National Average Score |
|----------------------------|--|-------------------------------|-------------------|------------------------|
| 1. Symptoms | 95% | N\A | N\A | N\A |
| 2. Listening | 96% | 82% | 86% | 91% |
| 3. Physical examination | 100% | N\A | N\A | N\A |
| 4. Involved in decisions | 86% | 69% | 79% | 85% |
| 5. Explained treatment | 89% | 75% | 84% | 90% |
| 6. Time spent | 91% | 84% | 86% | 91% |
| 7. Patience | 89% | N\A | N\A | N\A |
| 8. Caring and concern | 89% | 81% | 86% | 90% |
| 9. Confidence in the nurse | 95% | 87% | 95% | 97% |

Summary and findings

The practice has invested time and resources in improving the patient experience with regard to practice nursing. We are delighted with these results that show the practice has equalled and in most cases outperformed the local and national average in each category. We will work with our nurses and the rest of the practice team to continue to achieve these excellent results.

Additional comments from the returned questionnaires:

- *Maybe clean skin area before injection? This step was missed.*
- *Nurse took the time to take my blood pressure also as I enquired about the machine in the Reception area not being accurate. This was reassuring for me.*
- *First visit with the nurse, could not have wished for anyone nicer. Hope she stays at Roman Way for a long while she is needed here.*
- *She was very nice.*
- *Need to keep one nurse in the practice at all times.*
- *The nurse was very good in getting my leg nearly better and very caring.*