

# NURSE PRACTITIONER SURVEY

## RESULTS



June 2017

## Introduction

The Nurse Practitioner service was introduced into the practice on the 1<sup>st</sup> April 2017. The aim of the service is to improve availability and access to on the day urgent appointments.

As this is a new role and a new service it was felt to be important that the service was audited by means of a patient survey within the first 3 month of the new service to assess the initial response from patients and carers and to identify if there were any immediate issues that needed actioning.

The survey was available to all patients / carers who has used the service but was not included as part of the consultation. The survey forms were placed in the reception area during the month of June 2017. The responses were anonymous.

## Results

29 people completed the survey.

- 1) How easy did you find getting an appointment with the Nurse Practitioner?

Very easy	Easy	Adequate	Difficult	Extremely difficult
17 (59%)	6 (20%)	5 (17%)	0	1 (b)(3%)

- 2) How would you rate the assessment and management of your problem?

Excellent	Very good	Good	Adequate	Poor
12 (41%)	11 (38%)	5 (17%)	0	1 (d)(3%)

- 3) Please read the following statement: I felt the nurse practitioner took my problem seriously, and treated me with due dignity and respect

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
22 (76%)	6 (21%)	0	0	0

No answer

1 (3%)
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- 4) Please read the following statement: If the Nurse Practitioner was unable to sort out my problem, advice was sought from a senior colleague in a timely manner which resulted in my problem being sorted to my satisfaction

23 Patients responded to this question

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
14 (61%)	7 (30%)	1 (4%)	1 (g) (4%)	0

- 5) Did you have to seek medical advice from another service about the same problem within a week of seeing the Nurse Practitioner? Yes / No

Yes	No	Blank
5 ~ see (d)(e)(F) (g) (17%)	20 (69%)	4 (14%)

- 6) If yes (n=5), did the diagnosis / treatment plan change? Yes / No

Yes	No	Blank
2 ~ see (g) (40%)	2 ~ see (e) & (F)(40%)	1 (20%)

- 7) How would you rate your overall experience of the Nurse Practitioner Service?

Excellent	Very good	Good	Adequate	Poor
16 (55%)	9 (31%)	1 (3%)	1 (3%)	1(d)(3%)

No answer

1 (3%)
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- 8) Please read the following statement: I would recommend this service to my friends and family?

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
19 (66%)	5 (17%)	0	4 (14%) see (a) ; (c) ; (d)	0

No answer

1(3%)
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- 9) What area do you think there service could be improved?

- 1) More doctors. Need appointments on the day, and would want to see a doctor. Not keep ringing back at 8am or 2pm + on hold 25mins a time
- 2) The opportunity to book in advance

- 10) Any other comments / feedback

- 1) They are very knowledgeable and caring
- 2) Have always received very good service and treatment
- 3) Object to telling receptionist ones medical problem, especially a private (b)
- 4) More available doctor's appointments (c)
- 5) Don't feel the need to tell receptionist my prob(lems)
- 6) Maybe appointments should be longer then they wouldn't run late
- 7) Very satisfied with the care and confirmed follow up. Thank you

- 8) Brill(iant) service
- 9) I have been very impressed with the care and treatment that I have received from your nurses and nurse practitioners. Friendly, caring, efficient, thorough, professional, knowledgeable. I have been seen, diagnosed and where necessary referred very quickly. Thankyou for an excellent and valuable service
- 10) Excellent service
- 11) Amazing idea ~ bring more into the practice
- 12) I found I was given plenty of time and everything was explained in great detail
- 13) Very professional
- 14) I had an excellent service from the nurse practitioner and doctor
- 15) Excellent service. Thank you

## **Summary**

The overall results of the survey, despite a small sample number of 29 completed survey forms is encouraging, with 79% of patients reporting that it was either very easy or easy to get an appointment with the nurse practitioner.

97% of the patients surveyed rated the assessment and management of their problem by the nurse practitioner as good, very good or excellent, with 79% rating their assessment and management of their problem by the nurse practitioner as very good or excellent.

It is encouraging also that 86% of patients surveyed rated their overall experience of the Nurse Practitioner service as very good or excellent. 83% of patients either agreed or strongly agreed that they would recommend the service to friends and family.

It is also encouraging that all but 1 of the patients surveyed (97%) either strongly agreed or agreed that the nurse practitioner they saw took their problem seriously and treated them with due dignity and respect.

The survey also included a free text box for patients to make any recommendations of how they felt the service could be improved. Only 2 comments were made in this box, one relating to the patient preferring to see a doctor on the day, and not having to keep ringing back at different times. The other was to have the opportunity to book in advance. However it is felt that there is already the facility within the service to request a same day doctor appointment if the patient wishes, and due to the nature of the emergency on the day appointments, it would not be reasonable to be able to book nurse practitioner appointments in advance as this may fill up the emergency appointment with routine complaints.

The survey also included a free text box for any other comments or feedback. 11 of the 15 comments received were positive about the service and the professionalism and expertise of the staff. Constructive criticism received in this section included 2 comments from patients who felt that discussing their medical problems with the receptionist was not something they felt comfortable with. It is recognised that although the reception staff treat patient's conditions with privacy and respect, knowledge of the problem can aid the practice staff in directing the patient to the most suitable practitioner ie if there is an intimate female problem, the patient can be directed to a female nurse practitioner. There is however the opportunity

for patients to decline to discuss the reason for the appointment with the reception staff and they will still be seen.

**Actions**

- 1) Repeat patient survey in 6 months' time to compare results
- 2) Further support and training for reception staff in ascertaining the reason for the appointment