

# Abbey Medical Centre

## Dignity & Respect Survey Results June 2013

### Purpose

Although involving patients in their own health care is known to be associated with improved outcomes, this survey was conducted to determine whether respecting persons more broadly, such as treating them with dignity and respect, has additional positive effects.

The practice has undertaken two surveys, the first in October 2012 and the second June 2013. The second survey has been completed to ascertain that the practice continues to strive to treat patients with respect and dignity.

### The outcome from the survey is as follows:

The practice surveyed patients by giving out questionnaires randomly when patients attended surgery, and by leaving copies of the questionnaire in the patient waiting area over a period of one week. From the questionnaires given out we received an average of around 120 completed questionnaires.

After analysing the results, the overall response was extremely positive - results are fairly consistent with last year's results apart from some of the questions relating to 'access', numbers of 'excellent' answers has dropped. These questions are as follows:

- The external access to the building would be best described as?
- The entrance/exit to the building would be best described as?
- My use and access to the reception desk area would be best described as?
- Usually my access to the surgery rooms would be best described as?

### Practice Response:

The practice will look at access to the building and consultation rooms to see if any alterations are required.

The practice has tried to address the use of the reception desk, by placing a sign slightly away from the desk asking patients to stand back to give their fellow patients some respect.

The practice is looking at various other options that will make the reception desk more patient friendly.

### Patient Comments

Most patients felt they have confidence and trust in the person caring for them. The vast majority reported that they are always treated with dignity and respect whilst at the surgery.

We have looked at patient comments found in the results and have tried to address concerns raised. These are as follows:

Q Do we have to have pop music in the waiting room?

A We have the radio on in the waiting room to try to distract conversations away from the reception desk. Radio 2 seems to be the most popular choice to accommodate all patients.

Q Could be more child friendly, as I have an autistic son who runs off whenever possible

A We do have a small children's area to read and play. We cannot have toys as such, due to infection control monitoring. We would certainly look at other various ways to accommodate children if parents would let us have their suggestions.

Q Reception desk designed in a way in which conversations' are easily heard by others in waiting area, therefore privacy could be compromised. Also re Pharmacy - can they refrain from asking address out loud when we pick up prescriptions? This is because it can be overheard by its customers, therefore a privacy issue (especially relevant to me as some of users/customers are my patients at work. OTHER THAN THIS VERY SATISFIED AND EXCELLENT SERVICE.

A The practice has tried to address the use of the reception desk, by placing a sign slightly away from the desk asking patients to stand back to give their fellow patients some respect.

The practice is looking at various other options that will make the reception desk more patient friendly.

The practice will pass the comments made on to the pharmacy. Although the pharmacy is within the surgery grounds, the practice does not have any control on how the pharmacy is run

We have received many positive comments which are as follows:

- On the whole my experiences with this practice, over the last 23 years, have been positive ones. I have always felt listened too. Thank you
- This has always been an attentive caring surgery. Good Work
- I have found all the staff to be courteous whether on the telephone or at the surgery
- Very good surgery staff are very good and helpful
- The prescription turnaround is very good and can be relied on
- When speaking to friends and colleagues I hear about long waiting times for an appointment and about lack of services and I always feel I get a much better service than them

## CONCLUSIONS

Being treated with dignity and being involved in decisions are independently associated with positive outcomes. Although involving patients in decisions is an important part of respecting patient autonomy, it is also important to respect patients more broadly by treating them with dignity and respect following the principles as follows:

- 1) Support patients with respect you would want for yourself or a member of your family
- 2 Treat each person as an individual by offering a personalised service
- 3 Enable people to maintain the maximum possible level of independence, choice and control
- 4 Listen and support people to express their needs and wants
- 5 Respect patient's right to privacy
- 6 Assist patients to maintain confidence and a positive self esteem

**Please see attached survey results and patient comments**

## Comments made by Patients on the Dignity and Respect Questionnaire

*Do you have any comments you wish to add relating to the questions asked?*

- I have found all the staff extremely courteous and professional in there regards to my needs.
- I think it is a great service, never had any problems
- Do we have to have pop music in the waiting room?
- Automatic door opening would be better as doors can be heavy to push.
- I have always felt well treated at both this surgery and the previous surgery on Abbey Road and feel that all is well with the service at the Abbey Medical Centre
- I have never had any problems here. Thanks!
- Could be more child friendly, as I have an autistic son who runs off whenever possible.
- Re Question 5:-  
Reception desk designed in a way in which conversations' are easily heard by others in waiting area, therefore privacy could be compromised. Also re Pharmacy - can they refrain from asking address out loud when we pick up prescriptions? This is because it can be overheard by its customers, therefore a privacy issue (especially relevant to me as some of users/customers are my patients at work. OTHER THAN THIS VERY SATISFIED AND EXCELLENT SERVICE.
- The lady at reception were very helpful when I was poorly and the doctor were as well. ☺
- This has always been an attentive caring surgery.
- An excellent Medical Centre
- Well run surgery
- Automatic door for prams
- No everything was fine
- I have found all the staff to be courteous whether on the telephone or at the surgery.
- Very good surgery staff are very good and helpful.
- The prescription turnaround is very good and can be relied on.
- When speaking to friends and colleagues I hear about long waiting times for an appointment and about lack of services and I always feel I get a much better service than them.
- All staff I find are very helpful and caring. I am struggling with a particular problem at the moment, but the ladies on reception have not minded spending time with me on the phone, and arranging for me to see a doctor I'm very grateful. Thank you
- I wonder if there is a way of having more privacy with regard to conversations with reception staff eg. I had to come in and ask for a urine sample to be dip stick as advised by another agency ie continence advisory service. Although I'm not particularly embarrassed about talking to them about this it would be good not to do it when there are people nearby in the waiting area. Also receptionist answering the phones can be heard by people in the waiting room with the possibility of patient's confidential details inadvertently being heard. Not sure what can be done about this, but thought it was worth mentioning.
- Automatic door would be very helpful for wheelchairs and pushchairs
- The appointment service is very poor; have to sometimes wait over a week to be seen by a doctor.
- I feel that this surgery is much better than most others I have visited. Lovely staff and well managed.
- Everything is generally very good.
- I am very happy the way the surgery is run
- Were the staff courteous and sensitive to your needs? ALWAYS
- No comments. Ever thing is fine with the Doctors and Staff

**We thank all our patients for taking part in completing the questionnaire.**

**Shirley Lynch  
Practice Manager**