

PATIENT PARTICIPATION REPORT March 2014

OPENING HOURS

New House Surgery is open from 08.00–18.30 every weekday. It also offers an enhanced service which provides appointments from 18.30–20.30 on Mondays, Tuesdays and Wednesdays.

Hillside Surgery is open from 08.30-18.00 on Mondays, 08.30-17.00 on Tuesdays & Wednesdays and 08.30-13.00 on Fridays.

PRACTICE POPULATION

Our patient population (currently 9,568) is 51% female/49 % male. Of the patients for whom we have ethnic origins recorded, 49% are white. 55% are aged between 35 and 74.

Our Virtual Patient Group is 73% female/27% male. 95% are white and 84% are aged between 35 and 74.

Given that 21% of our patient population is under the age of 20 (and therefore less likely to participate in the Patient Group), it is considered that the Patient Group is representative.

THE PATIENT GROUP

The Patient Group was originally formed during the winter of 2011. Patient Group sign-up forms are available in the practice at both surgeries and on the practice website.

PRIORITY ISSUES

The Patient Group were asked by email/post which issues concerned them most. We received relatively few replies and the topics were appointments, availability of specific clinicians, sit-and-wait surgery, telephone vs online booking, out of hours, telephone access, patient experience and A&E visits.

THE SURVEY

The survey was released on the practice website in February 2014 and closed w/c 21 February 2014. It was sent by email and post to members of the Patient Group. It was also widely circulated in the waiting rooms and by reception staff. It was advertised on the Touchscreen and on prescriptions.

SUMMARY OF RESULTS

157 completed surveys were received. The results were published on the website and sent by email/post to members of the Patient Group so that they could identify any areas that needed addressing. They were also displayed on noticeboards in the waiting rooms.

Results	%
Prefer to book online	50
Prefer to book in person	11
Prefer to book by telephone	37
Which is more important: seeing a doctor ...	
... quickly	25
... on the day/time you choose	24
... because you had previously seen them about same problem	34
... because you prefer to see them	15
Find it easy/fairly easy to book an appointment with clinician of choice	58
Easy/fairly easy to book appointment within reasonable timeframe	64
Used "urgent" sit-and-wait afternoon surgery in last 12 months	14
... and found it excellent, good or very good	13
Easy or fairly easy to get through on phone in morning	44
Easy or fairly easy to get through on phone in afternoon	58
Prefer to order prescriptions online	49
Prefer to order prescriptions in person	35
Very/fairly satisfied with online repeat prescribing service	49
Called 111 out-of-hours service in last 12 months	17
... and found it excellent, very good or good	14
Visited Accident & Emergency in a hospital in last 12 months	24
... could this have been dealt with at the surgery - no	40
Rate the service at the practice as excellent, very good or good	83
Male	29
Female	64
Under 54	33
Over 54	59
White British/Irish	92
Regular visitor to the practice	46
Occasional visitor to the practice	40
Rarely visit	11

Please note that not all respondents answered all questions. 46 of 157 respondents wrote additional comments on the survey form.

PATIENT GROUP FEEDBACK ON THE RESULTS

It was felt that overall the feedback from the survey was positive and that most people are satisfied with the practice. However, a third are still not happy with the timeframe of appointments or seeing the doctor of their choice. One Patient Group member pointed out that perhaps the practice needs to help patients to understand that many doctors are part-time and that they may be seen more quickly by choosing a different doctor. Another member suggested that patients should be asked to call later in the day if a non-urgent appointment is required, in an effort to keep the lines open earlier in the day for those patients needing an appointment on the same day. It was also suggested that patients with computers should be encouraged to book online which would help the phone situation in the mornings.

ACTION PLAN FOLLOWING RESULTS OF PATIENT SURVEY

Questions on appointments had the lowest "no response" which implies they are the most important to respondents. Questions on telephone answering had the second lowest "no response" rate. 40% did not respond to the question about online repeat prescribing. 50% did not respond to the question about 111 service. 57% did not respond to the question about whether their visit to A&E was something that could have been dealt with at the surgery.

Clearly appointments and telephone answering are very important issues, both to our patients and to the Practice. Following last year's survey, we created an area behind reception which allows two receptionists to answer the phones away from the main reception desk – and do nothing else for the first hour or hour and a half of the morning. This resulted in a marked improvement, not only for answering times but in receptionists' stress levels. However, 41% of patients still feel that it is not easy to get through in the morning – it is likely that the majority of these are referring to the first hour of the morning and perhaps this is worthy of further investigation. **Action:** to be discussed with the partners by end May 2014.

It is evident that seeing the same doctor regarding a particular ongoing problem is the most important factor for patients when booking an appointment. We have three partners, two of whom are full-time, plus four salaried doctors, one of whom works only two mornings a week and one who works two days a week. A patient who prefers to see a doctor working a two day week (i.e. only here for 40% of the week) has a much higher chance of being disappointed when ringing for an appointment with that doctor.

The Practice will provide more information to patients about the appointments and doctors/nurses available each day. We are managing a finite resource i.e. we offer a set number of appointments and the demand is different every day, so there will be days when all the appointments are full early in the day. Each GP offers a minimum of fifteen appointments in the morning and twelve appointments in the afternoon and spends the rest of the day calling patients, calling colleagues, doing home visits, dictating referral letters and doing paperwork. **Action:** Appointments leaflets which are currently available in practice and on website to be updated by end June 2014.

The sit-and-wait surgery is run by the Duty Doctor every afternoon and is there to ensure that people who must be seen that day are always able to access medical help. We continue to offer 70% of appointments as "routine" and 30% as only available to book on the day. As a result of patient comments, we have written a new Appointments Protocol which states that anyone asking for an appointment must be offered the earliest appointment available with the doctor of their choice. If that is unsuitable, they must be offered an earlier appointment with any doctor. If the patient's condition is such that they must be seen on the same day, the receptionist may refer the patient to the Duty Doctor for their advice as to how soon an appointment is needed. **Action:** new protocol has been put in place this month.

Only 35% of our patients have registered for online appointments booking yet 49% say they prefer to order prescriptions online. The Practice will increase awareness of the facility by further advertising, both on the website and in the surgeries. **Action:** admin team to update leaflets and website by end June 2014.