

# **PATIENT PARTICIPATION REPORT March 2012**

## **Results of survey**

### **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 08.00 – 13.00 every weekday, plus 13.00 – 18.00 on Mondays and 13.00 – 17.00 on Tuesdays and Thursdays.

### **PRACTICE POPULATION**

Our patient population is 52% female/48% male. 93% of them are white and 55% are aged between 35 and 74.

75% of our Patient Group are female. 88% of them are white and 84% are aged between 35 and 74.

Given that 20% 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.

### **SETTING UP THE PATIENT GROUP**

Patient Group sign-up forms were made widely available in the practice at both surgeries and were given to patients by both reception and clinical staff. Survey forms were left on the waiting room seats and messages were put on the bottom of prescriptions and on the Touchscreen (check-in system). Five members of the Patient Group do not have access to emails so they are kept informed by post.

### **PRIORITY ISSUES**

The Patient Group were asked by email/post which issues concerned them most and their responses showed them to be (1) appointments (2) facilities & opening times and (3) clinical care.

### **THE SURVEY**

The survey was released on the practice website w/c 27<sup>th</sup> February and closed w/c 12<sup>th</sup> March. It included questions on the above issues and 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**

127 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.

65% of respondents were female, 29% male and 6% did not tell us.

11% were under the age of 35, 28% were aged 45-64 and 53% were over 65. There was an error online which meant the 35-44 age group did not appear – this was not the case on paper surveys completed in the surgery.

87% of respondents were White British.

50% were regular attenders, 37% occasional attenders and 6% rarely attend.

### **Appointments**

1. 11% prefer to use Appointments Online; 59% want to speak to a receptionist by telephone.
2. When requesting a routine appointment, 61% were able to see a doctor on the same day or in the next 2 weekdays.
3. When willing to see any doctor for a routine appointment, 27% were seen on the same day and 30% either next day or within 2 working days. Of these, 47% rated this excellent or good and a further 18% as fair.
4. When booking a routine appointment in advance, 67% said they were able to book more than three days in advance.
5. Only 37% said they knew well what day of the week their GP of choice worked.
6. 75% stated they found it very or fairly easy to make a nurse appointment.
7. 90% said they found the receptionists very or fairly helpful.
8. 85% found the receptionists were usually or always knowledgeable enough to be able to deal with their queries.
9. 56% said they found it fairly/very easy to get through to the surgery by telephone in the morning.
10. 68% said they found it fairly/very easy to get through to the surgery by telephone in the afternoon.

### **Facilities & Opening Times**

1. 85% found the information in the waiting rooms and on the website useful.
2. 37% use Appointments Online on the website and the majority rated this as good or excellent.
3. 31% use Prescriptions Online and the majority rated this as good or excellent.
4. 80% are satisfied with opening hours, although the next question showed a widespread lack of knowledge about opening hours (they are displayed on the front door & website and in the practice booklet & reception area). 31% thought the practice was open before 08.00 and on Saturdays and 26% did not know.

## **Clinical care**

1. 88% rated the clinician's ability to listen as good, very good or excellent.
2. 88% rated the clinician's ability to explain as good, very good or excellent.
3. 89% rated the clinician's ability to reassure as good, very good or excellent.
4. 90% rated their confidence in the clinician's ability as good, very good or excellent.
5. 87% rated the opportunity to express concerns/fears as good, very good or excellent.

Fifty three out of the 127 respondents wrote additional comments on the survey form. Of these, 13 related to the appointments system and 18 were praise. A number showed a lack of understanding of the services/facilities the practice provides and this will be addressed in the future.

## **PATIENT GROUP FEEDBACK**

Eleven members of the Patient Group commented on the results of the survey and it is clear both from the survey and from the Patient Group that appointments are the single most important issue. Comments included:

- Nurse appointments need to be released online.
- Early morning telephone answering needs to be addressed.
- Examine the issue of non-urgent appointments being required in the next 2-3 days
- Parking is a nationwide problem.
- Encourage younger patients to participate in future surveys.
- Publicise GP availability more widely.
- Review front-of-house service.

## **ACTION PLAN**

1. Encourage use of Appointments Online to reduce the number of calls received in the first hour of opening. 4237 patients have currently signed up for Appointments Online. We will promote use with new patients at registration and with existing patients by Touchscreen messages plus posters in waiting rooms/reception.
2. Re-examine reception staff levels, particularly in the morning when there is a high telephone demand.
3. A selection of nurse appointments to be released online, as requested.
4. Change the percentage of routine (bookable in advance) to routine (same day) appointments to 70:30 (in advance:same day). This will help to overcome the problem of patients being told there are no routine appointments and that they need to call at 08.00 the next day).
5. Go back to releasing routine book-in-advance appointments up to 2 weeks in advance (instead of 4 weeks in advance) in order to allow better management of the system.
6. Consider involving the Patient Group in the next survey i.e. personally handing out surveys to patients visiting the surgery in attempt to involve all age groups.
7. Advertise more widely the fact that there is a public car park across the road from New House Surgery, using the website and posters at the surgery.