

PATIENT PARTICIPATION REPORT March 2013

ACTION PLAN FOLLOWING RESULTS OF PATIENT SURVEY

1. Standard of Service

2012 was a year of huge change for the practice with many long-standing staff retiring and the switch to a new clinical and appointments system. In 2013, the Primary Care Trust will cease to exist and practices will take over budgets in the form of the Clinical Commissioning Group (Surrey Downs CCG). Recognising the increased workload, the practice has increased the number of Medical Secretary hours and employed another Medical Receptionist. We plan to improve communication and training within the practice by having more multi-disciplinary meetings and training sessions. We believe this will translate into an improved experience for patients visiting the surgery.

2. Telephone System

We are looking into re-arranging the reception area to allow the switchboard to be moved into a back office, giving receptionists more time to deal with people face-to-face without interruption and to deal with telephone calls in a less busy environment.

3. Appointments Online

The practice has no control over the software used for ordering repeat prescriptions or booking appointments online. We have already requested changes to the way patients order their online prescriptions but these have been refused. However, we do have control over which appointments are released online. There are difficulties with releasing nurse appointments online; namely the huge variety of different procedures that nurses carry out, all of which require different appointment slot lengths. The constraints of the software make it difficult for us to offer 20 min cervical smear appointments, 30 minute travel appointments, 10 minute ear syringing appointments etc without setting up clinics. If we set up clinics, we would reduce the number of routine nursing appointments available. We will however look into this again and try to find a way to release a selection of nurse appointments online, as this would be popular with our patients. We will also investigate changing the release time of on-the-day appointments online (currently midnight) to give non-computer users more opportunity to access them.

4. Repeat Prescribing

Some problems with prescription ordering are due to user error when ordering, prescriptions being mislaid between the surgery and the pharmacy (when we switch to electronic prescribing this will no longer be an issue), prescriptions being sent to the wrong pharmacy, and the wrong items being issued; fortunately these are in the minority (and are not unique to this practice). We will review the ordering and collection system to see if we can further reduce these problems.

5. Communication & Information

We will update our appointments leaflets and the information available online in order to clarify for patients when appointments may be booked.

6. Appointments

During February, we introduced a Sit-And-Wait surgery in the afternoon so that there are always appointments available on the day for people who cannot wait and absolutely must be seen that day. We will continue to review the appointments system on a regular basis. The government requires practices to open between 08.00 and 18.30 and this practice also signed up to an "extended hours" scheme under which we open from 18.30 to 20.30 on three evenings per week. We offer the same, if not more, appointments than other practices and the number we offer are in line with government targets. A full-time GP does approximately 5.5 to 6 hours of consultations per day; the rest of the time is taken up with home visits, clinics and paperwork. It is important to note that we lose around 7% of our appointments every month to patients not turning up for their booked appointment – that equates to around 24 hours per month. Now more than ever, people are reluctant to take time from their busy schedules to visit their GP or nurse – this is a frequent cause of dissatisfaction but unfortunately not one within our control. Whilst the practice does it best to accommodate individual requests, it is just not physically possible to give everyone the appointment they need at the time they request. Our role is to offer appointments at least in line with the standards set by the government and most of the time, exceed them – it is not as simple as just adding more appointments to a working day that is already full. We regularly review the way appointments are offered to ensure that patients may book weeks in advance, days in advance, on the day and "urgently".

7. Parking

Following last year's survey, a concerted effort was made to 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. If we see someone parking who clearly is not a patient, we do challenge them but do not have the resources to have a staff member to police the car park. We have already asked surrounding offices if we can rent space and regret that there is nothing more we can do on this subject.

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 & Thursdays and 08.30-17.00 on Tuesdays & Wednesdays and 08.30-13.00 on Fridays.

PRACTICE POPULATION

Our patient population is 51% female/49 % male. Of the 39% of patients for whom we have ethnic origins recorded, 33% are white. 55% are aged between 35 and 74.

Our Virtual Patient Group is 72% female/28% male. 88% are white and 82% 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 very few replies but one topic that arose was the repeat prescribing service.

THE SURVEY

The survey was released on the practice website in January 2013 and closed w/c 22 January 2013. It included questions on repeat prescribing, appointments facilities, opening times and clinical care. 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

165 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.

Question	2012	2013
	%	%
Prefer making appt by phone	59	40
Prefer making appt online	24	50
Able to see a GP within 2 working days	61	61
When willing to see any GP, seen within 2 days	57	64
Rate this fair, good or excellent	65	67
Easy to make an appt with a nurse	91	84
Receptionists are helpful	90	88
Ease of getting through on the phone in morning	56	38
Ease of getting through on the phone in afternoon	68	60
Receptionists are knowledgeable and able to deal with queries	85	77
Information on website and in waiting rooms is useful	85	89
Use the website for booking appts	37	57
Rate using the website for booking appts as fair, good or excellent	30	53
Use the website for ordering repeat prescriptions	31	53
Ease of ordering repeat prescriptions via website	n/a	50
Satisfaction with repeat prescribing service	n/a	74
Satisfaction with opening hours of practice	80	82
Rated the GP/Nurses' ability to listen as fair, good, v good, excellent	88	94
Rated the GP/Nurses' ability to explain as fair, good, v good, excellent	91	90
Rated the GP/Nurses' ability to reassure as fair, good, v good, excellent	91	92
Confidence in GP/Nurses' ability rated as fair, good, v good, excellent	93	94
Opportunity to express concerns rated as fair, good, v good, excellent	90	92
Male	29	37
Female	65	58
Under 54	24	33

Over 54	68	77
White British	87	91
Regular visitor to the practice	50	36
Occasional visitor to the practice	37	52
Rarely visit	6	6

Please note that not all respondents answered all questions. 104 of 165 respondents wrote additional comments on the survey form. A number showed a lack of understanding of the services/facilities the practice provides and this will be addressed in the near future.

The topics that the comments related to included appointments, telephone system, reception team, doctors, nurses, parking, prescribing, emails, the practice, seating, website, opening times and a variety of suggestions.

PATIENT GROUP FEEDBACK

Six members of the Patient Group commented on the results of the survey. Comments related to:

- Communication with receptionists
- Prescription ordering & collection system
- Appointments access
- Online nurse appointments
- Parking
- Positive experience of contact with doctors and nurses