Patient Survey Report March 2012

The practice carried out a patient survey over a period of 6 weeks from October 4 2011. Patients were invited to take part in the survey and the results are available to view on our website www.highviewsurgery.co.uk and are also available as hard copy from the surgery. In addition email copies of the results have been sent out to all patients on the patient reference group with a request for feedback. The results of the survey have been discussed with members of the patient participation group at a meeting on Tuesday 13 March 2012 and with the staff and Partners on Wednesday 14 March 2012. An action plan has been agreed and is published on the website.

The questions in the survey reflect the issues discussed with the Patient Participation Group and also from discussion with patients at the focus groups held during September 2011.

Members of the patient reference group were sent on-line copies of the survey to complete, patients were asked to complete a survey at the surgery, at flu clinics and also at the patient open day. In total 265 questionnaires were completed – see attached sheet for patient responses compared to Practice demographics.

Of the patients who completed the survey 38% were male and 62% were female compared to a patient list of 47% and 53% respectively. This split between men and women reflects the greater number of women who attend the surgery on a daily basis.

The age group under represented in the survey results was the 16-30 year old range – 2% of survey results compared to 23% of practice population and the group over represented was the 60-75 year olds – 41% compared to 20% of the practice population. This is again reflective of those patients who frequently use the surgery and are most likely to complete a survey.

The ethnicity of the patients completing the survey broadly corresponds with the patient demographics as recorded from information given to us by patients on registration.

Focus groups – see attached report which has been discussed with the Partners, staff and Patient Participation Group. Action points from these groups have been included in the overall action points of the survey although the patient demographics of these groups has not been included in the survey results.

Action

- Consider views of more 16-30 year old patients who are under represented in the survey results and also in the Patient Reference Group. Look at alternative means of communication – use of survey monkey, on line surveys, focus group
- Encourage the use of face book and twitter to communicate with this age group.

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Focus groups – continue adhoc focus groups using a facilitator for different groups of patients with differing medical and social needs.

Detailed analysis

Question 1 In the last 12 months, how many times have you seen a doctor from this surgery?
260 patients answered this question.
Of those 67% had been seen more than 3 times, 27% have been seen once or twice and 6% had not been seen at all – this corresponds to question 21 whereby 66% of patients said that they had long term conditions.

Question 2 How do you rate the way you were treated by the receptionists at the practice?
256 patients answered this question
97% of patients responded as good, very good or excellent.

Action:
- Patients would like to know which receptionists they are speaking to. In future all receptionists will answer the phone giving their name.

Question 3a Practice Opening Hours
255 patients answered this question.
94% of patients rated these as good, very good or excellent.

Question 3b What additional hours would you like the practice to be open?
There were 277 responses to this question (multiple answers were permitted)
40% of patients were satisfied with the current opening hours.
26% wanted weekend appointments
18% wanted evening appointments
11% wanted early morning appointments
5% wanted lunchtime appointments

Confirmation of Opening Times
As a result of the survey and after discussion with our Patient Participation Group we have decided not to alter our current opening times.

The current opening times are:
Monday 8.00am to 8.00pm
Tuesday to Friday 8.00am to 6.30pm
Alternate Saturday mornings 8.30am to 10.30am

You can call the surgery between 8.00am and 6.30pm Monday to Fridays on 01707 871980.
The surgery reception is open between 8.00am and 6.30pm Monday to Friday.
The surgery is open for pre-booked appointments on Monday evenings between 6.30pm and 8.00pm and alternate Saturday mornings between 8.30am and 10.30am. GP and nurse appointments are available during these extended hours.

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Outside these hours and over Bank Holidays, if you need to see a doctor please ring the out of hours service on 03000 33 33 33 or NHS direct on 0845 4647.

Action:

- Surgery opening hours – look at increasing the flexibility of the current appointment structure with staggered sessions covering early mornings and later evening appointments.
- Publish the current opening hours to ensure that patients know that we do extended hours surgeries on Monday evenings and alternate Saturday mornings.

**Question 4** How quickly can you get to see a particular doctor of your choice?

30% of the 256 respondents said they were seen either the same day or the next day, 29% said they were seen within 2 or 3 working days and 31% responded within 4 or 5 working days. 10% of respondents felt that this question did not apply to them.

55% of respondents (238 answered these questions) were satisfied that they could see their doctor of choice within a specified time scale.

Action:

- All the partners at Highview work part time and there is a need to inform patients about availability. 66% of patients surveyed said that they had long term health issues and therefore it is likely that they would wish to see the same doctor for ongoing treatment.
- More information to be given to patients on individual GP sessions and availability.
- Photographs and short biography of GP’s to be put up in waiting rooms
- More patient education regarding treatment and management of long term conditions.
- Partners to discuss need for continuity of care and how this can be managed.

**Question 5** How quickly can you get to see any doctor?

66% of respondents (254 patients) said they could be seen either the same day or the following day.

17% of respondents said they could be seen within 48 hours.

83% of respondents replied that they could get an appointment within 48 hours. A further 10% of patients responded that this question did not apply to them.

80% of respondents felt that this was a good, very good or excellent service.

**Question 6** If you need to see a GP do you normally get seen the same day?

66% of respondents responded that they could be seen the same day, 8% saying that they could not and 26% of respondents responding that they did not know.
Action:
- Look at the total number of appointments available and discuss within the team how these should be split between pre-bookable and on the day appointments.
- Ensure that all patients know that they will be seen the same day for emergency conditions – consider a telephone triage service.

Question 7  Waiting time for consultations?
64% of respondents responded that the waiting time was under 20 minutes and 36% waited over 20 minutes.
88% of respondents felt that this was satisfactory.

Action:
- Ensure receptionists explain to patients if surgeries are running late and how long they are likely to wait.
- Explain to patients about the duty doctor’s responsibilities and the impact this may have upon waiting times.

Question 8/9  Are you satisfied with the information you have received so far about the proposed move to the Elms site.
68% of respondents were satisfied with the information.

Action:
- Ensure all patients know about the move to the Elms site and ensure regular updates on progress available.
- Arrange a further practice open day for 2012 to inform patients about the plans and timescales of the move.
- Publish monthly bulletins about progress of move in paper form and on website.

Question 10  Monthly practice newsletter
58% of patients responded that they always read the monthly newsletter with a further 32% of patients saying that they sometimes read it.

The newsletter appears to be well read and we will continue to issue it on a monthly basis. The newsletter is available on the website and is also sent out to patients on the patient reference group.

Action:
- Develop a larger database of email addresses to send out non confidential information – ie newsletters, updates on services, information about flu clinics, information on health etc.
- Keep patients informed about doctors availability, special interests – use the website, newsletter and email
- Use the newsletter to inform patients about self management of long term conditions.
Question 11 On line booking system

33% of patients said that they had used the on line booking system and of those 58% rated it good, very good or excellent. (249 respondents to this question)

Action:
The on line booking system altered in October when the new clinical computer system was installed and therefore the response to this question is probably in relation to the previous system. We must therefore ensure that the new on line booking system is publicised to all patients.

- Publicise on line booking system and ensure patients understand how to book appointments on line.
- Reinstate 24 hour telephone booking service.
- Consider sending text messages to patients to remind them of appointments.

Question 12 Automated telephone booking system

85 patients responded to this question out of a total of 265 respondents to the questionnaire. Of these 48% had used the system and 61% of those rated it good, very good or excellent.

The automated telephone system is currently out of service but will be reinstated in the next few weeks. See action points above.

Question 13 – Management of patients who do not attend appointments

There were various responses to this question which cannot be actioned under the Primary Care contract.

Action:
- Set up clinical system to send out text messages to remind patients of appointments.

Question 14 – Do you prefer to book appointments in advance or on the day?

57% of patients (258) responded that they preferred to book in advance and 43% preferred on the day. This figure may not be reflective of the practice as a whole as the majority of the respondents were in the older age groups who do not work.

Action
- Consider the impact of advance booking and booking on the day in relation to those patients who work and look at the number of appointments available in each category.

Question 15 Information about the GP’s

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77% of patients responding (242) wished to have more information about the doctors.

Action
- Keep patients informed about doctors availability, special interests – use the website, newsletter and email.

Question 16 Out of Hours services
65% of respondents (250) said they knew who to call out of hours, and 66% of those patients who had used the service rated it as good, very good or excellent.

Action:
- More information to be given to patients about the out of hours service and when it is appropriate to call them. Encourage patients to use out of hours service rather than attending A&E.

Question 17 – Satisfaction with the doctors consultations
98% of respondents (247) rated the consultations good, very good or excellent.

This information will be broken down by individual doctors to use as part of their ongoing training assessments.

Question 18 Understanding of problem or illness
34% of patients responding felt that they understood much more about their problem or illness after the consultation, 27% are little more and 10% felt the same or less. 29% of respondents felt this question did not apply to them.

34% of patients responding felt that they were able to cope with the problem or illness much more than before the consultation, 23% a little more, 12% the same or less and 31% of respondents felt that this did not apply to them.

This information will be broken down by individual doctors to use as part of their ongoing training assessments.

Action Plan for 2012-13
- Consider views of more 16-30 year old patients who are under represented in the survey results and also in the Patient Reference Group. Look at alternative means of communication – use of survey monkey, on line surveys, focus group
- Encourage the use of face book and twitter to communicate with patients.
- Focus groups – continue adhoc focus groups using a facilitator for different groups of patients with differing medical and social needs.

March 2012
Surgery opening hours – look at increasing the flexibility of the current appointment structure with staggered sessions covering early mornings and later evening appointments.

Publish the current opening hours to ensure that patients know that we do extended hours surgeries on Monday evenings and alternate Saturday mornings.

More information to be given to patients on individual GP sessions and availability.

Receptionists will answer the phone giving their name.

More patient education regarding treatment and management of long term conditions.

Partners to discuss need for continuity of care and how this can be managed.

Photographs and short biography of GP’s to be put up in waiting rooms

Look at the total number of appointments available and discuss within the team how these should be split between pre-bookable and on the day appointments.

Ensure that all patients know that they will be seen the same day for emergency conditions – consider a telephone triage service.

Ensure receptionists explain to patients if surgeries are running late and how long they are likely to wait.

Consider the impact of advance booking and booking on the day in relation to those patients who work and look at the number of appointments available in each category.

More patient information about role of duty doctor and emergency on the day appointments.

Ensure all patients know about the move to the Elms site and ensure regular updates on progress available.

Develop a larger data base of email addresses to send out non confidential information – ie newsletters, updates on services, information about flu clinics, information on health etc.

Publicise on line booking system and ensure patients understand how to book appointments on line.

Reinstate 24 hour telephone booking service.

Consider sending text messages to patients to remind them of appointments.

Keep patients informed about doctors availability, special interests – use the website, newsletter and email.

More information to be given to patients about the out of hours service and when it is appropriate to call them. Encourage patients to use out of hours service rather than attending A&E.