

Patient Group and Annual Survey 2012-2013

The full survey results are available on our website and a copy of this report will also be placed on the patient notice board in the waiting area.

Background information

It was discussed and decided with the Patient Participation Group to use the GPAQ survey this year. The reasons for this being, at the last survey the results reflected that although a very high proportion of the patients could see their own G.P. there was a significant amount of patients who had problems trying to book ahead. We had through the year at the patient participation group meetings discussed issues around attendances at A & E and the cost implication of this, ensuring patients could be seen on the day if they needed to and monitoring previous problems with patients being able to book ahead was felt to be an important part of the work the practice had been carrying out in house around A & E attendances.

We have in house through the year had Doctors and Managers working together to try and ensure there were enough appointments to meet demand, and also it is important that patients feel after they see the doctor or nurse they are satisfied they have had enough time given to them, a better understanding of their problems and they had been listened to. If not the patient is then more likely to go elsewhere such as A & E. The problems raised in last year's survey were patients found difficulty in booking ahead again this was an important issue as it is part of meeting demand. This point had been discussed at Practice Meetings through the year and measures put in place to see if this had improved. It was felt the GPAQ survey covered these issues.

The questionnaires were handed out to patients by receptionists as they attended both the main and branch surgeries and also was available on the website to complete.

Response

287 responses were received in total although 500 paper questionnaires were given out. Patients at the time agreed to complete the survey but numerous were never returned. We ran the survey from September 2012 to February 2013

Results were discussed with the Patient Participation at a group meeting, also at a meeting with doctors, Practice Manager Nurse Manager, Office Manager and Audit Manager

Survey Results

Question 1 How helpful do you find the reception staff

It was again very pleasing to see that 87% of patients which was 252 out of 287 found the receptionists very helpful. This is very important as they are the patients' first point of contact.

Question 2 How easy is to get through to some at your G.P. practice on the phone

Only 29% found it very easy and 54 % fairly easy to contact the surgery which was rather disappointing.

The practice now mans the telephone during the lunch hour and also from November 2012 appointed additional staff and now has an automated telephone system. So hopefully this will help to resolve the problem. Patients do still tend to phone at 8.30p.m. in the morning for non urgent appointments although it is in the practice booklet to ring after 10 for non urgent appointments and enquiries and also on the practice website . It was agreed to extend this time to 11a.m.

Q 3 How easy is it to speak to your doctor/nurse on the phone at the practice

A high proportion of patients had not tried 46%, with 7% don't know and 3% no response. 12% found it very easy and 25% fairly easy.

Patients often would like to speak to their doctor/nurse immediately and unfortunately this is not always possible due to them being in surgery. Doctors and nurses do ring back and speak to patients after surgery.

Q4, to Q12 All of these questions were the availability with booking appointments covering, can you be seen on same day if urgent, booking ahead and how patients book appointments now, and how they would like to book appointments in future and how quickly patients can be seen

It was very pleasing to see 75% said they could see a G.P. urgently on the same day if necessary and only 4% said they could not. With 18% never needed to and 3% no response. We felt this was a very important outcome when looking at meeting demand on the day.

It was shown 83% of patients felt it was important to be able to book ahead and response to how easy this was 41% found it very easy and 38% fairly easy, this was very encouraging and measures put in place through the year were working with 231 of patients responding finding it easy to book ahead, 27 patients found it not very easy and 3 not easy at all with 7 patients were a don't know and 16 had not tried. This was a big improvement from last year

A vast majority of patients 85% book their appointments by telephone and 86% said this would be their preferred method in the future only 11% said they would like to see online booking. This was felt could be due to our high elderly population who still preferred to actually speak to a member of staff.

The survey showed 57% of patients could be seen on the same day and 26% 2-4 days which was 165 patients seen on same day 88 within 2-4 days and only 3 patients waited 5 days or more. 16 patients did not usually to be seen quickly and 7 had never tried. Of this, patients rated this as 42% Excellent and 30% as very good, again we felt this was very positive and something we would continue to monitor.

Q13 and Q14 How long did you wait for your consultation to start and how this was rated.

The highest figures were 50% of patients waited between 5-10 minutes. 21% waited 11-20 minutes and 13% less than 5 minutes. 31% of patients felt this was very good, 27 % excellent and 20% good. As there were only 2% of patients waited 21-30 minutes and 1% more than 30 minutes.

We were pleased with these figures as there will always be times when problems arise and a patient presents suddenly with an injury or takes very ill requiring immediate attention which can result in clinicians running late with booked appointments or just simply a patients with several problems.

Q15 and Q16 Opening times

77% of patients were happy with the practice opening Hours. Extended hours were offered to patients with late night on Monday and two early mornings from 7a.m. This seemed to be suiting patients who work.

Q17 and Q18 Speaking to and seeing the G.P. you prefer.

73% of patients out of 84% who prefer to speak to or see a preferred G.P. could. There will always be times when a G.P. is not available such as days off and annual leave.

Q19-Q24 were concerning G.Ps giving patient enough time and explaining tests. Involving patients in decisions and treating patients with care and patients having confidence in the G.P. they saw.

Again these figures were very high 77% felt they were given enough time, 74% were listened to, 65% very good about having their tests and treatments explained, 63% were involved in decision of their care, 70% treated with care and concern, 82% had confidence in the G.P. they saw or spoke to.

Q25 to Q30 were based around nursing care.

67% of patient answering this question felt they were given enough time which was 193 patients giving a score of very good and 44 good, 8 fair and 1 poor and 9 does not apply, only 255 patients replied to this question .

66% of patients replying to this question were listened to, again this was 192 patients very good, and 43 good, 10 fair and 9 does not apply.

59% explaining tests and treatments, 50% in involving decisions about care, 63% with care and concern and 77% had confidence in the nurse they saw which was 221 out of 249 responses.

Nurses carrying out tests such as ECG's would always leave it to the doctor to explain and results and discuss any treatment were necessary.

In involving patients decision with their care it very much depended what treatment patients were having e.g. stitches removed, dressing to wounds.

Q31 to Q33 How well does the practice help patients to understand and cope with their health problems and give help and support to patients to keep healthy.

Of the responses 90% said they received help to understand their health problems, 87% to cope with their health problems, and 77% to keep healthy.

This was considered to be very good and clinicians worked very hard to ensure patients were given the support and information to manage their conditions and encouraged to e.g. stop smoking .

Q34 and Q35 were asking patients to describe their overall experience of their G.P. surgery and would the recommend the surgery to new patients moving into the area.

57% excellent and 34 very good for their overall experience and 82% would definitely recommend the surgery and 14% yes probably there were only 2 patients who said they would probably not recommend the surgery and 1 patient definitely not.

Update from Actions agreed from the survey last year

The action plan from last year was to continue with improvement plans to the main surgery.

- New boilers had been installed
- Three consulting doors had been widen enabling better access for patients with prams and patients using wheelchairs.
- The changes to the front entrance had been completed which was now fully automated
- All of the lights in the waiting areas had been replaced.
- Full details of services available to patients from the surgery e.g. asthma, diabetic clinics etc were on the practice website and in the new practice booklet which had just been completed and would also be made available on the website. Details of services had also been placed on the patient notice board.
- Work was now underway on the first practice newsletter

Additional Comments

There were again many positive comments from patients with Doctors, Nurses and staff very helpful and caring and that they were treated with respect.

The negative comments were again about the building, and more privacy especially at reception.

Larger Premises

Car Parking

Action Plan

There were very few negative comments but the following plan was agreed.

Car Parking - Unfortunately there was nothing that could be done to improve car parking. The car park at the rear of the surgery was only large enough for the doctors, nurses and staff shared cars to come to work as there was not enough space. There is parking in the immediate roads surrounding the surgery with some disabled parking near the surgery

Larger premises. Unfortunately plans for a new building had fallen through two years ago and there were no plans for a new building at present

There was a continuing programme of works which had started two years ago on the main surgery. The entrance to the building had been changed and now had full disabled access with automated doors.

The reception desk could not be altered in any way to allow more privacy when speaking to receptionists. Although there were already signs asking patients to step back and to respect patients' privacy it was agreed these should be increased and more signs placed to remind patients to ask to speak confidentially to a receptionist if necessary.

The practice would look into having music played in the waiting areas.

A baby changing unit would be placed in the toilets at the main and branch surgery

The waiting area in the corridor had been looked at and it was felt that the play area could be reduced and an area made for patients in wheelchairs to wait.

To place on the website, in practice booklet and posters in waiting areas to remind patient ring after 11a.m. for appointments not required for that day

The practice would continue to monitor their appointment availability to meet demand as this was an important part of the ongoing A & E attendance work the practice was involved in.

We would also look at with the patient group ideas around getting more responses to the questionnaires.

We would like to thank patients who took part in this survey, our patient participation group for their help and support through the

year and their contribution towards the survey and our staff for their continued support and the contribution they make to the smooth day to day running of the surgery

Patient Participation Group

Our current patient Group has the maximum number of members we can accommodate in the group

The group consists of 9 patients 3 male, 6 female from mixed aged groups some with long term conditions and disabilities and also includes a young mother. From the surgery Dr Sandra Robins G.P. and Mrs Andie Piper Practice Manager and Mrs Valerie Young Practice Nurse Manager

Invitations were sent out selected groups of patients and posters were placed on surgery notice boards so the group would include a broad section of the practice population and every effort was made to contact and include ethnic and patient groups.

The survey questions were drawn up and agreed at the patient participation group meetings.

Results of the survey and graphs can be seen on the Practice website and copies will sent to members of the Patient Participation Group, also placed in waiting areas

Patient Group Profile	Male	Female
Age Range	Patients	Patients
17-35		1
36.50	2	
51-65		2
66-79	1	3
80-94		

Total 9 Members

Practice Profile	Male	Female
	Patients	Patients
17-35	795	824
36-50	888	899
51-65	1009	1167
66-79	982	1153

80-94	474	803
95-110	10	35

We have not included patients under 17 years old figures

Surgery Opening Times

The reception staff are available during the following times for patients to contact them either by telephone or at reception to make their appointment. The surgery doors opens at 7.30am for patients attending clinics at that time..

Monday	8.30am - 6.00pm
Tuesday	8.30am - 6.00pm
Wednesday	8.30am - 6.00pm
Thursday	8.30am - 6.00pm
Friday	8.30am - 6.00pm
Weekend	closed

Surgery Extended Hours

Extended hours appointments are for patients who cannot come to the surgery during normal surgery hours only - it is not an emergency service.

Appointments are at the following times:

- Monday evenings 6.30p.m. - 7.50p.m. at the Triangle surgery
- Tuesday mornings, 7.00am - 7.50am at the Triangle surgery
- Friday mornings 7.00a.m. - 7.50a.m. at Polegate Surgery

The surgery opens at 7a.m. for patients to attend the early morning extended hours appointments

These appointments will be bookable in advance. Although there will be a receptionist on duty, she is there only to deal with patients booked in for these consultations.

We are not open during these times for collection of prescriptions, letters etc. We cannot deal with prescription enquiries etc, or make appointments during these times.