

DR RABIE & PARTNERS

KIDSGROVE MEDICAL CENTRE

SURVEY AND VIRTUAL PPG REPORT FOR 2013 to 2014

At the beginning of March 2014, we conducted our yearly patient survey, both in house and via the virtual PPG members. There was a box in the waiting room for the questionnaires to be placed in when completed. All questionnaires were anonymous and we encouraged our patients to be honest regarding their experience of the practice.

The survey questions remained the same as the previous year as it was found to be both straight forward and user friendly.

The survey questions ranged from:

- Booking appointments
- Telephone system
- Patient awareness of Internet Booking for doctors' appointments and repeat prescriptions
- Opening times
- Early and late surgeries/extended hours
- Clinical care
- Reception staff
- Virtual PPG recruitment
- Patients overall experience of the GP surgery.

We were very encouraged to receive 652 completed survey forms, which was slightly down on the previous year of 675.

Patients' comments were entered as written. There were 132 questionnaires with additional comments, which represents 20% of the total completed surveys.

A full copy of the survey can be found on our practice web site:-

www.kidsgrovemedicalcentre.co.uk

ANALYSIS OF RESULTS

The survey showed the following percentages relating to some of the questions as follows:

Figures from 2012/2013 are shown in brackets.

How do you normally book your appointments?

Telephone	72.0%	(77.58%)
In Person	22.0%	(15.05%)
Via the internet	5.08%	(7.08%)

Patient's awareness of Internet Booking for doctor's appointment and repeat prescriptions

YES	63.71%	(61.77%)
NO	36.29%	(38.23%)

If you need to see a GP urgently, can you normally get seen on the day?

YES	67.77%	(69.30%)
NO	15.01%	(13.86%)
Never needed to.	11.22%	(9.59%)
Don't know	6.0%	(7.23%)

Thinking of times you have telephoned the practice, how do you rate the ability to speak to a doctor or clinician on the phone when you have a question or need advice?

Excellent	7.25%	(9.62%)
Very good	16.05%	(15.83%)
Good	18.36%	(18.79%)
Fair	16.51%	(10.95%)
Poor	6.33%	(7.4%)
Very poor	2.32%	(1.78%)
Don't know/Never tried	33.18%	(35.65%)

Is the GP practice currently open at times that are convenient to you?

Agreed	88.31%	(89.2%)
No	8.31%	(8.85%)
Don't know	3.39%	(1.92%)

Clinical care – how good was your last consultation?

Very good	50.23%	(52.9%)
Good	41.32%	(36.4%)
Fair	7.22%	(9.66%)
Poor	0.77%	(0.3%)
Does not apply	0.46%	(0.74%)

How did you find the receptionist at your GP surgery?

Very good	70.87%	(66.82%)
Fairly	26.21%	(29.97%)
Not at all	1.62%	(0.46%)
Does not apply	0.81%	(0.15%)

Virtual PPG recruitment – Aware there was a group and do you wish to join?

Aware	25.4%	(19.4%)
Not aware	74.96%	(80.57%)
Wishing not to join	92.91%	(91.15%)

(This % is found to be general with other practices.)

Patients overall experience of the GP surgery?

Excellent	25.27%	(27.34%)
Very Good	43.30%	(42.05%)
Good	25.89%	(23.48%)
Fair	5.39%	(6.54%)
Poor	0.15%	(0.59%)

PATIENTS' COMMENTS

These results have been passed to the PPG for comments before this report's findings are published on our website. A very valid comment was made by one of the members who asked: "Were the comments made on the survey positive or negative, how many of the comments were the same as the last survey, and are negative comments easily actioned?"

As a result the figures from the previous year's survey are included in brackets for comparison in the previous section.

Generally the comments were favorable and positive with additional comments on 132 patient surveys. 56 of these comments have been analysed by the practice and we will endeavor to address issues raised, wherever possible.

A full list of all the comments made by patients is published in the survey report posted on our web site.

TELEPHONE SYSTEM

Following the ever increasing problems, especially for patients who use mobile phones and have a package with their phone provider (as many only charged for 0844 numbers) we changed our phone system to CISCO in June 2013, which also has a local number (i.e. 01782 code). The practices has been aware of public demand for a user friendly telephone system for our patients for some time and are mindful that no system is entirely perfect but feel that patients will ultimately benefit from the cheaper calls with the new phone system. There have been a few teething problems with the new telephone system such as "dropping" calls, which we are looking into at the moment.

25 comments relate to the waiting time for the telephones to be answered.

The previous 0844 system had a virtual queuing system which patients could be paying for while they waited. With the new system the caller will be informed when the phones are extremely busy and the message will advise that the caller rings back.

The new system also limits the amount of time that you are left on hold while waiting for someone to answer. Although we have three operators in place at busy times, there is a limit to how many can be answered, especially at 08:30 in the morning when we can have over 100 calls trying to get through at the same time. Whatever time we change this to it would still be the same volume of calls, this is a common problem for many surgeries.

The survey results indicate that fewer patients are booking their appointments by phone than the previous year and more patients are booking appointments in person. This could indicate that patients are booking in person when they cannot get through in the telephone, which they find frustrating at times.

RECEPTIONISTS

The survey relating to reception staff showed 6 comments which mentioned that they were unhappy with a few of the reception team. This represents 0.009%, whilst the remaining 99.991% were very positive about them. This is an improvement on last year's survey which had 19 adverse comments, which represented 2.81% of the 675 completed surveys.

As we highlighted in last year's report, receptionists have a very difficult job to undertake. They need to address patients' needs against what the practice can provide, which is not always possible. The reception team are trained to be polite, professional and helpful. Unfortunately sometimes they can receive verbal abuse when a few patients do not get what they want when they want it. Patients' demands are ever increasing and whilst receptionists may have to be assertive, this can be perceived as rude by some patients. The practice has a zero tolerance approach to verbal and physical abuse directed at practice staff and takes a firm united approach in this area. We aim to resolve complaints/problems as quickly and efficiently as possible and have a robust complaints procedure in place.

The findings relating to reception staff will be discussed at the monthly team meeting and further training offered as necessary.

GIVING PROBLEM DETAILS TO RECEPTIONISTS

The survey had a few comments from patients who were not happy to discuss their problem with receptionists.

When a receptionist asks for details relating to an appointment they are following the practice protocol set up by the partners. Only a very brief description of the problem is requested merely in order that the patient can be directed to the most appropriate clinician (doctor/nurse practitioner/diabetic nurse/asthma nurse/nurse/clinical nursing assistant), as in some cases patients can be seen more quickly and appropriately by someone other than a GP. For example, our Nurse Practitioner or Practice Nurse can deal with minor ailments such as an infections, rashes or minor illnesses. The Nurse Practitioner is able to prescribe for a wide range of problems and works in conjunction with the GPs. A GP is also available on the day for emergency appointments which are available for patients with more complex problems that require GP consultations rather than a Nurse Practitioner. Therefore, requesting a brief outline of the problem for the receptionist to add to the appointment slot informs the clinical staff and enables patients to quickly access the right level of care.

However, if a patient does not want to give details because they feel that it is of a personal nature, then the policy of the Practice is to explain why we ask but at the same time acknowledge that the patient does not have to offer this information.

WAITING TIME TO BE SEEN

Several comments related to the length of time that a patient waited before being seen for their appointment.

Often a doctor or clinician has to spend extra time with a patient with complex medical needs to explain results or treatment options, which can naturally result in the doctor/clinician running late. Any emergencies naturally take preference but this can also mean that appointments run late. The receptionist is to inform patients under these circumstances that a doctor/clinician is running late.

It has been highlighted by the PPG that perhaps having a board in place similar to the hospital which informs patients of waiting times would be a good idea. We shall be looking at the feasibility of this suggestion.

Patients using the self-check in system to check in they will normally be informed of the waiting time on screen after booking in.

APPOINTMENT AVAILABILITY

This is generally recognised as a national problem and the practice endeavours to make as many appointments available as possible. If the medical condition is urgent then a patient will always be seen. In particular, children will **always** be seen and never sent away with an urgent problem. A mix of routine and urgent appointments is available on a daily basis and if demand outweighs supply of appointments, the partners' lists are extended to accommodate the excess urgent appointment requests on that day.

PRESCRIPTIONS

A few comments were made about the waiting times for prescriptions to be processed. The practice asks to allow two full working days and that prescriptions are collected after 4 pm. Delays can occur when additional medication has been requested that is not on repeat as these then have to go to a clinician for medication review and authorisation to ensure patient safety.

EXTENDED HOURS

Our current opening hours are:-

Monday	08:00 – 18:00
Tuesday	07:00 – 18:00
Wednesday	07:00 – 19:30
Thursday	08:00 – 16:30
Friday	08:00 – 18:00

We have extended hours which include two early morning surgeries on a Tuesday and Wednesday and also a late night surgery on a Wednesday. This is very popular with working patients who struggle to attend 9-5 as they can attend outside their own working hours and therefore do not have to uptake time off work.

The practice is also open for a pre booked surgery on a Thursday afternoon.

There were a couple of comments relating to extended hours which made us aware that a few patients were not aware that we already offer this service

CQC (Care Quality Commission)

Since the last survey we have had a CQC inspection (July 2013) and we are delighted to report that the inspection went extremely well and that we met all the necessary standards in the categories which were inspected. The inspection involved interviewing both staff and patients for their opinions of the practice and also producing documentation to support compliance with many of the important CQC outcomes.

One thing **we** highlighted in our CQC registration documentation was that we recognised that we did not comply with the requirements for equal opportunities with regards to our front door. Disabled and elderly patients found the door heavy and not user friendly. This had also been highlighted in last year's survey by several patients.

AUTOMATION OF THE FRONT DOORS:

We are delighted to report that the front doors have been automated this month (March 2014). The original doors which were perfectly sound have been retained and automatic sensors have been fitted to assist the automation. This proved to be the most cost effective way to have the work carried out.

PATIENT ACCESS

This is an online system for patients to book a limited amount of non urgent appointments that are available and also request prescriptions for patients who are on repeat medication. This is proving to be very popular and we currently have 1117 patient using this form of communication. Patients are encouraged to enquire at reception for details on how to access this system and to obtain their unique log-in details.

Ultimately we will be moving to EMIS WEB (scheduled for May 2014), a more refined hi-tech computer system, allowing us to engage in a text messaging service for communicating results, information and reminders for our patients.

QUARTERLY NEWSLETTER

This was mentioned as one of our action plans for 2014. Since January 2014 the practice has started producing a quarterly newsletter for our patients which is on display next to the Self Check in system. We shall be looking at the possibility of posting this on our website which is currently being updated.

DNAs ("Did not attend")

These are patients who do not attend appointments without any reason. We are addressing the problem of patients who do not attend for their appointments. We had 682 last year. We have recently adopted a new DNA policy and letters are now being sent to all patients or parents/guardians of non-attendees. In addition messages are regularly posted on the JAYEX system (patient message call system in reception) stating how many DNA's have occurred in the last month.

We shall be looking closely at the DNAs during 2014 and hopefully we should see an improvement.

VIRTUAL PATIENT PARTICIPATION GROUP

Our virtual group was formed in 2012. The reason for a virtual type of PPG was down to the practice sharing the accommodation with another practice and the lack of rooms and space available due to an increase in clinical staff.

We are now however, looking at the possibility of holding a fortnightly meeting at the surgery on a Thursday afternoon.

As of January 2013 we have 9,850 patients registered at the practice with the following breakdown of Male/Female and age as follows

Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	95-90	90+
Male	258	642	431	599	659	720	693	625	294	43	13
Female	205	595	434	531	624	707	688	624	336	87	45

We currently have 12 active members with the following breakdown of Male/Female and age as follows.

Age range	17-24	25-34	35-44	45-54	55-64	65-75	75-84
Male	0	0	0	1	2	0	0
Female	1	0	4	2	1	1	0

The current survey has a section asking patients if they are aware that we have a Virtual PPG and if they wished to join. The survey prompted three patients to express an interest in joining the PPG.

NEWCASTLE NORTH – PATIENT LOCALITY GROUP

Two of our virtual PPG members have joined the locality group which consists of 7 practices.

The group looks at wider health issues that are relevant to the locality, rather than practice-based issues.

ACTION PLAN:

- Full use of the practice website to advertise what the practice has to offer and update any relevant information
- Link our Web Page to Diabetic Help Group and other CDM sites
- Create a section of “questions to the practice” on our Web Site
- Having a patient’s comments/suggestions box placed in the reception area
- Making patients in the waiting room more aware of the waiting time for their appointments when doctors are running late. (This is following a PPG member’s suggestion.)

CONCLUSION

The practice is very pleased with both the number of completed survey forms and very encouraged by the positive feedback.

We are pleased to report that the practice continues to actively seek solutions to issues/problems highlighted in previous surveys in that in the past 12 months we have installed a new telephone system and automated front doors with huge benefit to our patients. In addition we are seeking to improve electronic patient access by promoting email, text messaging, internet booking and electronic prescription requests.

We feel that the virtual PPG will be a great asset to the practice and will be involved in future developments within the practice by providing feedback from patients. Equally more use of the website will be a positive move forward in this technologically advancing age.

In conclusion, it is felt that the survey this year has been a great success. Very constructive points have been raised. These will be looked at by the practice along with the virtual PPG comments.

Overall the practice and all parties seem very positive about the future.