

DR RABIE & PARTNERS

KIDSGROVE MEDICAL CENTRE

SURVEY AND VIRTUAL PPG REPORT FOR 2014 to 2015

At the beginning of March 2015, 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.

This year we restructured and increased the number of survey questions to 24 which were both straight forward and user friendly to enable the practice to obtain a wider range of opinions

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 255 completed survey forms.

Patients' comments were entered as written. There were 87 questionnaires with additional comments, which represent 34.117% of the total 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 and response totals relating to the questions as follows:

1-In the past 12 months, how many times have you seen a doctor at your Surgery?

None	7.45%	19
Once or twice	32.94%	84
Three or Four Times	27.45%	69
Five or Six Times	20.00%	51
Seven or More	12.16%	31

2-How do you normally book your appointments at your Surgery?

In person	26.28%	67
By Telephone	67.84%	173
Over the Internet	4.71%	12
Does not apply	0.39%	1
Other (Please Specify)	0.78%	2 (No specifications given)

3-Are you aware that there is an Internet Booking System for Doctor's Appointments and Repeat Prescriptions? If "no" please ask at Reception for details.

Yes	62.75%	160
No	37.26%	95

4-If you need to see a Doctor Urgently; can you normally get seen on the day?

Yes	69.8%	177
No	14.9%	38
Never Needed to	9.8%	25
Don't know	5.49%	14

5-Is there a particular doctor you prefer to see at the surgery?

Yes	54.12%	138
No	45.88%	117

6-How often do you see the doctor you prefer?

Always or most of the time	28.63%	73
Some of the time	42.35%	108
Never or almost never	11.37%	29
Not tried this at the surgery	17.65%	45

7-How easy it for you to get an appointment with a Practice Nurse at the Surgery?

Haven't tried	21.18%	54
Very	24.71%	63
Fairly	39.61%	101
Not very	6.67%	17
Not at all	0.78%	2
Don't know	7.06%	18

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

Excellent	6.67%	17
Very good	6.28%	16
Good	9.41%	24
Fair	9.02%	23
Poor	7.06%	18
Very Poor	5.88%	15
Don't know/never tried	55.69%	141

9-How satisfied are you with the opening hours at the surgery?

Very	41.96%	107
Fairly	34.12%	86
Neither satisfied nor dissatisfied	10.59%	27
Quite dissatisfied	5.49%	14
Very dissatisfied	1.57%	4
Don't know the opening hours	6.28%	16

10-Last time you saw a doctor at the surgery, how good did you find the doctor at each of the following?

	Very poor	Poor	Fair	Good	Very Good	Excellent	Does Not apply
Listening to what you had to say	1.57% (4)	0.39% (1)	3.92% (10)	19.61% (50)	29.8% (76)	42.75% (109)	1.96% (5)
Giving you enough time	1.57% (4)	1.96% (5)	8.24% (21)	28.24% (72)	18.82% (48)	39.22% (100)	1.96% (5)
Explaining your problems or any treatment you need	1.58% (4)	0.39% (1)	6.69% (17)	19.69% (50)	28.74% (73)	40.55% (103)	2.36% (6)
Involving you in decisions about your care	1.96% (5)	1.57% (4)	7.45% (19)	18.04% (46)	27.45% (70)	38.43% (98)	5.1% (13)
Treating you with care and concern	2.75% (7)	0.78% (2)	6.28% (16)	19.61% (50)	27.84% (71)	40% (102)	2.75% (7)
Did you have confidence and trust in the doctor you saw or spoke to	2.36% (6)	1.58% (4)	4.33% (11)	18.9% (48)	27.95% (71)	42.91% (109)	1.97% (5)

11-Last time you saw a nurse at the surgery, how good did you find the nurse at each of the following?

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does Not apply
Listening to what you had to say	1.57% (4)	0.78% (2)	4.31% (11)	21.96% (56)	26.67% (68)	31.37% (80)	13.33% (34)
Giving you enough time	1.18% (3)	1.18% (3)	3.94% (10)	24.02% (61)	24.8% (63)	31.5% (80)	13.39% (34)
Explaining your problems or any treatment you need	1.58% (4)	0% (0)	5.91% (15)	22.44% (57)	25.2% (64)	31.1% (79)	13.78% (35)
Involving you in decisions about your care	1.57% (4)	0.78% (2)	4.71% (12)	22.35% (57)	25.88% (66)	29.02% (74)	15.69% (40)
Treating you with care and concern	1.96% (5)	0.78% (2)	3.92% (10)	22.35% (57)	25.49% (65)	31.77% (81)	13.73% (35)
Did you have confidence and trust in the nurse you saw or spoke to	1.97% (5)	0.39% (1)	5.51% (14)	21.65% (55)	24.8% (63)	31.89% (81)	13.78% (35)

12- In general how satisfied are you with the care you get at the surgery?

Very	58.82%	150
Fairly	33.33%	85
Neither satisfied nor dissatisfied	9.92%	10
Quite dissatisfied	3.53%	9
Very dissatisfied	0.39%	1

13-When you last had an appointment at the surgery did you use the Self Check-In screen?

Yes	40.78%	104
No	54.12%	138
Do not wish to use	2.35%	6
Don't know how to use it	0.78%	2
Don't know about the Self Check-In screen	1.57%	4
Other (Please Specify)	0.39%	1 (No Specification given)

14-Do you feel there is enough patient information in the Reception Area?

Yes	68.24%	174
No	10.98%	28
Don't know	20.78%	53

15-Have you ever visited the Surgery Website?

Frequently	4.71%	12
Occasionally	23.53%	60
Never	71.77%	183

16-If you have visited the Surgery website did you find it a useful source of information?

Yes	76.39%	55
No	13.89%	10
Don't know	9.72%	7

17-Are you aware that we have an Internet (Virtual) Patient Participation Group?

Yes	14.12%	36
No	85.88%	219

18-Would you like to join a Patient Participation Group at the Surgery. If yes please ask for details at Reception.

Yes	7.06%	18
No	92.94%	237

19-In the last 12 months have you used any of the health services listed below instead of using similar services which might be available at the surgery?

None of these	65.1%	166
Going to A&E at a hospital (instead of use)	12.16%	31
NHS Walk in Centre	25.88%	66
Private Doctor (not through the NHS)	2.75%	7
Family Planning Clinic)	2.35%	6
Other (Please Specify)	1.18%	3

Demographic monitoring

The following questions relate to your personal information. The Equality Act came into force in October 2010 and states that public bodies like the NHS need to ask members of the public who use or may use their services and/or their staff questions about these characteristics to check that we are reaching all sections of our community fairly.

We would be grateful if you could complete the information below to assist us with this.

All submissions will remain anonymous, treated as confidential and any information you submit will be retained in accordance with Information Governance guidelines. If you do not wish to respond to these questions you are under no obligation to do so

20-Are you male or female?

Male	34.98%	85
Female	65.02%	158

21-How old are you?

Under 18	2.05% 5	55-64	17.21% 42
18-24	8.2% 20	65-74	15.57% 38
25-34	13.12% 32	75-84	10.66% 26
35-44	13.93% 34	85 and over	1.23% 3
45-54	18.03% 44		

22-Which ethnic group do you belong to?

White	98.35%	<u>238</u>
Black or Black British	0.41%	<u>1</u>
Asian or Asian British	0.41%	<u>1</u>
Mixed	0.83%	<u>2</u>
Chinese	0%	0
Other Ethnic Group	0%	0

23-Do you have any longstanding illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	45.00%	108
No	55.00%	132
No Answer	5.55%	15

24 -Which of these best describes what you are doing at present?

Full-time paid work (30 hours or more per week)	39.75%	<u>95</u>
Part time paid work (under 30 hours per week)	16.74%	<u>40</u>
Full time education (school, college, university)	3.77%	<u>9</u>
Unemployed	3.35%	<u>8</u>
Permanently sick or disabled	2.93%	<u>7</u>
Looking after the home	6.28%	<u>15</u>
Fully retired from work	24.69%	<u>59</u>
Doing something else	2.93%	<u>7</u>

Total Number of Comments:

What if anything, do we do particularly well Response total **61**

Do you think there is anything that could be improved? Response total **84**

Do you have any other comments? Response total **42**

PATIENTS' COMMENTS

Generally the comments were favourable and positive with additional comments on 84 patient surveys. Several of these comments have been analysed by the practice and we will endeavour 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

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

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

The present 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 150 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.

WAITING TIME TO BE SEEN

12 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 are still looking at the feasibility of this suggestion. The positioning of a board, that is in full view for our patients. is difficult due to the limited wall space available.

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.

EXTENDED HOURS

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.

Our current opening hours are:-

Monday	07:00 – 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 three early morning surgeries on a Monday, 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 do not have to ask for time off work.

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

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.

RECEPTIONISTS

The survey relating to reception staff showed 4 comments which mentioned that they were unhappy with a few of the reception team. This represents 1.57%, whilst the remaining 98.43% were very positive about them.

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 teams 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.

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 still looking at the possibility of holding a monthly meeting at the surgery on a Thursday afternoon.

As of January 2014 we have 9704 patients registered at the practice with the following breakdown of Male/Female and age as follows: -

Age	0-9	10-19	20-20	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Female	439	506	515	512	683	696	699	458	240	44	0
Male	518	538	572	561	701	704	701	438	169	10	0

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

Age	18-25	26-36	37-47	48-58	59-69	70-89
Female	1	1	2	3	1	1
Male	0	0	0	1	2	0

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 have over 100 a month which unfortunately, is a very common problem in practices and we are looking at the best options available on how we address this problem. Letters were sent last year, to all patients who did not attend for their appointment but this appeared to have little impact on the figures.

We shall be looking closely at the DNAs during 2015 and hopefully we should see an improvement.

PATIENTS' (ONLINE) ACCESS

6 comments related to the limited amount of appointments available to book over the internet.

We currently allocate a pro-rata % of pre-bookable appointment on a weekly basis, to patient access, which is under review due to changes that will be occurring from the 1st April 2015.

Since December 2013 we have been offering patients, who have signed up for online access the following: -

- Repeat prescriptions online
- GP appointments online

From the 1st April 2015 the Government has committed to expanding this to enable patients to view summary information (as a minimum) in their patient health records. These will be: -

- Medication
- Allergies
- Adverse reactions.

By the 1st April 2016 it is proposed that this will be extended to give patients a wider access to their medical records.

Patients will have to apply for access by completing an application form and by providing proof of identity. Patients who are currently registered to have access to repeat prescriptions and GP appointments will also have to apply for access to view summary information as detailed above.

Full details will be available at reception.

CONCLUSION

Overall the results are very encouraging and the practice is very pleased with the positive feedback from patients. The responses received were from a good age range of patients and represented employed, retired and unemployed people. It was very heartening to note that patients felt very satisfied with the communication, care and patient involvement in decision making from clinical staff.

We continue to seek solutions to issues arising from previous surveys and as a result we have appointed additional reception staff to try to alleviate the telephone situation with patients commenting that they are not able to get through. Unfortunately at times this can still be a problem as we have had a considerable amount of staff sickness over the past 12 months which impacts on the remaining staff who are trying to plug the gaps in an already over stretched NHS workforce.

The demand for appointments continues to outweigh supply and this remains a national problem. We have recruited an additional salaried GP, which has been challenging as there are lots of vacancies in General Practice with very few applicants just lately as a result of the looming national GP recruitment crisis. Waiting times continue to be a problem which may be a reflection on the complexity of patients' problems, challenges faced by GPs to fulfil QOF and QOFXL requirements during the consultation with the additional work which this entails and the limited length of the consultations which are currently 7.5-10 minutes long. This clearly is not long enough in the current climate with the challenges we face in Primary Care.

Patients are very appreciative of the text reminder service for appointments and results and we are looking to extend this for chronic disease annual reviews.

Exciting times are ahead with the dawn of patient access in April 2015 where patients will be able to view more clinical information about themselves online. It is important that all staff are briefed as to how this will impact the practice and how patients can access this information detailing the procedures which must be adhered to.

Other improvements which could be made to the practice include improving the car park markings, time keeping, more online appointments, clearer name badges, children's area in reception and weekend opening.

ACTION PLAN

Several areas are to be actioned moving forward:-

1. Car park markings need to be costed and redone
2. Name badges - new badges already on order
3. More online appointments -feasibility of this to be discussed at practice meeting
4. Appointment system to be reviewed to ascertain if waiting times can be reduced
5. Reception area to be updated to include audiovisual patient information screen with integral calling system and health promotion information, focus area to highlight particular conditions on monthly basis and children's area with age appropriate posters and information (infection control prohibits toys/books).
6. Further development of PPG and possible transition from virtual to actual PPG to enhance patient engagement and involvement with relevant practice decisions. It may be useful to involve them in putting up suitable information in the waiting room because as patients they are the end-users and they know best what will be of interest to them and what will not.