

## **PATIENT SURVEY REPORT OF FINDINGS**

**JANUARY 2012**

We held the first meeting of our Patient Group on Tuesday, 11 October 2011 which was hosted by Dr Siobhan O'Neill, Dr Mary-Jane Prowse, Annette Given (Practice Manager) and Freda Burrell (Receptionist). We were delighted to welcome 15 patients who had kindly agreed to come to learn more about the practice and give us their views on the quality and range of services we offer. See Appendix B for more information about patient representation.

Presentations about how the practice works were given by the practice manager, Annette Given and GP partner, Dr Siobhan O'Neill. We then had some lively discussion about our services and we took on board some constructive criticism on how these might be improved. We agreed to survey patients about the following topics:

- Opening Times
- Appointment System
- Repeat Prescription System
- Preferred Method of Communication

We also considered a few questions about the general service to patients ie ease of getting through on the telephone; helpfulness of reception staff; cleanliness of surgery; how welcoming the practice is.

The practice manager drafted a questionnaire which was posted to all members of the patient group for comments and approval.

The final Questionnaire was then completed and the survey commenced in last week in November 2011 and continued until last week in January 2012.

Two versions of the questionnaire were available:

- Online survey via the website
- Questionnaires handed to patients at Reception Desk

A total of 155 completed surveys were returned

- 73 (48%) were completed online
- 82 (53%) were completed at the surgery

See Results – Appendix A

## **ACTION PLAN**

The results of the Patient Survey were presented to 10 members of the Patient Group on Monday 13 February 2012. The following Action Plan was agreed:

- **Opening Times**
  - No action as high level of satisfaction with current opening times
  
- **Appointment System**
  - Agreed to produce a Patient Leaflet and Update Website to raise awareness of the Appointment System and particularly the Duty Doctor System
  - Audit use of Duty Doctor System to look at the type of requests made through this system and to ensure patient satisfaction with the service provided
  - Demand / Capacity Audit re availability of Appointments on particular days of the week
  - Nurse clinic system for long term conditions to be advertised to patients more widely
  - Postnatal / Baby Clinic appointments – new system to be considered to streamline these appointments and make it easier for mums and babies to be seen by doctor, practice nurse and health visitor at one visit.
  
- **Repeat Prescription Service**
  - Methods of ordering prescriptions – no action as high level of satisfaction with current system
  - In order to improve patient satisfaction regarding prescriptions ready for collection within two working days, the Practice will introduce a dedicated 'Prescription Clerk' to assist doctors in handling queries, liaise with pharmacies and complete hospital discharge reconciliation
  
- **Communicating with patients**
  - Telephone holding messages will be changed so the welcome is shorter and calls will then 'queue' for a receptionist. Holding messages will be staggered at 30 second intervals.
  - Regular Newsletters will continue (3 - 4 per annum)
  - Website will be updated to include clearer information about the Duty Doctor system
  - We will encourage patients who wish to receive information (eg surveys, newsletters, patient leaflets etc) via e-mail to inform us of their address so we can form a 'virtual patient group'
  - We will continue to send text messages to remind patients of their appointments with the patients' permission
  - We will improve our Patient information leaflets and make our Practice Booklet more accessible

- **Practice more welcoming**

- We are intending to invite Teenagers and Young Adults to a Focus Group to discuss their health needs and how we can make services more accessible to them
- We are in the process of purchasing Artwork for display in the corridors and waiting areas
- We will have a selection of Magazines and Toys available to patients

We agreed that the results of the survey will be displayed on the notice board, LCD screens and on the website. We will reconvene the Patient Group in the Autumn to review the changes that we have made as a result of the survey and to plan another survey for next year.

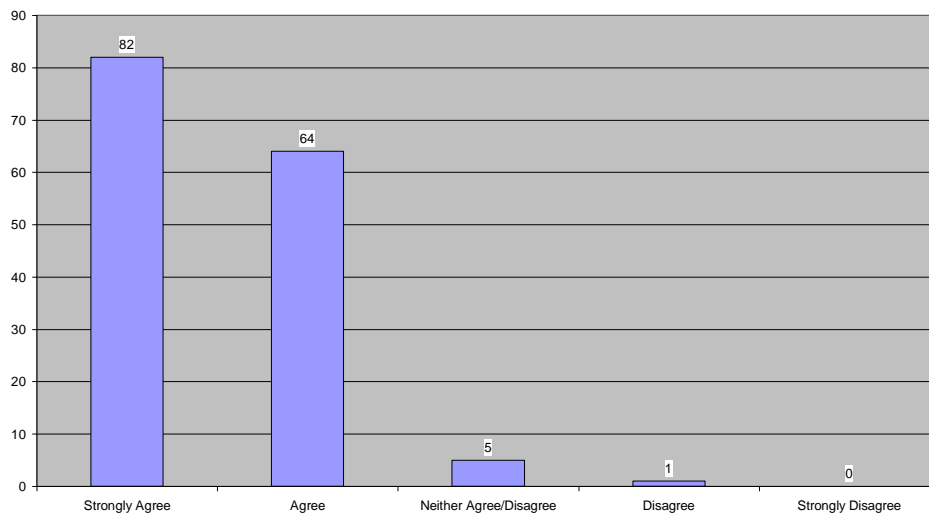
# RESULTS OF PATIENT SURVEY

## Section 1 Opening times

The practice is open at times when I can attend for an appointment:

Strongly Agree	82	53%
Agree	64	41%
Neither		
Agree/Disagree	5	3%
Disagree	1	1%
Strongly Disagree	0	0%

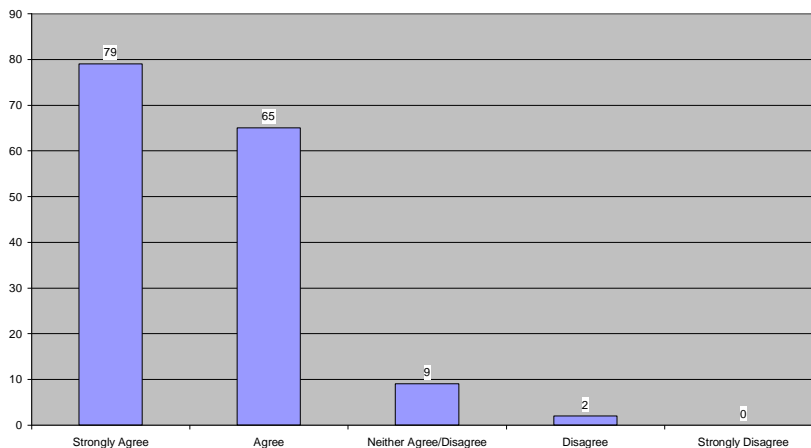
The Practice is open at times when I can attend for an appointment



I am happy with the current opening times

Strongly Agree	79	51%
Agree	65	42%
Neither		
Agree/Disagree	9	6%
Disagree	2	1%
Strongly Disagree	0	0%

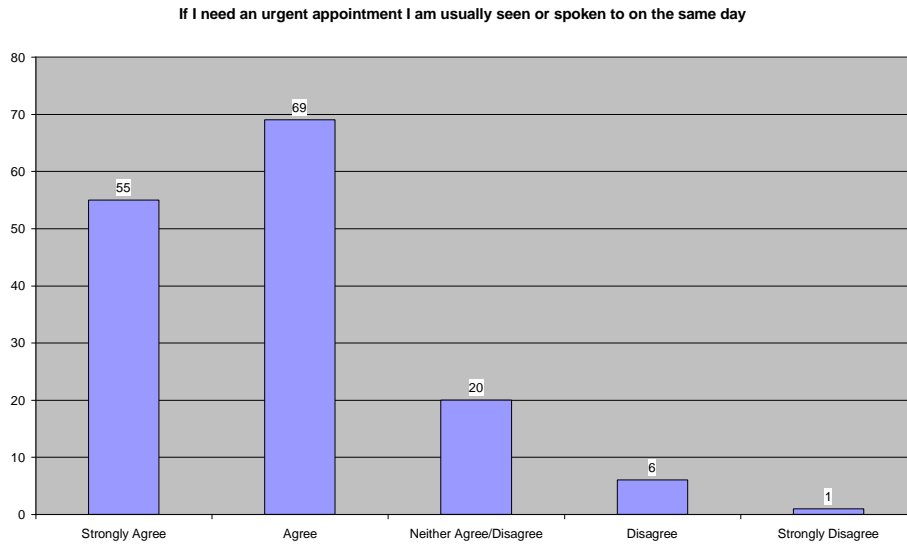
I am happy with the current opening times



## Section 2 - Appointment System

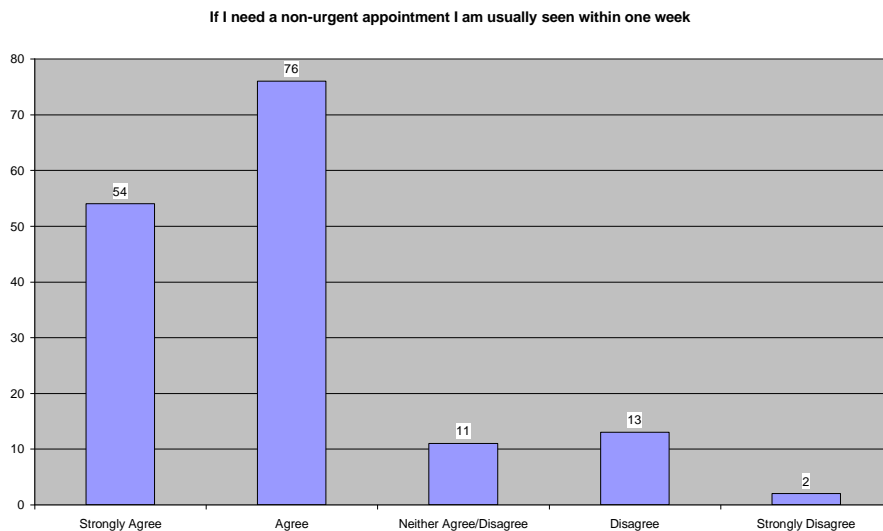
### If I need an urgent appointment I am usually seen or spoken to on the same day

Strongly Agree	55	35%
Agree	69	45%
Neither Agree/Disagree	20	13%
Disagree	6	4%
Strongly Disagree	1	1%



### If I need a non-urgent appointment I am usually seen within one week

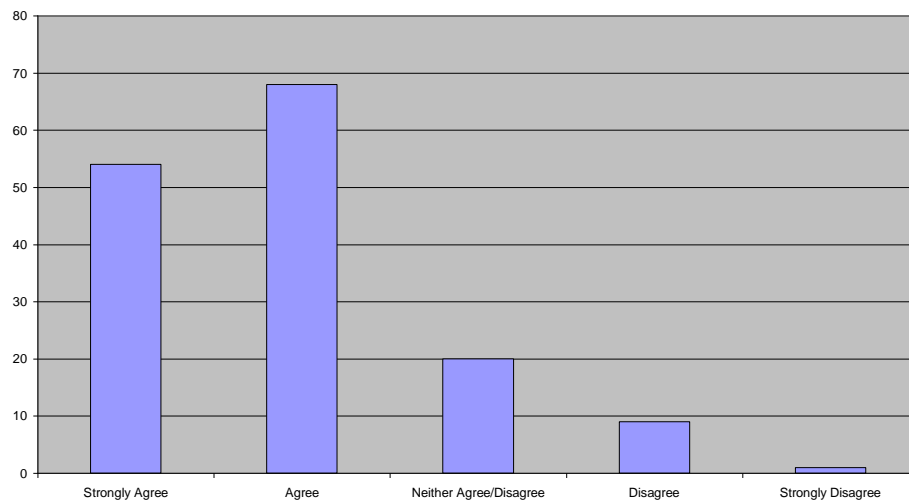
Strongly Agree	54	35%
Agree	76	49%
Neither Agree/Disagree	11	7%
Disagree	13	8%
Strongly Disagree	2	1%



## I am happy with the current appointment system

Strongly Agree	54	35%
Agree	68	44%
Neither		
Agree/Disagree	20	13%
Disagree	9	6%
Strongly Disagree	1	1%

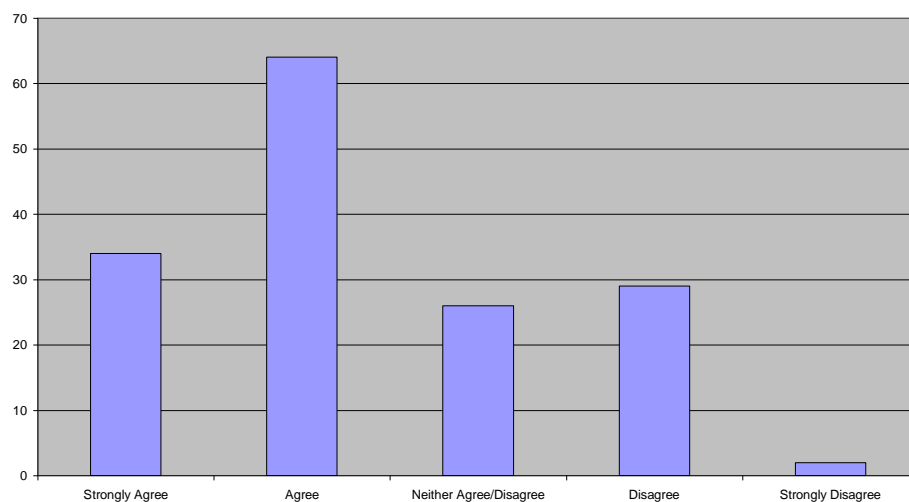
I am happy with the current appointment system



## I find it easy to get an appointment with the doctor I want to see

Strongly Agree	34	22%
Agree	64	41%
Neither		
Agree/Disagree	26	17%
Disagree	29	19%
Strongly Disagree	2	2%

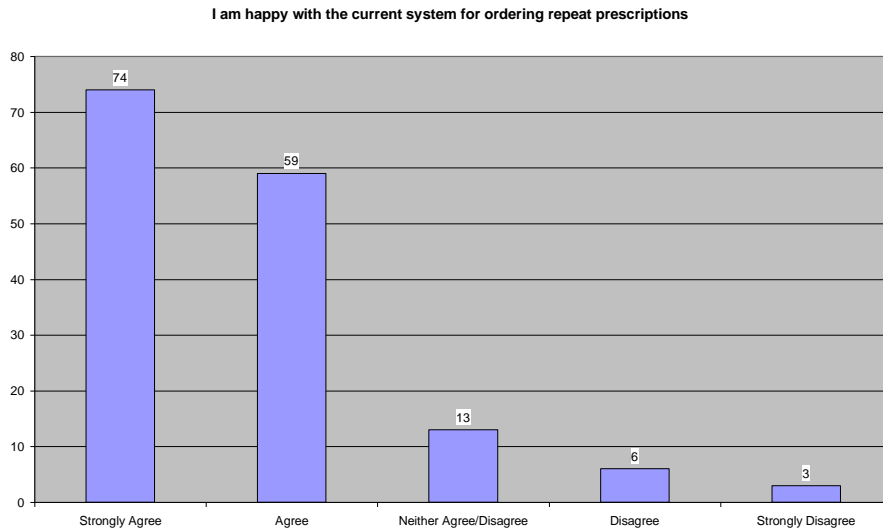
I find it easy to get an appointment with the GP I want to see



## Section 3 – Repeat Prescription System

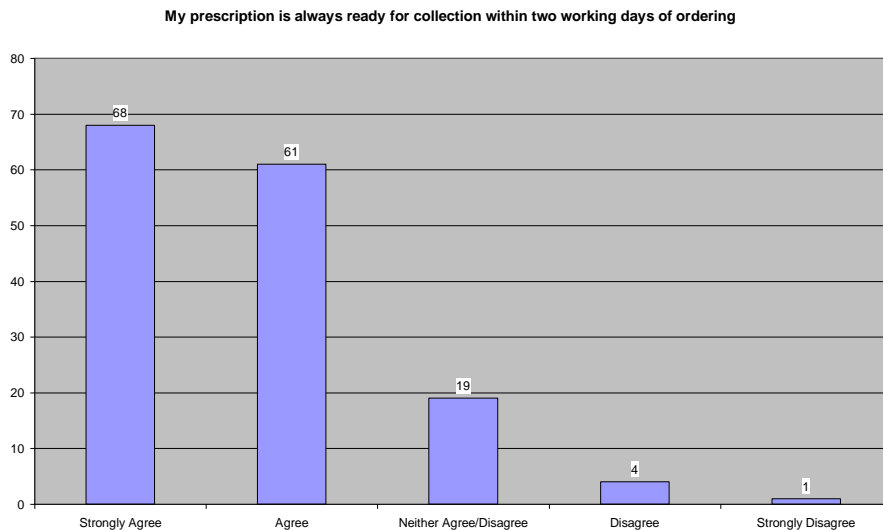
### I am happy with the current system for ordering repeat prescriptions

Strongly Agree	74	48%
Agree	59	38%
Neither		
Agree/Disagree	13	8%
Disagree	6	4%
Strongly Disagree	3	2%



### My prescription is always ready for collection within two working days of ordering

Strongly Agree	68	44%
Agree	61	39%
Neither		
Agree/Disagree	19	12%
Disagree	4	3%
Strongly Disagree	1	1%

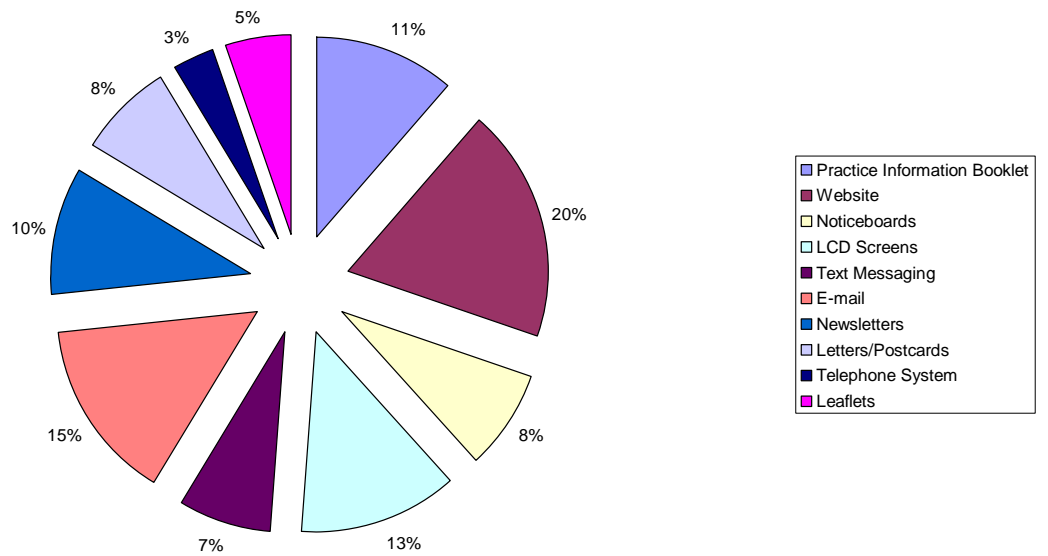


## Section 4 – Communicating information about the Practice

### Patients' preferred method of communication

Practice Information		
Booklet	11.34%	50
Website	19.05%	84
Noticeboards	7.94%	35
LCD Screens	12.93%	57
Text Messaging	7.48%	33
E-mail	14.51%	64
Newsletters	10.43%	46
Letters/Postcards	7.71%	34
Telephone System	3.40%	15
Leaflets	5.22%	23
	100.00%	441

Preferred Method of Communication

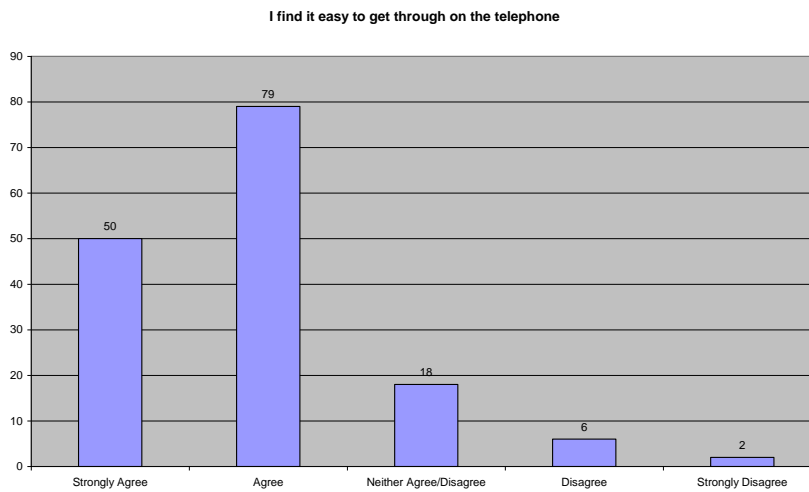




## Section 5 General

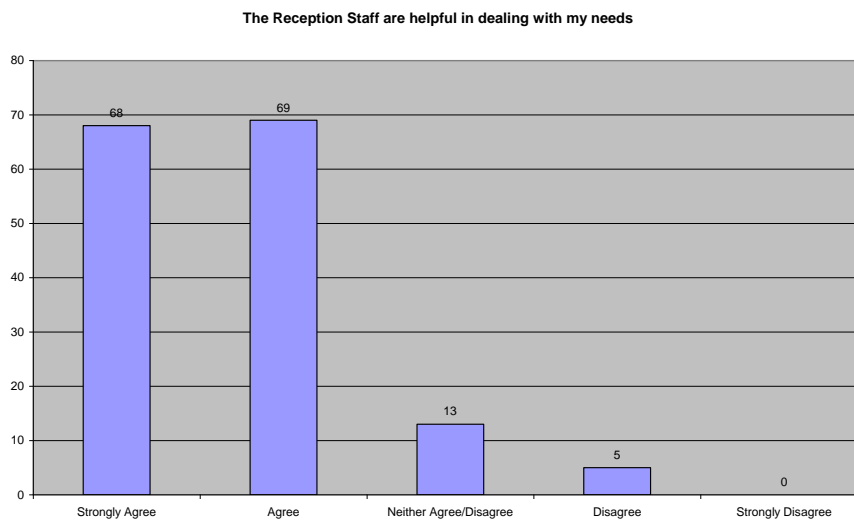
### I find it easy to get through to the Practice on the telephone

Strongly Agree	50	32%
Agree	79	51%
Neither		
Agree/Disagree	18	12%
Disagree	6	4%
Strongly Disagree	2	1%



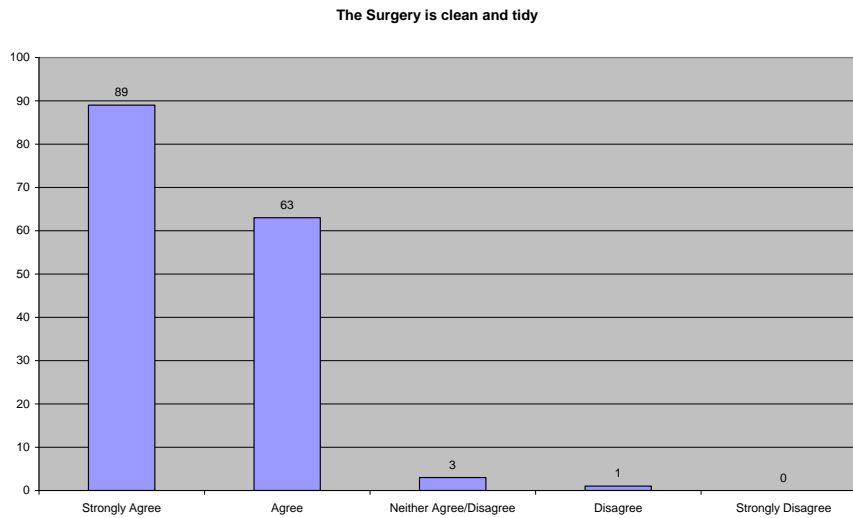
### The Reception Staff are helpful in dealing with my needs

Strongly Agree	68	44%
Agree	69	45%
Neither		
Agree/Disagree	13	8%
Disagree	5	3%
Strongly Disagree	0	0%



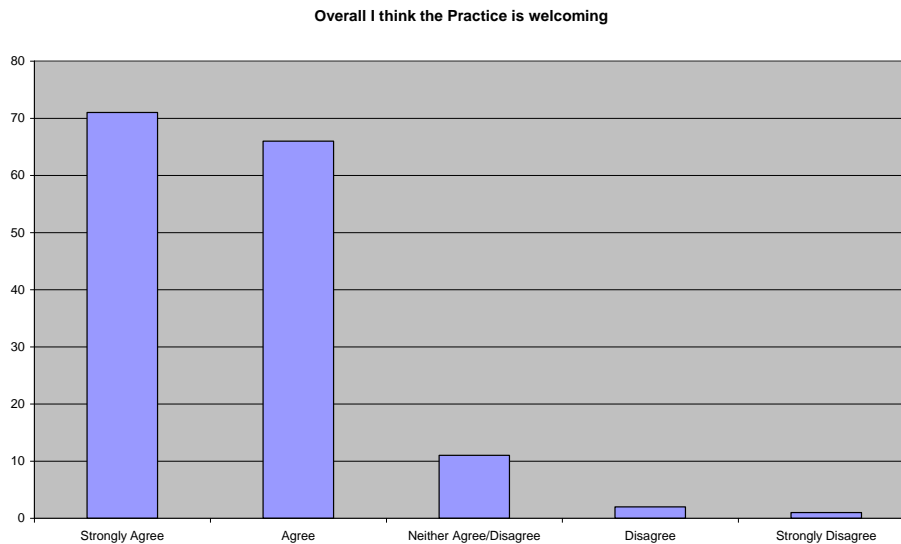
## The Surgery is clean and tidy

Strongly Agree	89	57%
Agree	63	41%
Neither		
Agree/Disagree	3	2%
Disagree	1	1%
Strongly Disagree	0	0%



## Overall I think the Practice is welcoming

Strongly Agree	71	46%
Agree	66	43%
Neither		
Agree/Disagree	11	7%
Disagree	2	1%
Strongly Disagree	1	1%



## COMMENTS

### Opening Times

- They are very good.
- Excellent
- I think these are very acceptable
- Fine – no problems
- Satisfactory
- 8 people suggested it might be beneficial to open on Saturdays
- 2 people suggested late opening until 9pm on one or two evenings per week

### Appointment System

- I like booking appointments on-line
- Very Good
- No problems
- Make people more aware of duty doctor
- Duty GP is working well
- It can be difficult to see a specific doctor
- Yes getting an appointment with a particular doctor can mean a longer wait than one wants but I do find your staff in reception very helpful indeed whenever possible
- If I need to be seen by a particular doctor in say 5-6days,not always possible but I accept this because I can get an appointment with another doctor in this time
- Not easy to see own doctor if I don't really think ahead as she doesn't work fulltime – not her fault, just one of those things
- Number of doctors now increased to nine, each of which only work part-time, thus if I wish to make an appt with a specific doctor, I frequently find there are no appointments on-line for up to 10 days. Previously when there were only four doctors, it was much easier to obtain an appointment with a specific doctor within 4 – 5 days
- We do understand why we have to wait to see a doctor of our choice, but sometimes we have to wait for a long period!
- I have no problems seeing my doctor of choice
- Depends on how helpful or which receptionist you get
- Sometimes takes over 2 weeks to see the doctor who specialises in Diabetes
- I am fortunate to be rarely ill but when I needed to see a doctor one Monday morning, I called and spoke to a helpful receptionist who made me an appointment for 10.40am. I attended and was seen exactly on time. I expected to have make another appointment for blood tests but I was able to have these taken straight away in the clinic on the ground floor. In my view, I could not have expected a better service.

### Repeat Prescription System

- 3 comments regarding review dates for medication - waste of time?
- 3 comments regarding scripts delayed or 'lost'
- 2 comments regarding telephone ordering
- 2 comments – takes longer when ordering via pharmacy
- Sometimes script not ready or item missed off can be frustrating
- Occasionally the prescription does not get passed on to the pharmacy
- I have wanted to collect prescription and it has been forwarded to the pharmacy
- I have noticed that the additional box for other requests is often overlooked This has happened to me on a number of occasions
- When ordering scripts via our pharmacy, we often find we have to wait more than 2 days
- It seems to take a full week to repeat order prescription via pharmacy. It was much easier when it was possible to phone the surgery for repeats.

- Good service
- Normally get it delivered and it is a good service
- Delivery to home service by Cohen's is good
- Have had problems ordering prescriptions on line but staff are very helpful and have quickly resolved the problem

### **Methods of communication**

- No holding messages please
- The message on the phone is irritating
- Not all people want text messages, e-mails etc including me. People contact is still important to me!!
- Less Mickey Mouse and more information would be good
- I think the recorded message should be deleted. A list of options with numbers would be preferable.
- Practice booklets could be more accessible
- Patients who don't often come to the surgery are unaware of the changes – an e-mail communication system would be useful rather than leaflets which can only be picked up in the surgery
- I didn't know you had a website!
- BT landline call to home is good

### **General**

- 15 positive comments about Receptionists
- 3 regarding ground floor – cold in winter
- 3 people think practice is not welcoming
- 1 difficulty in booking postnatal checks
- 4 people feel that receptionists are not helpful and can be abrupt or rude
- A good balance of everything under one roof
- I feel lucky to be a patient at this doctors' practice
- I have just needed a blood test – form acquired in 10 seconds – waited downstairs for 2 minutes – test done in 2 minutes. Really efficient excellent service. Thank you
- The surgery is very modern and the staff are polite, helpful and professional
- When you are on the phone, staff are not very helpful, in person they are fine.
- As a recent arrival into the Harrogate area, it is a pleasure to have registered with a most efficient and helpful practice.
- Disappointed that two members of family have had to repeat tests because of lost samples in the last three months

## Patient Group Representation

Our practice population profile:

### PRACTICE POPULATION

Age Range	Male	Female	Total	Age Range
0 – 15	780	765	1545	15%
16 – 24	491	612	1103	11%
25 – 34	621	641	1262	12%
35 – 44	732	649	1381	14%
45 – 54	772	765	1537	15%
55 – 64	595	592	1187	12%
65 – 74	512	534	1046	10%
75 – 84	321	427	748	7%
85+	133	274	407	4%
Total	4957	5259	10216	100%

### Ethnicity

	Patient Count	
(XaJQv) British or mixed British - ethnic category 2001 census	4838	47.43%
(XaJQw) Irish - ethnic category 2001 census	35	0.34%
(XaJQx) Other White background - ethnic category 2001 census	345	3.38%
(XaJQy) White and Black Caribbean - ethnic category 2001 census	7	0.07%
(XaJQz) White and Black African - ethnic category 2001 census	19	0.19%
(XaJR0) White and Asian - ethnic category 2001 census	12	0.12%
(XaJR1) Other Mixed background - ethnic category 2001 census	30	0.29%
(XaJR2) Indian or British Indian - ethnic category 2001 census	25	0.25%
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	1	0.01%
(XaJR5) Other Asian background - ethnic category 2001 census	56	0.55%
(XaJR6) Caribbean - ethnic category 2001 census	8	0.08%
(XaJR7) African - ethnic category 2001 census	35	0.34%
(XaJR8) Other Black background - ethnic category 2001 census	2	0.02%
(XaJR9) Chinese - ethnic category 2001 census	129	1.26%
(XaJRA) Other - ethnic category 2001 census	23	0.23%
(XaJRB) Ethnic category not stated - 2001 census	4635	45.44%
	10200	

We publicised our patient group on our website, in practice newsletters and on our LCD screens in the practice. We did not have much success with this so we wrote out to a cross section of 50 patients (varying age groups, disabilities, long term conditions and carers). We recruited 23 patients for our core group – see summary profile of patient representation.

### PATIENT GROUP

Age Range	Male	Female	Total	TARGET	over/under target	
0 - 15	0	0	0	0%	3	-3
16 - 24	0	1	1	4%	2	-1
25 - 34	1	0	1	4%	3	-2
35 - 44	0	1	1	4%	3	-2
45 - 54	2	1	3	13%	3	0
55 - 64	0	0	0	0%	3	-3
65 - 74	4	5	9	39%	2	7
75 - 84	4	2	6	26%	2	4
85+	1	1	2	9%	1	1
Total	12	11	23	100%	23	0

All of the group are White British which is not surprising as we have very low numbers of patients with other ethnic origins and this is solely because of the area in which we live.

We felt that this group did not represent the younger patients so we have written to 50 patients aged 16 – 25 years and we plan to hold a ‘focus group’ for this age group on 27 March 2012 to ascertain their views and preferences for the services we provide.

We now have:

### **Core Patient Participation Group**

This is made up of 23 patients who will meet two or three times each year to assist us in designing and managing a structure which both reflects and gains the views of the most appropriate cross section of our registered population.

### **Focus Groups**

The first focus group will be held on 27 March for 16 – 25 year old patients to discuss their experience of primary care services and how these might be improved. We hope to extend this in the future to other groups for example – young parents and their children; people with physical disabilities or mental health problems and people who have chronic diseases such as diabetes, asthma or heart disease. We will have the opportunity to discuss access to the practice such as opening hours, continuity of care and the range of clinical skills available and any experiences patients have had at the local hospitals.

### **Virtual Patient Participation Group**

We currently have nine patients who have agreed to allow us to e-mail them newsletters and surveys so we can consult on a regular basis. We will continue to advertise and try to recruit more patients to this group.

### **Patient Surveys**

This involves a random selection of patients who attend the surgery so we can review the quality of a broad range of our services such as opening hours, repeat prescriptions, ability to book appointments ahead or to be seen quickly, telephone answering etc. The profile of patients who completed our first survey in November 2011 is as follows:

#### **Age**

Base: 155 out of 155 people answered this question

<b>Under 16</b>	2	1%
<b>17 - 24</b>	3	2%
<b>25 - 34</b>	6	4%
<b>35 - 44</b>	17	11%
<b>45 - 54</b>	29	19%
<b>55 - 64</b>	35	23%
<b>65 - 74</b>	32	21%
<b>75 - 84</b>	26	17%
<b>Over 84</b>	5	3%

<b>Ethnic Origin</b>		
<b>Option: TOTAL</b>	<b>(155)</b>	
<b>White British</b>	149	96%
<b>White (other)</b>	4	3%
<b>White Irish</b>	1	1%
<b>Mixed race</b>		
<b>Indian</b>		
<b>Pakistani</b>		
<b>Bangladeshi</b>		
<b>Other Asian (non-Chinese)</b>	1	1%
<b>Black Caribbean</b>		
<b>Black African</b>		
<b>Black (others)</b>		
<b>Chinese</b>		