

## The Glenfield Surgery Patient Survey February 2017

The patient annual survey was carried out during February and the early part of March 2017. A number of posters were displayed in the waiting rooms informing the patients of the survey and blank forms were left in the foyer for them to complete. Some of the PPG visited the surgery during the survey period to invite patients to complete forms. It was particularly pleasing that a significant number of patients completed the survey without prompting. In total 168 forms were completed and we would like to thank all of the patients who participated.

Below is our analysis of the forms and recommended actions that have been agreed with the Practice.

Many thanks, Patient Participation Group.

**Please can you answer the following by giving one response to each question.**

Gender	Age Group							
	< 16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Female		3	11	11	18	26	30	17
Male	< 16	17-24	25-34	35-44	45-54	55-64	65-74	>75
		1		1	4	13	14	19

1. How do you usually book appointments to see a nurse or a doctor?

In person	35
By telephone	128
Online	32

2. By telephone, how do you find getting through? (If not applicable, go to question 4)

	Easy	Fairly easy	Not very easy
Before 10am	5	26	92
Between 10am - noon	17	54	28
Between noon – 2pm	20	41	14
After 2pm	27	56	10

**PPG comment** - an increasing number of patients find it ‘not very easy to get through’ before 10am. A number of patients use the online system for booking appointments and are satisfied with that system. PPG to discuss with the Practice any actions that can be taken to improve the telephone situation before 10am. Comments from patients indicate that the lengthy pre-recorded messages are not helping the situation.

3. Once through to the surgery, how do you find making an appointment with a doctor?

A specific doctor:	Easy	18	Not very easy	105
Any doctor:	Easy	83	Not very easy	37

**PPG comment** – patients find seeing a specific doctor ‘not very easy’. There is a severe shortage of GPs in the NHS and as such it is difficult for practices to recruit fulltime GPs. This results in a number of practices making up their complement of doctors with locums who often only work in a practice for a few months. This results in the fulltime salaried doctors being in high demand and patients often have to wait some time for their appointment to see one of them. The PPG will discuss the recruitment policy with the Practice to see if there may be any opportunities for improving this situation.

4. Are you happy with the cleanliness of the building?

Yes	156	No	12
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**PPG comment** – of the 12 patients who were unhappy with the cleanliness of the building, a number made adverse comments about scruffy posters and the sheer volume of them. PPG will ask the Practice to ensure that any posters on walls and notice boards are in a good condition and ask that the volume of them be reduced.

5. Are you aware that the surgery is open on a Monday evening?

Yes	100	No	68
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**PPG comment** – more publicity required. Practice to action.

6. Are you aware that the surgery has a Patient Participation Group (PPG)?

Yes	100	No	68
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**PPG comment** – more publicity required. PPG to action.

7. Did you know that the PPG produces a monthly newsletter?

Yes	35	No	131
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**PPG comment** – more publicity required. PPG to action.

8. How helpful do you find the surgery staff?

	Very helpful	Fairly helpful	Not very helpful	Not at all helpful
GPs	125	31	6	1
Practice nurses	114	32	5	
Receptionists	83	62	13	4

**PPG comment** – it is pleasing to see that so many of our patients consider our GPs, Practice nurses and Receptionists to be ‘Very helpful’ or ‘Fairly helpful’. It is recognised that there are some staffing issues to be addressed and these will be discussed with the Practice.

9. Did you know that the surgery has a Blood Pressure machine in the ground floor waiting room for patient’s own use?

Yes	101	No	64
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If Yes, have you used the machine?

Yes	21	No	80
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If Yes, did you find the facility useful?

Yes	21	No	
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10. As far as you know, which online services does the surgery offer?

Booking appointments	Ordering repeat prescriptions	Accessing my medical records	None of these	Don’t know
104	82	50	3	41

**Thank you for taking the time to complete this survey**

Thank you for your comments at the end of the survey. These have all (86) been included in detail on the presentation to the practice.

They may be summarised as follows:-

**Comments on staff**

Generally good but several negative comments regarding some reception staff.

Doctor Cooper in particular has received some very positive comments.

The need for seeing the same doctor each time to aid consistency was made several times.

(It is noted that the practice recommends this approach).

**Repeat prescriptions**

There were a lot of negative comments regarding the new procedures. It should be made clear that these are due to NHS requirements, not at the instigation of the practice. However

the practice will be asked to review the procedures with a view to helping elderly or disabled patients.

**Cleanliness**

Most of the comments related to ‘scruffy’ notices and poor presentation. The practice is to be asked to review this.

**Booking appointments**

Many complaints regarding the operation of the telephone service.  
 Several complaints regarding the long messages at the beginning of the call.  
 Many comments regarding the time to see a doctor, particularly a specific doctor.  
 The two week rule makes it more difficult to arrange follow-up appointments, although this can be overridden by the doctors.

**General comments**

Hand gels should be more widely available.  
 A list of our doctors and a brief cv resume should be available in the surgery and on line.  
 Higher chairs in the waiting room for partially disabled.  
 Where pro-active care is offered, more resource should be available to operate this.

**Below are the feedback comments, to the survey, from the Practice**

**PPG FEEDBACK TO SURVEY/REPORT**

Several negative comments about reception staff being rude	All comments are taken seriously and discussed at weekly staff meetings along with “Friends & Family” comments we ask patients to complete. Surprised to hear some of the comments as 90% of comments left through family and friends are very positive with a lot of patients saying that would recommend us highly.
Continuity of care	Continuity is important for patient safety and efficiency of care. The practice wants to encourage continuity. As a result we are increasing the number of telephone appointments to allow greater access to the Dr caring for a patient during an episode of illness.
Repeat prescription service - dreadful	Surprised to hear this. Our general impression is the system is working well. “Vulnerable” patients are allowed for. Very little in the way of negative comments directly received by the practice.
Scruffy waiting rooms/too many notices/poor décor/heavy doors	<ul style="list-style-type: none"> <li>• The practice is actively looking at electronic doors.</li> <li>• Notices on boards in waiting rooms will be reviewed.</li> <li>• Redecoration planned in the next 12 months.</li> </ul>
Telephone service before 10am – never able to get through.	Busy lines. We are reviewing processes so patients with queries are dealt with between 11am and 2pm, so allowing telephone access for appointments at busier times.

Long message does not help.	Message is to give patient as much information as possible with regard to booking their appointments and being directed to the appropriate clinician.
Waiting time to see a specific doctor – two week rule difficult for follow-up appointments	Increased telephone access should make follow up appointments easier.
Lack of hand gels around building	Practice will look at purchasing hand gel dispensers for waiting rooms and booking in machine.
List of doctors/management and brief resume should be available on waiting room walls  TV should have locums/registers updated on regular basis	Photo and name of staff to be put up in waiting room  Locums are not added to the TV screens due to availability changes monthly.
High chairs to be purchased in waiting room	Practice working with PPG to purchase these.
Advertise services more i.e. physio, lets-talk etc.	Only self-referral services are being advertised on TV screens.  Private services to be advertised by providers.
Disabled Parking	Further disabled parking spaces were added in April 2016. The practice now provides 3 disabled parking spaces.
Constantly changing procedures	To be discussed further