

## **THE GLENFIELD SURGERY** **LOCAL PATIENT PARTICIPATION REPORT**

- The practice website was established on 18<sup>th</sup> October 2011 and contains all required information on services provided under the terms of our medical services contract.
- The practice has established a virtual patient reference group which comprises only of patients who are registered to this practice. In order to do everything possible to ensure that our Patient Reference Group (PRG) is representative of our registered patients, a number of strategies were deployed at the practice as follows:-

The practice produced a series of leaflets informing patients that we were seeking to set up a PRG and also identifying what this would involve for patients. These leaflets also provided a space at the bottom of them for Patient's to fill in their details in order to express an interest in joining the group.

These leaflets were widely available throughout the surgery and in both of our waiting rooms. In addition all of our clinicians were given a supply of the leaflets to keep within their consulting rooms and were required to ask patients whether they were interested in joining the group and to give them a leaflet if they were.

As part of the surgeries annual flu vaccination campaign, the practice sent out 3882 flu letters inviting patients in for their vaccination and included in the envelope one of the leaflets inviting them to express an interest in joining the PRG. This allowed one of the widest possible ranges of patients to be offered the opportunity to express an interest in joining the PRG

This included Patients who were either over 65 or under 65 and suffered with a variety of chronic illnesses and diseases.

As a practice we believe that this methodology helped the Practice to ensure that as wide a representative sample as possible expressed an interest in being part of our patient participation group.

The practice then spent considerable time reviewing the expressions of interest that it had received from patients wishing to join our PRG to ensure that the patients who formed the group were as fully representative as possible of patients who were registered with the Practice.

As part of the review process the Practice sought to include for example:

Young persons

Patients suffering with a chronic disease

Patients falling in to different age bands

Patients who used the Surgery on a regular basis

Patients who did not use the Surgery on a regular basis  
Parents of young children

Wherever possible if Patients from these groups had expressed an interest then they were included in the group.

- Having set up and convened our virtual PRG, the practice then developed in consultation with the group, a local practice survey to obtain the views of a cross section of our registered patients. This process involved agreement with the group of priority issues that needed to be included in the local practice survey. The agreement of our local practice survey took some time to achieve. As when any group are consulted with, there were many differing views and at the end of the day those views where there was consensus amongst the members of the group were included in the survey.

The information relating to what was finally agreed with the PRG can be found on the action plan and patient experience survey which forms part of this report.

- The survey was undertaken during January and February 2012.

Posters were designed and printed and placed all around the surgery and supplies of the patient survey document were left in both waiting rooms and also provided to all clinicians at the practice in order to hand out to patients.

Information relating to the number of questionnaires distributed and those that were returned can be found in the Glenfield Surgery action plan following the patient experience survey.

- The results of the survey were then collated and passed to the PRG for their review and consideration. Members of the PRG were asked for their comments and to discuss the findings. As part of this process we were able to reach agreement with the Group in respect of changes in the provision and manner of delivery of services.

Survey results can be found in the action plan and patient experience survey which forms part of this report.

- Following on from this, we were therefore able to reach agreement with our patient participation group in respect of the action plan which set out the priorities and proposals arising out of the survey. As part of this action plan we sought agreement to implement any changes where necessary. The PRG was very supportive and agreed with us in respect of the action plan implementation.

The local patient participation report was then published on the practice website prior to the 31<sup>st</sup> March 2012.

- The same process was followed for the year ended 31<sup>st</sup> March 2013. Other than the fact that the PRG group was now well established.
- The contents of the 2013 Patient Survey was agreed with the PPG during February
- The survey was undertaken during February and March 2013
- The results of the survey were then collated and passed to the PRG for their review and consideration. Members of the PRG were asked for their comments and to discuss the findings. As part of this process we were able to reach agreement with the Group in respect of changes in the provision and manner of delivery of services.

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**THE GLENFIELD SURGERY**  
**ACTION FOLLOWING THE PATIENT EXPERIENCE SURVEY**

The surgery carried out a Patient Survey. 250 questionnaires were distributed randomly to patients attending the surgery. 194 questionnaires were returned.

The questionnaire contained 11 questions looking at the patient experience from booking in for an appointment to the actual consultation itself. The answer to each question was then analysed with a view to determining an action plan to improve the patient experience.

Comments were generally made by disaffected patients rather than satisfied ones. A flavour was given of negative and positive comments. Comments which did not fall into either group were described as “average”.

**1. How do you usually book your appointment to see a doctor or nurse at the surgery?**

Of the respondents, 25% usually book in person whilst 65% usually book by phone. 10% used other methods.

No comments from patients.

**2. Which of the following methods would you prefer to use to book an appointment at the surgery?**

13% would prefer to book in person, 43% would prefer to book by phone, 36% would prefer to book online and 8% expressed no preference.

No comments from patients.

**Action Plan**

The previous year's action plan identified that the Practice would investigate the possibility of setting up a link with its website in order to allow patients to book appointments via the Practice's web site. However logistically this has proven to be very difficult to achieve not least because of issues relating to security in respect of patient confidentiality and consent. This area was discussed with members of the PPG. The point was made that Patients at the surgery could still book appointments on line via the clinical system. During the course of 2013 – 2014 we will revisit this area and seek the views of the PPG in respect of moving forward.

### 3. Do you find it easy getting through to the surgery by telephone?

	<b>Very Easy</b>	<b>Fairly Easy</b>	<b>Not Very Easy</b>	<b>Question not answered</b>
Before 10am	<b>1%</b>	<b>5%</b>	<b>89%</b>	<b>5%</b>
Between 10am and 12 noon	<b>3%</b>	<b>9%</b>	<b>69%</b>	<b>19%</b>
After 2pm	<b>9%</b>	<b>29%</b>	<b>44%</b>	<b>18%</b>

Comments were made in this area, the vast majority being negative, a flavour of the negative comments being: "It is a nightmare trying to get through on the telephone". "Extremely frustrating"

Average comments included: "fairly easy between 10am and 2pm"; "Phone very busy from 8.30am"; "Seems a long wait due to phones being so busy"

### **Action Plan**

In line with last year's action plan the Surgery employed an additional 3 full time receptionists to answer the phones. Despite this additional manpower it is disappointing to find that this appears to have only had a marginal impact on phone answering when compared with last year's survey.

The Practice intends to undertake a full audit on how the telephones are being answered and to try and identify what the reasons are for the difficulties that patients have in getting through on the phones. Other possible options to be considered are employing additional staff and possibly more incoming lines.

### 4. Once through to the surgery do you find it easy to make a telephone appointment with a doctor?

Very Easy	<b>27%</b>
Fairly Easy	<b>36%</b>
Not Very Easy	<b>37%</b>

A flavour of negative comments made in this area: "You have to wait too long for an appointment";

Average comments: "Have to be prepared to wait for an appointment, especially with your preferred doctor"; "Not necessarily the doctor you wish to see" "Your booking system for appointments is not understood or helpful to your patients"

Positive comments: "very obliging"; "System is good for unemployed and retired folk"

## **Action Plan**

As with last year's survey overall Patients appear to be happy with the telephone appointment system with 63% of patients either finding it very easy or fairly easy to make an appointment with the Doctor. The Practice is considering extending the use of telephone appointments as an efficient way of dealing with patient demand.

### **5. Do you find the booking-in screen in reception easy to use?**

Yes	<b>84%</b>
No	<b>3%</b>
Do not use (please comment why you do not use the booking in screen)	<b>10%</b>
Question not answered	<b>3%</b>

Negative comments made in this area: "Always out of order";

Average comments made in this area: "I can never seem to get it right"

Positive comments made in this area: "No problems at all";

## **Action Plan**

As with last year's survey the majority of patients found the self-booking in screen easy to uses. The Practice intends to move forward during the 2013 – 2014 year to encourage almost exclusive use of booking in screens. This should allow a reduction of pressure at the front desk and free up reception time to deal with patient queries and phone answering.

### **6. Are you happy with the cleanliness and décor of the building?**

Yes	<b>84%</b>
No	<b>11%</b>
Not applicable	<b>2%</b>
Question not answered	<b>3%</b>

Negative comments made in this area were: “Needs painting” “Needs updating, remove carpet and laminate, new chairs needed, front entrance of building needs modifying”; “Could be cleaner”

Average comments made in this area were: “Waiting room looks tired and the dead tree in the planter not inspiring – rest of décor is fine”; “Carpet in reception needs to be replaced”.

Positive comments made in this area were: “New building is lovely”

### **Action Plan**

Redecorating of the downstairs waiting room and the older parts of the building has now been completed. In addition the Practice intends to replace the waiting room flooring as well as front entrance work.

### **7. How easy do you find entering the building?**

Very Easy	<b>68%</b>
Fairly Easy	<b>23%</b>
Not Very Easy	<b>7%</b>

Average comments made in this area: “Tricky with a pushchair through as doors are very heavy”

Positive comments made in this area: “Easy”

### **Action Plan**

As was the position last year, the vast majority of Patients deem to find entry to the building either very easy or fairly easy. The practice has obtained quotes for the use of electronic hinges that would make opening the front doors easier. The lowest quote received so far is in excess of £4000.

During the course of 2013- 2014 the Practice will hold discussion with the PCT Premises Manager regarding the availability of any NHS funding streams.

### **8. Are you aware that the surgery provides early evening appointments on**

## Tuesday and Wednesday?

Yes	<b>35%</b>
No	<b>61%</b>
Question not answered	<b>4%</b>

Comments made in this area: None

### Action Plan

The Practice is disappointed that 61% of our patients did not know that the Surgery provides early evening appointments at the Surgery. This was despite advertising within the Surgery. However these extended hours surgeries are always full booked.

However the Practice will re advertise with posters around the Surgery.

## 9. How helpful do you find the surgery?

<b>GPs</b>		<b>Practice Nursing Team</b>	
Very helpful	<b>51%</b>	Very helpful	<b>50%</b>
Helpful	<b>41%</b>	Helpful	<b>40%</b>
Not helpful	<b>4%</b>	Not helpful	<b>2%</b>
Question not answered	<b>5%</b>	Question not answered	<b>8%</b>

<b>Reception Staff</b>	
Very helpful	<b>41%</b>
Helpful	<b>44%</b>
Not helpful	<b>8%</b>
Question not answered	<b>7%</b>

### **GPs**

Negative comments made in this area: "Problems with some doctors"

Average comments made in this area: "Generally speaking, no problems"; "Depends on which GP you see"

Positive comments made in this area: "Dr Cooper especially";

### **Practice Nurses**

Negative comments made in this area: “Always find it difficult getting appointments with them”

Average comments made in this area: “Should look at patients records in more detail before prescribing”

Positive comments made in this area: “Very nice”; “They are lovely”

**Reception Staff**

Negative comments made in this area: “They offer a very frustrating booking system”; “The purple shirts are always difficult”

Average comments made in this area: “Can be very helpful but sometimes most off hand”

Positive comments made in this area: “Very apologetic at not being able to help more. They have to do what the surgery wants and it’s not their fault”;

**Action Plan**

It was reassuring that the vast majority of patients found the Practice staff to either be very helpful or helpful. This included GP’s, Practice Nursing team and Reception staff.

However a small minority of patients did find some of the Practice team to be unhelpful. Over the course of this year the Practice will make every effort to ensure that patients feel that all of our staff are very helpful. The Practice intends to continue our customer training focus to ensure that all members of the team provide the best possible level of care and attention at all times. As part of this commitment the Practice sort approval from the PCT to close the Practice on Thursday afternoon to facilitate Staff training. Patients who needed to be seen would still be seen by the OOH service with the Practice funding this. However the PCT refused our request

**10. Were you listened to?**

<b>GPs</b>		<b>Practice Nursing Team</b>	
Yes	<b>84%</b>	Yes	<b>72%</b>
No	<b>9%</b>	No	<b>2%</b>
Question not answered	<b>7%</b>	Question not answered	<b>26%</b>

<b>Reception Staff</b>	
Yes	<b>77%</b>
No	<b>10%</b>
Question not answered	<b>13%</b>

## **GPs**

Negative comments made in this area: "Could listen more and refer to patients records better"; "Doctors not interested, just doing a job"; "Currently working through an asthma problem and GPs are on the case"; "Was made to feel a stupid, silly old person"

Average comments made in this area: "I did ring one evening and told you closed in 5 minutes so ring NHS Direct!!!" "Feel listened due majority of the time, sometimes depends who you see"

Positive comments made in this area: "All lovely"

## **Practice Nurse**

Negative comments made in this area: None

Average comments made in this area: "Hardly ever see Nursing staff"

Positive comments made in this area: None

## **Reception Staff**

Negative comments made in this area: "Very abrupt and not accommodating at all"; "Very rude"

Average comments made in this area: "They are constrained by an appointment booking system that is NOT user friendly or understood by patients" "Quite inflexible – rules are rule"

Positive comments made in this area: "Reception staff given too much of a hard time due to appointment system. Staff mostly very helpful but struggle with rules"; "Give them a break, tough job"

## **Action Plan**

The vast majority of patients were very positive in this area. The Practice intends to continue our customer training focus to ensure that all members of the team provide the best possible level of care and attention at all times. As part of this commitment the Practice sort approval from the PCT to close the Practice on Thursday afternoon to facilitate Staff training. Patients who needed to be seen would still be seen by the OOH service with the Practice funding this. However the PCT refused our request.

## **11 Additional Comments**

A flavour of negative comments made in this area: “Too many patients with not the staff and doctors to meet the needs of the community”; “Sometimes difficult to alter appointments, which may contribute to patients not turning up”; “Very difficult to get through by telephone at any time”.

Average comments: “Take a long time to complete medical reports”; “Parking can be tricky”; “I think patients should be able to keep with their doctor when they move but still within a reasonable distance”; “Not always easy to tell if doctor is male/female, perhaps we could be informed”

Positive comments: “A lovely surgery that provides a high standard of care”; “Excellent service, clear advice and support, keep up the good work”; “Always happy with the service provided”; “Evening surgery is brilliant for those who work full-time”; “Perfect service in all departments”.

### **Action Plan**

In respect of this area, patients made comments across just about every aspect of the practice. As there is such a variety the practice will review and consider all of the comments made over the next 12 months.

### **Comments from the Members of our Patient Participation Group in respect of the Agreed Action Plan**

- Quite a few positive comments, action plans on several points are the best way forward. Our surgery provides a Stirling service when compared to several others in our vicinity
- Thank you for letting me see the results and proposed action plan following on from the patient participation survey. The results are very interesting and the proposed action plans look very good to. I fully endorse them and sincerely hope that they will be implemented during the course of the year.
- This seems pretty satisfactory to us especially your brave attempt to sort out the communications system and proposed action regarding the reception area. You will never keep everyone happy!
- I have nothing to add/comment on
- I am happy with the Practice’s action plans, however I believe the emphasis must be on improving the telephone performance as the response is extremely negative.
- Your email makes very interesting reading for someone who filled in one of the surveys very positively.

