

## 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 GLENFIELD SURGERY**  
**ACTION PLAN FOLLOWING THE LOCAL PRACTICE SURVEY**

The surgery carried out a Patient Survey. 350 questionnaires were distributed randomly to patients attending the surgery. 204 questionnaires were returned.

The questionnaire contained 10 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, 42 (20%) usually book in person whilst 162 (80%) usually book by phone.

No comments from patients.

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

21 (8%) would prefer to book in person, 155 (58%) would prefer to book by phone, 77 (28%) would prefer to book online and 14 people (6%) expressed no preference.

No comments from patients.

**Agreed Action Plan**

Over the next 12 months the practice plans to introduce a link on the practice website which will allow direct booking online. The practice will control the number of appointments available to book online so the vast majority are still available by phone.

**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>
Before 10am	<b>0</b>	<b>7%</b>	<b>93%</b>
Between 10am and 12 noon	<b>2%</b>	<b>26%</b>	<b>72%</b>
After 2pm	<b>12%</b>	<b>45%</b>	<b>43%</b>

Comments were made in this area, the vast majority (58 comments) being negative, a flavour of one of the negative comments being “I find it difficult to speak to a receptionist at any time of the day at this surgery as I am always put on hold for at least 5-10 minutes and that’s if anyone answers the phone”. 15 comments were average “Very busy surgery” with 10 comments being positive, a representative comment being “Everyone is very, very helpful and I cannot give both doctors and receptionists enough appreciation”.

**Agreed Action Plan**

The practice recognises this as being a major priority for the next financial year. We are planning to implement new procedures to ensure that there are more personnel available to answer the phone, particularly in the first 2 or 3 hours after the surgery is open. Being able to address demand at that time should be able to reduce demand for later in the day which would also improve how quickly we can answer the phone. We would also investigate whether an external agency may be able to help us in answering phone calls more quickly.

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

Very Easy	<b>26%</b>
Fairly Easy	<b>55%</b>
Not Very Easy	<b>19%</b>

19 comments made in this area were negative “Took 5 days to see a doctor, you could be die in that time, never had this with previous practice”, 37 comments were average “Not always easy to see the doctor you want to” and with 7 positive comments.

**Agreed Action Plan**

Overall the patient population appear to be happy with the telephone appointment system. As a practice we are hoping to expand telephone appointments as they are an efficient way of managing patient demand. We appreciate that at the moment telephone appointments are only bookable by patients one or 2 days ahead and we may look to extending how far ahead appointments can be booked. We may also look to increasing the percentage of telephone appointments to surgery consultations.

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

Yes	<b>95%</b>
No	<b>1%</b>
Do not use (please comment why you do not use the booking in screen)	<b>4%</b>

11 comments made in this area were positive “Very good”, 1 was an average comment “Do not visit surgery” and 1 negative comment.

**Agreed Action Plan**

The vast majority of patients find the booking-in screen very easy to use. We plan to encourage almost exclusive use of the booking-in screen as this reduces pressure on the front desk and our experience, over time, has shown the screen to be the most reliable way of booking in for an appointment.

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

Yes	<b>83%</b>
No	<b>15%</b>
Not applicable	<b>2%</b>

10 comments made in this area were negative “Outer doors and reception shabby, work began in 2008 and still incomplete and makes patients feel devalued”. 28 were average comments “Needs a lick of paint” with 1 positive comment “New building is lovely”.

**Agreed Action Plan**

We were surprised at how many people seemed happy with the cleanliness and décor of the building. Certainly as a practice we hope, when funds allow, to redecorate once the extension work on the building is completed.

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

Very Easy	<b>61%</b>
Fairly Easy	<b>35%</b>
Not Very Easy	<b>4%</b>

8 space comments made in this area were average “Turning on exiting the lift is far too small”. No positive comments with 1 negative comment “car parking terrible”.

**Agreed Action Plan**

Though the vast majority of patients seem to find entering the building easy or fairly easy, we are aware that the front doors of the building can be very heavy. We plan to investigate the possibility, funds allowing, of using electric hinges which would make opening the doors easier.

**8. Are you aware that the surgery provides early evening appointments on Tuesday and Wednesday?**

Yes	<b>44%</b>
No	<b>56%</b>

No comments were made in this area.

**Agreed Action Plan**

In order to advertise the availability of evening appointments, we will put up posters in both waiting rooms.

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

<b>GPs</b>		<b>Practice Nursing Team</b>	
Very helpful	<b>61%</b>	Very helpful	<b>65%</b>
Helpful	<b>37%</b>	Helpful	<b>33%</b>
Not helpful	<b>2%</b>	Not helpful	<b>2%</b>

<b>Reception Staff</b>	
Very helpful	<b>45%</b>
Helpful	<b>45%</b>
Not helpful	<b>10%</b>

9 comments in this area were negative “Self-important and rude”, 11 were average comments “Could be better” and 5 positive comments “They have a very difficult job to do especially when trying to justify the systems they have to observe”

Most negative comments were regards rude receptionists. Average comments related to ‘GPs not really listening’.

**Agreed Action Plan**

By far the vast majority found the practice staff either very helpful or helpful and we are pleased with this finding but are keen to improve. We hope to introduce name badges for all practice employees to ensure that particularly helpful members of staff can be identified and we hope to introduce customer training for all our staff over the next 12 months.

**10. Were you listened to?**

<b>GPs</b>		<b>Practice Nursing Team</b>	
Yes	<b>92%</b>	Yes	<b>96%</b>
No	<b>8%</b>	No	<b>4%</b>

<b>Reception Staff</b>	
Yes	<b>92%</b>
No	<b>8%</b>

9 comments in this area were negative “Doctors rude and not very understanding”, 5 were average comments “Some more than others” with 2 positive comments “Always polite”

**Agreed Action Plan**

Again the vast majority of respondents were positive in this area and again our customer training focus over the next 12 months should reinforce this aspect of the practice.

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

- “Has the action plan started? I was amazed when I phoned on 14<sup>th</sup> and got through very quickly and was dealt with efficiently”.
- “Telephone appointments are good. Is there any way in the future that some indication could be given as to when the call may come through”.
- “The system works well unless you have 2 appointments linked together when it is not obvious that you have been “booked in” for both”.
- “Even a coat of varnish on the front door would be good”!
  
- “From the facts published, I would likely draw the same conclusions and take similar action as that planned. I would ask however, although it would not be possible to determine by the questions asked, if there might be a direct relationship between people not turning up for appointments and the apparent difficulty in getting through to the surgery in the mornings. Perhaps food for thought”?
  
- “With reference to your proposed redecoration of the reception areas, may I recommend that the floor covering be replaced with some material more capable of taking a pounding in a public area and one which is easier to clean e.g. tiles or some such material. Perhaps you could seek expert advice”.
  
- “I have no comments other than I am surprised by the strong negativity to reception. I could understand some negativity but it seems strong. Perhaps it depends how individual you treat and react to another”.