



Report on Patient Survey 2013 Results

For the 2013 Patient Survey I introduced comments sections to most of the questions to help provide a better understanding of the statistics produced. The individual comments have not been included in this report but the trends and themes indicated by them are addressed. The statistical results are appended.

APPOINTMENTS/TRIAGE

Due to the appointments system being the front door to seeing a GP or a Nurse it is not surprising that the areas that relate to this received the highest level of commentary.

As with any appointment system it has to be ridged enough to ensure that the clinicians are not overrun with workloads, from the “worried well”, but flexible enough to ensure that that anybody who has a genuine need to see a healthcare professional is accommodated.

This needs to be achieved within the resources available to the surgery.

One of the comments that is often raised is that the old system worked. If this was the case, for the vast majority of our patients, we would still be using it. In recent times the demands on the Practice and clinicians time have increased considerable. This is due to a number of things including:

- Increased care in the community rather than in hospital.
- Changes to how chronic illnesses are treated.
- Fewer patients taking responsibility for their own health.

The surgery receives a considerable number of telephone calls between 8:30 and 10:30 each morning. It is physically not possible for the available GPs to directly take or see every call hence the need for a system to filter these

This increase in demand has meant that different ways of providing the GP services have had to be sought and one of the most widely used is a system of triaging calls relating to acute illnesses. As such all requests for a same day appointment with a doctor are now triaged.

Partners

Dr. Mould, Dr. Kaszubowski, Dr. Quinn, Dr. Mukhopadhyay, Dr. Perez-Morales Dr. Stanley

Feedback from the survey has raised issues that are based on pre-conceived ideas rather than first hand working knowledge and facts e.g.

How can a doctor treat you without a face to face meeting? Our healthcare professionals are highly trained and in many cases can provide advice and diagnosis without a face to face meeting. If, however, they are in any doubt they will arrange a face to face consultation with an appropriate clinician.

I know if I need to see a doctor! Whilst many people think that all illnesses and ailments need to be treated by a doctor this is simply not correct. The team within a doctor's surgery are closer to the current understanding of the appropriate pathways for treatment than the general public. In a lot of cases we have been able to direct patients to nurses, pharmacies and even their own medicine cabinet where appropriate treatment can be found. There have been occasions when the advice has been to dial 999 for an ambulance.

It is not appropriate to discuss my health with a Receptionist. Whilst there is no obligation to disclose the nature of your illness to the receptionist it is helpful to ensuring that you are contacted by the most appropriate healthcare professional and that priority is given to the more urgent cases. All our staff are bound by strict confidentiality contracts.

There is still a balance to be found between having sufficient appointments available to treat acute illnesses (these are termed Same Day and are only available via the triage system) and pre-bookable appointments for patients with ongoing requirements and less urgent needs.

To achieve this balance it is necessary to put in place controls over availability of appointments. We have in the past opened up all out pre-bookable appointments 6 weeks in advance. The results were:-

- all these were booked as soon as they became available.
- patients could not get an appointment within that 6 week period.
- the number of wasted appointments due to non-attendance increased considerably.

We now hold back some appointments to create availability within the next 2 to 7 days. This is the reason you may be asked to call back a day later when appointments may be available.

We have also made more appointments available for online booking.

Text messaging of appointment reminders is now available.

WAITING TIMES

Due to the unpredictable nature of each consultation it is inevitable that some appointments will overrun and result in delays to later appointments. The survey results mirror the internal statistical information we have been reviewing. Standard consultation times have already been increased by 50% to alleviate the situation. We are continuing to regularly review the information available to us and are working hard to identify other resolutions to this situation.

TELEPHONES

The survey raised issues around the telephone lines being engaged and the length of time waiting for calls to be answered. This ties in with question 8 which indicates that the majority of patients surveyed telephone the surgery between 8:30 and 10:30. In this period we receive up to 250 phone calls hence the reason for the lines being engaged or long waiting times for the call to be answered.

SERVICE FROM THE TEAM AT TAVERHAM SURGERY

The survey results regarding helpfulness and care received from GPs, Nurses, receptionist and dispensers are particularly pleasing.

Some of the comments have highlighted explanations regarding specific areas are required.

- Whilst the surgery has a dispensary it is only licensed to dispense medication to patients that live more than 1 mile from a chemist/pharmacy.
- The recent decision to move collection of repeat prescription to the Reception desk was made on the basis that the dispensers were constantly interrupted and concerns were raised that this may have an impact on the quality of their work and ultimately patient safety.
- Many of the delays relating to prescription are due to patients overlooking the necessity for a medication review. When a review is due we highlight it on the repeat prescription slip. We are also working with the pharmacies to ensure this information is communicated when the prescriptions are handed out.

OUT OF HOURS

Out of hours services and extending opening hours are currently under review by the NHS. Before making any changes in these areas we will await the outcome of the NHS review.

ACTIONS

Actions as a result of the survey are as follows:

We have upgraded our telephone system. This will:-

- allow the control of the number of lines available for clinicians to call out on (at present all our lines can be tied up with incoming calls therefore restricting the ability to call out). This change will enable me to concentrate resources to calling back patients assigned to the call back list therefore improving call back waiting times.
- provide me with data, on call traffic, that should enable me to identify where the phone operations can be tailored and improved.
- incorporate call recording that will help improve the training of the receptionists.

Some other initiatives that are being implemented or explored are:-

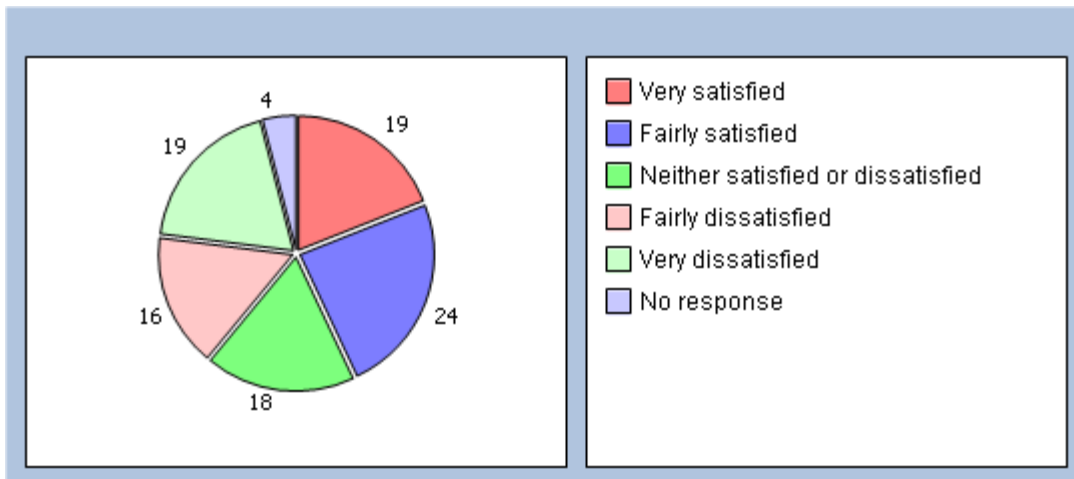
- Moving some of our afternoon clinics so that they finish later in the day (latest being 6:00 pm). The intention is that where possible the later appointments will be prioritised for working people. Currently providing appointments after this time would put the surgery outside its contract with the NHS. *(to be implemented February 2014)*

- Alternative structures to the appointments system that will provide pre-bookable appointments for patients that have an acute illness but need to be able to plan with other commitments such as work. (*under consideration*)
- Promotion of the Self Care Forum. The area of this forum we are considering concentrating on is for those conditions considered as minor illnesses. The information the forum provides is based on:-
 - What an individual can expect to happen.
 - What an individual can do to get better themselves.
 - When medical help should be sought.
 - Provision of additional sources of information.

The advantage this may provide to the surgery is a reduction of pressure on the triage list that may enable some appointment slots, currently reserved for on the day appointments, to be made available for pre-booking. More information on Self Care is available at www.nhs.uk/selfcare. (*This is currently under consideration by the clinicians at the Practice*).

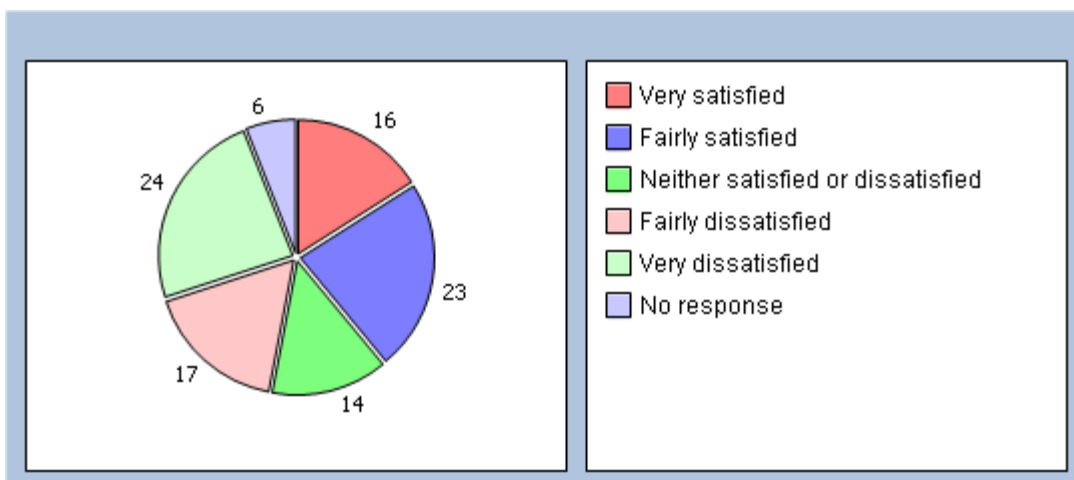
Q1. How satisfied are you with being able to get a "Same Day Appointment" with a GP at this Practice?

Very satisfied **19%**
Fairly satisfied **24%**
Neither satisfied or dissatisfied **18%**
Fairly dissatisfied **16%**
Very dissatisfied **19%**
No response **4%**



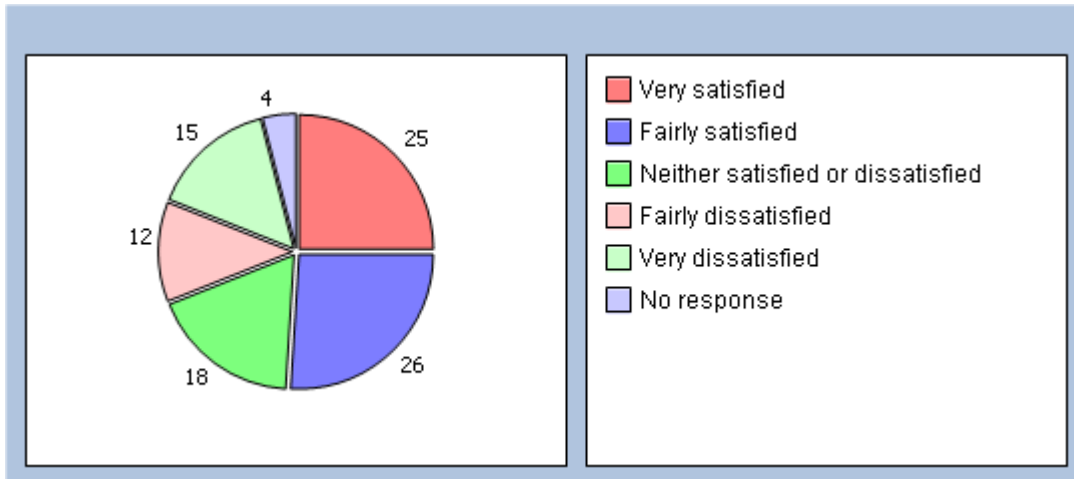
Q2. How satisfied are you with being able to make a "Pre-Bookable Appointment" with a GP at this Practice?

Very satisfied **16%**
Fairly satisfied **23%**
Neither satisfied or dissatisfied **14%**
Fairly dissatisfied **17%**
Very dissatisfied **24%**
No response **6%**



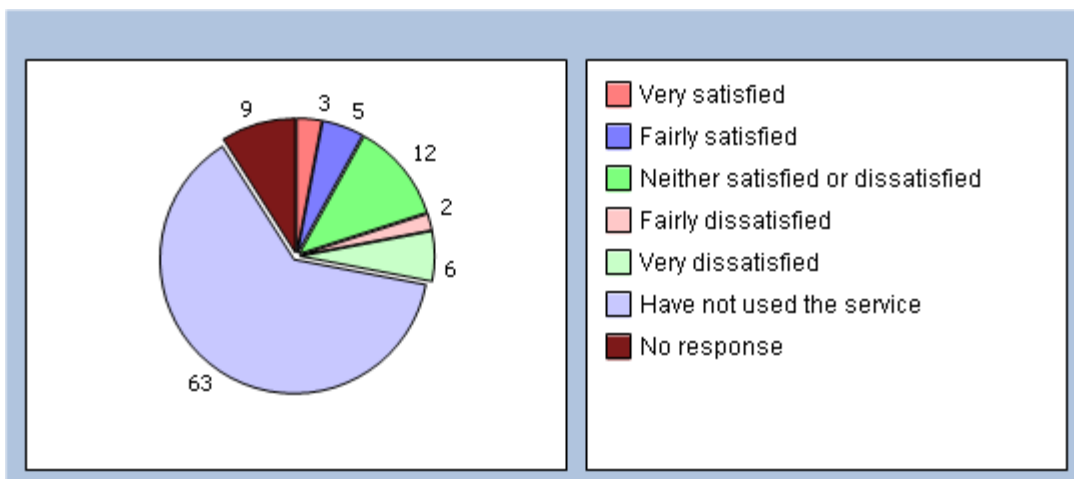
Q3. How satisfied are you with the "GP Triage System" operated by this Surgery? (i.e. a GP or Nurse responding to patient requests over the telephone)

Very satisfied **25%**
 Fairly satisfied **26%**
 Neither satisfied or dissatisfied **18%**
 Fairly dissatisfied **12%**
 Very dissatisfied **15%**
 No response **4%**



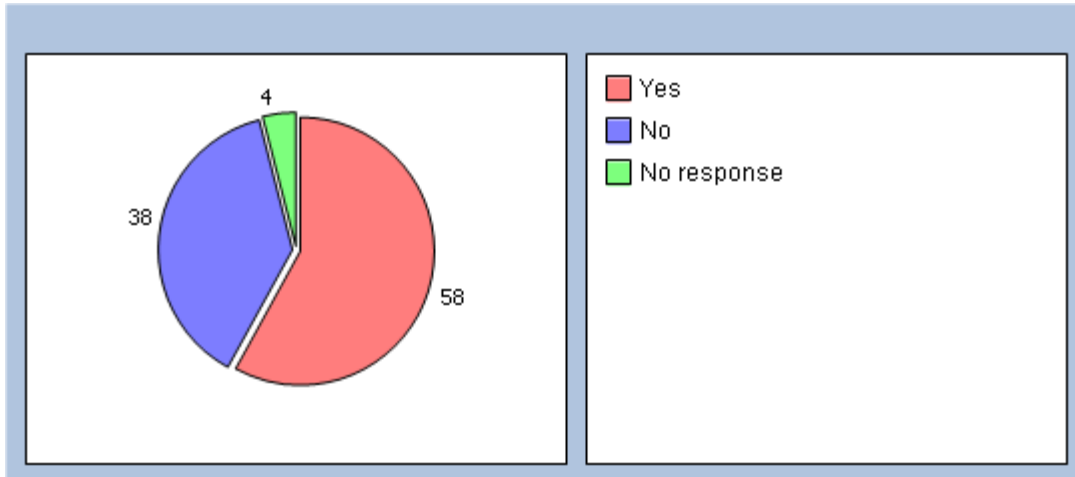
Q4. Are you satisfied with the practice Out of Hours/111 service?(This is the telephone service provided when the Surgery is closed).

Very satisfied **3%**
 Fairly satisfied **5%**
 Neither satisfied or dissatisfied **12%**
 Fairly dissatisfied **2%**
 Very dissatisfied **6%**
 Have not used the service **63%**
 No response **9%**



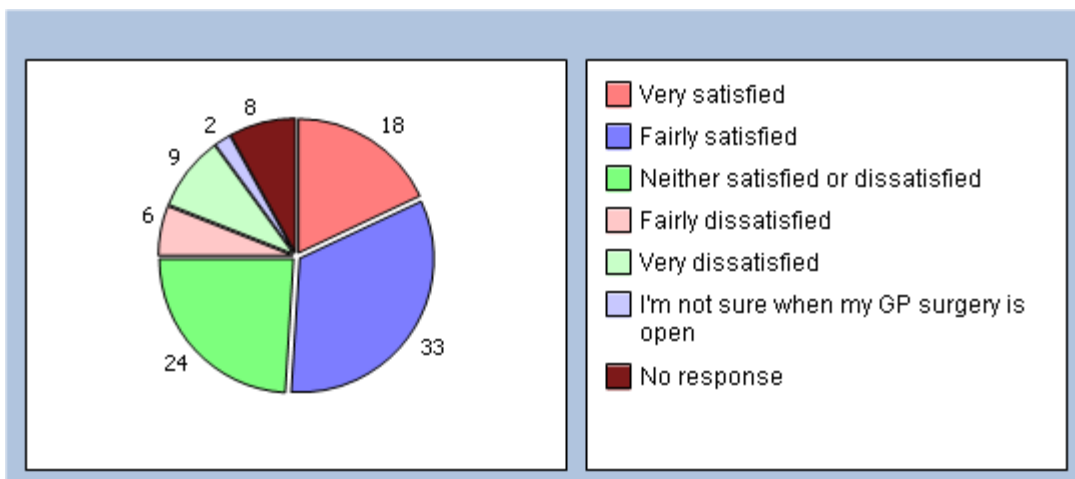
Q5. Do you know how to contact the Out of hours GP service when this surgery is closed?

Yes **58%**
No **38%**
No response **4%**



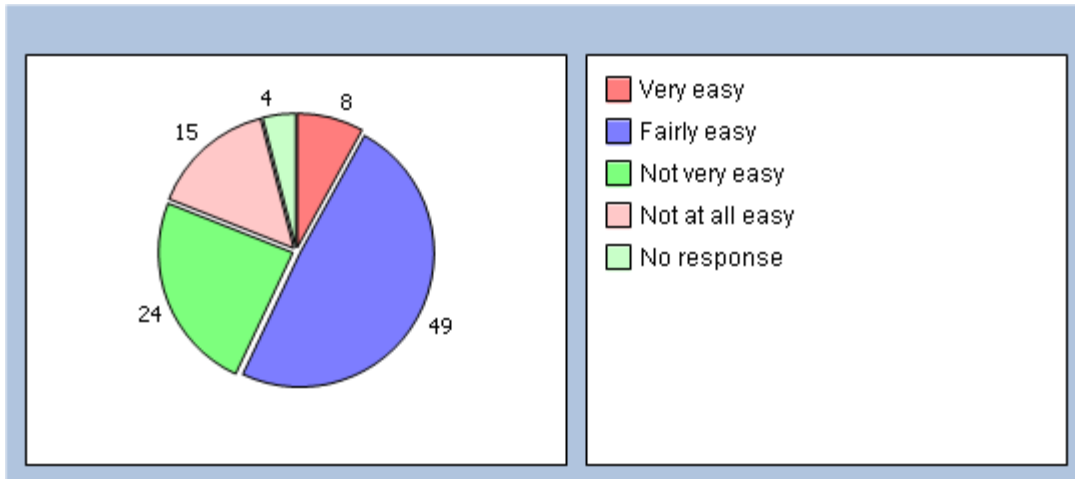
Q6. How satisfied are you with the hours that this GP surgery is open?

Very satisfied **18%**
Fairly satisfied **33%**
Neither satisfied or dissatisfied **24%**
Fairly dissatisfied **6%**
Very dissatisfied **9%**
I'm not sure when my GP surgery is open **2%**
No response **8%**



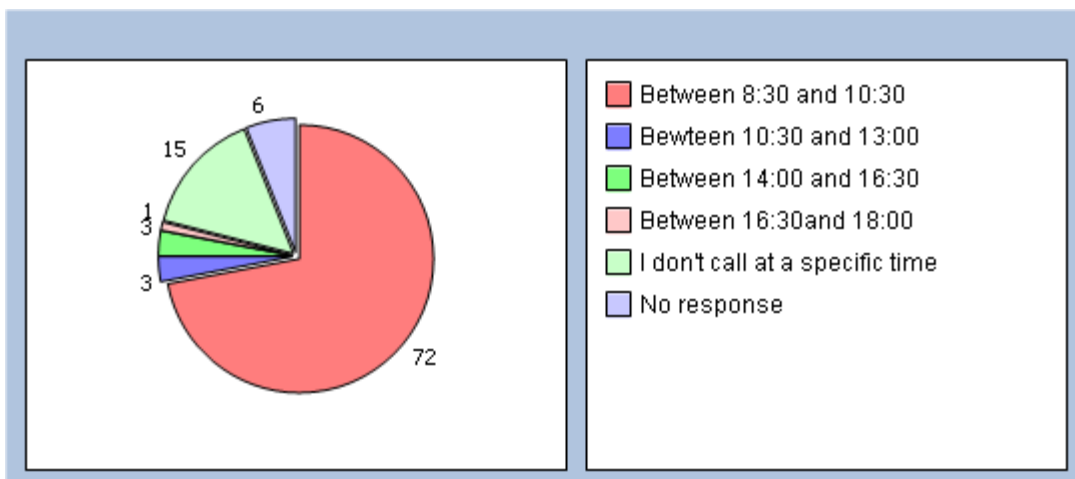
Q7. Generally, how easy do you find it to get through to someone at this surgery on the phone?

Very easy **8%**
Fairly easy **49%**
Not very easy **24%**
Not at all easy **15%**
No response **4%**



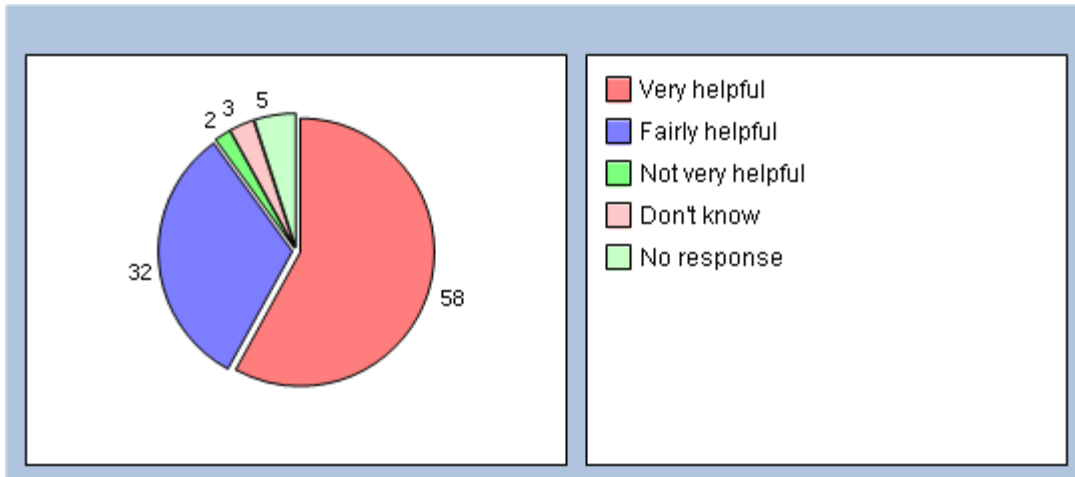
Q8. When do you normally try to telephone this surgery?

Between 8:30 and 10:30 **72%**
Bewteen 10:30 and 13:00 **3%**
Between 13:00 and 14:00 **0%**
Between 14:00 and 16:30 **3%**
Between 16:30and 18:00 **1%**
I don't call at a specific time **15%**
No response **6%**



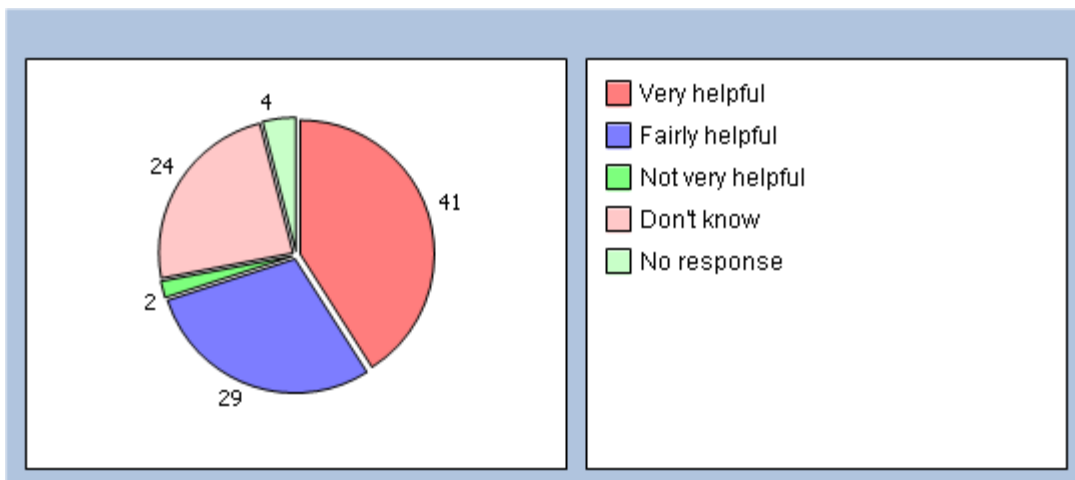
Q9. How helpful do you find the Receptionists at this surgery?

Very helpful **58%**
Fairly helpful **32%**
Not very helpful **2%**
Not at all helpful **0%**
Don't know **3%**
No response **5%**



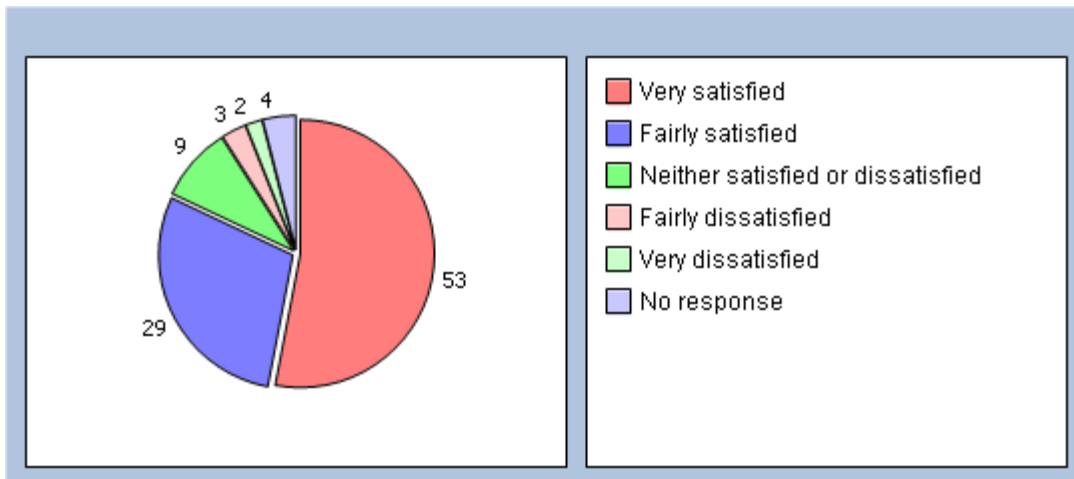
Q10. How helpful do you find the Dispensers at this surgery?

Very helpful **41%**
Fairly helpful **29%**
Not very helpful **2%**
Not at all helpful **0%**
Don't know **24%**
No response **4%**



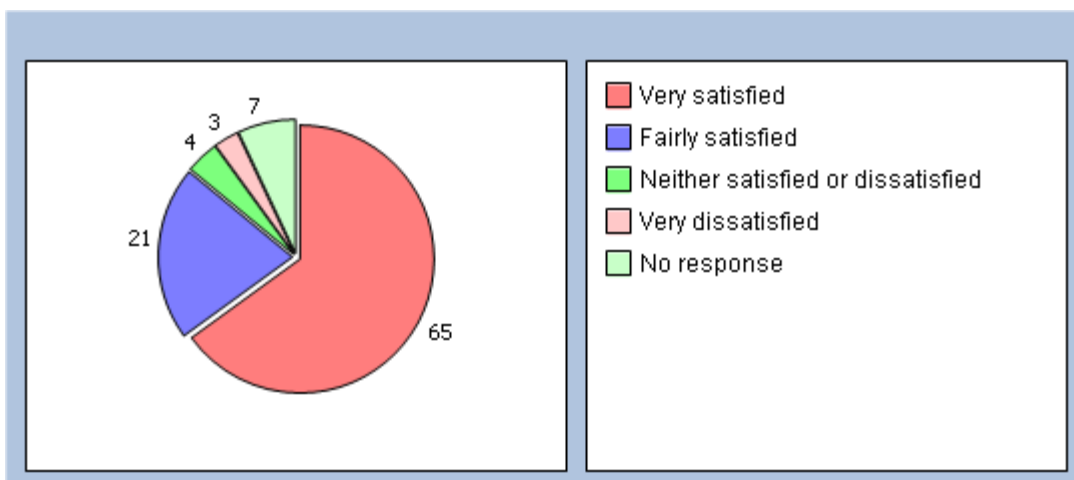
Q11. How satisfied are you with the care you receive from the GP team?

Very satisfied **53%**
Fairly satisfied **29%**
Neither satisfied or dissatisfied **9%**
Fairly dissatisfied **3%**
Very dissatisfied **2%**
No response **4%**



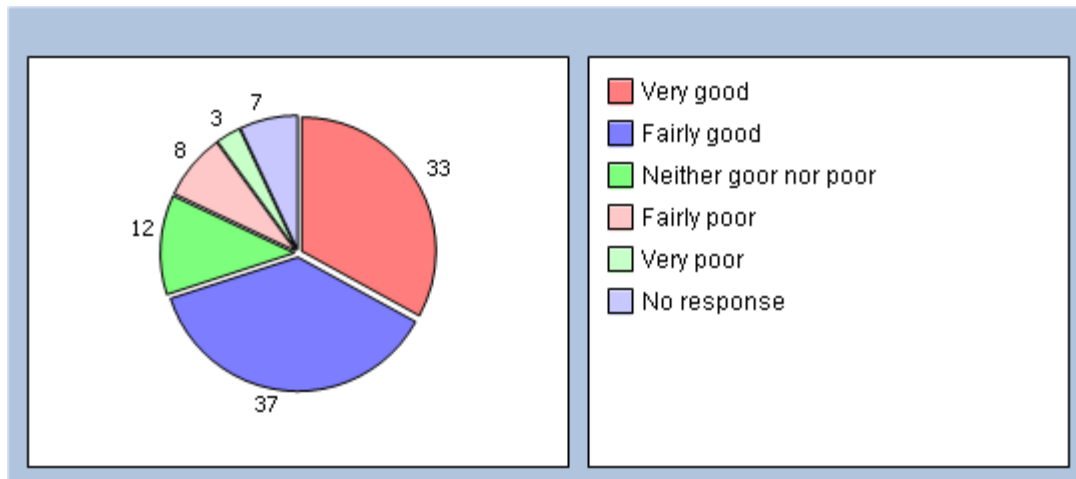
Q12. How satisfied are you with the care you receive from the Nursing team.

Very satisfied **65%**
Fairly satisfied **21%**
Neither satisfied or dissatisfied **4%**
Fairly dissatisfied **0%**
Very dissatisfied **3%**
No response **7%**



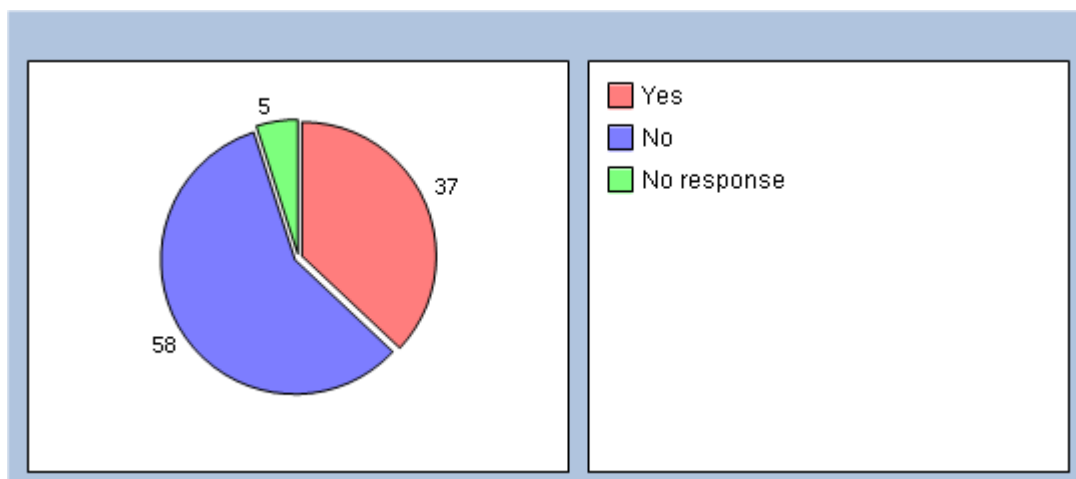
Q13. Overall, how would you describe your experience of this Surgery?

Very good **33%**
Fairly good **37%**
Neither good nor poor **12%**
Fairly poor **8%**
Very poor **3%**
No response **7%**



Q14. Are you aware of the Practice complaints procedure?

Yes **37%**
No **58%**
No response **5%**



Q15. How long after your appointment time do you normally wait to be seen?

I don't normally have appts at a specific time **0%**

I am normally seen on time **3%**

Less than 5 minutes **22%**

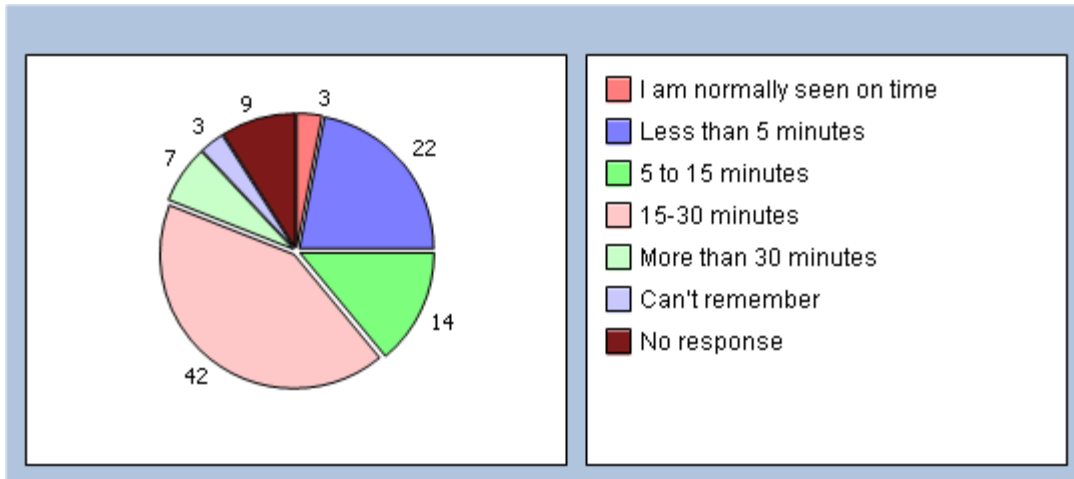
5 to 15 minutes **14%**

15-30 minutes **42%**

More than 30 minutes **7%**

Can't remember **3%**

No response **9%**



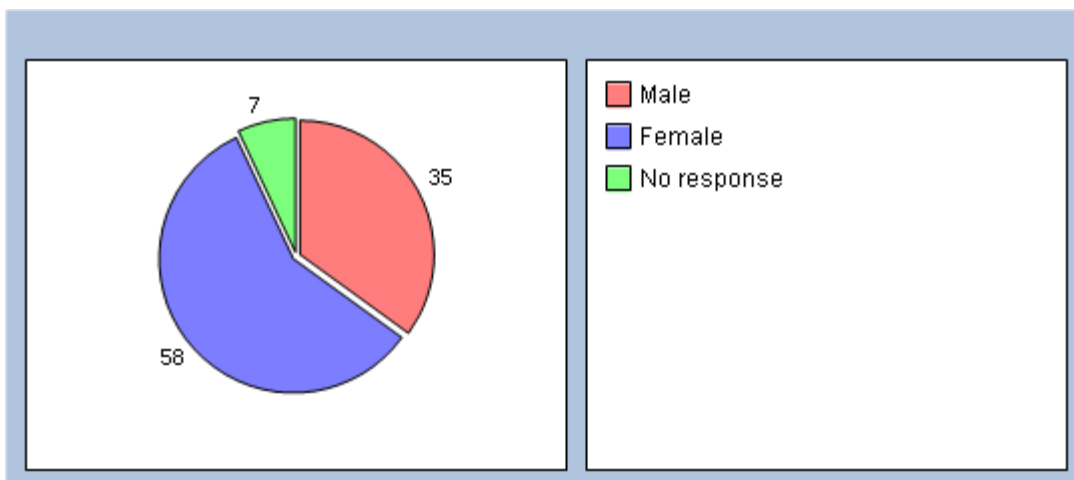
To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

Male **35%**

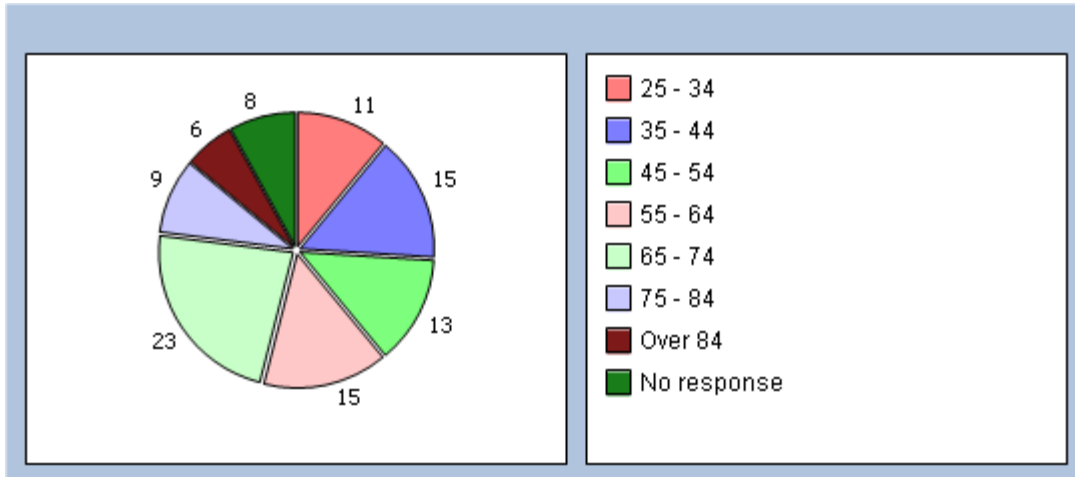
Female **58%**

No response **7%**



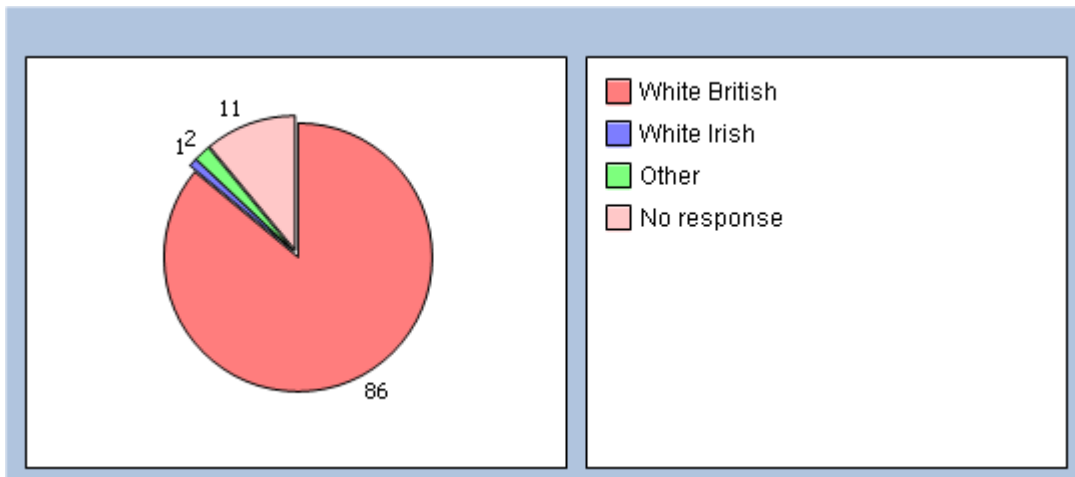
What age are you?

- Under 16 **0%**
- 17 - 24 **0%**
- 25 - 34 **11%**
- 35 - 44 **15%**
- 45 - 54 **13%**
- 55 - 64 **15%**
- 65 - 74 **23%**
- 75 - 84 **9%**
- Over 84 **6%**
- No response **8%**



What is the ethnic background with which you most identify?

- White British **86%**
- White Irish **1%**
- Mixed White & Black Caribbean **0%**
- Mixed White & Black African **0%**
- Mixed White & Black Asian **0%**
- Indian **0%**
- Pakistani **0%**
- Bangladeshi **0%**
- Black Caribbean **0%**
- Black African **0%**
- Chinese **0%**
- Other **2%**
- No response **11%**



How would you describe how often you come to the practice?

Regularly **43%**
Occasionally **36%**
Very Rarely **13%**
No response **8%**

