

## **PRACTICE DISCUSSION ON THE PATIENT SURVEY 2011.**

### **FRIDAY 9 DECEMBER 2011. THOSE PRESENT – ANNETTE/RECEPTION AND ADMIN STAFF/KATIE/SR JOHNSON AND DR RAMSELL.**

The results of our patient survey have been published on our website, and has been discussed with our core PPG.

This meeting was to discuss any changes that could be made as a result of this survey and the accompanying comments made by patients.

The minutes of this meeting will be published to the PPG and will be put on our website.

#### **QUESTION ONE**

47.8% of patients completing this questionnaire came to the surgery between 3 and 6 times this year.

The questionnaires were distributed to patients who attended the surgery. Another group were those patients whom we send our newsletter to via email. These would have included some patients who may not attend the surgery as regularly as others.

#### **QUESTION TWO**

More females 62.6% completed the questionnaire than males 37.4%. This does reflect that over the past year more females did visit the surgery as compared to males

#### **QUESTION THREE**

The majority of patients who completed the question were aged 65-74 34.6% followed by the age range >75 21.6%

#### **QUESTION FOUR**

87% of patients who completed the survey were White British. This does reflect the ethnicity of our practice population.

#### **QUESTION FIVE**

43.5% said that our receptionists are very helpful and 41.1% said that they were extremely helpful:

Comments regarding our receptionists were very complimentary.

### **ACTION POINTS:**

- All Reception and Admin staff have now been issued with new name badges which will be worn at all times whilst in the building.
- At the meeting we spoke about the necessity of receptionists stating their name when answering the phone. It was decided that the benefit of this is limited and lengthens the opening sentence when answering the phone. Therefore receptionists will answer the phone with – ‘Hello Annandale Surgery, How can I help you?’

### **QUESTION SIX**

46.2% of patients find the hours that we offer appointments Very Good, and 20.9% Good. The overall satisfaction with our appointment times is very encouraging. Some patients commented that they would like early morning appointments or appointments available later on in the day. The Saturday morning surgeries are popular and do allow patients who work to access the surgery outside normal times.

### **ACTION POINTS**

- Practically it is very difficult for us to significantly alter our appointment start and finish times. This is mainly due to staffing issues at this current moment in time.
- We do need to advertise more our Saturday Morning surgeries to allow for commuters to access a GP.
- We do have 3 surgeries during the week that start before 8.30 and these can be booked in advance. Again these do need to be advertised more.
- There maybe a possibility of increasing the earlier surgeries to one more extra a week. The practice manager will explore this possibility.
- It is not practical to run a ‘drop in’ service. With this sort of service it is very difficult to calculate demand. Very few surgeries operate this sort of service these days.

### **QUESTION SEVEN**

73.5% of patients are able to see a GP on the same day. This is a high % and does seem to be one of the most important issues for patients who feel it is important that they can see a GP on the same day. It is a contributing factor in the way that we structure our appointment system.

### **QUESTION EIGHT**

57.2% of patients are happy with the current mix of appointments that can be booked. There was a 50:50 split on those that would prefer more bookable on the day versus those that would prefer more to be booked in advance.

## **ACTION POINTS**

- There will be no significant change in the way we have our appointment system organised.
- We do need to advertise more how our system works so that patients are fully aware that they can book in advance either over the phone or on the internet. The success of any appointment system is for our practice population to have a wide knowledge of how the system works
- To continue to publish the doctors timetables which provide information when a doctor of choice maybe available. Thus allowing patients to book in advance the GP of their choice.
- The timetable also allows patients to see that not all doctors work 9 sessions a week and that some of the most popular doctors only work 3 times a week.

## **QUESTION NINE**

76.6% of patients find our appointment system easy to access. This is very encouraging.

However we do recognise in line with many of the comments made on the survey that:

1. Patients experience the phone lines being constantly engaged at 8.30 am
2. When eventually some patients get through all the appointments have gone.
3. Many patients are not fully aware of how the appointment system operates and that appointments can be booked in advance.

## **ACTION POINTS**

- At this meeting we discussed the importance of there having to be a very quick turn over of calls especially in the first half hour after 8.30.
- Queries etc not to be dealt with until after 10 am.
- All staff to be ready and logged in by 8.30.
- There are 4 staff to answer the calls. The 2 staff at the front desk answer the calls and put patients on hold so that 2 staff in the office can make the appointments. This does work well and we have no further capacity for another member of staff to answer the calls.
- Practice manager will always answer the phones in the mornings from her office where possible
- We will advertise and get patients to use the on line booking system so that patients can book on line. We release appointments for the following day the evening before so the more that use this facility the less traffic via the phone.
- We will release more appointments to be booked on line and will include nursing appointments.

- We will advertise more that patients can book in advance especially if they wish to see a particular doctor.
- If patients wish to see a particular GP on the day they call they are more likely to be told that all appointments are gone. Our system does allow that if patients really cannot wait until the next day they will always be seen by a duty doctor.
- Continue to publish the GP timetable.
- The introduction of our touch screen to check in has alleviated some of the pressure at reception.
- Advertise to patients our enquiry line and this to be used in the afternoon for queries and test results.

## **QUESTION TEN**

Only 24.8% of the patients surveyed use our on line appointment system. The numbers are growing.

### **ACTION POINTS**

- Increase patients registering to use the service. Include registration forms with our newsletter and advertise more widely.
- Registration form for on line booking available on the website.
- Increase the number of appointments that are available on line to encourage patients to use the service.

## **QUESTION ELEVEN**

65.5% of patients who answered the survey said that they waited more than 10 minutes but less than 20 minutes to see their GP once they had arrived at the surgery. 3.8% can wait up to 30 minutes. The variation does depend on the GP. Previous surveys have shown that patients are unhappy with the time they may have to wait for their appointment but are very happy with the care they receive at the time of their consultation. There are a few reasons why GPs may run over an appointment time.

1. Some patients because of the medical condition they present with do need more than the 10 minute appointment time. It is because of the good care and attention that our GPs give that may cause them to run late.
2. Many patients come to their 10 minute appointment with more than one problem and therefore inevitably the appointment time will overrun.
3. Occasionally GPs will start their surgery later than the start time. This could be due to traffic or meetings overrunning etc.
4. The duty doctor maybe called away for an urgent visit.

## **ACTION POINTS**

- Clinicians to ensure that they start their surgeries on time.
- If Clinicians see that they are running late, up to 20 minutes, they will start to do their telephone consultations at the end of the surgery and not when they have been booked in. This is one of the reasons why patients are not given an exact time for a telephone consultation and allows the GP more flexibility to manage their appointments.
- It is now more difficult for receptionists to tell patients if there is a wait for a particular doctor or nurse due to the touch booking in screen. It was decided that one way to inform patients is that once the clinician is 2 patients behind, the receptionist will inform everyone in the waiting room that the doctor or nurse concerned is running ..... minutes late.
- Patients to be reminded to only bring one problem to a 10 minute appointment.

## **QUESTION TWELVE**

71% were satisfied that they had received sufficient information on the new building plans. This is encouraging as we are conscious of ensuring the majority of patients know that we are moving.

## **QUESTION THIRTEEN**

84.1% of patients would like to see more parking at our new site.

Whilst the majority were happy with the information they have received most comments about the move are negative:

- No Surgery this end of potters bar
- Concentration of 3 surgeries the High Street of Potters Bar
- Access difficulties for patients
- Fear of losing our identity.

Whilst we appreciate these 'objections' the time has come to now re-iterate the positive points for patients and staff in moving to a purpose built surgery with better facilities, more space etc.

## **ACTION POINTS**

- Positive flow of information for patients. Concentrate on the good aspects of moving.
- Produce maps to highlight location of The Elms site
- Provide information on the public bus services that run through Potters Bar.
- PPG to look into voluntary travel services that may exist in the area.
- Produce an up to date itenary of the progress of the building plans.

- Involve the patient group in some aspects of the patient facilities in the new building.
- Produce information on public car parking facilities near the new site.
- Investigate the possibility of taking staff parking off the new site thus freeing car parking spaces.

Some of the ideas we will take with us regarding suggestion of other facilities in the building are;

- Children's Area
- Better Music
- TV screen detailing practice services
- Water machine
- BP machine in waiting room
- Buggy, shopping trolley , walking aid parking facility
- Chairs for people with mobility problems
- Monitor showing waiting times for each GP
- Call display system
- Patient information stands

#### **QUESTION FOURTEEN**

The majority of patients who completed our survey read the newsletter. This is our main vehicle to communicate to patients and is now included on our website. The comments were positive about the newsletter with people finding it informative. The Timetable also is very popular.

#### **ACTION POINTS**

- Increase readership of the Newsletter
- Increase knowledge of our website amongst patients
- Include details of the move in the newsletter
- Have a short spotlight each month on local services
- Spotlight on GP qualifications and specialities
- Include Out of Hours information
- Introduce articles on different clinics run by the practice
- News on our Patient Participation Group.

#### **QUESTION FIFTEEN**

53% of the patients surveyed do request their prescriptions via hand. There has been an increase in the number who request via email. Our aim is to increase the latter.

- Advertise our email address for patients to order their medication via email.
- Advertise our website as you can now order prescriptions via the site.

## **QUESTION SIXTEEN**

80.6% of patients have access to the computer. This shows that there are plenty of opportunities for patients to use the online services that are available.

## **QUESTION SEVENTEEN**

**78.6%** of patients know who to call when the surgery is closed. People either found the service excellent or not so good. Travelling a distance to the nearest centre often causes a problem.

## **ACTION POINTS**

- To continue to advertise the Out of Hours Service
- To inform patients more what services are available locally if they call at specific times ie when Potters Bar Hospital is open.

## **ACTION POINTS FOR OTHER COMMENTS MADE BY PATIENTS.**

- We will be increasing the number of blood test appointments available for patients.
- Any issues regarding lack of privacy for patients at reception will be resolved in our new building where a lot of conversations will be taken away from the front desk. There will also be a interview room where patients can talk to staff in confidence.
- More information on the criteria for home visits to be included in a Newsletter.
- Surgery booklet to be updated
- More information given to patients if a Trainee is sitting in with the doctor.
- Room for people with ? infectious diseases will be accommodated in the new building. At present we do not have the room to do so.
- Waiting message on the phone to be changed to be more informative about current services. To be changed on a more regular basis.
- Music – More variety to be purchased.

## **SUMMARY**

The surgery is very grateful for all those who completed the survey. We are very pleased with the results and the feedback has been very positive about the standard of care that they receive.

We are now looking to the future to our move, expanding patient use of our on line services and working together with our Patient Participation Group to improve even more the services we provide.

