

The Park Surgery, Heanor - Local Patient Participation Report

Practice Code: C81031

March 2012

Practice population profile		PG/PRG profile
Age	Ethnicity	Age
0-16 1789 (20.80%)	We do not have ethnicity recorded for our total practice population.	0-16 0
17-24 859 (9.99%)		17-24 0
25-34 1059 (12.31%)		25-34 0
35-44 1156 (13.44%)		35-44 8 (20.51%)
45-54 1258 (14.63%)		45-54 7 (17.95%)
55-64 1092 (12.71%)		55-64 11 (28.21%)
65-74 810 (9.43%)		65-74 11 (28.21%)
75-84 413 (4.8%)		75-84 1 (2.56%)
85+ 162 (1.88%)		85+ 1 (2.56%)

Patient Reference Group

In an attempt to create a panel of Patients representative of our Practice Population we started a recruitment campaign in July 2011. We put up posters in the surgery and gave out slips to patients. Due to the poor response and the limited number of patients on our Patient Group (7 recruited in total) we decided to set up a list of email addresses of those patients who agreed to be contacted via email periodically for their views and comments. This campaign was advertised via handouts in the Waiting Room and by the Patient Group. A member of the Group visited the local secondary school in an attempt to engage some of the younger population. The recruitment campaign is ongoing, but we currently have 32 patients on the Patient Reference Group.

Deciding on a Survey Topic

The structure and the wording of the survey was discussed and agreed between the Patient Group and Practice. Although the National GP Patient Survey generally indicated above average satisfaction there were areas that were not so favourable. This surprised the Patient Group because they had not had any issues themselves so they felt it would be useful to obtain more detailed feedback from patients.

Survey Questions

1. When did you last visit the G.P. Surgery:-

- a) In the past three months?
- b) Between three and six months ago?
- c) More than six months ago?
- d) I have never been seen by my present G.P.?

2. In the past six months how easy have you found the following:-

	Haven't tried	Very Easily	Fairly easily	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Speaking to a Dr on the phone						
Speaking to a nurse on the phone						
Obtaining test results by phone						

3. If you thought it was difficult to get through on the phone, why was this?

- a) telephone engaged
- b) 8.00 a.m/2.00 p.m. Telephone contact times inconvenient for patient
- c) prefer telephone queuing system
- d) other difficulties experienced

4. Most patients are asked if a Doctor can help them over the phone

Are you happy with this? Yes/No

Do you know why this question is being asked? Yes/No

Please tell us more/comment:-

5. Did you know you can book your appointments up to two weeks in advance?

Yes/No

6. Working to Government guidelines, patient appointments with the Doctor are limited to ten minutes per patient. Did you know this?

Yes/No

Are there any ideas/initiatives that you have heard of elsewhere which you consider might work well in this Practice?

Distribution of Survey

It was agreed the survey would commence on Monday, 9th January 2012, and be carried out over a two weeks period. Members of the Patient Group attended the surgery on a rota basis to recruit patients, and the majority of questionnaires were completed by the patients with their help. Comments were noted. Questionnaires were also sent to patients who had received recent home visits and Patient Group Members distributed the questionnaire to friends and family who were patients at the Practice.

The various methods of collection ensured that the Questionnaires were completed by patients using the services of the Practice. The National Survey used random patients, some of whom may not have attended recently. Numbers of Questionnaires completed was increased by the Patient Group filling them in with Patients in the waiting room. The survey period also ensured that a variety of different types of patients had the opportunity to be involved, as patients attending Nurse clinics, antenatal clinics and baby clinics were also involved.

Analysis of Survey

The data and all responses were collated and analysed by the Practice Group. The Chair of the Practice Group also produced the Report.

The report was discussed by the Patient Group and in conjunction with the Partners of the Practice and Practice Manager an Action plan was formulated and agreed.

All comments were discussed in detail and there was agreement on those that were appropriate to take forward.

Results of Survey

379 survey completed survey forms were received.

1. When did you last visit the G.P. Surgery:-

- a) In the past three months? **258**
- b) Between three and six months ago? **58**
- c) More than six months ago? **55**
- d) I have never been seen by my present G.P.? **5**
- No answer **3** **= 379 Forms**

2. In the past six months how easy have you found the following:-

	Haven't tried	Very Easily	Fairly easily	Not very easy	Not at all easy	Don't know
Getting through on the phone	15	90	165	70	34	2
Speaking to a Dr on the phone	120	124	99	13	1	20
Speaking to a nurse on the phone	270	39	27	8	0	33
Obtaining test results by phone	170	110	69	4	4	21

3. If you thought it was difficult to get through on the phone, why was this?

- a) telephone engaged **260**
- b) 8am/2pm telephone contact times inconvenient for patient **47**
- c) prefer telephone queuing system **71**

4. Most patients are asked if a Doctor can help them over the phone

Are you happy with this? Yes **318** No **46** No answer **15**

5. Did you know you can book your appointments up to two weeks in advance?

162 Yes/No **212** No answer **5**

6. Working to Government guidelines, patient appointments with the Doctor are limited to ten minutes per patient. Did you know this?

201 Yes/No **160** No answer **18**

Summary of Results of Survey

Although there was some very positive feedback from the patient survey there were two issues that stood out. Firstly, some patients are obviously having difficulty getting through on the telephone to make appointments and secondly many do not realise that they can book ahead.

The difficulty in getting through on the telephone seems to stem from the fact that patients are asked to ring at 8 am and 2 pm for same day appointments. In an afternoon there are occasions when by the time they get through all of the appointments have already gone.

The Practice have offered pre-bookable appointments for many years, but many patients do not seem to be aware of this. A publicity campaign via a Newsletter, information on our Website and in the local free press was suggested by the Group.

Action Plan

In the first instance we need to carry out a full review of the appointment system and address the issues of patients having to ring in at 8 am and 2 pm. A Practice Meeting involving the reception staff and the doctors has been arranged to discuss the issues in more detail.

Once relevant changes have been agreed we will publish the information via the following methods:-

- Information on the Practice Website
- Practice Newsletter
- Local free press if available

Circulation of this Report

Copies of this report will be displayed on The Park Surgery Website and notice boards at the Surgery. Reference to the survey will also be made in the Practice Newsletter.

Further Reports

Further reports on the outcome of the Action Plan will be made in due course.

Practice Opening Hours

The Practice is fully open Monday to Friday 8 am to 6.30 pm. In addition the Practice offers extended hours (pre-booked appointments) on Monday between 7 am and 8 am and 6.30 pm until 9.45 pm.

Acknowledgements

The Practice would like to thank the members of our Patient Group for all of their support and their efforts in producing, distributing and analysing the Patient Survey.

Also a big thank you to all of our Patients who took part in the Survey. Your feedback will assist us in shaping the services we provide to enable us to maintain high quality care.