

## PATIENT SURVEY RESULTS APRIL 2011 – MARCH 2012

### NEWLANDS MEDICAL CENTRE

We value the opinions and views of all our patients. If you are happy to provide your email address to enable us to seek your views please let us know.

We are extremely keen to seek the views of patients in the age group 16 – 19 years, patients who have suffered from a learning disability and patients who are employed and cannot attend meetings due to work commitments.

We have been actively trying to recruit members onto our patient reference group, either virtual or physical.

Our current profile consists of:

Young - Aged under 40 years  
Single Parents  
Ethnic Minority Group  
Unemployed  
Disabled  
Retired patients

We note that young teens are not represented and also patients with a learning disability.

We are currently trying to involve members aged between 16 and 19 years old to represent the views of our patients in their teens.

We are also trying to recruit members with a learning disability.

#### **Actions taken to recruit:**

- The practice has introduced email addresses onto the patient registration form stating patients will be emailed surveys and by providing the email address they consent to being contacted from time to time.
- Patients have been approached by members of the Practice and encouraged to take part.
- Current group members have tried to recruit via people they know.
- Notices in the waiting room and strategically placed around the premises to try and recruit patients onto the group, however, uptake has been particularly low.

**Recruitment Actions have been suggested by our group to try and encourage patients to engage.**

Our patient focus group meets on a quarterly basis and recruitment to the group has been a high priority from the formation of the group. Minutes are circulated from every meeting to ensure members are kept up to date.

- The practice is currently contacting patients who have signed up for our email prescribing service and asking their permission to add them to our virtual group and also inviting them to our physical meetings.
- We shall particularly target patients aged 16 – 19 years and those patients with a learning disability to try and engage with these groups.
- Notices in the waiting room.
- Leaflet pinned to repeat prescriptions during April and May 2012 to try and recruit more patients to the virtual section of the group.
- Add patient reference group to the updated practice booklet.
- Put a note on the waiting room whiteboard requesting email details.

**OPENING TIMES**

The practice premises are currently accessible from 7.45am – 5.45pm with the telephones being open from 8.00am – 6.00pm. Northern Doctors cover our calls from 6.00pm – 6.30pm.

Patients may telephone the surgery to make an appointment or attend the surgery to make an appointment.

**EXTENDED OPENING**

We offer 11 sessions per week from 7.30am Monday – Friday for extended hours to support our patients who require early appointments. We currently offer GP appointments and also Practice Nurse/Nurse Practitioner appointments from 7.40am until 8.00am.

**PATIENT SURVEY RESULTS**

**Methodology**

We surveyed 350 patients and asked questions which were agreed by our patient reference group which cover the wide base of our services.

50 Surveys were carried out for each individual GP and fed into the results published below.

Surveys were in paper form and contained questions covering all areas of our practice services.

Date range: February and March 2012

Patients were given surveys in the waiting room and returned them to the practice.

Surveys were handed out consecutively with 50 surveys per named GP.

Each GP received the results of their own personal survey and these results fed in to result in a Practice Survey Result.

These questions were approved by our patient group who made alterations to terminology to ensure everyone understood the questions and changed the wordings to avoid confusion.

Our group members also suggested questions to gain an understanding of why patients use the walk in centre instead of their registered practice.

### **Patient Survey Results**

	Poor	Satisfactory	Good	Very Good	Unanswered
How are your requests handled by the reception team?	4	29	132	178	7
How quickly can you get an appointment with ANY Doctor or Nurse?	27	60	136	123	4
How quickly can you get an appointment with the Doctor or Nurse of YOUR choice?	59	91	120	68	12
How quickly are you seen in relation to your appointment time?	19	75	145	95	16
How easily can you get through on the phone normally?	74	108	97	61	10
How easily can you get advice from the Doctor or Nurse on the phone?	3	76	130	85	56
How easily can you get a home visit if required?	12	49	99	65	125
How do you rate the available times of appointments? Currently 7.40am – 5.00pm	5	53	132	151	9
When you saw the Doctor or	2	17	80	241	10

Nurse, how well did they listen to your symptoms?					
When you saw the Doctor or Nurse, how well did they put you at ease if you needed to be examined?	0	12	77	195	16
If you needed investigations in the surgery (blood, ecg, swabs), how quickly was this arranged?	2	32	93	159	64
If you needed a second opinion or another procedure by someone in the surgery, how quickly was this arranged?	0	26	91	103	130
If you needed referral to a specialist, how efficiently did the secretary deal with your letter?	5	20	102	133	90
How well did the Doctor or Nurse explain your symptoms?	1	15	90	221	23
How well did the Doctor or Nurse deal with your worries or concerns?	1	19	96	215	19
How approachable was the doctor or nurse to discuss any problem you may have?	2	14	73	243	18
How involved did you feel in decisions about your care?	2	28	94	195	31
How well did the Doctor or Nurse deal with preventative care? - keeping you healthy?	0	30	96	178	46
Were you offered a follow up appointment or told when or why to return if necessary?	1	22	94	172	61
We are a training practice for junior doctors and medical students. How does this affect the quality of your care?	3	34	108	93	112
What do you feel about the range of services offered by the Practice?	0	34	116	153	47
Overall, how do you rate the quality of care provided by the Practice?	0	23	106	193	28

## WALK IN CENTRE

We are interested in why our patients attend Walk in Centres	No appointments left at surgery	Surgery closed	Suited my timetable for that day	Never been to Walk In Centre	Unanswered
When you last attended a Walk in Centre why did you not come to your own surgery.	37	68	27	127	91
<b>Total</b>	<b>37</b>	<b>68</b>	<b>27</b>	<b>127</b>	<b>91</b>

## ACTION PLAN 2012/13

These results have been discussed with our Patient Reference Group and an action plan for 2012/13 agreed by the Group and the Practice.

Service delivery changes suggested by the group and subsequent action plan based on the survey results are:

Actions agreed:

- Actively target patients with an email address to recruit as virtual members to ensure all views are considered. – Priority to be completed by June 2012.
- Produce leaflet to give with repeat prescriptions to recruit new members. – Priority to be completed by May 2012.
- Add patient reference group details to the updated practice booklet. – Priority to be completed by September 2012.
- Change recorded telephone message to include information on avoiding busiest time for telephone access – 8.00am – 9.00am. – Priority to be completed by April 2012.
- Extend telephone result time to 2.00pm – 5.00pm. – Priority to be completed by April 2012.
- Telephone training for all admin team to speed up call handling and having difficult conversations with patients about appropriate use of services. – Priority to be completed by May 2012.

- Undertake capacity and demand audit for 1 month. – Priority to be completed by May 2012.
- Promote prebookable appointments. – High ongoing priority.
- Promote telephone consultations to increase doctor of choice options. High ongoing priority.
- Promote telephone advice. – High ongoing priority.

The priorities agreed at the March Patient Group Meeting were:

1. Telephone Access
2. Recruitment to the Group