

ALTON PRIMARY CARE CENTRE

FORMATION, PATIENT SURVEY AND ACTION PLAN OF ALTON PRIMARY CARE CENTRE PATIENT PARTICIPATION GROUP

Following advertising with Posters in the waiting area of the Practice and the Jayex announcement board, the Patient Participation Group was formed and is made up of seven members, one of which is a 'virtual' member. There are both male and female members of the Group and they bring a variety of skills and, importantly, practical experience within the NHS.

The Group held its inaugural meeting on Tuesday, 15th January 2013, where discussion took place regarding the Group's Terms of Reference, compliance with confidentiality issues and conducting a Patient Survey.

After discussion between Group members, a set of questions were agreed, which included a demographic profile. A copy of the Patient Survey used is appended at Appendix A.

The survey was completed over a four week period by 134 patients and the results were collated by members of the Group to bring to the meeting held on 21st February 2012. The statistical analysis of the survey can be found at Appendix B. The results of the patient survey can also be found on the practice website – www.altonprimarycarecentre.nhs.uk – where there is a dedicated page for the Patient Participation Group containing details on how to join the Group, an application form to download together with the Minutes of the meetings of the group, once they have been approved as a true record.

At the meeting the findings were discussed and action points completed as follows. Over 90% of the patients who completed the survey were extremely satisfied with the service they receive. However, the Group did decide on a few points that they felt needed addressing and were put into an action plan:-

1. As Alton PCC is a training Practice, if a GP trainee is sitting in with Dr. Brown, when a patient checks in for their appointment, they are asked if they mind the trainee being in the room. It was felt that, in some instances, patients agree to this but when they go into see the GP, it can be a bit daunting if the patient has forgotten or was not really taking in what was being said to them at the time of checking in at Reception.

ACTION: Agreed to ask Dr. Brown if he would clarify the patient's wishes when actually in the consulting room.

2. A comment had been made that it would be helpful if an Asthma Clinic was held. The Group were advised that asthma checks were always available but were focused on the needs of the patient and a check for any chronic illness could be made when it suited the patient rather than having dedicated clinics when it may not be possible for patients to attend.

ACTION: Agreed that a poster would be displayed in the waiting area, information displayed on the Jayex announcement display and also the Practice website advising patients of this.

3. Letters were in the process of being sent out to patients aged 40 to 74 offering a health check for whom there is insufficient data to assess CVD risk for heart diseases, stroke, diabetes and chronic kidney disease.

ACTION: Agreed that information would be displayed on the Jayex announcement display advising patients that if they had received an invitation letter, to make an appointment to see the Practice Nurse or advise Reception if they did not wish to take up the offer.

4. A question had been asked as to whether patients would like to have the option of booking appointments to see the Doctor on line. 50% of those surveyed said they would use the on line booking facility.

ACTION: On line for both repeat prescriptions and booking appointments would be available from 1st April 2013. Patients to be informed through posters in the waiting area, the Jayex announcement display and the Dispensary staff advising patients when collecting medication.

5. A comment had been received stating that they wished the service of the Dispensary could be faster. However, the ruling is that the Dispensary has 48 hours to deal with repeat medication and some patients did not always adhere to this, expecting their repeat medication to be dispensed within a short space of time. Unfortunately, with 98% of patients being eligible to have their medication dispensed from the Practice, the workload is extremely high and, whilst every effort is made to meet the patient's need, no patient has to wait longer than the 48 hour period referred to.

6. It was extremely pleasing to note that everyone surveyed was satisfied with the service they received from the GP and staff at the Practice. Listed below are some of the comments received:-

- Everyone – all have been extremely kind and helpful – doctors, nurses and pharmacists.
- Dr Brown, Ann (receptionist), pharmacy department
- Everyone – Debbie in particular
- Everyone, all of them, all good, excellent
- Everyone for maintaining such high standards of patient care
- Everyone in the practice – all very helpful and give time
- Thank everyone for being so polite - everyone
- All staff -
- All the staff are lovely – keep it up
- All staff excellent, especially Ann. I have used other practices in the past to compare with
- Always get an excellent service
- Always found the service very friendly and efficient and staff always welcoming and helpful

- Everyone's been very helpful, better than Uttoxeter surgeries
- Very much so, all the staff are amazing + Dr Brown – Thank you
- The service is very good all round
- Each and every member of staff deserves thanks for an excellent service. Well done
- Very many thanks to all the staff
- Ann the receptionist is brilliant. She has an amazing memory, very courteous and professional. Kathy I the pharmacy is very efficient, knows her patients well
- It's a great practice, a great asset to the village and thank you to everyone

Thank you to everyone who took the time to complete the survey. If you do have any concerns, suggestions or would like to speak to someone regarding the Practice, please do not hesitate to get in touch with the Practice Manager – Jenny Manley.

CONCLUSION

As mentioned above, the Practice has a website – www.altonprimarycarecentre.nhs.uk – where information can be found about the Practice, opening hours, surgery times, staff, out of hours details, disclosure of patient information. As from 1st April 2013 there will also be a link to make on line appointments and order a repeat prescription with a link to www.patientaccess.co.uk.

The Group will continue to meet on a monthly basis, inviting guest speakers, holding open forums and generally discuss and action how to liaise with patients of the Practice.

A further survey will be conducted in 9-12 months time.

ALTON PRIMARY CARE CENTRE

Dear Patient

We would be grateful if you would complete this survey about the Practice and your visit today.

We wish to provide the highest standard of care for our patients and feedback from this survey will enable the Practice to identify areas that can be improved. Your opinion is, therefore, very valuable. Please post your completed survey in the box on the Reception desk.

Please answer **ALL** of the questions that apply to you. There are no wrong or right answers and we will not be able to identify your individual responses.

The results of the survey will be available by the beginning of March together with an action plan.

THANK YOU VERY MUCH FOR YOUR TIME IN COMPLETING THE SURVEY

- 1. Thinking about telephoning the surgery, are you happy with the telephone system?
(PLEASE CIRCLE APPROPRIATE ANSWER) YES/NO**

If you have answered no, please tell us what problems you have experienced:

- 2. It is proposed that on line appointment booking will be available in the near future.
Would you use this? (PLEASE CIRCLE APPROPRIATE ANSWER) YES/NO**

3. In the past 12 months, how many times have you seen a Doctor from the Practice?

- None
- Once or twice
- Three or four
- Five or six
- Seven or more

4. In the past 12 months, how many times have you seen a Nurse from the Practice?

- None
- Once or twice
- Three or four
- Five or six
- Seven or more

5. How easy was it to get an appointment (telephone or face to face)?

- Very easy
- Easy
- OK
- Fairly easy
- Not very easy - If so, please comment below:

6. Have you used the Out of Hours Service?

(PLEASE CIRCLE APPROPRIATE ANSWER)

YES/NO

If so, was this during surgery hours -

Monday 8.30 am –6.00 pm

Tuesday 8.30 am –6.00 pm

Wednesday 8.30 am– 6.00 pm

Thursday 8.30 am –1.00 pm

Friday 8.30 am –6.00 pm

YES/NO

7. How long after your last appointment time did you wait to be seen?

- Less than 5 minutes**
- 5-15 minutes**
- 15-30 minutes**
- More than 30 minutes**
- N/A**

8. How do you feel about how long you normally have to wait?

- Short which is OK**
- I have to wait a bit too long**
- I have to wait far too long**
- N/A**

9. How helpful do you find the Receptionist at the Practice?

- Very helpful**
- Fairly helpful**
- Not very helpful**
- Not at all helpful**

10. We would welcome any suggestions as to how the service could be improved.

11. Would you like to thank anyone, or everyone, for their help and support?

TO HELP US ANALYSE YOUR ANSWER, PLEASE TELL US A FEW THINGS ABOUT YOURSELF.

12. How long have you been a patient at the Practice (including registered with previous GPs)

_____ **YEARS**

13. What is your gender?

- Male**
- Female**

14. What age are you?

- Under 16**
- 17 - 24**
- 25 - 34**
- 35 - 44**
- 45 - 54**
- 55 - 64**
- 65 - 74**
- 75 +**

ANALYSIS OF SURVEY RESULTS - FEBRUARY 2013

- ❖ The survey was completed by 134 patients
- ❖ Not everyone answered all of the questions
- ❖ Male patients 41 Female patients 84
- ❖ Ages of patients ranged from 17 to 75+
- ❖ 99.25% of patients were happy with the telephone system
- ❖ 50% of patients would use an online booking system
- ❖ 95% of patients have seen the doctor at least once in the last twelve months
- ❖ 88% of patients have seen the nurse at least once in the last twelve months
- ❖ 100% of patients said it was easy or very easy to get an appointment
- ❖ 1.14% have used the out of hours service
- ❖ Only one patient used the out of hours service during surgery practice hours
- ❖ 69% of patients are seen within 5 minutes of their appointment time
- ❖ 28% are seen between 5 and 15 minutes
- ❖ 98% of patients thought that the waiting time was short and OK
- ❖ 98% of patients found the receptionist very helpful
- ❖ 8% of patients were under 34
- ❖ 9% of patients were in the age range 35 to 44
- ❖ 15% of patients were in the age range 45 to 54
- ❖ 18% of patients were in the age range 55 to 64
- ❖ 38% of patients were in the age range 65 to 74
- ❖ 12% of patients were 75+
- ❖ The length of time patients had been at the practice ranged from under 5 to 80+ years