

SELBORNE ROAD MEDICAL CENTRE
PATIENT SURVEY

SELBORNE ROAD MEDICAL CENTRE DR ANIL GILL ————— ♦ ————— DR LISA MORRIS
--

LOCAL PATIENT PARTICIPATION REPORT 2013 - 2014

A. Patient Reference Group (PRG) Members Profile: This year 7 patients were part of our PRG, which is 5 less than last year. PRG members were either involved via email or telephone. The profile of the PRG is as follows:

- **Sex:** 28% male, 71% female
- **Age:** 58% 45-54, 14% 55-64, 14% 65-74, 14% 75-84
- **Employment:** 43% Part time work, 43% retired
- **Carers:** 14% are carers
- **Ethnicity:** 100% British

Although this PRG does not exactly represent the practices registered patient population (as no members are under the age of 40 or from an ethnic background other than British) the group actively considers all 2930 registered patients in all its discussions. (See appendix)

B. Representation in the PRG: Despite our best efforts, the PRG is not entirely representative of our practice population (See appendix). To encourage a representative PRG, new members were encouraged to join as well all members of the PRG last year. As the PRG last year had no parents/guardians, no disabled patients or any patients under 40 years old we tried to include these groups of patients in our PRG this year to make it more representative. Although no patients under 40 years old attended, they were actively invited. On 11/03/2014 55 patients from the Practice picked at random were sent a text message inviting them to be part of the PRG. The invitation read as follows: "SelborneRd Medical Centre invites you to be part of our Patient Group to help identify ways we can improve. You can be involved via email, telephone or post. If you'd like to be involved please contact the surgery on 011426869292" As a result, no patients from the underrepresented groups contacted the surgery either by phone post or email.

Further, our PRG only included patients from a British ethnic background. To try and diversify the group, the patients who were sent a

text message as detailed above included patients from a variety of ethnic backgrounds including Asian, British, Chinese, Indian and others. Last year a patient from an Indian background was part of the PRG, unfortunately they were not able to be part of the PRG this year.

C. Agreeing priority issues: Following correspondence from the PRG discussing the issues that were a main priority to patients. The agreed main priorities were as follows: The functions and content of our website, availability of appointments, booking online appointments with a nurse, late night and Saturday morning openings, email address for the surgery, if the Practice would be recommended, what patients like about the surgery and what patients like and think could be different about the surgery. As well as these agreed priority areas, general questions would also be involved to ensure our response came from a cross-section of our patients. All the questions for the local practice survey were decided upon after consultation with the group.

D. Obtaining the views of registered patients: Once the questionnaire was designed, it was handed out to patients to complete when they attended the surgery. This made sure that we had up to date responses from patients who recently accessed our services. 96 questionnaires were also posted to a random stratified sample of patients. This was done in order to try and make sure that the questionnaire was given to cross section of the registered patient community. We had around a 30% response rate from the posted questionnaires which is very high, although down from last year. In total we had 77 questionnaires completed which represents around 3% of the practice population which is in line with previous CFEP practice questionnaire sample sizes and what was agreed with the PRG. The PRG felt that the responses were valid as they were from a cross-section of patients.

E. Discussing the results with the PRG: A letter was sent out to PRG members to discuss the questionnaire. An action plan based on the results was also discussed and agreed upon. PRG members gave their response via email and post.

F. Action Plan:

- 1) Based on the responses of what patients wanted to see on our website, it was decided that although we have the majority of what patients want, it could do with updating on a monthly basis, have extra sections for Healthy Living and Health News, as well as an area for local health news. The online appointment booking website will also be updated explaining why Nurse Appointments cannot be booked online.
- 2) Preferred methods to book an appointment – Out of the 77 patients surveyed 16 of these prefer to book appointments in person, 51 prefer to book appointments by phone and 25 prefer to book appointments online. 13 patients recorded more than preference of use. It does seem that most of our patients still like to book appointments by phone. It was agreed that more posters advertising the online system would be put up in the surgery.
- 3) Have you tried to see a Doctor in the last 6 months either fairly quickly either on the same day or within two working days – 70% of patients had tried to see a Doctor in the last 6 months quickly either on the same day or within two working days, 29% had not tried to see a Doctor quickly and 1% did not know. This shows that we have great need for appointments either on the day or within 2 working days. We have now introduced more urgent or book on the day appointments at the surgery now to help cope with this need and this is something we are using on a trial basis to establish how it works.
- 4) How easy have patients found getting through on the phone, speaking to a Doctor, speaking to a nurse & obtaining test results – 5% have not tried, 48% found it very easy, 41% found it fairly easy, 5% not very easy, 1% not at all easy. Looking at our results it was found that the majority of patients find it very or fairly easy to contact the practice on the phone. Reception staff do make calls a priority and they are made aware that a potentially very ill patient could be on the line so try not to make patients wait long before answering calls. We keep an eye on staffing levels on reception and respond accordingly regarding sickness and absence to ensure patients' needs are not affected.

- 5) Do you have any condition (disability; chronic illness; advanced age) that makes visits to the surgery particularly difficult, why (e.g. parking, icy conditions/ unsalted roads and pavements etc.) – 93% patients did not have any condition that would make their visit to the surgery difficult, 7% did have a condition that would make it difficult. We have now ensured that in conditions such as icy pavements and paths these are dealt with by salting these before patients start to arrive.
- 6) In general, how satisfied are you with the care you get at the Practice? 76% were very satisfied, 19% were fairly satisfied, 2% were neither satisfied nor dissatisfied, 1% was quite dissatisfied and 2% did not answer. In general it was appointment waiting times for a specific Doctor and seeing the same Doctor that was most patients concern. We will always try to book a patient in with the same Doctor to keep continuity of care wherever possible this is only not optional when Doctors are on annual leave or sickness normally. The PRG felt that the waiting times for one specific Doctor were unsatisfactory if having to wait longer than a week. We do try to keep appointment waiting times to a minimum and if the need for an appointment is more urgent than we have available on the Doctors request we would book that specific patient as extra to a normal clinic. We always aim to see ill children, elderly and infirm on the same day if necessary.
- 7) Would you recommend the Practice to someone who has just moved to your local area?

Yes	65	Probably not	2
Might	4	Definitely not	0
Not sure	2	Don't know	4

- 7) From question 7, patients would like more out of office hours available. The PRG discussed the fact that we used to have an evening clinic but there was very little demand with an average of 1 patient per week. As a result this clinic was stopped as there was no demand. We do offer appointments as early as 8.30am and 6pm. The surgery currently diverts calls to an Out Of Hours service (OOH) between 12-3.30 each day and the PRG wondered if this could also be a problem for patients. The Surgery will look into the feasibility of stopping diverting calls to our OOH at lunch times and keeping calls coming through to receptionist in the surgery.

However, this was considered as a result of last year's Local Patient Participation Report and it was decided that during these times we often have only 1 receptionist working and if the phones were not diverted then there may staffing issues as the jobs set aside for that time period may not be completed if we were taking calls. Funds were not available to increase staffing levels during these times. The PRG were sympathetic with this. Availability of appointments was also a topic brought up from question 7. We endeavour to try and see patients as soon as possible as per results from question 6.

8) Please tell us 2 things that you like about the practice.

Getting an appointment easy same day	Clean
Being able to talk to a Gp same day	Pleasant waiting area
Friendliness	Choice of Gp male & female
Reception staff good	Locality
Good Doctors	Quality of care
Ability to speak to Gp on the phone	

9) Please tell us 2 things that you think could be different about the practice.

Appointments available quicker	Being able to talk to a Gp
Waiting room too warm	Prescriptions ready sooner
Weekend and late night opening	Remove tv from waiting area
Seats updating	

10) Are you male or female?

Male	25	Female	73	Not answered	4
------	----	--------	----	--------------	---

11) How old are you?

Under 18 = 0	18 – 24 = 2	25 – 34 = 6
35 – 44 = 6	45 – 54 = 20	55 – 64 = 15
65 – 74 = 14	75 – 84 = 8	85 and over = 3

3 patients declined to answer.

- 12) Which of these best describes what you are doing at present? If more than one of these applies to you, please tick the main one ONLY

Full-time paid work (30 hrs or more per week)	17
Part-time paid work (under 30 hrs per week)	15
Full-time education (school, college, university)	0
Unemployed	2
Permanently sick or disabled	2
Fully retired from work	30
Looking after the home	5
Doing something else	3

3 patients declined to answer.

- 13) Are you a parent or a legal guardian of any children aged less than 16 years currently living in your home?

Yes	15
No	54

8 patients declined to answer

- 14) Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

Yes	9
No	59

9 patients declined to answer

15) What is your ethnic group? (Chose one section from A to E below, then select the appropriate option to indicate your ethnic group)

A. White

British	65
Irish	1
Any other white background	1

B. Mixed

White & Black Caribbean	1
White & Black African	0
White & Asian	0
Any other Mixed background	0

C. Asian or Asia British

Indian	2
Pakistani	0
Bangladeshi	0
Any other Asian background	1

D. Black or Black British

Caribbean	0
African	0
Any other Black background	0

E. Chinese or other ethnic group

Chinese	0
Any other ethnic group	0

Prefer not to say	3
-------------------	---

G. Details of Action:

1. Make a member of the Practice Team responsible for updating the website at least on a monthly basis by 31st March 2014. Add this to their Job Description. Add new areas to the site promoting healthy living, health news and local health issues. Update the Online Booking System to explain that Nurse Appointments aren't available to book online due to the appointment lengths varying depending on what the appointment is for.
2. During April 2014 the GP Partners will discuss staffing levels between 12-3.30pm and will consider the possibility of taking calls during these times.
3. Discuss extended hours service again with Doctors.
4. Review current appointments system when trial period over and discuss if more appointments to pre book should be available.

H. **Opening Hours:** The surgery is open from 8.30am to 6.00pm Monday to Friday (the building does not close at lunch times), except on Thursdays when we are open 8.30am to 1pm. The telephone lines are open 8.30am to 12 noon and then again 3.30pm to 6.00pm Monday to Friday, except Thursday when the lines are only open 8.30am to 12 noon. If you call outside of these hours your call will be forwarded to our Out Of Hours service provider. Appointments can be made by telephone, in person at reception or through the Internet. Repeat prescription requests can be made in person, by post using the white side of your previous prescription, by telephone, by fax, via a pharmacy or through the Internet. Signed prescriptions will be ready 2 days later and can be collected, posted out if a SAE is provided by the patient or patients can arrange for a local Pharmacy to collect prescriptions on their behalf.

I. **Extended Hours Access Scheme:** We no longer provide Extended Hours Access due to extremely low demand for appointments when it was available.

This Report has been made available to everyone from 31st March 2014 at: