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Patient Survey report and action plan.

Introduction

The PRG at little lever health centre was established in 2011 to encourage patients from all backgrounds to get involved in PRG representation. The aim was to collate patients views on the services we provide.

Our annual patient survey gives us a good picture of our strengths and weakness. It is an excellent tool to reflect, and implement new methods to improve our service.

1. Description of the patient Reference Group (PRG) profile.

Total	13
Face to face members	5
Virtual Members	8
Male	6
Female	7
Age group	
30-45	1
45-54	4
55-64	6
65-74	2
White British	11
Asian/Asian British	2
Learning Disability	1
Carer	1
Employed	8
Unemployed	1
Retired	4

- 2. Steps were taken by the practice to ensure that the PRG is representative of the practice population and to encourage the groups that are not represented** We are aware that we have a minority of ethnic background patients and also the younger generation are not involved in our group. We have only 2 asian patients and no patients under 30.

In our practice population we have around 65% with ethnic background and we placed posters in the waiting room to encourage new members, however our ethnic

minority patients tend to live out of Little Lever and we believe the travelling is an issue. We still have discussions on how to improve this representation. We have also tried to encourage young members, this age group tend to be involved in their busywork schedules or college work .

3. Steps were taken to identify priorities with the PRG both virtual and face to face members, to include in a practice questionnaire for 2013/14.

The group looked at last years questionnaire and analysis, and our main areas for improvement were:-

- Contacting the practice by telephone.
- Waiting time to see a GP
- Getting an urgent appointment for the same day.
- Car parking.
- Possible alternative for booking appointments

The PRG and practice devised a questionnaire considering all the above points and other aspects of the practice in general. The aim was to collate the latest views from patients.

4.The survey was carried out by the practice staff over a 2 week period. The questionnaire was handed out to patients who were asked to fill in and hand back to reception. Our target was to collect 200 questionnaires to meet the requirements for our practice list size.

5. The completed surveys were analysed by the PRG and the practice staff. An extensive overview of the practice survey is attached.

We held a review meeting on Tuesday 11th March with the PRG to decide on an action plan to improve the practice, based on the survey results.

6. The PRG members, partners and managers were overwhelmed with the practice survey results.

The highlight of the survey was that 98% would recommend the practice to their friends. As in previous years the reception staff scored highly at 77% as being very helpful. Waiting time to see a doctor had improved dramatically this year compared to last year 19% said they did not have to wait, 59% felt the wait was acceptable, 21% felt they had to wait longer than was reasonable. We felt there was still room for improvement with this.

Following discussion it was decided there were 5 main areas for improvement requiring an action plan.

- Getting test results on the phone
- Ability to get through on the phone
- Waiting time for GP
- Access to see GP at a convenient time for the patient
- Opening hours in the week and weekends

Details of action plan

- Getting test results over the phone.

It was discussed that reception staff have limited knowledge to reveal test results over the phone. This should be done by clinical staff only.

Due to the Doctors busy schedule it was decided that in most cases the practice nurse would be qualified to deal with these queries. The patient wanting to receive test results would leave a message and be contacted later.

- Ability to get through on the telephone.

The PRG are aware of the recent change in our telephone system. We now have a queuing system for calls waiting. There are now 3 phones available to take calls. This does put pressure on our existing staff, however we feel that more patients are able to get through at busy times.

With the previous system only one call could get through at any one time and the engaged tone would be given to patients.

There have been teething problems with this system however we feel this will be an improvement to our service.

- Waiting times for GP

The PRG felt that waiting times had improved considerably compared to last year, but there was still room for improvement.

Doctors are now more punctual, however they feel that patients are still attending with numerous problems to be dealt with in a 10 minute appointment. It was decided that education was important here, and that posters would be placed in main areas in different languages. The PRG asked the doctors to advise patients to make a further appointment if there was more than one problem.

There would always be emergency's to deal with of course. This would delay a surgery, however it was agreed this was a part of general practice, and that one day the emergency could be yourself.

- Access to see a GP at more convenient times.

The Doctors told the PRG that hopefully from April, patients will have access to see a GP from 8am to 10pm on weekdays. This however may not be at your own surgery.

7. Overview of progress

GP patient survey 2011-2012 action plan

- Ability to get through on the phone
- Waiting time for GP

Following the 2013-2014 survey the PRG discussed that the above items had been addressed, these had been ongoing issues for years but we feel that we are now seeing progress although, there was still room for improvement.

8. The opening hours of practice premises and the method of obtaining access throughout core hours.

Monday	8am - 6.30pm
Tuesday	8am - 6.30pm
Wednesday	8am - 4pm *No reception staff from 1pm
Thursday	8am - 6.30pm
Friday	8am - 6.30pm

Reception and telephone lines are open throughout the core hours, except on a Wednesday when the phone line closes at 1pm.

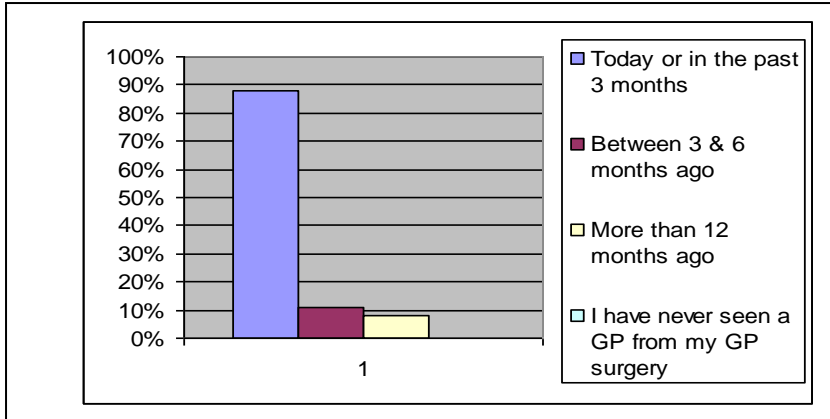
We accept email prescriptions or fax or you can bring your request to surgery.

9. Our practice is involved in an enhanced service scheme where we are open for booked appointments only on a Tuesday evening between 6.30 to 8.30pm. This is designated for people who work during the day.

A copy of this report and action plan can be found on the NHS choices website.

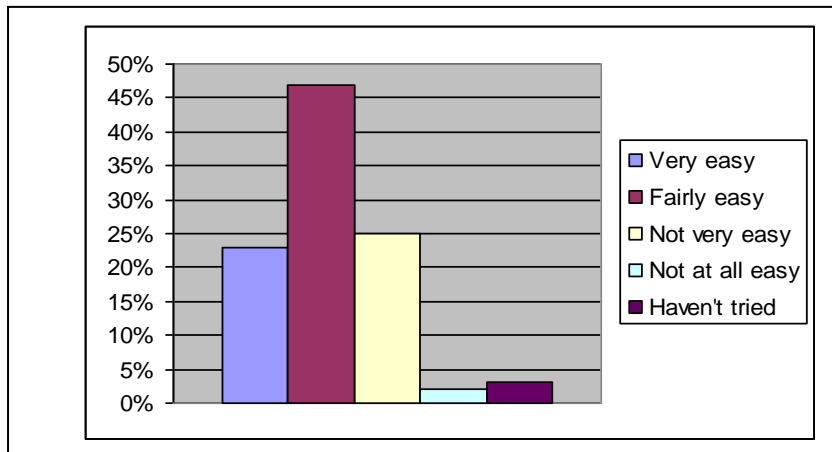
The GP Patient Survey of 200 patients

Q1. When did you last see or speak to a GP or nurse at the GP surgery?



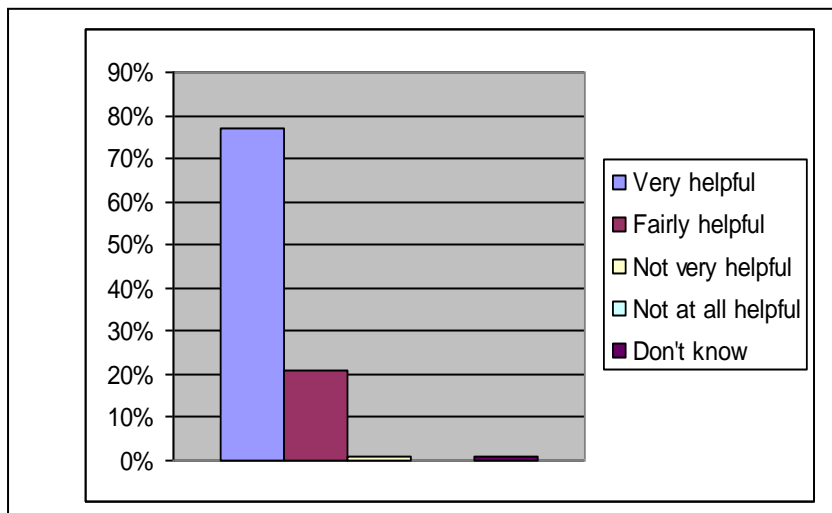
81% Today or in the past 3 months
 11% Between 3 & 6 months ago
 8% More than 12 months ago
 0% I have never seen a GP from my GP surgery

Q2. Generally, how easy is to get through to someone at the surgery on the phone?



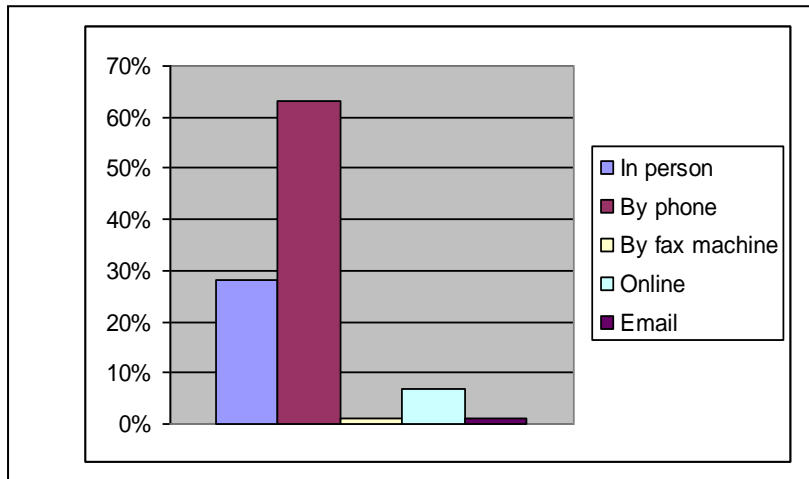
23% Very easy
 47% Fairly easy
 25% Not very easy
 2% Not at all easy
 3% Haven't tried

Q3. How helpful do you find the receptionists at surgery?



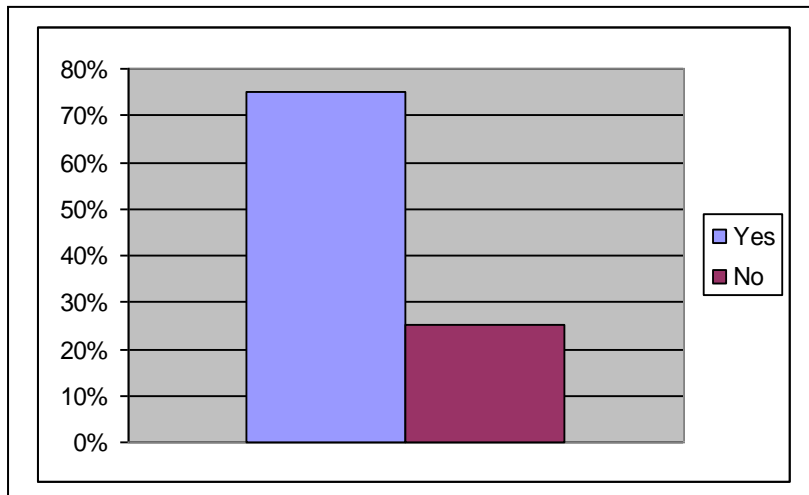
77% Very helpful
 21% Fairly helpful
 1% Not very helpful
 0% Not at all helpful
 1% Don't know

Q4. Which of the following methods would you prefer to use to book an appointment at the surgery?



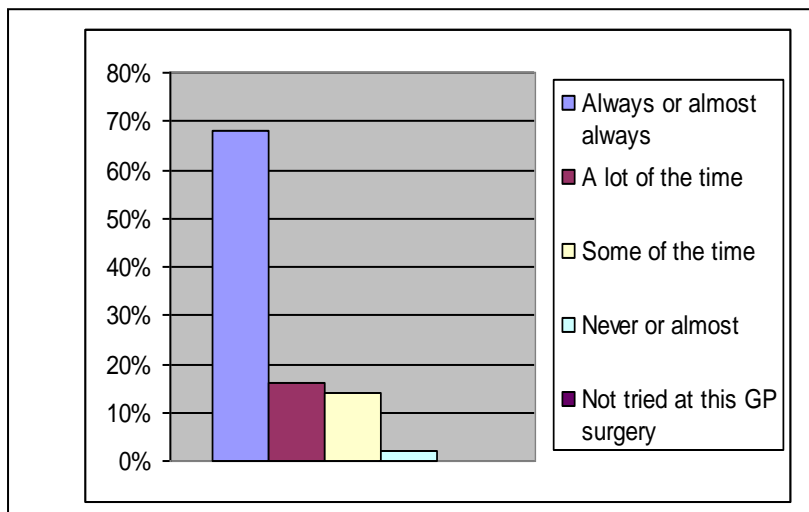
28% In person
63% By phone
1% By fax machine
7% Online
1% Email

Q5. Is there a particular GP you usually prefer to see or speak to?



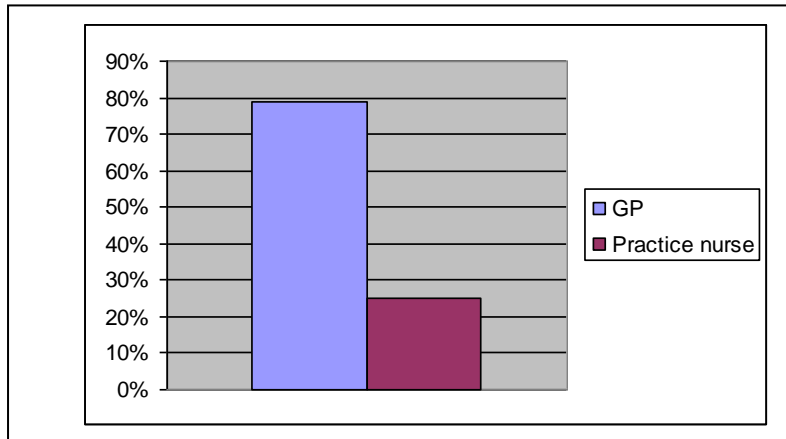
75% Yes
25% No

Q6. If your answer is yes, then how often do you see or speak to the GP you prefer?



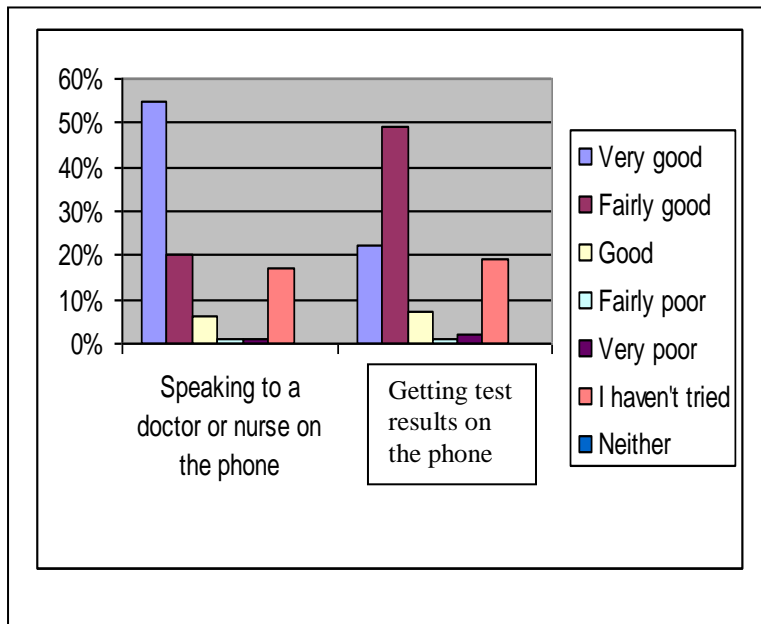
68% Always or almost always
16% A lot of the time
14% Some of the time
2% Never or almost never
0% Not tried at this GP surgery

Q7. Thinking about your last visit, did you see a GP or practice nurse?



79% GP
21% Practice nurse

Q8. If you contacted us by telephone in the past 6 months, how was your experience in:-



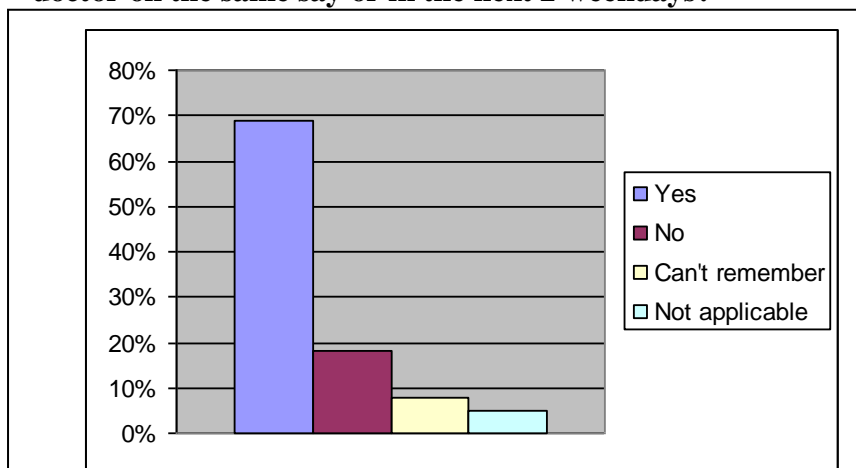
Speaking to a doctor or nurse on the phone

55% Very good
20% Fairly good
6% Good
1% Fairly poor
1% Very poor
17% I haven't tried
0% Neither

Getting test results on the phone

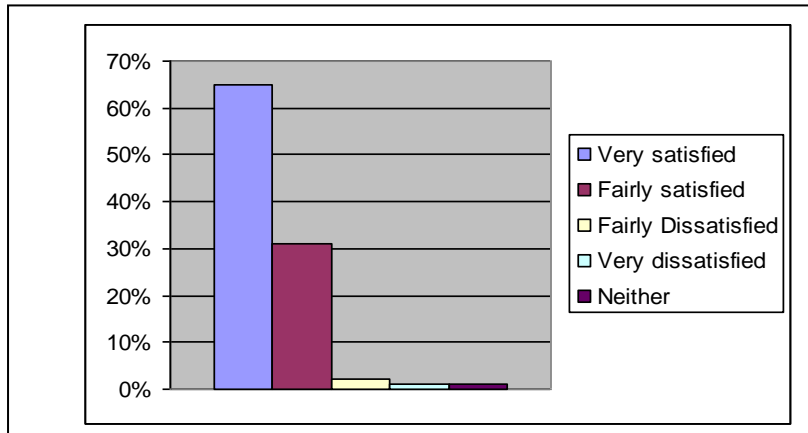
22% very good
49% Fairly good
7% Good
1% Fairly poor
2% Very poor
19% I haven't tried
0% Neither

Q9. Last time you wanted to see or speak GP urgently, were you able to see a doctor on the same day or in the next 2 weekdays?



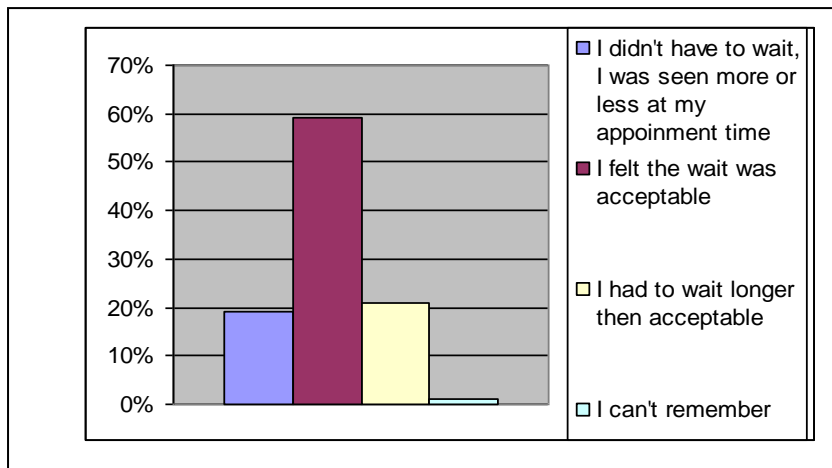
69% Yes
18% No
8% Can't remember
5% Not applicable

Q10. How satisfied are you with the opening hours of the practice?



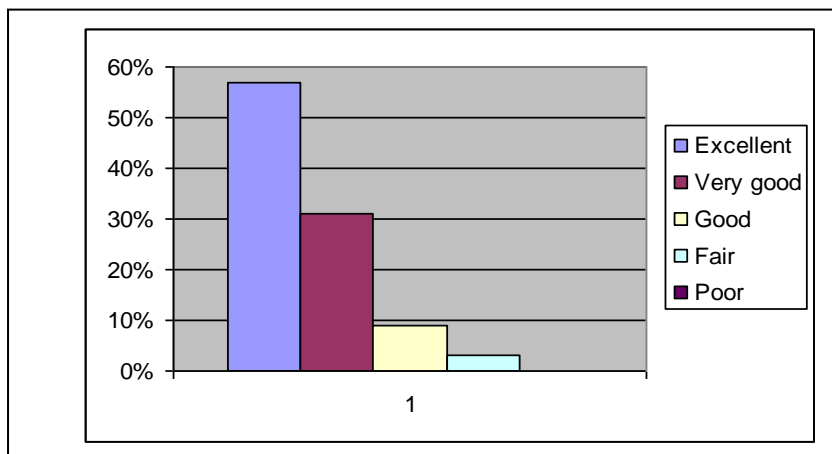
65% Very satisfied
 31% Fairly satisfied
 2% Fairly dissatisfied
 1% Very dissatisfied
 1% Neither

Q11. How long after you appointment time do you normally wait to be seen by a doctor or nurse?



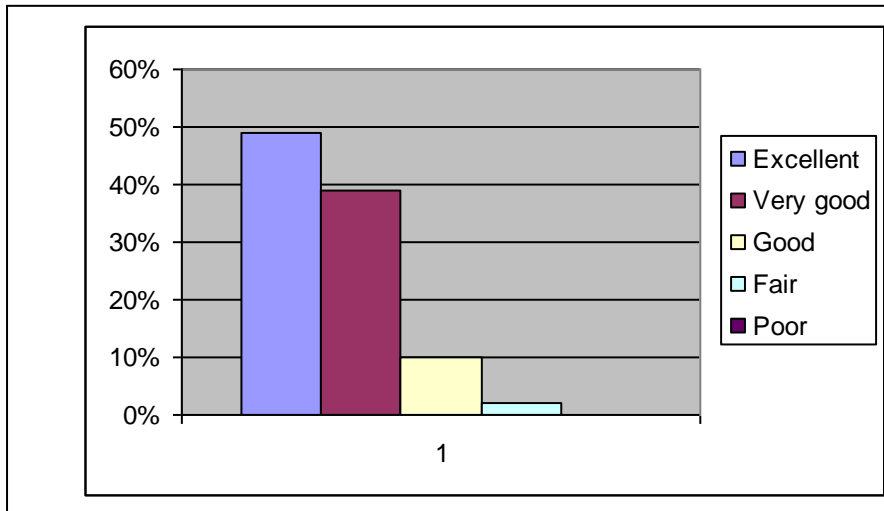
19% I didn't have to wait, I was seen more or less at my appointment time
 59% I felt the wait was acceptable
 21% I had to wait longer then acceptable
 1% I can't remember

Q12. How is your overall satisfaction with the doctor?



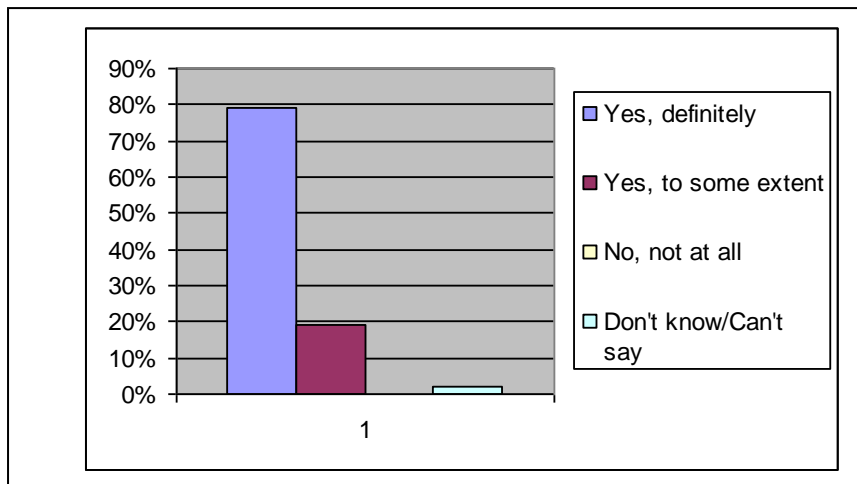
57% Excellent
 31% Very good
 9% Good
 3% Fair
 0% Poor

Q13. How is your overall satisfaction with the practice nurse?



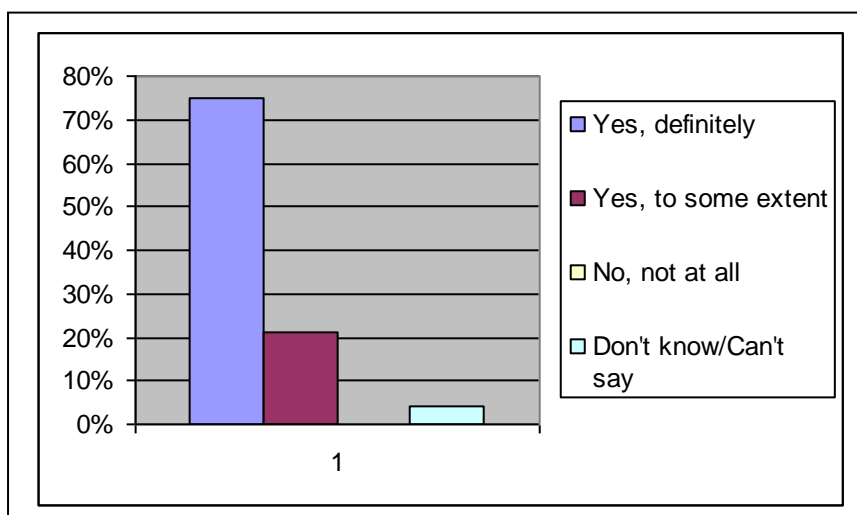
49% Excellent
30% Very good
10% Good
2% Fair
0% Poor

Q14. Did you have confidence in the GP you saw or spoke to?



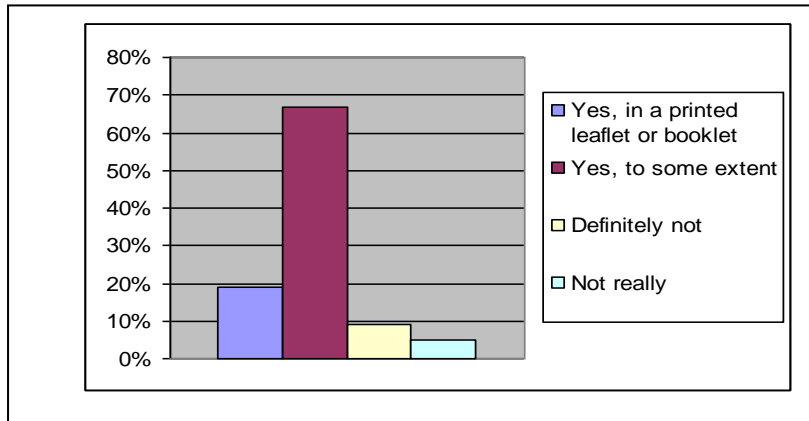
79% Yes, definitely
19% Yes, to some extent
0% No, not at all
2% Don't know/Can't say

Q15. Did you have confidence in the practice nurse you saw or spoke to?



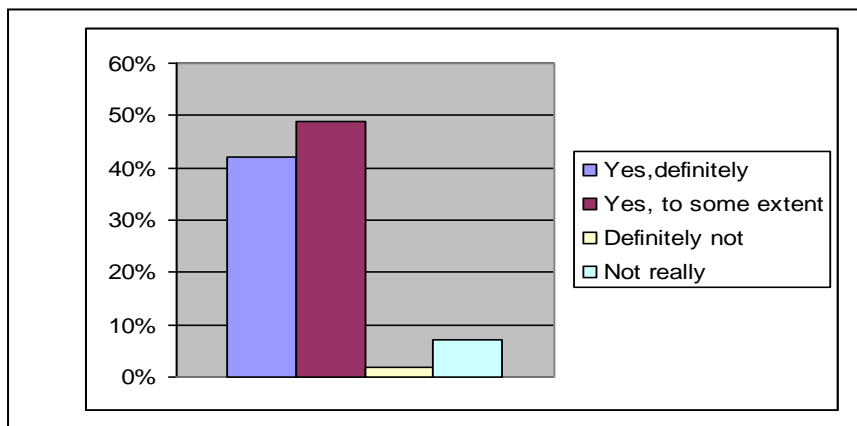
75% Yes, definitely
21% Yes, to some extent
0% No, not at all
4% Don't know/Can't say

Q16. Were you given helpful information about the different options, choices or treatment available?



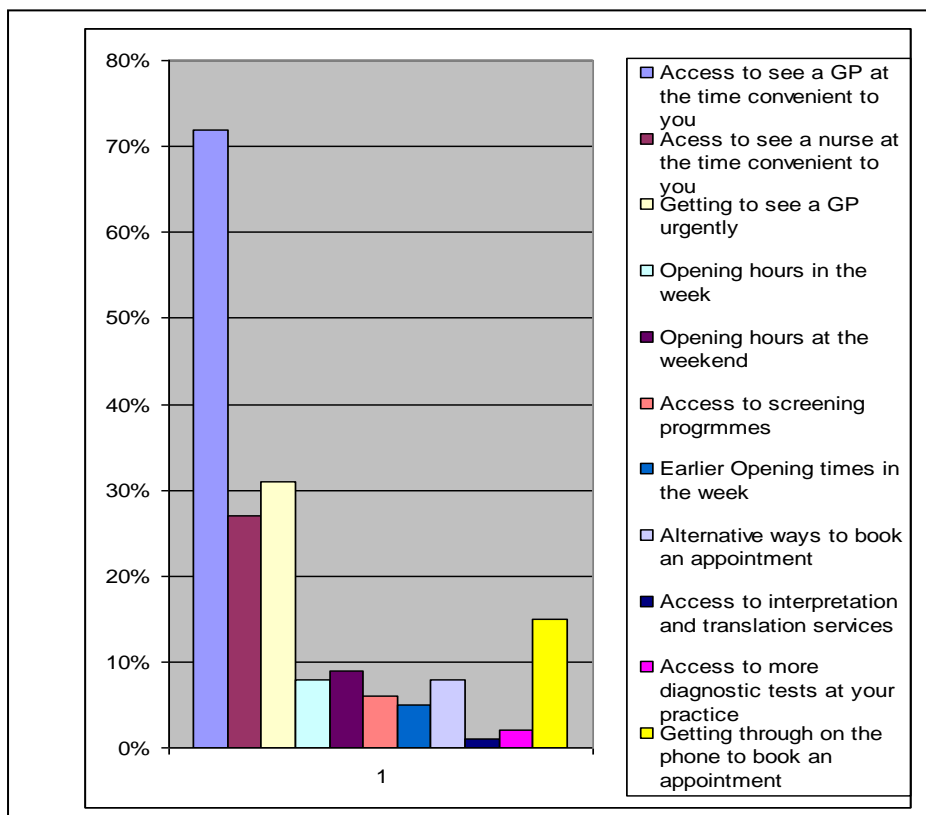
19% Yes, in a printed leaflet or booklet
 67% Yes, verbally
 9% No information was given
 5% No treatment or action was needed

Q17. Were you involved in decision about you care and treatment?



42% Yes, definitely
 49% Yes, to some extent
 2% Definitely not
 7% Not really

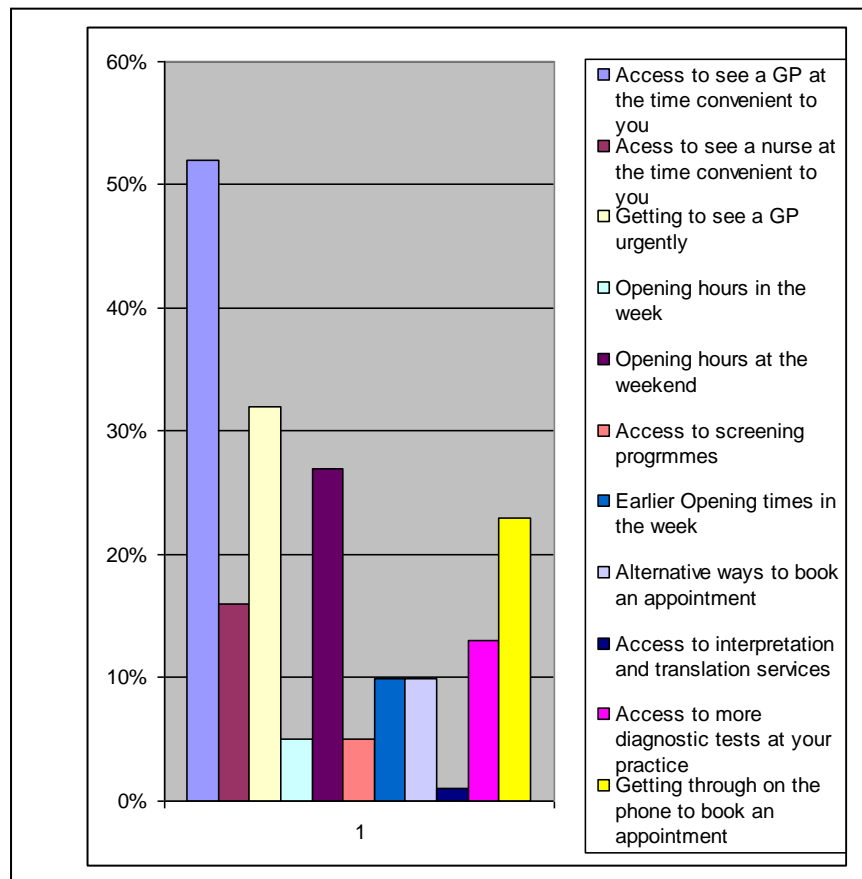
Q18. Thinking about the GP practice, which of these listed below are the most important to you?



72% Access to see a GP at the time convenient to you
 27% Access to see a nurse at the time convenient to you
 31% Getting to see a GP urgently

- 8% Opening hours in the week
- 9% Opening hours at the weekend
- 6% Access to screening programmes
- 5% Earlier opening times in the week
- 8% Alternative ways to book an appointment
- 1% Access to interpretation and translation services
- 2% Access to more diagnostic tests at your practice
- 15% Getting through on the phone to book an appointment

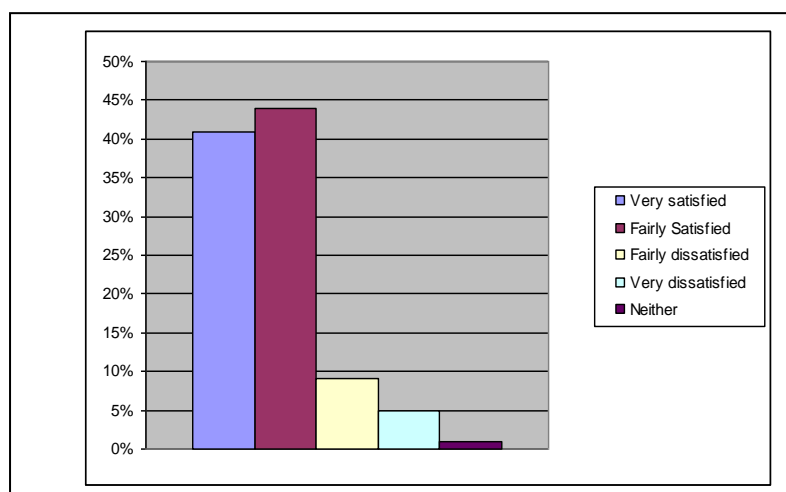
Q19. Which of the following are the areas where improvement could be made? (pick 5 only)



- 52% Access to see a GP at the time convenient to you
- 16% Access to see a nurse at the time convenient to you
- 32% Getting to see a GP urgently
- 5% Opening hours in the week
- 27% Opening hours at the weekend
- 5% Access to screening programmes
- 10% Earlier opening times in the week

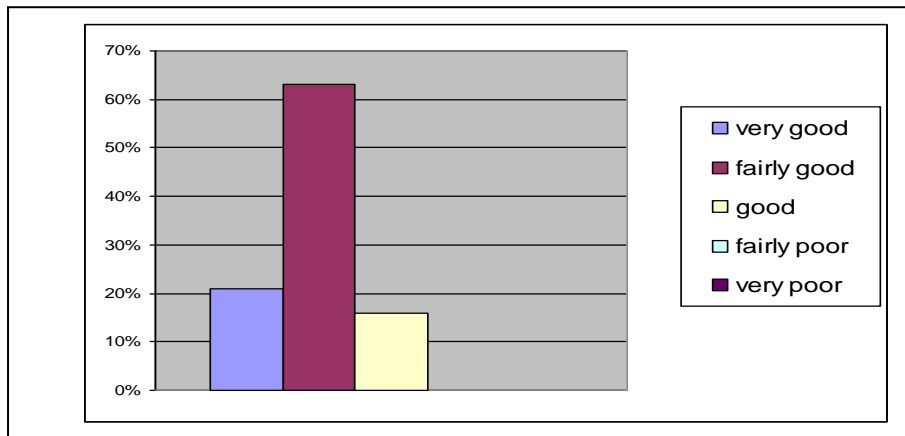
- 10% Alternative ways to book an appointment
- 1% Access to interpretation and translation services
- 13% Access to more diagnostic tests at your practice
- 23% Getting through on the phone to book an appointment

Q20. How satisfied with the availability of car park and access to the building?



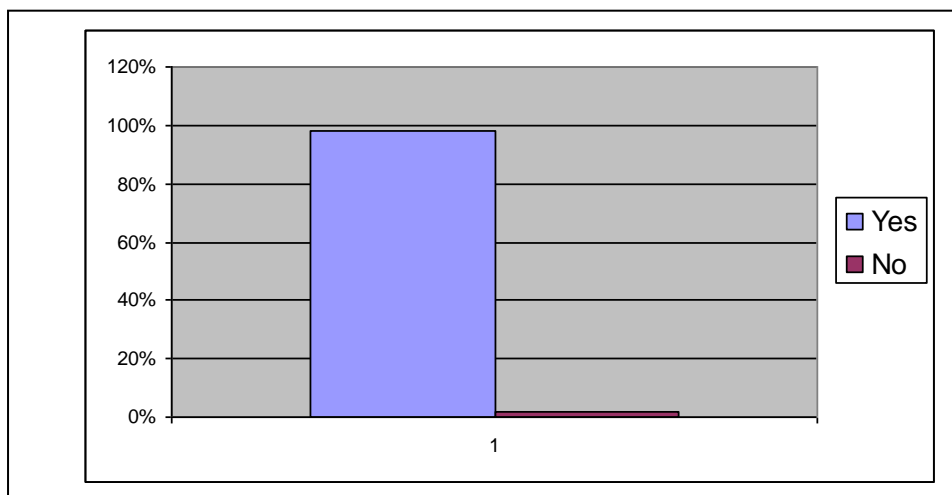
- 41% Very satisfied
- 44% Fairly satisfied
- 9% Fairly dissatisfied
- 5% Very dissatisfied
- 1% Neither

Q21. How would you rate the comfort of the waiting area?



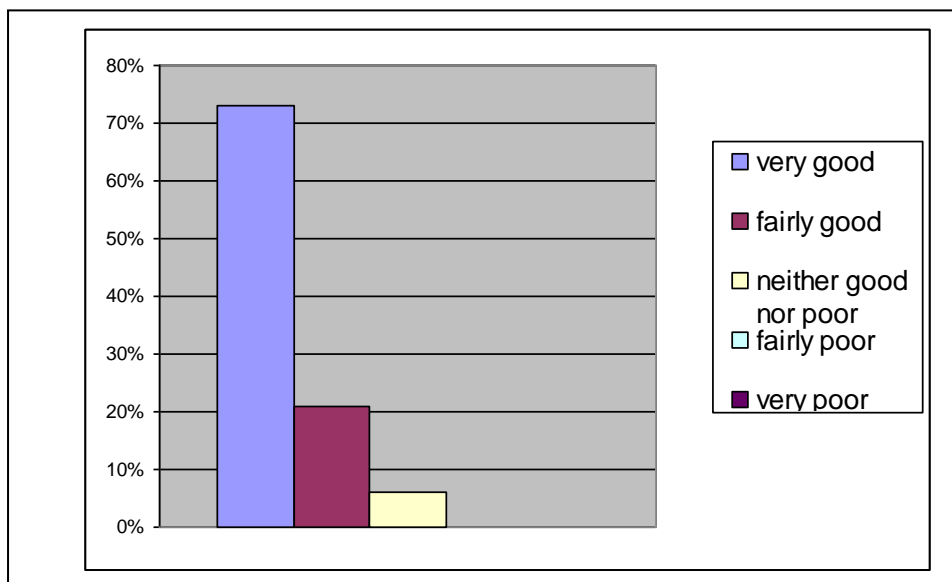
21% Very good
63% Fairly good
16% Good
0% Fairly poor
0% Very poor

Q22. Would you recommend this service to your friends/colleagues/relatives?



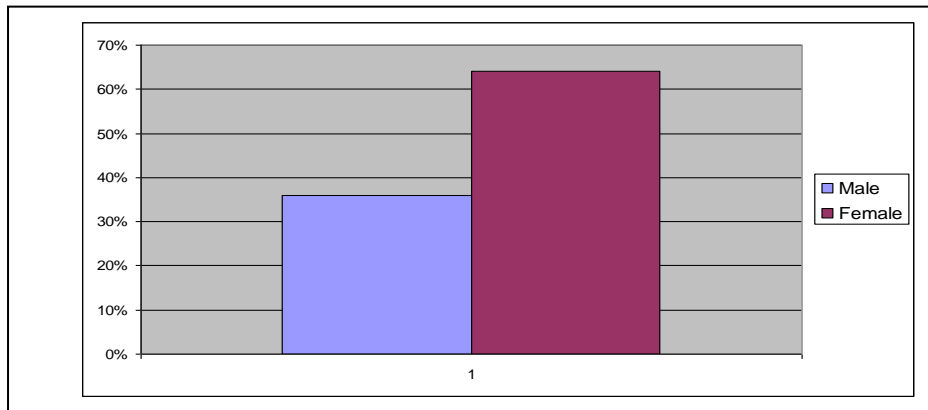
98% Yes
2% No

Q23. Overall, how would you describe your experience of your GP surgery?



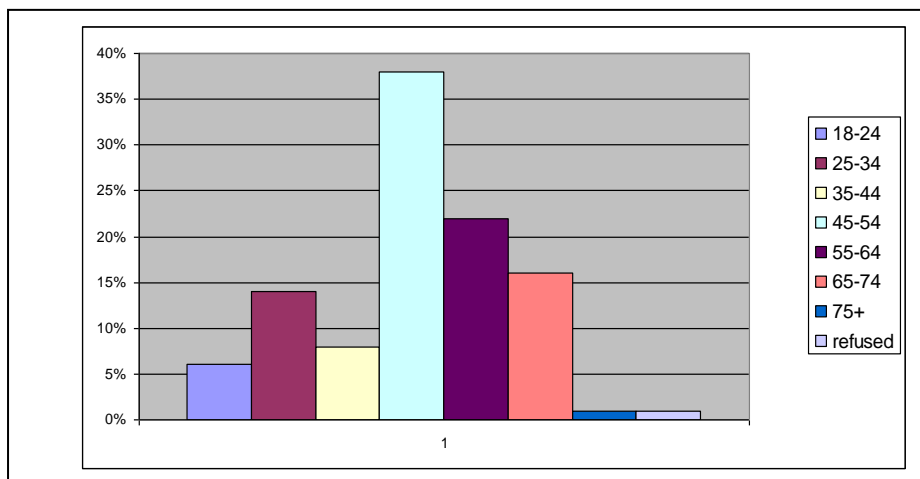
73% Very good
21% Fairly good
6% Neither good nor poor
0% Fairly poor
0% Very poor

Q24. Are you?



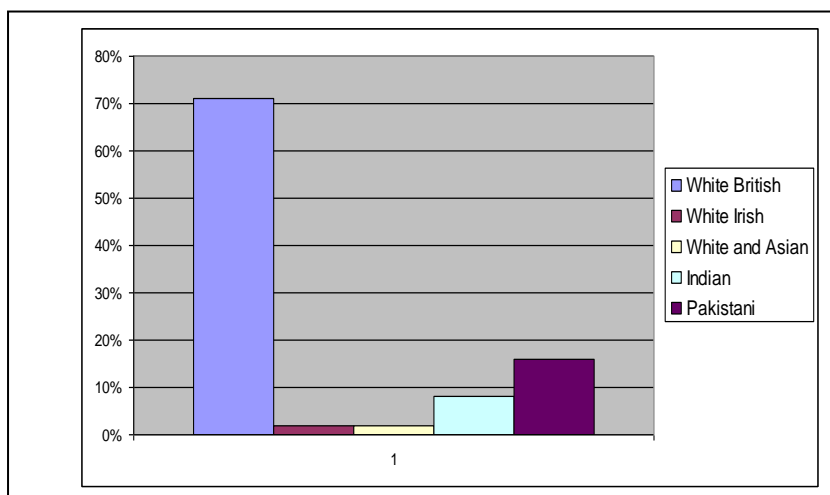
36% Male
64% Female

Q25. What is your age?



6% 18 – 24
14% 25 – 34
8% 35 – 44
38% 45 – 54
22% 55 – 64
16% 65 – 74
1% 75 +
1% Refused

Q26. What is your ethnic origin?



71% White British
2% White Irish
0% Any other White background
0% Black African
0% Black Caribbean
0% Any other Black Background
0% White and Black Caribbean
0% White and black African
2% White and

Asian
0% Any other mixed background
8% Indian
16% Pakistani

0% Bangladeshi

0% Chinese

0% Any other Asian Background

0% Arab

0% Other