

# **Willington Surgery**

## **Patient Participation Group Survey 2013-2014**

Willington Surgery has a patient list of 8310 and the staff includes 2 full time and 4 part time GPs as well as 4 part time nurses, a phlebotomist and an HCA.

The following report outlines the results of the third year's requirements to satisfy the Patient Participation Directed Enhanced Service 2011- 2014. The questionnaire was developed based on the results of the previous year's questionnaire and developed with the Patient Participation Group (PPG) and with advice from the surgery.

The results of the survey (Appendix 1) have been compiled and the headline figures are that 85% of patients taking part in the survey think the practice's overall performance is very good or excellent and 83% and 96% of patients rated their last consultation with a doctor or nurse respectively as good or excellent.

Action plans, detailed towards the end of the report, have been agreed as part of the basis for continual improvement in the areas noted. The opening of the new surgery in November 2013 has resolved issues such as car parking, cleanliness and telephone system problems raised in previous questionnaires.

In addition to making the results of the survey available on the practice website, it is intended that the results will be displayed in the surgery and summarised in local parish newsletters.

This has been a very positive experience for those involved in the development of the survey for the practice. The results of the survey will facilitate change where appropriate. Longer term plans for the evolution of patient services will also be enabled by the results from the survey dependant on financial constraints.

### **PPG Membership**

The PPG committee currently consists of 16 members who volunteered to become involved following the last AGM.

Membership of the Patient Participation Group (PPG) is open to all registered patients and staff of the practice.

### **What are the aims of PPG?**

Patients working with the surgery to:

- Provide a channel of communication between practice staff and patients to break down barriers to communication and enable sharing of information.
- Help themselves and other patients to take more responsibility for their health.
- Provide practical support to the surgery.
- Contribute to continuous improvement of services determined by the needs of the community.

The PPG is formally affiliated to the National Association for Patient Participation (NAPP) Minutes of the PPG meetings are published for the benefit of all patients on the practice website.

## **Methodology**

The committee met in September 2013 to discuss the requirements of the questionnaire. The action plans from the previous questionnaires was checked and a new questionnaire (Appendix 2) developed. It was much shorter than the previous questionnaire to try and avoid the large number of incomplete forms found previously and to address key patient concerns. The questionnaire was accepted unanimously by the committee.

The main areas of concern for patients from the previous questionnaires related to the telephone system, receptionists and lack of bookable appointments.

Questionnaires were handed out by members of PPG to patients at flu clinics and general surgery sessions as well as left in the surgery for patients to pick up and complete during a six week period.

The practice has a number of email contacts who answered the questionnaire on line and it is hoped that the new surgery computer system will facilitate more 'virtual' engagement with patients for the purposes of participation in electronic satisfaction surveys and ensuring patients are notified of information and news relating to the practice.

The results from the questionnaires were then transferred to an on line document by several members of PPG and from this a summary of the survey results was produced (Appendix 1).

The results were also analysed to determine any differences in response from the old surgery to the new surgery. The number of questionnaires completed before and after the move was almost identical.

## **PPG Feedback**

Members of the PPG met in January to review the results with a view to formulating the action plan at the next meeting in March. This year 436 responses were received from patients. The results need some explanation as some of the percentages are expressed as a percentage of those answering a particular question rather than as a percentage of the total number of patients answering the questionnaire.

## **Surgery newsletter**

26% of respondents have seen the newsletter and of those 85% rated the newsletter as good or excellent.

## **Surgery Website**

30% of those completing the questionnaire have seen the website and of those 70% rated it as good or excellent.

These figures have not increased significantly over the three years of patient questionnaires and despite our best efforts patients do not seem to need or think to access the useful information contained on the website.

## **Telephone consultation**

66% of those patients completing the questionnaire answered this (or stated they had an opinion) and of those 85% rated it as good or excellent. There was one significant complaint, about the GP phone call system, attached to a questionnaire which has been dealt with separately by the Practice Manager. There were a significant number of comments about the service.

## **Willington Surgery**

Overall 85% of patients rated the surgery as good or very good which is comparative to previous years.

### **Areas of specific concern from last survey**

#### **Reception staff**

This year the receptionists were rated as good or excellent by 80% of responders with over 50% considering that there had been an improvement from last year. A number of patients commented though that there could be no improvement because the receptionists were already excellent. This is an excellent improvement and the staff and management are to be congratulated on this achievement. Training of staff is always on-going and it was suggested that staff are reminded that generally patients queuing at the desk are ill and therefore more likely to complain or be impatient.

There were a number of comments about patients feeling ignored in the new surgery and this is addressed in the action plan.

#### **Telephone system**

The telephone system in the new surgery has 10 incoming lines so patients are advised of their position in the queue and there have been many favourable comments from patients.

### **Areas where the practice performs very well**

Patients felt that when they consult with the doctor or nurse, their overall level of satisfaction with this was 83% and 96% of patients rating their last consultation with a doctor or nurse respectively as very good or good. 56% of patients requesting an urgent appointment were seen on the day this request was made.

The overall satisfaction with the surgery remains high at 85% rating surgery as good or very good.

### **Areas where the practice performs less well**

Communication with patients as only 26% of patients had seen a newsletter and 30% have seen the website which means that we have to find ways of ensuring patients are informed when needed. The results of the survey indicate the lack of awareness of information about the surgery which needs to be addressed.

The new computer system installed at the surgery in November 2013 has enabled SMS messaging and email contact with patients which should improve communication. Patients have indicated that they would like to be reminded of appointments by text and this could extend to other messages such as flu clinic notification. Very few patients reported favouring on-line appointment booking.

### **Comments from Patients**

Overall, there are still comments relating to the time lag in obtaining appointments and appointments for specific doctors which was a big issue in the previous questionnaire. The surgery website says: *Patients are free to consult whichever doctor they choose. However, it is best if some continuity can be maintained by seeing the same doctor for each problem.*

The telephone consultation system has been the cause of many verbal complaints by patients but the responses in the questionnaire show 66% of those patients completing the questionnaire answered this and of those 85% rated it as good or excellent.

56% of patients requesting an urgent appointment were seen 'on the day' which is a very large number of patients and there is a balance between managing those regular appointments and those patients requesting an appointment urgently.

A large number of patients reported use of NHS lines such as 111 during out of hours but there were larger numbers waiting until the surgery opens which causes problems on Mondays.

## **Action Plan 2013-2014**

See Appendix 4

Many issues from previous action plans have been resolved with the move to the new surgery. Parking and telephone problems seem to be improved.

### **Staff training**

This is always on-going and it was suggested that staff should be reminded that generally patients queuing at the desk are ill and therefore more likely to complain or be impatient. In the new surgery the environment is more professional, there are no phones on reception and receptionists are at eye level with patients.

Comments received suggest that having one receptionist on the front desk and that staff member is busy then other waiting patients feel ignored. Receptionists have been trained now to acknowledge patients with a wave even if they are busy on the phone. A bell is also to be placed on reception and a notice indicating that a room is available for confidential discussion if required.

### **Telephone Calls**

This is mentioned earlier but the 10 incoming lines have meant very few engaged calls for patients.

### **Communication**

There was considerable discussion on the subject of improving communication. Many patients never go in to the surgery. They may not have medication or they may order on-line and collect from the Pharmacy. The questionnaires were answered by those using the services and therefore not necessarily representative views of the practice population. A Facebook page is available and this has been available for nearly a year with 85 'likes'. This is updated regularly.

The Practice Manager has given talks to Repton and Newton Solney W.I. about the running of a surgery and these have proved very popular.

The practice is investigating methods of leaflet distribution besides using known resources such as parish newsletters etc.

### **Appointments**

The Practice is continually reviewing the processes involved in provision of appointments. The current system of telephone calls and offers of appointments is well accepted and 56% of patients requesting an urgent appointment are seen on the same day.

### **Summary**

The members of the PPG committee found the devising the questionnaire and analysing results very stimulating and enjoyed the challenges involved. With the support of the practice an action plan has been produced each year and excellent progress has been made. The provision of the new purpose built surgery will provide a very clinical, efficient and 'fit for purpose' environment for all the staff and patients and this is helping to sort many of the patient comments such as an efficient telephone service. Timely appointments with specific doctors are always going to be a challenge for all primary care managers. The committee of the PPG are trying to ensure that all patients are aware of the PPG and invite comments about services provided. 6.4% of patients answered the questionnaire which is a good response but there is concern that there is lack of interest in health issues particularly considering the current challenges for the NHS and the 'Call for Action Campaign' which is aimed at engaging patients in decisions about their healthcare. The aim is to try and engage with patients who do not currently use the surgery so contact with local groups such as youth groups, WI and mother and toddler groups is being arranged.

## Appendix 2

<b>WILLINGTON SURGERY</b> <b>Patient Questionnaire 2013</b>
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The aim of a patient survey is:

- To gain the views of patients
- To agree areas of priority with the Patient Participation Group (PPG)
- To agree an action plan with the PPG

The management will:

- Publicise the results of the patient survey
- Publicise the actions taken and what is achieved as a result

We would appreciate a few minutes of your time to complete the questions below. Some of the following questions require a tick in ONE box only and others may require a comment. Please feel free to add further comments at the bottom of this questionnaire. The questionnaire may be anonymous or you can add your name (which will be confidential) if you wish to be contacted about any of the comments made.

Are you:

Male  Female

Age range:

16-24 yrs ; 25-34 yrs ; 35-44 yrs ; 45-54 yrs ; 55-64 yrs ; 65-74 yrs ; 75+ yrs

How do you normally book appointments?

In person  By phone  On line

Which method would you prefer?

In person  By phone  On line  No preference

Would it help to receive a reminder by text that you have an appointment?

Yes  Don't know  No  Don't use a mobile

When did you last see a doctor?

In past 6 weeks	Over 6 weeks and up to 3 months	3-6 months	6-12 months	Over 12 months

**Using the range 1 – 5 where 1 is low and 5 is high please answer the following questions**

How clean is the surgery? (1 is dirty up to 5 being excellent)

1       2       3       4       5       No opinion

How do you rate the information on notice boards in reception and outside the back door? (1 is poor up to 5 being excellent)

1       2       3       4       5       No opinion or not seen

If you have seen a surgery newsletter how do you rate this? (1 is poor up to 5 as excellent)

1       2       3       4       5       No opinion or not seen

And likewise how would you rate the surgery website?

1       2       3       4       5       No opinion or not seen

How helpful do you find the receptionists? (1 is unhelpful ranging up to 5 being excellent)

1       2       3       4       5       No opinion

Has there been an improvement over the last 12 months?

Yes       No

How do you rate the reception area in terms of being able to have a confidential discussion? (1 is poor up to 5 as excellent)

1       2       3       4       5       No opinion

If you have seen the GP in the last 6 months then how do you rate your consultation? (1 is poor up to 5 as excellent)

1       2       3       4       5       No opinion



In general how would you rate your experience with the surgery?

1       2       3       4       5       No opinion

Do you think there has been any change to the service provided over the last 12 months compared with the previous 12 months?

The service is:

Worse       No change       Better

**Additional Comments**

**Thank you for taking the time to complete this questionnaire. Your comments are important to us and will be used to improve and plan for the future.**

## Appendix 4

<p>Practice and PPG Recommendations Following Publication of Results of Patient Questionnaire 2013-2014</p>
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Issue identified	Possible suggestions for improvement	Action Plan	Date of completion of action plan
Receptionists	It was suggested that staff should be reminded that patients in surgery are generally unwell and more likely to be irritable or complaining. Acknowledge patients waiting	Training is always on going but this point will be emphasised again	ASAP
Communication	Information about surgery  Informal group talks to explain the work of the local surgery	The practice is investigating methods of economic leaflet drop Try and encourage more local groups to take up the offer of a talk by Practice Manager	ASAP  On-going
Appointments	This is a continuing challenge for management	Public messages. Ensure patients aware of other services to access advice	On-going
Confidentiality	Barrier to ensure patients do not crowd up to reception desk	Also a radio to make surgery seem less quiet and echoic.	ASAP

### Summary

The members of the PPG committee found the devising the questionnaire and analysing results very stimulating and enjoyed the challenges involved. With the support of the practice an action plan was produced each year and excellent progress has been made. The provision of a new purpose built surgery will provide a very clinical, efficient and 'fit for purpose' environment for all the staff and patients and this will help to sort many of the patient comments such as an efficient telephone service. Timely appointments with specific doctors are always going to be a challenge for all primary care managers. The committee of the PPG are trying to ensure that all patients are aware of the PPG and invite comments about services provided. Only 6.8% of patients answered the questionnaire. The concern is specifically about patients who do not currently use the surgery so contact with local groups such as youth groups, WI and mother and toddler groups is being arranged.