

Willington Surgery

Patient Participation Group Survey 2012

The following report outlines the results of the second year's requirements to satisfy the Patient Participation Directed Enhanced Service 2011- 2013,.

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 86% of patients taking part in the survey think the practice's overall performance is very good and 93% and 96% of patients rated their last consultation with a doctor or nurse respectively as very good or good).

Action plans, detailed towards the end of the report, have been agreed as part of the basis for continual improvement in the areas noted.

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. In particular, comments relating to the comfort of patients in the waiting room will be taken into consideration when the move to the new surgery is made.

PPG Membership

The PPG committee currently consists of 14 members, although further recruitment is anticipated.

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.

Profile of PPG and Practice

Practice population profile		
Age	Sex	Ethnicity
16-24 (753)	Male over 16 yrs -3303	White British 1067/1160
25-34 (759)		Other 93/1160
35-44 (1063)	Female over 16 yrs -	
44-54 (1285)	3407	
55-64 (1262)		
65-74 (895)		
75+ (685)		

PPG profile		
Committee		
Age	Sex	Ethnicity
16-24 (0)	M (2)	White British (14)
25-34 (1)	F (12)	
35-44 (0)		
44-54 (1)		
55-64 (3)		
65-74 (7)		
75+ (2)		
Email Group		
Age	Sex	Ethnicity
16-24 (0)	Male (94)	White British (160)
25-34 (34)	Female (76)	Other (10)
35-44 (24)		
44-54 (29)		
55-64 (37)		
65-74 (39)		
75+ (7)		
Patients Responding to Questionnaire		
Age	Sex	Ethnicity
16-24 (8)	Male (229)	Not recorded
25-34 (19)	Female (353)	
35-44 (39)		
44-54 (55)		
55-64 (115)		
65-74 (201)		
75-84 (107)		
85 + (26)		

Methodology

The committee met in September 2012 to discuss the requirements of the questionnaire. The action plan (Appendix 2) from the 2011-2012 questionnaires was checked and a new questionnaire (Appendix 3) developed. It was much shorter than the previous questionnaire and responses were tick boxes to assess level of satisfaction.

The main areas of concern for patients from the first questionnaire related to the telephone system, receptionists and lack of awareness of services such as Out of Hours Services.

Questionnaires were handed out by members of PPG to patients at flu clinics and also 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 change to 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).

PPG Feedback

Members of the PPG met in December to review the results with a view to formulating the action plan at the next meeting in January. The following points were noted:

This year 585 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 very good.

Surgery Website

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

The automated check in

This was rated by 79% of those responding to the questionnaire and 65% of those find it good or very good but there were many comments suggesting the device is often not working.

Telephone consultation

73% of those patients completing the questionnaire answered this and of those 82% rated it as good or very good.

Derbyshire Health United

The service provided by DHU provided a more varied response. 35% of patients recorded use of the service and 59% of those rated it as good or very good.

Willington Surgery

Overall 86% of patients rated the surgery as good or very good.

Areas of specific concern from last survey

Reception staff

Patients rated reception staff as good or very good last year in 65% of responses. This year this had improved considerably to 93% which 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.

Telephone system

The telephone system was rated as good or very good last year by only 21% of patients but this year the number of responses reporting the system as good or very good had improved to 52%. There have been changes to the system of answering calls in order to relieve the receptionist on the front desk and the first call handler is sitting upstairs. The phone system is old and changes are impractical. This should all change with the new surgery.

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 93% and 96% of patients rating their last consultation with a doctor or nurse respectively as very good or good.

The overall satisfaction with the surgery remains high at 86% 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. For example, to ensure patients are aware of flu clinics. One of the areas identified by the previous year report was that patients were not aware of certain services such as Derbyshire Health United, book loans from the surgery for many medical conditions, Citizens Advice Bureau sessions etc. 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 should enable SMS messaging and email contact with patients which should improve communication.

Comments from Patients

See Appendix 4

Overall, there seemed to be less comments relating to appointments for specific doctors which was a big issue in the previous questionnaire. This may have been addressed in newsletters and by receptionists and management when patients have complained. The main comments now seem to be regarding the time lag to get an appointment with specific doctors.

The telephone consultation system has been the cause of many verbal complaints by patients but the responses in the questionnaire show 73% of those patients completing the questionnaire answered this and of those 82% rated it as good or very good. It is probable that patients do not understand the system until they have used it. There is a poster in surgery explaining how the telephone system works.

Action Plan 2012-2013

See Appendix 5

Many of the improvements required will be possible once the move to the new surgery is made.

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 will be more professional, there will be no phones on reception, receptionists will be at eye level with patients (currently receptionists have to look up at patients which puts the staff at a disadvantage) .

The automated check in

This was the subject of many complaints and the current model is now classed as unsuitable for use by an inspecting electrician. A new system has been ordered and this will reduce pressure on receptionists.

Telephone Calls

There have been changes to the system of answering telephone calls in order to relieve the receptionist on the front desk and the first call handler is sitting upstairs. The phone system is old and changes are impractical. This should all change with the new surgery. Telephones are busiest between 8-10am and when doctors are ringing out. It was suggested that patients could be informed of suggested times to phone for non-urgent requests such as test results.

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 was discussed as this can be set up with privacy controls that do not allow comments to be left. It could be used to post pictures of the new development and information about PPG and the surgery. It may appeal to young patients.

The Practice Manager has given talks to Willington Ivy Club 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.

Appendix 2

Practice and PPG Recommendations Following Publication of Results of Patient Questionnaire 2011-2012

Issue identified	Possible suggestions for improvement	Action Plan	Date of completion of action plan	Action taken
Car parking: It was noted that the majority of patients use a car to access the surgery but many patients identified the size of the car park and difficulty parking as an issue	Educate patients: walk locally Educate staff: walk to work or park elsewhere to leave the car park free for patients The car park at the new surgery will be no larger	Newsletter Display at surgery of patient responsibilities and practice responsibilities	June 2012	Newsletter March 2012
Public transport to surgery	Need bus shelters preferably with appropriate seating	Contact DCC Bus Companies	New surgery 2013	
Receptionists attitude to patients (although many rated as very good the target would be for a higher percentage)	Communication skills training	On-going training Also patient education and managing expectation	On-going	On-going Newsletter June 2012
Telephone system – majority of patients described only as 'fairly easy'	Dedicated line Clearer guidelines by surgery for phone-in times	New surgery? Publicise in newsletter and on website	New surgery 2013 June 2012	Newsletter March 2012
Waiting times	Staff training: Ensure staff keep patients informed of potential wait Jayex board could be used for information (as long as it is updated)	PM	March 2012	Newsletter March 2012
Appointments-specific doctor	Guidelines for patients to manage expectations GP training regarding repeat appointments to manage patients' expectations	Newsletter PM	March 2012 June 2012	Newsletter March 2012 On-going

Issue identified	Possible suggestions for improvement	Action Plan	Date of completion of action plan	Action taken
Informing patients of OOH services e.g. DHU and walk-in centres	Patient newsletters from surgery or PPG AGM- this may be a topic for speaker at AGM (CT has contact) 'Credit Card' style reminder cards for patients	PPG AGM PPG	June 2012 October 2012	June 2012 Newsletter June 2012 Discussion at Sept meeting
Waiting Room	Quiet area Separate children's area Up to date information and magazines Music Drinking water dispenser	New surgery plans	New surgery 2013	
Lack of knowledge of current services available Citizens Advice, Self -help books	Improve patient awareness: Better signage Information in newsletter	Newsletter	March 2012	Newsletter March 2012
Informing patients about how to raise concern or comment to surgery management	Publicise	Patient newsletter	March 2012	Newsletter March 2012

Appendix 3

Willington Medical Practice Questionnaire 2012-2013

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.

First, please tell us a little about yourself:

Are you:

Male Female

Age range:

16-24 yrs ; 25-34 yrs ; 35-44 yrs ; 45-54 yrs ; 55-64 yrs ;

65-74 yrs ; 75-84 yrs 85+ yrs

Communicating with patients

For the following communication methods please indicate whether you have seen them, and if so how you rate them, where: 1 is Very poor; 2 is Poor; 3 is Neutral ; 4 is Good ; 5 is Very good

Have you seen a surgery newsletter and how do you rate this?

1 2 3 4 5 No comment

How would you rate the surgery website?

1 2 3 4 5 No comment

Services at the surgery

Please indicate whether you disagree or agree with statements in the following section, where: 1 is Strongly disagree; 2 is Disagree; 3 is Neither disagree or agree; 4 is Agree ; 5 is Strongly agree Leave the question blank if you have not experienced in the past 12 months

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

1 2 3 4 5 No comment

How easy is it to get through on the telephone?

1 2 3 4 5 No comment

Have you been able to successfully use the automated check- in by the front entrance?

1 2 3 4 5 No comment

Consultations at the surgery

For each of the situations that follow please rate your experience; where:1 is Very poor ; 2 is Poor; 3 is Neutral; 4 is Good; 5 is Very good.

Leave the question blank if you have not experienced in the past 12 months

If you have visited the GP in the last 6 months then how do you rate your consultation?

1 2 3 4 5 No comment

If you have had a consultation with a nurse how do you rate your consultation?

1 2 3 4 5 No comment

If you have experienced telephone consultation during the last six months how do you rate this?

1 2 3 4 5 No comment

If you have used Derbyshire Health United (out of hours services) during the last year how do you rate this?

1 2 3 4 5 No comment

Overall, my experience of Willington Surgery has been:

1 2 3 4 5 No comment

Comments

If you have indicated above that any of our services are below average then please tell us why so that these issues can be addressed.

Appendix 4

Willington Surgery Questionnaire 2012 Comments

<p>Online ordering of prescriptions is absolutely first-class. Staff are great and we feel very well looked after. The only issue is obtaining appointments in reasonable time - i.e. non-urgent but not something to leave for a month - but I imagine that this is a perennial problem!</p>
<p>Love the telephone system, I can usually describe my symptoms and then either prescribed, or asked to come in. A great time saver. I have left the after-hours section blank, as I have no knowledge of it.</p>
<p>Unfortunately my experience is that a same day or next day appointment can be resisted at reception although once past this, waiting time is short. I do find that consultations are often rushed without getting to the cause of a problem and this has on at least three occasions meant a further appointment or telephone consultation which has resulted in a different diagnosis, treatment or referral.</p>
<p>The only comment I have is the length of time it can take to get an appointment.</p>
<p>I have always found all the staff and doctors extremely helpful, I consider we are very lucky with our facilities.</p>
<p>The service provided is excellent and is the best doctors I have used so far</p>
<p>What is Derbyshire Health United? - we are told to ring NHS Direct. Have not had a consultation by telephone.</p>
<p>The doctor I saw lastly, about two months ago, was not particularly interested in my symptoms, had no idea of the causes of the problem, and said, '... if the rash doesn't clear up in the next fortnight come back'. No treatment or advice was offered!! I left feeling not very confident in his ability. I realise many things probably clear up with the passage of time without intervention- this was obviously one of them!</p>
<p>There is a need for more doctors to fill the empty consultation rooms. This is my worry for the new surgery that you will just have lots of empty rooms with still too few doctors to see</p>
<p>Reception Staff on the phone can sometimes be over protective on the phone. Also, there have been a number of occasions where the reception staff have been very rude and particularly unhelpful/sarcastic. Also, the communication between the surgery and pharmacy is terrible. The last 4 or 5 occasions I have booked for medicines to be at the pharmacy and they have not been there. Following a trip back to the surgery, the prescription isn't there either and end up waiting for a new one to be written out by a doctor....very poor service. There needs to be a simple process in place so that the pharmacy confirm with the surgery that the prescription has been received.</p>
<p>Out of hours service takes far too long during the telephone assessments. Both with the initial reception and then again with the referral second consultation. The conversations are repetitive, e.g. a recent call made on behalf of an elderly neighbour took almost fifty minutes to complete. This includes a twenty minute break between the initial call and the availability of a nurse to call back for the second consultation / assessment. This resulted in a Doctor visiting the said patient.</p>
<p>Repeat prescription ordering gave continual problems but was satisfactorily resolved by transferring to the 'repeat dispensing' service at the pharmacy</p>
<p>The check in by front door is good if it works</p>
<p>When the check in system working - very good!</p>
<p>Only just joined surgery. Very good</p>
<p>Sometimes receptionists can leave one standing while 'screen gawping'. Having taught reception please ensure that patients are acknowledged immediately even if just 'won't keep you a minute' or similar</p>
<p>All staff and doctors great</p>
<p>I think the surgery is excellent. Our son has gone to university and the GP surgeries where he is are nowhere near as good as Willington - thank you. The links with the pharmacy are also</p>

excellent
Willington Surgery Questionnaire 2012 Comments
Receptionists vary and it depends who is on duty
I don't use the automated system as I think it is unnecessary as I have never had to wait too long at the reception desk and prefer to communicate with a person.
The surgery has gone downhill! Trying to get an appointment with a doctor of your choice is a nightmare I was offered one nearly 4 weeks later!!! the reception staff are mainly ok but certain ones could do better .Derbyshire health united sometimes are the opposite and a bit over the top .this triage system is not working either we've been through it once and it didn't work so why implement it again .parking is a nightmare too saw one lady last week had her bumper ripped off and those who did it didn't report it and damage to my car too but I was lucky as the old lady who did it had the courtesy to come to reception to tell me.
Once you manage to get passed the reception staff, the experience is usually positive and while I appreciate that the reception staff have a difficult job and there has been improvements they are not always helpful.
Thanks for an excellent service, keep up the good work in 2013.
We don't like the new system for requesting a consultation. However we appreciate the problems you have with such a large practice.
I have been housebound over 5 years. The service I have received by Doctors, Matron and Nurses at home has been excellent
Would like less time lag for appointments with doctor of choice
I have always been pleased with the surgery, services and staff. I have always received an appointment when needed and feel the surgery is a valuable asset to our community
Marked website low because cannot make or change appointments on it. My only concern with the new telephone system is that we have to speak to any Dr meaning continuity is lacking. Also appointments with a preferred Dr are unavailable for at least 2 weeks again meaning if you want to be seen before this you have to be seen by any dr. I would also like to say that we have found all receptionists, Drs and nurses to be really friendly and helpful and we are grateful for the excellent care we receive
When I phoned this morning for an appointment with a Doctor within the next 9 days, I was told there were none. I was told a Doctor could ring me to see if they could 'fit me in'. After reading the newsletter I now realise that the receptionist should have said they could arrange a 'telephone consultation'. I feel that the receptionists are not explaining correctly the procedure and need some training on how to explain this, as if I had not read the newsletter I would not have realised exactly what they meant. A standard explanation could help in the receptionists not being verbally abused if the patient is informed correctly. I know it is not an easy job dealing with people, but if you give the correct information to start with fewer problems will occur.
Never used out of hours service. Automated check in system can be very irregular in its behaviour!
Reception staff - Some can be extremely rude, useless at making appointments and denying blame when it is obviously their fault e.g. 3 occasions during last year if appointments made, I turn up but they accuse me of wrong date! Thus I'm a 'didn't turn up' for appointment patient. Perhaps if they could keep their records correct, your missed appointments number would drop considerably. Therefore, it is the receptionists who are losing you money - not the patients! Politeness and efficiency being addressed in reception would result in the practice being exemplary.
Last question, Added 'medical staff' after Willington Surgery. The reception staff have not been helpful at times. Two examples: (1) denying that I had an appointment at the time that I had been given, by them, some days earlier. I am not in the habit of writing down dates and times incorrectly. Also the manner of the receptionist in question when I arrived for my 'wrong appointment' was not to my taste. (2) I was told that I could not make an appointment with a doctor some days ahead. Instead I was told to ring the surgery at 8am to get an appointment on the day. I did ring, at 8.01 am, the number was engaged, and I rang again at 8.09 when I was told that all available appointments had been allocated.

I am glad I changed practices, as everyone is very friendly helpful and efficient.
Willington Surgery Questionnaire 2012 Comments
Out of hours health centre is not based locally but at the other side of Derby. Impossible to get to without a car. We went to Swadlincote, nurse said she couldn't help us but on the phone made us believe she was a doctor. Very unhelpful, especially as we had a sick child with us.
Experience excellent
It would be helpful to book appointments on line
The check in does not always work
Question about automated check-in - I once used the automated check in and it didn't register me. I then had to wait a long time to be seen.
The practice is not geared up with regard to working people. Early appts. needed (0700 start) for Drs and Nurses (eg. blood tests) Appointment system is a joke !!
Midwife is very good
I personally have always been very happy and more than satisfied with the treatment I have received.
Derbyshire Health United never heard of them !
Difficult to get an appointment although if it is for our child then he is always seen.
No problems Thank you So pleased we've still got the surgery and doctors. We are so blessed.
On dis-satisfaction was with DHU - had mild heart attack and it took doctors over 3 hours to come. Luckily no repeat of attack just slight dizziness.
Sometimes takes a while for the phone-in re an appointment, must be distressing if you are feeling very unwell.
It is currently difficult to get an appointment with the GP of your choice. The call back system is not always convenient or appropriate for people who are at work. We are finding that to see the doctor of your choice sometimes means waiting 2 - 3 weeks. This system surely means missing critical symptoms.
No proactive enough, I nearly missed my flu jab. Unless visiting the surgery I would not have known.
Automated booking in system good when it works
We are quite satisfied with the service provided
New patient, not used any of the services yet
I am a new patient and have not used any of the services yet
Would rather check-in face to face. Looking forward to new surgery with pharmacy attached. Please keep children's play area in new surgery
There is nothing wrong with our practice, good doctors, good receptionists, good practice, good environs
I assumed that you have e-mail addresses but the only one I know of is for a prescription which says it is automated and does not accept replies. Is it not possible to have one for general enquires where a reply is not urgent?
Would rather deal face to face with the Doctor and not by phone. Difficult to book consultation face to face
I will have a look at website!
Consultation by phone - poor- wanted an appointment. Willington let me down and put me at risk by three different doctors who were not familiar with my medical history trying to diagnose my illness on the telephone and not giving me good advice regarding water consumption and the use of diuretics. I ended up being rushed into hospital with hyponatraemia and acute water retention
Depends which receptionist it is!
Automated check in system very good - when it works
Receptionists- very very helpful. Very polite, efficient
I never have anything negative to say about Willington Surgery but am a little sad to read in newsletter that such a marvellous team fee/ have need to justify any actions as from decades

of experience here I am fully aware of how caring and professional everyone is. Thank you all

Willington Surgery Questionnaire 2012 Comments

Have not used the out of hours service so cannot comment,
I moved here approx 6 years ago from Kent, the service I get here is head and shoulders above the service I received there.

Very satisfied with the service, hope you will be able to accommodate blood donation here when the new surgery opens as not very practicable going to Derby

Find it difficult to get to see a doctor and often see different doctor, which I feel has not helped as they all have a different approach.

Smear test - I felt that the nurse left me exposed for an unnecessary amount of time, which made me feel very uncomfortable.

I strongly dislike the system of having to have a doctor ring me before I can make an appointment. My last appointment had to be made 3 weeks in advance, this is wholly unacceptable.

Automated system often broken

Automated system scored 4 when it works

Vesoka !! service (or not)

Not used automated check-in system or Derbyshire Health United

It takes over one week to get an appointment.

It takes ages to get through on the telephone.

Telephone not a good service.

Dr appointments are not good.

Planned appointments waiting time not acceptable. 3 weeks beyond a joke!

(I just say sit and wait when I ring up just to get seen)

The only concern I have is having to wait 3-4 weeks to see my Dr of choice! Don't think this is acceptable!!

Note beside question about Receptionists - Some are excellent, 1 is unhelpful.

Waiting times for appointments are too long. It's difficult to get to see a GP. My last planned appointment I had to wait nearly 1 month.

G.P.'s and practice nurses and most receptionists are lovely and polite.

Your service to me and my family has been very good.

Appointments difficult to get

Looking forward to new booking system

Don't have to come to the surgery very often. I would like to see a doctor now and again.

Difficult to get through on telephone, never used auto check in or DHU

One receptionist is rude - indifferent

Lack of knowledge of past history

Depends who is doing the triage and or on reception to what response you get- not always most helpful. Have to call '5' for 'ringback' to get through in a morning

First class service from this practice

The surgery is well run and never failed myself and family to date. We are very happy to have this excellent service and care-thank you

Last consultation with doctor marked down as it was a locum. Dr O'hara is always excellent

Receptionists are not helpful. You can never get appointment when you are ill-very poor

The Doctors are good, have time for you but I find the receptionists are not helpful in anyway. It takes 3 weeks or more to see a doctor. Why is it they say they are fully booked up yet the surgery is empty.

Reception staff I find can be rude and unhelpful. Trying to get an appointment when unwell is impossible- they offer you appointments in a few weeks' time. They are not doctors so why do they need to know all my details?

Check in system very good when it is working

Appendix 5

Practice and PPG Recommendations Following Publication of Results of Patient Questionnaire 2012-2013

Issue identified	Possible suggestions for improvement	Action Plan	Date of completion of action plan	Action taken
Receptionists	It was suggested that staff should be reminded that patients in surgery are generally unwell and more likely to be irritable or complaining.	Training is always on going but this point will be emphasised again	ASAP	
Communication	<p>A Facebook page which may appeal to younger patients</p> <p>Information about surgery</p> <p>Informal group talks to explain the work of the local surgery</p>	<p>This can be set up with privacy controls so that comments cannot be left on the site</p> <p>The practice is investigating methods of economic leaflet drop</p> <p>Try and encourage more local groups to take up the offer of a talk by Practice Manager</p>	<p>ASAP</p> <p>ASAP</p> <p>On-going</p>	
Automated Check-in	A reliable system to relieve pressure on reception is needed	A new system is on order	ASAP	