

DRS WOOD, STAINES, VAN DEN BRUL, HERD & HENDERSON

PATIENT PARTICIPATION (REFERENCE) GROUP

REPORT 2011/2012

The patient participation (reference) group was established in Dec 2011 and the first meeting took place on the 20th Dec 2011.

The members of the group at the time of the December meeting were Dr Michael Wood, GP partner, Marie Carfoot, practice manager, Michelle Carfoot, reception supervisor and six patients, all of whom were registered with the practice and live in Spennymoor or one of the surrounding villages.

The practice is actively trying to attract patients from all backgrounds by displaying posters inviting patients to join the group in the waiting rooms of the practice, also the Baby Clinic and Ante-Natal clinic within the surgery. We have displayed posters in all of the local chemists and the library in Spennymoor. A member of the patient participation group agreed to contact the local colleges to ask if they would display the posters.

To try and reach as many households as possible, a notice was placed in the local news paper "The Northern Echo" in October 2011 and also in the local news letter "Spennymoor News" in February 2012. The article in the Spennymoor News informed people of the meeting that took place in Dec 2011 and invited patients registered with the practice to join the group.

In March 2012 two more patients joined the group.

The profile of the group is as follows:

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| Female | 16 – 24 yrs – white British – Spennymoor resident |
| Female | 35 – 44 yrs - white British – Spennymoor resident |
| Female | 55 – 64 yrs - white British – Spennymoor resident |
| Female | 55 – 64 yrs – white & black Caribbean – Spennymoor resident |
| Female | 55 – 64 yrs - white British – Spennymoor resident |
| Male | 65 - 74 yrs - white British – Kirk Merrington resident |
| Female | 65 – 74 yrs - white British – Ferryhill resident |
| Female | over 84 yrs - white British – Spennymoor resident |

At the meeting in March 2012, the group will decide on the frequency of subsequent meetings.

The practice received a draft questionnaire from the Primary Care Trust (PCT) and it was agreed to use this for the annual patient survey. At the first patient participation (reference) group meeting in December 2011 the contents of the patient survey questionnaire was discussed and suggestions were made by the group to include the question "What other services would you like the practice to provide?", to rephrase question 9a to read "Are you aware that you can book a telephone consultation at your Practice?", and to modify question 16 to include the specific responses "very satisfied/fairly satisfied/not at all satisfied and don't know. The suggestions were approved and the questionnaire was updated.

The patient survey took place between the 9th and the 27th January 2012 and 250 patients who visited the practice within this period were asked to complete the questionnaire. A total of 245 questionnaires were returned and the responses were collated. It was noted that some patients provided multiple answers, or no answer at all to some questions.

Survey Results

The patient participation (reference) group discussed the survey results at the meeting in February 2012 and praised the practice on the very positive outcome.

Accessing the surgery by telephone

It was noted by the group that only 20% of people surveyed found getting through to the practice by telephone very easy, 55% found it fairly easy and 20% found it not very easy or difficult. Only 28% of patients found ordering a repeat prescription by telephone easy and 24% found it fairly easy. Members of the group also commented on their experiences and felt this was an area that could be improved.

The practice explained that many patients contact the surgery by telephone to request prescriptions and this could be reduced by promoting the order and collection service offered by all of the local pharmacies.

The practice suggested attaching a note to all prescriptions informing patients of the services provided by the local pharmacies and to invite one of the local pharmacists to attend the group meeting in March 2012 to discuss further. The group felt this was a

good idea and the practice agreed to arrange this.

A suggestion by a member of the group to reduce telephone requests for repeat prescriptions was to introduce the option to order by email. The practice agreed to investigate this.

The practice informed the group that a system was available which would enable the booking of appointments on-line and agreed to investigate this.

Appointments

35% of patients surveyed said they could see the GP of their choice within 1-4 working days and 51% had to wait 5 days or more. 14 % of patients surveyed said they had never tried to see a GP of their choice.

32% of patients surveyed said they could be seen the same day if they were willing to see any GP, 24 % could be seen the next day, 31 % could be seen within 2-4 days, 9% had to wait 5 days or more, and 10% said they had never tried.

67% of patients surveyed were seen within 15 minutes of their booked appointment time and 15 % said that they had to wait over 30 minutes.

Appointments can be booked by telephone (01388 811455) or in person.

The GPs are usually available on the following days:

| | |
|--------------------------------|---|
| Dr M R D Wood | Monday, Tuesday, Thursday and Friday |
| Dr J E Staines | Monday, Tuesday, Wednesday |
| Dr K A van den Brul | Monday, Tuesday and Thursday |
| Dr A N Herd | Monday, Tuesday, Wednesday and Thursday |
| Dr A J Henderson | Monday, Tuesday, Wednesday and Friday |
| Dr S Paul (salaried doctor) | Tuesday and Friday |

It was noted by the group that 51% of patients surveyed had to wait 5 days or more to see a GP of their choice. After discussion, the group agreed that this would be a difficult area to improve as patient choice dictates the outcome and demand is often greater for certain GPs.

No actions from these results were identified.

Surgery Opening Times

59% of the patients surveyed were very satisfied with the opening times of the surgery and 38% were fairly satisfied. Only 0.81% were not satisfied at all.

The practice currently advertises the surgery opening times and out of hours arrangements on posters displayed in the surgery, on the practice website and in the practice leaflet.

The information advertised and displayed is:-

Surgery opening times, including the extended surgery times offered by the practice

| | |
|-----------|---|
| Monday | 7.30 am - 7.00 pm (extended surgery times 7.30 am – 8.00 am & 6.00 pm – 7.00 pm) |
| Tuesday | 8.00 am – 6.00 pm |
| Wednesday | 8.00 am – 6.00 pm |
| Thursday | 8.00 am – 7.00 pm (extended surgery times 6.00 pm – 7.00 pm) |
| Friday | 8.00 am – 7.00 pm |

Out of hours arrangements

Between 6.00 pm and 8.00 am Monday – Friday and from 6.00 pm Friday – 8.00 am Monday the Urgent Care Centre at Bishop Auckland Hospital provides emergency cover for the practice. The out of hours service can be contacted by telephoning 111.

No actions from these results were identified.

How satisfied were you with your last appointment with a doctor at the surgery?

The following questions were asked:

Did the GP:-

| | |
|---|---|
| allow you enough time | 72 % were very satisfied and 22 % fairly satisfied |
| ask about your symptoms | 71% were very satisfied and 21 % fairly satisfied |
| listen to you | 73 % were very satisfied and 17 % fairly satisfied |
| explain about tests & treatments | 63.67 % were very satisfied and 18% fairly satisfied |
| involve you in decisions about your care and treatments | 48% were very satisfied and 21% fairly satisfied |
| treat you with care and respect | 73% were very satisfied and 24% were fairly satisfied |
| take your problems seriously | 73% were very satisfied and 15% were fairly satisfied |

Did you have trust & confidence in the doctor you saw?

75% were very satisfied and 16% fairly satisfied.

Were you happy with the privacy of your conversations with the doctor?

80% were very satisfied and 13% were fairly satisfied.

The practice and the group were very pleased with these results and no actions were identified.

Appointments with the Practice Nurse

47% of the patients surveyed found it very easy to arrange an appointment with the practice nurse and 45% found it fairly easy. Only 1.22% found it not easy at all.

The following questions were also asked.

Did the practice nurse:-

| | |
|-----------------------|---|
| allow you enough time | 70% were very satisfied and 21% were fairly satisfied |
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| | |
|-------------------------|--|
| ask about your symptoms | 60% were very satisfied and 19% fairly satisfied |
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|---------------|--|
| listen to you | 58% were very satisfied and 22% fairly satisfied |
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| | |
|--------------------------------------|---|
| explained about tests and treatments | 62% very satisfied and 22% fairly satisfied |
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| | |
|---|---|
| involved in the decisions about your care | 56% very satisfied and 24% fairly satisfied |
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| | |
|---------------------------------|--|
| treat you with care and respect | 71% were very satisfied and 18% fairly satisfied |
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| took you problems seriously | 66% were very satisfied and 18% fairly satisfied |
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Did you have trust and confidence in the nurse you saw?

67% were very satisfied and 18% fairly satisfied

Were you happy with the privacy of your conversation with the nurse?

71% were very satisfied, 17% were fairly satisfied and 6.5% were very dissatisfied

Overall the practice and the group were very pleased with the results but the practice agreed to investigate why, 6% of the patients surveyed were dissatisfied with the privacy of their consultation with the practice nurse.

Receptionists

60% of patients surveyed found the receptionists in the practice very helpful and 35% found them fairly helpful.

No actions from these results were identified.

Building

61% of patients surveyed felt that their conversations could be overheard at the reception window but didn't mind, 15% were not happy about this and 7% were aware that the patients could speak to a receptionist in private if necessary.

85% of patients surveyed thought the surgery was very clean and 13% thought it was fairly clean.

63% of patients surveyed thought the waiting room was very comfortable and 27% thought it was fairly comfortable.

69% of patients surveyed thought the signage inside and outside of the building was very clear and 19% thought it to be fairly clear.

The problem with confidentiality at the reception desk was noted and the practice will speak to the PCT regarding this.

Overall Satisfaction

61% of patients were very satisfied with the service offered by the practice and 37% were fairly satisfied.

The practice and the group were very impressed with this result.

Comments and Suggestions

Some of the comments and suggestions received that were discussed and agreed as action points for 2012 and 2013 are:-

Improve privacy at reception – the practice will ensure that the poster informing patients that they can speak to a receptionist in private is displayed in a prominent position and will contact the PCT for suggestions on improving privacy at reception.

Action completed March 2012 – Poster displayed on reception window. PCT contacted 23.3.2012 and Health Centre estates manager will investigate the possibility of making adjustments to the reception window to improve privacy.

Privacy in nurse consulting rooms – the practice will investigate this and report back to the group at a later date.

Improve telephone waiting times – the practice will actively advertise the order and collection services offered by the local pharmacies and invite a local pharmacist to the group meeting in March 2012 to discuss the matter further.

Email/website – the practice informed the group that a website is already up and running and as details all of the services available in the practice. The practice did agree to investigate the possibility of ordering repeat prescription online via the practice website in 2013.

On line appointment booking – The practice did agree to investigate the possibility of booking appointments on line via the practice website in 2013.

Call arrangements for the visually impaired – a member of the group also expressed their concerns about the patient call system and it was agreed to print a notice for patients and display in a prominent position at the patient check-in screen and also on the glass screen where patients queue for reception desk

Action completed March 2012 – poster designed and displayed in prominent positions in waiting room.

Drinks machine in waiting room – the practice explained to the group that this had been identified in a previous survey and suggested to the PCT but was declined due to lack of space in the waiting area. The practice approached the PCT again in March 2012, a viability study was carried out and the suggestion was again declined, due to the size of the facility.

Action completed March 2012

Improve parking – the practice informed the group that problems with parking at the Health Centre were now improved since St Andrews surgery vacated the car park.

Action completed March 2012.

Clock in waiting room – a clock was purchased for the waiting room in March 2012 and displayed in a prominent position.

Action completed March 2012

Opening times – some patients asked for appointments outside of working times – the practice informed the group of the extended hours currently offered and how these arrangements were advertised. It was agreed no further action was needed.

A copy of this report, minutes of the group meetings and of the results of the patient survey are available upon request to the practice.