

BURTON & BRANGSORE MEDICAL CENTRES

www.burtonandbrangsoresmedicalcentres.co.uk

PATIENT PARTICIPATION SCHEME 2013-14

Objective

To engage with as large a cross-section of patients as possible and obtain opinions about the Practice.

Opening Hours

The Practice normal hours of operation are:

- Monday 0830 – 1830
1830 – 2000 Extended hours
- Tuesday 0830 – 1830
0730 – 0800 Extended hours
- Wednesday 0830 – 1830
0730 – 0800 Extended hours
1830 – 2000 Extended hours
- Thursday 0830 – 1830
- Friday 0830 – 1830
- Saturday (once a month) 0830 – 1200 Extended hours Burton Stable Block
- Weekend Closed

These timings also apply to the Brangsgore Surgery except for 1 hour's closure 1300 – 1400. The Practice is closed over Bank Holidays

Developments 2013 - 2014

At the end of 2013 – beginning of 2014, the Practice had developed its on-line services to further enable patients to order their repeat medication and book appointments without recourse to telephoning or visiting Reception. Also, a self-service electronic booking-in system was installed at the Burton surgery to further increase the efficiency of managing patients arriving for their appointments, record smoking information and target patients of the appropriate age group to remind them of the seasonal flu campaign.

At the conclusion of the year, the Practice had:

- 72 patients signed up to the Virtual Patient Representative Group (an increase of 12)
- Maintained engagement of the existing Conventional Patient Representative Group
- 2103 patients registered to order repeat medications on line (an increase of 1103)
- 446 patients registered to receive the patient newsletter on line (an increase of 105)

Patient Survey 2013-14

The Practice once again utilised the GPAQ survey as the basis for its Patient Survey. It was felt that this gave a balanced view of the important aspects of the Practice's services. Before launching the survey, we wrote to both the Conventional and Virtual Patient Representative Group members to invite them to offer suggestions for any specific areas of the Practice that they would like us to elicit the opinion of other patients about. The letters were sent out at the beginning of November 2014 and responses requested before 1st December 2014 (**see letter at Appendix 1**).

All appeared happy with the tone of the questions and the format of the survey and so it was executed at the beginning of December 2013.

GPAQ Questionnaire

The GPAQ Practice Questionnaire is attached at **Appendix 2**.

Having been sanctioned by the Conventional Patient Representative Group and their comments and suggestions sought and agreed, the questionnaire was launched in the first week in December to the Virtual Patient Representative Group, and copies were sent in paper to the Conventional Representative Group. The questionnaire was also profiled on the Practice website and advertised in the surgeries. Paper copies were also placed in both surgeries.

The questionnaire closed on 31st January when 196 had been completed (an increase of 84). The demographics of the responders were weighted to the retired population 59%, and 62% female (very close to the previous reported figures). This does, however, reflect the footfall in the Practice. All ages were well represented, and the ethnic diversity was too small to appear in the percentages, but were nevertheless there.

The results as a percentage, and in pie-chart form may be viewed by clicking the Patient Survey Results Button on the website Home page.

92 of the responders added their comments at the end of questionnaire and these are also available by clicking the Patient Survey Results Button on the Website Home page. At the end of the results click on Patient Comments Button.

The Results – key points

The 36 questions directly relating to the services and care given by the team at the Practice were very gratifying, with very high satisfaction ratings, and especially when taking into account the % of 'no response'. For example, 95% of patients find the receptionists helpful. Also, in the results about how good the nursing team are there was a lower 'no response' rate (19%) than last time, perhaps indicating that more patients are willing to use the services offered by the nursing team. Taking this into account it clearly showed a very high satisfaction rate with the nursing team. Areas of significant interest were:

Appointment System

The question of how easy it is to book ahead in the Practice produced the lowest results, with 29% of patients finding it not very easy and 25% not at all easy. The appointment system also featured in the specific comments from patients. This is a significant increase on last year's figures and is being addressed as a matter of urgency.

Access to Preferred Doctor

Patients also expressed a desire for the Practice to open late on evenings (24%) and to be open at weekends (Q 17 – 64%) as well as access to the doctor of their choice (Q18 – 76%).

Telephone Access

The results of Q2, 'How easy is it to get through to someone at your GP practice on the phone?' were that 88% (a drop of 4% on last year) found it easy; 2% hadn't tried; 6% not very easy and 1% not at all easy. This was seen as a satisfactory response.

Q3 asked patients about their preference on the occasions when a receptionist wasn't available immediately to deal with their enquiry and the overwhelming response was to leave things as they are now (76%), in that the telephone is answered by the receptionist who occasionally has to ask the caller to wait. This is an increase of 7% on last year.

Patient comments

Of the 196 completed questionnaires submitted, 92 patients took the trouble to add their own comments.

Of these 46 were positive, with examples:

'Very lucky to have picked such a good team - everyone very pleasant - excellent practice - eternally grateful that I belong to such an excellent surgery.'

There were a further 45 comments giving feedback about aspects of the services that they expressed dissatisfaction with. They can be categorised as follows:

| | |
|----|--|
| 29 | Appointment system |
| 8 | Secondary care services |
| 4 | Out of hours service |
| 2 | Timekeeping of doctors |
| 1 | Re-ordering medications and not effecting the change of pharmacist |
| 1 | Car parking spaces |

Patient Representative Group

A copy of the findings was handed to each member of the Conventional Patient Representative Group on 27 February 2014 and on 18th March the following was agreed:

- All were generally pleased with the results and agreed that they were, on the whole, very positive. They agreed that what the Practice has historically done so well is being sustained and that confirmation of this is very encouraging indeed given that we have experienced changes in the team of doctors here in the past 12 months.
- The appointment system is a highly emotive subject and continues to be heavily debated, as can be seen from the comments received from patients. It does, however, confirm the merits of continuing with the telephone 'triage' system to ensure that patients are seen based on clinical need. It was also recognised that arrangements for routine appointments will always be more problematic. The current two week booking ahead rather than four weeks may have reduced DNAs but is causing log jams in patients trying to book appointments within a compressed time bracket. It was suggested that this be opened up to at least a four week time frame.
- There was recognition that there were issues over the availability of the more popular doctors, ie, those who have been with the Practice some years, and the introduction of new members to the clinical team. This, perhaps, can be summarised as demand always being greater than supply! The new directive stating that patients over the age of 75 are to have a nominated GP will only emphasise this issue.
- With regard to the telephone system, and waiting for a response, the majority agreed to keep things as they are. Although this meant that occasionally people would be asked to wait, it was determined that this more personal response was far more acceptable to patients rather than an electronic call-holding system.
- 50% of responders would like to book appointments on line and the Practice has now established an on-line appointment booking system as of January 2014.
- The completion of the protracted building works was welcomed, as was the re-opening of the patient car-park.

Action Plan

The following Action Plan was agreed by the PRG:

- Investigate a rolling release of appointments at least 4 weeks ahead rather than the current system of booking only 2 weeks ahead.
- Retain the current system of asking callers to hold the line if reception unable to deal with the enquiry there and then.

- Further educate patients that other doctors are available should their preferred GP be unobtainable.
- Implement the directive assigning nominated doctors to patients over 75 years of age.
- Further develop the on-line appointment booking system.
- Further develop and recruit patients into the Conventional Patient Representative Group.

Martin Davis
Practice Manager

26 March 2014

November 2013

Dear Patient

PRACTICE QUESTIONNAIRE

We are preparing to undertake a survey to gain our patient's opinion about our performance. Similar to previous surveys, it will cover the pivotal areas that matter most to patients, such as telephone access, appointment availability and quality of services. Before finalising this, however, we would like to invite you to let us know if there are any specific areas of the Practice that you would like us to elicit the opinion of other patients about. Please let us know, either via the comments and suggestions facility on the website or in person before 01 December 2013.

Thank you for your continued support.

Yours sincerely,

Dr Hickish and Partners

Burton and Bransgore Medical Centres

APPENDIX 2 – GPAC QUESTIONNAIRE

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by circling your chosen answer. It should take no more than 4 minutes to complete. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Once you have completed the questionnaire, please hand it in to either the Burton or Bransgore surgeries – whichever is the most convenient for you, by **31 January 2014**.

Many thanks for your participation!

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

Very helpful; Fairly helpful; Not very helpful; Not at all helpful; Don't know

Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy; Fairly easy; Not very easy; Not at all easy; Don't know ;Haven't tried

Q3 If you have experienced a delay on the phone with the receptionist dealing with your enquiry, would you prefer to|:

a) Have an electronic queuing system: b) be asked to wait by the receptionist (as now). c) don't mind

Q4 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy; Fairly easy; Not very easy; Not at all easy; Don't know; Haven't tried

Q5 If you need to see a GP urgently, can you normally get seen on the same day?

Yes; No; Don't know / never needed to

Q6 How important is it to you to be able to book appointments ahead of time in your practice?

Important; Not important

Q7 How easy is it to book ahead in your practice?

Very easy; Fairly easy; Not very easy; Not at all easy; Don't know; Haven't tried

Q8 How do you normally book your appointments at your practice? Please tick all boxes that apply.

In person; By phone; Doesn't apply

Q9 Which of the following methods would you prefer to use to book appointments at your practice? Please tick all boxes that apply.

In person; By phone; On line; Doesn't apply

Thinking of times when you want to see a particular doctor:

Q10 How quickly do you usually get seen?

Same day or next day;2-4 days;5 days or more;l don't usually need to be seen quickly;Don't know, never tried

Q11 How do you rate this?

Excellent; Very good; Good; Fair; Poor; Very poor; Does not apply

Thinking of times when you are willing to see any doctor:

Q12 How quickly do you usually get seen?

Same day or next day; 2-4 days; 5 days or more; I don't usually need to be seen quickly; Don't know, never tried

Q13 How do you rate this?

Excellent; Very good; Good; Fair; Poor; Very poor; Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q14 How long did you wait for your consultation to start?

Less than 5 minutes; 5 – 10 minutes; 11 – 20 minutes; 21 – 30 minutes; More than 30 minutes; There was no set time for my consultation

Q15 How do you rate this?

Excellent; Very good; Good; Fair; Poor; Very poor; Does not apply

About opening times

Q16 Is your GP practice currently open at times that are convenient to you?

Yes - **Go to Q17**; No; Don't know

Q17 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.

Before 8am; At lunchtime; After 6.30pm; On a Saturday; On a Sunday; None of these

About seeing the doctor of your choice

Q18 Is there a particular GP you usually prefer to see or speak to?

Yes; No - **Go to Q20**; There is usually only one doctor in my surgery - **Go to Q20**

Q19 How often do you see or speak to the GP you prefer?

Always or almost always; A lot of the time; Some of the time; Never or almost never; Not tried at this GP practice

How good was the last GP you saw at each of the following?

(If you haven't seen a GP in your practice in the last 6 months, please go to Q26)

Q20 Giving you enough time

Very good; Good; Fair; Poor; Very poor; Does not apply

Q21 Listening to you

Very good; Good; Fair; Poor; Very poor; Does not apply

Q22 Explaining tests and treatments

Very good; Good; Fair; Poor; Very poor; Does not apply

Q23 Involving you in decisions about your care

Very good; Good; Fair; Poor; Very poor; Does not apply

Q24 Treating you with care and concern

Very good; Good; Fair; Poor; Very poor; Does not apply

Q25 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely; Yes, to some extent; No, not at all; Don't know / can't say

If you know the name of the GP you last saw, please write it here:

How good was the last nurse you saw at each of the following?

(If you haven't seen a nurse in your practice in the last 6 months, please go to Q32)

Q26 Giving you enough time

Very good; Good; Fair; Poor; Very poor; Does not apply

Q27 Listening to you

Very good; Good; Fair; Poor; Very poor; Does not apply

Q28 Explaining tests and treatments

Very good; Good; Fair; Poor; Very poor; Does not apply

Q29 Involving you in decisions about your care

Very good; Good; Fair; Poor; Very poor; Does not apply

Q30 Treating you with care and concern

Very good; Good; Fair; Poor; Very poor; Does not apply

Q31 Did you have confidence and trust in the nurse you saw or spoke to?

Yes, definitely; Yes, to some extent; No, not at all; Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q32 Understand your health problems?

Very well; Unsure; Not very well; Does not apply

Q33 Cope with your health problems

Very well; Unsure; Not very well; Does not apply

Q34 Keep yourself healthy

Very well; Unsure; Not very well; Does not apply

Q35 Overall, how would you describe your experience of your GP surgery?

Excellent; Very good; Good; Fair; Poor; Very poor

Q36 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely; Yes, probably; No, probably not; No, definitely not; Don't know

It will help us to understand your answers if you could tell us a little about yourself

Q37 Are you?

Male; Female

Q38 How old are you?

Under 16; 16 to 44; 45 to 64; 65 to 74; 75 or over

Q39 Do you have a long-standing health condition?

Yes ;No; Don't know / can't say

Q40 What is your ethnic group?

White; Black or Black British; Asian or Asian British; Mixed; Chinese; Other ethnic group

Q41 Which of the following best describes you?

Employed (full or part time, including self-employed); Unemployed / looking for work; At school or in full time education; Unable to work due to long term sickness; Looking after your home/family; Retired from paid work; Other

Finally, please add any other comments you would like to make about your GP practice:

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