

PATIENT PARTICIPATION GROUP SURVEY

Findings - February 2013





OVERVIEW

- Respondents
- Access to the practice
- Repeat prescription service
- Test results
- Practice staff
- Overall satisfaction
- Concerns about changes to the NHS
- Improvements



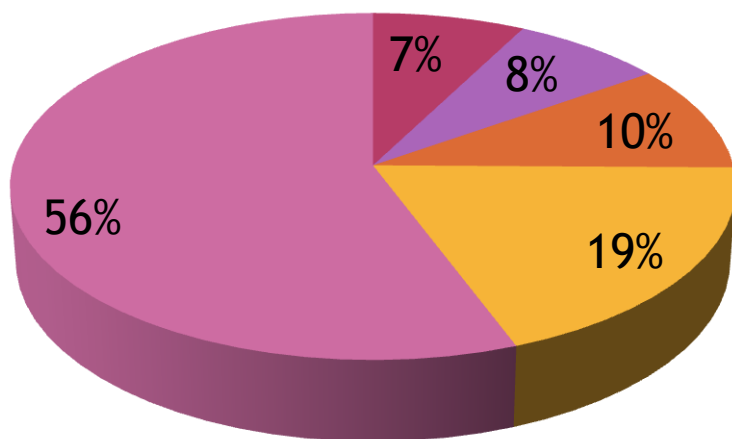
RESPONDENTS

- ◉ We have collected 135 questionnaires. This is just under half of the number of respondents received last year.
- ◉ The demographics of respondents is similar to last year's (see graphs on next slides for details)
- ◉ 26.5% of respondents took part in last year's survey. And of the 73.5% who did not, the majority was not aware of the survey last year.
- ◉ 56% attended practice for more than 10 years
- ◉ Majority of respondents (76%) were female
- ◉ Good representation across age groups

RESPONDENTS

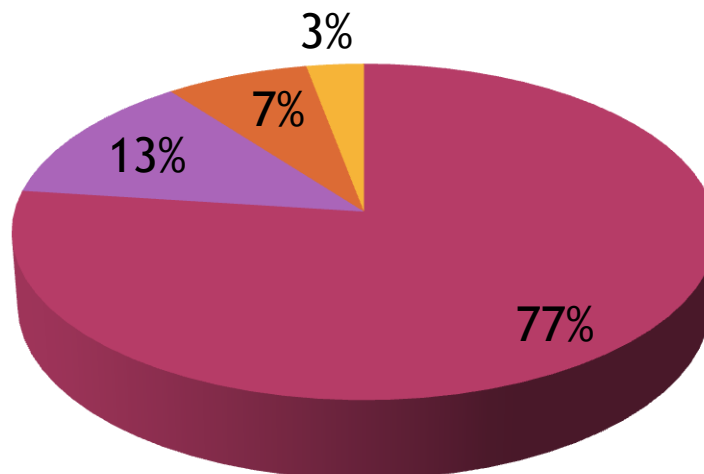


- Less than 1 year
- 1-2 years
- 3-5 years
- 5-10 years



Been patients at the practice for...

- Doctor
- Practice nurse/ Midwife
- Blood test nurse
- Other



At their last visit saw...

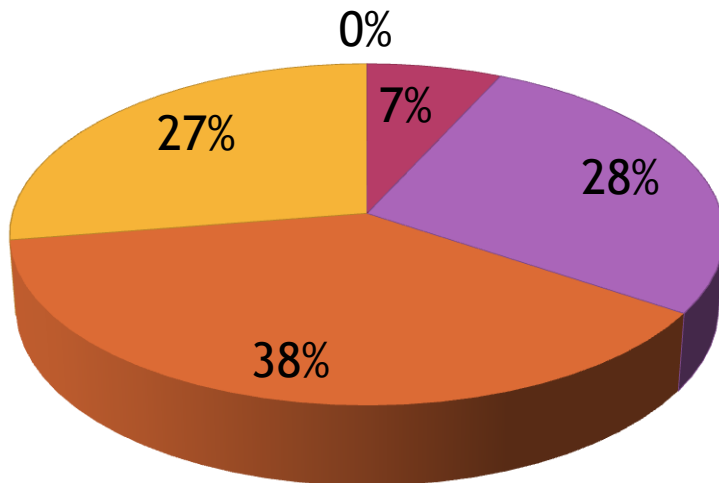
RESPONDENTS



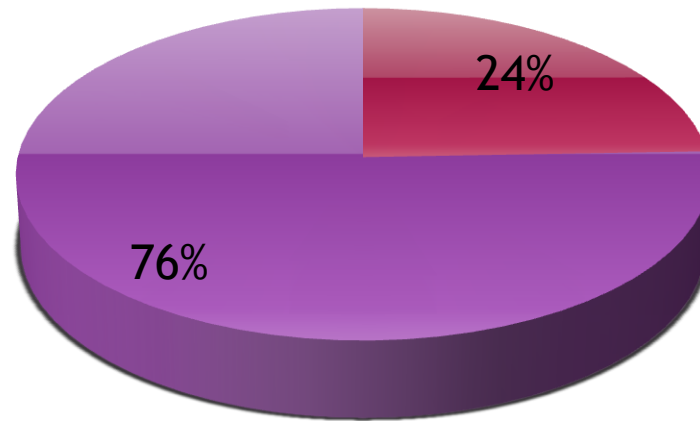
■ 18-24
■ 35-54

■ 25-34
■ 55+

■ Male
■ Female



Age of respondents

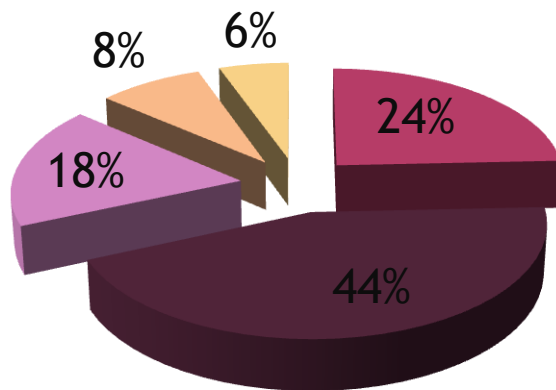


Gender of respondents

ACCESS TO CARE



Overall Access to Care Ratings



- The overall ratings for access to care represent a **significant improvement** to last year's figures (52% either satisfied or very satisfied in 2012 compared to 68% in 2013)
- The highest number of n/a responses were given for the home visit and after hours service satisfaction, which is due to the fact that these services are only used by a minority of patients

ACCESS TO CARE

Areas for improvement (as identified in 2012)

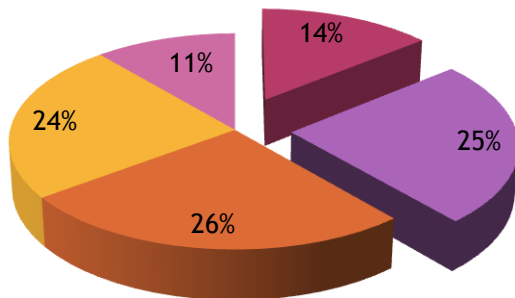
- **Phone booking system** - significant improvements to previous year, with 71% now satisfied/very satisfied with the system compared to 39% in previous year.
- **Availability of appointments** - improvements, 59% now satisfied/very satisfied with the system compared to 45% in previous year. However 29% are still dissatisfied or very dissatisfied - no change to previous year.
- **Seeing the doctor of your choice** - improvements, 60% now satisfied/very satisfied compared to 49% in previous year.

ACCESS TO CARE (PHONE SYSTEM)



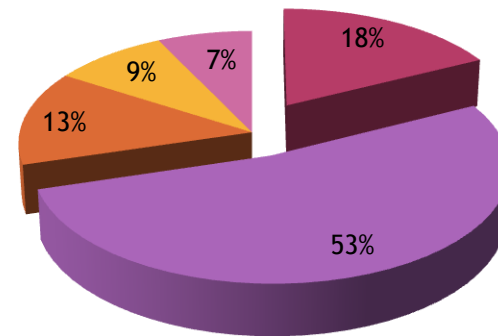
Speed at which telephone was answered initially

■ Very Satisfied ■ Satisfied ■ Neutral
■ Dissatisfied ■ Very Dissatisfied



Speed at which telephone was answered initially

■ Very Satisfied ■ Satisfied ■ Neutral
■ Dissatisfied ■ Very Dissatisfied



Phone service 2012 report

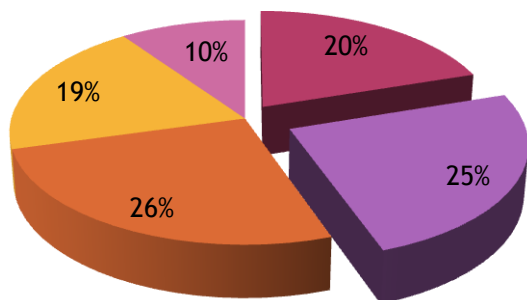
Phone service 2013 report

ACCESS TO CARE (APPOINTMENTS)



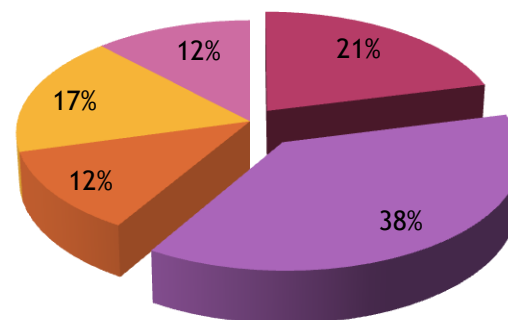
Length of time waiting for an appointment 2012 report

■ Very Satisfied ■ Satisfied
■ Neutral ■ Dissatisfied
■ Very Dissatisfied



Length of time you had to wait for an appointment 2013

■ Very Satisfied ■ Satisfied ■ Neutral
■ Dissatisfied ■ Very Dissatisfied



Appointments 2012 report

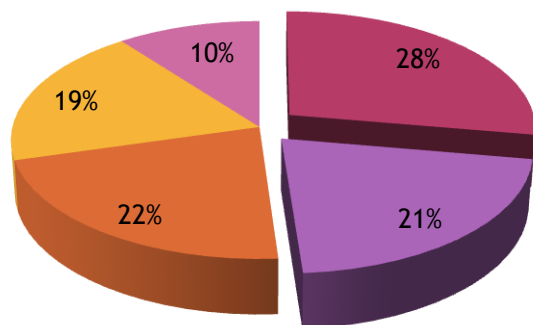
Appointments 2013 report

ACCESS TO CARE (DOCTOR OF CHOICE)



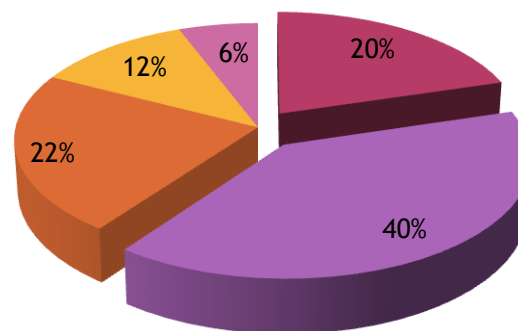
Appointment with doctor of choice 2012

■ Very Satisfied ■ Satisfied ■ Neutral
■ Dissatisfied ■ Very Dissatisfied



Appointment with doctor of choice 2013

■ Very Satisfied ■ Satisfied ■ Neutral
■ Dissatisfied ■ Very Dissatisfied



Doctor of choice 2012 report

Doctor of choice 2013 report



ACCESS TO CARE

Areas for improvement - comments

- ◉ The areas for improvement identified in 2012 report still feature heavily in 2013

Phone booking system

- Long waiting times, difficult to get through, no appointments available when finally connected, long times with no phone service (i.e. lunchtime), costly (*note - the 0114 number has been introduced after the new survey started, so could be early responses or lack of awareness*).

Availability of appointments

- Still very hard to book appointments in advance, even when regular appointments are required. End up booking appointments on day - taking 'emergency appointments'. Difficult for people who work to get appointments - more Saturday & late appointments needed.

Seeing the doctor of your choice

- Difficult to achieve continuity, patients don't feel informed about GPs leaving the practice.

MOST MENTIONED WORDS IN COMMENT SECTION:

The size of the words below reflects how often these most mentioned words have come up in the comments section - appointments and access to the practice are by far the most commented on area.



ACCESS TO CARE

Areas with highest levels of satisfaction

○ Reception waiting time/ check-in screen

- 88% of respondents satisfied or very satisfied
- Check-in screen mentioned in comments as improvement
- Patients are sometimes unsure which waiting room to go to though

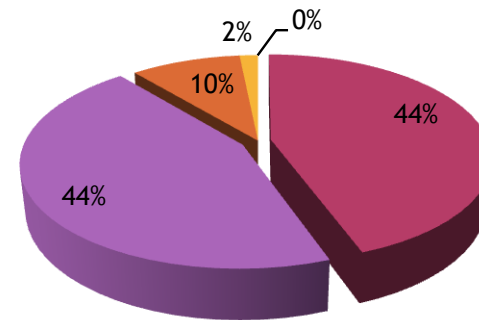
○ Telephone advice service

- 74% of respondents satisfied or very satisfied
- Mentioned as improving access, especially for people in work



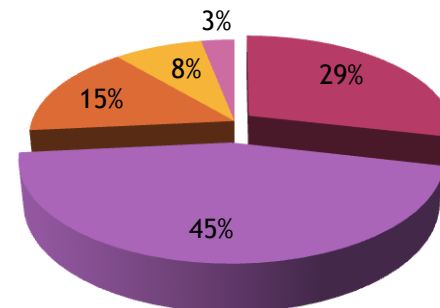
Satisfaction with waiting time at reception

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied



Opportunity to speak to a Doctor or Nurse on the telephone when necessary

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

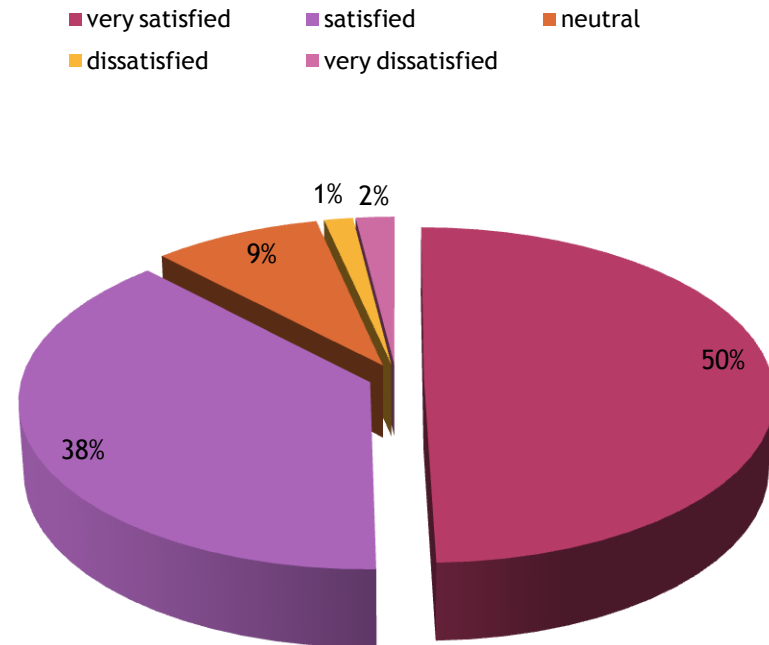


REPEAT PRESCRIPTIONS



- ◉ The repeat prescription service has a large number of n/a answers - as expected.
- ◉ The satisfaction levels with the service are high.
- ◉ The online service has been commented on positively, also accuracy of repeat prescription has been mentioned as improvement.
- ◉ Areas for improvement were identified to be:
 - More flexibility for the repeat prescription phone line, i.e. longer, at different times.

Repeat Prescriptions Overall Satisfaction



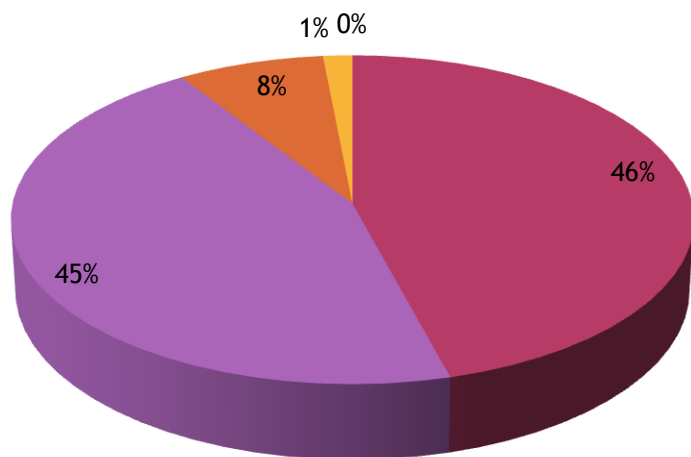
TEST RESULTS

- ◉ The test results section has a large number of n/a answers - as expected.
- ◉ Of the remaining responses the vast majority of ratings were positive.
- ◉ The weakest area in that section still is 'Were you told when to contact us for your test results?' however it seems only minor improvements could be made as the overall satisfaction is very high.
- ◉ Highest satisfaction levels were reported for the availability of results when patients contacted the surgery.
- ◉ One comment regarding a test result relating to pregnancy care was as follows - *'I did have an incident where the midwife advised me that I would be contacted for my downs screening in 4-7 days if the results were of high risk. I wasn't contacted by day 7 - so could have presumed they were low risk, but I phoned for the result and this was not the case. However, the midwife who dealt with me was brilliant when I called and sorted everything rapidly. So I think this was a system error.'*

PRACTICE STAFF



■ Very Satisfied ■ Satisfied ■ Neutral
■ Dissatisfied ■ Very Dissatisfied



- Very high satisfaction rates, significant improvement to 2012 report results
- 91% overall very satisfied or satisfied with staff - compared to 65% in 2012

Overall Satisfaction with Practice Staff



PRACTICE STAFF

Improvements already made:

- ◉ Crispness and helpfulness of reception staff has improved
- ◉ Reception staff show a more patient focussed approach instead of the curtness that has been witnessed in the past
- ◉ Skills of doctors and nurses continue to be excellent

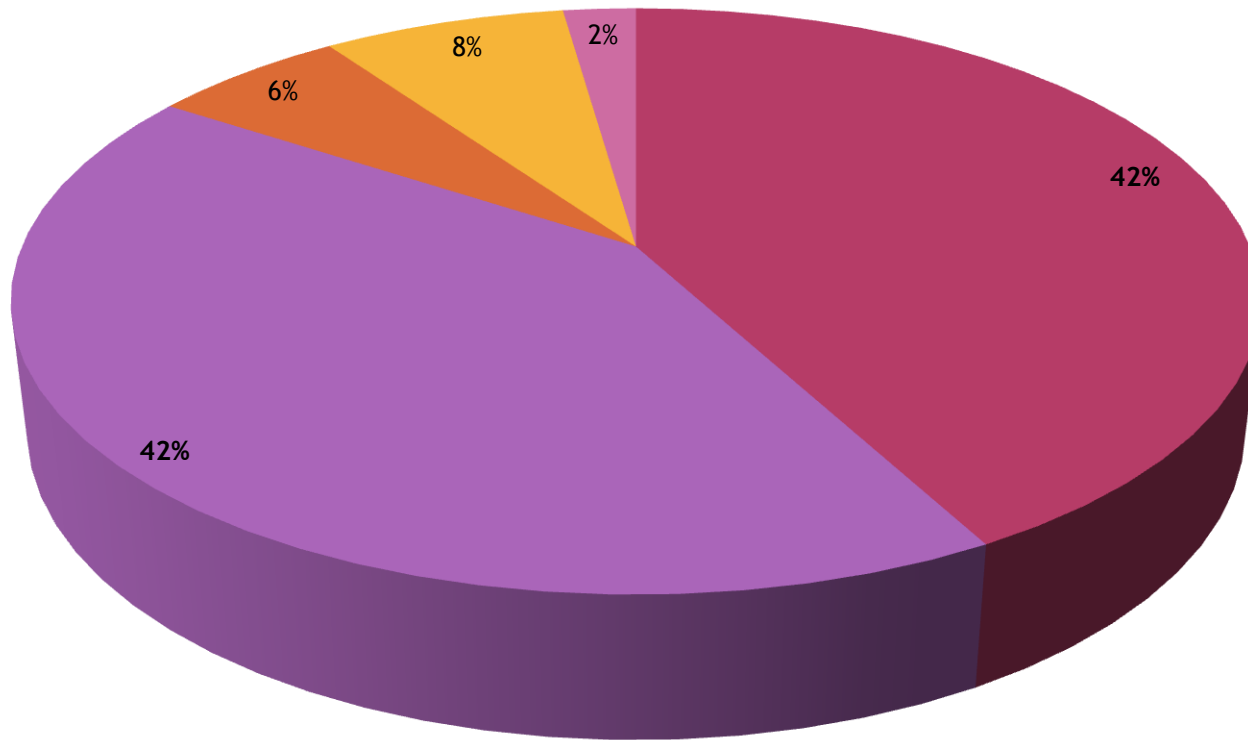
Areas for improvements:

- ◉ Reception staff give conflicting information at times
- ◉ Reception staff could be less rude and more understanding of confused patients
- ◉ More appreciation of privacy issues when giving test results/making appointments needed

OVERALL SATISFACTION WITH THE PRACTICE



■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied



COMMENTS



- ◉ A number of comments were made in response to a variety of questions
 - Like last year appointments, in particular the appointment booking system, was commented on by most respondents and the feedback was mainly negative (as shown on the above slides).
 - Booking in advance and access to regular appointments for conditions that require review appointments have been mentioned a number of times. Patients end up booking appointments on the day - which is inconvenient for people that work and also some patients have mentioned feeling bad for taking 'emergency appointments' for routine visits.
 - More appointments in the evenings and on Saturdays have been requested to improve access for people that work in particular.

COMMENTS



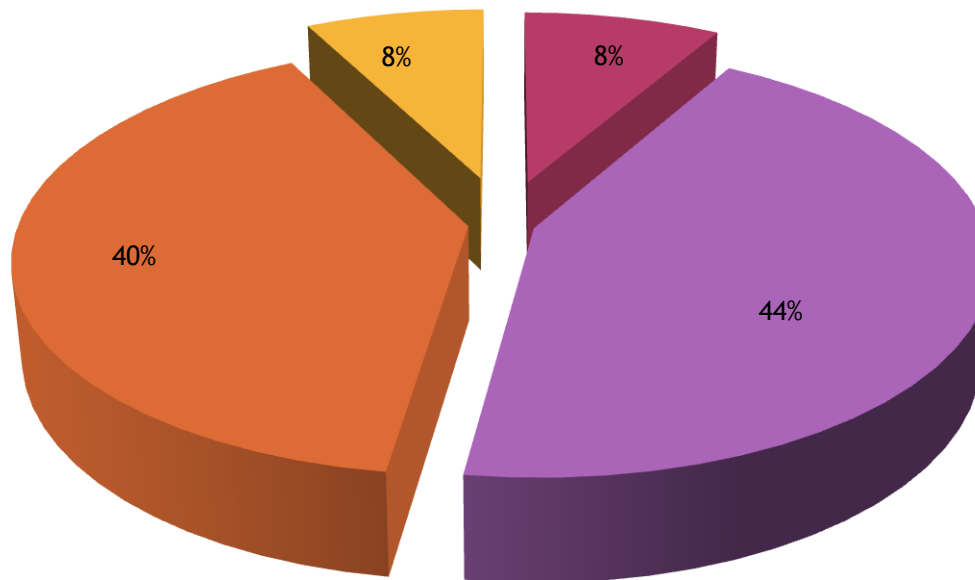
- ◉ A number of comments were made (cont.)
 - Another concern raised by a number of respondents were the privacy issues at reception - discussions can be overheard, and some concerns have been raised that receptionists don't always appreciate that patients are worried about private conversations being overheard.
 - Patients have mentioned the **following concerns about the forthcoming changes to the NHS**: concerns that national health service provision will cease to exist, fewer resources are available for social care and/or mental health, fall in standard and accountability, privatisation, too much pressure on GPs, fear of two-tier system, not enough information about impact on patients
 - The respondents felt the **following areas of health care could be addressed** better at The Crookes Practice: Mental Health, in particular for children, nutrition and weight management, stop smoking services, well man and well women checks (especially for over 40s/50s).



IMPROVEMENTS (COMPARED TO PREVIOUS YEAR)

Do you feel that The Crookes Practice has improved in the last year?

- Yes - in a number of areas
- Yes - a little bit
- No - I have not noticed a difference
- No - if anything it has gotten worse





IMPROVEMENTS

- ◉ Area that have shown the biggest improvements:
 - Online service
 - Reception staff more patients focused and approachable, more helpful staff, impressed with medical staff
 - Local number available, easier to get through, phone answered quicker
 - Extended opening hours, Dr call back service
 - Decor, some furniture upgraded, new waiting room

- ◉ Areas that have deteriorated / shown no improvement:
 - Access for wheelchair users in the waiting room is even worse since chairs have been rearranged
 - Appointments!!!

THANK YOU TO
EVERYONE WHO TOOK
PART AND FOR THE
NICE THINGS YOU HAD
TO SAY ABOUT US!



‘... I feel I have always received a very high standard of care here. All members of staff are brilliant and the follow-up of care is exceptional. I have been registered with many different practices over the last 10 years (due to moving) and this is by far the best practice and best service I have encountered.’

‘The practice has made big improvements & no longer seems to be labouring under an unmanageable volume of patients, but there are still further improvements to be made re getting appointments.’

‘I rate The Crookes Practice highly for skill and knowledge of staff. I think appointments could be more available, but of all the GP models I've seen this is probably the most equitable.’

‘I feel that my continuing (good health) at 72 of which I am truly grateful to the Doctors + Staff of the Crookes Practice. I think that results of this survey will clearly show ... a high level of patient treatment at a professional level.’

‘I have had a baby in the last year & therefore have had more contact with

the surgery. Everyone I saw from midwives, doctors & nurses through the surgery have been excellent, showing professionalism with a very friendly & approachable manner.’

‘The medical staff are brilliant which is why I continue to come here. If it wasn't for them the appointment system would have made me change doctors. Please let the medical staff know we think they're great.’





THE NEXT STEPS

- ◉ Thank you to everyone who suggested improvements for the practice, in the next few months we will look at the following areas as a priority, based on your feedback:
 1. The appointment system.
 2. Communications - ensuring that information is easily accessible and consistent.
 3. Improvements to our website.



THANK YOU

- ◉ We would like to assure you that your feedback is listen to and we will endeavour to make the improvements requested.
- ◉ Where it is not possible to amend the service, we will make sure you know why and what alternative we might be able to offer.
- ◉ We will continue to welcome your feedback, and please be in touch with any comments you wish to make.

NOTES

- ◉ Where appropriate 'n/a' answers were not included in the charts/ graphs to better reflect the actual satisfaction levels.
- ◉ Questions with a high level of 'n/a' responses included the repeat prescription and test result sections, which was to be expected as not every patient will need these services.