

St George's Medical Centre, Littleport
2013/14 – THIRD ANNUAL PRACTICE SURVEY
Final Survey Results and Action Plan Report

In the Autumn of 2013, we conducted our third Annual Practice Survey with the help of the St George's Patient Group. A Survey Working Group which included patient members had been meeting since August to plan the design and distribution of the Survey.

In mid-September 2013, we undertook Pre-Survey work with patients to confirm priorities to be included in the Survey Questionnaire. The results were: in 1st place – Appointments with 100 points, in 2nd place – Treatment and Clinical Care with 99 points and in 3rd place - Services for Vulnerable Patients with 88 points. We took into account the outcomes of the Pre-Survey work when developing the Survey questions. We created a shorter Questionnaire than last year, reducing the number of questions to 13, and also tried to provide information about available services as part of the questions. The Survey commenced on October 19th, closing 4 weeks later on November 18th 2013.

Approximately 300 questionnaires were distributed from the Medical Centre Reception, at the Flu Clinics on October 19th and November 2nd, via friends and neighbours and at central Littleport locations. Another 200 questionnaires were sent by post to a random selection of registered patients to ensure representative distribution in line with the Practice Profile. The Survey was also available on the website for electronic completion. **243 completed questionnaires** (more than double that of last year) were returned from a good cross-section of age groups although, as expected, there was a high percentage in the 55 to 74 age band as these patients are probably more regular users of St George's services including the Flu Clinics. Under 16 years = 1; 16-24 years = 2; 25-34 years = 15; 35-44 years = 24; 45-54 years = 19; 55-64 years = 48; 65-74 years = 83; 75-84 years = 41; Over 84 years = 11. (Please note that not everyone completed the age boxes).

The 243 completed surveys came from approximately one third males and two thirds females. 225 patients regarded themselves as White British (about 93%) which matches the Practice Profile of registered patients who have declared an ethnicity. 202 respondents lived in postcode CB6; 7 in CB7; 5 in PE14; and 26 in PE38. 157 respondents stated that they had a long-term medical condition or disability, 41 declared that they had a significant hearing loss and 38 regarded themselves as carers.

Approximately 70% to 80% of the responses to the questions fell into the very satisfied / satisfied categories. However it is the dissatisfied areas and the associated comments which has provided the important information to create an Action Plan for next year 2014/15. What was encouraging was how well the Survey was received by patients and how willing they were to complete the anonymous questionnaire. 211 out of the 243 respondents took the trouble to put something in the comments boxes on the Survey Questionnaire and many people in the waiting room talked to us about positive experiences of the care they and relatives had received in the past.

During February 2014, the responses and patients' comments were analysed further and with the assistance of the St George's Patient Group, we were able to create an Action Plan to address as many of the issues as possible. You will find our Action Plan for 2014/15 on the following pages, with tables detailing the responses to each Survey question. All the patient comments have been recorded and are available as an Appendix but they are too numerous to include in full in this report. To provide an overview, we have included a small selection of patients' comments at the end of each question. This Final Survey Report and Action Plan was submitted to NHS England in March 2014 and is also available on the St George's Medical Centre website.

Gary Shepherd, Practice Manager, and the St George's Patient Group - March 2014

ACTION PLAN FOR 2014/15 - FROM THE AUTUMN 2013 SURVEY RESULTS

Priority Areas from the 2013/14 Survey Results	Proposed Actions	Observations
<p>ACCESS <u>Opening Hours</u> <i>(extended hours, weekends for working patients)</i></p> <p><u>Online</u> <i>(usernames + passwords)</i></p> <p><u>Telephone</u> <i>(engaged at peak times)</i></p>	<p>Current opening hours are to be reviewed and options for extended hours will be considered.</p> <p>We will explore whether additional HELP links can be incorporated to guide patients online. We will write to Systmone to express patient concerns about complicated usernames.</p> <p>We have 12 telephone lines. We recommend patients do not call before 10.00am for test results and we advise on specific times to ring for certain requests, such as home visits. This will continue to be advertised on our website and on our recorded telephone message.</p> <p>We will look to use additional communication channels (such as a small article in the Practice Newsletter or in Littleport Life magazine) to provide more explanation of what goes on behind the scenes at the Medical Centre.</p>	<p>Extended Hours guidance for 2014/15 awaited.</p> <p>Systmone set the usernames and passwords.</p> <p>We have looked into the possibility of additional telephone lines. This is quite expensive and would put additional pressure on existing staff in their ability to answer phones promptly.</p>
<p>APPOINTMENTS <u>Availability</u> <i>(emergency only, not enough routines, preferred doctor, 10 minutes is sometimes not enough)</i></p> <p><u>Wasted Appointments</u> <i>(reminders + make it easier to cancel)</i></p>	<p>We will aim to have a minimum of three weeks of appointments to be available online and via Reception under normal circumstances.</p> <p>We will continue to actively promote alternatives for obtaining advice instead of making a face to face appointment, for example, telephone consultations, leaving a message for a doctor / nurse.</p> <p>If a Triage system is fully developed and available in the future, we will explain fully to patients what this is and how it will operate including a list of conditions / problems that can be seen by our senior nurse practitioners, instead of making a GP appointment.</p> <p>We will continue to explore options to reduce wasted appointments through our text message reminder service and will consider other options for example, a specific email address for cancellations.</p>	<p>This should result in the number of face to face appointments being maximised wherever possible with an increased number of satisfactory telephone consultations.</p> <p>Hopefully there will be an Increased understanding by patients of the appointments booking rules, GP rotas and other commitments.</p> <p>A reduction in wasted appointments should provide increased appointment availability for other patients.</p>

Priority Areas from the 2013/14 Survey Results	Proposed Actions	Observations
<p>FACILITIES <u>External / Car Park</u> <i>(one way signs, disabled parking, lower kerbs, lighting)</i></p> <p><u>Pharmacy</u> <i>(not ideally situated in the Waiting Room area)</i></p> <p><u>Waiting Room</u> <i>(improved space, seating, doors, heating, lighting)</i></p> <p><u>Reception</u> <i>(Reception manned at all times, lower reception desk, calling through of patients needs to be clearer)</i></p>	<p>We will review ALL patient comments from the Survey about Improved external facilities and car parking and will action wherever reasonable and practical.</p> <p>We have plans in place to build a separate Pharmacy.</p> <p>We will take into account all the practical suggestions offered by patients in the Survey responses when finalising plans for the refurbishment of the Waiting Room. We will involve the Patient Group in our plans and update patients through the quarterly Practice Newsletter.</p> <p>These issues will be reviewed as part of the Waiting Room improvements.</p>	<p>Disabled parking was doubled in 2013. Improved exit lighting will be addressed as part of the Pharmacy rebuild plans</p> <p>Approval of Pharmacy plans is still awaited from the local council with possible start date of Summer 2014.</p> <p>Improvements to the Waiting Room are closely linked to the timescales for the Pharmacy rebuild.</p>
<p>HEALTH PROMOTION <i>(TV screening health topics, healthy living events, information booklets)</i></p>	<p>We will consider making a simplified version of the current Practice Leaflet more widely available.</p> <p>We aim to extend and keep the website health information links up to date</p> <p>We hope to have a TV system to promote health awareness (potentially part of the Waiting Room refurbishment plans)</p> <p>We will work with the Patient Group to increase the opportunity for health promotion through events and displays.</p>	<p>If patients have improved knowledge about common ailments and conditions, they may more confidence and opportunities to take responsibility for their own health</p>
<p>SUPPORT FOR CARERS</p>	<p>We will undertake a review of carers' registrations to see how we can help further.</p>	<p>There may be opportunities to develop carer support in partnership with the Carers Trust Cambridgeshire, the Patient Group and other local agencies/ groups.</p>

RESPONSES TO THE SURVEY QUESTIONNAIRE

ACCESS

Access by Telephone

1) How easy have you found getting through to the Practice on the phone?

Very Easy	67
Easy	102
Not Easy	54
Very Difficult	11
Haven't Tried	9

Patients' comments on telephone access included:

"Phone is constantly engaged" "Long waits often" "Improved a lot recently"
 "Very good and fast" "Staff polite even when busy"
 "Phone back or hang on!" "More difficult at opening time"

Access Online

2) How easy is it to use the St George's Medical Centre website to book appointments or to order repeat prescriptions?

Very Easy	47
Easy	32
Not Easy	10
Very Difficult	7
Haven't Tried	143

Patients' comments on access online included:

"Problems with usernames and passwords" "Not always user friendly"
 "Such a great tool" "Will check it out"
 "There are not sufficient doctors available for us to book appointment and the appointments are too far ahead"

Access to the Building

3) Now that we have completed the external site improvements such as additional disabled parking, how easy do you find the access into the Medical Centre?

Very Easy	143
Easy	66
Not Easy	5
Very Difficult	3
No Opinion	16

4) How else could we improve access for patients with reduced mobility or disability? Patients' comments on ways to improve physical access included:

"Reduce the severity of the 'sleeping policemen' in the car park"

Lower kerbs round the parking bays"

"More disabled parking bays would be useful"

"There is no respite for infirm pedestrians. A bench or concrete block or wall halfway along the footpath in the car park so one can sit for a minute or two would be most welcome"

"Doors should slide apart, not open in your face"

"Alright-ish"

"As a disabled person no problem"

"Have automatic internal doors leading to doctors' rooms so not struggling to open them as well as push wheelchair through"

FACILITIES

5) We are planning to refurbish the Waiting Room and Reception facilities over the next 12 months. Do you have any suggestions for improvements in the Waiting Room and other areas used by patients?

Patients' comments on waiting room facilities included:

"Air conditioning please. It is so hot in there it makes you feel ill"

"Rearrangement of chairs to allow more privacy for patients attending Pharmacy"

"Lower reception desk" "Water machine"

"Higher chairs with arms for mobility problems" "OK as it is"

"Television streaming the news about the practice or current health issues"

"The aisles between the seats need widening or put in shorter blocks to improve access"

"Nothing wrong with it – use the money for something else"

OPENING HOURS AND APPOINTMENTS

- 6) Currently our surgery opening hours are 8.00am to 12.30pm and 1.15pm to 6.00pm on Mondays to Fridays, with extended hours from 6.30pm to 7.30pm on Tuesdays and Thursdays. How satisfied are you with these opening hours?

Very Satisfied	92
Satisfied	119
Dissatisfied	17
Very Dissatisfied	0
No Opinion	10

Patients' comments on opening times included:

"Working patients might appreciate Saturday morning appointments"

"If you work long hours, these times don't work"

"Could the phone line be opened at 8.00am?"

"Gives plenty of choice"

"It would be far better to have a rota of staff so you didn't close 12.30-1.15. A lot of people can only get off work at lunchtimes"

"Current evening appointments and early mornings are good"

- 7) Were you able to get an appointment to see a Doctor on the same day or in the next two days the Practice was open?

Yes	144
No	76
Haven't Tried	19

Patients' comments on appointment availability included:

"Several times it's been 10 days plus"

"Saw duty doctor – good system"

"Often told only emergency appointment available"

"Would prefer to see same doctor if requested"

"Always seen when urgent"

"Online few appointments available, some if I phone in"

8) We are currently reviewing our appointments systems and are looking at ways to increase the number of available appointments for patients. Instead of making an appointment to see a Doctor, did you know that you can ring up and request a telephone consultation with a doctor?

Yes	165
No	31
Haven't Tried	39

Patients' comments on telephone consultations included:

"Amazing" "Only just found out and it has worked well for us"
 "Not keen" "Rather see doctor face to face"
 "Not as good as an appointment but OK. Don't say everything I want to say"
 "Very good idea if you are worried about something or forgotten what was arranged"

TREATMENT AND CLINICAL CARE

9) How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition? Were you seen at the appointed time? Was the length of the consultation time sufficient to fully discuss your condition?

Very Satisfied	93
Satisfied	117
Dissatisfied	15
Very Dissatisfied	2
No Opinion	10

Patients' comments on treatment and clinical care included:

"Yes very satisfied" "Appointment time is too short"
 "Although 10 minutes is a very short time if you have to discuss an emotional matter. I feel that I was rushed, and consequently left with a feeling that I 'bothered' the doctor with my problem".
 "On occasions appointments overran but that is understandable so my appointment time was delayed"
 "Patients know their own bodies. Doctors should listen to what they are told"
 "Every single member of staff have compassion. Nothing is ever too much for them. Due to a complex diagnosis, I am always given enough time, to be able to understand what is being said and what will happen further. St. George's Medical Centre is one of the best surgeries within the NHS".

10) At St George's Medical Centre, we are now able to provide additional services such as an on-site Pharmacy and consultant-led outpatient clinics and day surgery in ophthalmology, general surgery, urology and gynaecology provided by Queen Elizabeth Hospital, King's Lynn. Have you used any of these additional services?

PHARMACY = 131

QEH = 54

11) After your last visit to the Medical Centre, how satisfied were you with the overall experience. What made it good or not so good in your view?

Patients' comments on recent visits to the Medical Centre included:

"It's getting better!"

"An excellent service all round with a very nice attitude by all staff".

"Always satisfied with the service and I am a new patient. I felt the doctor did not rush me and was very helpful"

"The overall experience is OK but there could be more space".

"Had appointment with surgeon from QEH – very good"

"Very satisfied. Flu Clinic was superbly planned"

"Main doors when open in winter it's most uncomfortable when you are unwell in the waiting room"

12) If there was something we could implement to improve services that is relatively simple to do, what would it be?

Patients' comments on general improvements included:

"Have Reception manned all the time"

"More appointments, more on phones"

"Change layout of waiting room"

"Have a walk-in surgery in middle of week for people who could not get an appointment"

"You could fine people who miss appointments"

"Fans and water"

"Open longer"

"Automatic door opening into doctors' rooms" "The screen that tells you where to go is not visible. All Drs to call names of patient"

13) Do you have any suggestions how we can encourage and help you and your family to keep healthy and well?

(for example, healthy living events, information and talks on health topics)

Patients' suggestions included:

"Screen healthy living tips on a TV screen to see whilst waiting"

"Healthy living events in the evening or on a Saturday would be really good. Have specific topics on a range of long-term conditions such as stroke".

"Just keeping the website info up to date. New website is very good"

***If you have any comments on this report or would like to know more,
please contact Gary Shepherd, Practice Manager, at St George's Medical Centre
or email the Patient Group on
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Thank you.