

PARK SURGERY PATIENTS GROUP

REPORT ON THE SURVEY HELD

MONDAY 26TH TO FRIDAY 30TH JANUARY 2015

Part A

1. Introduction

During the week beginning 26th January 2015 the Practice Patient Participation Group carried out a survey on patients' knowledge of prescription options, telephone access and the self check in screen. The survey form is attached as Appendix 1.

There were a total of **489** responses spread over the week.

2. Conducting the Survey

Following discussions at Patient Group Meetings it was decided to adopt a variety of different approaches to collect completed forms. A total of three approaches were agreed as follows:-

- i) Members to attend during surgery hours and either complete the Survey forms in conjunction with patients or hand out forms for self completion by patients.
- ii) Doctors and nurses would be asked to deliver Survey Questionnaires to patients receiving home visits. These could be completed by the patients and returned to the doctor/nurse or by post,
- iii) A copy of the Questionnaire would be sent by E-Mail to all members of the Virtual Patients Group for completion and return to the Practice Manager.

The advantages of the various methods of collection included completed Questionnaires by actual patients using the services of the practice during the sample period, increased numbers of forms completed by filling them in with patients in the waiting room and a variety of different types of patients who had the opportunity to be involved, whether actually attending or receiving a service from the practice. It was also cost effective as there would be little postage and E-Mail return was offered to the Virtual Patient Group members.

3. Time Taken to Undertake the Survey

Members kindly agreed to attend the Surgery on a rota basis to distribute and complete the Questionnaires over the survey period. It was decided to have a survey period of one week in 2015. It will be noted that in 2015 a total of **489** forms were collected compared to 402 in 2014 over the same period.

The actual time spent at the Surgery by Members engaged on Questionnaire completion was **63 hours 30 minutes** (2014 = 39 hours 25 minutes.)

The actual time spent by Members on collating, analysing the data and producing this Report was **29 hours** (2014 = 38 hours.)

The patient survey took place in the week beginning Monday 26th January 2015.

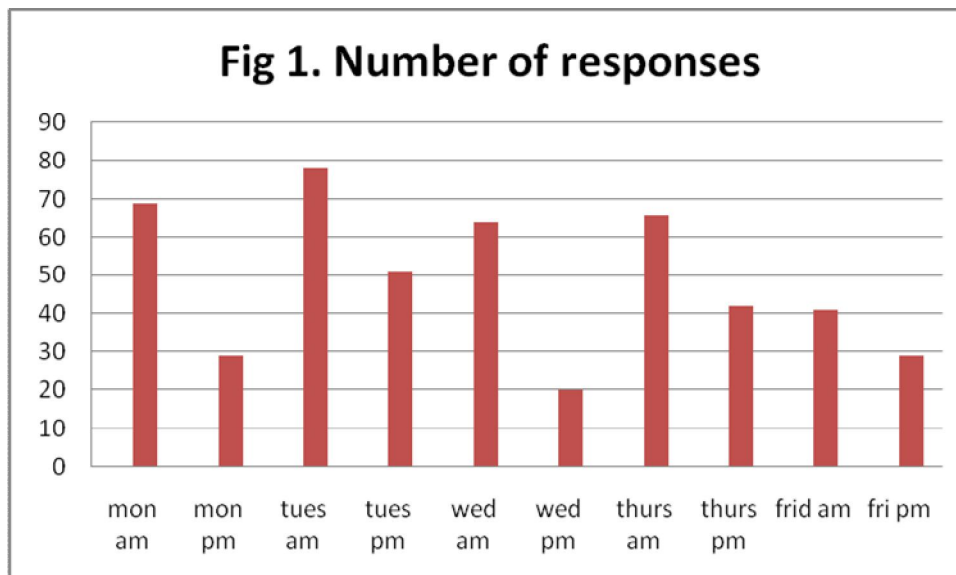
January		2015	2014
Monday 26 th	AM	69	(66)
Monday 26 th	PM	29	(2)
Tuesday 27 th	AM	78	(52)
Tuesday 27 th	PM	51	(44)
Wednesday 28 th	AM	64	(61)
Wednesday 28 th	PM	20	(33)
Thursday 29 th	AM	66	(42)
Thursday 29 th	PM	42	(6)
Friday 30 th	AM	41	(53)
Friday 30 th	PM	29	(33)
Home Visits & Virtual Group		0	(10)
Total		= 489	(402)

Part B

It should be noted that not all patients provided an answer to every question.

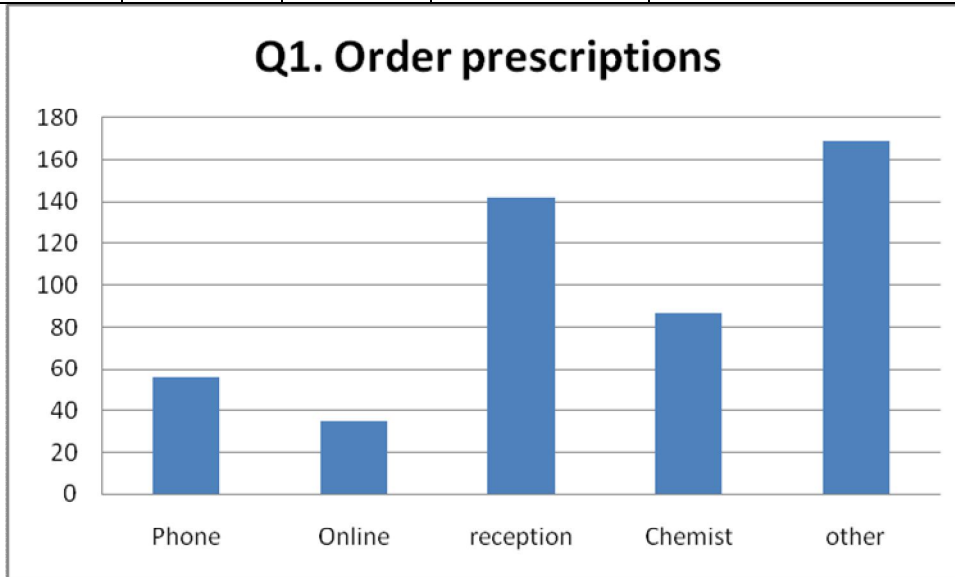
The results of the survey are detailed below.

The survey was carried out during the week of 26th – 30th January 2015. There were **489** responses distributed as shown in Figure 1.



Question 1. How would you prefer to order your repeat prescriptions?

By telephone	Online	Hand in at reception	Via the chemist	Not applicable (go to question 8)	Other, please state (includes Not applicable)
56	35	142	87		169



Question 2. Did you know that you could order your prescription directly from the chemist?

Yes	No
122	199

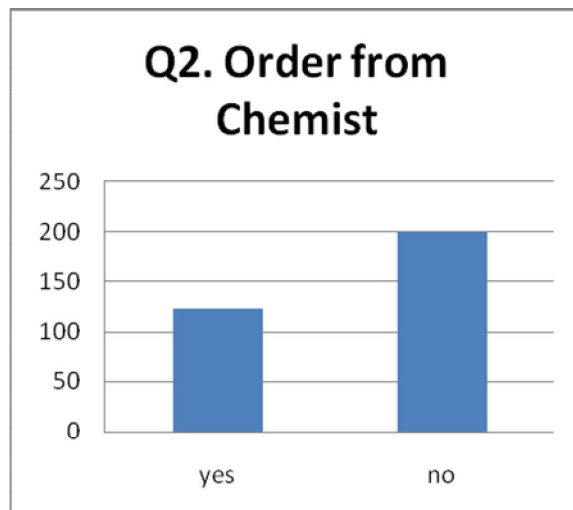
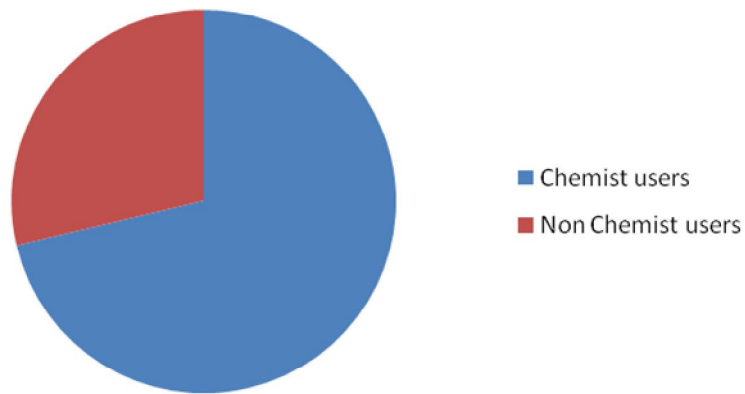


Fig 2. People who are aware they can order through chemist



This shows that over 71% of people who are aware that they can use the chemist to re-order prescriptions prefer to do so. This seems significant. Perhaps advertising the chemist's prescription services would encourage more people to do this.

Question 3. Did you know that you could order your prescription online via our website?

Yes	No
122	199

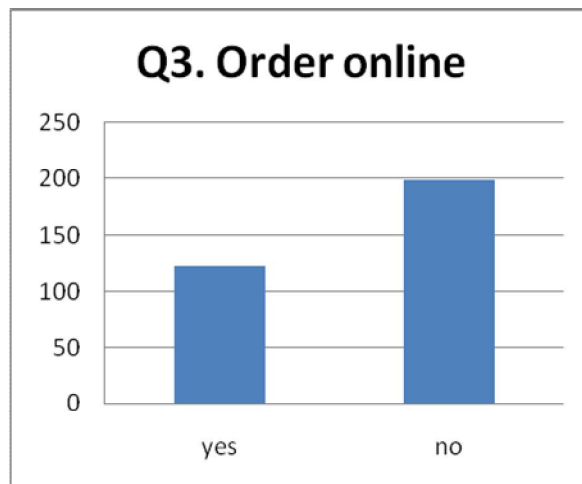
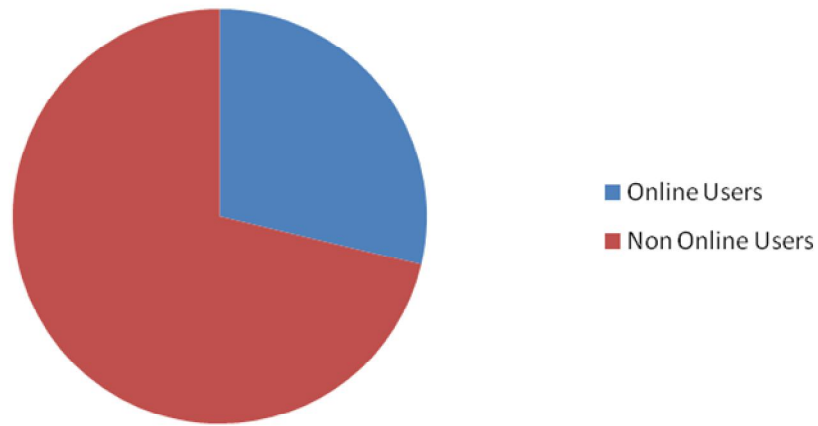


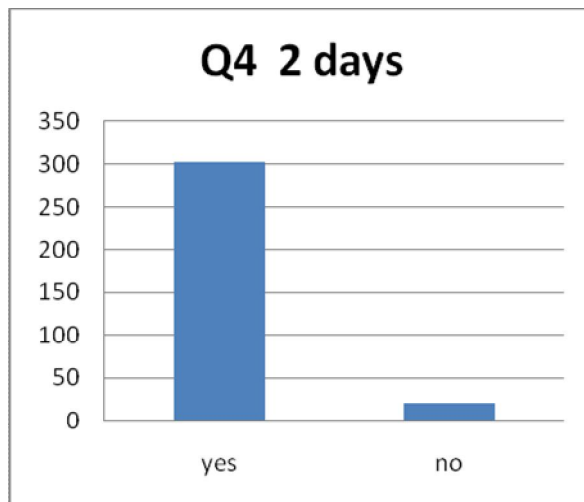
Fig 3. People who are aware they can order online



Just over 71% of people are **NOT** using the online service despite being aware of it. Perhaps this needs to be researched further, or the benefits of the service advertised to patients.

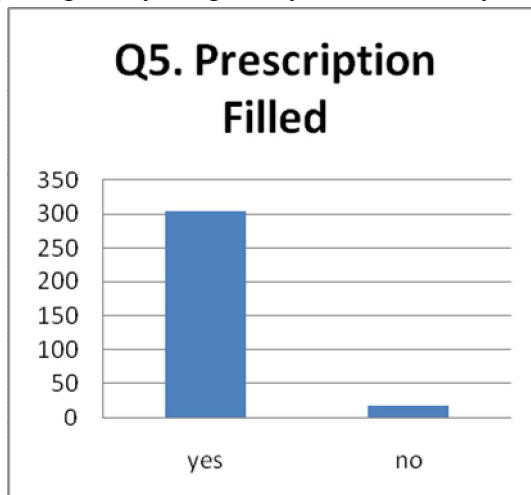
Question 4. Are you aware it will take at least 2 working days notice for your prescription?

Yes	No
303	19



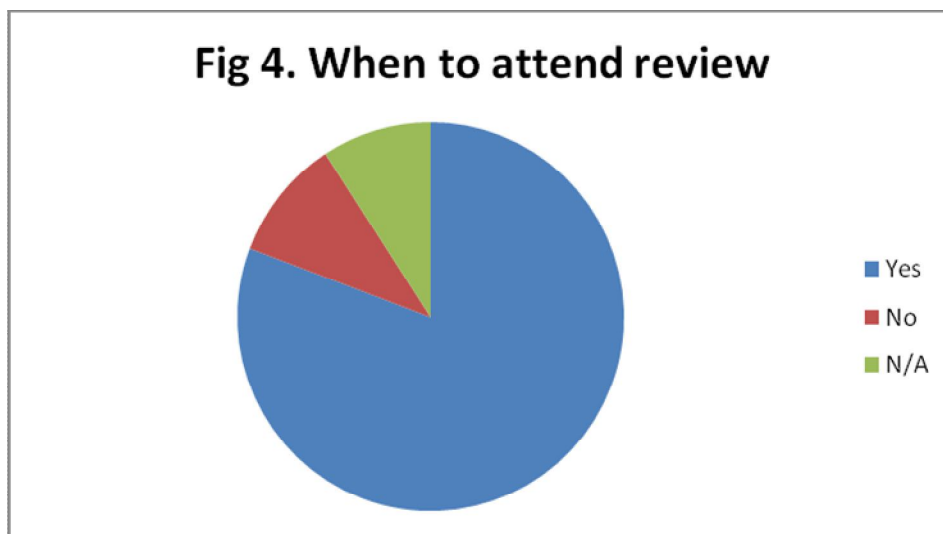
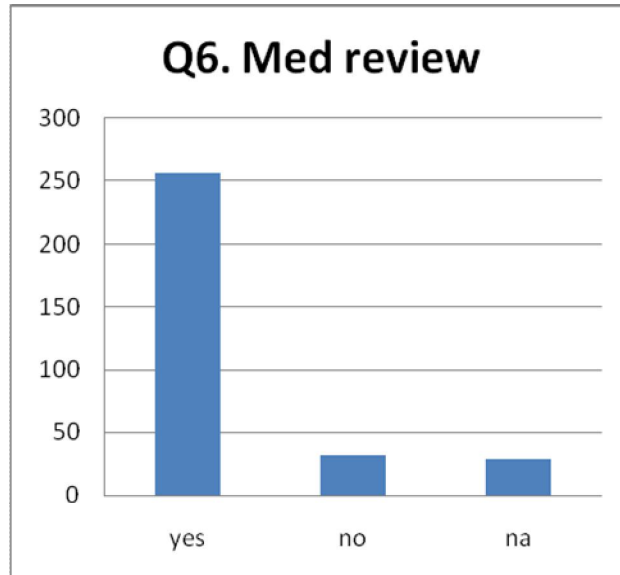
Question 5. Are you getting everything that you ask for on your prescription?

Yes	No	N/A
303	10	9



Question 6. Is it easy to know when you need to attend for a medication review?

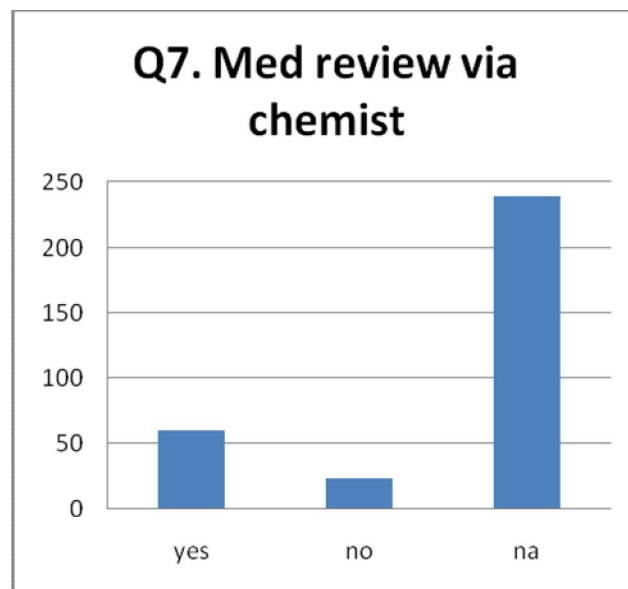
Yes	No	N/A
256	32	29



Over 11% of patients do not know when to attend their review. Perhaps work could be undertaken in this area. Perhaps the introduction of a text or email service to remind patients may be helpful.

Question 7. If ordered via the chemist are you getting messages about your medication review?

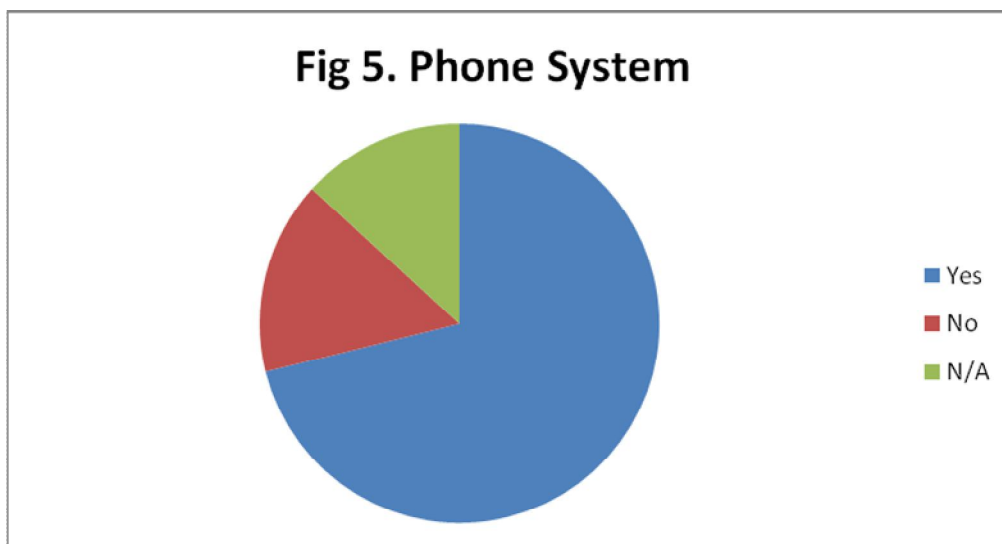
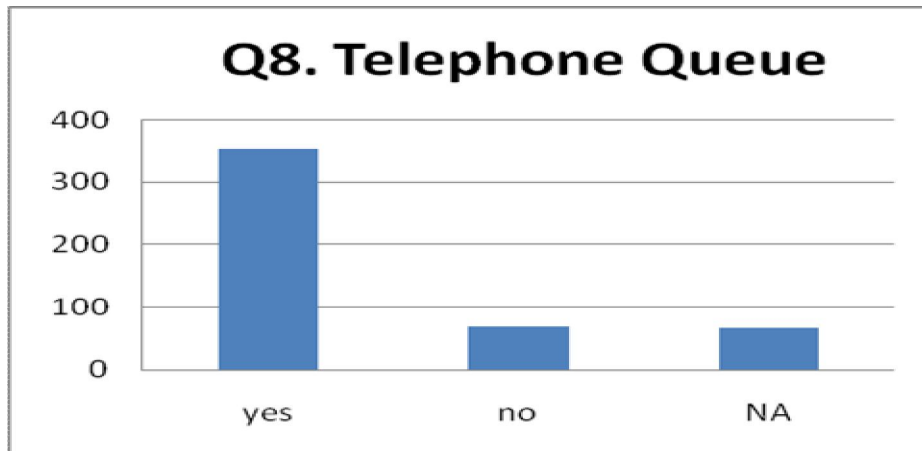
Yes	No	N/A
61	23	238



Question 8. The surgery has recently added a queuing system for telephone access.

Do you prefer this to getting the engaged tone?

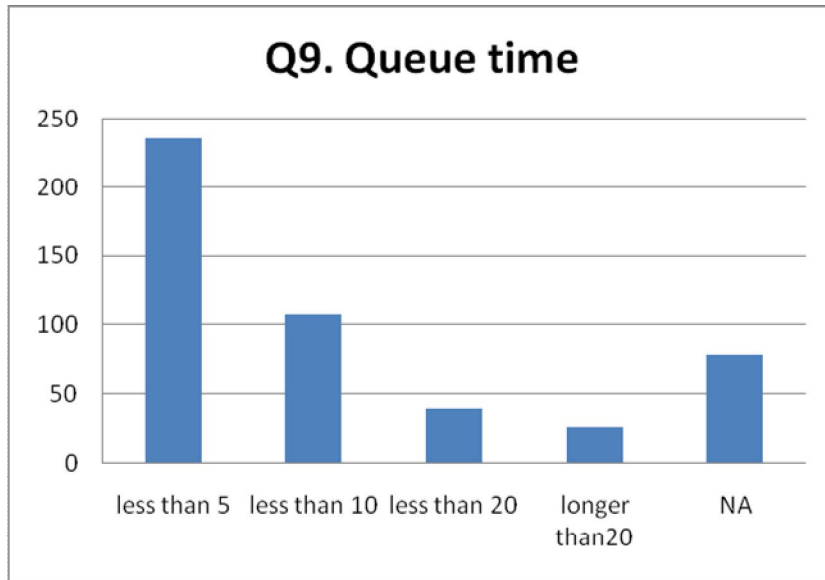
Yes	No	N/A
355	68	66



The survey results suggest there has been a successful introduction to the new telephone system. Perhaps next year a question to consider would be why people do not like the new system, to see if it can be fine tuned to deal with any particular concerns. (Possibly a limit on the queue length as many people indicated they still get the engaged tone several times before managing to join the queue)

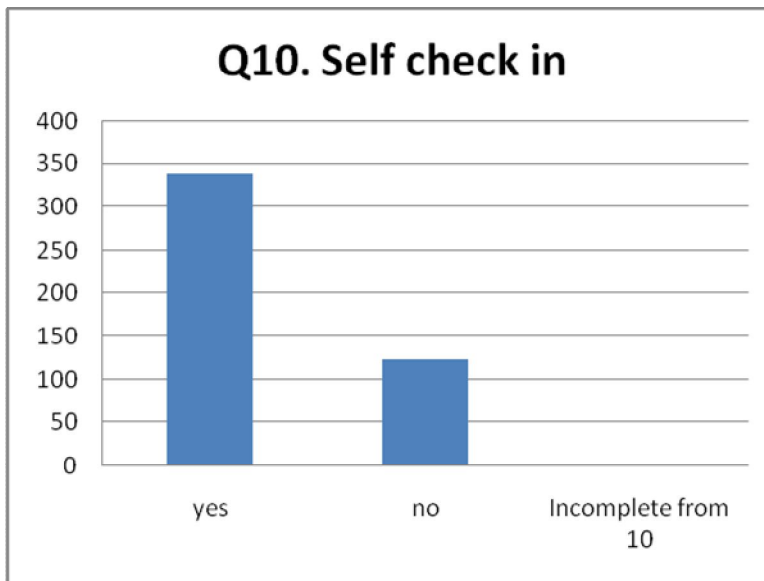
Question 9. How long are you waiting in the queue?

Less than 5 mins	Less than 10 mins	Less than 20 mins	Longer than 20 mins	N/A
236	108	40	26	79



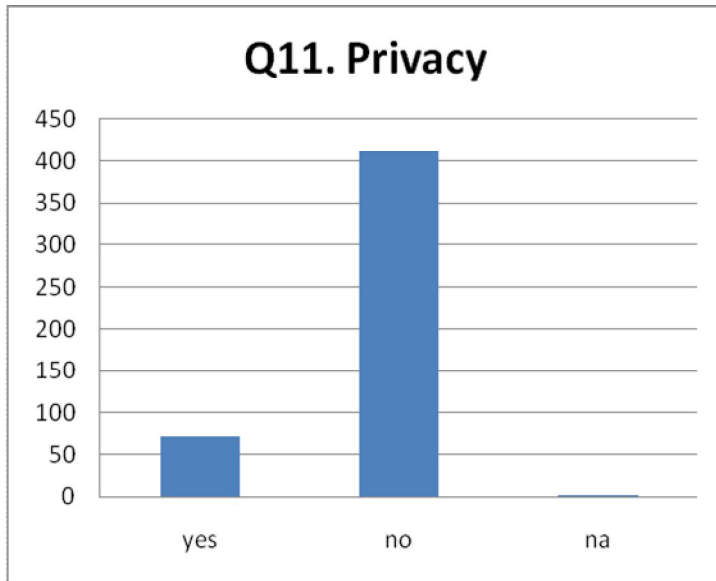
Question 10. Do you prefer to use our self check-in rather than checking in at the desk?

Yes	No	N/A
339	124	2



Question 11. Are you concerned about privacy at the reception desk?

Yes	No	N/A
72	411	2



Question 12.

160

Male

325

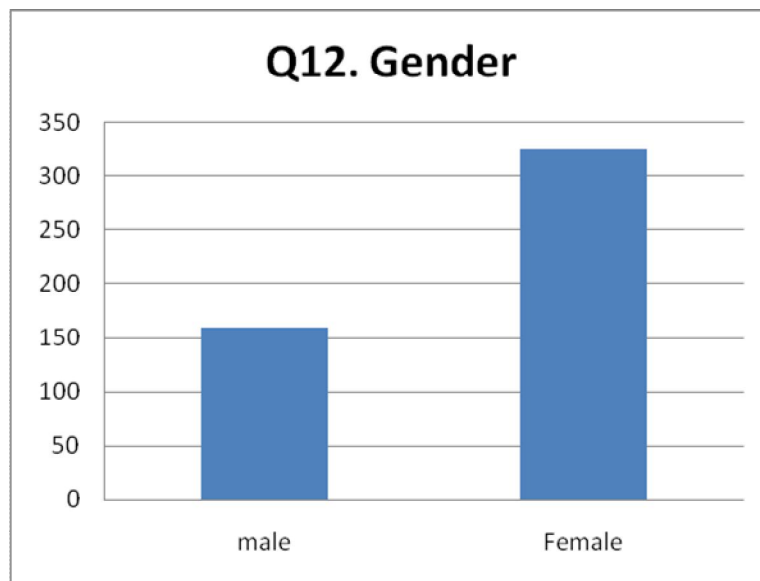
Female

(2014 =

178

212

)



Question 13

18 and under

33

19-36

119

37-54

141

55-72

132

73+

61

(2014

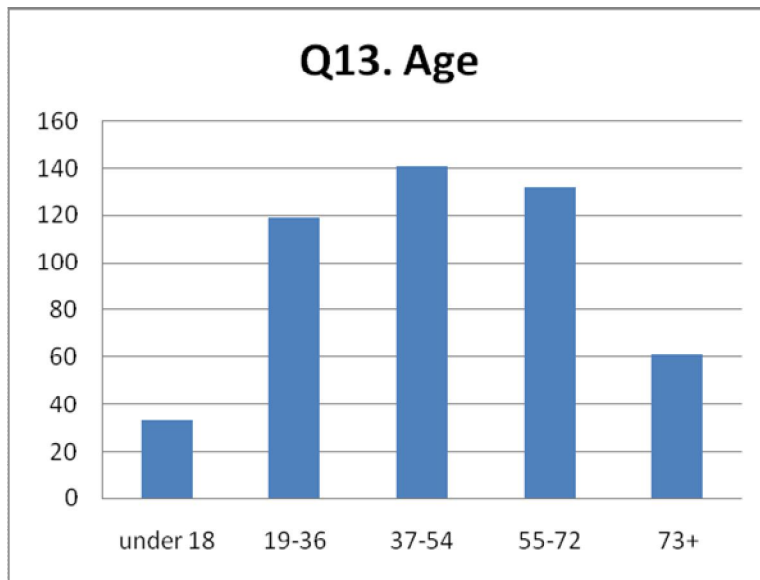
U18 =14

19-36 =110

37-54 =94

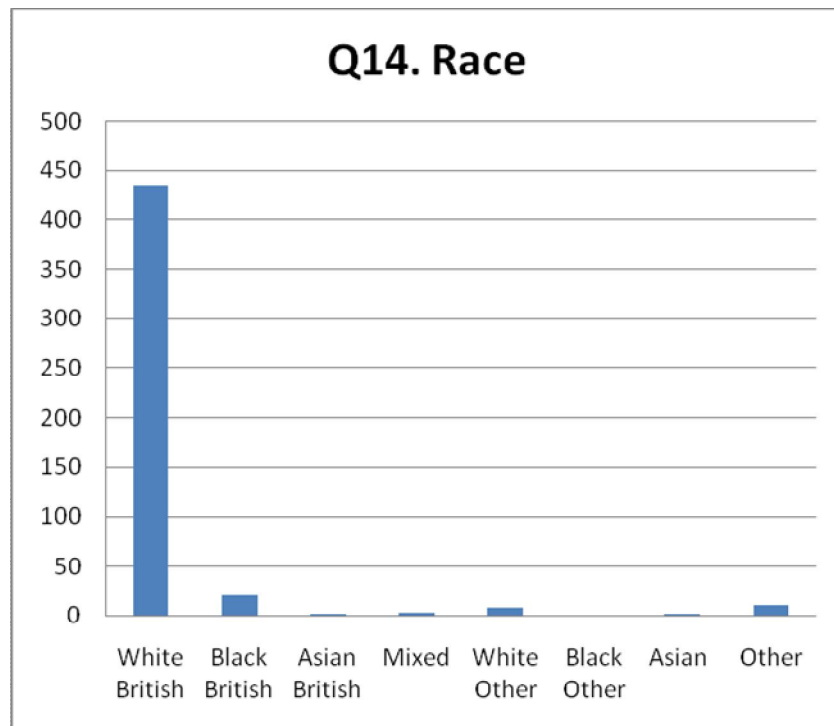
55-72 =122

73+ =50)



Question 14. To which of these ethnic groups do you consider you belong?

White British	435	White other	7
Black British	20	Black other	0
Asian British	1	Asian	1
Mixed	2	Other	10



Comments made by Patients (individual response unless otherwise indicated).

Doctors

Dr Harrison is wonderful.

Dr Anne Tompkinson, I always make a point of seeing Dr Anne Tompkinson because she cares about her patients. Without her I would have changed to the same surgery as my wife. Dr Anne Tompkinson is a magnificent doctor.

Dr Swales. A very positive experience when I came last week.

I like the student doctors who are especially pleasant.

A Doctor gave wrong advice on medication,

Nurses

Mrs Manning and the telephone system are really good, in fact the service from the surgery is vastly superior to down South where I moved from. Mrs Manning is superb in stabilising my blood, very efficient.

Limited access to appointments for nurses.

Receptionists

Are always friendly and helpful. (11)

Prefer to check-in at reception, if the survey was about them it would be 100% as they are so good.

Tone of receptionist on phone was not reasonable or friendly.

I rang approximately 12.30 and was in "the queue" for around 30 minutes. When I asked politely why it took so long I was told that they had other jobs to do and if I was not satisfied to go elsewhere.

Telephone system

Particular problems at 8.00am and 2.00pm (4)

Problems getting appointments at 8am and 2pm (2)

Telephone still engaged at 8.00 to 8.30 and 2.00.2.30

Queuing system does not kick in at 8am and 2pm

Problems with queue system on telephone (10)

Started with engaged tone before going to queue, but then asked to wait.

Telephone was engaged, then put on system for queuing, it took 65 calls to get through.

The telephone should be checked it went into a loop.

Not happy with telephone still always engaged.

Long time in queue to make an appointment.

I find it very difficult when I ring and the queuing system is full and it says ring back. I'd rather be in a queue.

If the phone system is jammed the number comes up busy and cuts off.

Rang last night 21 contacts to get on system, told to ring at 8am no appointments until 10am so daughter taken out of school.

Queue did not engage for approx 10 minutes

Queuing system took to long so I dropped medication request in box.

Difficulty getting an Appointment over the telephone. (7)

97 times on my mobile to get through and all appointments had gone for the afternoon.

Made an appointment at reception as I could not get through on phone.

Find it difficult to get an appointment for same day, had to ring three days before managing to get an appointment.

Telephone engaged for approx 20 minutes the queue for 10 minutes then 15 minutes on hold, so I gave up, phoned again later and made an appointment for another day.

Phone busy for 20 minutes

Gave up yesterday (Monday) after 20 minutes, couldn't get through.

Rang 10 times on Monday not happy with that.

General Comments on Telephone system (12)

Telephone better now than before. (2)

Give estimated time in Queue. (2)

It can be difficult to get an appointment, when you ring up unless you are very insistent that you need one.

Got through on telephone today.

More staff and phone lines first thing in the morning.

Appointment system annoying.

Both systems as bad as one another.

Put straight through this morning 1 minute

I seem to get through quicker than with the old system

I am concerned about the cost of hanging on the phone it would be useful if it told you how many was in the queue so you could phone back later.

Privacy

A Quiet Area would be a good idea (4)

Privacy can sometimes be difficult to communicate personal issues, a quiet area would be a good solution.

I think there is nowhere to have a private chat as the reception is central in the waiting room, a booth same as the chemist would be good.

A line to stand behind at the reception.

Not good to talk at reception about private matters.

General Comments (4)

Several patients commented that they only had an issue if the subject matter was particularly confidential.

I'm sure if I had an issue the receptionist would take me aside to discuss it.

A little, I did not know that I could speak privately.

Sometimes need to ask but when reception is busy I hold back.

Public Address System

Tannoy system not loud enough especially for those hard of hearing. (2)

The volume of the TV interfered with hearing the address system (2)

Building

Quarry tiles at the entrance when wet could be a hazard to those who are not very mobile. (2)

It would be useful to have an indicator on the toilet door when engaged and either paper hand towels or a more efficient hand dryer. (2)

The play area was useful and is no longer there.

Check in

Many comments made that patients were happy with either, and if a queue was at one, they used the other.

1 patient said he could not use the check in system as he had to use two sticks.

1 patient on the "at risk of infection" register asked if a separate room could be available for their protection.

1 Patient had a slight concern around the touch screen as it is a doctors' surgery about germs being deposited on the screen and infections being passed on.

Some reported that the check in did not always work.

I worry I might be missing something I need to do by by-passing reception.

Appointments

Several patients commented on that it would be better if they could book appointments online; also several commented that they did not know you could pre-book appointments.

Waiting after appointment times

Many patients commented on the delays to their appointments due to doctors running late, some wondered if a method could be found to advise patients of the delay and the time delay.

General comments

Well run and happy with surgery (2).

I think this is a very good surgery; the doctors are very quick to attend if I have a problem at home

Always had a positive experience here.

I have been here for the last 20 years from the South. I foster children so I make many demands on the surgery. The doctors, nurses and staff always give a great service.

Always had plenty of confidence with the surgery.

I have been at this practice for 3 years the doctors have always made time for me and are very patient. I would like to see the doctors' name on the door outside the room instead of having to ask at reception.

I think everything is good here I particularly like I can usually get to see one of two doctors, rather than see a fresh doctor every time.

A drinks machine free tea/coffee or water. (2)

Size of Car Park (2)

I would like a phone call or a text to remind me of date and time of appointment.

I would like to be informed by text or telephone if doctors are running late.

I think that doctors should visit over 75's every month especially in bad weather to avoid accidents.

Local chemist shuts before last appointments.

Manor Chemist does not stock common medication. One pharmacist actually went to Ilkeston branch to collect because they do not stock them here.

I registered on-line, thought I had ordered a prescription when I arrived at the surgery it was not there.

Will dressings be done at the new hospital when built?

A display flashing your name, doctor's name and room number would be good, especially for those hard of hearing.

Letters from hospital aren't being received or read by doctors because hospital instructions aren't being carried through.

Need more appointments - I do not want telephone appointments

I have been waiting since Christmas (27/12/14) to get this appointment, needs to make it clear if pre-bookable appointments are available.

I have been with this surgery 67 years, from the time Doctor Keene was on Mundy Street through all its sites and changes. I have always found the doctors and staff very efficient, friendly and helpful.

Part C

Uses for Data Collected and Analysed

The data collected and analysed during the survey period is a primary source of information and material which captures the views, opinions, concerns and suggestions of a large number of the patients of the practice in January 2015.

Whilst the primary aim was to conduct a survey, the material produced provides hard data which may prove useful to the practice in such areas as analysis of:-

- Patient Flows
- Patient Age Profiles
- Patient profile of Male and Female attending during the survey period
- Ethnicity of the patients taking part in the Survey
- Up to date patient views on opening hours, access and possible changes

The data generated from the Questionnaires is now available to the practice staff for use when considering future planning and possible changes.

Part D

Next Stages

a) The Practice

- Receive the review and consider the findings from the survey contained in this report.
- Consider the creation of an Action Plan for presentation to the Patient Group within a specified period of proposed changes.
- The Patient Group accepts that such an Action Plan would have due regard to the findings and the establishment of priorities identified in accordance with the budget.

b) Patients

It will be necessary to agree the most appropriate way to inform patients of the findings of the Questionnaire. There are a variety of different methods which may include: notices in the Waiting Room, inclusion on the Practice Website, a Newsletter produced by the Practice, an Open Evening (meet the Practice) event when the results could feature etc.

Part E

Conclusions

Prescriptions

The most popular method of requesting repeat prescriptions is to hand in at reception (142). However further work and publicity may be helpful to develop the use of the other options namely telephone (56), on line (35) and via the chemist (87) **(Questions 1, 2 and 3)**

Telephone System

A large number of patients preferred the new telephone queuing system (355) or 73 % **(Question 8)**. 236 patients waited less than 5 minutes with 108 Patients waiting less than 10 minutes in a queue **(Question 9)**

There are however still a number of concerning experiences reported by patients when using the telephone queuing system within the Comments Section on Pages 11 and 12 for the Practice staff to be aware of.

It is interesting to look back to the 2014 Survey when **32%** of patients indicated they preferred the engaged tone when contacting the Practice, however **68%** indicated that they would prefer a queue system when the lines are busy.

Automatic Check-in

339 patients (73%) indicated that they prefer to use the self check-in rather than checking in at the desk.

Once again it is interesting to look back to the 2014 Survey when **74%** of patients indicated they would find the introduction of automatic check in useful, with **26%** expressing the contrary view

There was an excellent and co-operative response from patients to the Survey when approached.

Lessons Learned

- There was an increase in the number of Questionnaires collected namely **489**, an increase of 22% compared to previous years (*2014 = 402, 2013 = 334 and 379 over 2 weeks in 2012*). In 2015 all of the ten half day sessions during the Survey Week were covered.
- There has been a marked increase in the proportion of female to male patients who took in survey this year (**male 160 female 325**) compared to 2014 (*male 178 female 212*)
- The type of survey was very successful and almost all patients in the waiting area were happy to take part in the Survey.
- It is disappointing that no Questionnaires were collected from patients who had received doctor or nurse visits, or submitted by Virtual Group Members of the Patient Participation Group. (Page 1, 2 ii) and iii)
- There has been a substantial increase in the amount of time given by Patient Participation Group members in attending the Surgery to undertake the Survey namely **63 hours 30 minutes** (2014 = 39 hours 25 minutes)
- The data analysis/input and production of this report is a major piece of work which took **29 hours** (2014 = 38 hours) and consideration may need to be given to alternative ways of undertaking this.
- One week for a Survey period was considered more appropriate which is supported by the large number of Questionnaires collected.
- The allocation of two Patient Participation Group (PPG) members to each session proved very successful resulting in large number of forms being collected often in fast moving and busy sessions.
- The availability of Patient Participation Group (PPG) members, shared telephone numbers and a Co-ordinator of the rota assisted in covering for illness and other unavailability.

The staff and Practice Manager were very helpful throughout this activity.

The survey would not have been possible without the enthusiasm and time commitment of the Members of the Patient Practice Group.

Patient Participation Group.

February 2015.

Park Surgery Patient Group Survey 2015

In order to improve Doctor/patient communication, it would be very much appreciated if you would take part in the following questionnaire.

REPEAT PRESCRIBING

Q1 How would you prefer to order your repeat prescriptions? (tick one option only)

By telephone	Online	Hand in at reception	Via the chemist	Not applicable (go to question 8)	Other, please state

(please tick)

Q2 Did you know that you could order your prescription directly from the chemist?

Yes	No
-----	----

Q3 Did you know that you could order your prescription online via our website?

Yes	No
-----	----

Q4 Are you aware it will take at least 2 working days notice for your prescription?

Yes	No
-----	----

Q5 Are you getting everything that you ask for on your prescription?

Yes	No	N/A
-----	----	-----

Q6 Is it easy to know when you need to attend for a medication review?

Yes	No	N/A
-----	----	-----

Q7 If ordered via the chemist are you getting messages about your medication review?

Yes	No	N/A
-----	----	-----

TELEPHONE ACCESS

Q8 The surgery has recently added a queuing system for telephone access.

Yes	No
-----	----

Do you prefer this to getting the engaged tone?

Q9 How long are you waiting in the queue? (tick one option only)

Less than 5 mins	Less than 10 mins	Less than 20 mins	Longer than 20 mins

OTHER

Q10 Do you prefer to use our self check-in rather than checking in at the desk?

Yes	No
-----	----

Q11 Are you concerned about privacy at the reception desk?

Yes	No
-----	----

Any other comments/suggestions

Q12 Male Female

Q13 18 and under 19-36 37-54 55-72 73+

Q14 To which of these ethnic groups do you consider you belong?

White British White other

Black British Black other

Asian British Asian

Mixed Other

DATE _____ AM PM (Please circle)

When completed please return this form to the Practice.

If you are interested in either joining or getting to know more about the Patient Participation Group please leave your name and address and or email address at reception or visit www.parksurgeryheanor.co.uk

Thank you for taking the time to complete this Questionnaire.