

PARK SURGERY PATIENTS GROUP

REPORT ON THE SURVEY HELD

MONDAY 27TH TO FRIDAY 31ST JANUARY 2014

Part A

1. Introduction

During the week beginning 27th January 2014 the Practice Patient Participation Group carried out a survey on Patients' knowledge of the Practice Website and their views on Opening Hours, Check In and Telephone Access. The Survey form is attached as Appendix 1.

There were a total of 402 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 2014. It will be noted that in 2014 a total of **402** forms were collected compared to 334 in 2013 over the same period.

The actual time spent at the Surgery by Members engaged on Questionnaire completion was **39 hours 25 minutes.**

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

The patient survey took place in the week beginning Monday 27th January 2014. There were a total of **402** respondents.

January

Monday 27 th	AM	= 66
Monday 27 th	PM	= 2
Tuesday 28 th	AM	= 52
Tuesday 28 th	PM	= 44
Wednesday 29 th	AM	= 61
Wednesday 29 th	PM	= 33
Thursday 30 th	AM	= 42
Thursday 30 th	PM	= 6
Friday 31st	AM	= 53
Friday 31st	PM	= 33
Home Visits & Virtual Group		= 10
Total		= 402

Due to illness there was no one to undertake the survey on Monday PM.

PART B

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

The results of the survey are detailed below.

Question 1

Are you aware of the practice website?

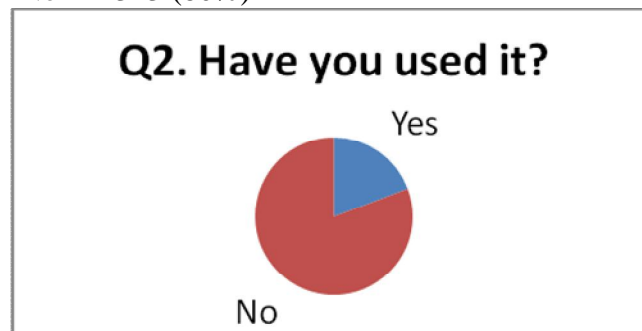
Yes 205 (51%) No 197 (49%)



Question 2

Have you used it?

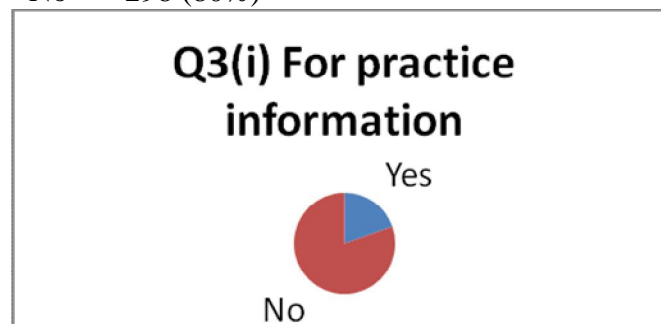
Yes 79 (20%) No 323 (80%)



Question 3(i) For what reason

Information on the Practice?

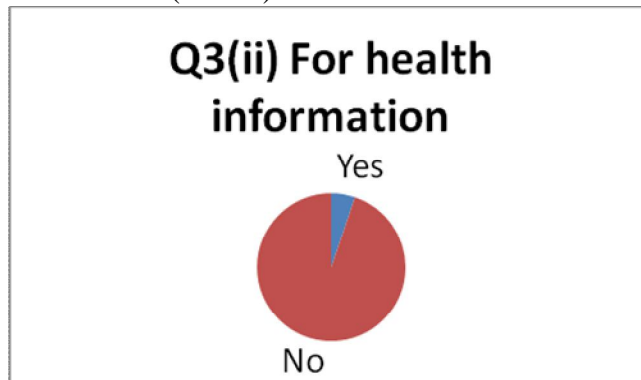
Yes 75 (20%) No 298 (80%)



Question 3(ii)

For health information

Yes 21 (5.5%) No 361 (94.5%)



Question 3(iii)

To order a prescription

Yes 17 (4.4%) No 372 (95.6%)



Question 4

Were you aware that you could order prescriptions online?

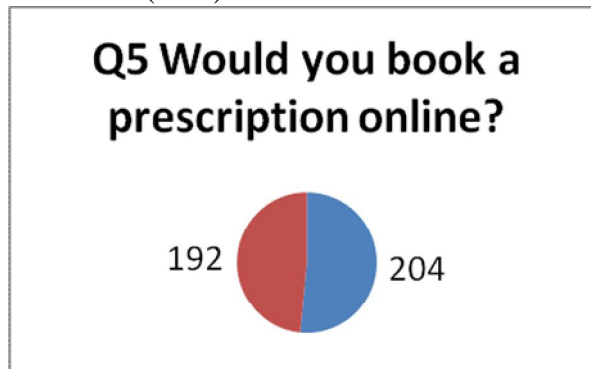
Yes 86 (22%) No 311 (78%)



Question 5

Would you be interested in booking prescriptions online?

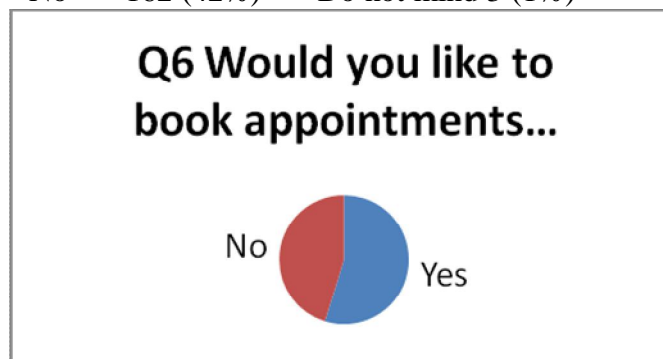
Yes 204 (51%) No 193 (49%)



Question 6

Would you be interested in booking and cancelling appointments online?

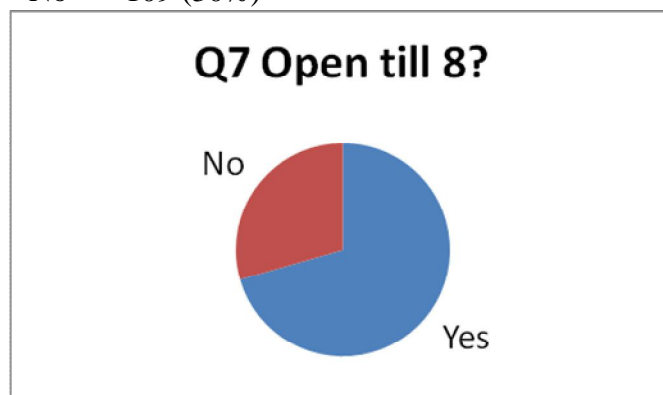
Yes 221 (51%) No 162 (42%) Do not mind 3 (1%)



Question 7

Would you find it helpful for us to be open until 8 pm Monday to Friday?

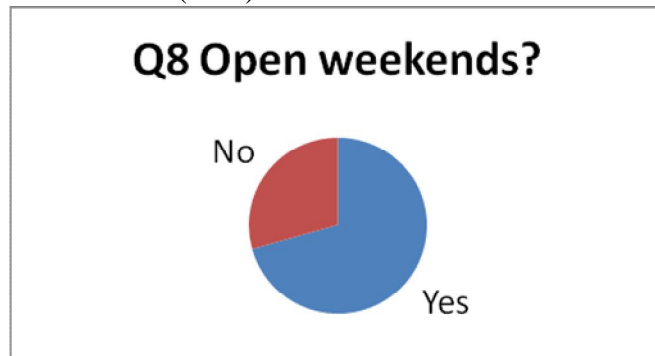
Yes 260 (70%) No 109 (30%)



Question 8

Would you find it helpful for us to be open on Saturdays and Sundays?

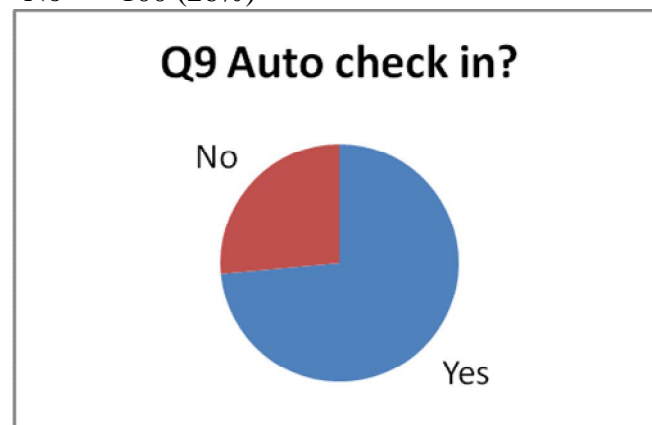
Yes 266 (71%) No 111 (29%)



Question 9

The Practice is considering using an automatic check in with the aim to prevent queuing at reception. Would you find this useful?

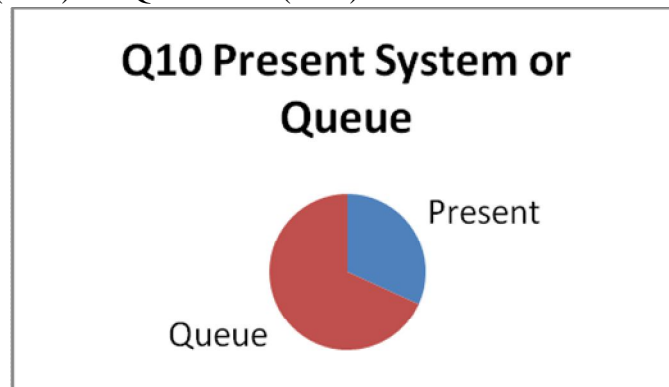
Yes 279 (74%) No 100 (26%)



Question 10

Joined the two parts of this question to measure if they are happy with present telephone system or would prefer a queuing system

Present 119 (32%) Queue 258 (68%)

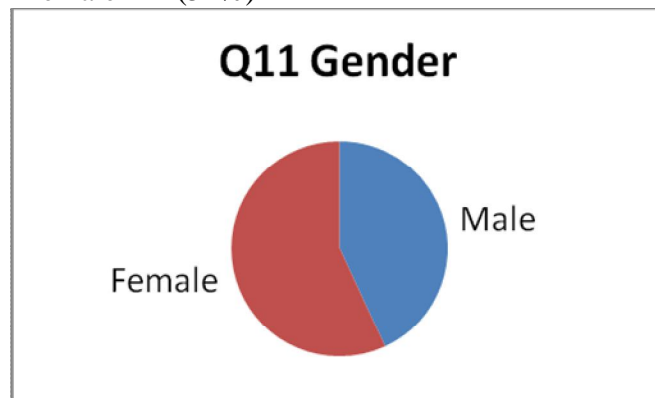


Question 11

Gender

Male 178 (46%)

Female 212 (54%)



Question 12

Age Grouping

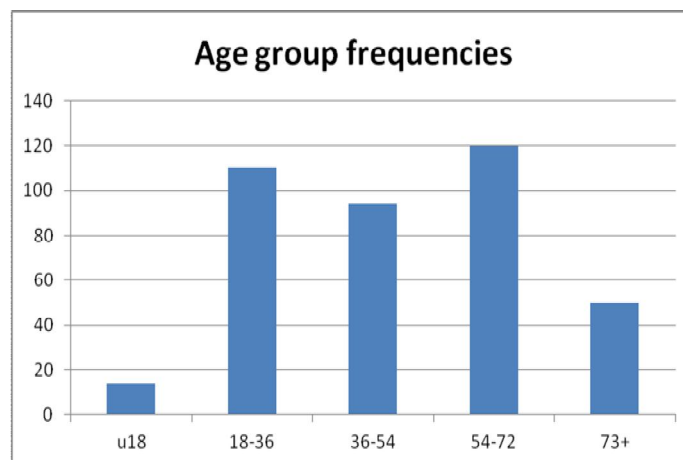
U18 14

19-36 110

37-54 94

55-72 122

73+ 50



Question 13

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

White British 353

Black British 0

Asian British 0

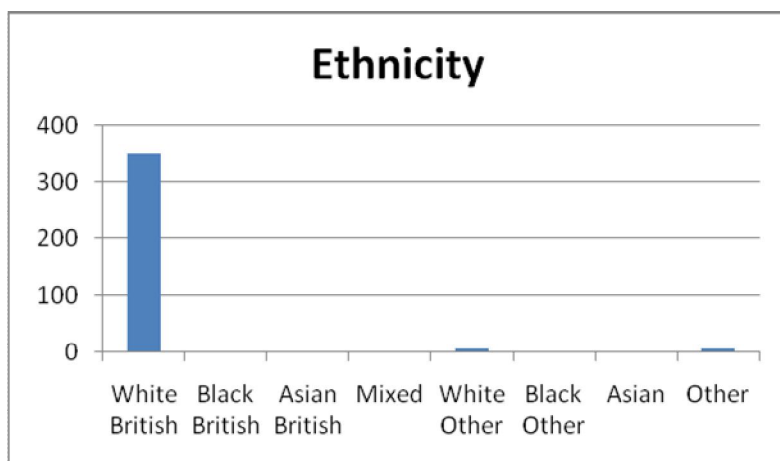
Mixed 1

White Other 6

Black Other 0

Asian 0

Other 6



Comments:

Question Number	Number of Responses	Comments Recorded
	14	incomplete as patient called for appointment
5	1	if easy
6	25	No computer or not computer literate
6	5	Would work for pre-booked appointments
7	1	perhaps one or two late nights for people who work during normal surgery hours.
8	10	Saturday am
8	1	Who in their right mind would want to waste the weekend coming to the doctors.
8	1	For emergencies only
8	1	We rely on our doctors and support team to do a good job. It's not an easy job and they need a weekend like the rest of us so I would say it's a call for the management team to make (personally I wouldn't open).
9	26	prefer the personal touch
9	4	much better as reception can get quite busy
9	1	yes, if that would help reception staff, but not yes from the point of view that I've ever experienced long delays. I queue much longer at ASDA
10	6	Prefer to know what position in queue
10	2	How expensive would it be, especially on mobiles

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 the patients of the Practice in January 2014.

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

There has been daily and weekly analysis of all the Questionnaires completed which are now available to Practice staff to assist for a variety of possible uses when considering future planning and possible changes.

PART D

Next Stages

a) The Practice

- To 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 provide the findings of the Questionnaire to patients. 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.

Website.

Only **51%** of the Patients surveyed knew that the Practice had a website (**Question 1**) and only **20%** had used it (**Question 2**). There had been limited use of the website to obtain information on the Practice at 20% (**Question 3 (i)**), with 4.4% of Patient indicating they had used it to order a prescription (**Question 3 (iii)**)

51% of the Patients indicated they would be interested in booking and cancelling appointments online with **49%** of a contrary view. (**Question 6**)

Opening Hours.

70% of Patients indicated that they would find it helpful if the Practice was open Monday to Friday 8.00am to 8.00pm, with only **30%** indicating it would not. (**Question 7**).

A similar response was received for opening on Saturday and Sunday when **71%** would find it helpful and **29%** would not (**Question 8**).

Automatic Check-in.

74% of Patients indicated they would find the introduction of automatic check in useful, with **26%** expressing the contrary view (**Question 9**).

Telephone.

32% of Patients indicated they preferred the engaged tone when contacting the Practice, however **68%** would prefer a queue system when the lines are busy (**Question 10**).

The results show that the Patients surveyed would welcome changes to the Check in arrangements, telephone system and opening hours. Whilst there is further work required to publicise the website 51% of Patients would like to see the introduction of an online system for booking and cancelling appointments.

The various methods in which this can be taken forward and achieved will no doubt be set out in the Action Plan to be produced by Practice staff.

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 **402**, compared to previous years (*2013 = 334 and 379 over 2 weeks in 2012*). The majority of the ten half day sessions during the Survey Week were covered.
- The type of survey was very successful and almost all patients in the Waiting Area were happy to take part in the Survey.
- It had only been possible to identify a total of 10 Questionnaires collected from Patients who had received Doctor or Nurse visits, or were submitted by Virtual Group Members of the Patient Participation Group.
- The data analysis/input is a major piece of work which took **31 hours** and consideration will need to be given to alternative ways of undertaking this.

- One week for a Survey period was considered more appropriate and supported by the large number of Questionnaires collected.
- The allocation of two Patient Participation Group (PPG) members to sessions proved very successful resulting in large number of forms being collected often in fast moving and busy sessions.
- Consideration be given that all Patient Participation Group (PPG) members share their telephone numbers to allow for illness to be reported and sessions covered if people are available.

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 2014

