

## WHITTINGTON MOOR SURGERY – PRACTICE SURVEY RESULTS 2008/09

At the beginning of October 2008, the practice carried out a survey of just over 300 patients to try to provide feedback for patients, in order to improve our services. At Whittington Moor Surgery, we use the General Practice Assessment Questionnaire (GPAQ) which is one of the only two accredited tools for GPs in the UK. Once the survey is completed and the results received, we hold a meeting to discuss the findings and try to find ways of improving the practice during the next 12 months.

This year we have done exceptionally well and we are well above the national average on all the patient satisfaction criteria. We have had a year on year improvement in our scores since 2004, when the patient survey commenced.

Below are the comments and suggestions received from patients and the responses from the practice.

### OPEN ENDED COMMENTS

#### **Is there anything particularly good about your health care?**

**We had 63 positive comments about the care our patients receive at the practice. We have taken every 3rd comment (random sample) and listed them below.**

- Like the phone system.
- Friendly and caring GPs
- In general, as a whole it is good
- Excellent service to be able to have bloods taken at the surgery
- Drs are brilliant. Feel I can talk to them and they care.
- Always feel comfortable at the surgery. Receptionists/nurses and GPs all polite and friendly.
- Drs and staff are always helpful and caring.
- Drs are excellent
- Very kind and caring in my recent bereavement.
- I feel that the GPs at our surgery are very caring and spend time listening.
- Always found practice team members friendly – approachable – helpful.
- There is always a calm atmosphere in the surgery, you never feel rushed.
- The standard of care is very good always.
- Healthcare is excellent.
- We have a very compassionate and caring health centre.
- I myself am very pleased with my care.
- Efficient, professional and caring.
- I like the new opening hours – lunchtime opening.
- I am very satisfied with all aspects.
- This is an excellent health centre giving first class service.
- The surgery keeps a very good watch over your health.

#### **Is there anything that could be improved?**

### OPENING HOURS

We received 4 comments regarding our opening hours.

### **PRACTICE RESPONSE**

*Since April 2008, the practice has extended its opening hours from 8.00am – 6.30pm Monday to Friday. Patients can book appointments and order/collect prescriptions during these times.*

*We have also extended our Surgery Consulting hours. Patients can now see a doctor between 7.00am – 8.00am Tuesday and Wednesday mornings and the 2<sup>nd</sup> and 3<sup>rd</sup> Saturday morning of the month.*

Please pick up a practice leaflet or access our website on [www.whittingtonmoorsurgery.co.uk](http://www.whittingtonmoorsurgery.co.uk) for further details.

## **TELEPHONE SYSTEM**

We received 3 comments regarding the cost of 084 calls.

### **PRACTICE RESPONSE**

*The price of telephone calls to the surgery (084) has been a bone of contention with some patients since its installation in 2006. The Department of Health is holding a public consultation on whether it should prohibit the use of 084 numbers to access services provided by the NHS. The consultation process will run from 16<sup>th</sup> December 2008 to 31<sup>st</sup> March 2009. You can pick up a copy of the consultation booklet at the surgery or you can obtain a copy via the DOH Website – [www.dh.gov.uk/en/Consultations/Liveconsultations/index.htm](http://www.dh.gov.uk/en/Consultations/Liveconsultations/index.htm).*

*We know that many of our patients value the new telephone system and the additional functions that 084 numbers offer. Since the new system was installed, we have received numerous comments on the improvement it has made for patients when contacting the practice.*

We received 4 comments regarding the queuing system whilst on the telephone. The previous telephone system only had an engaged tone when patients phoned in and the lines were busy. This meant many patients rang many times before getting through to a receptionist. We think the queuing facility on our new system is preferable to the previous engaged tone.

### **PRACTICE RESPONSE**

*Patients are able to book an appointment with a doctor using the automated system which is available 24 hours a day. Details are available in the practice leaflet and we will shortly be releasing a Newsletter regarding our appointment system and opening times.*

We received one complaint about the background music whilst the telephone is on hold.

### **PRACTICE RESPONSE**

*We have contacted our telephone supplier and they will change the music every six months.*

## **MISSED APPOINTMENTS**

One complaint has been received regarding the practice policy of removing patients from the practice list if they fail to attend three appointments without cancelling any of these appointments.

### **PRACTICE RESPONSE**

*We feel this policy is reasonable as we try to reduce the non-attendance rate to maximise the efficiency of the doctors' time. Most of the appointments are booked in the preceding 24 hours and it is reasonable that patients can therefore attend. We do not apply this policy to patients with chronic mental health problems and learning difficulties. However, we are reviewing this policy.*

## **RECEPTION**

We had one complaint regarding the attitude of one of our receptionists.

### **PRACTICE RESPONSE**

*We are currently planning some refresher training on customer care.*

## **MENTAL HEALTH**

We had one comment that people with mental health problems needed more support.

### **PRACTICE RESPONSE**

*As a practice we try and be sympathetic to people with mental health problems. We employ a practice counsellor for 2.5 days per week to support patients with mental health problems. Referral is via any nurse or doctor.*

### **WELL MAN CLINIC**

We had one comment about the need for a Well Man Clinic.

### **PRACTICE RESPONSE**

*Patients can book an appointment with the practice nurse for a general health check and the nurse will refer to the doctor if any problems are highlighted.*

### **DRUGS**

Don't improvise with cheaper drugs.

### **PRACTICE RESPONSE**

*We do not purchase cheaper drugs, we adhere to cost effective prescribing as recommended by the Primary Care Trust prescribing advisers which the doctors have every confidence in.*

### **PARKING**

We have one comment about the lack of parking available at the surgery.

### **PRACTICE RESPONSE**

*We are considering signs stating that the parking is for surgery users only and marking the disabled bays. We will also be contacting the school to request that parents do not use our car park*

*We are considering a bike store for patients who may wish to travel by bicycle.*

### **Any other comments?**

- The dr was very good and put me at ease – excellent.
- Opening in the mornings and weekends would help me.
- All round excellent.
- Early morning appts are good for working people.
- All staff friendly and helpful.
- I have always found the drs and receptionists helpful and accommodating
- Very happy with the practice.
- Excellent treatment by the practitioners and reception staff, also excellent services.
- Very well run drs with excellent care for patients. Glad we are in this practice.
- Carry on the good work.
- A well run surgery – staff very helpful.
- Excellent surgery.
- I am happy with my dr.
- Yea, I have to leave home and got to get another dr, I don't want to leave here as there are no drs in the world like here.
- Newsletters and information very good.
- I have always found this surgery very helpful.
- Thank you for being understanding and helpful.

## **ACTIONS TAKEN 2007/08**

- Opening hours have been extended since April 2008. These extended hours will be reviewed in April 2009.

Our Phlebotomy Service was expanded in November 2008 and now includes Tuesday afternoons as well as Monday, Tuesday and Thursday mornings for blood tests.

- 3 Newsletters have been produced this year and also a new practice leaflet has been developed. Back issues will be on display for patients in waiting area.
- Website live – [www.whittingtonmoorsurgery.co.uk](http://www.whittingtonmoorsurgery.co.uk)  
The website is available and is regularly updated on service improvements and staff changes.
- You can now order your repeat prescription on line by accessing our website. A prescription newsletter is also available.
- Continue to monitor the telephone system and improve where possible
- A Citizens' Advice Bureau adviser is now located within the surgery on a Monday afternoon, by contacting reception. The adviser provides free, confidential and independent advice.
- Feedback to patients via the Newsletter on the outcome of the Patient Survey
- Our staff will undergo refresher training on Customer Care.
- We will continue to improve and review services which are on offer within the practice

January 2009

### GPAQ Evaluation Questions

	% 2008/09	NEW NAT BENCH MARK 08/09	% 2007/08	% 2006/07	% 2005/06	% 2004/05	NAT BENCH MARK
Satisfaction with Receptionists	82	77	80	81	78	73	75
Satisfaction with opening hours	78	67	71	69	71	68	63
Satisfaction with availability of particular doctor	84	60	79	78	79	75	58
Satisfaction with availability of any dr	87	69	84	81	84	81	67
Satisfaction with waiting times at practice	72	57	64	61	64	62	53
Satisfaction with phoning through to practice	69	59	64	59	46	45	57
Satisfaction with phoning through to doctor for advice	73	61	68	65	61	56	56
Satisfaction with continuity of care	73	69	67	64	65	69	66
Satisfaction with doctor's questioning	87	81	77	76	82	76	75
Satisfaction with how well doctor listens	89	84	80	78	85	80	77
Satisfaction with how well doctor puts patient at ease	88	84	82	79	85	80	78
Satisfaction with how much doctor involves patient	88	81	80	75	83	76	75
Satisfaction with doctor's explanations	90	83	81	78	86	79	77
Satisfaction with time doctor spends	86	80	77	73	82	76	73
Satisfaction with doctor's patience	89	84	81	77	74	80	76
Satisfaction with doctor's caring and concern	89	84	81	77	85	80	77
Ability to understand problem after visiting dr	77	69	79	79	74	78	77
Ability to cope with problem after visiting dr	73	66	80	81	82	80	78
Ability to keep healthy after visiting dr	68	62	79	80	82	78	77

