

Patient Survey Report of Guildhall Surgery Clare 2013 - 2014

The current opening hours of the surgery (including extended hours) are:

Opening times	
Monday:	08:30 -19:00
Tuesday:	08:30 -19:00
Wednesday:	08:30 -19:00
Thursday:	08:30 -19:00
Friday:	08:30 -19:00

Patients are able to access medical help between 08:00 and 08:30 and 13:00 and 14:00 via the main telephone number which gives patients directions to the practice mobile phone number for cases of urgent medical need.

Patient Forum Group membership

A notice is displayed within both waiting areas to encourage any interested patients to contact the Practice for consideration as a member of the Patient Forum Group (PFG). Initial recruitment to the PFG was undertaken in 2007 and only two patient members have left the group since this time. The group members felt that 10 members is a proportionate representation of the practice population and that it is not currently necessary to advertise externally for more members, but they have agreed that any patients who feel strongly that they would like to join the group should be considered in line with the PFG remit. LR agreed to liaise with any patient expressing a specific interest in joining the group.

2013 Patient Survey

At the PFG meeting on 3rd July an agenda item was discussed regarding the Patient Survey for 2013 /14. It was agreed by members that the two previous surveys of patients who failed to attend appointments during the summer months had been successful, and members agreed that the same theme for the 2013 survey should be followed, as attendance rates have significantly improved since this project began in 2011/12 and kept appointments are now running at around the 98% average mark for the past 3 months.

The survey was carried out between 16th July and 1st September 2013. Patients that did not attend for their appointment during this time were sent a questionnaire, inviting them to respond to the reason for their non-attendance. The questionnaire was non-confrontational; responding was optional; the letter included a stamped addressed return envelope, and offered patients a vehicle for response if they chose to participate.

The results of the 2013 'Did not Attend' (DNA) survey were shared with the PFG held on November 7th 2013, and it was agreed to continue with this annual survey, as the current attendance rate (October 2013) stands at 98% of patients who kept appointments and that actions as a result of the survey appear to be working.

Results show that the majority of missed appointments were those that had been pre-booked at least two weeks in advance. One quadruple appointment

had recently been missed by a female patient for an IUD fitting, with both the Nurse and GP clinical time scheduled for that appointment and this had had a significant impact.

Actions:

Further improvements, including telephoning patients reminding them of a pre-booked appointment and improvements to the Cancellation book system are currently underway. This includes removing patient details when they have been contacted three times unsuccessfully by Reception to invite them for a cancellation appointment.

Only one patient remains a frequent non-attender in comparison to previous surveys. Contacting patients by text message requires the surgery to obtain patient consent to implement this.

Some missed appointments had been identified as Reception staff error, when amending the date of an appointment, the original appointment date had not been cancelled. Staff training is ongoing with regard to accuracy.

2013 Patient DNA Survey Results

- The survey took place between 9 July and 12 Sept 2013 (2012 Survey was from 20 Jul – 19 Sept 2012)**
- 70 appointments were identified as DNA appointments (73 DNA's in 2012 Survey)**
- 62 different DNA patients between these dates were identified and sent a questionnaire:**

This year as in 2012, no DNA patient failed to attend more than once over the period (there were 2 multiple offenders in 2011)

Only 1 double appointment was missed (5 doubles in 2012), but one patient also missed an eight appointment (4x Dr + 4x Nurse) block appointment for a coil fitting. The remainder of missed appointments were single appointments.

(70 – 1 – 7 = 62)

- Of the 62 different patients who were sent a questionnaire:**

24 (39%) did not respond (39% in 2012)

38 (61%) did respond (61% in 2012)

- Of the 38 patients who did respond:**

37 returned their questionnaires and one gentleman wrote to apologise and explain before we had had time to send him a questionnaire. No patients replied by telephone and there have been no reports of abusive responses towards practice staff.

25 (66%) patients simply forgot or made (potential) patient errors

But within this total were:

2 patients with contributory medical conditions:

1 patient with a brain tumour

1 patient with dementia

2 patients with understandable circumstances:

1 patient's car overheated

1 patient had a recent close family bereavement

13 (34%) patients suffered (potential) receptionist errors

Some of these errors appear to arise from the operation of our cancellation book and there are changes that should help us to reduce these errors.

Observations on the appointments of 22 out of 25 patients who simply forgot or made (potential) patient errors

Appointment types :

Open	21
7 days	0
5 days	0
3 days	1
48hrs	0
24hrs	0
OTD	0
	22

19 were Dr Appointments

3 were Nurse Appointments

The breakdown of Dr Appointments was:

JDH	3
JOD	3
SHW	13
CF	0