

Holbrook Surgery Patient Survey 2011

This year, the specifications for the practice survey were changed. In previous years the questionnaire used was nationally published to enable all surgeries results to be 'benchmarked' across the country. This enabled practices to gauge their performance internally, against other local as well as country wide surgeries.

The changes were designed to allow the questionnaire to be more specific to the practice and the questions be drawn up in conjunction with a patient representation group (PRG).

Holbrook has never had a patient participation group (PPG) which would have been a starting point for the PRG, so the first task was to recruit a cross section of patients who were willing to be part of a Holbrook PRG.

Formation of the PRG

The task of recruiting started in June 2011 when advertisements were on the surgery website, posters in the surgery and the clinicians actively asking patients if they were interested.

Ideally the group would reflect not only the demographics of the surgery, but have experience of a chronic disease such as asthma or diabetes (Appendix 1),

Patients wishing to put their names forward were asked to complete a form (Appendix 2) and they would then be contacted by the deputy practice manager with details of what it would entail. The closing date for the group was set at 30th August.

By the end of August 12 applications had been received and of those 11 decided to go ahead after being contacted by the practice. After initial discussions it was decided the PRG would be virtual and all agreed that their contact details could be shared within the group. All members had access to a computer. Had this not been the case or if any had preferred a different type of communication this would have been arranged. The group consists of the following membership

5 males aged between 20 – 59

6 females aged between 18 – 74

All the applicants were British which reflects the majority of the surgery (Appendix 3)

Questionnaire

The next step was to devise a questionnaire. This was initially done by the surgery based on previous surveys with changes that were more relevant to Holbrook. This was then sent out in draft to the PRG for suggestions and changes. (Appendix 4)

After a series of exchanges between the surgery and the PRG the final questionnaire was agreed at the end of September and the survey commenced in the surgery.

Survey

The survey was carried out in the surgery between September and November 2011. A minimum of 350 questionnaires were completed (50/GP) which were then analysed.

Results

The results were circulated to the PRG and practice staff for comments.
(Appendix 5)

Discussions and Conclusions

1 Practice Staff

The practice were very pleased with the results showing that the majority of patients rated us as good or above with the service they received from the surgery staff and clinicians. Obviously, there is some disappointment when a small proportion rated very poor, but there has to be an acceptance that this happens. There was some discussion about how to improve these areas with no clear solution.

There was also a general discussion about professionalism and the possibility of introducing uniforms and name badges for all the administration staff.

There was great support for the reintroduction of music in the waiting rooms. This would aid confidentiality too at the front desk. A staff member also commented on the fact the front desk often got very busy with patients booking in, requesting repeat prescriptions etc and after some discussion it was decided to try moving a table into the front lobby and to encourage patients to use this to fill out repeat forms etc.

Staff Suggested Action Plan

- 1 Front desk – to aid confidentiality a desk would be moved into the lobby for repeat prescription requests and for patients to complete forms
- 2 Music – the stereo system would be moved from the admin area to the front desk.
- 3 Introduction of uniforms and name badges for administration staff.

2 PRG

The PRG comments were also very positive (Appendix 6).

The report of the staff meeting was also circulated with the suggested action plan for comments and additions. One area that was highlighted was for those responses of poor there was an opportunity to comment on the reason why they were unhappy with the services.

PRG Suggested Action Plan

Poor rating response comment box available on survey questionnaire

3 Action Plans

Implementation of Action Plans

Staff Uniforms and Name Badges

February 2012

These are now being worn and have attracted very good feedback from patients saying that it looks professional and staff members are easily identifiable.

Music

February 2012

There is now music in the waiting rooms to help with confidentiality at the front desk.

Desk in lobby

February 2012

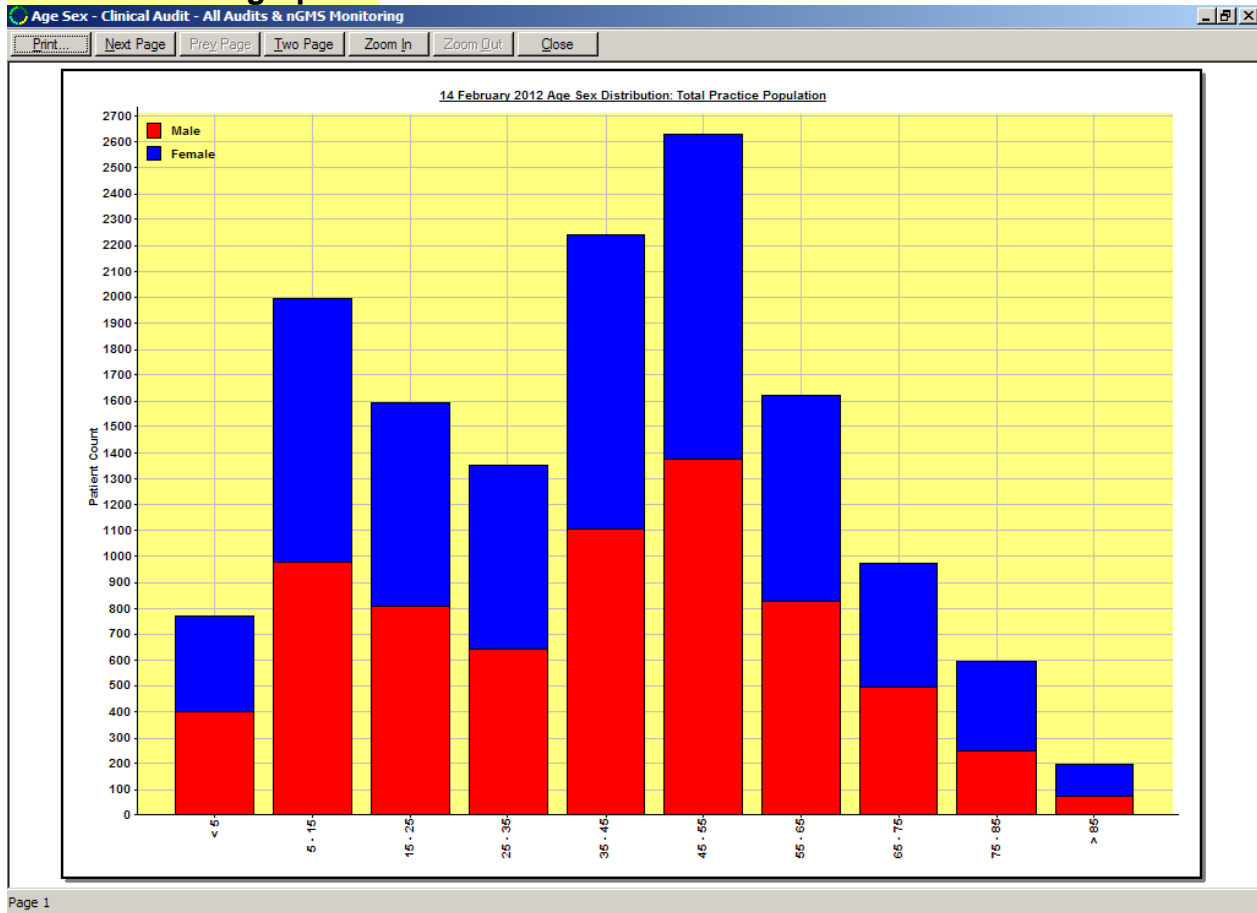
There is now a desk and chairs in the front lobby for patients to use when completing repeat prescription requests or forms. This has helped to free up the front reception desk for patients requiring help or information from staff.

Future Plans

Questionnaire 2013

This will include a comments box for use when a rating of 'poor' is selected in response to any of the questions.

Appendix 1 Holbrook Demographics



Chronic Disease Distribution

Asthma	4.54%
Diabetes	3.21%
Hypertension	11.2%
Epilepsy	0.52%
Mental Health including Depression	12.26%
Stroke	0.85%
Heart Failure	0.85%
Chronic Kidney Disease	1.01%
Dementia	0.23%
Cancer	1.32%
Chronic Heart Disease	2.24%
Chronic obstructive Airways	0.03%

Appendix 2 Application Form

Contact form

If you are happy to be part of the patient representative group please complete the form below and return it to Dona Stevens, Deputy Practice Manager.

Name:

Address:

Tel:

Mob:

Postcode:

Email address:

(Preferred contact will be by email)

The following information will help to ensure we speak to a representative sample of the patients registered at this practice and you must provide this information.

Are you? **Male/Female**

Age	Under 16		17 - 24	
	25-34		35-44	
	45-54		55-64	
	65-74		75-84	
	Over 84			

Which ethnic Background do you represent?

White				
British Group		Irish		
Mixed				
White & Black Caribbean		White & Black African		White & Asian
Asian or Asian British				
Indian		Pakistani		Bangladeshi
Black or Black British				
Caribbean		African		
Chinese or other ethnic				
Chinese		Any other		

Please tick if you suffer from any of the following:

Respiratory Disease: Asthma or Chronic pulmonary Disease	
Diabetes	
Chronic Heart Disease	
Hypertension (High Blood Pressure)	
Epilepsy	
State Other	

Are you are Carer? **Yes/No**

Appendix 3 Holbrook Ethnicity

Bangladeshi	0.01
Black - other, mixed	0.01
Black African	0.01
Black African and White	0
Chinese	0.05
Ethnic group not given - patient refused	0
Ethnic group not recorded	0
Indian	0.07
Other Asian (NMO)	0.01
Other ethnic group	0.02
Other ethnic non-mixed (NMO)	0.02
Other ethnic, Asian/White orig	0.01
Other ethnic, mixed origin	0.03
Other European (NMO)	0.08
Other white British ethnic group	0.82
Other white ethnic group	0.29
White	19.00
White British	79.32
White Irish	0.12
White Scottish	0.13

Appendix 4

PRG comments on questionnaire

I know you don't actually ask for identification on the questionnaire but patients will probably be more forthcoming if it is clearly stated that the replies will be absolutely confidential - you will get much more honest opinions!

The survey is clear, concise and easy to understand. I see no problems with it and, were I to be asked to complete this survey, I could do so with ease

Suggestions for the future. There are a number of questions to which the answer could be not applicable but it seems like there wasn't an option for that.

The survey is clear, concise and easy to understand. I see no problems with it and, were I to be asked to complete this survey, I could do so with ease. Further to member's comments, it's hard to exactly assess how useful the questions are without knowing the purpose of why they have been asked but, in terms of clarity and ease of completion, the survey is excellent.

Appendix 5 Survey Results

Holbrook Surgery Questionnaire 2011 / 12

Question 1 – In the past 12 months how many times have you seen a doctor?

Doctor	Average
Dr. Jonathan P. Heatley	2.5
Dr. Hwa-Lon Liu	3.5
Dr. Preet Singh	2.5
Dr. Christopher J. Heath	4.2
Dr. Paul M. Woods	3.8
Dr. Ann Williams	5
Dr. Nadia Ziyada	3.1

Question 2 – How do you rate the way you are treated by receptionists

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	2.7%	3.9%	15%	35.2%	42.2%

Question 3 – How do you rate our current opening hours, including our early morning & evening commuter surgeries

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	2.4%	5.3%	14.5%	45.3%	31.5%

Question 4 – How quickly do you usually get to see a doctor?

Doctor	Days
Dr. Jonathan P. Heatley	1
Dr. Hwa-Lon Liu	1
Dr. Preet Singh	Same day
Dr. Christopher J. Heath	3
Dr. Paul M. Woods	1
Dr. Ann Williams	1
Dr. Nadia Ziyada	1

Question 5 – If you need to see a GP urgently, can you normally get seen on the same day?

All Questionnaires stated YES

Question 6 – How long do you usually have to wait at the practice for your consultations to begin?

	5 Min or Less	6-10 Min	11-20 Min	21-30 Min	More than 30 Min
	1	2	3	4	5
Percentage	1.8%	5.8%	11.5%	48.8%	32.1%

Question 7 – Thinking of the times you have phoned to practice how do you rate the following:

a) Ability to get through to the practice on the phone

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	6.9%	37.5%	24.5%	22.8%	19.9%

b) Ability to speak to a doctor on the phone when you need medical advice?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	2.9%	16.9%	20.5%	38.8%	20.9%

Question 8 – Thinking about your consultation with the doctor today, how do you rate the following:

a) How thoroughly the doctor asked about your symptoms and how you are feeling?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	0.1%	3.9%	15.5%	36.6%	43.9%

b) How well the doctor listened to what you had to say?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	2.5%	3.9%	11.5%	16.6%	65.5%

c) How well the doctor put you at ease during the physical examination?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	1.5%	1.9%	10.5%	33.6%	52.5%

d) How much the doctor involved you in decisions about your care?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	2%	1.4%	10.5%	34.1%	52%

e) How well the doctor explained your problems or any treatment needed?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	2%	3.4%	10.5%	34.1%	50%

f) The amount of time your doctor spent with you today?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	1.8%	3.6%	4.5%	42.1%	48%

g) The doctor's caring and concern for you?

	Poor	Fair	Good	Very Good	Excellent
	1	2	3	4	5
Percentage	1.6%	2%	10.5%	33.6%	52.5%

Question 9:

a) Male or Female?

Doctor	Male:Female
Dr. Jonathan P. Heatley	1.125 : 1
Dr. Hwa-Lon Liu	1.144 : 1
Dr. Preet Singh	0.931 : 1
Dr. Christopher J. Heath	0.954 : 1
Dr. Paul M. Woods	1.135 : 1
Dr. Ann Williams	0.847 : 1
Dr. Nadia Ziyada	1.125 : 1

b) Age

Doctor	Average
Dr. Jonathan P. Heatley	42.7
Dr. Hwa-Lon Liu	51.2
Dr. Preet Singh	45.6
Dr. Christopher J. Heath	49.3
Dr. Paul M. Woods	39.4
Dr. Ann Williams	45.5
Dr. Nadia Ziyada	43.1

c) Chronic Illness?

Doctor	Average with Chronic Illness (%)
Dr. Jonathan P. Heatley	14.6
Dr. Hwa-Lon Liu	23.8
Dr. Preet Singh	15.7
Dr. Christopher J. Heath	33.9
Dr. Paul M. Woods	39.2
Dr. Ann Williams	13.7
Dr. Nadia Ziyada	16.3

d) Ethnic Group

Doctor	Percentage (%)					
	White	Black	Asian	Mixed	Chinese	Other
Dr. Jonathan P. Heatley	99.8	0	0.2	0	0	0
Dr. Hwa-Lon Liu	99.4	0	0.2	0.2	0	0.2
Dr. Preet Singh	100	0	0	0	0	0
Dr. Christopher J. Heath	99.8	0	0	0	0.2	0
Dr. Paul M. Woods	99.4	0	0.2	0	0.4	0
Dr. Ann Williams	99.8	0.2	0	0	0	0
Dr. Nadia Ziyada	99.5	0	0.5	0	0	0

e) Which of the following best describes you?

Doctor	Percentage (%)					
	Employed	Unemployed	Full Time Education	On Long-Term Sickness	Homemaker	Retired
Dr. JP. Heatley	58.4	17.2	0	0	6.2	18.2
Dr. Hwa-Lon Liu	54.2	22.8	0	4.5	2.1	16.4
Dr. Preet Singh	68.6	14.2	2.2	0	0	15
Dr. CJ. Heath	69.6	8.6	1.9	0	0	19.9
Dr. Paul M. Woods	57	22.8	0.8	1.4	3.8	14.2
Dr. Ann Williams	47.6	22.5	0	0	6.4	23.5
Dr. Nadia Ziyada	49.7	31.5	1.2	2.6	0	15

Question 3 Additional Comments: How do you rate our current opening hours, including our early morning & evening commuter surgeries? If you rated us poor or fair how do you feel they could be improved?

- Can see GP for evening surgery, but not AW for contraceptive care.
- More evening surgery

Question 10: Other Comments

Good:

- Very Clean and Tidy
- Good doctors
- Nice atmosphere
- Friendly Positive Staff
- Commute clinic great
- Access to reception at lunch time for ill children who are usually sent home at lunch

Improvements:

- Confusion between Surgery and Chemist Opposite.
- Closed at lunch time

Appendix 6

PRG comments on survey

The only quibble could possibly be waiting times, but this is purely because the Doctors give patients the time they need during appointments, which is much appreciated.

I think it is a testament to the quality of the clinical service provided and the efficiency of the admin staff that the only real issues identified for improvement are those relating to comfort/space in the waiting room and front desk.

The issue of communication when dealing with a local business is a difficult one to control and I am confident that the surgery does it's best in this regard.

For any future questionnaires, could there be provision to expand upon reasons why a patient feels any aspect of the service is less than satisfactory, so that the perceived problems can be addressed, or would this compromise confidentiality? Do we have to adhere to a strict template?

Thanks for sight of the final draft. As has been commented already by other PRG members, the survey results are very good overall and the surgery staff and Doctors should be applauded for the good service levels achieved. The sooner this is on the website the better as far as I am concerned.

I think these results are good and show that generally the majority of patients are happy with the practice and the care they receive. I think a lot of practices struggle with providing opening hours that suit all patients and that short of working 24 hours a day, 7 days a week, you are never going to please everyone.

Appendix 7

Current Opening times

	Surgery	Telephone
Monday	7.55am - 6.00pm	8.00am - 6.30pm
Tuesday	8.25am - 8.00pm	8.00am - 6.30pm
Wednesday	7.55am - 8.00pm	8.00am - 6.30pm
Thursday	8.25am - 6.00pm	8.00am - 6.30pm
Friday	8.25am - 5.30pm	8.00am - 6.30pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Extended hours

Commuter surgeries with GPs and Practice Nurses are available on Tuesday and Wednesday evenings