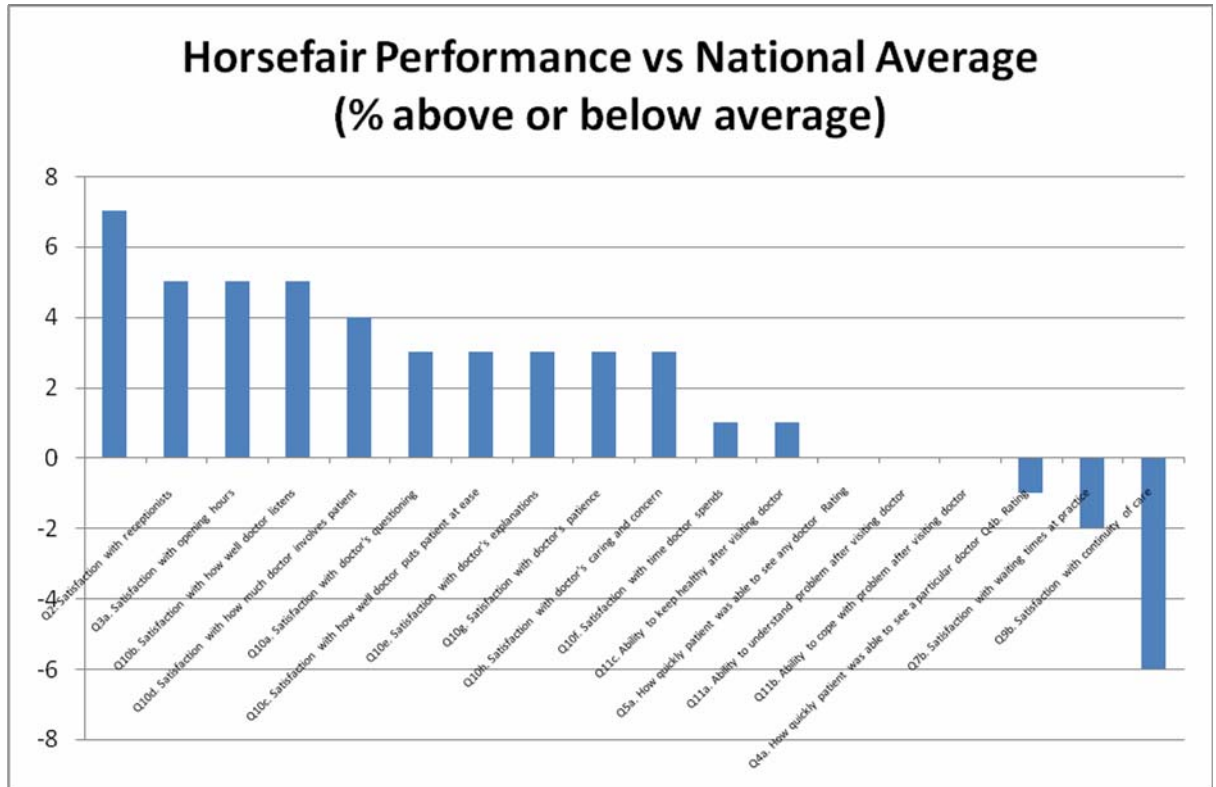


**REPORT AND ANALYSIS OF HORSEFAIR SURGERY  
 PATIENT SATISFACTION SURVEY 2012**

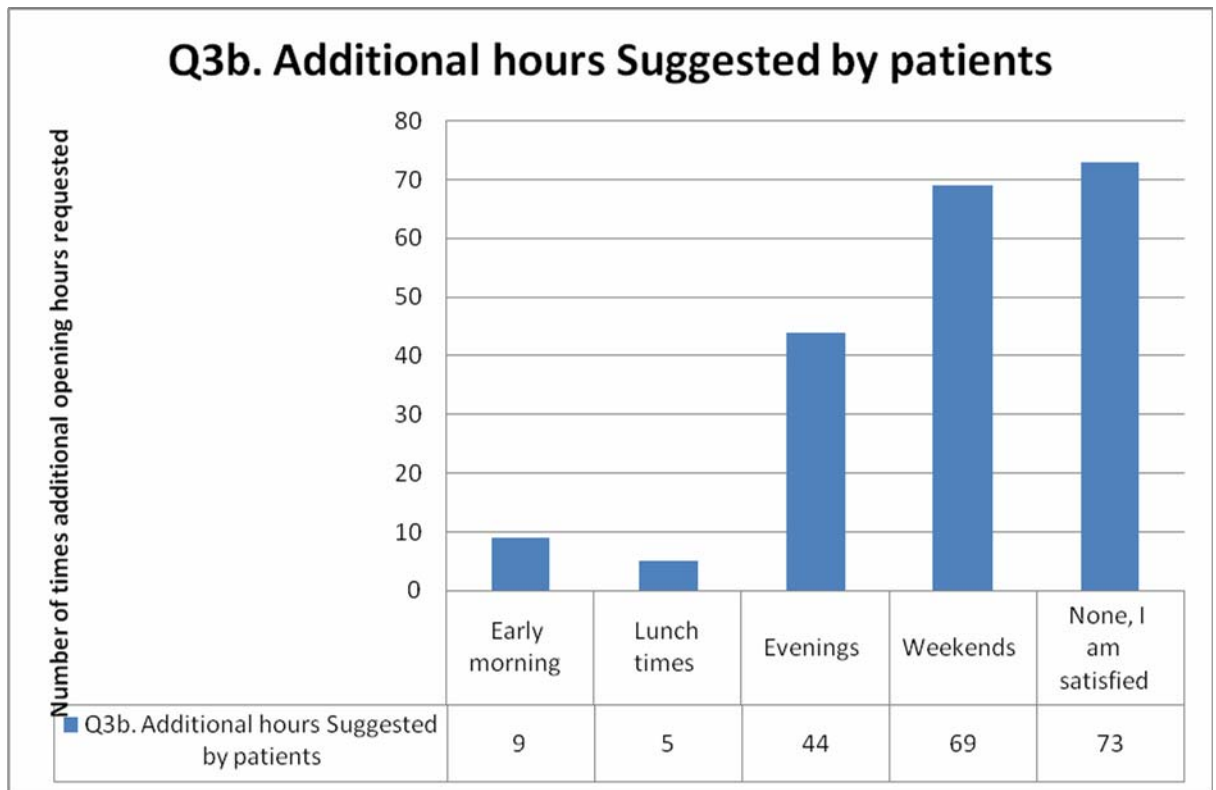
- The results of the survey are, on the whole, very pleasing. When compared against national benchmarks, Horsefair Surgery is above the national average in most areas. This is shown in fig 1 below.



- Fig 1 shows that Horsefair Surgery is performing above national benchmarks in the majority of areas. The surgery scores particularly well (7% above national benchmark) in the ease of contacting the practice by telephone. The survey also shows that Horsefair is significantly better than national benchmarks (5% above benchmark) in three other areas. These are: Q2. Satisfaction with receptionists, Q3a. Satisfaction with opening hours and Q10b. Satisfaction with how well doctor listens

**OPENING HOURS**

- Although there is a high satisfaction with existing opening hours reported, there were a significant number of responses requesting evening opening hours (see Fig 2 below) which the surgery already has. This needs to be made known to patients. A significant number also requested weekend opening. Only 51% of those requesting Weekend Opening were in employment and 26% were retired.



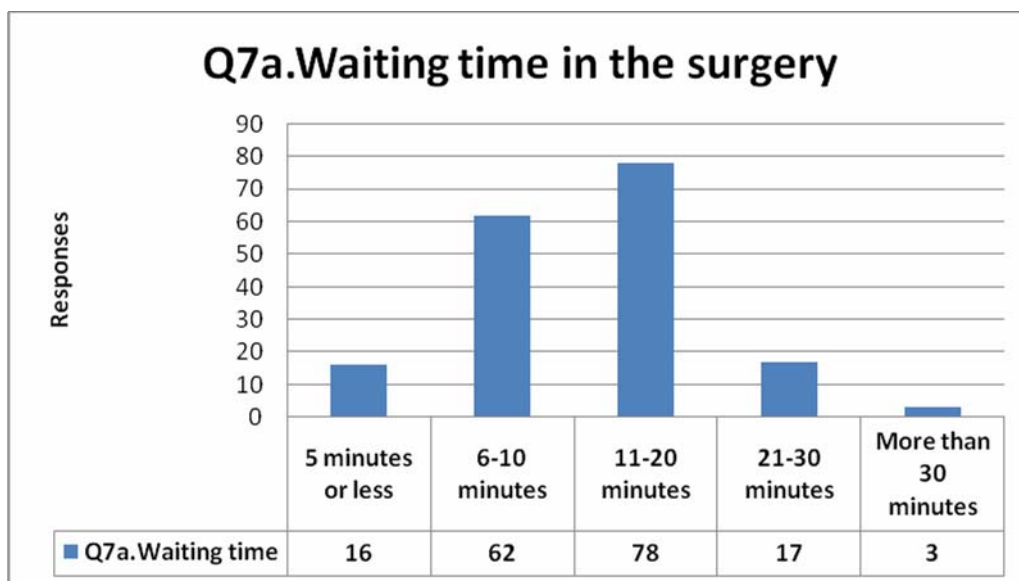
#### POSSIBLE AREAS FOR IMPROVEMENT

4. The areas for improvement highlighted by the survey are:
  - a. Q4a. How quickly patient was able to see a particular doctor
  - b. Q7b. Satisfaction with waiting times at practice
  - c. Q9b. Satisfaction with continuity of care
  
5. The practice acknowledges these areas for improvement. We have recognised these problems and have identified the one root cause for all of these areas of concern. The main cause is our rapidly growing list size. (insert graph). We raised this with the Primary Care Trust in late 2010 pointing out that our list size growth was coming from patients leaving other Banbury practices to join Horsefair Surgery. We requested that we be able to declare Horsefair Surgery 'Open but Full'. The PCT decided that Horsefair Surgery must keep its list open and accept all comers.
  
6. The rapidly growing list size puts a significant strain on the surgery appointments system. GP time is a scarce resource and there are only so many appointments that a GP can safely offer in a day. The partners of Horsefair have coped with the list size by absorbing the additional work. This has however led to the following problems:
  - a. Overstretched GPs
  - b. Shortage of timely appointments for partners
  - c. Growth in the addition of Emergency appointments at the end of a surgery
  
7. Horsefair Surgery has been trying to recruit additional Doctor Time. It was initially planned to add an additional two GP sessions on the retirement of Dr Large by replacing his six sessions with eight (possibly 9) salaried GP sessions. We wanted to recruit an eight or nine session GP specifically to improve continuity of care for our patients. This is proving very difficult to achieve. It appears that not many GPs looking for work want to work fulltime.

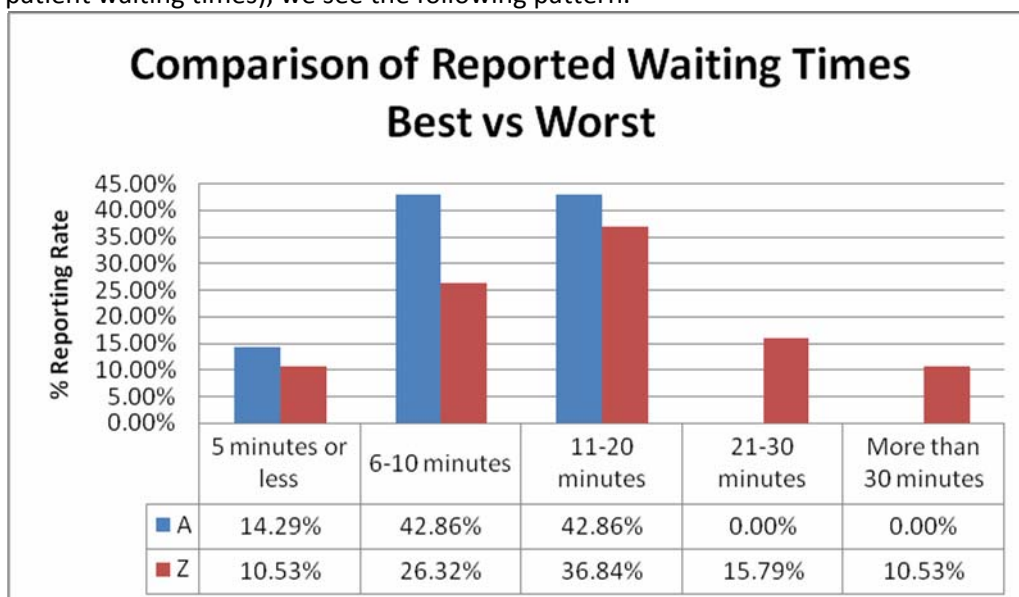
8. Horsefair Surgery is redoubling its efforts to recruit additional GP time. In the short term we are making use of Locums to cover particularly busy periods. We do, however recognise that this is not ideal for continuity of care. We do however believe that recruiting more permanent GP time will increase the capacity of the system thereby:
  - a. making it easier for a patient to be able to see a particular doctor
  - b. reducing waiting times in the practice
  - c. providing better continuity of care

**REDUCING WAITING TIMES IN THE PRACTICE**

9. Recruiting additional GP time will increase the capacity of Horsefair Surgery to treat patients. However, modifying the behaviour of individual GPs is also important. Fig shows the distribution of waiting times in the surgery. This shows that the vast majority of patients get seen within 20 minutes



If, however we compare the waiting times for the best GP and 'least best' GP (with respect to patient waiting times), we see the following pattern.



The practice director will be highlighting these differences to GP Z in order that GP Z can reflect on how patient waiting times for GP Z might more closely resemble those of GP A.

**OVERALL PERFORMANCE OF HORSEFAIR SURGERY AND ANALYSIS OF GP PERFORMANCE IN CONSULTATION**

10. The Patient Satisfaction Survey shows that Horsefair Surgery is performing above average in many areas. Analysis of the results of the survey by GP (Fig below) show that Horsefair Surgery GPs are at least as good or better than the national average shown by the dotted line below. The area within the shaded box shows questions relating to the GP consultation. The lowest trace on this group of curves (GP A – deliberately not GP A from previous analysis) is skewed by a low sample number and is not therefore statistically significant.

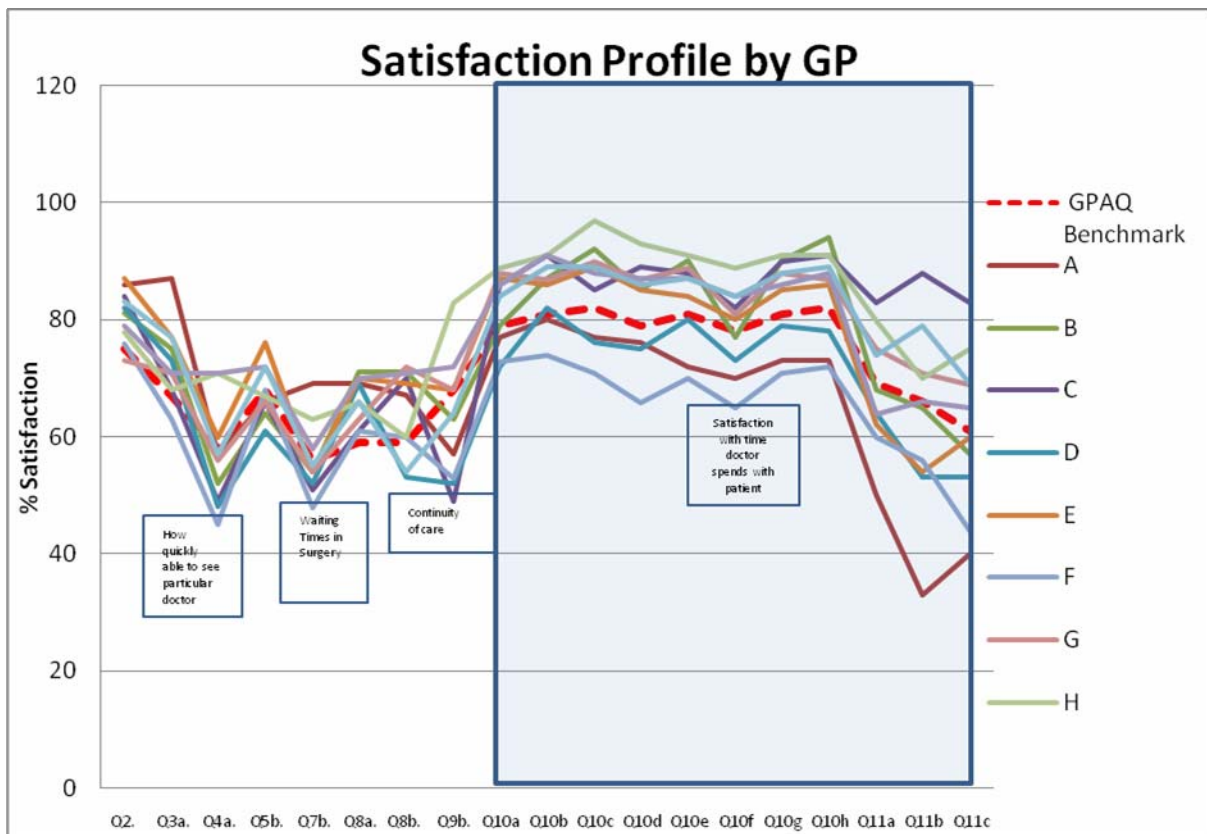


Fig 1 does show that the lowest satisfaction rating for all GPs is the time doctors spend with the patient. This is a factor of how busy the surgery has become and should improve with the addition of more GP sessions.

**ANALYSIS OF COMMENTS**

11. There were five separate comments remarking on the friendliness of Horsefair Staff, This is very pleasing. There were four comments about how caring the staff are. There were a number of very positive comments of a general nature. Under comments for improvements, the three main areas highlighted above were identified. In addition, car parking and the stuffiness of the waiting room were highlighted.

12. There is nothing Horsefair can do about car parking. If we make the parking bays wider and herring bone them, we will lose 12 parking bays. There is no further space for parking. We will advise patients that there is ample pay and display parking in Calthorpe Street and on South Bar.
13. The stuffiness of the waiting room is acknowledged. The forced air ventilation does not provide sufficient cooling. Opening windows is the answer. The practice director needs to devise a system for making someone responsible for opening and closing the windows in the waiting room.

#### **ACTION PLAN**

14. In response to the findings of the patient satisfaction survey, Horsefair Surgery will:
  - a. Recruit additional GP sessions
  - b. Ask GP Z to reflect on behaviour leading to running late
  - c. Devise system of ensuring that windows are opened in response to warm weather.
  - d. Promulgate evening opening hours

Andrew McHugh  
Practice Director  
Horsefair Surgery