

# URGENT CARE PATIENT QUESTIONNAIRE ANALYSIS

## St Michaels and The Beehive Surgeries

### Executive Summary

#### Primary Care Foundation Report

In 2013 The Primary Care Foundation report entitled “Managing Access and Urgent Care in your Practice” describes St. Michaels Surgery as follows:

St.Michael's Surgery (L81069) is part of NHS Bath and North East Somerset CCG and serves 7231 patients in BATH AND NORTH EAST SOMERSET PCT. There is an 8.2% turnover of patients on the practice list each year (measured as new registrations as % of list size). The practice has 3.7 GPs and 2.1 nurse/nurse practitioners and 8.2 members of the reception team (all are shown as whole time equivalents). The practice information system is provided by EMIS Web. 12.52% of patients are over 65 and the NHS Information Centre figure for the index of multiple deprivation is 27.48, which places the practice in the seventh group out of 10 compared with practices in England (the first group is least deprived and the 10th the most deprived). Whilst this does not place the practice amongst the most extremely deprived practice nationally it is striking how, compared with other practices in B&NES St Michael's Surgery is notably more deprived than all of the other practices. The deprivation is correlated with attendance at A&E as well as emergency admissions and show just how much more deprived the patients of St Michael's are compared to the other practices in B&NES.

In general the report places St Michaels as being close to both the England and BANES level averages of patient perception of GP's. The report concludes that the consultation rate is above average for the age/sex mix of our patient population that we offer slightly above average same day appointments, that the ratio of appointments carried out by Doctors/Nurses is similar to the average and that we have broadly enough staff for the no. of calls that we receive.

The key action points that the Primary Care Foundation Report asked us to consider were:

- Review the no. of incoming telephone lines that are available for use during peak hours, and align with that a call waiting/queuing system – to prevent patients getting an engaged tone and needing to ring back again – which can cause frustrations.
- Consider releasing pre bookable appointments for up to 6 weeks in advance rather than the current practice of 4 weeks in advance.
- Re-train our reception staff in what to do if they have identified an immediately life-threatening emergency.

### **Summary of Action Taken**

During 2013-14 we have reviewed are telephone system and installed call monitoring software to more accurate pinpoint call volumes, durations and waiting times so that we can more accurately plan our staff resourcing.

On average, telephone calls are answered within 5.6 seconds.

The longest ring/call waiting time was 1 min 46 seconds, with 75% of calls being answered within 7 seconds.

We have started to release pre bookable appointments up to 6 weeks in advance, and additionally we have changed the way that release on the day appointments are released.

Calls to book same day appointments go to the next available duty doctor, to prevent patients attempting to book routine appointments with the chosen doctor on a same day basis.

The impact of this is that same day appointments are now used for genuine same day problems, and we are able to keep our emergency appointments for genuine emergencies.

This change has been sufficiently successful in that we now have vacant emergency slots on a daily basis.

We have noted a dip in patient satisfaction, as non-urgent requests for urgent appointments (which are largely generated by insufficient forward planning by the patient) have been dealt with much more rigidly – we expect this blip to even out once patients become more used to the new appointment booking process.

We retrained all of our clinical and administrative staff in RESUS techniques in June 2013.

The Primary Care Foundation report noted that whilst St Michaels is not placed amongst the most extremely deprived practice nationally it is striking how, compared with other practices in B&NES St Michael's Surgery is notably more deprived than all of the other practices. The deprivation is correlated with attendance at A&E as well as emergency admissions.

Unfortunately despite the measure we have put in place we have seen an increase of 74 attendances at A&E on the rolling year to date comparison figures – although this is not a statistically significant rise.

We had hoped that making available a 10am Monday morning slot (via the Winter Pressures Contract) to refer back to the GP any inappropriate A&E attenders might have supported our attempts at patient education – however, none of the Mon 10 am slots have been utilised by A&E or the Walk in Centre.

As our A&E attendances have risen, albeit slightly, despite the increased availability of emergency appointments at the practice, this would seem to suggest to us that A&E

attendance is not something that is directly correlated to actions taken by the Practice. It would appear that it is as much about Patient Education and signposting in the public domain. We are hopeful that should BANES win the Prime Minister's challenge fund bid that a single point of access local website for all practices/patients might assist with wider patient education.

At practice level we are pleased with the changes that we have introduced and intend to continue to implement them in the hope that we will start to see wider benefits in due course.

### Patient Survey of Access – Results Summary:

This survey of patient's views was undertaken during January/early February 2014.

Of the 874 patients who were asked to participate in the survey, 486 patients responded.

The results can be summarised as follows:

- 91% of patients describe their experience of making appointments with their GP/Nurse as either Fairly Good or Very Good
- 61% do not consider it is difficult to contact the surgery by phone
- Of the 29% who found it difficult to contact the surgery by phone, 67% found it most difficult to get through to the surgery between 8am and 10am and/or on a Monday
- 46% find it possible to book a same day appointment most of the time or always
- 79% find that they can book appointments around their family and other commitments within 3 days
- 48% of patients wanted to be able to speak to their doctor within 24 hours and a further 7% of patients wanted to be able to see or speak to their doctor within 48 hours
- 64% of patients were able to book an appointment to see or speak to their GP/Nurse
- 34% of patients were able to see a GP/Nurse the same day, a further 40% of patients were able to see a GP/Nurse on the next working day/within a few days
- 70% of patients are seen within 10 minutes of their appointment time
- 86% of patients find their appointment times convenient
- Of the 129 patients who did not attend an appointment that they had not cancelled:
  - 13% went to A&E
  - 12% no longer needed the appointment as the problem had got better
  - 34% had just forgotten about it
  - 25% were prevented from attending due to other commitments
  - 6% couldn't get to the surgery
  - 10% tried to contact the surgery but couldn't get through

- 79% of patients have never had to request a home visit.
- Of those patients who had requested a home visit 64% were seen within 4 hours, and a further 14% were seen the same day
- With regard to access, generally patients continue to consider:
  - Access to be good, with the surgery in walking distance and/or on a bus route.
  - Parking in the surgery car park is thought to be limited but patients acknowledge there is a reasonable amount of on street parking locally
  - Would prefer to have automatic doors and/or no internal doors on the surgery entrances (especially for those with pushchairs/wheelchairs)

### Action Plan

- Publish the questionnaire findings on our website and make copies available in our waiting rooms
- Discuss the results with our Patient Participation Group to consider the need for further action
- Apply to NHS England Local Area Team for a Property Improvement Grant to support the costs of automating the heavy outer doors at the Beehive Surgery.
- Hope to work with the Prime Minister's Challenge Fund proposal during 2014\_15 (should BANES be successful) to establish a local Out of Hours Service in partnership with other local practices, and develop enhanced website functionality.
- Continue to promote our 'on-line' appointment booking service more actively
- Review our text message appointment reminder service policy

## PATIENT SURVEY OF ACCESS (COMMENTS):

### Q2 Comments

<i>12pm - 2pm</i>
<i>2pm - 4pm</i>
<i>4pm - 6pm</i>
<i>8.30-8.45 mostly but just need to keep trying which is fine</i>
<i>all the time</i>
<i>all week</i>
<i>Always answer</i>
<i>Always busy at opening</i>
<i>always engaged</i>
<i>Any day</i>
<i>booking an appointment before leaving for work when telephones arnt answered before 8.30am.</i>
<i>can always get in and answered</i>
<i>early in the morning but I guess that's when everybosity is trying to get through</i>
<i>Early in the morning no specific day</i>
<i>early morning</i>
<i>Every monrning is hard to get appt</i>
<i>every mornig lines are busy at 8.30. suggest more lines and staff at that time</i>
<i>fastest finger on redial</i>
<i>Find it hard to book any appt in advance, told to call on day &amp; then told emergencies only</i>
<i>Friday</i>
<i>Friday</i>
<i>have an appointment time but spend 10/15 minutes waiting to go in</i>
<i>I appreciate it is difficult on a Monday morning, but sometimes it is quite urgent.</i>
<i>I awlays ring at 8.30 in the morning if I need an appointment. Reception staff always do their best to get an appointment for you/me that suits and fits around my day.</i>
<i>I book appointments online</i>
<i>Its hard when lots of people are ringing in at same time. Other number maybe. Only if its an emergency</i>
<i>Mainly at 8.30</i>

<i>Mon Tue Thurs</i>
<i>Monday</i>
<i>Monday and Thursday</i>
<i>more lines will help</i>
<i>Most days are a problem</i>
<i>most of the time</i>
<i>Never had any problems with making an appointment with me or our children</i>
<i>no difficulties making an appt</i>
<i>no difficulties making an appt</i>
<i>None</i>
<i>None</i>
<i>often get ans machine in the AM. Offered appt at Beehive, not easy to get there when you don't drive.</i>
<i>only sometimes and mostly in the morning</i>
<i>phone usually busy throughout day but calling back in a short tie usually secures an appt.</i>
<i>rarely</i>
<i>receptionists try their best, only difficult Mondays</i>
<i>Several occasions where I've phoned for an appointment at 8.30am exactly and there's been no spaces!</i>
<i>Sometimes</i>
<i>sometimes it takes week to see my doctor with working early and late times would be helpful</i>
<i>Staff on reception very helpful and kind. Dr's all very understanding</i>
<i>Thursday</i>
<i>Thursday</i>
<i>Tuesdays</i>
<i>unable to see preferred gp due to their limited working days</i>
<i>understandable as lot of people phone for emergencies</i>
<i>usually walk into practice</i>
<i>v busy early morning</i>
<i>Varies as I work shifts</i>
<i>Waiting times for blood tests appear to be lengthy</i>
<i>walked in and seen straight away as experiencing chest pains</i>
<i>Wednesday</i>

<i>when I make an urgent appt so understandably busy</i>
<i>Would be better if surgery was open later in the evening/weekends</i>

**Q10 Comments:**

<i>also time I want and with preferred GP</i>
<i>always good most of the time</i>
<i>Am retired so have plenty of opportunities for appts with date/time to suit</i>
<i>Around working hours is difficult</i>
<i>cancel via email</i>
<i>Dr Hampton busy man</i>
<i>I booked ahead</i>
<i>I don't always get to see my own GP</i>
<i>I find it hard to get an appointment at a time I want/with my preferred GP/couldn't book ahead</i>
<i>I have to fit it around</i>
<i>I work shifts, so more often book appts around shifts</i>
<i>ie female doctor</i>
<i>Mostly book well in advance for mine</i>
<i>never cancelled appt</i>
<i>never had a problem</i>
<i>Never missed appointment</i>
<i>none</i>
<i>Sometimes you have to wait about a week if you want to see a Doctor that you ask to see</i>
<i>Usually get same day appointments . Reception very accomadating</i>
<i>Very difficult to get to 10.30 b/t needs to be later because of my medical condition</i>
<i>when I phone or book online- I am able to see the dr that I want to see- or if urgent can always see any doctor.</i>
<i>Work full time Mon - Fri. Lose wages for time off.</i>

**Q11 Comments:**

<i>always attend or cancel</i>
<i>Always call to cancel</i>
<i>Always cancel if couldn't attend</i>
<i>always kept my appts</i>
<i>always ring up</i>
<i>Couldn't attend or cancel on my appointment as I gave birth to my son</i>
<i>due to loss of my mother</i>
<i>E-mail</i>
<i>Fine people who miss their appointment</i>

<i>have a separate line</i>
<i>have a separate number for cancellations</i>
<i>have always phoned</i>
<i>Have never not attended</i>
<i>haven't done so</i>
<i>I always arrive for my appointments</i>
<i>I always attend</i>
<i>I always attend the appt I've booked</i>
<i>I always cancel</i>
<i>I always cancel if unable to make appt</i>
<i>I always cancel my appts- ability to cancel by text or email</i>
<i>I always phone if I could not attend</i>
<i>I always ring</i>
<i>I am always early for my appts</i>
<i>I never cancelled</i>
<i>I tried to cancel my appt but couldn't quickly &amp; easily contact the surgery at a time that suited me</i>
<i>I was admitted to hospital on the same day</i>
<i>I was ill and bedbound had no phone</i>
<i>I was rushed into hosp. so didn't attend.</i>
<i>I would always ring to let them know I can't make appointment or if I am going to be late</i>
<i>If I cant make it I always cancel</i>
<i>If I need to cancel I always ring and tell reception.</i>
<i>last appointment missed was a midwife one but I went into labour</i>
<i>Never</i>
<i>never cancelled</i>
<i>Never cancelled!!!</i>
<i>never dna'd</i>
<i>Never DNA'd an appt</i>
<i>never done it</i>
<i>never failed to attend</i>
<i>never forgotten an appt.</i>
<i>never missed one</i>
<i>Never needed to cancel</i>
<i>never not attended</i>
<i>Never done that</i>
<i>no</i>
<i>No</i>
<i>no</i>

<i>No would cancel</i>
<i>None. Never missed an appointment</i>
<i>Not getting the time properly on the phone (mixed up time)</i>
<i>once or twice for an appt booked in advance</i>
<i>Online appointment service</i>
<i>phone lines engaged for long periods of time</i>
<i>phones to be answered through lunchtime!</i>
<i>ring ahead</i>
<i>text reminder to remind me about my appt</i>
<i>text reminders</i>
<i>text service</i>
<i>The telephone went to answer machine Sat morning</i>
<i>to do a late surgery for people who work 8-5.30</i>
<i>txt message</i>
<i>Txt message service</i>
<i>Txt message service</i>
<i>Txt service to remind patients of appointments</i>
<i>We never not cancelled an appointment</i>
<i>went to the wrong surgery, appt at St M's, went to the BH</i>

**Q12. Please tell us any suggestions you have that would make it easier to cancel appointments you no longer need**

<i>Answer machine</i>
<i>Answer phone message system</i>
<i>As is</i>
<i>Bring a rule in for people who fail to attend</i>
<i>By text</i>
<i>by text</i>
<i>By text message or email</i>
<i>By text message would be easier</i>
<i>cancel online? Including maybe booking online also?</i>
<i>Cancel them online &amp; online booking</i>

<i>cancelling procedure fairly easy no action required</i>
<i>email or text</i>
<i>Friendly staff</i>
<i>If you could text</i>
<i>Just ring and say I cannot come to see my doctor</i>
<i>Maybe an answer machine for evening or nights</i>
<i>maybe cancelling online</i>
<i>none</i>
<i>On email or text</i>
<i>online</i>
<i>online</i>
<i>online</i>
<i>Online</i>
<i>online if I cannot get through on phone</i>
<i>online text</i>
<i>phone, maybe an email</i>
<i>phoning the surgery. Having A &amp; E email messages to the surgery advising the patient is there.</i>
<i>Ring up maybe in the morning and ask for afternoon app if you still want it</i>
<i>Send a text of reminder of appointment</i>
<i>SMS text Message</i>
<i>Special phone line</i>
<i>text messaging service</i>
<i>Text reminder for appointments 24/48 hrs in advance</i>
<i>text service</i>
<i>text service</i>
<i>Via email or text</i>
<i>Via internet</i>
<i>would be good to have an answerphone just for this service</i>

**Q14. What do you think of access to your GP surgery?**

<i>no problem</i>
<i>Access is fair, parking is good</i>

<i>access is good, but very heavy doors. Parking is reasonable as street parking is available</i>
<i>Adequate for all able persons. (Disabled will probably have difficulties with the double set of doors)</i>
<i>as a non driver its fine for me</i>
<i>Automatic access to front doors for disabled people and parents with buggies; would make things easier</i>
<i>Automatic doors for wheelchairs</i>
<i>automatic doors would be helpful</i>
<i>Bus stop close by makes it easy to reach even when I moved house</i>
<i>can be difficult to get in the door with a pushchair or a carseat</i>
<i>Difficult doors for buggys, wheelchairs and the elderly</i>
<i>Doors very heavy to push with pushchairs &amp; less able bodied people</i>
<i>Doors very heavy to use when you have a pushchair</i>
<i>easy to find, easy access welcoming staff</i>
<i>Excellent</i>
<i>Fairly good. Perhaps just one door</i>
<i>fine as plenty of off street parking surrounding area</i>
<i>front door heavy, for the elderly etc.</i>
<i>generally v. good have been at the practice long time, no complaints</i>
<i>Good but I do find the doors hard to open</i>
<i>Good service, friendly staff, calm environment</i>
<i>Good to be able to book appointments at either surgery</i>
<i>good to go to when you are bad and don't feel too good and they are nice and speak to you</i>
<i>hard to book appt around college time</i>
<i>Heavy doors to get pushchairs in</i>
<i>I often use the walk-in centre, I work Mon - Fri and it's easier to use them at more working hours - my works don't like me having appts when I'm working</i>
<i>It appears to run very well, have no complaints</i>
<i>It is very good but you don't always get the gp you want</i>
<i>It would be useful to have surgery available until 7.00pm Mon - Fri and Sat surgery</i>
<i>Need easier or automatic doors very heavy with pushchair</i>
<i>not suitable for people with pushchairs or wheelchairs if they are attending an appointment on their own</i>

<i>Used to struggle with double buggy</i>
<i>Very good parking on site is fairly open. If car park is full there is a close road for parking.</i>
<i>Very good. Buses stop quite close to surgery</i>
<i>Very hard to get an appointment. I understand it is very busy but 9 times out of 10 I end up going to the walk in centre</i>
<i>Very hard to get appt. Usually told there's none unless emergency even when you phone at 8.30, Would be helpful if next available appt was offered instead of being told to phone back at 2pm. You can book appt if you needed one in a fortnights time!!! So often I say its an emergency to be seen rather than wait for a fortnight</i>

### **Q15. How could access to your GP surgery be improved?**

<i>A mix between how it is now and a service at weekends - but not seven full days a week</i>
<i>A open door button</i>
<i>able to speak to GP by phone</i>
<i>After work house or Sat appts available</i>
<i>all good</i>
<i>As is</i>
<i>automatic doors</i>
<i>Automatic doors</i>
<i>automatic doors</i>
<i>Automatic doors and water machine</i>
<i>Automatic doors for disabled patients</i>
<i>automatic doors for pushchairs/wheelchairs</i>
<i>automatic doors on entrance</i>
<i>automatic doors would be big help for many people as the door is very heavy</i>
<i>automatic doors/wider doors</i>
<i>Automatically opening/closing doors</i>
<i>bigger car park</i>
<i>Bigger car park - I don't drive personally</i>
<i>bigger doors for prams</i>
<i>Bigger parking area</i>
<i>car park</i>
<i>coat hanger</i>
<i>Could be easier by text</i>
<i>disabled button to open doors</i>
<i>Doesn't think access very good</i>
<i>Don't know</i>
<i>Don't know</i>
<i>don't know</i>
<i>don't know</i>
<i>doors are heavy and difficult if pushing a buggy</i>

<i>Doors can be a pain with prams, etc.</i>
<i>Email prescription service</i>
<i>Everything is fine from my point of view</i>
<i>Fine as it is</i>
<i>front doors could be easier to get throughwith p/chair</i>
<i>good</i>
<i>having a list online showing when free appts avail.</i>
<i>I think it is not too bad at moment of time</i>
<i>I think it is very good I have no trouble. Doctors nurses and staff are very good</i>
<i>Iam not aware of any possible improvements being needed</i>
<i>Improved patient satisfaction, this could really help</i>
<i>it would be nice to have a cup of tea</i>
<i>its fine</i>
<i>Its fine</i>
<i>larger car park</i>
<i>Later evening opening and weekend opening</i>
<i>lighter doors</i>
<i>longer hours, after work</i>
<i>More appointments</i>
<i>more appts later in the day</i>
<i>more disabled parking in car park</i>
<i>more flexible hours e.g. early evening</i>
<i>More money from the Tory/Lib party. More support from Government</i>
<i>more parking</i>
<i>more parking perhaps</i>
<i>More parking spaces</i>
<i>More parking spaces</i>
<i>More parking spaces</i>
<i>more phone lines and staff to take the calls</i>
<i>More phones</i>

<i>n/a</i>
<i>n/a</i>
<i>No improvements required</i>
<i>No smoking in car park</i>
<i>none</i>
<i>None at all</i>
<i>not needed</i>
<i>Not sure of any reason</i>
<i>not sure of any reason</i>
<i>Nothing to be improved, am very satisfied with the services provided</i>
<i>ok</i>
<i>okay</i>
<i>Parking-often cars park behind cars in bay making it impossible to reverse.</i>
<i>path outside carpark?</i>
<i>people with disabilities may have difficulty with the main doors.</i>
<i>Prescription collecting day is so long</i>
<i>re locate</i>
<i>Reminders of appointments</i>
<i>sliding doors</i>
<i>Sometimes speaking directly to your GP regarding prescription would be useful (email for general enquiries?)</i>
<i>Speedier appointments for blood tests</i>
<i>they do a very good job</i>
<i>Time keeping</i>
<i>v good</i>
<i>Very accessible</i>
<i>Very good</i>
<i>waited over 30mins last 3 times</i>
<i>walk and wait</i>
<i>walk in after 4.00pm til 6.00pm without appt</i>
<i>walk in and wait clinic would be good</i>
<i>Walk in service</i>
<i>Walk in surgery</i>

**Q16. Is there anything else you want to tell us about access to your GP surgery?**

<i>all good</i>
<i>Always manage to see/get appts - its other pressures in life that make it difficult i.e. work</i>
<i>better parking</i>
<i>Diaries don't go far enough to pre book in advance</i>



<i>Sometimes do not get a very happy positive approach from receptionist. They sometimes tend to ignore you when you are stood at reception</i>
<i>text and remind service</i>
<i>Think it's good you have a ramp and not stairs so elder people can access better</i>
<i>v good</i>
<i>Very good</i>
<i>Very good staff here</i>
<i>Very helpful and professional staff (GPs &amp; admin)</i>
<i>very satisfied</i>
<i>Waiting times for nurses are too long.</i>
<i>we are new to the surgery and the service has always been very good</i>
<i>Would like to see my doctor more but he's always a few days, sometimes even a week away for an appointment with him &amp; I usually just see whoever's available.</i>

## ABOUT YOU:

### Gender

Male	<b>157</b>
Female	<b>319</b>
Transgender	
Prefer not to say	<b>5</b>

### Age Band

16 - 25 years	<b>73</b>
26 - 35 years	<b>125</b>
36 - 45 years	<b>84</b>
46 - 55 years	<b>77</b>
56 - 65 years	<b>62</b>
66 - 75 years	<b>45</b>
76 - 85 years	<b>8</b>
86 years or over	<b>3</b>
Prefer not to say	<b>5</b>

### Do you consider yourself to have a disability?

Yes	<b>74</b>
No	<b>378</b>
Prefer not to say	<b>27</b>

### Ethnic Group

Prefer not to say	<b>11</b>
White British	<b>420</b>
White Irish	<b>12</b>
White Gypsy or Traveller	<b>1</b>
Other white background	<b>12</b>
White and Black Caribbean	<b>9</b>
White and Black African	<b>1</b>
White and Asian	<b>5</b>
Other mixed background	
Indian	<b>4</b>
Pakistani	<b>1</b>
Bangladeshi	
Other Asian background	<b>2</b>
Chinese	<b>1</b>
Other Ethnic Group	

### Sexual Orientation

Heterosexual / straight	<b>414</b>
Bisexual	<b>8</b>
Gay / Lesbian	<b>13</b>
Prefer not to say	<b>44</b>

