

**TENBURY & CLEE HILL SURGERY  
PATIENT REFERENCE GROUP**



**Patient Reference Group  
Annual Report 2012/13**

**Phase 1 – Creating the Tenbury PRG (2011/12)**

**Introduction**

The purpose of the Patient Reference Group (PRG) DES is to engage patients and to involve them in decisions about the range and quality of services provided by the practice.

**Developing the Group**

In March 2011 Tenbury Surgery began to undertake work to create a new Patient Reference Group (PRG). Our aim was to develop a large virtual group made up of a diverse cross section of our patients. Although the PRG was to be a virtual group, it was noted that not all patients may be connected to the internet and thus it was agreed that postal members would be accepted to ensure there were no exclusions.

Full information on how the group was established and a detailed description of the profile of the group can be found in the PRG Annual Report 2011/12: [http://www.tenburysurgery.co.uk/website/M81042/files/Tenbury\\_Surgery\\_PRG\\_annual\\_report\\_11-12.docx](http://www.tenburysurgery.co.uk/website/M81042/files/Tenbury_Surgery_PRG_annual_report_11-12.docx)

**2012/13 PRG Status**

To date our practice list is 9,419 patients for both Tenbury Surgery and Clee Hill Surgery. We have retained 17 out of the original 18 members recruited in 2011. One member left the PRG as they moved out of the Surgery catchment area. We have been unsuccessful in recruiting any new members during 2012/13.

Patients have been completing the surveys both online and at the surgery, where the current survey is left in the waiting area on the chairs.

The survey method has remained the same as 2011/12 and consists of mainly closed; structured; leading questions. By constructing the surveys in this method the results would provide us content validity from which we can gain an understanding of feelings and behaviour patterns from patients who use the services of Tenbury Surgery.

By undertaking these surveys we are hoping for more than statistical numbers to form our results, we are after a more in-depth and qualitative outcome to help improve the surgery and patient's experiences when they attend.

**Practice Comments**

We feel that we have created a sound PRG membership and we are aware of the areas which are underrepresented. We have worked hard on recruitment to encourage patients from all demographics to join the group, and we are considerate towards issues regarding access to internet; language barriers; working commitments and family commitments. We did not want patients to feel pressured

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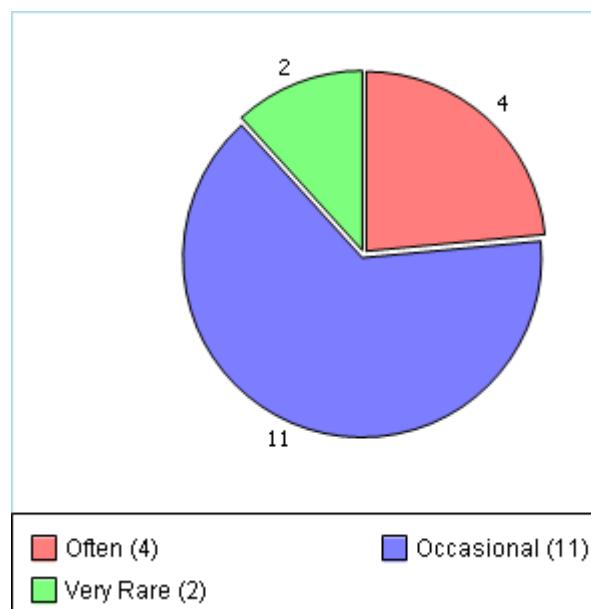
into joining and thus by leaving the surveys in the waiting areas for completing anonymously allows patients the opportunity to express their thoughts and opinions without having to give up their spare time or commit themselves to the PRG.

### **Update for 2012/13 on the PRG**

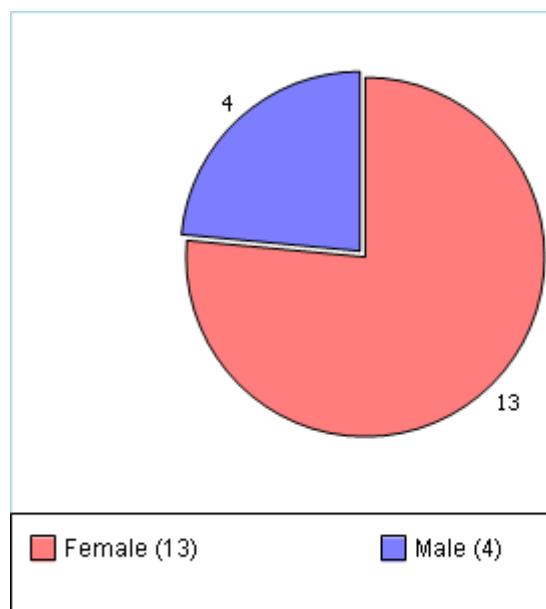
The PRG members have continued to be supportive and invaluable assisting the Surgery with attending meetings held by the SWCCG and helping complete surveys. The current demographics of the group are shown below.

The patient group comprises 17 members:

**Attendance**

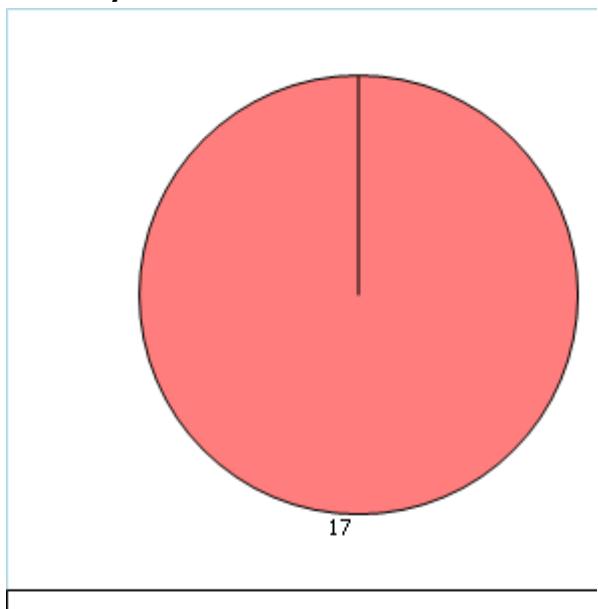


**Gender**

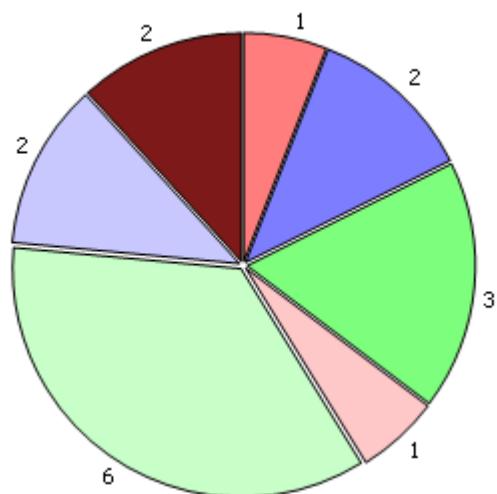


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Ethnicity



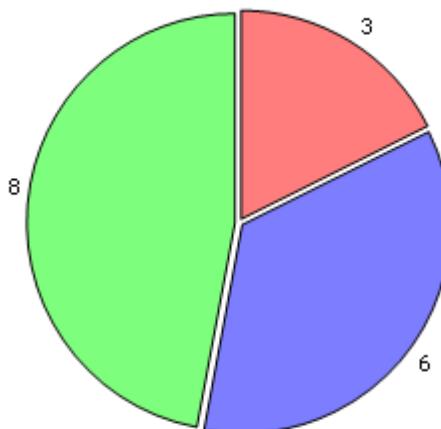
Age



White British (17)

17 - 24 (1)  
25 - 34 (2)  
35 - 44 (3)  
45 - 54 (1)  
55 - 64 (6)  
65 - 74 (2)  
75 - 84 (2)

Usual Surgery



Clee Hill Branch Surgery (3)  
Not specified (6)  
Tenbury Wells Surgery (8)

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### **Phase 2 – Using the PRG**

Inclusion of Members – a description of how the Practice and the PRG determined and reached an agreement on the issues which had priority within the local Practice Survey

When a member signs up for the PRG they are sent a welcome email from the Practice Manager, a copy of the Aims and Objectives of the group and a copy of frequently asked questions (see Appendix 2). We are keen that those who join our PRG understand the role and responsibilities the group has and why they are central to the surgery. The members are also given a point of contact, the Practice Manager, who is on hand to answer any questions and to listen to any suggestions from the members. All the information and updates are also available to view on the surgery website <http://www.tenburysurgery.co.uk/ppg.aspx> which prospective members, existing members and members of the public can refer to for information.

#### **Survey 1 (2011/12) - Issues of Priority**

The first survey involved asking the PRG members to feedback to us their view on the prioritisation of 6 key areas relating to the surgery. These areas were:

- Environment of Surgery
- Attitude of Staff
- Access to Services
- Quality of Appointments
- Medication
- Provision and Display of Medication

In 2011/12 we asked the PRG group and patients who wished to partake on line to rank these areas in the order of importance with 1 being most important and 5 being least important. The PRG members were emailed regarding the outcome of the Prioritisation survey and comments and suggestions were asked for at this point. It was agreed that the Surgery and the PRG members would work through the 6 key areas in priority order over the next 12 months.

The first survey undertaken was on Attitude of Reception Staff in December 2011 (results on this survey are included in the PRG report 2011/12).

Following on from this the next highest rating area for priority surveying was access to services and the appointment system. As agreed with the PRG in 2011/12, this was the area that was focused on in 2012/13.

A description of how the Practice sought to obtain the views of its registered patients  
**Survey 2 – Access to Services**

The Practice based the survey on a well established questionnaire (Improving Practice Questionnaire) which is widely used within the UK.

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The first survey on Access to Services was sent out in August 2012 to all the members of the PRG and was put on the Surgery website as well as being placed on the chairs in the waiting area.

The survey consisted of 13 closed questions and 1 open question. Feedback was received from the PRG members regarding the methodology used for the survey, and it was discussed why the surgery had chosen to conduct the survey in the method it had. We encourage members to raise any concerns they may have regarding the survey, the method in which it is conducted or its content as the purpose of the PRG is to offer patients an arena where they can voice their thoughts and opinions and in turn improve the services we offer both all patients.

As the group is a virtual based group the Practice did not feel it fair or appropriate to ask the members to assist with asking patients to complete the survey. Thus the surveys were left in the practice waiting area with a covering letter from the Practice Manager. The Practice Manager also spent some mornings in the surgery asking patients if they would be willing to complete a survey whilst they were waiting to see a Doctor or Nurse. The reception staff handed out the survey to patients as they were booking in for their appointment and also encouraged patients to partake.

The surgery has continued to use their website as a way of promoting the survey and the PRG enabling patients who do not attend the surgery frequently to still be able to partake and provide their views and opinions.

The survey was conducted between August 2012 and September 2012. A total of 47 completed surveys were returned by the closing date of the 30 September 2012. The data was analysed by the Practice Manager through the use of the My Surgery Office on the surgery website, and a report of the findings was compiled. The results can be seen in Appendix 3.

### How the Surgery sought to discuss the outcomes of the local survey and the Surgery's action plan together

The surgery analysed the local patient survey which pinpointed the areas where the surgery scored well and also the areas which needed improvement. Following the responses on the Access to Services survey the Partners re-visited the idea of changing the appointment system. It was agreed that a new system would be brought into use on the 01 October 2012 which would allow patients the option to pre-book appointments with the Doctors in a morning surgery. The process in operation was based on a patient either presenting at the surgery or ringing up for on the day appointments in the morning only.

The change was made and it was advertised throughout Tenbury Wells as well as within the Surgery. Since the change to the system a further survey was written and has been running continuously. This is the 'Follow up on Appointment System' survey. The PRG members completed the survey and again it was left in the waiting areas for patients to provide their views on the new system. The results of this survey can be seen in Appendix 4.

The results were discussed via email by the PRG members and an action plan was compiled based upon the results. The action plan was agreed by all and signed off on the 26 March 2013.

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### The findings and proposals that arose from the Surgery survey

Patients were asked to complete a total of 13 questions (please see Appendix 4) all in relation to the new appointment system at Tenbury Surgery.

There was space left for the patients to make comments which the Practice Manager noted and provided a response poster for the waiting area to help answer the patient's questions and queries.

Overall the findings suggested that patients were happy with the new appointment system, with 48% of the patients using the new system and pre-booking with a GP or a receptionist.

It was noted to be fairly easy for patients to access an appointment at 45% and very easy at 41%. This demonstrates that by changing the system we have not impinged on patient's ease of access to our services.

It has meant that patient's no longer have to wait outside the surgery to obtain an appointment and as can be seen from the survey, patient's are still able to see the GP of their choice (65% said 'yes' to getting an appointment with the GP of their choice).

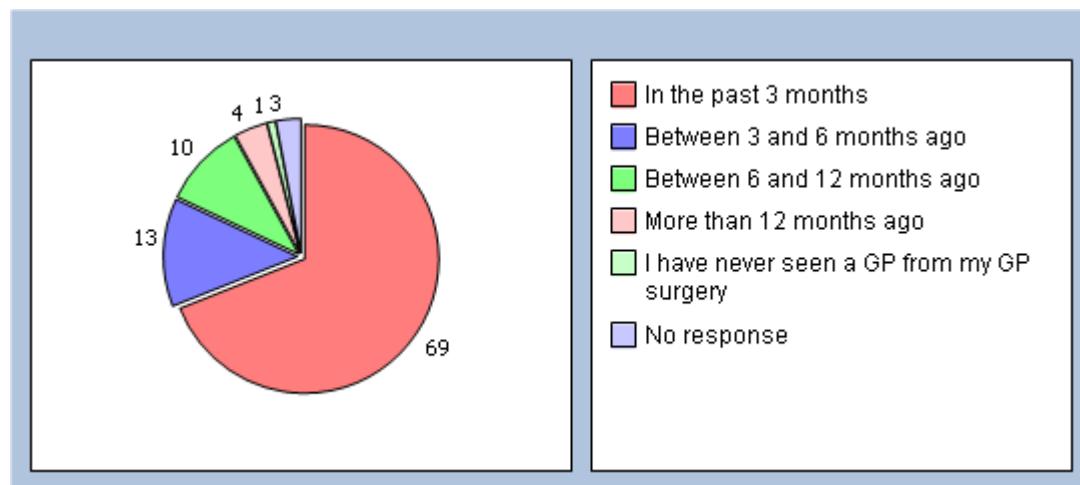
### A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising from the local Practice survey:

(Full copy of the report is in Appendix 5)

### **Follow Up on Appointment System**

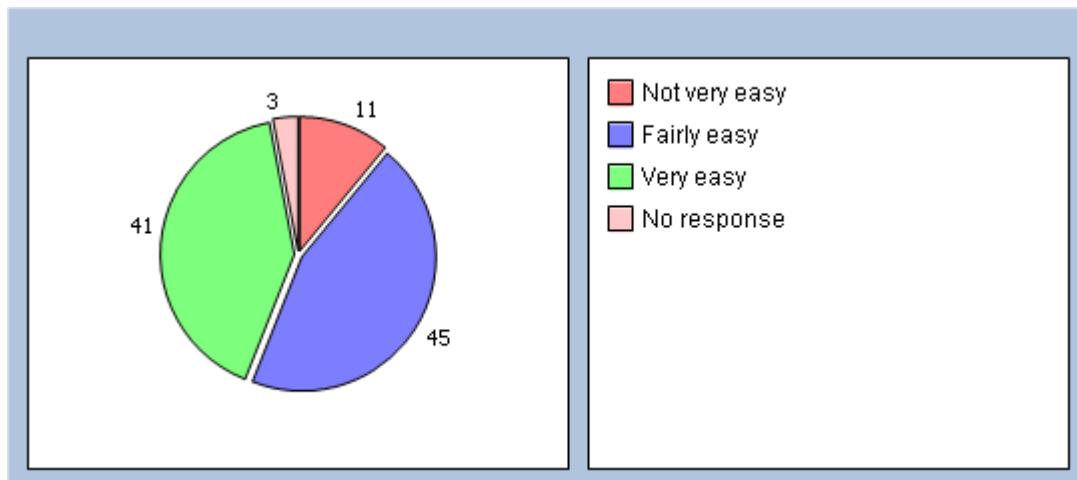
Number of Responses: **94**

Q1: When did you last see or speak to a GP from your GP surgery?

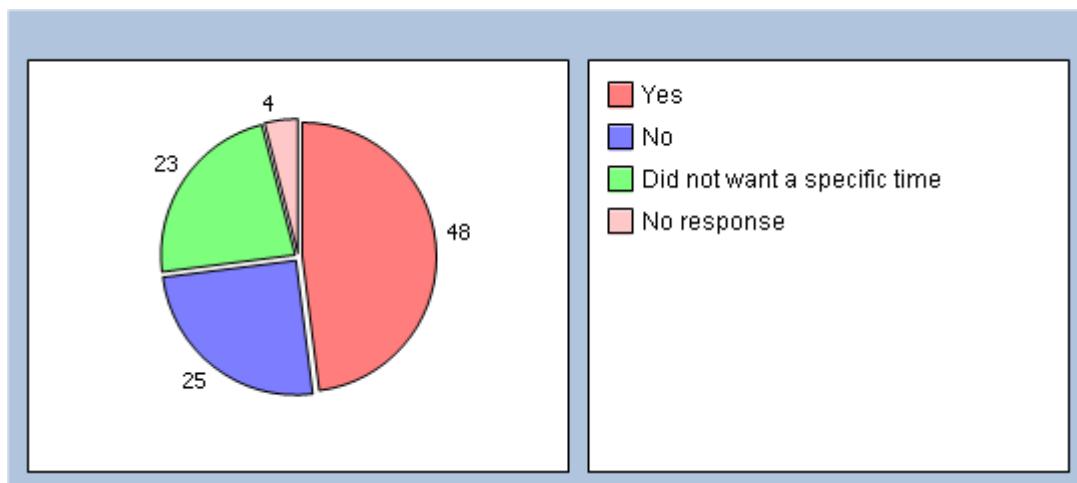


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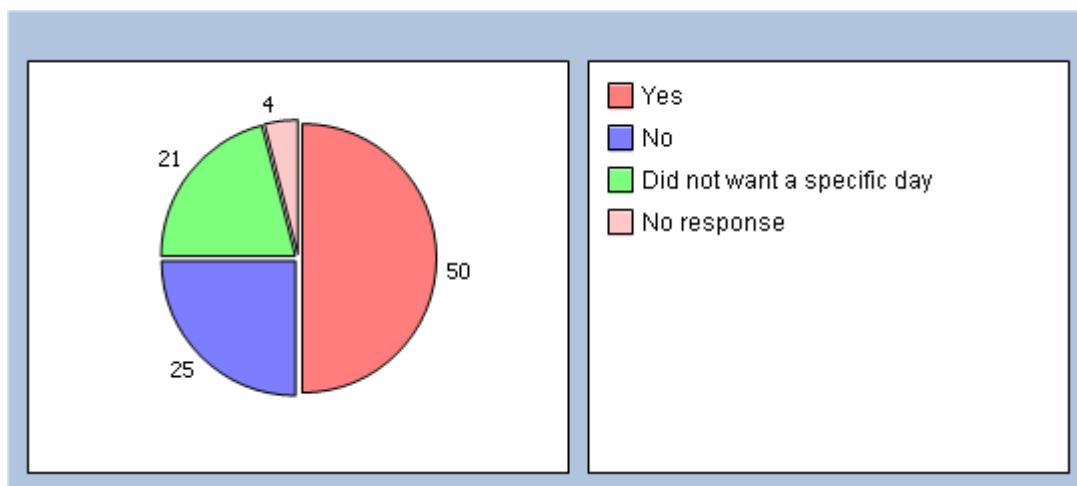
Q2: How easy was it for you to get an appointment?



Q3: Were you able to get an appointment for the time you wanted?

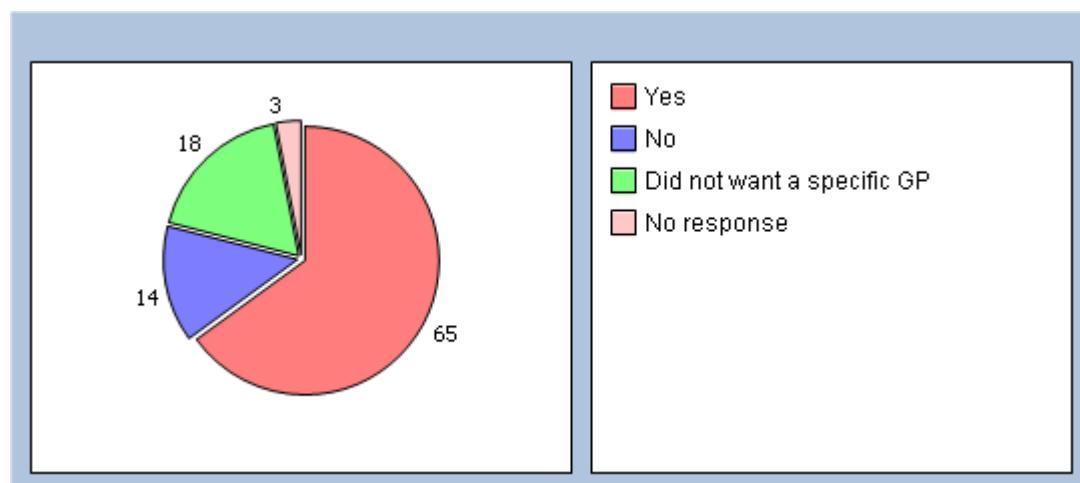


Q4: Were you able to get an appointment for the day you wanted?

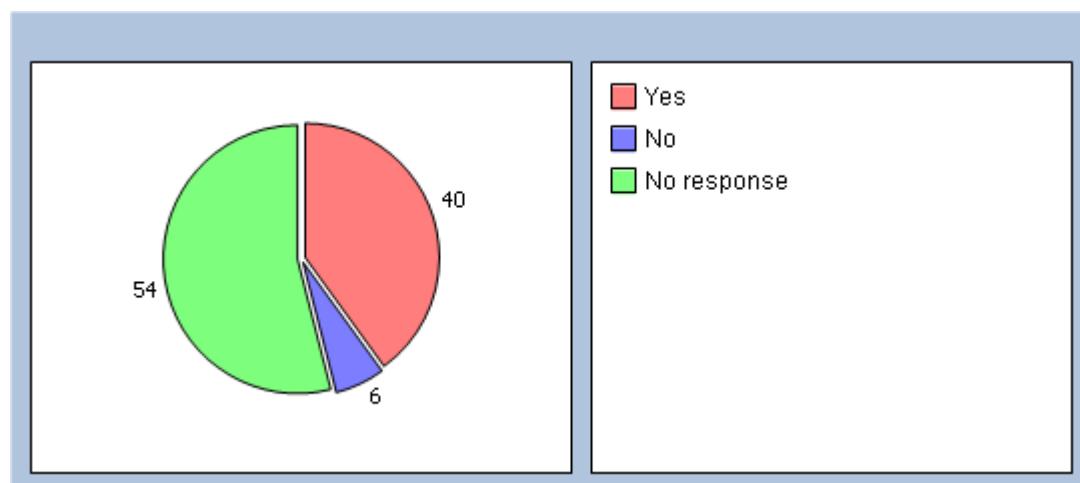


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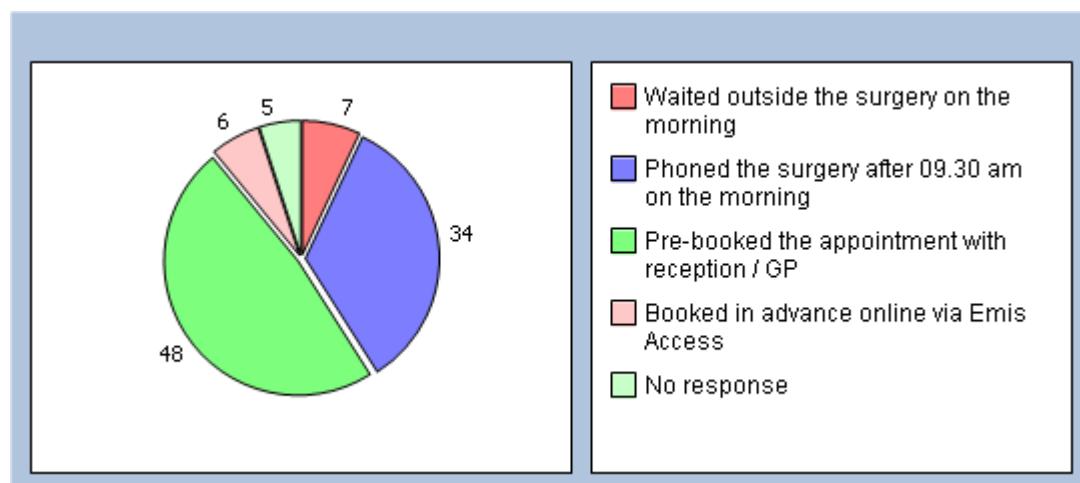
Q5: Were you able to get an appointment with the GP of your choice?



Q6: If you were not able to get an appointment with the GP you wanted were you offered an alternative appointment?

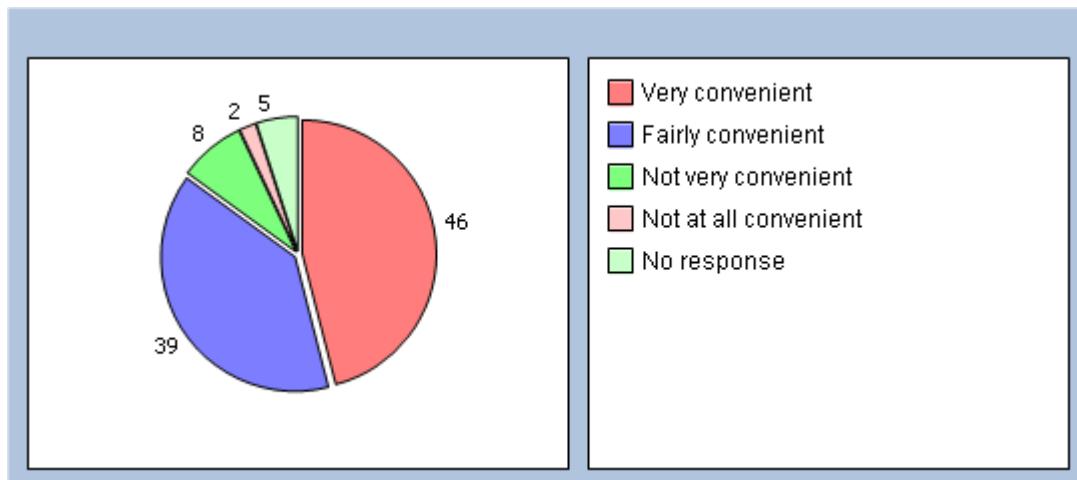


Q7: How did you make your appointment?



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Q8: How convenient was the appointment you were able to get?



Q9: If you were not able to get an appointment when you wanted, why were you not able to get the appointment you desired?

There were not appointments left for the day I wanted 27%

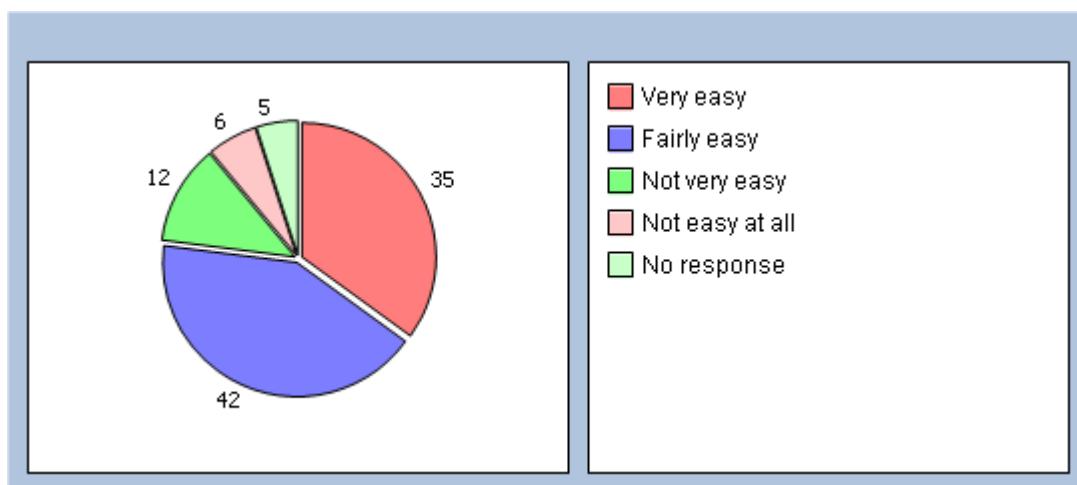
There were no appointments for the time I wanted 10%

I could not see my preferred GP 12%

I could not book ahead at my GP surgery 3%

Another reason 4%

Q10: Generally how would you rate the ease of obtaining an appointment at the surgery?



Q11: Which of the methods would you PREFER to use to obtain an appointment?

(You can choose more than one answer)

Pre-booked a few days in advance 40%

On the day timed appointments 38%

Remain as it currently is 20%

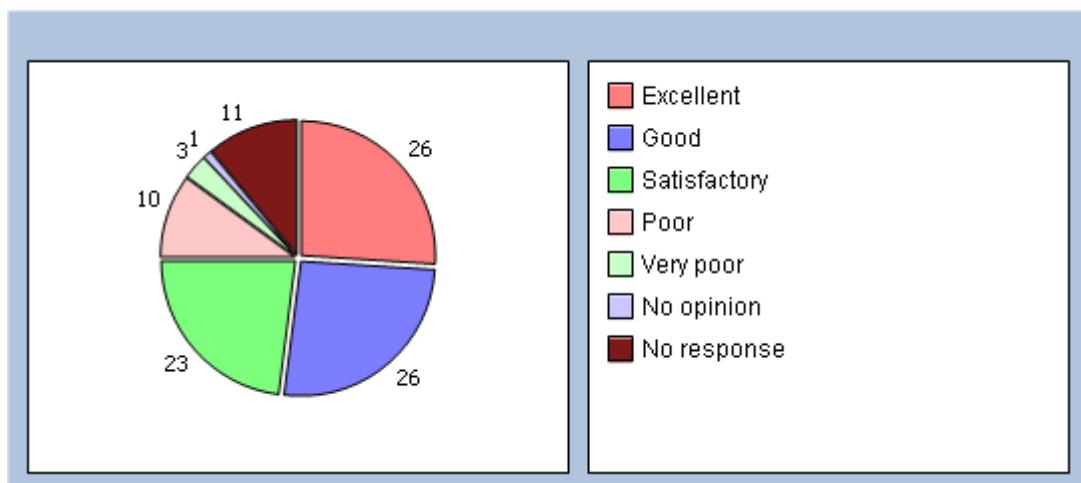
Via telephone 65%

By attending the surgery in person 21%

Through online access 15%

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Q12: The new system allows you to book in advance, how would you rate this system based on your own experiences?



A description of the action which the Surgery intends to take (and if relevant the PCT) as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey:

It can be seen from the report of the survey that the views on the new appointment system overall were positive.

After sending the results of the survey to the PRG members the following areas were highlighted for further action to be taken:

- Display a poster with questions and answers following the survey responses
- Speak with the staff to highlight that if a patient is waiting at the desk they should deal with that patient as a priority
- Display a poster noting to patients that there is still a Duty Doctor each day for urgent problems to be seen and patients can still walk in to get an appointment with the Duty Doctor
- Advertise to patients EMIS ACCESS so they have the opportunity to sign up for on-line access
- Review the choice of appointments for on-line patients
- Investigate the possibility of allowing Clee Hill the option of booking on-line via Emis Access
- Ensure there are posters informing Clee Hill patients of the option to book on-line for Saturday surgery at Tenbury Surgery
- Place all surveys at Clee Hill (even if they are specific to Tenbury) to allow all patients to comment and bring forth their views.

An action plan detailing how and when these changes will be made is attached in appendix 5.

A description of the opening hours of the Surgery premises and the method of obtaining access to services through the core hours:

Tenbury Surgery is open Monday to Friday 08.00-18.30. The surgery provides extended hours on a Saturday for both Tenbury Surgery and Clee Hill Surgery

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patients 08.00-12.15 which enables patients (particularly those who are in full time education/employment) access appointments at the weekends.

Patients can make appointments by presenting at the surgery from 08.00 or by telephoning the surgery from 09.00 hours. The surgery also offers patients the option to 'see' available appointments and book them through Emis Access online, this does however exclude open surgery.

We offer a text message reminder service for patients through Mjog to help remind patients when their appointment is.

Clee Hill Surgery is open the following times:

Monday 09.30-10.30

Tuesday 16.00-17.30

Wednesday 09.30-10.30

Thursday Nurse Only 16.20-17.20

Friday 09.00-10.30

All surgeries are 'open access' appointments, there are no pre-bookable times for Clee Hill.

A description of the extended hours arrangements the Surgery has entered into and which health care professionals are accessible to registered patients:

Tenbury Surgery offers extended hours for both Tenbury and Clee Hill patients on a Saturday 08.00- 12.15. The appointments offered are both open and pre-bookable. The healthcare professional available for these sessions is one of the GP partners.

**Patient Reference Group - Initial drive for recruitment**

We are setting up a PRG and are looking for a representative group from the surgery who would be willing to partake.

Would you be interested in participating in an on-line group to provide feedback on the services you receive here at the surgery and to see if there are areas on which the services can be improved?

There are no face-to-face meetings you would need to attend. What we are asking for is a virtual group who are willing to complete some tick box surveys four times a year. All you will need is a computer and internet access. However, if you are keen to join but are unable to complete the surveys on line then we are happy to post these to you.

If you have any questions or queries you can contact either me or our Practice Manager direct to discuss your concerns.

The first survey will be sent to you in the next few weeks and will ask you to prioritise the objectives to be looked at next year. Following this initial survey we will then contact you again in January with the next survey.

Are there any areas of concern that you have which we can try and incorporate into the surveys/objectives?

If you change your mind you can leave the group at any point, however we would ask that you let us know you no longer wished to partake so we could remove your name from the list to stop you being sent unwanted emails.

**Appendix 2**



**Aims and Objectives**

The surgery endeavours to:

- Work together with the representatives of the group
- Learn more about the patient experience
- Ensure that services are designed and adapted to respond better to our patient's needs
- By working with and listening to patients make long-term improvements
- Improve the quality of care we provide
- Identify ways of meeting patients' needs more appropriately
- Be able to use information provided by patients to help make improvements
- Ensure that any changes proposed are agreed by the partners before work begins

**Please Note**

This is not a forum for personal concerns or complaints to be raised. Complaints need to be handled via the complaints process at the surgery or via the Patient Relations Team at NHS Worcestershire.

Patient Reference Group members are recruited to represent the wider views of patients who are currently registered at Tenbury Surgery and Clee Hill Surgery, not solely the views of the individual.

Patients and carers and their future care and treatment by the surgery or any other NHS service will not be affected by their involvement in this piece of work.

All of the information gathered is stored in a separate database and is not linked to any clinical information or system.

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## **Housekeeping and Terms of Reference**

### **Housekeeping**

1. The group will be sent an email every three months with a link to the relevant survey.
2. The Practice Manager (PM) will respond to any members query or concerns.
3. If a specific issue is wanted to be looked at by the Patient Reference Group then the suggestion will need to be emailed to the PM and put it forward to the other members for approval before submitting it as a survey.
4. If you decide that you no longer wish to partake in the group you will need to contact the PM who will deduct you from the mailing list.
5. All email addresses of the group members are kept secure and are not shared when bulk emailing.

### **Terms of Reference**

1. To provide feedback on behalf of the patients at Tenbury Surgery and Clee Hill Surgery.
2. To raise awareness to gaps in service and propose resolutions to help bridge gaps.
3. To develop recommendations for service improvement.
4. The group will contribute to, and be kept informed of, Practice decisions.
5. The group will be kept informed of Practice policies which are amended or introduced. It may express opinions on these policies on behalf of the patients.
6. The group will provide feedback and opinions on the educational material relating to healthcare and will provide feedback on the presentation of such material.
7. The group will represent the patients at the Practice in seeking to influence local provision of health care.

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**Patient Reference Group – Frequently Asked Questions**

**Q Why are you asking people for their contact details?**

A We want to talk to people about the surgery and how well we are doing to identify areas for improvement.

**Q Will my doctor see this information?**

A No. It is purely to contact patients to ask them questions about the surgery and how well we are doing. Your doctor will only see the overall results.

**Q Will the questions you ask me be medical or personal?**

A They will be general questions about the practice, how we are providing services and what we can do to improve them.

**Q Who else will be able to access my contact details?**

A No one beyond the practice.

**Q How often will you contact me?**

A Not very often – we are aiming to complete 4 surveys in the year via the online forum.

**Q What is a patient representative group?**

A It is a group of volunteer patients who are involved in shaping the services to patients.

**Q Do I have to take part in the group?**

A No, but if you change your mind, please let us know.

**Q What if I no longer wish to be on the contact list or I leave the surgery?**

A We will ask you to let us know if you do not wish to receive further messages. If you leave the practice, you will no longer be eligible to remain on the group.

**Q Who do I contact if I have further questions?**

A Amy Louvaine Practice Manager.

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## Appendix 3

### First Survey undertaken to gain patient views on the current 'open' access system

#### Tenbury Surgery Access to Services

Number of Responses: **47**

Q1: When did you last see or speak to a GP from your GP surgery?

In the past 3 months **85%**

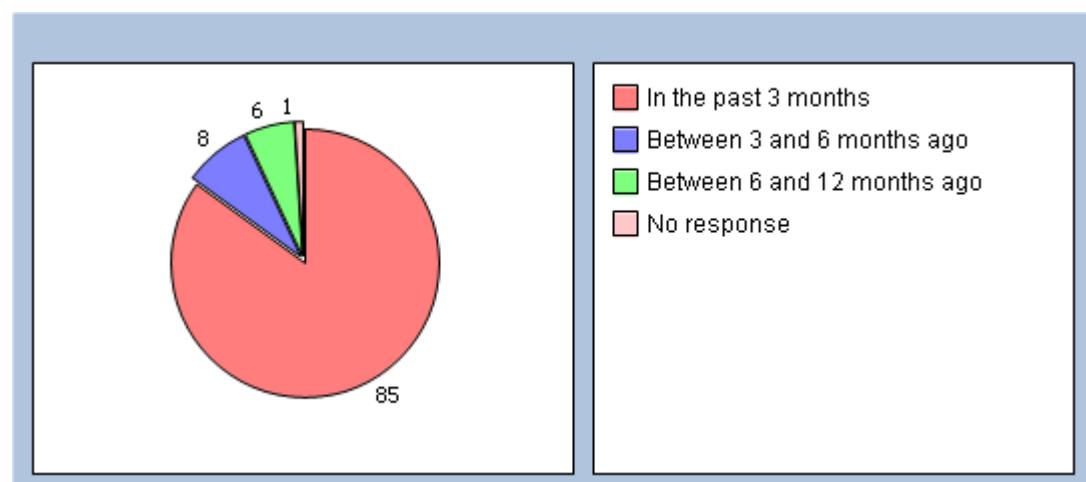
Between 3 and 6 months ago **8%**

Between 6 and 12 months ago **6%**

More than 12 months ago **0%**

I have never seen a GP from my GP surgery **0%**

No response **1%**



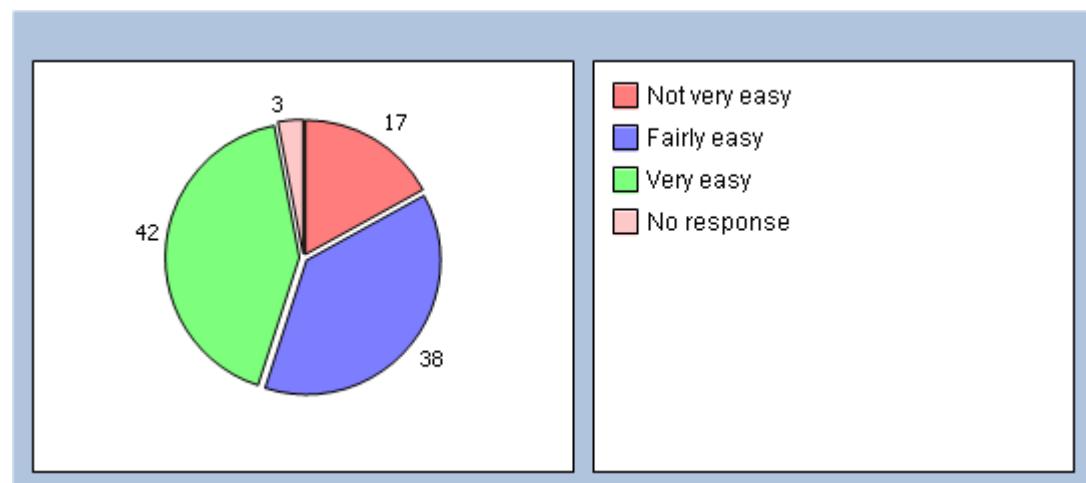
Q2: How easy was it for you to get an appointment?

Not very easy **17%**

Fairly easy **38%**

Very easy **42%**

No response **3%**



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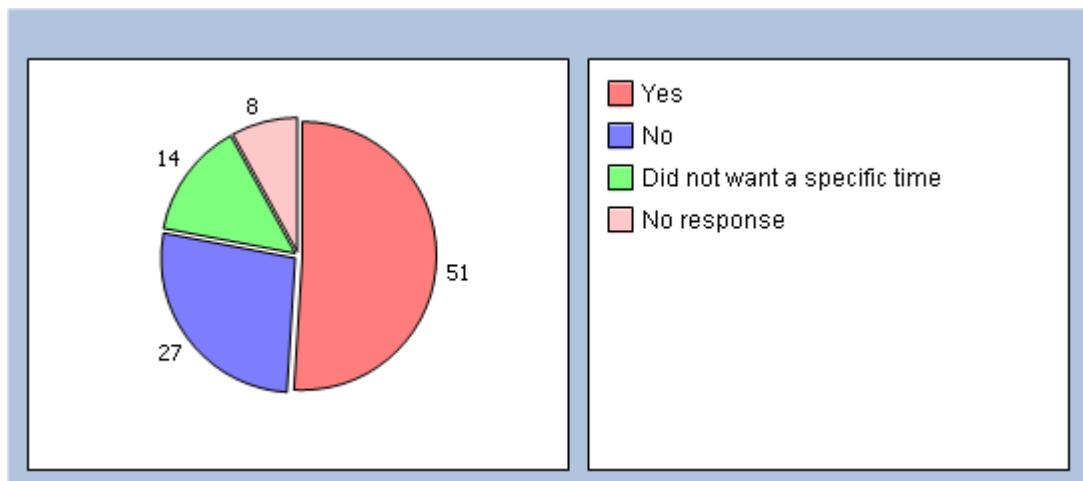
Q3: Were you able to get an appointment for the time you wanted?

Yes **51%**

No **27%**

Did not want a specific time **14%**

No response **8%**



Q4: How did you make your appointment?

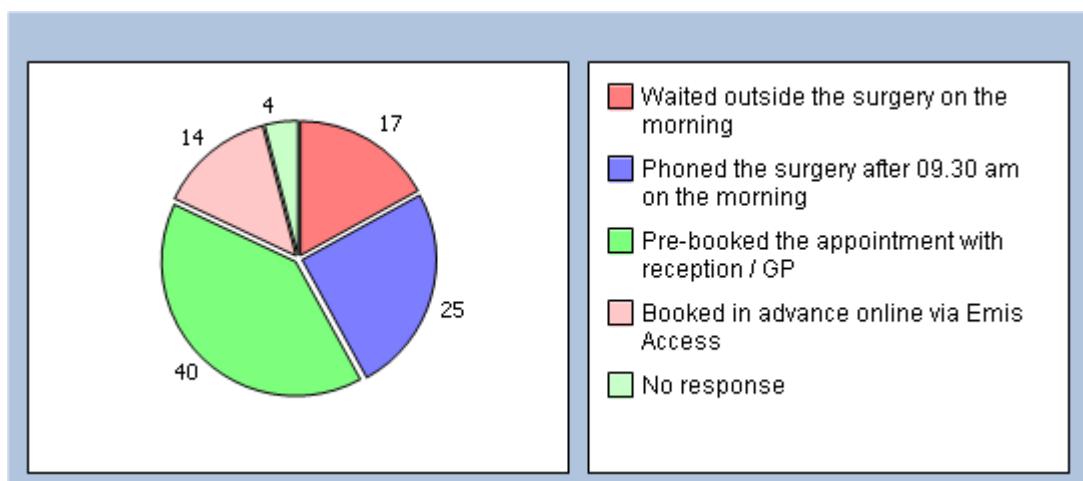
Waited outside the surgery on the morning **17%**

Phoned the surgery after 09.30 am on the morning **25%**

Pre-booked the appointment with reception / GP **40%**

Booked in advance online via Emis Access **14%**

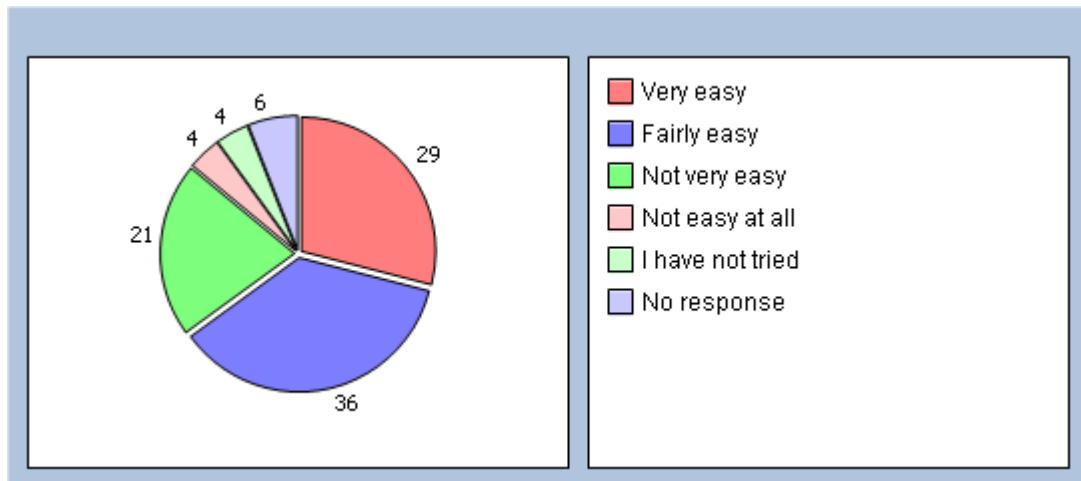
No response **4%**



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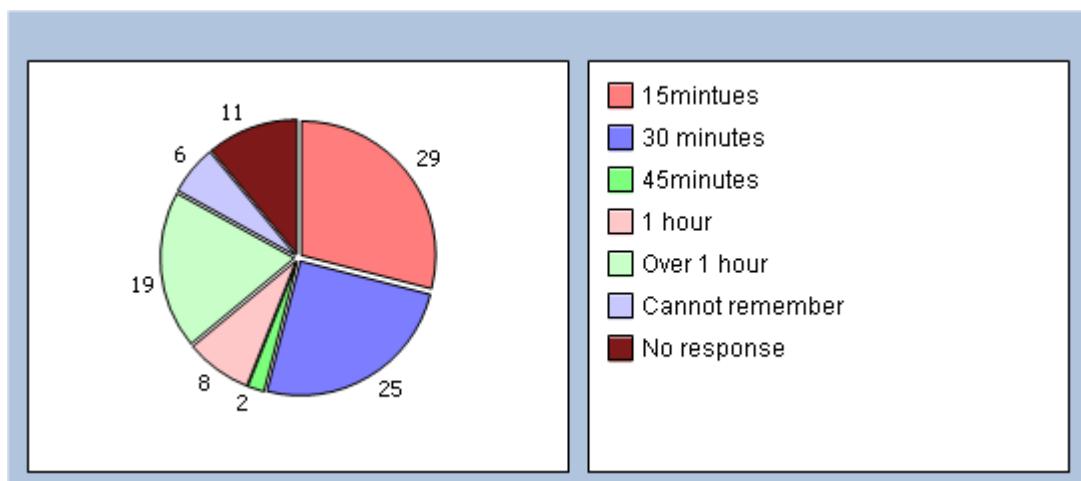
Q5: Generally how easy is it to obtain an appointment at the surgery?

- Very easy **29%**  
Fairly easy **36%**  
Not very easy **21%**  
Not easy at all **4%**  
I have not tried **4%**  
No response **6%**



Q6: How long did you have to wait to see the GP from obtaining the appointment?

- 15mintues **29%**  
30 minutes **25%**  
45minutes **2%**  
1 hour **8%**  
Over 1 hour **19%**  
Cannot remember **6%**  
No response **11%**



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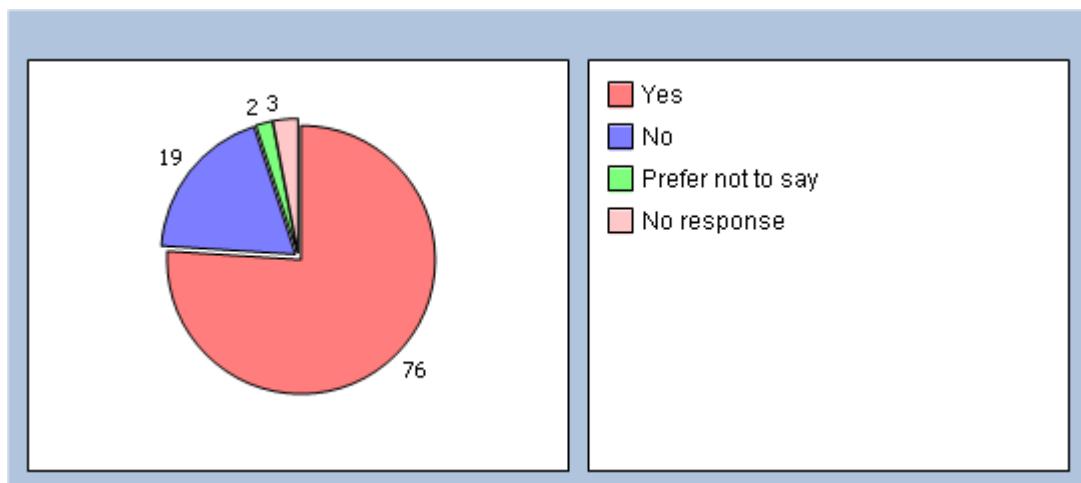
Q7: Did you remain in the surgery for the duration of your wait?

Yes **76%**

No **19%**

Prefer not to say **2%**

No response **3%**



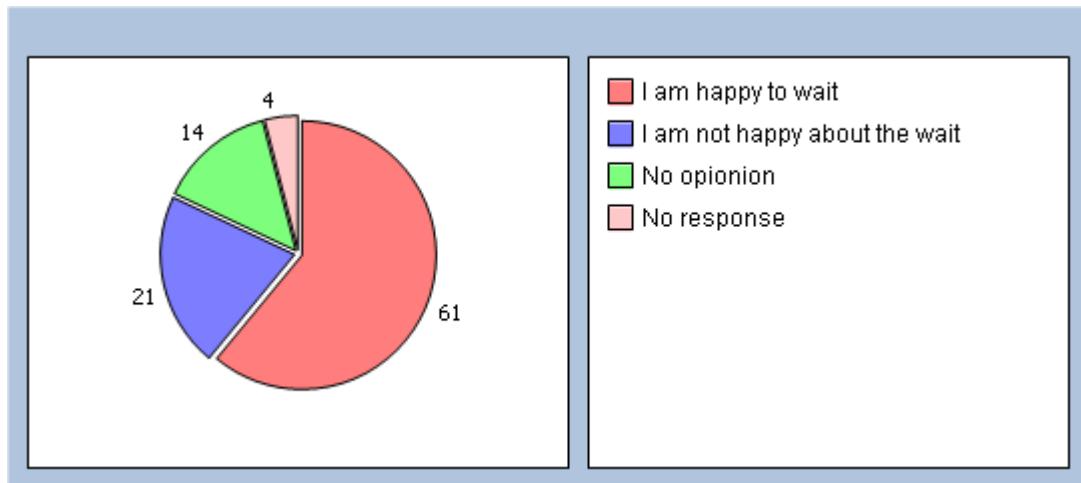
Q8: How do you feel about the wait to be seen?

I am happy to wait **61%**

I am not happy about the wait **21%**

No opinion **14%**

No response **4%**



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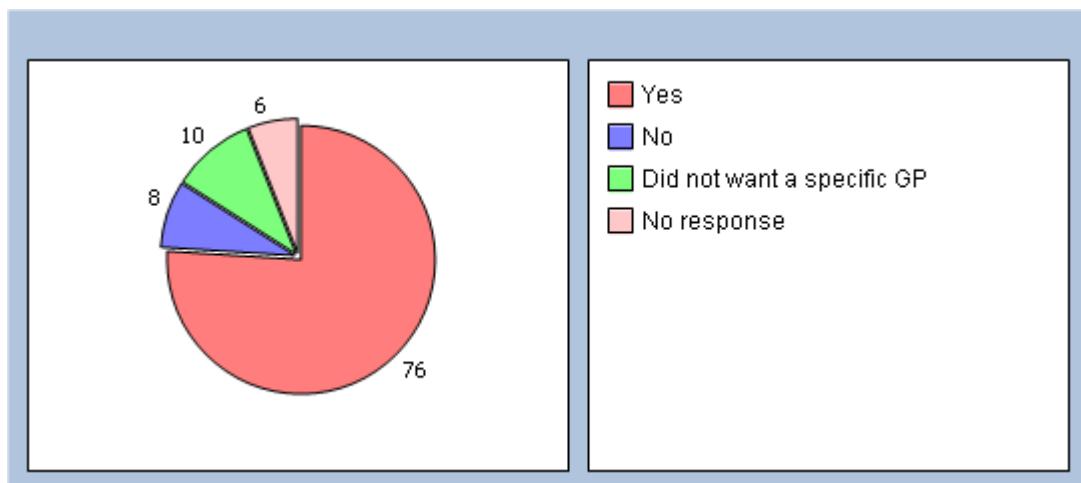
Q9: Were you able to get an appointment with the GP you wanted to see?

Yes **76%**

No **8%**

Did not want a specific GP **10%**

No response **6%**

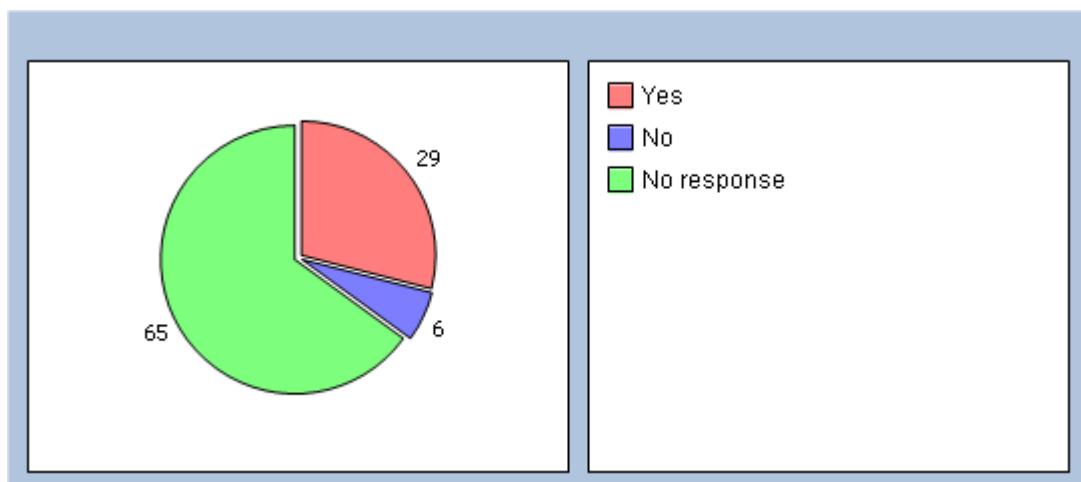


Q10: If you were not able to get an appointment with the GP you wanted were you offered an alternative appointment?

Yes **29%**

No **6%**

No response **65%**



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Q11: Why were you not able to get the appointment you desired?

There were not appointments left for the day I wanted **14%**

There were no appointments for the time I wanted **8%**

I could not see my preferred GP **10%**

I could not book ahead at my GP surgery **2%**

Another reason **8%**

Q12: How convenient was the appointment you were able to get?

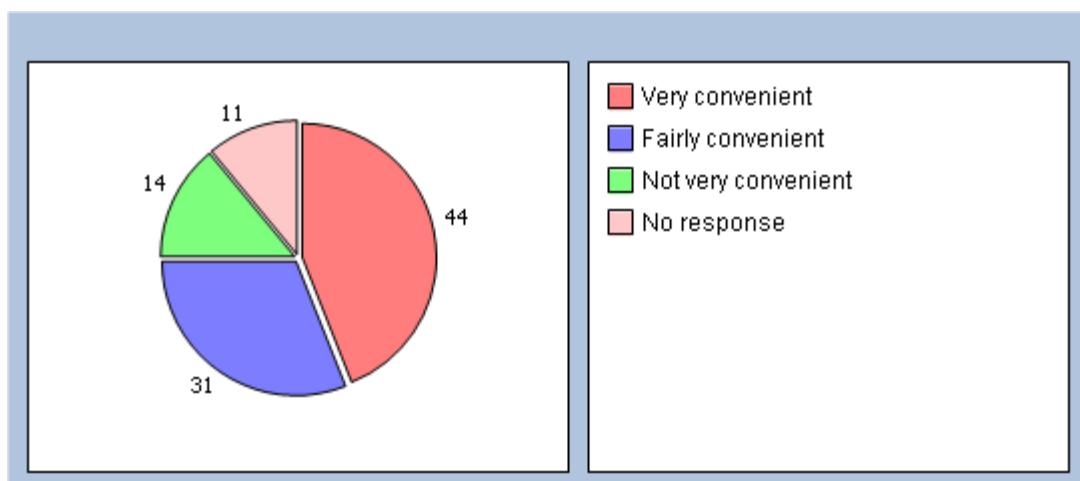
Very convenient **44%**

Fairly convenient **31%**

Not very convenient **14%**

Not at all convenient **0%**

No response **11%**



Q13: Which of the methods would you PREFER to use to obtain an appointment?

(You can choose more than one answer)

Pre-booked a few days in advance **46%**

On the day timed appointments **38%**

Remain as it currently is **36%**

Via telephone **68%**

By attending the surgery in person **25%**

Through online access **27%**

Q14: Please feel free to make any other comments below in regards to the appointment system.

Can we have equity of the information about the doctors Qualifications for all!! M/F for all Pics would be good No sure why I need to know about their personal life Is this just the Tenbury gossip machine at work again!!!

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Do not change the way that the appointments are worked. The doctors' need to be more understanding of the time that the patient has waited to see them and also if

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they are running late, receptionist to let patients know! Doctors' need to spend more time on sorting the medical problems out rather than sending them out of the door with a prescription in hand or a referral letter in the post, so that they do not have to see them again.

---  
Having been a patient here for over 23 years the old system of waiting outside the surgery and then obtaining your number and waiting to see YOUR Doctor is by far the best. It ensures continuity of care for both the patient and the Doctor. The new system has meant a wait of 2 weeks for a recent visit to see my Doctor of choice. In addition, the Doctor's will now receive more phone calls when people are unable to get appointments at a suitable time.

---  
I am reasonably happy with the system as it is waiting is inevitable and I am prepared for it. I think the queuing in the morning is wrong and should be addressed

---  
I arrived on time but I had 8 patients in front of me so I had to wait

---  
I currently use EMIS to book my appointments / order repeat prescriptions and find it extremely useful, not to say, very easy to use. My only criticism of this system, as it currently stands, is the limitation of two appointment bookings, unless additional ones are made via the surgery. I can appreciate the reasons for this in relation to GP appointments (prevents people from filling up slots with appointments that they "might" require) but currently, the limit also embraces appointments with other healthcare staff at the practice. As I require frequent visits to the practice nurse(s), multiple appointments with them are entered on the system for several weeks in advance. If I should require an appointment with a GP in the meantime, however, I am currently unable to make one, as my two permitted bookings are already taken up by appointments with the nurse. This means that I have to either book the appointment over the phone, or cancel all but one of my appointments with the nurse, in order to book the GP appointment. Both of these, of course, involve additional time and effort by the surgery staff (receptionists and / or nurse (to re-input the deleted bookings). In my opinion, it would be most helpful if the system were changed to exclude non-GP appointments from the booking limit.

---  
I do not mind waiting 15 mins. But longer is less acceptable, though I accept that occasionally this will happen.

---  
I don't mind waiting a short time but don't like waiting more than 1/2 hr if possible

---  
I feel that the queuing to get an appointment is a waste of time especially if you have to work. If you phone after 930 you get appointments that are no good because they are too late in the day and you have to come back numerous times then still have to wait. I like the atmosphere and the staff are very kind and helpful it's just the appointment times that need to be addressed because some of us haven got all day. And if you pre-book you have to wait months to see a doctor.

---  
I feel the new system is not patient friendly. I can see that is easier and more convenient for the doctors but I am no longer able to see my preferred doctor, as their appointments are always 3 weeks+ wait and I cannot predict when I am going to be ill. It would be nice if you could have one or maybe two days a week of open surgery and the rest booked appointments.

---  
I find the present appointment system generally satisfactory. Online access sounds interesting

---  
I have always been able to get an appointment using the quirky 'wait outside the surgery' system, however, I am retired, in fairly good health, and not usually time-constrained. I would find this system very difficult if I had a job, poor health, or a family to look after.

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I have been with the surgery since 1978, we are lucky to have the system with have I.

---

I think we are extremely lucky here, when I hear about other surgeries around the country

---

I was not able to make a sensible answer to Q4. On the two most recent occasions when I have tried to make an appointment with my preferred doctor, I have had to wait TWO WEEKS. To explain my answer to Q10, I would be happy to be able to make an appointment a FEW days in advance, but timed appointments on the day are still necessary for emergencies.

---

It is not acceptable to have to wait outside for surgery to open in the hope of seeing a doctor in a reasonable time. I live 7 miles away and have to either drive back home and then return 7 miles. To then spend 3 hours in Tenbury then to find GP running late and have to further wait. It means taking a whole day off work just to see a doctor. I'm sure private patients don't have to go through all this!

---

it works at the moment don't fix it

---

its important for Tenbury members at the surgery to be able to see a Dr if they feel necessary when ill very suddenly, also children should not be overlooked. Perhaps a water machine in surgery or jug with disposable cups. Also a good well woman and man clinic

---

staff are always helpful and friendly

---

staff are always pleasant and helpful

---

The above questions not applicable to Clee Hill. We like that system and wouldn't want that to change.

---

very good system

---

Very happy to read on the website of the planned changes to the appointment system. I could never understand why we could not have timed appointments on the day. I hope it works well.

---

very helpful to have home visit if we are unable to get someone to take us to surgery (we are 80)

---

Very pleased with the service. Lovely background music. Very friendly receptionists. Very caring GP's.

---

We do not have appointments at Clee Hill so this has been difficult to answer. Personally I would like to keep it as it is (no appointments) but to be able to ring up and get a number over the phone.

---

Whilst I am happy to complete such questionnaires, I do feel there are more important issues which should involve individual patients, such as consultations on major issues, eg cessation of operations at Tenbury hospital.

---

**TENBURY & CLEE HILL SURGERY  
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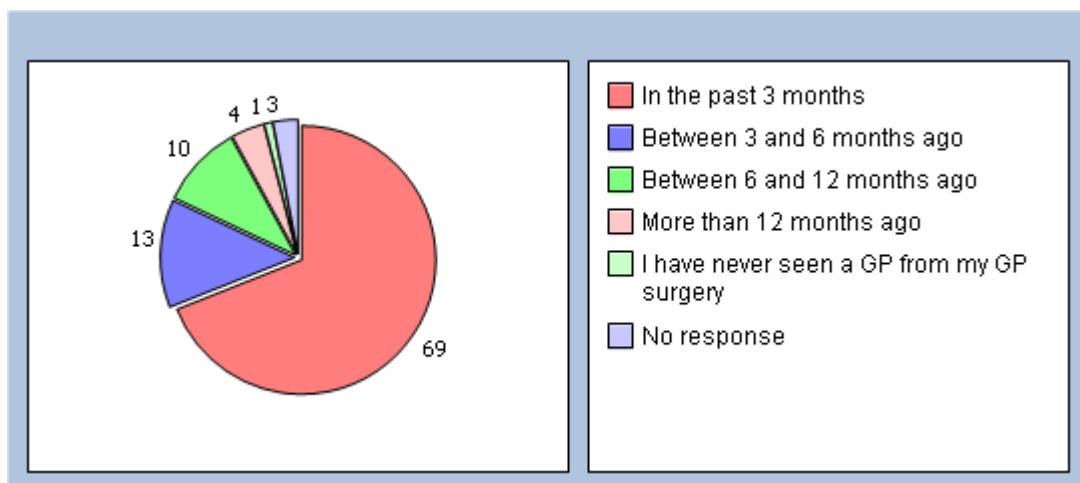
**Appendix 4**

**Follow Up on Appointment System – second survey undertaken following the change of the 'open' access system to pre-booked and open access on the day to Duty Dr.**

Number of Responses: **94**

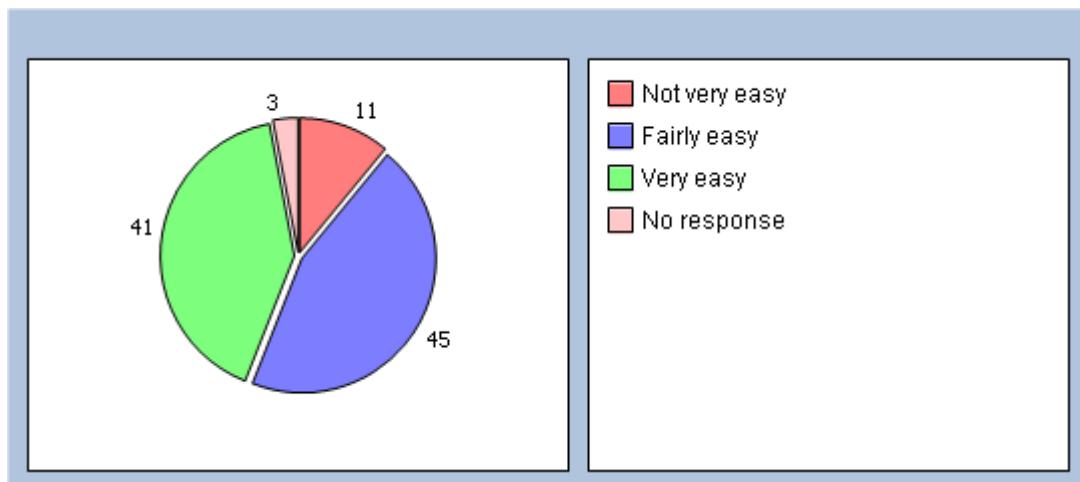
Q1: When did you last see or speak to a GP from your GP surgery?

In the past 3 months 69%  
Between 3 and 6 months ago 13%  
Between 6 and 12 months ago 10%  
More than 12 months ago 4%  
I have never seen a GP from my GP surgery 1%  
No response 3%



Q2: How easy was it for you to get an appointment?

Not very easy 11%  
Fairly easy 45%  
Very easy 41%  
No response 3%



## TENBURY & CLEE HILL SURGERY PATIENT REFERENCE GROUP

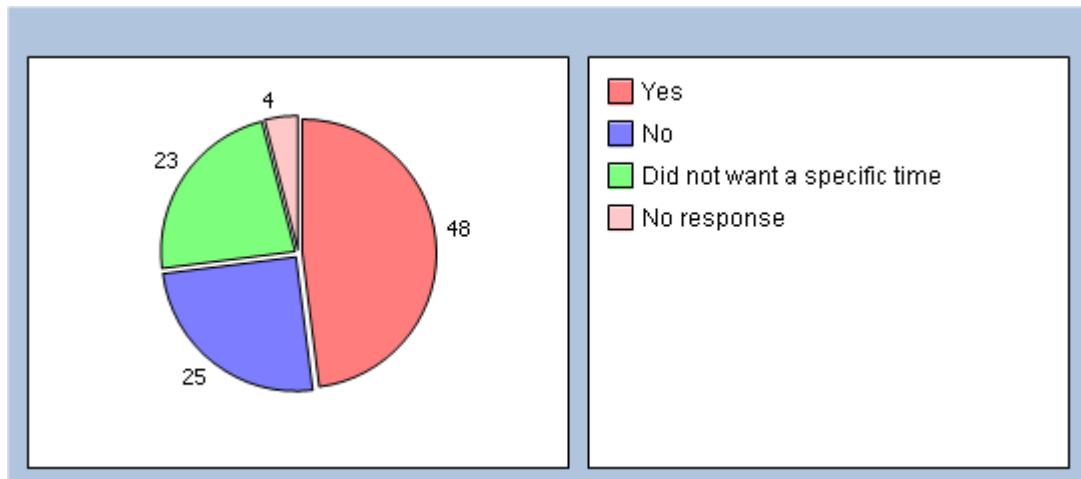
Q3: Were you able to get an appointment for the time you wanted?

Yes 48%

No 25%

Did not want a specific time 23%

No response 4%



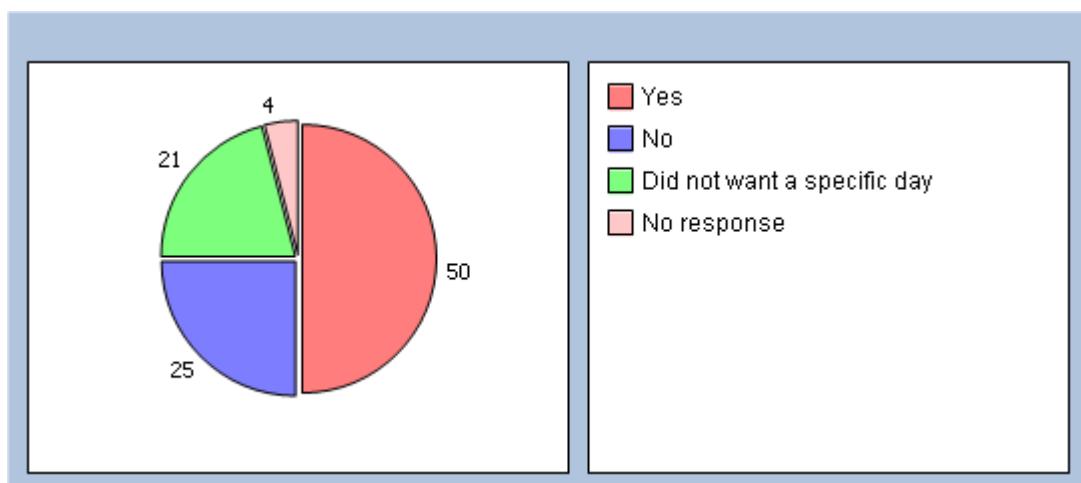
Q4: Were you able to get an appointment for the day you wanted?

Yes 50%

No 25%

Did not want a specific day 21%

No response 4%



**TENBURY & CLEE HILL SURGERY  
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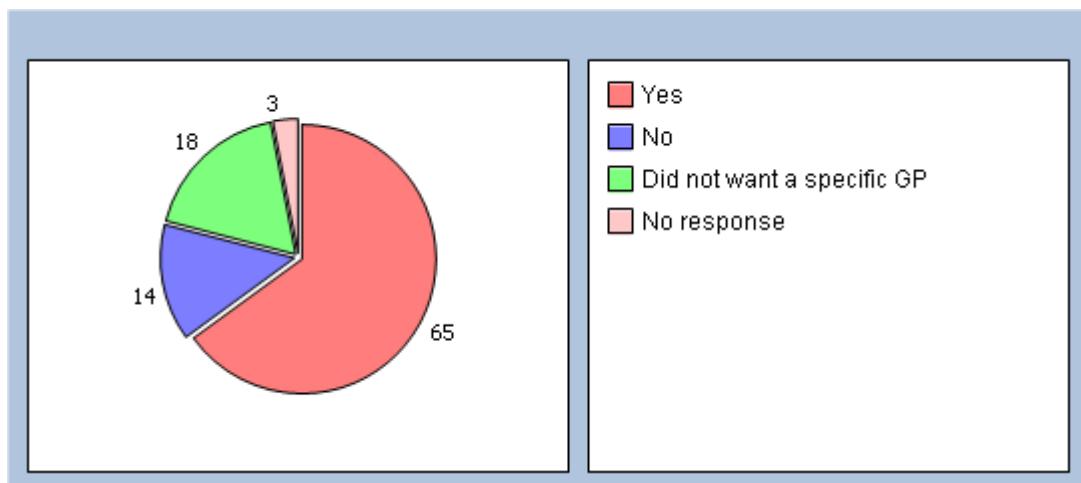
Q5: Were you able to get an appointment with the GP of your choice?

Yes 65%

No 14%

Did not want a specific GP 18%

No response 3%

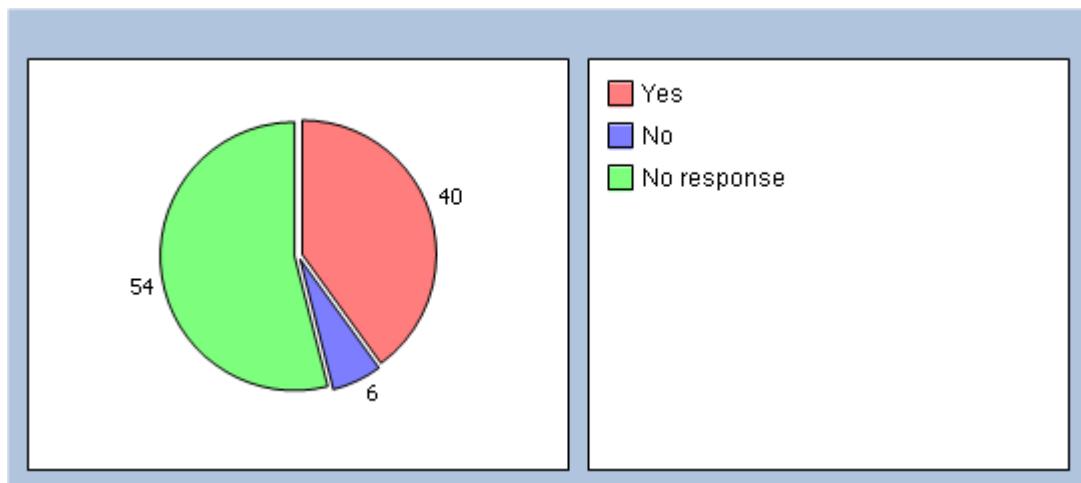


Q6: If you were not able to get an appointment with the GP you wanted were you offered an alternative appointment?

Yes 40%

No 6%

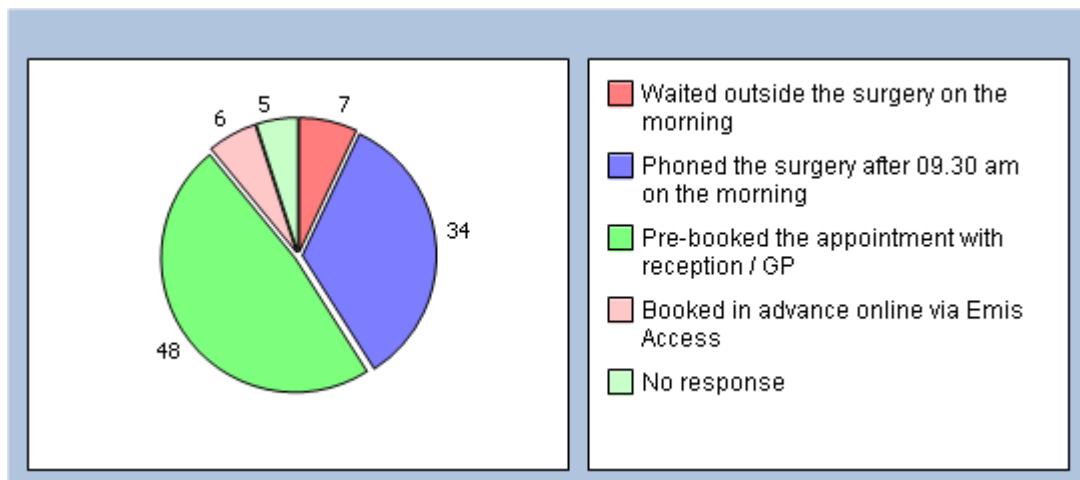
No response 54%



## TENBURY & CLEE HILL SURGERY PATIENT REFERENCE GROUP

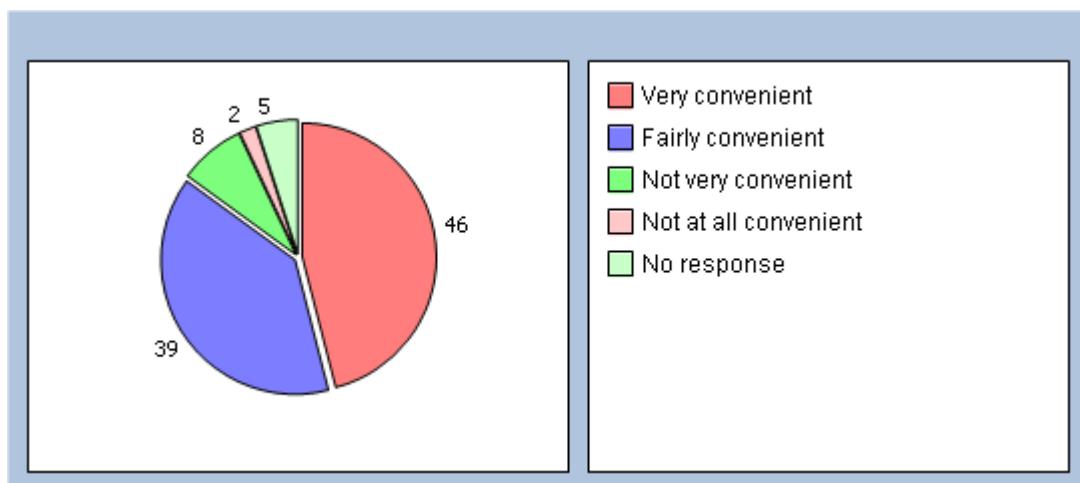
Q7: How did you make your appointment?

Waited outside the surgery on the morning 7%  
Phoned the surgery after 09.30 am on the morning 34%  
Pre-booked the appointment with reception / GP 48%  
Booked in advance online via Emis Access 6%  
No response 5%



Q8: How convenient was the appointment you were able to get?

Very convenient 46%  
Fairly convenient 39%  
Not very convenient 8%  
Not at all convenient 2%  
No response 5%



## TENBURY & CLEE HILL SURGERY PATIENT REFERENCE GROUP

Q9: If you were not able to get an appointment when you wanted, why were you not able to get the appointment you desired?

There were not appointments left for the day I wanted 27%

There were no appointments for the time I wanted 10%

I could not see my preferred GP 12%

I could not book ahead at my GP surgery 3%

Another reason 4%

Q10: Generally how would you rate the ease of obtaining an appointment at the surgery?

Very easy 35%

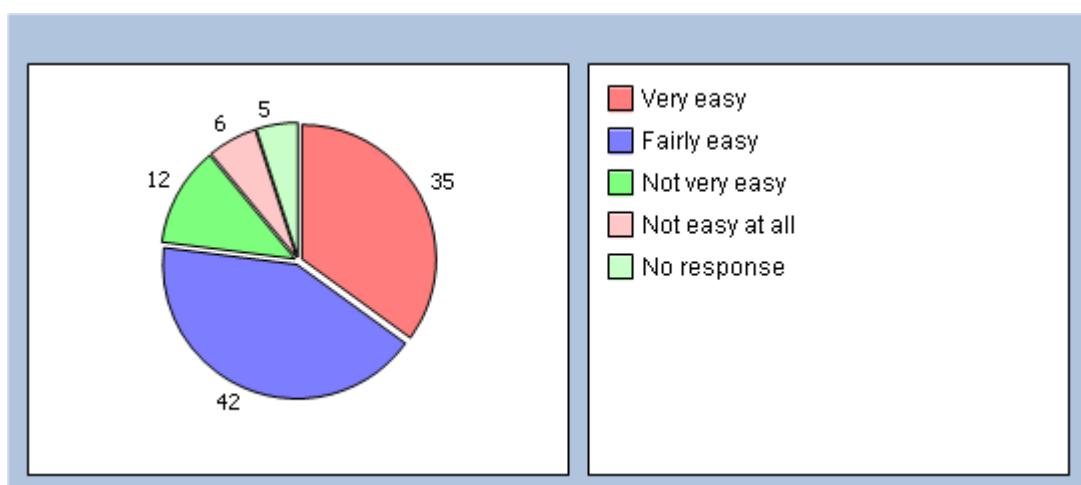
Fairly easy 42%

Not very easy 12%

Not easy at all 6%

I have not tried 0%

No response 5%



Q11: Which of the methods would you PREFER to use to obtain an appointment?

(You can choose more than one answer)

Pre-booked a few days in advance 40%

On the day timed appointments 38%

Remain as it currently is 20%

Via telephone 65%

By attending the surgery in person 21%

Through online access 15%

## **TENBURY & CLEE HILL SURGERY PATIENT REFERENCE GROUP**

Q12: The new system allows you to book in advance, how would you rate this system based on your own experiences?

Excellent 26%

Good 26%

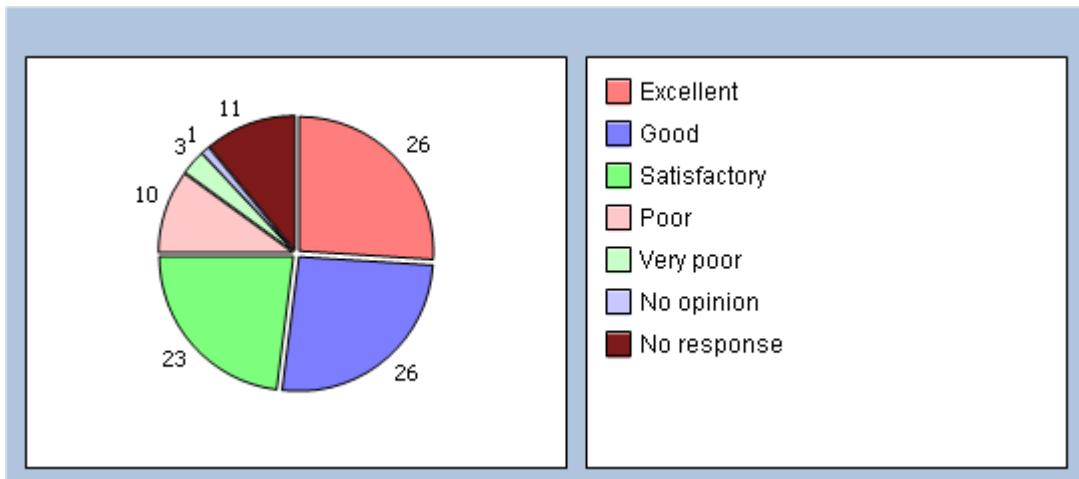
Satisfactory 23%

Poor 10%

Very poor 3%

No opinion 1%

No response 11%



Q13: Please feel free to make any other comments below in regards to the appointment system.

---

>> All above apply to non-urgent problems <<

---

>> As I am working it is not always easy to pop in or call the doctors to make an appointment. Having access to do this online is 'very helpful' and convenient. It is always useful to have some appointments reserved for an emergency. <<

---

>> Being a Woman, I personally very much prefer seeing a female G.P. I am usually willing to wait in order to do so. All urgent G.P. requests have been efficiently responded to, by the Practise, or my husband's specific, specialised medical needs.

<<

---

>> Couldn't book an appointment for my child, 3 times in a row. My child is only a baby and should be seen as a priority! The system should give priority to babies under 3 instead of all the oaps you see in there every time I go in. one doctor should have no appointments pre booked and see any one who needs appointments on that day. <<

---

>> Due to my working hours, it is now difficult for me to make appointments. My day off is always changing and I only know a week in advance - therefore open surgery was better for me. Also, I feel it is wrong to have changed the 'Emergency's only' on a Saturday as now people who can come in the week take up the Saturday spaces. <<

---

>> Everybody involved with the practice is always charming and helpful - thank you.

<<

---

>> Excellent service all round <<

---

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>> Happy I seem to be able to obtain an appointment when needed. Reception staff helpful and friendly and doctors likewise. <<

---

>> Haven't had the need to see a Doctor on the same day since the new system yet so cant comment on the system <<

---

>> I attended the surgery yesterday arriving in time for my appointment. I then had to wait for 25 minutes before I was seen and whilst waiting noticed a lot of standing around and talking by various staff whilst patients were waiting to see them causing the running even later of appointment times. When I went in I discovered that what I had attended for could not take place as someone had entered incorrect dates on my record as to what treatments were due and when. It seems to me that there is much time and money being wasted and that if it was run in a more like a business (I work in the private sector)then there would be less waste of time and money and more accountability. My experience of Tenbury Surgery is of always having to wait at least the same amount of time as I did yesterday. <<

---

>> I didn't know you could book on online! If so I probably would. <<

---

>> I generally book an appointment in advance as this is on-going per month. However, when ill, I managed to book an appointment on the day I phoned up. <<

---

>> I would have liked to have seen my GO sooner rather than having to wait over a week <<

---

>> I would like to have the option of visiting surgery on the day and waiting as well as booking ahead <<

---

>> I would prefer the old system back if you find yourself unwell there was a walk in morning surgery. If you need regular appointments then you could book in advance for the doctor of your choice. The new system you can get an appointment but it can not be with a doctor chosen by you or a time to suit you so you have to have the only appointment left and sometimes if you have several medical problems, it is easier to see the same doctor who knows about your conditions. <<

---

>> Ignore anyone moaning - they should be grateful. Don't pander to their miserableness by giving them questionnaires to pass the time - take the chairs away - that would give them something to moan about! <<

---

>> It was easy to obtain my appointment but this appointment was for nearly 2 weeks - far too long to wait. <<

---

>> It was sad to lose the 'waiting outside surgery at 8:00 am' facility. I felt it worked well for me and my family. <<

---

>> Much preferred the old system. Had to wait 2 weeks to get an appointment with preferred doctor who knows all about my medical conditions. (Other doctors would have to refer to computer - wasting valuable time) <<

---

>> Obtaining an emergency appointment when I am prepared to see any doctor is easy. Making an appointment with my preferred doctor is a problem. I have had to wait more than two weeks for an appointment on the last two occasions when I have needed one. <<

---

>> On line (Emis) patients should be given more choice <<

---

>> on one occasion I had a pre-booked timed appointment but appointments were more than an hour behind. On another occasion a different GP kept to time every well. The system of only taking phone calls after 9.30 should be addressed. the best appointments go to patients who are well enough or live near enough to stand in a

**TENBURY & CLEE HILL SURGERY**  
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long queue at the surgery very early in the morning <<

---  
>> Preferred open surgery every morning - a lot easier to see a Doctor on the day you needed, as soon as you needed to. <<

---  
>> Still like non-appointment system for more urgent concerns so can be seen same day <<

---  
>> System works fine for scheduled appointments. More difficult for patients needing immediate treatment. Is one duty doctor sufficient to meet demand? Or do you need to change the system to accommodate more 'on-the-day' consultations. <<

---  
>> Tenbury surgery has generally seemed to offer more flexibility than many of my friends and family in other parts of country seem to experience <<

---  
>> The new system has made it far harder to get an appointment fairly quickly and there will be patients who will not bother and lead to serious consequences. The old system of open surgery's and appointments was a much better. This was not changed for the benefit of patients I think. <<

---  
>> The service is good overall <<

---  
>> There always seems to be a problem obtaining an appointment soon enough as surgery always too busy. Waiting is usually at least 1/2 hour-3/4 hour with an appointment. Appointment system better than it was for working people. <<

---  
>> To see my preferred GP I have to wait a couple of weeks and especially of a time out of my work hours. <<

---  
>> Why did I have to wait 1 week for an appointment to get my biopsy results when another woman known to me managed to see the same doctor four times during that week! (without any prior appointments). <<

---  
>> Working in Worcester gives me limited access to surgery if I have a problem it is something I need to see someone for that day not in a couple of days. We always feel more comfortable with certain doctors so having to book up to 2 weeks in advance does not work for me. <<

---

**TENBURY & CLEE HILL SURGERY  
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**Practice Action Plan**

**Appendix 4**

<b>2012-13</b> <b>Area for Improvement</b>	<b>Recommendation</b>	<b>Action Required</b>	<b>Practice Lead</b>	<b>Timeframe for Change</b>	<b>Comments / Achievements</b>
1. Advise patients of the outcome of surveys	Display a poster with questions and answers following the survey responses	<ul style="list-style-type: none"> <li>• Compile a Question and Answer poster for patients to show outcome of the surveys</li> <li>• Place in visible areas of the surgery</li> </ul>	Amy Louvaine	By the 2 <sup>nd</sup> week in April 2013	
2. Staff Training	Speak with the staff to highlight that if a patient is waiting at the desk they should deal with that patient as a priority	<ul style="list-style-type: none"> <li>• Staff training on Customer Service Skills</li> <li>• Completed through on-line mandatory training</li> </ul>	Amy Louvaine	May 2013	
3. Communication with Patients regarding Appointments	Display a poster noting to patients that there is still a Duty Doctor each day for urgent problems to be seen and patients can still walk in to get an appointment with the Duty Doctor	<ul style="list-style-type: none"> <li>• Introduce to the waiting area a poster of duty Doctors each day</li> <li>• Leave appointment system timetable on waiting area chairs as well as the reception desk</li> </ul>	Amy Louvaine Katy Writte	End of April 2013	

Continued

**TENBURY & CLEE HILL SURGERY  
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**Practice Action Plan**

**Appendix 4**

4.	Communication regarding Emis Access	Advertise to patients EMIS ACCESS so they have the opportunity to sign up for on-line access	<ul style="list-style-type: none"> <li>• Provide leaflets regarding Emis Access</li> <li>• Staff training on Emis Access</li> </ul>	All Staff	Ongoing	
5.	Review the choice of appointments for on-line patients.	See if there is any scope to increase the choices patients have when booking appointments on-line (at present there are 4 Dr appointments and 2 Nurse appointments available to book through Emis Access.)	<ul style="list-style-type: none"> <li>• See if the system could be changed / improved for patients</li> </ul>	Amy Louvaine	April – June 2013	
6.	Investigate the possibility of allowing Clee Hill the option of booking on-line via Emis Access	See if there is the possibility to change the 'numbered' appointment system to 'timed' appointments allowing Clee Hill patients the option of booking on-line	<ul style="list-style-type: none"> <li>• Discussion with the Partners</li> <li>• Discussion with Clee Hill staff</li> <li>• Staff training</li> </ul>	Partners Clee Hill Staff Amy Louvaine	August 2013	
7.	Ensure there are posters informing Clee Hill patients of the option to book on-line for Saturday surgery at	Let patients know that they can use Emis Access even if they are a Clee Hill patient to book appointments on-line for when they need to attend Tenbury Surgery	<ul style="list-style-type: none"> <li>• Posters displaying the information at Clee Hill</li> </ul>	Katy Writte	April 2013	

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**Appendix 4**

Tenbury Surgery					
8. Place all surveys at Clee Hill (even if they are specific to Tenbury) to allow all patients to comment and bring forth their views.	Ensure that all surveys are placed at Clee Hill surgery as well as Tenbury to allow all patients to partake.	<ul style="list-style-type: none"><li>Send the surveys up to Clee Hill</li></ul>	Amy Louvaine Emma Sanders	Ongoing	

Follow up on 2011-12 action plan on next page

**TENBURY & CLEE HILL SURGERY  
PATIENT REFERENCE GROUP**

**Practice Action Plan**

**Appendix 4**

**Update on 2011-12 Action Plan**

<b><u>2011-12</u></b> <b>Area for Improvement</b>	<b>Recommendation</b>	<b>Action Required</b>	<b>Practice Lead</b>	<b>Timeframe for Change</b>	<b>Comments / Achievements</b>
1. Advise patients that they can talk to staff in private	Place notices in the Tenbury Surgery waiting areas to advise patients that if they wish to speak to a member of staff in private they can.	<ul style="list-style-type: none"> <li>• Make a notice advising patients of the option to speak in private</li> <li>• Place in visible areas of the surgery</li> </ul>	Katy Writtle	By the 2 <sup>nd</sup> week in April 2012	<input checked="" type="checkbox"/> Notice displayed in reception
2. Staff Training for both Clee Hill and Tenbury reception staff on other services offered both at the Surgery and through outside organisations	Look at the other services offered by the Surgery and conduct relevant training for the reception staff (Clee Hill and Tenbury) on these other services. This could include bringing in outside agencies to provide training.	<ul style="list-style-type: none"> <li>• Make a list of other services offered</li> <li>• Compile relevant training programmes for the staff</li> <li>• Bring in outside trainers if appropriate eg. Carers association</li> <li>• Include a staff training session for Customer Services</li> </ul>	Amy Louvaine	April 2013	<input checked="" type="checkbox"/> Carers Training – completed 07 February 2012 <input checked="" type="checkbox"/> Organise session with Jo Eggleton from Spire for Staff Customer Services Training <input checked="" type="checkbox"/> Organise a session with the local pharmacy <input checked="" type="checkbox"/> Organise a session regarding the local community transport
3. Have a smaller information file in reception	Break down the information file that is currently in Tenbury Surgery reception into more bite sized information relevant to	<ul style="list-style-type: none"> <li>• Introduce to the waiting area a carers file</li> <li>• Provide individual folders/leaflets for specific services</li> </ul>	Amy Louvaine Katy Writtle	End of April 2012	<input checked="" type="checkbox"/> Folder has been re-done and smaller 'bite-size' pieces of information are now displayed on

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**Practice Action Plan**

**Appendix 4**

	specific areas.				information table
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**TENBURY & CLEE HILL SURGERY  
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**Practice Action Plan**

**Appendix 4**

4.	Ensure there is good communication between staff at Tenbury and Clee Hill Surgeries	Audit the messages sent to staff to ensure that Clee Hill are being included and are receiving the relevant messages.	<ul style="list-style-type: none"> <li>• Keep an audit trail of emails and important messages that are passed on to Clee Hill</li> <li>• Monitor the audit trail to ensure that Clee Hill staff are picking up the messages</li> <li>• If it is a paper copy message ask for staff to initial the document once it has been viewed.</li> </ul>	All Staff	Ongoing	<input checked="" type="checkbox"/> Regular meetings are held with Practice Manager and Clee Hill staff on monthly basis providing up-dates <input checked="" type="checkbox"/> Emails are copied to Clee Hill staff <input checked="" type="checkbox"/> Information is cascaded to Clee Hill staff in a more timely manner
5.	Look at the appointment system	This will be looked at it the next practice survey to gain an insight into patients views on the way the surgery runs the appointment system	<ul style="list-style-type: none"> <li>• Conduct a practice survey on the appointment system</li> <li>• Gain an understanding of patients views on the current appointment system</li> <li>• See if the system could be changed / improved for patients</li> </ul>	Amy Louvaine	April – June 2012	<input checked="" type="checkbox"/> Appointment system was changed in October 2012 <input checked="" type="checkbox"/> To be reviewed by PRG in 2012-13
6.	Music in reception	Create a sign for patients explaining why the music is on at the reception desk	<ul style="list-style-type: none"> <li>• Advise patients through a poster why music is played at a low volume at the reception desk</li> </ul>	Amy Louvaine Katy Writte	April 2012	<input checked="" type="checkbox"/> Notice displayed in reception both at Tenbury Surgery and Clee Hill