

Chadsfield Medical Practice

Patient Survey Report 2014-15

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1. Practice Location and Population

Chadsfield Medical Practice is a family friendly practice with five GP partners serving the communities of Romiley, Bredbury, Woodley, Compstall and Marple.

The practice population is currently just over 6800 with no significant growth since last year. Figure 1 (below) shows the practice population categorised by age band.

Figure 1: Chadsfield Practice Population by Age Band

Age	%
0 - 9	8.9
10 - 19	10.3
20 - 29	9.6
30 - 39	10.0
40 - 49	14.8
50 - 59	13.5
60 - 69	14.4
70 - 79	10.5
80 - 89	6.6
90 - 99	1.4
100 +	0.01
Total	

2. Practice Organisation

Following an extension to and extensive refurbishment of the existing building during 2012-2013, the practice has undergone a significant amount of change over the last 12 months including the:

- appointment of new Practice Managers in May 2013 and January 2015
- development of Sister Cath Pierce as an Advanced Nurse Practitioner
- affiliation with Manchester University for the training of Medical Students

Throughout this period, the priorities have focused on the utilisation of technology to enhance patient services and improve efficiency, patient experience and ensuring Care Quality Commission compliance.

3. Patient Participation Group (PPG)

The Patient Participation Group (PPG) had been suffering from dwindling membership during 2012 (down to 6 members) and was no longer representative of the practice population (pre-dominantly female, average age 66).

To re-invigorate the group it was decided to re-launch the PPG as a 'virtual' PPG enabling us to engage the opinions of patients who may find it difficult to attend meetings at the surgery. The feasibility of running 'drop-in' sessions at the practice is also being evaluated. These sessions would target those patients who prefer face-to-face discussions or who do not have internet or mobile access.

30 new patients have been recruited for the new virtual PPG.

4. Survey Method

The practice survey was carried out during March 2015.

The survey consisted of 19 questions covering the key priority areas listed below. These were identified by the practice and through patient feedback. Additional questions were taken from a national MORI survey (2012). This approach was taken to ensure the survey focused on patient 'hot topics' whilst also enabling us to compare the results with those achieved both in previously years and nationally.

- Appointment booking
- Clinician care
- Telephone access
- On-line facilities

786 patients were emailed with a link to the questionnaire and paper copies were made available at reception and in the waiting room.

5. Response Rates

194 surveys were completed on-line (24.68% response rate).

Slightly more respondents were female (57.59%) than male (42.41%)

54.69% of respondents were aged 35-64, 38.54% were over 65 and 6.77% were aged 18-34.

6. Key Results

The following information provides an overview of the main findings from the survey. A copy of the full results can be found in the powerpoint presentation 'Patient Survey Results 2014-15' on the website at www.chadsfieldmedicalpractice.co.uk

Question 2

How do you normally book your appointment to see a doctor, nurse or healthcare assistant at the surgery?

<i>Answer</i>	2015 %	2014 %
In person	11	n/a
By phone	84	n/a
On-line	5	n/a

Question 3

How easy is it to get through to someone at the surgery by phone?

<i>Answer</i>	2015 %	2014 %
Very easy	5	10
Fairly easy	52	41
Not very easy	31	33
Not at all easy	10	16
Don't know	2	1

Question 4

Have you registered to use the online appointment booking and repeat prescription ordering service?

<i>Answer</i>	2015 %	2014 %
Yes	70	71
No	21	15
Do not know about this service	9	14

Question 5

Does the practice offer appointment times that are convenient to you?

<i>Answer</i>	<i>2015 %</i>	<i>2014%</i>
Yes	79	71
No	15	26
Do not know	6	3

Question 6

Which times are most convenient to you to attend appointments with a doctor/nurse?

<i>Answer</i>	<i>2015 %</i>	<i>2014 %</i>
Before 8am	6	n/a
8am - 12pm	47	"
Lunchtime	3	"
2pm - 5pm	13	"
5pm - 6.30pm	10	"
6.30pm - 8pm	21	"

Question 7

Last time you tried to see a doctor how quickly were you able to get an appointment?

<i>Answer</i>	<i>2015 %</i>	<i>2014 %</i>
Less than 2 days	38	30
2-5 days	24	26
1-2 weeks	21	20
2-3 weeks	17	24

Question 8

Last time you tried to see a nurse how quickly were you able to get an appointment?

<i>Answer</i>	<i>2015 %</i>	<i>2014 %</i>
Less than 2 days	17	14
2-5 days	39	28
1-2 weeks	31	40
2-3 weeks	13	18

Question 9

Remembering the last time you telephoned the practice please rate how the person answering dealt with your query. (2014 score shown in brackets)

	Excellent	Good	Average	Poor	Very Poor
Friendly	51 (39)	36 (43)	11 (14)	2 (1)	1 (0)
Helpful	51 (41)	34 (33)	12 (19)	3 (5)	1 (1)
Polite	54 (43)	35 (40)	11 (13)	1 (1)	1 (1)
Professional	54 (39)	35 (42)	8 (12)	3 (3)	1 (0)

Question 11

Last time you saw a doctor at the practice, how good was the doctor at:

(2014 score shown in brackets)

	Very good	Good	Average	Poor	Very Poor	Doesn't Apply
Giving you enough time	70 (66)	20 (27)	8 (2)	1 (2)	0 (1)	1 (2)
Asking about your symptoms	70 (63)	20 (26)	8 (3)	2 (3)	0 (0)	2 (5)
Listening to you	71 (63)	19 (27)	6 (2)	2 (4)	0 (1)	2 (3)
Explaining tests & treatments	63 (58)	21 (24)	6 (3)	1 (2)	1 (2)	9 (11)
Involving you in decisions about your care	64 (55)	16 (25)	8 (6)	2 (1)	0 (2)	10 (10)
Treating you with care and concern	70 (61)	19 (31)	8 (3)	1 (1)	1 (2)	2 (2)
Taking your problems seriously	71 (59)	19 (29)	5 (3)	1 (2)	2 (1)	2 (5)

Question 12

Last time you saw a nurse at the practice, how good was the doctor at:

(2014 score shown in brackets)

	Very good	Good	Average	Poor	Very Poor	Doesn't Apply
Giving you enough time	69 (61)	22 (33)	5 (1)	0 (2)	1 (0)	4 (4)
Asking about your symptoms	56 (50)	20 (24)	4 (5)	0 (1)	0 (0)	20 (18)
Listening to you	65 (59)	22 (31)	5 (2)	0 (1)	1 (0)	7 (11)
Explaining tests & treatments	59 (53)	19 (30)	7 (6)	1 (1)	1 (1)	14 (9)
Involving you in decisions about your care	53 (50)	17 (21)	4 (8)	1 (1)	1 (0)	24 (18)
Treating you with care and concern	68 (63)	23 (28)	4 (3)	0 (1)	1 (0)	5 (5)
Taking your problems seriously	59 (53)	20 (27)	4 (4)	0 (0)	1 (1)	17 (14)

Question 13

At your last appointment, how long did you have to wait to be seen by the doctor/nurse/healthcare assistant?

Answer	2015 %	2014 %
I don't remember	4	4
I was seen on time / early	12	10
Less than 10 minutes	30	23
10-20 minutes	31	43
Over 20 minutes	24	21

Question 14

In general, how satisfied are you with the service you get from Chadsfield Medical Practice?

Answer	2015 %	2014 %
Very satisfied	56	45
Fairly satisfied	35	38
Neither satisfied or dissatisfied	5	8
Fairly dissatisfied	3	9
Very dissatisfied	2	2

Question 15

Would you recommend Chadsfield Medical Practice to friends and family if they needed similar care or treatment? (2014 question worded - Would you recommend Chadsfield Medical Practice to someone who has just moved to the local area?)

Answer	2015 %	2014 %
Extremely likely	50	46
Likely	32	32
Neither likely nor unlikely	13	12
Unlikely	3	6
Extremely unlikely	3	3

Question 16

Do you know about the virtual Patient Participation Group at the surgery and how to get involved?

Answer	2015 %	2014 %
Yes	22	7
No	76	42
Do not know what this Group is about		51

Question 17

How often do you use our website? www.chadsfieldmedicalpractice.co.uk

Answer	2015 %	2014 %
I use it regularly	28	26
I have used it occasionally	42	45
I have not used it, but intend to	25	22
I have not used it and do not intend to	5	7

Summary of Additional Comments and Suggestions:

Three key issues that were raised by a number of respondents in free text comments were:

1. Booking a routine (not emergency) doctor's appointment within an acceptable period of time

'I find it difficult when making a general appointment as waiting times for these appointments can be weeks ahead.'

'The appointment system can be frustrating 'emergency' or 'wait a month'

'Unless it is an emergency it is often two weeks before you can see a doctor. Sometimes you REALLY need to see a doctor but it isn't an emergency'

2. Availability of early/late/weekend appointments for people who work

'Appointments before and after work. Weekend surgeries.'

'Later appointment times in the week and Saturday am for people working full time.'

'Longer opening hours to make more appointments available. Other than that I am happy with the service.'

3. Lack of appointment available through the on-line booking system

'Please release more appointments online....'

'More online appointments would be good.'

'I have tried to use the online booking service, but it doesn't work for me.'

' Make ability to book online nurse appointments.'

Positive comments were received too – thank you!!

56% of respondents (up from 45% in 2014) stated they were very satisfied with the service received from the practice and 91% (up from 83% in 2014) said they were very or fairly satisfied.

82% of respondents (up from 78% in 2014) said they would be likely or extremely likely to recommend the practice to friends and family needing similar treatment.

'When they are busy, staff always take time out to help me and provide advice... the text reminders for appointments are very useful...'

'I personally have not had any major problems with the practice and have been a patient there for over 30 years.'

'I've been very satisfied with the care I've been given and I particularly appreciate that I have been able to see the same doctor and book a telephone review where an actual appointment has not been necessary.'

'Able to see a doctor or nurse quickly, the urgent wait for an appointment service is helpful for urgent care.'

7. Proposed Action Plan 2014/15

A number of themes were identified from the survey questions and free-text comments. The resulting Action Plan has been structured around these key themes:

1. Booking a routine (not emergency) doctor's appointment within an acceptable period of time.

It is encouraging to see in the survey results that there was an 8% increase in the number of patients able to access a doctor in less than 2 days and a 7% decrease in the percentage of patients having to wait 2-3 weeks. However, it is appreciated that this is an on-going issue which has been raised in previous surveys and through patient feedback. A number of actions have already been put in place to address the availability of appointments and the practice will continue to look at ways to improve availability further.

Proposed Actions:

- Recruitment of an additional Advanced Nurse Practitioner to increase the availability of 'on the day' appointments and reduce waiting times for 'pre-bookable' GP appointments.
- Increase use of telephone appointments for issues that do not require patients to be seen in person
- Improved telecommunications systems utilising cloud based telecommunications technology and improved online patient based experience (on-going investigation)
- Reception staff training – to direct patients to the most appropriate clinician in relation to the patient need. e.g. booking blood tests with Healthcare Assistants frees up Nurse appointments for more specialised care
- Continue to encourage patient self-care – we have invested in a self-service blood pressure monitor in the waiting room and are actively encouraging patients to pop into the surgery at their own convenience to check their blood pressure. Similarly, for patients with well controlled symptoms, we have introduced on-line asthma reviews. These initiatives are increasingly being utilised and positively impacting appointment availability.
- Look again at how we conduct routine reviews for patients with long term health conditions (e.g. COPD, Diabetes) to increase the number of patients with whom we can complete all aspects of the review in one appointment and reduce the number of return visits required.

2. Improve the availability of early/late/weekend appointments for people who work

We are pleased that 79% of respondents stated that the practice offers appointment times that are convenient to them.

Additional evening GP surgeries were made available from September 2014 and additional early morning and late evening HCA and Nurse appointments have been increasingly made available over the last year. We also ran a Saturday flu clinic in November 2014.

However, we acknowledge the number of comments from working people who are requesting more early/late/weekend appointments.

Action:

- Review the feasibility of additional appointments suitable for working people, with the potential benefits that improved information and technology systems may be able to offer to aid in the streamlining of appointments etc.

3. On-line Services

With 70% of respondents registered to use the on-line repeat prescription service, many respondents requesting more on-line appointments and only 5% saying they have not and don't intend to use the website – it is recognised that there is a latent demand for on-line services that we are not currently meeting.

Action:

- Review the online appointment system with a view to increasing the availability of on-line appointments in terms of the type of clinician (doctor, nurse, healthcare assistant) and enabling patients to book more than one appointment at a time. Consideration of implementing new technology to streamline current online working practices to provide an enhanced online experience.

The practice would like to thank all our patients who took the time to complete the survey. We appreciate your feedback.

Craig Smith
Practice manager