

# **THE SOLLERSHOTT SURGERY**

## **LOCAL PATIENT PARTICIPATION REPORT MARCH 2014 PATIENT SURVEY FEBRUARY 2014**

### **Introduction**

The Sollershott Surgery's Patient Reference Group (PRG) was established in 2011/12. This was in response to the Departments of Health's (DoH) initiative to increase patient involvement with regard to the improvement of GP services offered locally. Each year the PRG has helped to establish the practice priorities and develop a patient survey to gain the views and feedback from our patients. This is the third year we have been able to build on the previous year's work and focus on the key issues for patients for the coming year 2014/15.

Although the appointment system is still considered to be an improvement over the old system patient feedback has identified key concerns over the times of the pre-bookable appointments. Waiting times before being called for a booked appointment has been an on-going issue and measures were implemented to try to address this: patient's views on whether this issue has improved or not has been included in the survey. The demand on the doctor's time has increased and continues to do so. The surgery offers a more traditional system for face-to-face appointments. In other areas and locality surgeries have adopted different approaches for patient contact with telephone consultations, triage and variable length appointments so patients have been asked which of these they would find acceptable if they were offered by the practice.

Information about the level of support for carer's has also been included in request to an initiative by the Health & Wellbeing Board.

We have continued to advertise the PRG in the practice, on our website and by direct invitation to patients in an attempt to expand the group this has resulted in 3 new members being recruited.

### **Appendices**

Practice details and opening hours are contained in Appendix 1

Practice Demographic data is in Appendix 2

The PRG profile is in Appendix 3.

The first part of this report is to update you as to where we are with our 2013 action plan.

### **Action taken following 2013 survey**

<b>Patients said...</b>	<b>We have....</b>
Access via the telephone is difficult and can take a repeated call to get through, particularly first thing in the morning.	Reviewed the current system. Unfortunately we have an analogue system that cannot be upgraded. To increase the number of lines and increase the call through put the practice would need to replace with a digital or hosted system. The financial feasibility and impact of this will be fully investigated during 2014.
Waiting times of 45 minutes still occur and this is not acceptable.	An audit was carried out between 1 April 2013 and 28 February 2014: 16 patients had walked out due to being kept waiting too long.
Can we book appointments and order repeat medication on-line?	On-line services for appointments and repeat medication requests have been available for over a year now. This is advertised on our website and by our reception staff. Approximately 6% patients are now registered for this service.
The new appointment system is an improvement but there are still issues about booking in advance and for patients with complex health needs.	We have continued to monitor appointment demands and DNA's (Did not attend for appointment). Patients that do not attend have often booked more than 2 weeks in advance for nurses and extended hours Dr appointments so this time limit will be retained.

**Agree with the PRG which issues are a priority and include these in a local practice survey.**

The appointment system continues to be the biggest issue for the practice that can be more easily addressed. We are conscious that telephone access is a big problem for patients; after investigation the telephone system cannot be upgraded and a new digital or hosted system would need to be purchased obviously the financial implications need more in depth investigation which will be done during 2014. Access to a doctor is getting more difficult and with more demands on the doctors for non-patient facing work it was agreed to look at alternative ways of use of the doctor's time. Information was sent to the PRG and comments collected in January 2014

**Collate patient views through a local practice survey and inform the PRG of the findings and provide PRG with the opportunity to comment and discuss the findings of the local practice survey.**

The survey was made available on the practice website, in the surgery and posted to 15 patients to ensure a representative sample of patients was given the opportunity to take part. In total 15 surveys were completed on-line and 90 completed surveys were returned in the surgery. This is a disappointing response as the on-line survey had the capacity for 100 responses despite advertising this with slips given to patients, on the website and posters in the surgery this is a very small number. Over 200 hard copy surveys were given out in the surgery with less than half being returned. The survey was open from 18<sup>th</sup> February and initially was due to close on 14<sup>th</sup> March but this was extended to 20<sup>th</sup> March to allow a greater number of surveys to be collected. To ensure the validity of the survey 25 surveys were required per 1000 registered patients (5690/1000 X 25 = 142) however this year this was not achieved; due to time scales for processing results and ensuring all the actions required were completed the survey was closed with only 105 responses. The results of the survey were sent to the PRG for review and comment.

**The survey results are listed below:**

Overall we received 105 **replies** to the survey.

Q1. The demands on the appointment system have increased considerably over the past few years. In order to ease this pressure and ensure patients get the required clinical input the practice is looking at alternative ways to provide services. Please tick the options below that you would consider acceptable

Variable length appointments i.e. 5, 10, or 15 minutes	72.4%
Telephone consultations (for reviews, advice, medication queries etc.)	68.6%
Telephone triage for all calls prior to be given a face-to-face appointment	24.8%
Other please provide details On-line booking of appointments x 4 Difficult for either patient or receptionist to decide on length of appointment A telephone service that keeps you in a queue with where you are in queue so you don't have to keep redialling at 8.30.	

Q2. For non-urgent appointments what time of day would you prefer to be able to pre-book an appointment if required?

Early morning (before 9.30am)	<b>52.4%</b>
Early afternoon (before 4.30pm)	<b>29.5%</b>
Late morning (after 11.00am)	<b>35.2%</b>
Late afternoon (after 5.00pm)	<b>32.4%</b>

Q3. We have taken steps to try to reduce waiting times when you come for your appointment; thinking about your last appointment do you think the waiting times have:

Remained the same	<b>53.3%</b>
Improved	<b>23.8%</b>
Got worse	<b>18.1%</b>

Q4. Thinking about your last appointment how long did you have to wait?

	<b>2013</b>	<b>2014</b>
0 – 15 minutes	<b>41.8%</b>	<b>40.0%</b>
16 – 30 minutes	<b>36.9%</b>	<b>33.3%</b>
31– 45 minutes	<b>10.7%</b>	<b>16.2%</b>
More than 45 minutes	<b>10.7%</b>	<b>8.6%</b>

Q5. If you are a Carer do you think there is enough information to support you at the practice? Baseline 17 responses.

Yes	<b>70.6%</b>
No	<b>29.4%</b>

Comment: "There is no information on how to access the various aspects of care. Once referred to District Nurse can only communicate with them through surgery and then told nothing to do with you – when anxious it's not very helpful."

**If there is any additional information or other comment you like to make about any area of the practice please add here:**

More non-urgent pre-bookable appointments 2-4 weeks in advance

Variety of options for appointments; not so limited feels like a fierce competition to get appt on the day

Dr Nevard is wonderful!

To be able to make a review appt with a named GP within 2-4 weeks would be helpful

Is online appointment booking available?

Is repeat prescription ordering available online?

It is a nightmare to get through to anyone in the morning, there should be a system where calls are put in a queue so that they can be answered in the same call and we will know how long the wait is

Calling in for an appt on Mondays only for long term appointments is ridiculous. It took me more than an hour. I can't do that when I am at work. Why not allow us to call in every day of the week.

Some patients know what is wrong with them and therefore only need a prescription. Having an appointment over the phone would be a good idea, especially if you don't need a physical check.

Maybe if you had a timer that goes off every 10-15mins while the patient is in the room, this will let both doctor and patient know that maximum time has been taken

I feel it is important to be able to book an appt when I call, as I work it is not easy to call in at specific times (i.e. 8.30) just in order to get an appt as I will usually be driving at this time.

In general I am very happy with the practice and the services provided. Waiting times are a problem, given as previously stated that the GP is not sure what problem will present.

Taking any stress off the drs where appointment lengths are concerned would help patients feel further at ease. Fantastically helpful receptionists, kind thoughtful and helpful.

I find all the doctors are normally on time apart from Dr Irvine ALWAYS seems to run late

Non-availability of non-urgent/routine pre-bookable appointments not helpful

Sometimes difficult to make an appointment

Online booking/repeat prescriptions would ease telephone issues. Call on day doesn't work if there is no queuing system and when you get through all appointments are gone.

## Demographic data provided

Male 34.3%

Female 55.2%

Not stated 10.5%

Age:	Under 16	1%	17 – 24	2.9%	25 – 34	8.6%
	35 – 44	13.3%	45 – 54	11.4%	55 – 64	10.5%
	65 – 74	20%	74 – 84	12.4%	Over 84	5.7%
	Not reported	14.2%				

Which ethnic background do you represent?

White					
British Group	87	Irish	2	White Other	2
Mixed					
White & Black Caribbean		White & Black African		White & Asian	
Asian or Asian British					
Indian	6	Pakistani	1	Bangladeshi	
Black or Black British					
Caribbean	1	African			
Chinese or other ethnic					
Chinese	1	Any other	1	Not reported	4

How would you describe how often you come to the practice?

Regularly 40.0%

Occasionally 49.5%

Very rarely 9.5%

## Summary of key results from survey:

The practice introduced the ability for patients to request repeat medication and book appointments on-line in 2012, however requests from patients for access to this system was poor despite advertising on the practice website and in the surgery. A more pro-active approach has been adopted by the receptionists of late by offering this to patients when picking up prescriptions or attending for an appointment: this has resulted in the number of patients being issued with their PIN details more than doubling but at only 6% of patients being issued with access details this is still low. Some of the feedback would suggest this has not been advertised enough to patients in particular those that are newly registered. This will be addressed with revision of a new patient pack later this year.

The appointment system continues to remain a key issue particularly with regard to patients wishing to pre-book routine appointments and accessing a doctor of choice. The registered patient population at The Sollershott Surgery has grown by approximately 7.5% over the last 4 years coupled with the increasing complexity of patient needs the demand on doctor consultations has grown. With changes due in 2014/15 around providing vulnerable and elderly patients with personal care

plans the demands on doctor time are due to increase again and this makes it necessary to review how patients access doctors and how best to maximise doctor/patient contact. It must be recognised though that no appointment system will ever satisfy 100% of patients when we are operating on a finite number of appointments and all our doctors work part-time.

With regard to different ways of working both the options of telephone consultations and variable appointment lengths are acceptable to the majority of patients with responses of 68.6% and 72.4% respectively. Telephone triage was not very popular with only 24.6% patients indicating this would be acceptable so this will not be pursued at this stage. This will be challenging to implement and we would propose a working party with members of the PRG, Receptionist and Doctors be involved with this in May 2014.

The timing of the pre-bookable slots has been an on-going issue and the number of slots and timings will be reviewed. Although early morning is the most popular with 52.4% of patients preferring this time there are roughly equal numbers of patients wanting slots late morning (35.2%), early afternoon (29.5%) and later afternoon (32.4%). This will be done within the next few weeks as this is relatively simple to implement.

The time patients have to wait to be seen when they come for an appointment continues to be a problem despite measures put in place to help relieve this problem. The majority of patients think there has been no change (53.3%), only 23.8% think there has been improvement and 18.1% think it has got worse. We have carried out an audit on patients that have "walked out" due to length of time they had to wait between 1<sup>st</sup> April 2013 and 28<sup>th</sup> February 2014. In total 16 patients had walked out during this period, 2 patients have left the practice so their records were not accessed. Of the 14 still registered patients 8 patients were booked in with Dr Irvine and left as he was running late, 1 could not be identified who they were waiting for, 1 was with Dr Boomers and 4 were all on one day 10 June 2013 when there was an emergency that took place within the practice which had to take priority.

The majority of Carers thought there was enough information to support them in the surgery. There is a dedicated Carers notice board and the Care Waves magazine is actively displayed in the surgery. Information is also available on the practice website.

**Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.**

**Action plan 2014/15 based on survey results:**

1. Develop new patient pack to advertise on-line services to encourage increased patient numbers to engage in these services. Continue pro-active issuing of PIN details to patients when visiting surgery.
2. To review and implement new ways of working with telephone consultations and possibly variable appointment lengths in discussion with the PRG, staff and doctors of the practice. Meeting to be arranged 21 May 2014.
3. To introduce more pre-bookable slots at different times during the day. 1<sup>st</sup> May 2014
4. Partners to undertake financial review re feasibility of replacing telephone system - November 2014

**Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.**

This report will be available on the practice website at [www.thesollershottssurgery.co.uk](http://www.thesollershottssurgery.co.uk) from the 31<sup>st</sup> March 2014 and will remain there until the next survey is carried out.

Copies of this report will be made available for the surgery waiting areas from 31<sup>st</sup> March 2014 and summary posters outlining the action plan will be displayed on the notice boards. Copies will be circulated to the PRG via e-mail.

## **Appendix 1 – Practice Information and Opening Hours**

**The Sollershott Surgery  
44 Sollershott East  
Letchworth Garden City  
Hertfordshire  
SG6 3JW**

**General enquiries: 01462 683637**

**Appointments: 01462 480921** not manned between 1.00 – 2.00pm each day

**Fax: 01462 481348**

The general enquiries line should be used in case of urgent need during surgery opening hours. The appointments line is not manned during the period 1.00 – 2.00pm each day. In an emergency you should contact 999. NHS 111 can be contacted for advice if required.

### **Surgery opening times:**

Mon/Tues/Wed/Thurs/Fri 8am to 6.30pm

Sat/Sun Closed

### **Extended Hours – appointments available with the doctors**

From 2<sup>nd</sup> August 2010 the practice has offered extended opening hours for routine pre-bookable appointments for those patients that find it difficult to attend during normal surgery hours.

The extended hours service will be based on a rota system and will take place on certain weekday mornings between 7am and 8am (these will be Monday and Thursdays subject to doctor availability) and on the first Saturday of each month between 8am and 11am. Please ask at the appointments desk for availability.

**All** of the appointments will be **routine pre-bookable** at least 7 days in advance in line with the Department of Health Guidelines.

Please note that our telephone lines **will not be open** during these session and all emergencies will be directed to the out of hours service in the usual way.

## Appendix 2 – Practice Profile Registered patients February 2014

Male: **2893**                      Female:    **2893**                      **Total 5696**

	Under 16	<b>1166</b>	17 – 24	<b>456</b>	25 – 34	<b>645</b>
	35 – 44	<b>797</b>	45 – 54	<b>772</b>	55 – 64	<b>730</b>
	65 – 74	<b>625</b>	74 – 84	<b>373</b>	Over 84	<b>132</b>

<b>White</b>					
British Group	<b>4517</b>	Irish	<b>27</b>	Other	<b>268</b>
<b>Mixed</b>					
White & Black Caribbean	<b>27</b>	White & Black African	<b>9</b>	White & Asian	<b>27</b>
<b>Asian or Asian British</b>					
Indian	<b>422</b>	Pakistani	<b>30</b>	Bangladeshi	<b>3</b>
<b>Black or Black British</b>					
Caribbean	<b>41</b>	African	<b>32</b>		
<b>Chinese or other ethnic</b>					
Chinese	<b>47</b>	Any other	<b>109</b>	Not Reported/refused	<b>137</b>

## Appendix 3 – PRG Profile March 2013

Male: 3                      Female: 10                      Transsexual: 1

Age	Under 16	0	17 – 24	0	25 – 34	1
	35 – 44	4	45 – 54	1	55 – 64	3
	65 – 74	3	74 – 84	2	Over 84	0

How often attend surgery:

Regularly: 6                      occasionally: 7                      Very rarely: 1