

Church Hill Surgery



Patient Survey –Report 2012/2013

Dispensing Medication

Church Hill Surgery

Station Road

Pulham Market

Norwich

Norfolk

IP21 4QF

01379 676227

www.churchillsurgery.co.uk

**Church Hill Surgery
Opening Times and Contact Details**

Opening Times

Monday – Friday 0830- 1800 By telephone, Reception.

Appointments and Enquiries

Telephone: 01379 676227

Fax: 01379 608014

Emergencies

Main Telephone Number 01379 676227

**Dispensary - We accept repeat prescription requests via our website
www.churchillsurgery.co.uk or by telephone 01379 608373.**

Out of hours urgent care

Out of Hours: Mon – Fri 6:30pm – 8:00am

Weekends and Public/Bank Holidays

Telephone 111

Church Hill Surgery PRG Patient Representative Group Survey 2012/2013

Introduction

Development of the Patient Representative Group at the Church Surgery, Pulham Market in September 2011. A report and action plan was produced in November 2011. The Action Plan and Achievements so far are shown in Appendix A.

Preparation for the 2012/2013 patient survey began in July 2012 and major events have taken place within our practice. Building work to be planned for CQC regulations, a new partner has been recruited and a new doctor has also been recruited. The second survey has taken account of patient views concerning our Dispensary. It is hoped that in order for the best possible representation of patient opinion, and views to the PRG that more face to face meetings can be arranged to continue to get the best patient views and feedback.

A summary report of the 2012/2013 survey follows.

Patient Representative Group

Survey Summary Report 2012/2013

Discussions were held between the Practice Manager, Debbie Wade, the PRG and Robert Smith.

20/12/2013 Survey

To seek patients' views about the ordering and dispensing of medication at the surgery.
To provide an opportunity to ask patients at Pulham Market if they had any concerns about the practice dispensary in general.

It was felt that the best way to receive feedback from patients was to place the questionnaire in our reception area with a poster to encourage patients to complete the survey. It was found from past patients surveys completed that we have done before, if patients take surveys away they do not complete and return them, if they complete them whilst at the surgery you receive a higher yield of response.

Publicity Campaign to advise patients about the PRG

To recruit additional patients to the PRG at the Surgery.

The publicity campaign included

The patients notice board being rearranged so that a section of this is permanently available for the PRG.

Posters have been placed to tell patients about the PRG and what this involves and encouraging patients to join.

Publicising the PRG on the website and on newsletters.

See Appendix B - example of publicity material.

Membership of the PRG –

We have a representative group (PRG) at Pulham Market Surgery. It was agreed at the last PRG Meeting that the survey would focus on the practice dispensary, as other improvements are being planned and possibly to be carried out to the building and car park that reflect that results of the last survey. Face to face contact has always been the most beneficial and informed way to contact members and decisions are made and agreed at the time.

63 surveys were completed. See Appendix C.

The results of the survey were analysed and an action plan was formulated after consultation with the GP's and Dispensary Manager see Appendix E.

The survey results and action plan were circulated to members of the PRG and their comments and criticism sought.

Conclusion

The second year of the Patient Participation has been slightly impacted with the changes taking place in the practice and Partnership. Although the staff and technology were available to devote to this it was more limited. We found getting patients views regarding dispensary services was key for this survey.

It is good to note that the response has been most positive to the Dispensary. However, the patient's views and opinions have provided the partnership with an understanding of where further improvements to the service can be made. It has also highlighted areas where more information might be helpful for patients.

It has been useful to establish from patients about new dispensing options for the future, which can be added to the action plan.

The PRG group profile will hopefully increase and expand. With the research, feedback and improvements we are currently making at the surgery it will help to ensure that more patients can be recruited to the patient participation group and new considerations on how we do this. Also we can gain a more representative sample of patients as possible to give their views and opinions of the services provided. We will also consider a virtual group where patients who cannot attend meetings may be happy to be contacted by email or other method maybe 2-3 times a year for their views.

Appendix A – Action Plan Update –PRG Survey November 2011 Action Plan Results

The PRG have been advised at PRG meetings of the progress and action taken regarding these issues.

Proposed Action - It was felt that this was good result that patients are finding fairly easy to get appointments for the time they wanted. We feel however, that this is an important priority and will keep this under review to ensure we continue to give our patients the availability.

Obviously urgent appointment requests are always dealt with quickly and priority.

UPDATE – Action taken so far the surgery monitors the appointment availability daily and if a patient is needing an urgent appointment we are ensuring that this is booked in as quickly as possible. Receptionists have had some additional training to ensure they are up to date with new working methods and awareness of patients' requirements and needs.

Patients in most cases were able to see the health care professional that they required. We did not receive any comments from patients which are reflected in the result. Again we will monitor this to ensure we continue to offer patients the availability.

UPDATE – Action taken – We have continued to monitor availability of health care professionals and appointments, with the new computer system we have ensured that the relevant health care professional has selected appointment time slots to allow them to complete their work and if for instance with the Nurse Practitioner and GPS we have put in extra slots for emergency appointments if they need to be booked.

It was felt that access to the building overall was very easy. The comments we did receive were related to electric doors being installed to make it easier. This will be put on an action plan to be looked at further or other options to make it easier for patients.

UPDATE – Action taken – We have been carrying out reviews of the building and we have been getting prices and looking at ways in which this can be achieved. We have been analysing the costs and planning permission to see what can be achieved.

At times it is clear that there is a problem with parking at the surgery. We will put this on an action plan to be reviewed. This is also down to budgets and planning permission issues to offer more parking.

UPDATE – Action taken – We have been looking at the car parking issues and have been investigating with the planning office of possibility of us providing extra car parking.

Additional Action - The Practice notice board has been cleared and reevaluated in terms of contents and what we are displaying in the surgery. The reception team are checking the information weekly to ensure that it is all up to date and relevant.

Appendix B

The Patient Representative Group (PRG) was set up in 2011 to help us deliver the best possible service to our patients. Members of the group are registered at the surgery. The PRG played a big role in the patient survey, helping to decide the issues we might need to address and how we can respond to them.

If you would like to become a member of the PRG please ask at Reception or contact Marie Cattermole, marie.cattermole@nhs.net or Robert Smith, Chairman, on r.dave.smith@btinternet.com

We meet at the surgery and the dates of the meetings are put on the board.

Appendix D Patient Survey and results

Patient Survey January 2013 Responses from Church Hill Surgery Patients

No – the number of responses to that part of the question % = The equivalent percentage of the total No. of responses N.B. Not every question was answered

1. How do you rate the advice you are given by the dispensers at the practice?

	No	%
Very Poor	1	1.5
Poor	0	0
Fair	1	1.5
Good	8	13
Very Good	17	27
Excellent	30	47
Non Answers	6	10

2. Please rate your waiting time for collecting your medication, when you had an appointment?

	No	%
Very Poor	0	0
Poor	0	0
Fair	1	1.5
Good	7	11
Very Good	31	49
Excellent	21	33.5
Non Answers	3	5

3. Are your repeat drugs ready for collection after the 48 hour waiting time?

	No	%
Very Poor	2	3
Poor	2	3
Fair	3	5
Good	6	10
Very Good	19	30
Excellent	27	43
Non Answers	4	6

4. If you requested advice from the Dispensary Team, was the advice given appropriate?

	No	%
Yes	48	76
No	1	1.5
No Answers	14	22.5

5. As is happening at many surgeries at the moment, if we were to stop accepting telephone requests for medication, and introduced a system whereby we ask you to leave your repeat slip when you collected your medication, would this be a problem to you?

	No	%
Yes	28	44
No	24	38.5
No Answers	11	17.5

Written responses to some questions.

Question 1

How do you rate the advice you are given by the Dispensers at the Practice?

Never given any advice.

Question 3

Are your repeat drugs ready for collection after the 48 hour waiting time?

Mostly – sometimes difficult to get some.

Transported to Dickleburgh.

Question 4

If you requested advice from the Dispensary Team, was the advice given appropriate?

Never requested advice.

Never used.

Yes Always

Question 5

Currently use website for repeat prescriptions and it works fine.

Need more details to be able to say categorically.

Request on line currently.

Prefer to use the website system.

How about email or a monthly “direct debit” sort of arrangement.

Could be with things like Warfarin

General Comments

These questions do not address the problems we have.

Patient Survey – General Information

General Information

Practice population 4,270

Total number of surveys completed 63

Percentage of population who completed survey 1.47%

Breakdown of Patients who completed the survey

Number of surveys completed by Patients while at surgery 63

Appendix E Action Plan

Action plan in response to survey results for patients.

1. At Church Hill Surgery 47% of patients found the advice given by the dispensers was excellent. , 27% found this very good and 13% round this good. There was only 1.5% who found this very poor and 1.5% who found this fair. This is a good result though the Dispensary Team has commented that at a recent Practice Meeting that when patients wish to discuss their medication it is difficult at the hatchway in its current format. We are considering the following:-

Have a notice asking patients to respect other peoples' privacy and stand further back.

Possible re-arrangement of the dispensary area.

Possible use of waiting post as that in a post office.

A notice board to the side of dispensary where the queue is so that patients can ready notices while they wait.

Possibly use of the meeting room if it is available so that patients and staff members can discuss any problems confidentially,

2. The waiting rime for patients collection medication when they have had an appointment advised that 33.5% found the service excellent, 49% found this very good and 7% good. Only 1.5% found this poor.

Again if we made some considerations as above also to make the waiting time for patients more comfortable, and continue to look at ways to improve our service and ways of working.

3. Repeat drugs are usually available for patients after 48 hours. 43% found this service excellent, 30% found this very good, 10% found this good and 5% found this fair. 3% found this poor and 3% found this very poor.

Obviously the surgery are pleased with this result but would like more patients to rate this service as very good or excellent.

There is clearly some work to be done to improve this and we will analyse new smarter ways of working to engage this. We have been one staff member down in the dispensary for a while but have recruited another team member to help. This should hopefully relieve the workload.

4. Patients rated advice given by the dispensary team if they requested this as 76% found this appropriate 1.5% advised no and 22.5% did not answer this question.

The action we will look at will be to promote the knowledge and advice service of our dispensary. We will do this by putting notices on the website and in the surgery on the notice board and using our practice newsletter.

5. The last question was regarding the surgery not accepting telephone requests for medication and introducing a system of asking patients to leave their repeat slips when they collect their medication. 38.5% advised that this would not be a problem and 44% advised that yes this would.

If adopted this system would need to be promoted quite clearly to patients over a period of time. Some patients who did not complete this question, but commented that they use the website to order prescriptions.