

THE SURGERY

Dr Vijay Patel and Dr Lata Patel

9 Glanville Drive, Hornchurch RM11 3SZ



Patient Survey

July 2019

Introduction

This survey was devised with the intention to gauge the level of satisfaction with the services provided at The Surgery and to look for further areas for development and improvement. There have been changes this year to the Primary Care Networks and the way that local surgeries work together to decide which services they wish to provide to their patients and to discuss the best way to deliver care. We chose to look at the following two areas:

1. Extended Hours Appointments

The Primary Care Network have been discussing the way that GPs provide out of hours care, including extended hours appointments that are provided by GP surgeries, ie appointment times outside of their contracted 8.00am to 6.30pm hours. We wanted to review patient opinion and use of the existing extended hours service provided at The Surgery.

2. Carer / Carers' Support Group

Havering Carer's Hub provide support and advice to carers, but many people may not know about this service, or may not even realise that they are 'carers'. The Surgery has been looking into ways in which we can help support our patients and their families/friends and to identify 'hidden carers'. So we wanted to look at ways to develop the support system for carers.

Questionnaire Sample

Of those who answered 64% were females and 26% were males, with 10% not indicating their gender. This was reasonably representative of our practice population.

2% indicated that they were aged under 25 years, 36% were aged between 26-50 years, 38% were aged between 51-75 years and 18% of patients were aged over 75 years. The age profile of respondents matched the adult proportion of the practice population fairly well.

In terms of ethnicity, 74% of respondents described themselves as White British, 10% as Asian/British Asian, 4% Black/Black British and 12% as Other/Other White/blacks. These percentages are not dissimilar to figures recorded for the practice population.

This survey seems to represent our practice population fairly well, and targeting those who visit the surgery seemed appropriate for the stated purpose.

Key Results

Extended Hours Appointments

- 16% of patients had used an extended hours appointment to see either a GP or the Practice Nurse.
 - 100% of which agreed that The Surgery should continue to provide an extended hours service.
 - 84% of patients had not (or were not sure if they had) used an extended hours appointment.
 - 71% of which agreed that The Surgery should continue to provide an extended hours service.
- ❖ 76% of all patients asked agreed that The Surgery should continue to provide an Extended Hours service.**

Carer / Carers' Support Group

- 10% of patients indicated that they were a carer for a friend or relative.
 - 60% of which agreed that a Carers' Support Group at The Surgery would be a good idea.
 - 90% of patients indicated that they were not (or not sure if they were) a carer for a friend or relative.
 - 64% of which agreed that a Carers' Support Group at the Surgery would be a good idea.
- ❖ 64% of all patients asked agreed that a Carers' Support Group would be a good idea.**

Patients' Comments

The survey gave each respondent an opportunity to make free comments. 3 people took the opportunity to note their comments:

“Extended hours are obviously beneficial if the patient works full time, but I appreciate that the GP cannot cover these hours and additional cover may be necessary. If the need for additional cover impacts on the existing excellent service provided, then I wouldn't suggest extended hours. Dr Patel and his team are amazing, appointments such as emergency ones are offered without question, which is unheard of at other practices. Dr Patel is unique with his hands on service, and I hope this never changes.”

“With regard to extended hours at the surgery, I feel that unless a locum/part time GP could fill an extension of times for opening, it is not a good idea. I feel that given the excellent service that Dr Patel already provides to his patients, the wear and tear on him would be far too much. GP’s in general are under stress anyway, and extended hours would simply take up any leisure/time for study that a GP may have. There is always the NHS111 service which patients can use out of surgery hours.”

“My experience of this practice is that the quality of service and care from Dr V Patel is exceptional. A true family GP.”

Action Plan for Extended Hours and Carer’s Support Group

Extended Hours

According to the survey results, the majority (76%) of patients agreed that The Surgery should continue to deliver extended hours appointments with two early morning and two late evening sessions. No current changes are therefore planned and the practice will continue to provide this service for the patients.

Carer’s Support Group

The feedback from the survey regarding the Carer’s Support Group, showed 64% agreed that this was a good idea and should go ahead. This has resulted in negotiations with the Carer’s Support Hub in Romford, and a representative from the Hub will be coming to The Surgery on a monthly basis to contact our carers to discuss with them how they can provide support and help in their carer’s role. They will possibly also be able to provide talks at the practice for carers registered with us.

We are aware that a significant number of our registered patients who may be in good health and very rarely come to the surgery, along with those who are not able to travel to the surgery, are likely to have been under-represented. This survey should best be regarded as a survey of The Surgery users. This needs to be taken into account when reviewing the results.

Appendix 1

Below is a full list of responses to our questionnaire.

Q1. The Surgery's core hours are between 8.00am and 6.30pm. Have you ever used The Surgery's Extended Hours appointments to see either a GP or the Practice Nurse outside of our core hours, either early morning or late evening?	
Answer	Result
Yes	16%
No	78%
Not Sure	6%

Q2. Do you think we should continue to provide an Extended Hours service at The Surgery?	
Answer	Result
Yes	74%
No	4%
Not Sure	22%

Q3. Please indicate whether you are a carer for a friend or relative?	
Answer	Result
Yes	10%
No	84%
Not Sure	6%

Q4. The Surgery is always looking at ways to improve the support we offer to our patients. Do you feel it would be a good idea to form a Carers' Support Group at The Surgery?	
Answer	Result
Yes	64%
No	0%
Not Sure	32%