

## **Green Street Clinic Patient Survey Report – March 2012**

The Patient Participation Group (PPG) in conjunction with the practice undertook an anonymised patient survey between 30<sup>th</sup> January and 13<sup>th</sup> February 2012.

The full results of the survey will be published on the practice website at:

[www.greenstreetclinic.co.uk](http://www.greenstreetclinic.co.uk) The survey questions can be seen as Appendix 1 and A Summary of Survey Results as Appendix 2

- Members of the PPG attended the surgery over a number of days to assist with handing out and completion of surveys. It is felt that this generated a higher return of questionnaires and also raised the awareness of the PPG. A huge thanks to all those concerned.
- When PPG members were not available the questionnaires were handed out by receptionists. The survey was also available for online completion using the surgery website and was publicised via notices on repeat prescription slips, on waiting room notice boards and by a banner on the home page of the website.
- As well as raising the profile of the PPG other aims were to attract new members, including patients who would join our virtual PPG and encourage patients to register their email address to receive Newsletters.
- It was agreed that the survey would be kept reasonably brief and that it would focus on areas already raised from within the PPG with the intention of identifying work streams for the PPG over the next 6-9 months.
- 475 surveys were completed either in-house or online. This represents just under 100 for each whole time equivalent partner and a higher than expected return rate based on previous years surveys.
- Analysis of the survey was undertaken by the practice using the survey module of the practice website. This presents the results as a % pie chart with additional free text comments in relation to Question 15 viewed on a separate sheet.
- The analysis was circulated by email (and by post to those without email) to PPG members for review and comment ahead of the March meeting.
- Following this the March PPG meeting was used to agree the joint objectives for the next several months. The agreed areas will be discussed and implemented jointly with the Patient Participation Group and the Practice.
- The following action plan was agreed:

## Patient Survey Action Plan

Topic	Action	By whom	What needs to be done & When?
Patient Newsletter	Produce Newsletter	PPG with Practice. Chairman to be Editor for editions 1 & 2	There was support for the production of a Newsletter. First issue to be published by Easter. Topics to be included: <ul style="list-style-type: none"> <li>- the Website (including repeat prescriptions)</li> <li>- the PPG</li> <li>- results and action points from the Survey</li> <li>- a 'potted history' of the practice</li> <li>- details of the out of hours service (making the most appropriate choice for treatment)</li> </ul>
Extended hours/Access	Develop proposals to revise current Extended hours pattern, and to evaluate current access to GPs/Nurses	Practice to propose for discussion with PPG	A move to weekday longer hours was supported by the survey results, although it could be argued that the current system could be better publicised for a further period. A helpful explanation of the extended hour's service was provided (in particular in relation to Saturday morning surgeries) and it was agreed that the way forward was a discussion within the practice. Practice to report back to the April meeting.
Repeat prescriptions via Practice website	Publicise this facility	Practice with PPG assistance with e.g. notice boards, fliers	It was agreed that more publicity was needed for this service (to be included in the first Newsletter). Advertising could also be incorporated during a re-vamp of practice notice boards
Appointments System/Booking Appointments via Internet	Current system to be evaluated in light of comments raised under Q15, with feasibility of internet appointments	Practice with PPG help	Unfortunately there was insufficient detail in the comments made to ascertain the exact problem(s), and make changes.  It is possible a further survey relating specifically to appointments is needed.  Practice to provide details at May meeting of: <ul style="list-style-type: none"> <li>- Number of Did Not Attends (DNA's)</li> <li>- Number of patients who did not get their first choice of appointment</li> <li>- Any complaints regarding these areas</li> <li>- Internet booking</li> </ul>

Topic	Action	By whom	What needs to be done & When?
Additional Services	Produce schedule of what services are currently available in house, or within cluster	Practice, for discussion with PPG	Practice to produce a schedule of every service currently available together with the available resources before any further decision can be made. To be provided at the April meeting. Then: <ul style="list-style-type: none"> <li>- Determine what resources are available to provide additional services (space, budget)</li> <li>- In light of what's feasible survey patients with options</li> </ul>
Self check in system	To be put in working order and maintained	Practice	Practice to report back to PPG in May in light of available resources
Waiting rooms	Survey to be undertaken in light of comments and reported to Practice	PPG	2 x PPG members to collate the comments on waiting rooms and report back by 1 <sup>st</sup> May
Other items/Misc	Small group to be established to review and report back to Practice/PPG	PPG	2 x PPG members to review miscellaneous comments and report back to group at April meeting
Report to Patients on actions from survey	Special Edition of newsletter	PPG	A summary of Actions to be listed in a Special Edition Newsletter when all groundwork is complete.

## Requests made by patients as a result of the survey

You said – Why can't I make an automated appointment for the nurse

***We replied – The nurses offer lots of services which need varying lengths of time of between 10 and 30 minutes. The wrong appointment length being booked would mean insufficient time available to carry out the procedure or the possibility that time would be wasted.***

You said – Why when using the automated system can I not be transferred to another doctor if my own is not in that day

***We replied – The practice offers automated booking as an additional way of making appointments. We would always encourage patients to wait for the return of their own GP if their need is routine. Patients of absent GPs who need to seen will be directed to the GP who has the most available appointments when the surgery telephone lines open at 8.30 am.***

You said - Why can't appointments be booked in advance, but not 8.30? For instance patients may require an appointment tomorrow (only 18 hours away) but only advanced booking is 8.30, quite often in 2 weeks time, or patient has to phone on the day and accept what's given so has little choice/no control over times

***We replied – About 1/3<sup>d</sup> of appointments are available to book up to 3 weeks in advance. The times of the advance appointments are between 8.30am and 9am, 2 further appointments mid morning and 4 appointments during each afternoon surgery with every doctor. We are reluctant to provide more advance bookings as the number of Do Not Attends (DNA's) always goes up when we do. We will review the booking system to see if we can devise a way of offering 48 hr appointment slots.***

You said - Automated system is a pain to use sometimes - not always easy to track back on your options

***We replied – We will contact the provider of the service to see if an additional option can be put in to offer 'To return to main menu, Press ?'***

You said - Maybe quicker turnover for prescriptions (24hrs instead of 48hrs)?

***We replied – 48 hours is the quickest turnaround time for safe prescribing. We have just over 10,200 patients and about half of that number have repeat medicines. The doctors are responsible for every prescription they sign and it is important they have sufficient time to review your record and check your medication is correct***

You said - Not happy with the expensive phone service

***We replied – We returned to a geographical number in July 2011. The surgery can be contacted by ringing 01323 736664 – this number has been widely publicised at reception and in all waiting rooms***

You said - Text alert service for prescriptions being ready please

***We replied – Whilst this may seem possible with today's technology the practicalities are more complex. Prescriptions are manually printed, signed, checked, sorted and filed – we simply don't have the resources to add to this service further***

You said - Rarely see my own GP if emergency appointment

***We replied – Emergency appointments are offered for acute problems where a patient's need is urgent. In these cases it is more important you are seen, than who you are seen by. No GPs are available all the time and the role of Duty Doctor is shared by all Partners across the week.***

You said - The wording of appointment requests following a scan/MRI or X-Ray to avoid making the recipient feel anxious

***We replied – We have reviewed the wording of our letters which request patients to make a routine appointment to discuss reports received from the hospital. In 95% of cases there is no urgency attached to the request. We would not want to worry patient unduly and only send letters when patients have not called the surgery for their own results, our preference being to attempt to make contact by telephone first.***

You said - NO piped music!! (or very low relaxing music)

***We replied – This is required for patient privacy and is in place to reduce the chance of patient's consultations being overheard from the waiting rooms.***

You said - Booking appointments in advance with receptionist would be helpful.

***We replied – Our receptionists are able to offer the same number of advance bookings as the automated service. Patients are able to book via either pathway with the same result.***

You said - Later appointments for those that work

***We replied – All GPs (except Dr Daggett) provide later appointment sessions until 7.30pm 1 night per week on a rotational basis.***

You said - Make waiting rooms more child friendly

***We replied – Unfortunately we were required to remove all toys and books during the pandemic which have not been replaced. We will now look at providing washable toys and books in all waiting rooms.***

You said - TV monitor in waiting rooms for info and kids cartoons, also more magazines (not just women's ones) and newspapers

***We replied – We are currently looking into the provision of silent information screens in waiting rooms. Due to some patients feeling very poorly when they attend the surgery we will not be providing cartoons. As well as women's magazines we also have a variety of motoring, photography, diving and gardening magazines. We rely on patients donating their magazines when they have finished reading them.***



9. Are you aware that you can order repeat prescriptions via the Practice website

[www.greenstreetclinic.co.uk](http://www.greenstreetclinic.co.uk) ?

**YES**

**NO**

10. Are you aware that you can book appointments in advance via the automated system or through a Receptionist?

**YES**

**NO**

11. Would you like to be able to book appointments via the internet?

**YES**

**NO**

12. How do you rate the way you are treated by the receptionists?

**POOR**

**SATISFACTORY**

**GOOD**

**EXCELLENT**

13. How do you rate your success in booking an appointment with your Doctor of choice?

**POOR**

**SATISFACTORY**

**GOOD**

**EXCELLENT**

14. Did you know it is possible to book appointments in advance as well as on the day?

**YES**

**NO**

15. Which elements of the Surgery would you like the PPG to consider? Please bear in mind we are concerned with Green Street Surgery, and not, for example A&E.

(For example, other PPGs have looked at Waiting rooms, signs, notice boards, access to GPs and Nurses, additional services in the Practice)


16. The aim of the PPG is to be representative of the whole patient population including all age groups and backgrounds. We appreciate not everyone will have the time to attend meetings but we are keen to develop a Virtual Group whose members could offer constructive opinions on aspects of the PPGs work.

Would you be interested in becoming a Virtual Member?

**YES**

**NO**

If you would like to leave your email address to receive our next Newsletter, would like more information about the Patient Participation Group or would like to become a Virtual Member please complete the attached sheet and leave at Reception.

Many thanks for your help in completing this survey.

**Green Street Clinic Patient Participation Group**

**(When completed please detach this sheet from the survey so that your survey responses remain anonymous)**

I am interested in becoming a Virtual Member of the PPG                      **Yes**                      **No**

I am interested in attending a PPG meeting    **Yes**                      **No**

I would like to be sent a copy of the practice newsletter by email                      **Yes**                      **No**

Name.....DOB.....

Email address.....

If you do not wish to receive information from the Practice, please do not give your email address.  
Please note that no personal or medical information will be sent by email.

More information on the PPG is available on the Practice website [www.greenstreetclinic.co.uk](http://www.greenstreetclinic.co.uk) or on the PPG information area to the left of reception.

Thank you



## **Appendix 2 – Summary of Patient Survey**

Questions 1, 2 & 3 relate to Age, Sex and Ethnicity

Q4 – Are you aware of the recently formed PPG and what its functions are?

Answer -Only 27% were aware. The survey has no doubt raised the profile of the PPG and our aim is to increase this over the next 12 months.

Q5 – Would you be interested in receiving a copy of our newsletter?

A -59% of patients would be interested in a Newsletter and many provided an email address. We would like to stress we will also have copies of the Newsletter in the practice and patients do not need an email account to receive a copy.

**Item included in Action Plan.**

Q6 – Have you used the practices Extended Hours service?

A - 53% of patients have not used the service. This service has been running for a number of years and is advertised in all waiting rooms, on the practice website, in reception and on the front door.

Q7 – Is seeing your GP of choice more important than convenience of appointment day/time?

A - 59% of patients said yes. We asked this question to see if it had any bearing on extended hours. Not all GPs offer extended hours each week and we wondered if patients prefer to wait to see their own GP.

Q8 – Would you support moving extended opening on Saturday mornings to earlier opening on weekday mornings?

A – 63% said yes. We are pleased to have some patient support for this. This topic will be reviewed further with the aim of accommodating both patient and practice preferences.

**Item included in Action Plan.**

Q9 – Are you aware that you can order repeat prescriptions via the practice website?

A – The response to this was roughly a 50 / 50 split. We will aim to publicise this more within the practice and The Newsletter. **Item included in Action Plan.**

Q10 – Are you aware that you can book appointments in advance via the automated system or through a receptionist?

A – 85% replied yes although the automated service and the appointment system did come in for a fairly high degree of criticism. The practice is working with the PPG to address some of the issues raised and resolve them where possible.

**Item included in Action Plan.**

Q11 – Would you like to be able to book appointments via the internet?

A – Although 57% of patients answered yes to this question, 11% did not answer which makes it difficult to decide if this would be a cost effective exercise for the practice. We aim to address this further when reviewing the appointment system.

Q12 – How do you rate the way you are treated by the receptionists?

A – The practice was very pleased to see 73% of patients responded good or excellent. The reception team work very hard, often in difficult situations and so it was encouraging to see their efforts recognised.

Q13 – How do you rate your success in booking an appointment with your doctor of choice?

A – 82% of patients responded either satisfactory/good/excellent

Q14 – Did you know it was possible to book appointments in advance as well as on the day?

A – 83% replied yes

Q15 – Which elements of the surgery would you like the PPG to consider? Please bear in mind we are concerned with Green Street Surgery, and not, for example A & E

A – We had over 100 free text comments to this question which are available to view online with the main survey report. For ease of dealing with some of the issues raised we grouped like minded comments together under the headings; **Access, Appointments, Additional Services, Automated Service, Self Check-in, Waiting Rooms**, Misc and Congratulations. **Items underlined included in Action Plan.**

We would like to resolve as many areas as possible but accept we will not always be able to do this to everyone's satisfaction. We have addressed some areas within this report and would hope to address others over the coming months.

Q16 - The aim of the PPG is to be representative of the whole patient population including all age groups and backgrounds. We appreciate not everyone will have the time to attend meetings but we are keen to develop a Virtual Group whose members could offer constructive opinions on aspects of the PPGs work. Would you be interested in becoming a Virtual Member?

A – 16% of patients who completed the survey indicated they may be interested in joining our Virtual Group. These patients have now been contacted and we hope to meet up in April to get the group going.

Please note: A 7 page survey report is available from the surgery for patients without internet access. We would ask all patients to consider the environment before taking a copy away with them. In-house copies are also available to read on the premises and leave behind for others to read – Thank you.

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We have endeavoured to encourage interest from the whole practice population and on the next page you will find a members profile.

## **Green Street Clinic Patient Participation Group (PPG) – Members Profile**

The aim of the PPG is to be representative of the whole practice population. To that end the group has sought to encourage membership in as many ways as possible including:

- Advertising in all practice waiting areas, reception and via the PPG notice board
- Adding information on repeat prescription order forms periodically to draw attention to the group from August 2011
- Holding information events with practice staff in the Autumn to promote the work of the PPG
- Adding a 'banner' to the practice website to support the work of the PPG
- Talking to patients in the waiting room especially those in the younger 18-25 age range.
- Developing a 'Virtual Focus Group' with the aim of encouraging those that cannot attend meetings to contribute via an email discussion group.

<b>PPG Profile - <u>Gender</u></b>		<b>Practice Profile - <u>Gender</u></b>	
Male 47%	Female 53%	Male 51%	Female 49%
<u>Age Range - %</u>		<u>Age Range - %</u>	
18 – 24	0	18 – 24	5
25 – 34	0	25 – 34	8
35 – 44	17.5	35 – 44	13
45 – 54	6	45 – 54	15
55 – 64	23.5	55 – 64	13
65 – 74	35	65 – 74	11
75 – 84	12	75 – 84	8
85 & over	6	85 & over	4
<u>Ethnicity - %</u>		<u>Ethnicity - %</u>	
White British 88%	Other White 12%	White British 87%	Other White 7.5%
Indian	African	Indian 0.78%	African 0.74%
Chinese	Irish	Chinese 0.37%	Irish 0.90%
Caribbean	Bangladeshi	Caribbean 0.76%	Bangladeshi 0.45%
Pakistani	Other	Pakistani 0.20%	Other 0.41%

## **Stage 1: Development of the Patient Reference Group**

Invitations for patient representatives continue to be made via the practice website, surgery waiting room notice board advertisements and on prescription notices.

The practice has a dedicated Notice Board which displays all activity that the PPG are involved in.

The practice has been collating email addresses in an attempt to attract younger patients, working towards the establishment of a virtual PPG that would better suit younger working patients.

We did not deem it unsatisfactory that the PPG's ethnic make- up was solely White, as our proportion of ethnic minority patients is very low.

Green Street are keen advocates of equality rights but felt it inappropriate to directly target patients from specific ethnic groups as we felt this could be deemed racially discriminative.

Members of the PPG were invited to put themselves forward for the position of Chairperson and following a democratic voting process both a Chair and Vice Chair were appointed.

The group agreed and defined its own Terms of Reference (ToR) and these can be seen along with Minutes of all PPG meetings on the PPG section of the practice website.

## **Stage 2: Agreeing Areas of Priority with the PRG**

An initial meeting was held with members of the PPG together with a GP and Practice Manager. Initial discussions centred on areas the PPG wanted to know more about along with what services are currently available. As a first step the group agreed some simple work streams that would allow us to work towards identifying main themes that would be the focus of key priorities around services provided at Green Street.

Over the next several meetings these work streams were reported back and discussed further between the PPG and the practice until agreement was reached on priorities.

### **Stage 3: Collation of patient views through the use of the PRG survey**

### **Stage 4: Opportunity to discuss the survey findings with the PRG**

The survey was advertised on the practice web page and handed out to patients from the reception area by members of the PPG.

The survey was distributed over a period of two weeks in both the morning and afternoon surgeries. The survey consisted of questions about various core surgery practices, such as accessibility (opening times and appointment availability), appointments (advance booking and automated service), The PPG (knowledge of), the practice website (prescriptions), extended hours (use & satisfaction), reception staff (satisfaction) and the building itself (waiting rooms etc). Demographic data was also collected.

Data was analysed by the practice and circulated to the PPG by email (and by post where email was unavailable) for consideration and comment ahead of the March meeting.

### **Stage 5: Agreeing action plan with the PRG and seeking PRG agreement to implement changes**

Following the circulation of the analysis the PPG Chair circulated a draft action plan drawn up from the results of the survey. There were several areas identified for possible improvement and these were discussed in greater detail at the March meeting.

Some areas will require further investigation; these have been assigned to nominated PPG or Practice members with an agreed action date.

There were no issues that could not be addressed with the PPG.

A discussion with the PCT may be required regarding contractual considerations in relation to a change of extended hours following further discussion between the practice and the PPG.

### **Stage 6: Publication of Actions Taken**

This report will be e-mailed (or posted if no e-mail access) to the members of the PPG. It will also be displayed in the practice waiting rooms and will be available via the practice website.

## **Opening Hours**

### **Core**

Monday	08h30 – 18h30	Closed 12h30 – 01h00
Tuesday	08h30 – 18h30	Closed 12h30 – 01h00
Wednesday	08h30 – 18h30	Closed 12h30 – 01h00
Thursday	08h30 – 13h00	Closed 12h30 – 01h00
Friday	08h30 – 18h30	Closed 12h30 – 01h00

Patients can access our health care services during core hours by making an appointment to see a doctor or a nurse. This can be done via the telephone (by speaking to a receptionist or by use of the automated telephone service) or in person at reception.

### **Extended**

Either:	
Tuesday, Wednesday or Thursday evenings on rotation	18h30 – 19h40
Saturday mornings	07h30 – 09h20

Patients can access our health care services during extended hours by making an appointment to see a doctor or a nurse during our Core Hours. Please note there is no telephone cover during Extended Hours. These are for routine pre-booked appointments only and are not intended as 'walk-in' or emergency sessions - only patients who have pre-booked their appointments will be seen. We offer these extended hours to improve access for working patients and would kindly ask that if you are able to attend in Core Hours you do so.