

Atherley House Surgery



Survey Report

December 2019

Practice Profile:

Following the results of our last patient survey being published December 2017 our patient numbers are now 5,385 of which:

- ✓ 17.5% are under the age of 16 years
- ✓ 73% are aged between 17 and 64 years
- ✓ 9.5% are aged over 65 years of age.
- ✓ 50.5% of those patients are male and 49.5% are female.

We have a mixed demographic make-up of patients with varying needs and expectations. Our aim is to provide the best possible healthcare through the services available to us.

Patient Participation Group Profile:

We have 20 members on our Patient Participation Group of which:

- ✓ There are no under 16s,
- ✓ 44% are between the ages of 17 and 64 years
- ✓ 56% are over the age of 65 years.
- ✓ 50% of those patients are male and 50% are female.

How we target additional patients:

We advertise on our website, notice boards, television PowerPoint, in newsletters and on a social media website for new members to join our group. An item in our new patient questionnaire asks if interested patients would like to join. If you feel you would like to contribute and join this group, please visit <http://www.atherleyhousesurgery.nhs.uk/ppg.aspx> and download an application form or call into registration and ask for a form.

Preparation of Survey:

A survey was prepared (Appendix A) asking 12 questions surrounding access to the practice and care received.

Collating results:

The survey was emailed out to all PPG members, posted on the website, advertised on our PowerPoint screen and handed out in reception to visiting patients. This was made available for a period of 4 weeks and responses collated. 67 surveys were handed in, either to reception or via email and of those 6 were from PPG members (9%)

Analysis of results and outcome:

The results were analysed and an email dated 2nd December was composed for patients on the PPG for their consideration and comments. Two responses were received back. The Practice Manager took the results/responses to a GP Partner's meeting on Monday 9th December for discussions. It was felt that overall the results were very positive but thought was given to how we could improve, considering the responses we did get. Please see comments after each question response below as to any outcomes from our discussions.

Opening Hours/Access to surgery during core hours:

The surgery is accessible from 8.00am each morning for emergencies (via answer phone message) or from 8.30am for routine enquiries. We have appointments ranging from 8.30am through to 1.00pm depending on which doctor is consulting. We are closed from 1.00-2.00pm. Surgery reopens at 2.00pm and appointments then range from 3.00pm through to 6.00pm depending on which doctor is consulting. The surgery doors close at 6.30pm.

When we are closed:

If you would like advice or need to be seen by a doctor or nurse when we are not open you can:

- Call 111 for medical advice
- Ask the receptionists about the possibility of an appointment at one of our Hubs (we are part of Southampton Primary Care Limited – a federation of Southampton GPs and as such can offer our patients appointments from 8.00am – 8.00pm seven days per week). The receptionists would need to ask you a few questions to identify the reason for your appointment to enable the correct triage and could then telephone requesting an appointment for you to be seen at a hub locally.
- Speak to a pharmacist as to advice on common illnesses such as coughs, colds, ear-aches, stomach upsets etc.
- Visit the Urgent Treatment Centre at The Fanshawe Wing, Royal South Hants Hospital. Southampton for minor ailments and injuries.
- If you need a doctor out of hours (after 6.30pm in the evening and before 8.00am in the morning, weekends or bank holidays) then please ring 111 which is free to call from mobile and landline telephones
- In an emergency go to the A&E Department at the Southampton General Hospital (or ring 999).

Summary of survey Results:

Question 1: When did you last see a doctor at the surgery?

55% responded in the past month
18% responded in the past three months
27% responded more than three months ago

Comments: Over half of those surveyed were seen within the last four weeks. These results were more than likely because the majority of patients responded in person whilst visiting the surgery for an appointment with a doctor or nurse. Only around 10% of responses were sent in via the survey on the website or from the Patient Participation Group.

Question 2: How do you normally book your appointments to see a doctor or nurse at the surgery?

21% responded in person
57% responded by telephone
22% responded online

Comments: Over half of those booking appointments did so by telephone. We are trying to encourage patients to book appointments online as this frees up the telephone system for those who do not have access to a computer or for those ringing for other reasons. We currently offer 25% of all appointments online (both GPs and nurses) and will be increasing this figure in the near future. If you do not yet have online access then please do present at surgery with photographic ID and enrol for this invaluable service. Not only can you book and cancel appointments but you can also order repeat medication and view coded entries in your medical record, including vaccinations and test results. Also available is the new NHS App which can be accessed via your apps store on your mobile telephone. For more information please visit <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Question 3: In the past six months how easy have you found the following?

	Haven't tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	12%	22%	55.5%	7.5%	3%	0%
Speaking to a doctor on the phone	25%	28%	16.5%	4.5%	0%	18%
Speaking to a nurse on the phone	33%	22%	18%	4.5%	0%	22.5%
Obtaining test results by phone	39%	24%	10%	4.5%	0%	22.5%

Comments: From those who had tried, 77.5% of patients found it very or fairly easy to get through on the telephone with 10.5% finding it not very or not at all easy. As mentioned in question 2 above, if more people were to use online services this may improve those results somewhat.

44.5% of those who had tried found it very or fairly easy to talk to a doctor on the telephone. We do have a number of telephone appointments available with a GP each day and they are very popular. In the same way as we can only have so many appointments with each GP available each day, we can only have a certain amount of telephone slots. We also offer the E-Consult service which will be detailed later in these results which many patients are now finding extremely useful to get answers to questions without the need to telephone in, thus avoiding queues. We do constantly review the demand upon our services and are trying to be proactive in a variety of ways to meet expectations.

40% of those who had tried, find it very or fairly easy to talk to a nurse on the telephone. There was only a small minority who stated that it was not very or not at all easy. Again, E-Consult could be used to ask questions of the clinicians at the surgery and patients get a response by 6.30pm the next working day.

34% of those who had tried found it very or fairly easy to obtain test results by phoning in. The majority of patients asked responded that they either hadn't tried or did not know how easy it was. The GPs are now happy to text results to patients if you give your consent to this service. When having tests please do let the phlebotomist, nurse or GP know if you are happy to receive texted results. These results via text would just say the result was normal, satisfactory, should be repeated or that you need an appointment to discuss. They are standard text messages and do not divulge personal information. We are hoping this service will again free up telephones for other matters and make it easier for patients to obtain their results.

Question 4: In the past six months, have you tried to book ahead for an appointment with a doctor?

61% responded yes
36% responded no
1.5% could not remember
1.5% left the answer blank

Comments: A majority of those responding had tried to book ahead.

Question 5: Last time you tried, were you able to get an appointment with a doctor more than 2 weekdays in advance?

55.5% responded yes
25% responded no
16.5% could not remember
3% left the answer blank

Comments: Following feedback from our PPG it was pointed out that these two questions could have been better worded. There should have been a yes, no, not applicable option. We will bear this in mind for future surveys. Question 5 should have said "within the last six months, if you did try to book in advance, were you able to get an appointment with a doctor more than 2 weekdays in advance". We do have appointments available to book up to 4 weeks in advance and 25% of those are available to book online. We do appreciate they get booked up quickly which is why we have to hold back 75% to release on a day by day basis as either urgent on the day appointments

or for the next day. Each morning we open a few online appointments for the following day. We hope this will save telephone calls to reception first thing, thus lessening the queue for others.

Question 6: In general, how satisfied are you with the care you get at the surgery?

Very satisfied	76%
Fairly satisfied	21%
Neither satisfied or dissatisfied	1.5%
Quite dissatisfied	0%
Very dissatisfied	1.5%
Left blank	3%

Comments: In total 97% of patients who responded were either very or fairly satisfied with the care that they receive at the practice which we are extremely pleased with. We do try and provide the best care we can and believe we often go above and beyond to help patients with their queries. We do encourage any complaints and will answer these fairly. Occasionally patient expectations can be quite demanding and we are therefore not always successful in pleasing everyone.

Question 7: Would you recommend the surgery to someone who has just moved to your local area?

Yes	86.5%
Might	9%
Not sure	3%
Probably not	1.5%
Definitely not	0%
Don't know	0%

Comments: In total 95.5% of those asked said they would or might recommend us. We find this very encouraging and do strive to provide a good service. Again, any complaints will be looked into.

Question 8: How would you rate the care you receive?

Excellent	61%
Very good	30%
Good	6%
Fair	3%
Poor	0%

Comments: In total 97% of patients who responded stated the care they receive is either excellent, very good or good. 3% thought it was fair and no-one reported it was poor. Again this is very encouraging and what we would hope to find.

Question 9: How do you find the treatment you receive from the reception team?

Excellent	53.5%
Very good	33%
Good	6%
Fair	4.5%
Poor	3%

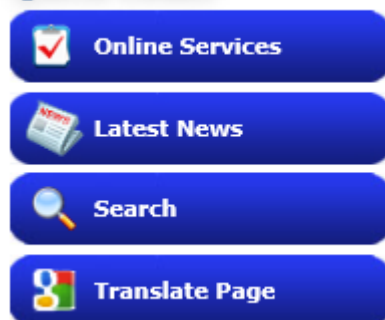
Comments: In total 92.5% of patients who responded stated the treatment they receive from our reception team was excellent, very good or good. 7.5% stated it was fair to poor. These answers have been shared with the reception team. Their role is extremely demanding necessitating a high degree of multi-tasking at a very quick pace. They try their best to deal with every patient fairly and by the protocols set by the practice. They are navigators to other services when necessary – not all problems need to be dealt with by General Practice and could easily and quickly be dealt with by other services such as online self-help guides from www.nhs.uk, pharmacists, the Urgent Treatment Centre or by completing an E-Consult (further information on this later in this report). We only have a set number of appointments per day we can offer, Please do understand that if a receptionist is not as cheerful as they usually are it is nothing personal but pressures of the job. They all undertake this role as they genuinely like helping people.

Question 10: Which of the following do you use to find out information about the practice?

Website	41.5%
Telephone	23%
Newsletter	18%
Email	5%
Noticeboard	11.5%
Left blank	9.5%

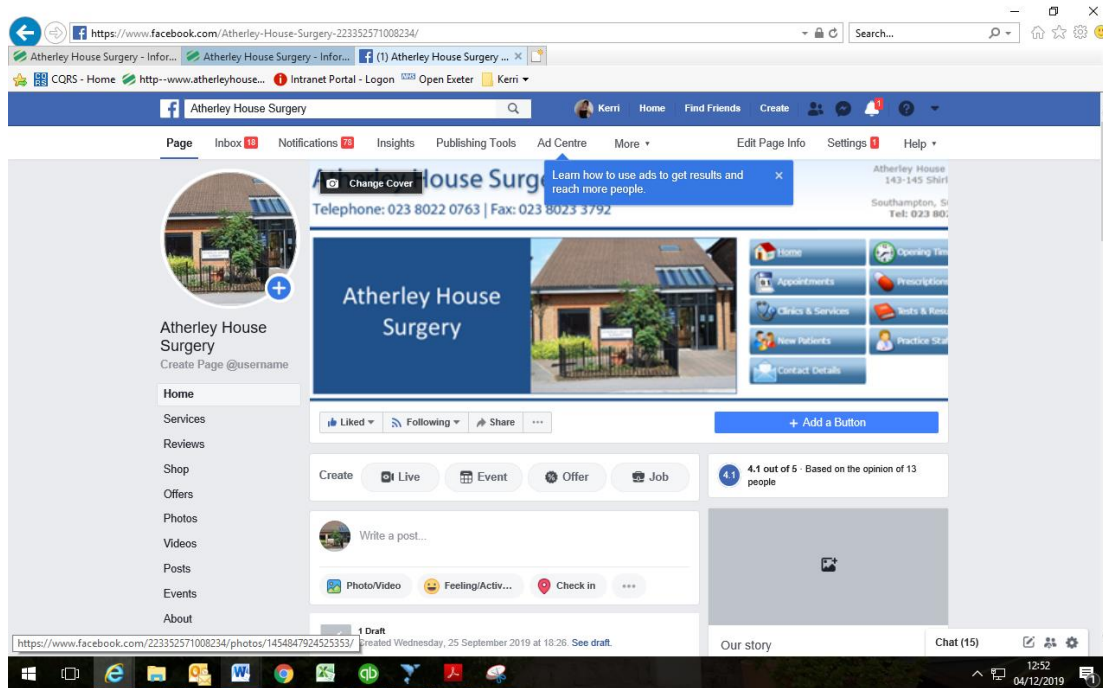
Comments: The majority of those who answered state they get their information from our website. We update this regularly and would encourage patients to use this service www.atherleyhousesurgery.nhs.uk. Newsletters get published every quarter for which the feedback has been positive. We do try and make this as informative as possible with the latest news, schedules for GPs, health tips etc. These can also be found on the website. Did you know that if you do not speak English as your first language, the website can be translated into many others by using the 'translate page' on our website under quick links (see screenshot below):

Quick Links



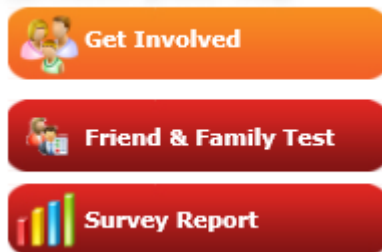
You will note that there is also a search button in case that assists with what it is you are seeking to find out.

Did you know that we also have a Facebook page? There is a link to this on the website. Although not updated daily there are often some useful snippets on this. Click like and you will automatically get any updates to your own Facebook page. (see next page for a screenshot)



If patients have any ideas for what they may like to see on the website or indeed Facebook we do welcome your input. Equally please do feel free to join our virtual Patient Participation Group (done solely over email) – details of how to join are in the surgery or on our website under the 'Have your say' 'Get involved' tab:-

Have your say



Question 11: Did you know that you can book an appointment with a GP online?

68.5% responded yes
28.5% responded no
3% left this question blank

Comments: To those patients who did not know, we do offer online services to make and cancel appointments online. If you are not currently signed up to this service then please call at the practice with photographic ID and complete a simple form to enable the staff to give you a username and password to start using it. Once signed up you can book, cancel, order medication, look at your summary care record and (if requesting detailed coded records access) see test

results, vaccinations etc. You could then download the NHS App from your apps store on your mobile phone to have this readily available on your mobile devices.

Question 12: Did you know that you can use E-Consult (via our website) to contact your GP?

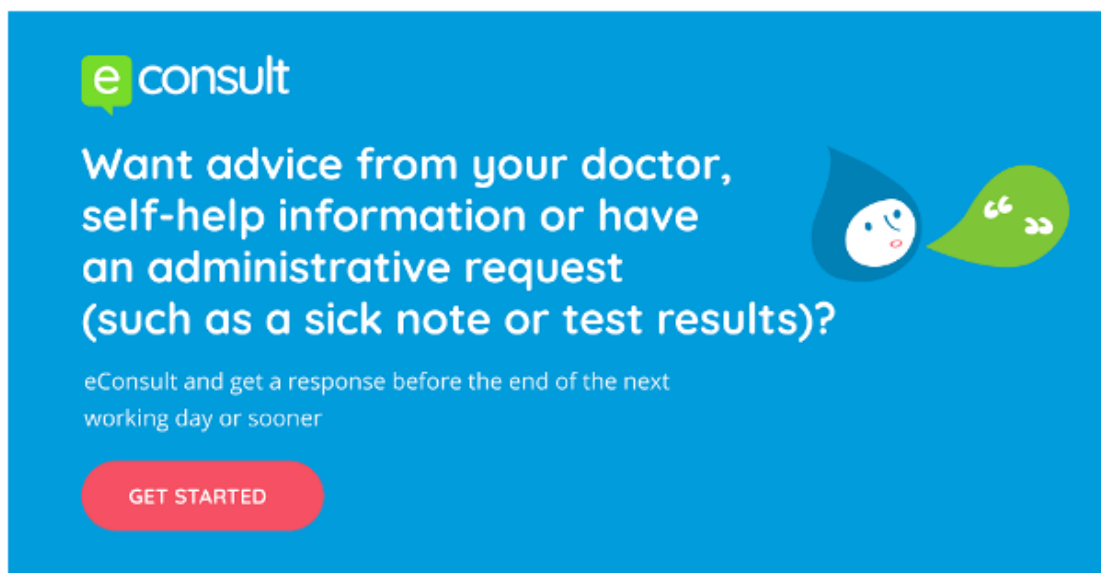
48% responded yes
52% responded no

Comments: It would appear that the message is getting out there that we do provide an E-Consult service for our patients. The ability to do so is available to all patients. Once on our website www.atherleyhousesurgery.nhs.uk there is a banner on the front page (you cannot miss it).

 [Visit us on Facebook](#)

Welcome to Atherley House Surgery

With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as [opening hours](#) and [how to register](#), you'll find a wealth of useful pages covering a wide range of health issues along with links to other relevant services.



Click on this and follow the questions to get in touch with us. Patients are beginning to use this more and more; mostly for sick certificates, medication queries (not repeat prescriptions please), quick questions for the doctor or admin team, advice etc. Once we receive your E-Consult, which comes in via our generic email address, we have until 6.30pm the next working day to respond to you. This will either be a call back to state something is ready to collect or with advice. You can specify a particular doctor to respond but this is only possible if that GP is in the surgery within that time scale. This would be our preferred method of you contacting the practice for any administrative queries as not only does it free up the telephones but it stops unnecessary appointments with the doctors leaving them available to those with greater needs. This would make getting an appointment easier should you need one yourself.

Demographics:

Male	37.5%
Female	61%
Non-binary	1.5%

Note - In our survey we added "are you male or female?". It has been pointed out this should have been worded more appropriately considering the LGBTQ+ community. We apologise if we inadvertently caused any upset by this wording and will take this into account for our next survey.

Age range	Percentage
under 18s	1.5%
18-24s	7.5%
25-34s	19.5%
35-44s	19.5%
45-54s	18%
55-64s	13%
65-74s	18%
75-84s	3%
over 85s	0%

Conclusion:

Overall we feel this survey has been very positive. We have had a good insight into how well those who responded consider our services to be. As a result we are hoping to promote the message regarding online services and E-Consults which may help in the future with freeing up some appointments for those more in need. This also serves well in freeing up the telephones thus leaving the wider team more time to help respond to E-Consult queries.

We appreciate that at times obtaining appointments to suit the needs of all our patients is problematic but strongly feel this is the same for all surgeries currently. Demand far outweighs what we can offer but we do our utmost to address this by offering various services to assist where we can. Please continue to support us and do let us know how you feel we may improve.

We would like to thank all those who participated in this survey.



PATIENT SURVEY

This questionnaire is about the surgery, staff and its organisation. We would very much appreciate you spending a couple of minutes to complete this survey to enable us to gain your views on services/care offered here. Please tell us what you think. Your replies are completely anonymous.

1. When did you last see a doctor at the surgery?

- In the past month
- In the past three months
- More than three months ago

2. How do you normally book your appointments to see a doctor or nurse at the surgery?

- In person
- By phone
- Online (if you do not have online services and would like to register please speak to reception)

3. In the past six months how easy have you found the following?

	Haven't tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtaining test results by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. In the past six months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than two weekdays in advance

- Yes
- No
- Can't remember

5. Last time you tried, were you able to get an appointment with a doctor more than 2 weekdays in advance?

- Yes
- No
- Can't remember

6. In general, how satisfied are you with the care you get at the surgery?

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied or dissatisfied	<input type="checkbox"/>
Quite dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

7. Would you recommend the surgery to someone who has just moved to your local area?

Yes	<input type="checkbox"/>
Might	<input type="checkbox"/>
Not sure	<input type="checkbox"/>
Probably not	<input type="checkbox"/>
Definitely not	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

8. How would you rate the care you receive?

Excellent	<input type="checkbox"/>
Very good	<input type="checkbox"/>
Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Poor	<input type="checkbox"/>

9. How do you find the treatment you receive from the reception team?

Excellent	<input type="checkbox"/>
Very good	<input type="checkbox"/>
Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Poor	<input type="checkbox"/>

10. Which of the following do you use to find out information about the practice?

Website	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>
Email	<input type="checkbox"/>
Noticeboard	<input type="checkbox"/>

11. Did you know that you can book an appointment with a GP online?

- Yes
- No

**12. Did you know that you can use E-Consult (via our website) to contact your GP?
(any patient can go to www.atherleyhousesurgery.nhs.uk and complete a few questions to seek advice, sick notes or admin)**

- Yes
- No

Are you male or female?

- Male
- Female

How old are you?

Under 18	<input type="checkbox"/>	55-64	<input type="checkbox"/>
18-24	<input type="checkbox"/>	65-74	<input type="checkbox"/>
25-34	<input type="checkbox"/>	75-84	<input type="checkbox"/>
35-44	<input type="checkbox"/>	85 or over	<input type="checkbox"/>
45-54	<input type="checkbox"/>		

Thank you for taking the time to complete this survey.

Please email back to us at soccg.atherleyhousesurgery@nhs.net or hand it in to reception.