

## Albrighton Medical Practice – Annual Patient Survey – 2013

Albrighton Patient Group (APG) committee is always looking to recruit new members.

A subcommittee of APG discussed and designed the content of the survey, they reviewed the structure of last year's survey and removed and added questions they felt to be relevant. APG and the reception staff handed out questionnaires to patients who presented to the surgery for an appointment. In addition, patients were able to complete the survey on line. All questionnaires were anonymous.

At the meeting on Tuesday 25<sup>th</sup> March 2014, the members present approved the following report and action plan and agreed for it to be published onto the Practice website.

We had an excellent response to this year's survey. 335 responses were received which was a 50% increase on last year's. 126 were male and 207 were female. A section of last year's action plan was to try and engage younger patients to take part in the survey, 2% were under 18, 44% aged 18 to 60 and 53% over 60.

The main findings are summarised below:

- 61% of patients were not aware of the current arrangements for accessing results, compared to 64% last year, of those that were aware 3% were dissatisfied with the arrangements
- 81% of patients have been able to book ahead for an appointment with a doctor in the last 6 months
- 55% of patients were not aware that emergency contraception is available, compared with 64% last year
- Only 25% of those surveyed have looked at the Practice website
- Less than 50% of patients are aware they can book appointments on line as well as order repeat medication
- 11% of patients were carers and 50% of them are aware of Albrighton Carers Group
- 73% of patients booked their appointment by telephone
- 7% could not get to see the GP of their choice
- 75% would consider the option of a telephone consultation
- 87% would speak to a GP prior to being given an appointment
- Parking has been highlighted, again, as a key issue for all patients but particularly those with disabilities when accessing the Practice
- Patients think the best qualities of the practice are the friendliness of the staff, quality of care, availability of short notice appointments and the dispensary
- Patients think the worst qualities of the practice are parking, making appointments with specific doctors, getting through on the phone, availability of nurse appointments
- 34% of patients have not heard of the Albrighton Medical practice Patients' Group, compared to 31% last year
- 30% of patients have seen the newsletter, mainly in the parish magazines

## Review of last year's action plan

- Advertise more widely the Practice website - this has been achieved by putting the address on all letters and compliment slips.
- Patients want the communication between Practice staff to improve, with particular regard to results and plans of action – GPs have standardised the wording they use when filing results to ensure all staff giving out results to patients are better informed. In addition, if patients are unable to call during 11.45 and 12.45 to access their results, a system has been devised for the nurse to be contacted at a different time of day.
- Patients want to increase the ease and time in which they can book an appointment with a specific doctor – the surgery has actively been encouraging patients to request online access to enable them to book an appointment. Due to staff reorganisation, there was a period during the middle of the year when the rotas were not being produced in advance. This has now been rectified.
- Patients would like a list of what Practice Nurses do – a comprehensive list appears on the website.
- Continue to attempt to engage more young people to attend the Practice – The Practice Nurse has continued to work with the Project Manager of **You're Welcome**. A survey was undertaken with young patients which also made them aware of the services we offer. A section of the website has been allocated to young people and is being populated. A complete notice board in the waiting room has been given over to young people. We have recently been accredited as a 'You're Welcome' practice.
- Target more young people to complete the patient questionnaire – 6% of the responders were under 24 years of age compared with only 1% last year.

During the year the Practice has redesigned its website. Members of APG have commented favourably as have some of the patients who completed the questionnaire.

We have purchased a replacement check in screen to replace the old one which was becoming increasingly unreliable.

APG have been pro-active in attempting to recruit new members and we have welcomed several new members during the year.

Compassionate Communities has been launched by the APG and is now receiving its first referrals from the GPs. More volunteers are currently being trained.

Once again, this year's annual survey targeted other health professionals in addition to the GPs resulting in 6% of responders seeing another healthcare professional, a reduction from last year's 14%.

### This year's survey

The Practice wishes to thank APG for their efforts and ongoing support in not only producing the survey but also in helping us to shape the future care of the patients of Albrighton Medical Practice.

The overall response from patients is very favourable and one quote says 'The Practice put the care into caring'.

Several patients have requested online access to results, email access to clinicians and online consultations. The clinicians have discussed this and taken advice from the BMA. The BMA currently advise not to offer these services due to confidentiality and workload issues. With regard to email access to GPs, this could not be 24 hour access as GPs would feel increased pressure at weekends and when on leave.

75% of patients surveyed had not looked at the Practice website. During the discussions it was agreed the Practice would investigate the possibility of installing a TV screen in the waiting room. This could be used to advertise our services as well as the website.

The length of time spent waiting in the waiting room was also highlighted. Duty doctor appointments are always unpredictable, emergencies can occur which may involve the GP leaving the surgery for an emergency home visit. The Practice intend to undertake an audit of waiting times and will report their findings back to the APG.

Several comments were directed at the quality of the buildings. We will continue to apply for new premises which would be purpose built with better facilities for patients with disabilities and increased parking. In the meantime, we continue to have a rolling programme of maintenance and refurbishment. During the last 18 months all consulting rooms have had replacement flooring and blinds, automatic front doors have been installed, the patient toilets and the flooring in the Reception area have been refurbished, the check in screen has been replaced, new Velux windows have been installed in the main waiting room and curtains have been replaced with blinds.

**Albrighton Medical Practice – Action Plan from results of Patient Survey 2013-14**

<b>Issue</b>	<b>Action</b>	<b>By Whom</b>	<b>How</b>	<b>By When</b>
Increase awareness of online services to address the lack of awareness of these services	Newsletter item Poster in the waiting room	Practice Manager	Produce documents	June 2014
Lack of awareness of contraception services offered at the surgery	Increase the information on the website in the Young People's section with particular regard to the Practice's work around being a 'You're Welcome' site	Practice Manager	Increase information on website	June 2014
Parking, disabled access within the surgery	We will continue to apply for new premises Investigate the possibility of restricting parking in Shaw Lane to prevent all day parking	Practice Team	Present our business plan to NHS England. Senior partner has written to Parish Council	Unable to determine an achieve by date as decisions are out of our hands
Patients are happy to have a telephone conversation with a GP prior to booking an appointment	Introduce telephone triage on Monday mornings	GPs / Reception	One GP to take triage calls from 8.00am to 10.30am	June 2014
Concerns about the Out of Hour provision	Explanation of what Shropdoc is and how it functions, who works for it, how to contact	Practice Manager	Explanation on the website and an article in the newsletter	June 2014
Patients are not aware of the Patient Group	Increase awareness of the Patient Group	Patient Group	Display in waiting room. Members of the group will attend the Practice during National PPG week (2-7 June) and talk to patients	July 2014