

Claverley Medical Practice  
Patient Survey  
2012/13

# Practice Background

- Claverley Medical Practice is a long established practice providing medical care to a patient population of around 4500 patients . Patient numbers are stable; very many of our patients and their families have been patients of the practice for many years; we have significant numbers of very elderly patients, including over 100 in nursing or residential homes, but many young families also.
- Workload increases inexorably each year as more and more care is being transferred from hospital to community setting as well as many nationally-driven changes on a yearly basis. The breadth and complexity of conditions and treatments for which the GP is responsible has increased massively, with many patients, often very elderly, having multiple health issues.
- Medical care at the practice has been provided by 4 doctors working the equivalent of 3 whole time GP hours. After many years of relative stability there have been significant changes in GPs in the past 9 months, with the senior partner of 29 years and a long-term salaried GP both retiring, the latter at fairly short notice, and more recently the decision of our female salaried GP to leave for family and personal reasons. This has been unsettling for both staff and patients. However, the practice is committed to ensuring that we secure the permanent services of GPs with the ethos and attitudes for which the practice has always been respected and to maintain the approachable and professional standards our patients deserve. We now have one new male GP in post and a new female GP starting shortly. Both have a number of years' experience and we are sure that they will be well received by our patients.
- A number of other improvements and developments in the practice are under consideration and discussion to further strengthen and secure the future of the practice for our patients.

# Claverley survey

## How the survey was carried out

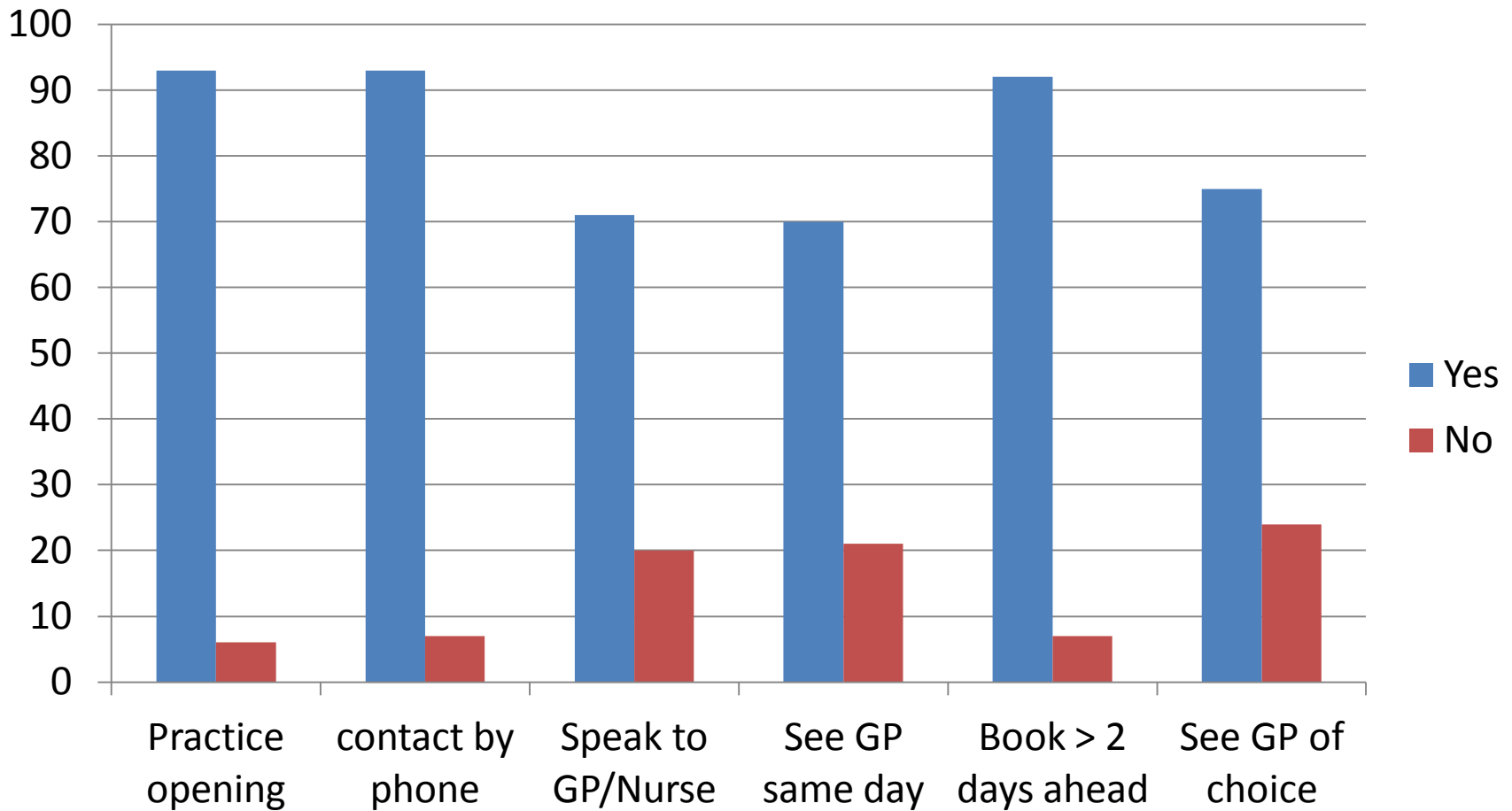
Firstly, we made a first draft of a survey using previous models. Secondly, we asked the opinion of our Patient Reference Group to see if the survey was applicable and easy to complete. After taking into account any comments and input from the Group, we then made a final draft of the survey and carried this out during a 3 month period in 2012/13

## A total of 127 patients took part in the survey

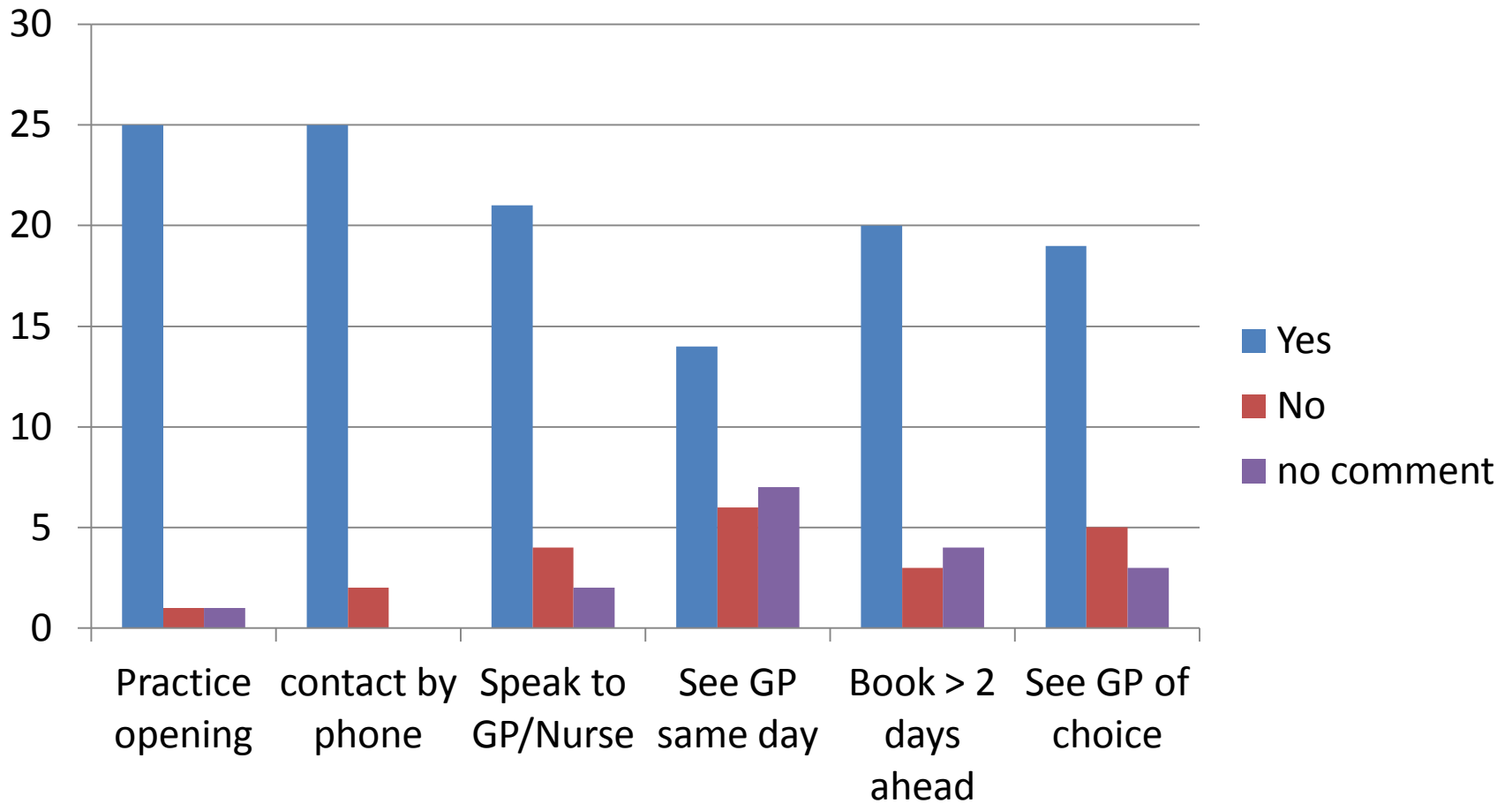
100 patients took part via our website and 27 completed the survey in the surgery. We targeted patients who attended the doctor, practice nurse, during clinics, i.e. flu vaccination clinic, baby clinic, chronic disease clinic, including patients attending the surgery to collect prescriptions etc.

We encouraged patients to complete the survey on our website and gave them the relevant information on how to do this when they attended the surgery

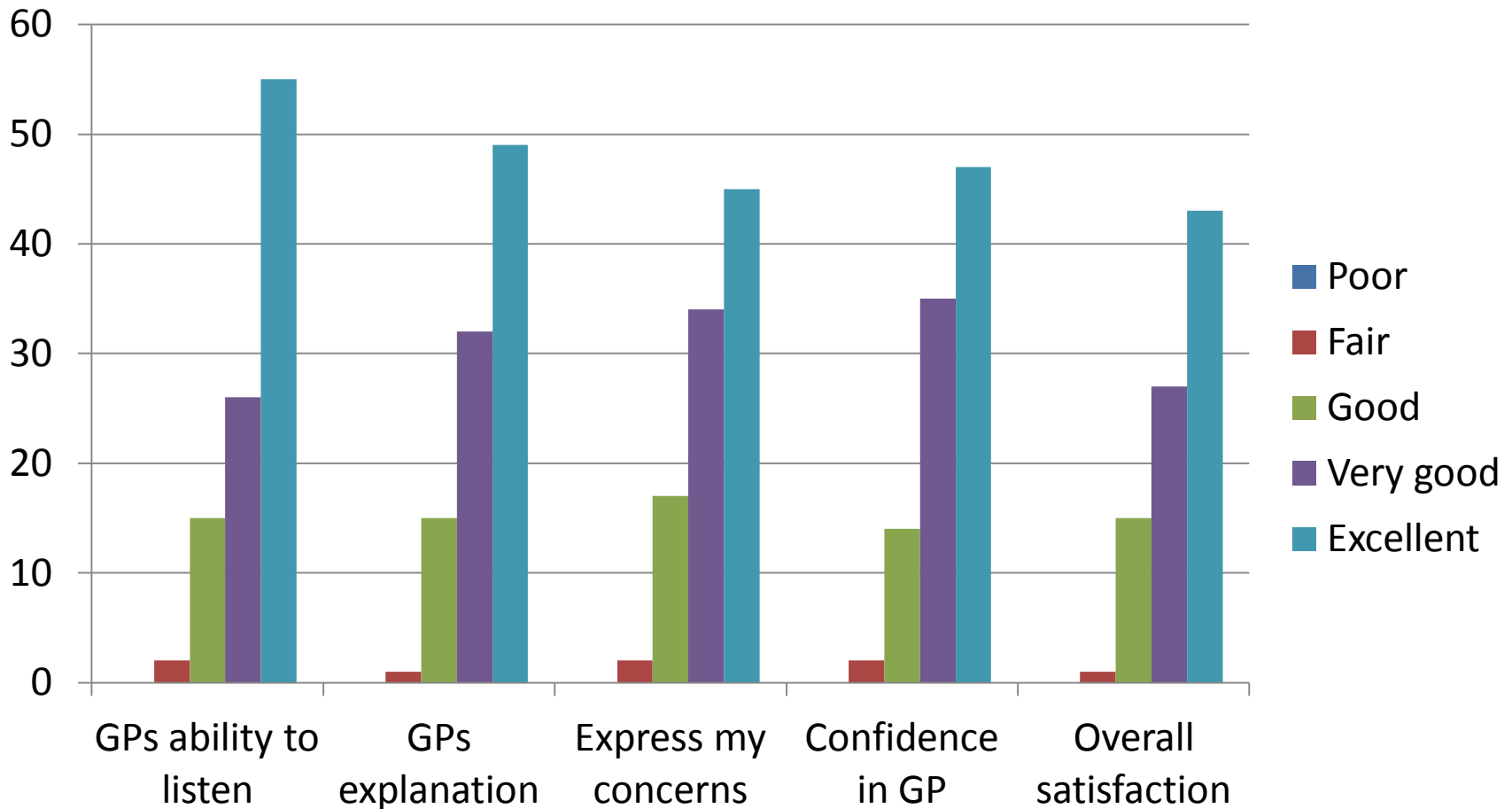
# Are you satisfied with access to the Practice (completed via Website)



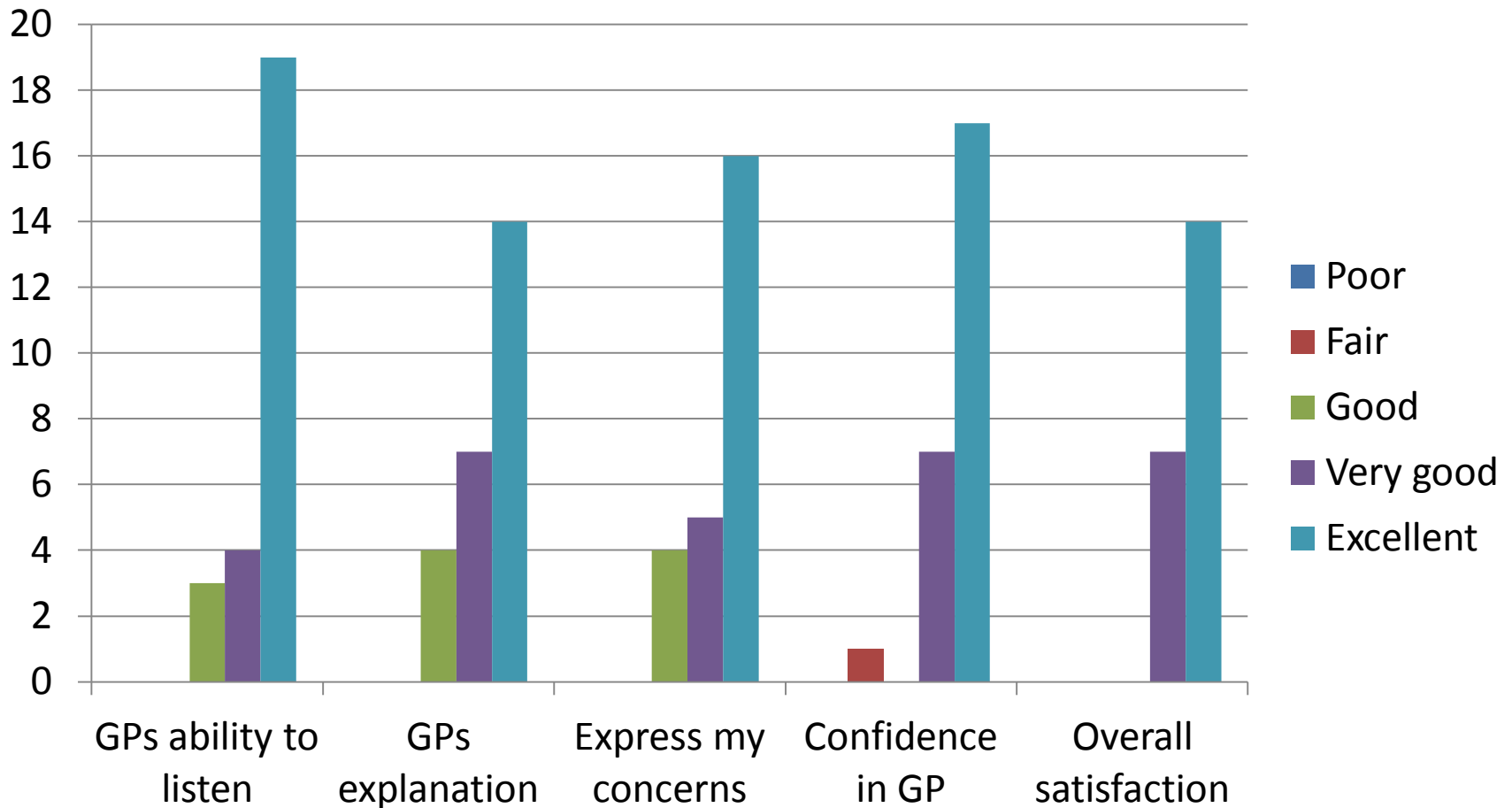
# Are you satisfied with access to the Practice (completed in surgery)



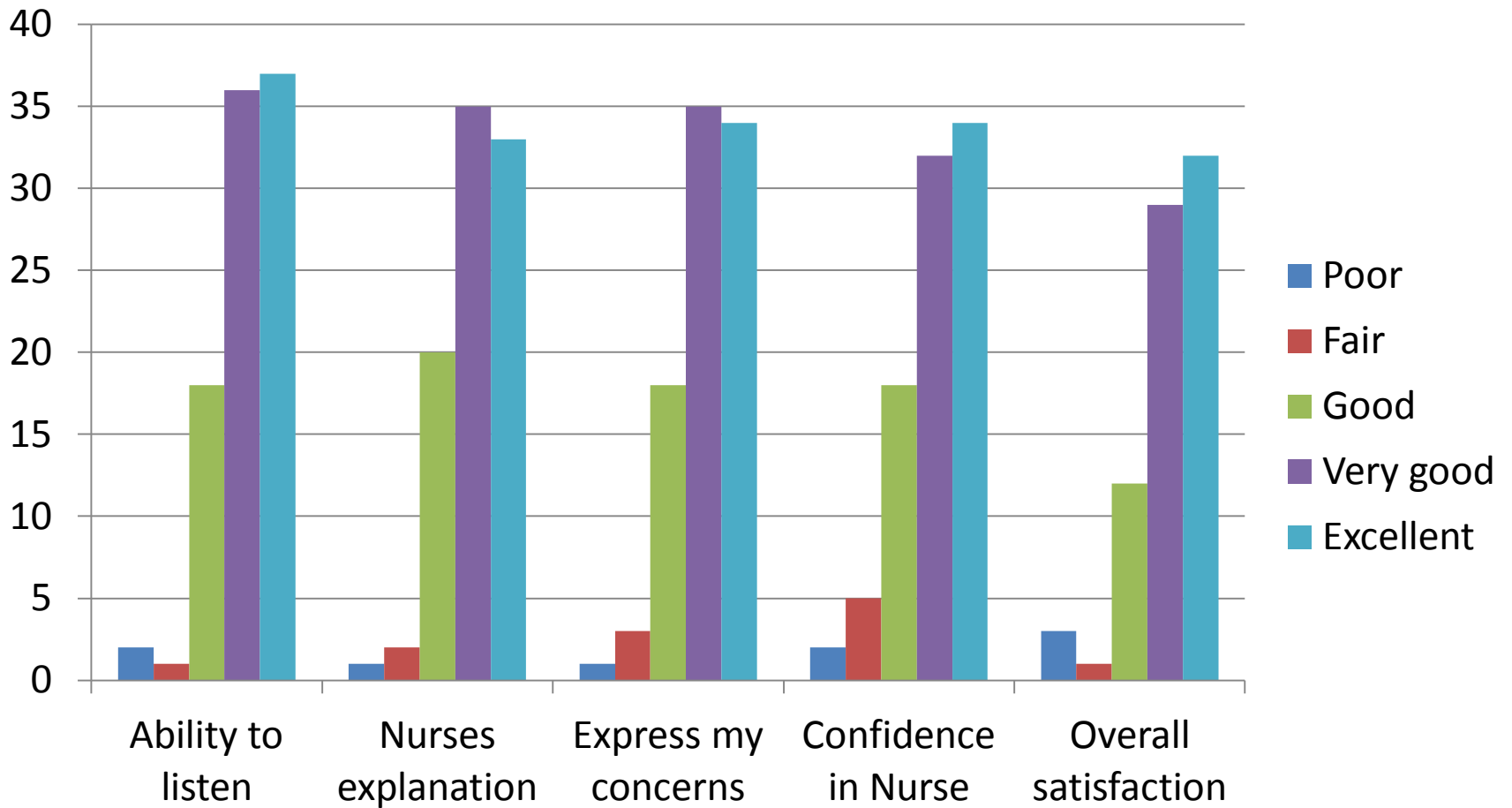
# Consultation Experience with a Doctor(completed via website)



# Consultation Experience with a Doctor (completed via surgery)

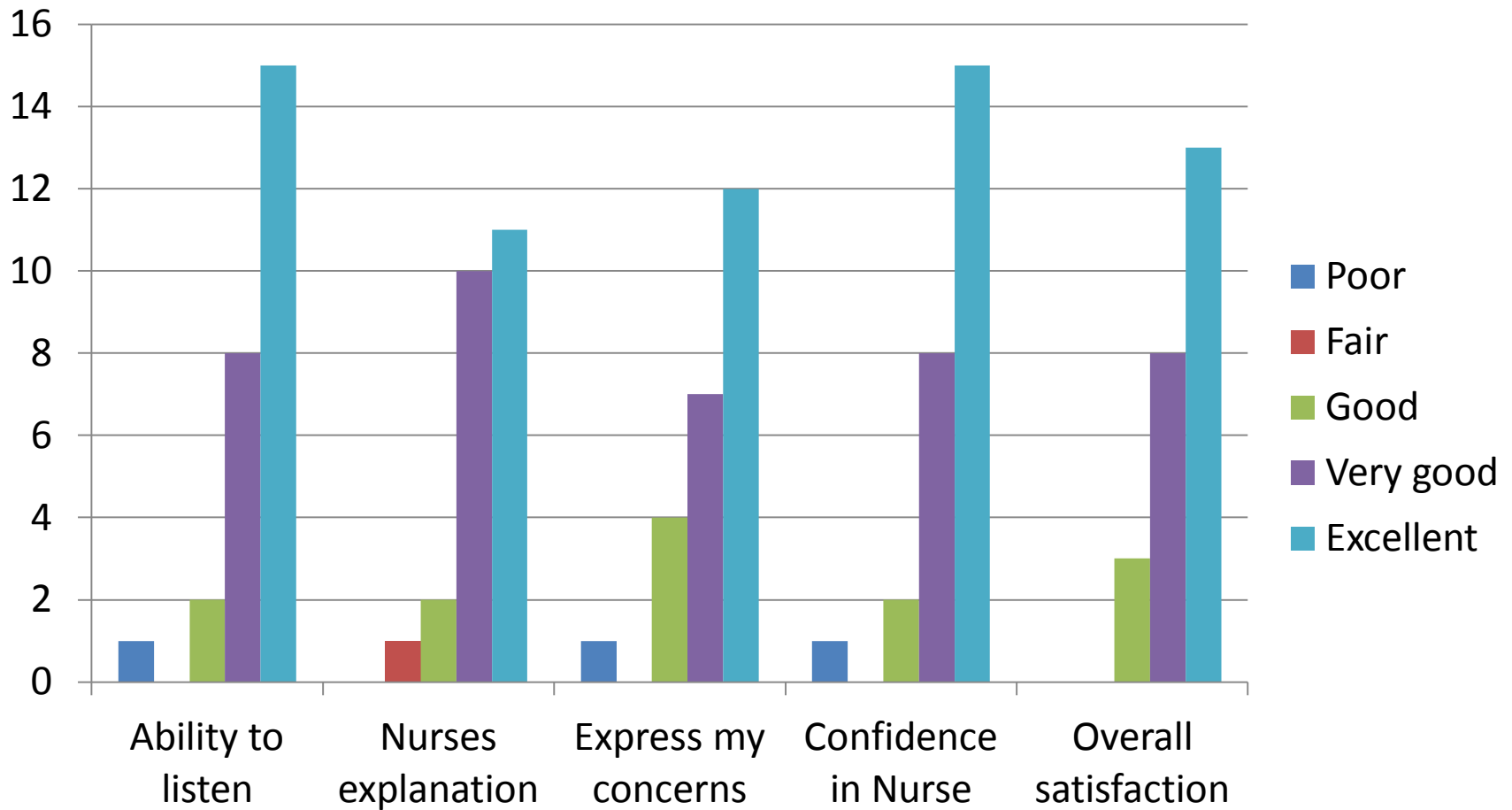


# Consultation Experience with a Nurse (completed via website)

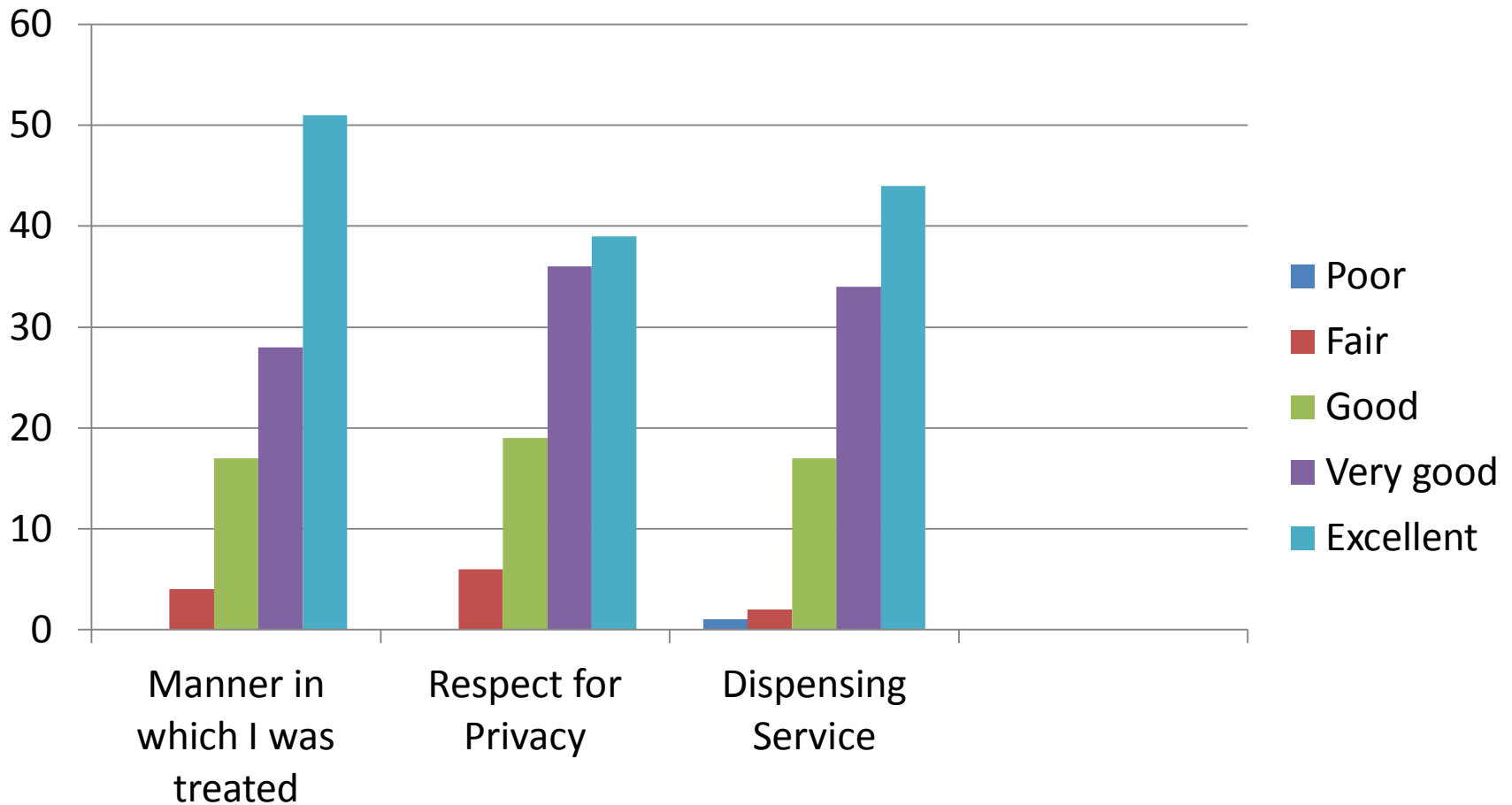




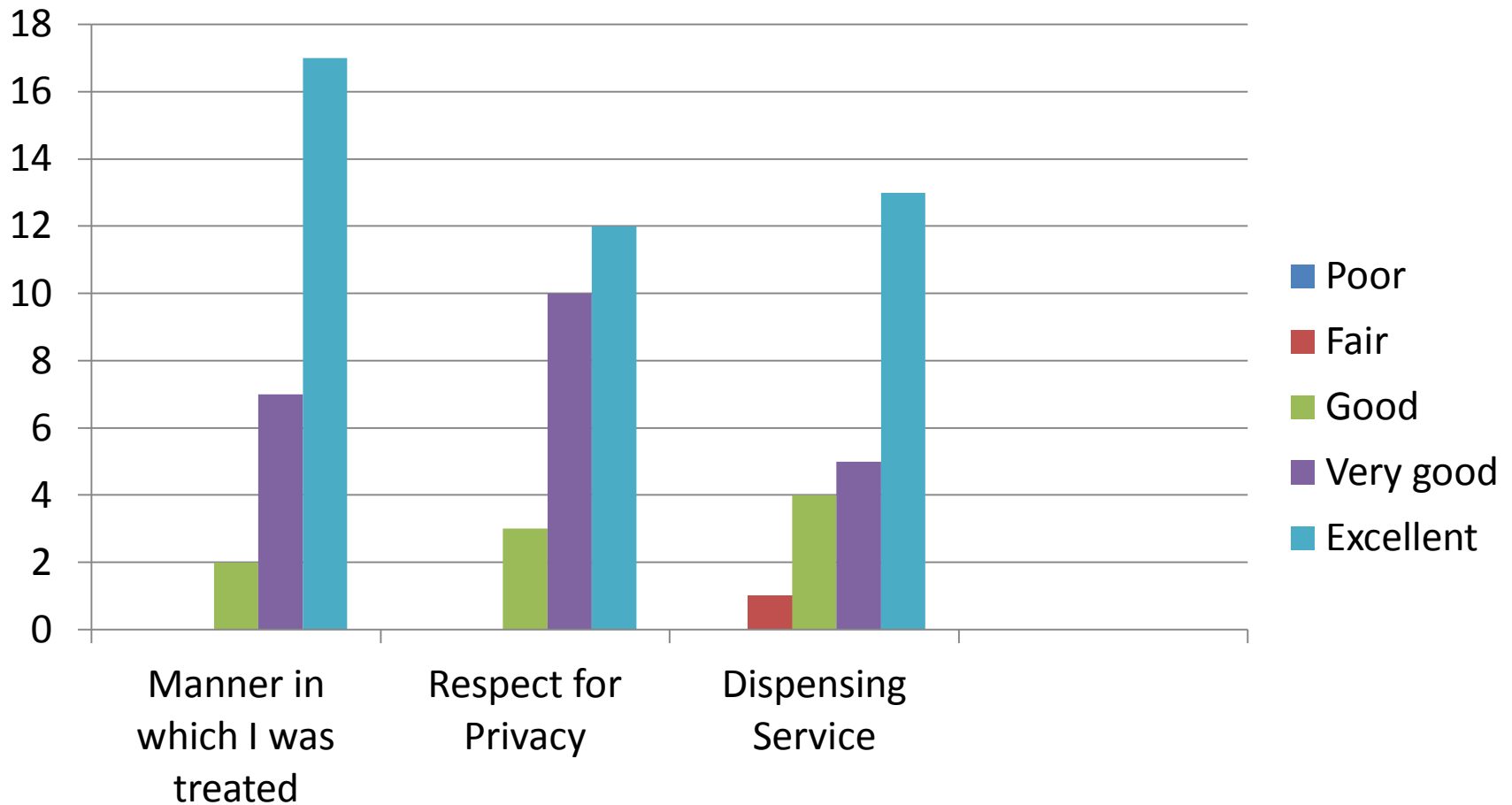
# Consultation Experience with a Nurse (completed via surgery)



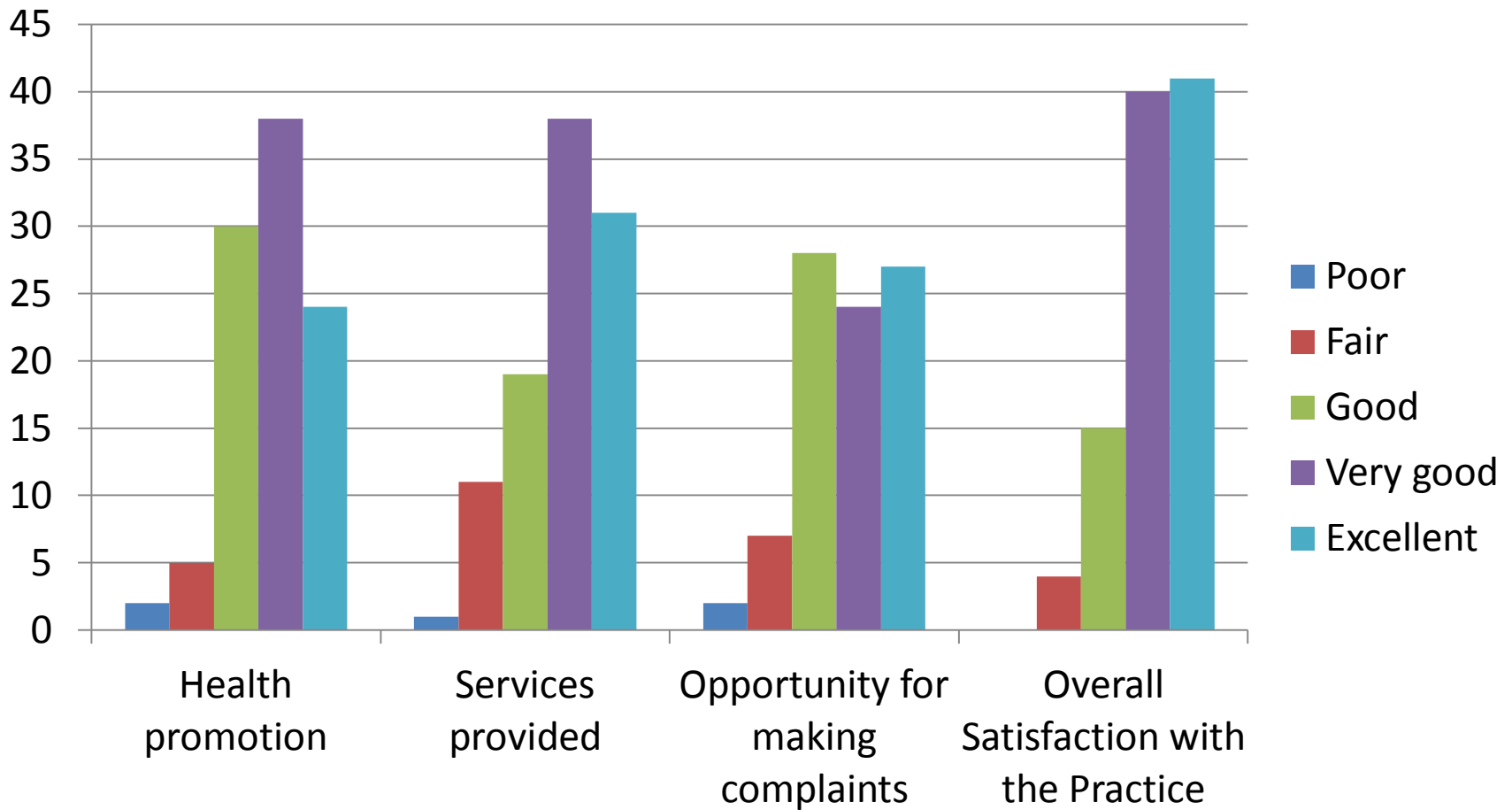
# Reception & Staff (completed via website)



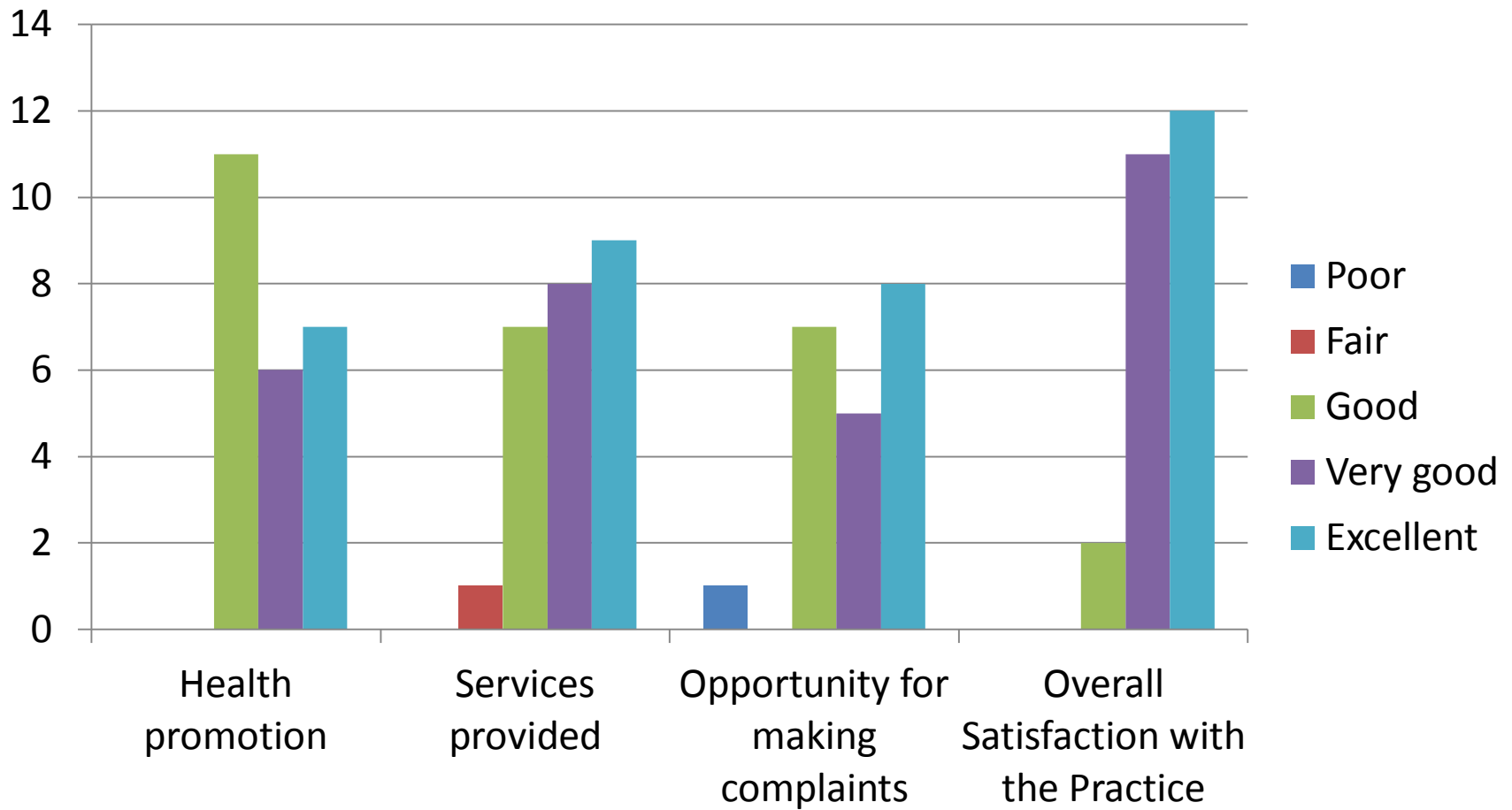
# Reception & Staff (completed via surgery)



# Generally (completed via website)



# Generally (completed via surgery)



# Patients comments on access

- All the appointments were taken for both doctors that I wanted to see.
- Fully booked
- No Doctors in attendance at Pattingham Surgery
- Sometimes getting to see a specific doctor is difficult if they are dealing with a long term problem, however an appointment with another Dr is offered but not always appropriate.

# Patient suggestions on improving the service

- Better access to a Dr of choice. i.e better spread of patients between Doctors. One Doctor appears to be overloaded.
- Poor car parking facilities, but do not know what you can do about it.
- By reducing the time from submitting a prescription request to being able to collect the medication.
- For speedy appointments Pattingham patients often have to travel to Claverley. We would prefer more appointments and surgeries at Pattingham.
- I accept that it makes sense to have an automated telephone system, but I much prefer the personal touch.
- It is very difficult to get through on the phone in the morning. Appointments have usually gone when you eventually get to speak to someone.
- More clinics at Pattingham. Greater choice of Doctors at Pattingham. More opportunities to deliver and collect prescriptions and medication.
- Out of hours for people who work would be good. In today's climate it is hard to get time off work to attend. If you already do this, how is it advertised?
- This practice is superb. Without exception, the staff are wonderful and helpful in every way. The only little criticism is the 8:30 booking appointment on the day. It is very frustrating to be told to ring back at 8:30 the following day, which is usually when I am driving to work, when I manage to ring the appointments have gone. Would like to be able to book appointments on line, is this facility imminent at Claverley?
- Would be better if 2 months repeat prescriptions were available.

# General comments

- We are very lucky to have a practice that can provide a full service including a repeat prescription service that you can e-mail one day and collect two days later. It works well.
- Always satisfied with the response and attitude of all concerned at the practice. I have always been given the time to explain and the time to receive an explanation even when the surgery is very busy. No complaints whatsoever.
- Could the disabled sign read “For Disabled Drivers Only” it is often used as a “pick up” point, and I cannot use it unless I get out of my car and ask them to move, this causes me stress and discomfort.
- Excellent support and accurate advice provided by all Doctors in the practice.
- I have always been able to speak to/see one of the medical staff when I have needed to unlike many people I have spoken to regarding the medical practice they attend. I don’t understand why when Claverley practice seems to have it spot on, perhaps you should share your secret.
- Need more prominent information in waiting room regarding drug and alcohol dependency. (Not a negative)
- Overall a very friendly and helpful practice which gives you confidence to go to.
- The area for car parking is too small.
- The only complaint is having to collect a prescription every month, every two months would be a help.
- The practice is overall excellent when you hear other centres have longer waiting times. The staff are very helpful and friendly.
- Compared to our last GP, Doctors and Nurses are excellent and approachable, but the initial pleasant and helpful attitude of the reception staff is worthy of praise. First impressions count but at Claverley they are the same for every visit or phone call. Well done to you all.
- Excellent practice always go above and beyond. Very lucky to be patients at this surgery.



# Practice Solutions (Action Plan).

We have taken on board our patients' feedback and have endeavoured to address some of the problems highlighted as below:

## Problem highlighted from survey:

Better access to doctor of choice

More appointments at Patteringham

It is very difficult to get through on the phone  
In the morning

Out of hours for people who work would be  
Good. How is this advertised

Would like to be able to book appointments  
on-line. Is this imminent?

Disabled spot being used as a pick up point  
Could the sign read "For disabled Drivers only"

Need more prominent information in the waiting room  
re drugs and alcohol

## Practice action plan

We are in the process of employing 2 more part-time GPs which will enable better patient choice. A new female GP starts in May

We have restructured the appointments at Patteringham branch surgery to provide a range of appointments with all of the doctors in the practice which can be successfully carried over to include the new doctors joining the practice shortly.

The phones are now taken off the automated system for the first hour every morning to enable quicker access

We have offered out of hours appointments for several years, early morning and late evening on Fridays. We promote this in the practice, website, leaflet etc, but will look at re-promoting this.

We are looking at upgrading to a web-based clinical system in the long-term. This should enable patients to have interactive access to appointments, updating their personal details etc.

We will have a sign made to say this and make the disabled area more visible and endeavour to monitor who parks there.

Our practice nursing team have an allocated health promotion board that runs along with the current national or world health topic. We will certainly look at promoting services that deal with the problems of drugs and alcohol.

As well as the 2 leaflet racks containing multiple sources of information, each surgery waiting room has a Health Promotion board providing information which supports current national and World Health Organisation (WHO) health topics and guidelines and is intended to be responsive towards health needs of our local population. This is discussed and planned each month at our practice clinical meeting and administered by our practice nurses. Alcohol awareness has been addressed. Drug awareness will be at a future date.