

CHURCHVIEW SURGERY

Combined Practice Results

PATIENT SURVEY REPORT 2019

DATE: 16th October 2019

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Background

The practice has carried out an annual patient survey for the last 14 years. The first 6 years were carried out using the GPAQ patient survey tool. The PCT ran the patient survey in 2010 and 2011 (to support the practice in this area) and we returned to running the patient survey as a practice 2012. Following each survey the results have been analysed and discussed with both the practice team and the Patient Participation Group (PPG). However, in 2010 the practice joined the Patient Participation Directed Enhanced Service and after discussion realized that the practice needed to carry out some work to encourage new membership to the PPG as we wanted to gain views from the broadest cross section of the practice community. Therefore, in 2011 the practice carried out the following:

- Audits were carried out to determine the practice ethnicity ratio and patients from ethnic minorities were individually invited to attend the PPG meetings. A total of 357 letters were sent to the minority groups sending each patient a personal invitation to join the PPG
- An audit of the practice housebound list was carried out and each patient coded as housebound were individually invited to participate in the PPG via email or post.
- Advertisements were placed in the practice waiting room and on the external notice board (within the practice grounds)
- Leaflets were handed out at the reception desk opportunistically as patients presented
- Messages were placed on the practice electronic calling system
- Requests for new members was placed on the practice website
- This was also added to the new patient registration questionnaire

It was also noted that many patients would not be able to attend the PPG meetings as these were held during the afternoon in the practice waiting room. The practice therefore, advertised for members to participate through email and encouraged members to join through the website, making it clear there was no need for them to attend the meetings held in the afternoon but it would be possible for members to participate and have a say through their email accounts, via post and the practice website. The practice team worked very hard to encourage new membership and this finally paid off at the start of 2012. As of the 11th February 2015 the practice had 22 active members and includes a diverse age group.

Unfortunately, the practice found that there were only a few individuals who participated in the PPG and the practice was unable to obtain a response from the majority of the rest of the group, either by post, email or telephone. After numerous attempts to try and engage members of the PPG the group diminished to only 7 actively participating members.

The group therefore, reviewed the PPG in 2016 and appointed a new Chairman, Mr Anthony Bonner. A new marketing campaign was launched to try and gain the practice population's interest and to entice new members to the group. Colour posters were placed around the surgery and in the external notice board. New patients were encouraged to get involved whilst having their new patient medical. Notices were placed on the practice website and NHS Choices. Hopefully, the practice will see an increase in numbers of active PPG members throughout 2016 and into 2017.

How the survey was carried out

The practice is in its fifteenth year of carrying out a patient survey. The Practice Manager held a meeting with all members of staff and all three GPs to discuss the forth-coming survey. The 2018 survey was discussed and the practice team felt the most important area to work on this year was the appointment system. The practice had already carried out some work in this area during 2014/2015 and had participated in the Primary Care Foundation Project – Managing Access and Urgent Care Audit in General Practice. The practice team discussed various questions around this area and suggestions were put forward to the Patient Participation Group on the 20th August 2019. Members of the PPG were all given examples of questions and asked for their suggestions to be put forward to the practice over the next couple of weeks. However, following this suggestion the practice underwent its annual CQC Telephone Interview and the National Patient Survey Results for 2019 were highlighted. Particular areas highlighted were questions around the patients consultation and relationship with their clinician. Therefore, the practice survey questions for 2019 were adjusted to enquire in more depth how patients felt the clinicians at the practice were during their consultation. For example, did they feel listened to? Did they have enough time during the consultation? The adjusted survey questions were discussed with the PPG on the 20th August 2019 and it was agreed to go forward with this line of enquiry. The practice printed out 400 questionnaires, 100 questionnaires per GP and 50 questionnaires per nurse. These questionnaires were then handed out to patients opportunistically during surgery as patients presented for the doctor/nurse by a designated receptionist during September/October 2019. A covering leaflet was produced and handed out with the questionnaire, briefly explaining the reason for the questionnaire and asking patients to complete the questionnaire when they had returned from their consultation with their GP that day. Posters were also placed around the surgery to inform patients of the survey. A sealed box with a letterbox opening was developed and placed in the waiting room for patients to place their completed questionnaires into. The practice allowed a 4-week timescale for the return of all completed questionnaires.

All information was entered onto the excel spreadsheets by the Practice Manager to enable us to produce the enclosed report. To ensure the accuracy of the spreadsheet data, 10% of the questionnaires were checked for accuracy against the original data input by the Assistant Practice Manager.

Out of the 300 GP questionnaires handed out to practice patients, 270 questionnaires were returned to the practice, giving a 90% return rate.

Summary of results for the combined practice survey 2018

The following tables summaries' the combined practice scores.

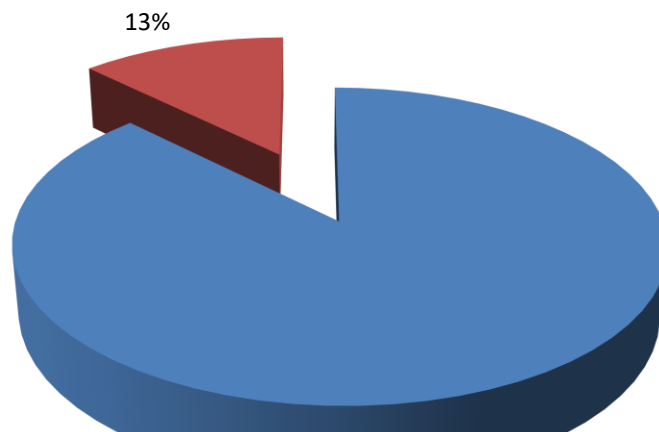
(% are rounded to the nearest whole figure)

Appointment System

Q1. Was your appointment today a routine appointment or an emergency appointment?

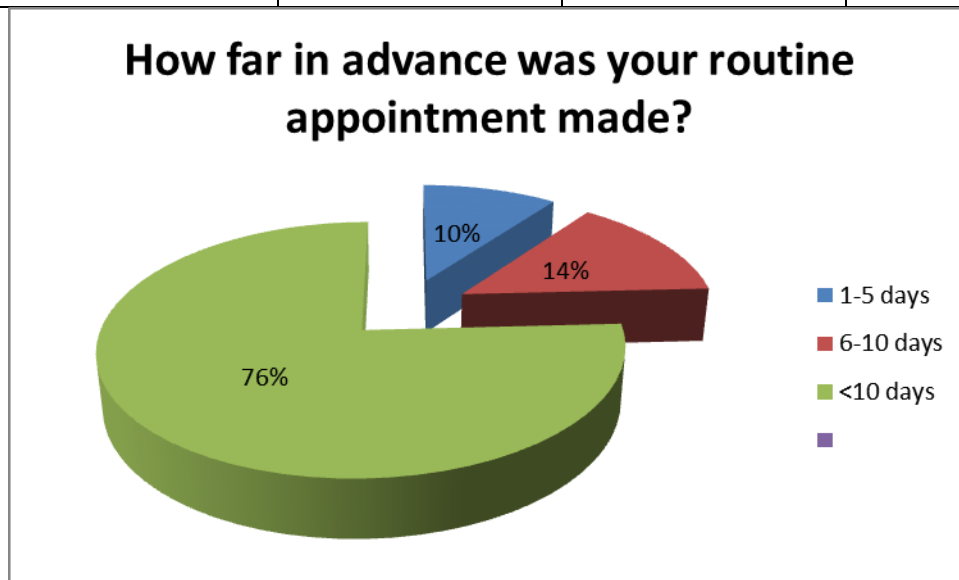
Number of Responses	Routine Appointment	Emergency Appointment
285	245	35

What type of appointment did you have to



Q2 If you had a routine appointment today, how far in advance was your appointment booked?

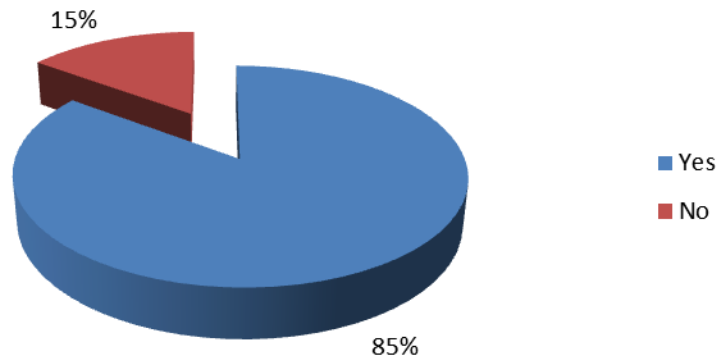
Number of Responses	1- 5 days	6-10 days	< 10 days
247	25	34	188



Q3. Did you see the clinician of your choice?

Number of Responses	Yes	No
269	229	40

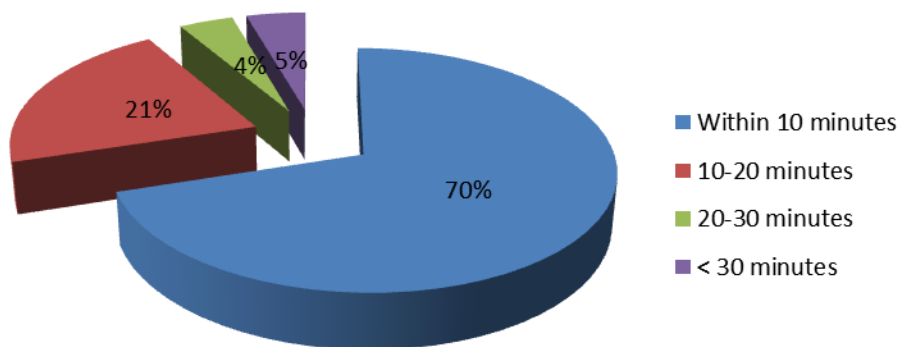
Did you see the clinician of your choice?



Q4. Were you seen on Time?

Number of Responses	Within 10 minutes	10-20 minutes	20-30 minutes	< 30 minutes
268	188	57	11	12

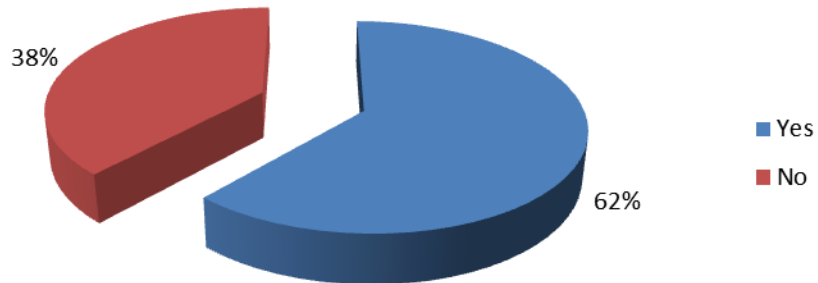
Were you seen on time?



Q5. Are you happy with the appointment system?

Number of Responses	Yes	No
281	174	108

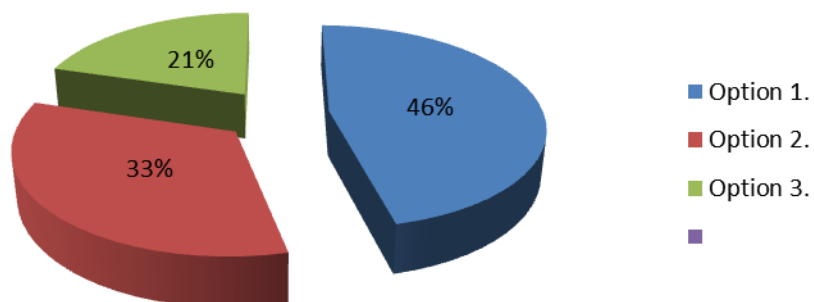
Are you happy with the appointment system?



Q6. If unhappy with the appointment system, which option would you prefer the practice to adopt?

Number of Responses	Option 1. 20% of routine offered as far in advance as required and 80% of routine offered 48 hours in advance	Option 2. 50% of routine offered as far in advance as required and 50% of routine offered 1 week in advance	Option 3. 80% of routine offered as far in advance as required and 20% offered 48 hours in advance
108	50	36	22

If unhappy with present system which system would you like the practice to adopt?



Analysis of Data

Positives:

85% of the patients seen as routine saw the GP of their choice, giving continuity of care.

70% of patients were seen within 10 minutes of their appointment time.

62% of patients were happy with the present appointment system.

Negatives:

76% of patients had to book their routine appointment more than 10 days in advance.

The results were emailed out to all members of the PPG and these were discussed at the next PPG meeting to be held on the 19th September 2018.

GP Meeting Held On

Persons Present:

Dr Iftikhar	GP
Dr Gray	GP
Dr Harte	GP
Sharon Cooksey	Practice Manager
Tracy Edwards	Assistant Practice Manager
Julie Lester	Practice Secretary (taking minutes of meeting)

Analysis of Data

The team was pleased with the positive results of the survey which showed that the majority of the patients surveyed did not wish to change the way in which the appointment system was run.

The team was concerned that 76% of patients had to book their routine appointment more than 10 days in advance. However, this is felt to be a national problem and we will continue to research new initiatives to try and improve in this area.

Action Plan for Next 12 Months

- The practice will continue to analyze appointment data and research any new initiative in this area.
- The clinicians will try and make better use of telephone consultations in an effort to reduce the actual face to face appointments required.
- Patients will be encouraged to register for on line appointments. This will allow them to see all available routine appointment slots for the GPs and enable them to book in/change appointments as they require without having the hassle of contacting the surgery. Patients will also be able to see

cancellations as they happen, giving patients the opportunity to book an earlier appointment. The practice will advertise the online appointment system:

1. On posters around the surgery and in the external notice board
2. On the practice website
3. On the NHS Choices website
4. On the patient leaflet
5. On the new patient registration form

The results of the patient survey will be advertised via:

- The practice website - www.churchviewsurgerycradleyheath.co.uk
- NHS Choices website – www.nhs.uk/ServiceDirectories/GP

Review date: April 2020