

# WOODLANDS PARK HEALTH CENTRE

## Patient Participation Report 2013

### INTRODUCTION

Each year we conduct a survey of patient opinion about our practice and the services we provide. We analyse the results, compare them to the previous year and produce an action plan to address any areas which require improvements.

In addition to our main survey, we also carry out small additional email surveys which address particular areas of service provision. The results of these surveys are also included in this report.



Patient views do count! We are always pleased to receive patient views and opinions as this information helps us plan future services.

As part of our aims to involve patients in service planning, we also run a patient participation group, whose aims are to offer ideas and opinions about services and how they can be improved. Further information about the group is available from reception or on our website.

### PROFILE OF MEMBERS OF PATIENT PARTICIPATION GROUP ( PPG )

There are currently 13 members of the PPG, who have been recruited via advertisements, posters and leaflets displayed in the practice. In addition the practice website contains links to further information about the remit of the group and how to join. Practice staff take every opportunity to advertise the group when patients attend the surgery.

The profile of the group aims to reflect the ethnic background of the patient list and efforts have been made to recruit members from all backgrounds when the opportunity has arisen. The practice will take further steps to ensure greater representation from all ethnic groups.

### HOW THE ANNUAL SURVEY WAS UNDERTAKEN

The practice conducted the survey in-house and survey forms were distributed to all patients who attended surgery during December 2012 and January 2013. These results were collated and analysed and fed into the action plan included at the end of this document.

### PATIENT PARTICIPATION GROUP INVOLVEMENT

The findings of the surveys and the draft action plan have been discussed with the PPG and any necessary changes have been made prior to publication

### OPENING HOURS

The practice is open as follows:

Monday to Friday 8.30am – 6.00pm and Wednesday 6.30pm – 7.30pm

## PUBLICATION OF REPORT

This report including the action plan will be made available in the surgery and published onto the practice website.

## PATIENT SURVEY

Patient surveys were undertaken by the practice during December 2012 and January 2013. The purpose of the exercise was to determine the level of patient satisfaction at the practice. This feedback from patients has been reviewed by the primary health care team at the practice and a draft action plan has been raised to address any areas where the practice could improve. This action plan is to be discussed and agreed with the practice patient participation group.

## SURVEY RESULTS 2013

The overall results show a high level of general satisfaction with the way we provide services, the team that deliver them and the physical environment in which we work. The following is a summary of performance for all the areas where satisfaction was measured:

### 1. Helpfulness of reception

A high level of satisfaction was recorded in 2012 with 96% of patients recording that they were treated well by reception staff. The 2013 survey shows similar high levels of satisfaction with 80% indicating the receptions were very helpful.

*Action: No direct action necessary,*

How helpful are the receptionists	Survey 2013 %
Very helpful	80
Fairly helpful	18
Not very helpful	1
Not at all helpful	1

### 2. Method and preference of booking appointments

The majority (87%) book their appointments by phone, with only 5% booking online. The results are similar to last year but do not show an increase in use of the online facility. Patients may prefer to book appointments by phone as there may be greater availability.

*Action: Further work is required to advertise the online facility and also to ensure that adequate appointments are available for booking ahead online.*

	Survey 2013 %
In person	8
By telephone	87
Online	5
No preference	0

### 3. Contacting the practice the practice by phone

Satisfaction levels were almost identical to last year's survey ( 51% satisfied ) with only 8% indicating it was very easy to contact the practice by phone. 44% said it was not very easy or not at all easy. Satisfaction will no doubt vary according to the time of day contact was attempted. The practice wishes to increase satisfaction in this area and will have to again examine staffing levels at busy times.

*Action: To examine staffing levels and duties to ensure adequate cover for receiving incoming telephone calls.*

	Survey 2013 %
Very easy	8
Fairly easy	46
Not very easy	33
Not at all easy	11
Have not tried	2

### 4. Speaking to a doctor or nurse on the phone

Of those patients who did attempt to contact a doctor or nurse, the majority ( 61% ) indicated that it was either very easy or fairly easy. A reasonable level of satisfaction was therefore recorded. These results again mirror the findings in 2012.

*Action: No direct planned action in this area, but the appointment audit will hopefully point to improvements and greater opportunities for access to clinicians by telephone.*

Speaking to a doctor or nurse	Survey 2013 %
Have not tried	39
Very easy	8
Fairly easy	29
Not very easy	9
Not at all easy	3
Don't know	12

### 5. Seeing a GP urgently on the same day

A high level of satisfaction was recorded for the last two years with currently 66% of patients recording that they could see a GP urgently the same day. The 2012 survey showed 67% were seen the same day. On some occasions it should be noted that appointments offered may not have been suitable or not with the doctor of choice. It can be concluded that no immediate action is required in this area.

*Action: No direct planned action in this area.*

	Survey 2013 %
Yes	66
No	12
Cannot remember	22

## 6. Booking an appointment ahead in the practice

80% of patients indicated that booking appointments ahead was important to them. 64% of those patients that had tried to book ahead, advised that it was easy to do so. Approximately 25% said it was not easy. There is obviously a need to examine the capacity to release more appointments for patients to book ahead, either online or by phone.

*Action: This area will be addressed via an appointment audit with particular emphasis on patients' ability to book appointments ahead.*

How easy is it to book ahead	Survey 2013 %
Very easy	17
Fairy easy	47
Not very easy	14
Not at all easy	10
Don't know	3
Have not tried	9

## 7. Seeing a doctor of choice or any doctor

70% of patients advised they were able to see their doctor of choice either the same day or within 2 to 4 days. 65% rated this as either good through to excellent. When willing to see any doctor, the satisfaction rate increases as 88% were able to get an appointment the same day when required. 74% rated this as good through to excellent. This is a slight improvement on last year's findings and shows a relatively high level of patient satisfaction in relation to access.

*Action: No action necessary but the area will be examined in an appointment audit.*

How quickly do you get to see a GP of choice	Survey 2013 %
Same day	21
2 -4 days	49
5 days or more	8
Don't need urgent appointments	9
Never tried	13

How quickly do you get to see a GP when willing to see any GP	Survey 2013 %
Same day	53
2 -4 days	35
5 days or more	1
Don't need urgent appointments	3
Never tried	8

## 8. How long after your appointment time do you normally wait to be seen?

The 2012 survey showed that 43% of patients waited no longer than 10 minutes before their appointment commenced. This years survey, whilst not exactly comparable, showed that the majority waited an average 5 to 15 minutes. However, a significant percentage, 63% believed they waited between 11 and 30 minutes. There is a need to examine this area further and improve in this

area where possible. 64% of patients rated the wait time from good to excellent. The practice is able to extract information from the clinical system to establish the exact amount of average delays and determine if this is in line patient perceptions.

*Action: To determine form Systmone clinical system the average appointment wait times.*

	Survey 2013 %
Less than 5 minutes	12
5 – 15 minutes	55
11 – 20 minutes	49
21 – 30 minutes	14
More than 30 minutes	2

## 9. Practice opening times satisfaction

90% of patients responded that the current opening times were satisfactory for them and only 7% indicated they were not. Patients advised, 37% of them, that were would like to see the practice operating after 6.30pm. Approximately 18% wished to see the practice open on Saturdays, before 8am and at lunchtimes. It should be noted that the practice is open at lunchtimes but appointment availability is limited.

The practice will need to re-evaluate the scheduling of appointments to try to meet patient expectations where possible.

*Action: To examine the times and days when appointments are available to better meet need.*

Is the practice open at convenient time?	Survey 2013 %
Yes	90
No	7
Do not know	3

What additional hours should the practice be open?	Survey 2013 %
Before 8am	18
At lunchtime	17
After 6.30pm	37
On Saturdays	18
On Sundays	10

## 10. Satisfaction with the GP at the consultation

A high level of patient satisfaction was recorded for the following areas and shows patient confidence in the clinical services provided. The results are a slight improvement upon the 2012 survey and indicate a high level of trust between patients and GPs.

*Action: No action necessary*

		2013 %
Giving you enough time	Good or very good	90

Listening to you	Good or very good	90
Explaining tests and treatments	Good or very good	92
Involving you in decisions	Good or very good	91
Treating you with care and concern	Good or very good	88
Having confidence in the GP	Yes, definitely or to some extent	88

### 11. Satisfaction with the nurse at the consultation

A high level of patient satisfaction was recorded for the following areas and shows patient confidence in the clinical services provided by the practice nurses. Patients overall recorded a higher level of confidence than GPs. These results were again an improvement upon last year, although in 2012 a very high level of confidence in the nurses was indicated.

*Action: No action necessary*

		2013 %
Giving you enough time	Good or very good	93
Listening to you	Good or very good	93
Explaining tests and treatments	Good or very good	93
Involving you in decisions	Good or very good	92
Treating you with care and concern	Good or very good	95
Having confidence in the nurse	Yes, definitely or some extent	88

### 12. Care received from the doctors and nurses

A high level of patient satisfaction was recorded for the following areas and again shows patient confidence in the clinical services provided by the clinicians. The results are generally an improvement upon last year's results.

*Action: No action necessary*

		2013 %
Understanding health needs	Very well	89
Coping with health problems	Very well	85
Keeping healthy	Very well	80

### 13. Overall, how would you describe your experience of our surgery?

Patients have indicated a high level of overall satisfaction with their experiences at the practice with only 1% indicating dissatisfaction. The 2012 survey showed a similar satisfaction rate with over 90% being happy with their experience.

*Action: No action necessary*

Experience of the surgery	2013 %
Excellent	27
Very good	46

Good	22
Fair	5
Poor	1
Very poor	0

**14. Would you recommend our practice to someone who has just moved to the local area?**

91% of patients advised that they would probably recommend the practice to others and only 9% advised they would probably not. This again indicates a high level of satisfaction. Given that nearly 10% advised they probably wouldn't recommend needs further examination as to why these patients were displeased in some way. Addressing those areas in the survey where satisfaction levels were not high will in future raise patient opinion.

*Action: No action necessary*

Recommending our practice	2013 %
Yes, definitely	50
Yes, probably	41
Probably not	9
Definitely not	0
Do not know	0

**15. DEMOGRAPHICS OF THOSE SURVEYED**

Ethnicity		
White British	126	98%
Asian or Asian British	0	0%
Black or Black British	1	1%
Chinese	1	0%
Other ethnic group	1	1%

Sex		
Male	52	40%
Female	78	60%

Age		
Under 16	0	0%
16 - 44	38	29%
45 - 64	43	33%
65 - 74	23	18%
75 or over	25	19%

## **16. CONCLUSIONS FROM THE 2013 SURVEY**

Whilst the results from the survey clearly show that the practice is performing well and that patients are generally satisfied in all areas, there are areas we can improve, re-examine and change to further meet the needs of patients.

Whilst there are no obvious areas where we perform poorly the following should be looked at to determine improvements.

- *Contacting the practice by phone*
- *Speaking to a doctor on the phone*
- *Method and preference of booking appointments*
- *Booking an appointment ahead in the practice and appointment availability*
- *Practice opening times satisfaction*
- *Average wait times before appointment commences*

## **17. ACTION PLAN 2013**

Priorities areas were discussed and agreed with the primary health care team prior to submission to the patient participation group.

### **17.1. Booking appointments ahead**

- *Further work is required to advertise the online facility and also to ensure that adequate appointments are available for booking ahead online.*

Action: to be completed by 30 June 2013

### **17.2 Answering the phone**

- *To examine staffing levels and duties to ensure adequate cover for receiving incoming telephone calls.*

Action: to be completed by 30 June 2013

### **17.3 Speaking to a doctor on the phone**

- *To conduct an appointment to assist in identifying improvements and greater opportunities for access to clinicians by telephone.*

Action: to be completed by 30 June 2013

### **17.4 Wait time before appointment commences**

- *To determine from Systmone clinical system the average appointment wait times and attempt to shorten waiting times*

Action: to be completed by 30 June 2013

### **17.5 Online services**

- Review the promotion of online services and inform the practice population of the service.

Action: to be completed by 30 June 2013

### **17.6 Practice opening hours**

- *To examine the times and days when appointments are available to better meet need.*

Action: to be completed by 30 September 2013

## **18. Management**

Delegated responsibility for overseeing this program will fall to the Practice Manager. A project group will be established, where necessary, to implement the action plan and we will engage with the patient participation group for regular feedback.

## **19. Monitoring**

This plan, together with the survey results will be published on the practice website and made available in reception.