



**PATIENTS'**  
**SURVEY**  
**2017**

## Introduction

The Patient Participation Group (PPG) carried out a survey of all patients who came into Thorpe Road Practice during the week commencing 3<sup>rd</sup> July 2017. The overwhelming majority of patients who were offered a form were pleased to take part. The PPG would like to thank all of the patients who took part in the survey and Practice staff for their help and support during the week. The survey this year focussed on the patient's appointment, their satisfaction with their consultation and their use of new technologies to access Practice services. The Friends and Family question resulting in a net promoter score for the Practice was asked as the final question.

## Executive Summary

It is clear from the results of the survey that the overwhelming majority of the patients surveyed saw the clinician that they wanted to, that waiting times in the main are good, although there is some evidence of longer waits to see a GP. Very few patients use the on-line appointment booking system although it appears some have and stopped using it due to dissatisfaction with the availability of appointments. The vast majority of patients found their clinicians to be good or excellent across all of the different aspects of their consultation, the level of satisfaction improving on last year's scores. 97% found the receptionists to be polite and helpful. The Friends and Family Test scored slightly better than last year. This is an excellent set of results and all staff should be congratulated on their continued excellent performance.

The overall numbers are: -

Q1	Are you seeing the clinician you wanted?	Yes	No	Number	Number		
		91%	9%	301	31		
Q2	Appointment waiting time	Same day	Next day	Less 1 week	More 1 week		
		95	33	128	74		
Q3	How was the appointment booked?	Phone	Visit	Internet	Follow up		
		223	63	13	39		
Q4	Polite and helpful receptionists?	Yes	No	Number	Number		
		97%	3%	317	11		
Q5	Use of on-line service	Prescriptions	Personal data	App'ment	No		
		45%	25%	7%	23%		
Q5	SATISFACTION ALL CLINICIANS	Poor	Fair	Good	Excellent	N/A	
	Telling your story	0%	3%	24%	71%	2%	
	Understanding concerns	1%	5%	18%	73%	3%	
	Showing care and compassion	1%	4%	17%	78%	0%	
	Explaining condition and treatment	1%	3%	19%	72%	5%	
	Involvement in decisions	1%	6%	16%	69%	8%	
	Providing or arranging treatment	1%	5%	19%	70%	5%	
Experience overall	1%	4%	19%	76%	0%		
Q6	FRIEND AND FAMILY TEST	Ext Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't know
	Would you recommend the Practice	195	107	18	6	1	3

Table 1 Summary of Responses

## **Summary of recommendations**

There are 5 recommendations included in the report. These are: -

1. The Practice undertakes further patient education to explain the roles of non-medical practitioners and why patients might see a nurse practitioner or paramedic instead of a doctor.
2. the Practice is congratulated on maintaining short waiting times for the majority of patients, especially enabling good access on Mondays and adopting good practice in booking patients' appointments.
3. the Practice ensures that patients are informed when there is a delay in being seen in clinic and that clinicians always apologise when they are running behind.
4. the slots available on-line are slowly increased to encourage more patients to use this method of booking. This will ultimately relieve some pressure from the already busy reception staff.
5. New technology is purchased as early as possible and complete and sufficient testing is carried out before launching to patients and that: -
  - a. The Practice signposts effectively to patients that new technology is available
  - b. Relevant staff are trained to provide comprehensive explanation and demonstration of the technology
  - c. The use of the technology is publicised prominently in the Practice and on the website
  - d. The number of patients using the technology are recorded and the benefits are achieved
6. All staff are required to wear name badges when on duty as part of the uniform policy.
7. The detailed feedback included in the report is used to inform the appraisal of individual clinicians and any issues are picked up and a corrective action plan agreed.

### **Question 1 – Seeing the clinician of choice**

Patients were asked whether they were seeing the clinician they wanted. Due to the rapid growth in patient list size and the difficulty in employing doctors, the PPG has supported the Practice in employing nurse practitioners and more recently a paramedic to see and treat patients. This has been successful in maintaining good waiting times.

Only 9% (31) patients stated that they were not seeing the clinician they wanted. In the majority of cases this was seeing a nurse practitioner rather than a GP. This was mostly on Monday afternoons (9 of 29 patients) and Wednesday mornings (6 of 39).

It is estimated that between 25% and 33% of patients currently seeing a GP could see an alternative, non-medical practitioner. The Practice's involvement in the Time to Care programme will demonstrate and evidence this volume of patients that could be seen by another clinician. In the meantime, further patient education is necessary regarding the different practitioners and why patients might be seeing a nurse or a paramedic instead of a doctor. Patients should also be less reluctant to tell receptionists why they wish to see a GP so that receptionists may better direct patients to the appropriate practitioner. The Practice should also promote the service provided by the Greater Peterborough Network GP Hub held at Boroughbury more forcefully to those patients who insist on seeing a GP.

It was reassuring to see cross-referral of complex patients between the various clinicians during clinic, ensuring that those patients with more complex conditions that needed to see a GP were cross referred at the time. It is however suggested that at the end of each clinic a review of patients is carried out between clinic staff to ensure all patients with complex or complicated conditions have been appropriately treated.

**It is recommended that:**

- The Practice undertakes further patient education to explain the roles of non-medical practitioners and why patients might see a nurse practitioner or paramedic instead of a doctor.

**Question 2**

Q2 asked patients how long they had waited for an appointment. Although a number of patients commented that waiting times for GPs were normally a one or two week wait, nearly 80% of patients were seen within one week. Over 40% of patients on Mondays were seen on the day.

One of the doctors in the Practice only works one day each week and obviously patients waiting to see this doctor can wait a long time for an appointment.

It is clear that good practice in the use of appointments is being employed with cancellations and on the day appointments being used.

It was also noted that on occasion there were exceptionally long waiting times in clinic. Although there are many understandable reasons why this might happen, it is not unacceptable that patients waiting in the waiting room are unaware that there is a delay.

**It is recommended that: -**

- the Practice is congratulated on maintaining short waiting times for the majority of patients, especially enabling good access on Mondays and adopting good practice in booking patients' appointments.
- the Practice ensures that patients are informed when there is a delay in being seen in clinic and that clinicians always apologise when they are running behind.

**Question 3**

Q3 asked how the appointment was booked. 85% of patients either phoned or visited the Practice to make their appointment. Only 4% booked the appointment on line. In Q5, 25% of patients stated that they had used the on-line booking service. One of the patients who used the internet to book their appointment noted that "the internet appointment service is excellent but availability of appointments is too limited". This may be one of the reasons patients don't utilise this service enough or having used it revert back to phoning the Practice to make an appointment. On reviewing the service, it is clear that only a few appointments are available all with longish waits. It is clearly difficult to get the balance right between slots available on line and those available to the receptionists to book patients who phone or visit the Practice. However, unless there is an effort to improve the availability on-line. Patients will continue to phone or visit.

The Practice confirms that it is not yet possible to make the nurse appointments available on-line due to the different lengths of appointment.

**It is recommended that: -**

- the slots available on-line are slowly increased to encourage more patients to use this method of booking. This will ultimately relieve some pressure from the already busy reception staff.

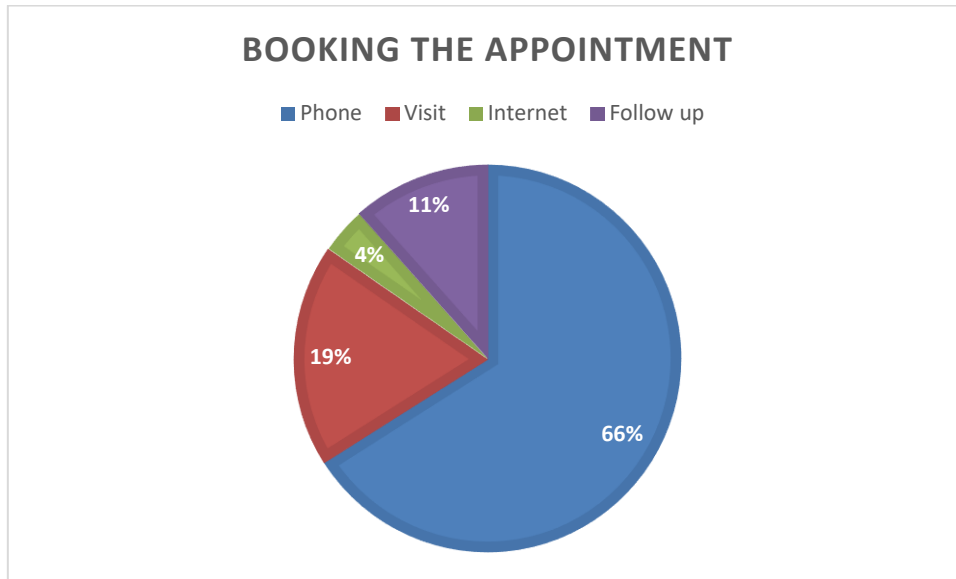


Chart 1 How patients booked their appointment

**Question 4**

Q4 asked whether the receptionists were helpful and polite. A remarkable 97% stated that they were. There were many positive comments including as always; good attitude; very helpful; friendly and understanding; always helpful providing extra help and support.

There was a very small number of negative comments that one of the receptionists could be blunt and rude.

**Question 5**

Q5 asked which on-line service were being used. 45% stated that they had used the on-line prescription service which is a very efficient service. 25% stated they had previously used the appointment booking service and only 23% stated that they hadn't used the on-line services.

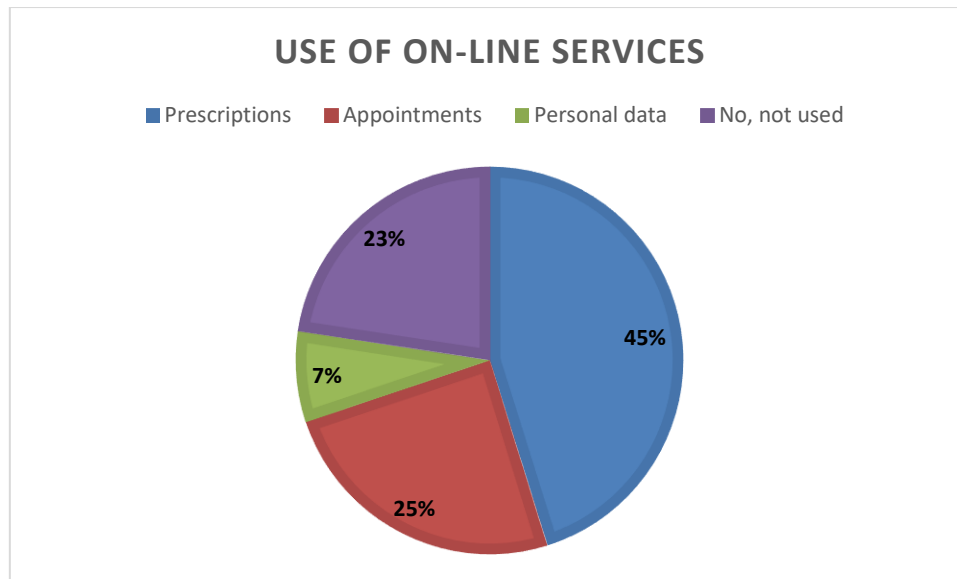


Chart 2 – the percentage of patients using on-line technology

New technologies must be introduced if the Practice is to maintain high quality care as technology evolves and demand for primary care services increases but better ways of informing patients about the services and their benefits must be implemented.

**It is recommended that: -**

- New technology is purchased as early as possible and complete and sufficient testing is carried out before launching to patients and that: -
  - a. The Practice signposts effectively to patients that new technology is available
  - b. Relevant staff are trained to provide comprehensive explanation and demonstration of the technology
  - c. The use of the technology is publicised prominently in the Practice and on the website
  - d. The number of patients using the technology are recorded and the benefits are achieved

**Question 6**

Q6 asked patients who they were seeing that day in order that the PPG could assign the responses regarding the consultation to the correct clinician. This was the question that was left blank by more patients than any other question, even though the survey was part completed after the consultation. The completeness of this question improved later in the week after staff had been asked to wear their name badges.

**It is recommended that: -**

- All staff are required to wear name badges when on duty as part of the uniform policy.

## Question 7

This question asked the patients how good their clinician was in seven aspects of their care: -

- Letting you tell your story
- Fully understanding your concerns
- Showing care and compassion
- Explaining your condition and treatment
- Involving you in treatment decisions and letting you take control
- Providing and arranging treatment for you
- Overall, how would you rate your treatment today

With Question 6 identifying the individual clinician it has been straight forward to provide feedback to all members of clinical staff as well as the Practice Manager. For the purposes of this report the data has been aggregated to report performance for all clinicians overall.

Ignoring the “not applicable” responses, for each aspect for clinicians overall 92% of patients said that their experience

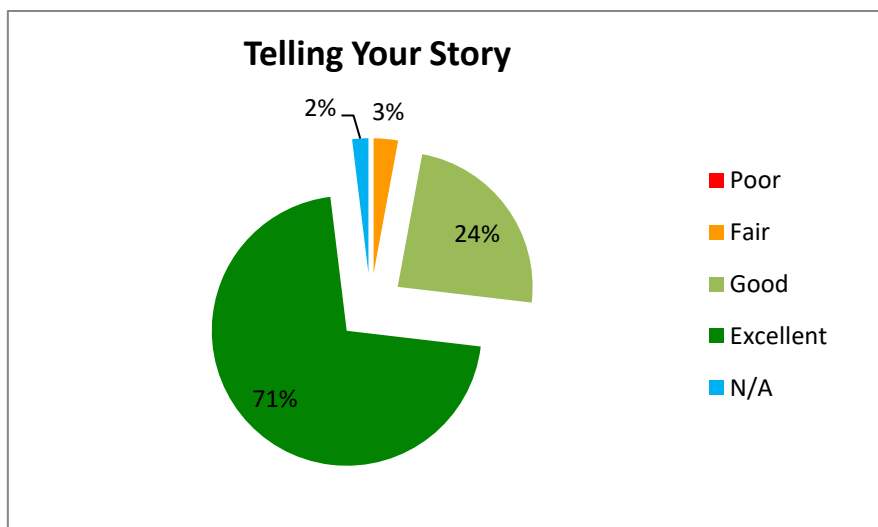


Chart 3 – Percentage of patients satisfied with being able to tell their story during consultation

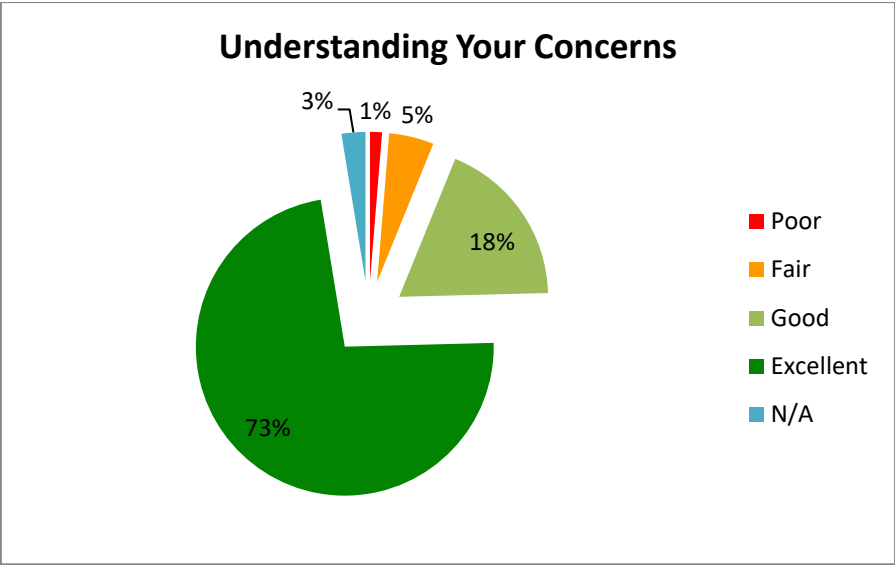


Chart 4 – Percentage of patients satisfied the clinician understood their concerns

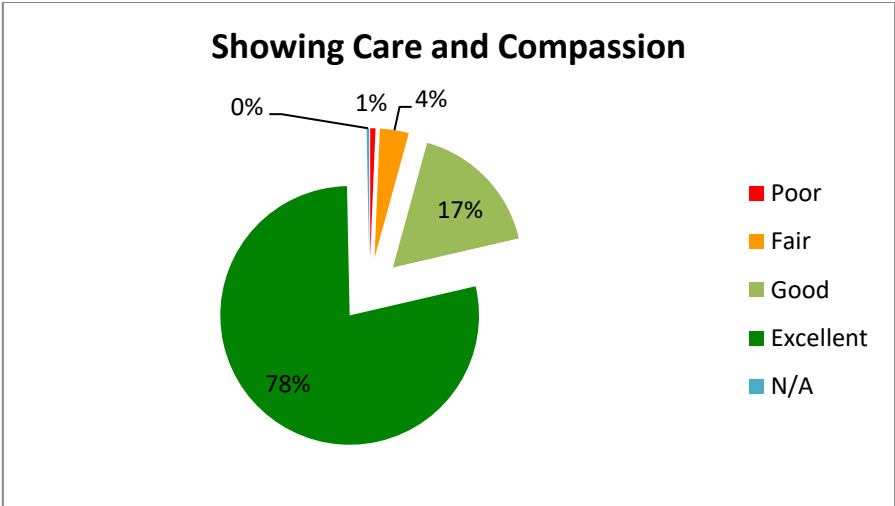


Chart 5 – Percentage of patients satisfied the clinician was caring and compassionate

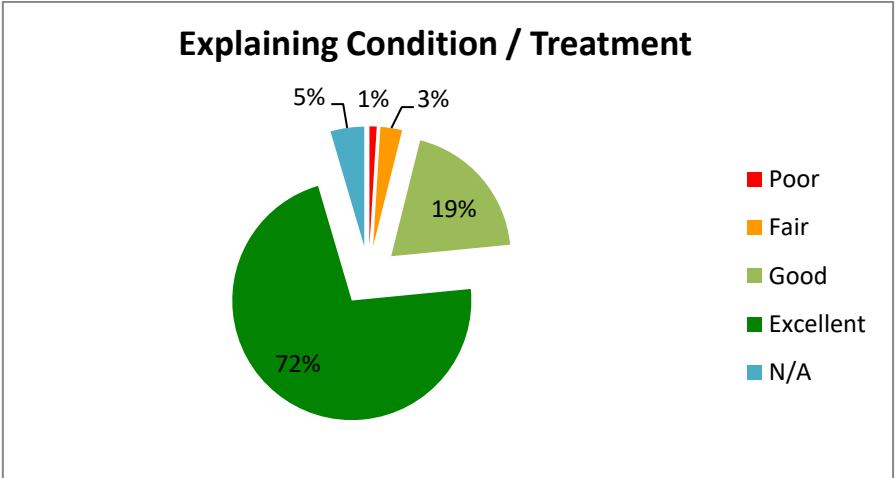


Chart 6 – Percentage of patients satisfied with the clinician's explanation of their condition / treatment



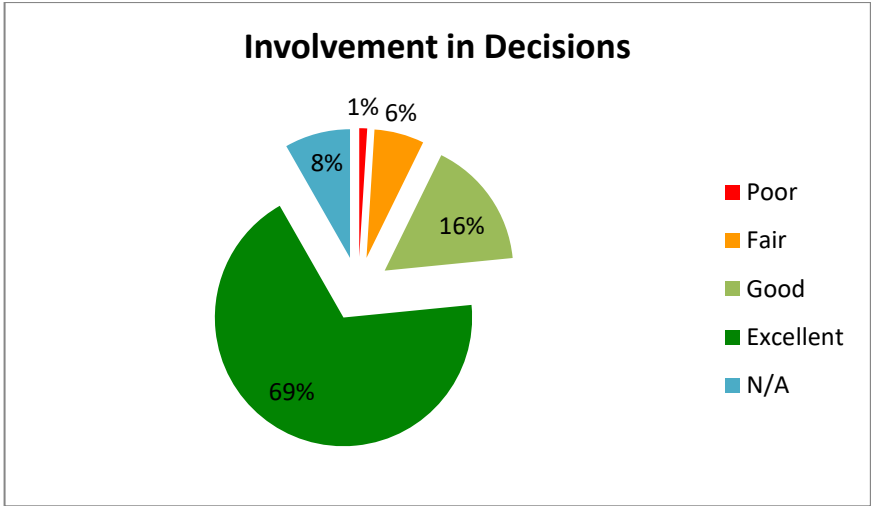


Chart 7 – Patient satisfaction with their involvement in the treatment decision

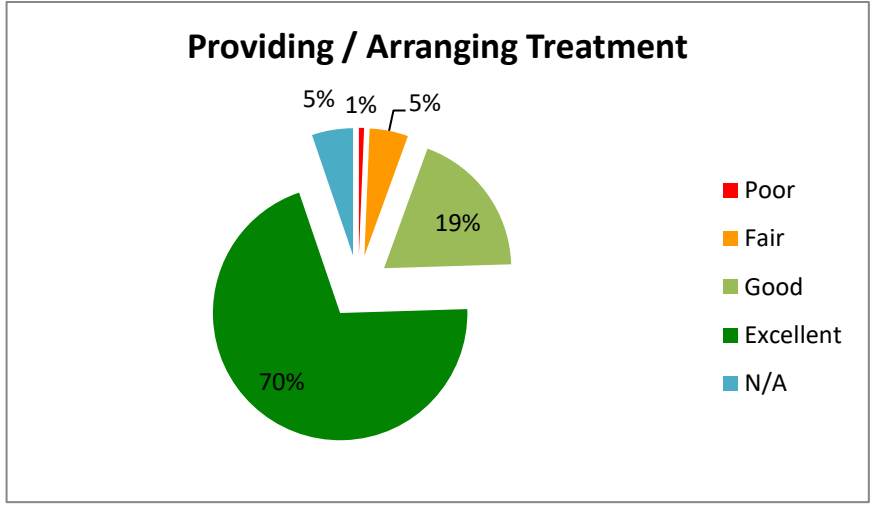


Chart 8 – patient satisfaction in how treatment has been provided or arranged

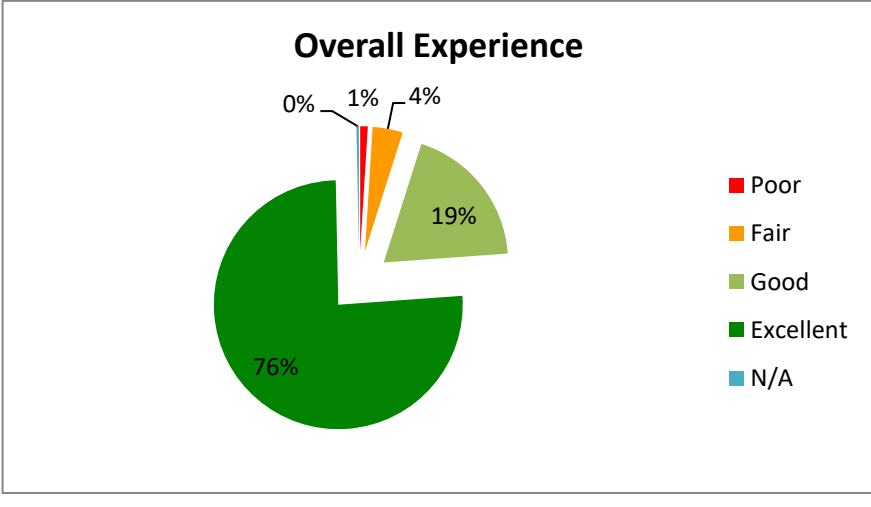


Chart 9 – patients' overall satisfaction with their consultation

There was very little difference between the satisfaction of patients seeing GPs and those seeing other healthcare professionals as the table below demonstrates: -

<b>Aspect of Care</b>	<b>Non-GPs</b>	<b>GPs</b>	<b>All Clinicians</b>
Letting you tell your story	96.55%	97.67%	97.03%
Understanding concerns	93.53%	93.89%	93.69%
Showing care and compassion	95.32%	96.21%	95.71%
Explaining condition/treatment	95.24%	96.80%	95.90%
Involvement in decisions	93.13%	90.68%	92.09%
Providing/Arranging treatment	94.55%	93.60%	94.14%
Overall experience	94.25%	96.18%	95.08%
<b>Average</b>	<b>94.65%</b>	<b>95.01%</b>	<b>94.81%</b>

Table 2 comparing patient satisfaction between medics and non-medics and overall

There were a number of very positive comments including: -

- Staff are excellent, doing job properly
- Stayed here despite moving
- Moved from another surgery, very happy here
- Excellent advice and assistance
- Happy to speak to a good GP
- Very helpful and understanding
- Could not have expected better
- Extremely caring and considerate
- Complete and thorough check

**It is recommended that: -**

- this detailed feedback is used to inform the appraisal of individual clinicians and any issues are picked up and a corrective action plan agreed.

### **Q8 Friends and Family Test**

The methodology for the Friends and Family Test is the same as last year making a comparison of performance straight forward. The result is: -

	Ext Likely	Likely	Neither	Unlikely	Ext Unlikely	Don't know
Monday a.m.	26	18	2	1	1	1
Monday p.m.	12	15	6	2	0	0
Tuesday a.m.	20	11	0	0	0	0
Tuesday p.m.	23	7	2	0	0	1
Wednesday a.m.	28	17	1	0	0	0
Wednesday p.m.	13	9	1	0	0	1
Thursday a.m.	24	9	3	2	0	0
Thursday p.m.	25	9	1	0	0	0
Friday a.m.	15	6	1	1	0	0
Friday p.m.	9	6	1	0	0	0
<b>TOTAL</b>	<b>195</b>	<b>107</b>	<b>18</b>	<b>6</b>	<b>1</b>	<b>3</b>

Table 3 Friends and Family Test

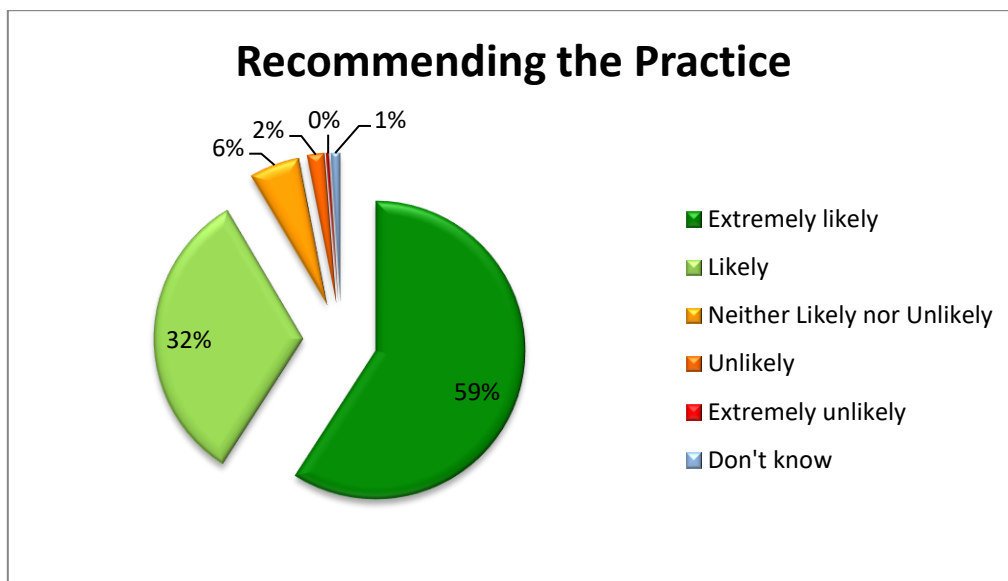


Chart 10 – Percentage of patients who would recommend the Practice to Family and Friends

The calculation is as follows: -

$$\text{Recommend (\%)} = \frac{\text{Extremely likely} + \text{likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither} + \text{Unlikely} + \text{Extremely Unlikely} + \text{Don't Know}} \times 100$$

For the Practice, the recommendation score is  $(195+107/195+107+18+6+1+3) * 100 = 91.51\%$

This is a small improvement from last year (91.10%). This is an excellent result and all staff should be congratulated on their continued excellent performance.

## **OTHER COMMENTS**

- No late or weekend appointments
- No appointments at convenient times
- Nothing to read while waiting
- Would like a changing table in disabled toilet
- Water dispenser in waiting room
- Helpful to have children's toys
- Generally a great service
- Love TRS

S Day  
On behalf of the Patients' Practice Group

Dr T Shah  
On behalf of the Practice