



PATIENTS'
SURVEY
2018

Introduction

The Patient Participation Group (PPG) carried out a survey of all patients who came into Thorpe Road Practice during the week commencing 26th November 2018. 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.

There was concern among the Practice staff and the PPG that the move to the 3-day booking system would cause significant problems with contacting the Practice to make an appointment. The survey therefore took this into account together with, their satisfaction with their consultation and their use of new technologies to access Practice services. The opportunity was also taken to determine how many patients knew about the GP Hub and how many had had an appointment there. 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 nine out of ten patients surveyed saw the clinician that they wanted to; that although only half of the patients were aware of the 3-day booking system only one in ten patients made 2 or more calls. The Practice is to be congratulated on creating a system that provides short waiting times for patients. One third of patients use on-line services, the majority for ordering repeat prescriptions. Although there are comments concerning how difficult this is for some, with a large number of patients having repeat prescriptions, more patients should be encouraged to order them online to reduce the pressure on receptionists. 97.5% of patients found their clinicians to be good or excellent overall, which is a very good result. The Friends and Family Test scored virtually the same as last year.

This is an excellent set of results and all staff should be congratulated on their continued excellent performance.

Summary of recommendations

There are 4 recommendations included in the report. These are: -

1. 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.
2. Further advertising within the Practice of the GP Hub is made available and should be offered to all patients when an appointment request can not be granted. The availability of the GP Hub for weekend appointments should also be included in the telephone voice message.
3. The Practice signposts effectively to patients that repeat prescription ordering online is available and that:
 - a. Relevant staff are trained to provide comprehensive explanation of the technology
 - b. The use of the technology is publicised prominently in the Practice, on the website and demonstrated periodically to patients

4. 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.

The overall numbers are: -

Q1	Seeing the Dr or Nurse of choice?	Yes	No	Number	Number		
		88%	10%	285	34		
Q2	Aware of New booking system?	Yes	No	Number	Number		
		48%	52%	156	167		
Q3	Number of phone calls	0	1	2	2+		
		12%	76%	8%	4%		
Q4	Do you use online services?	Presc'tions	App'tment	Records	No		
		99	59	9	196		
Q5	Aware of GP Hub?	Aware	Not Aware	Number	Number		
		31%	69%	102	222		
Q6	Offered appointment at GP Hub?	Yes	No	Number	Number		
		11	89	35	288		
Q7	SATISFACTION WITH CLINICIANS O/A	Poor	Fair	Good	Excellent	N/A	
	Telling your story	1%	3%	23%	70%	3%	
	Understanding concerns	1%	4%	19%	73%	3%	
	Showing care and compassion	0%	5%	19%	75%	1%	
	Explaining condition and treatment	0%	5%	20%	70%	5%	
	Involvement in decisions	0%	5%	19%	65%	11%	
	Providing or arranging treatment	0%	3%	18%	68%	11%	
Experience overall	0%	2%	22%	75%	1%		
Q8	FRIEND AND FAMILY TEST	Ext Likely	Likely	Neither	Unlikely	Ext Unlike	Don't know
	Would you recommend the Practice	71%	22%	6%	0%	0%	1%

Table 1 Summary of Responses

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 (a further 6.5% in the last year) and the difficulty in employing doctors, the PPG has supported the Practice in employing nurse practitioners to see and treat patients. This has been successful in maintaining good waiting times.

Only one in ten (34) patients stated that they were not seeing the clinician they wanted. In the majority of cases this was because they were seeing a nurse practitioner rather than a GP. Ten of these were on Monday, a notoriously busy day for the NHS.

From discussions with patients during the survey, it is clear that a considerable number of patients do not have a preference regarding who they're seeing, just happy that they have accessed the service.

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 that time.

A patient commented that they had wished to see a GP but had been directed to a nurse practitioner by the receptionists and questioned whether they were trained to do this. Leaflets in the waiting room explain why receptionists do this and how they are trained.

Questions 2 and 3

Q2 and Q3 asked whether patients are aware of the recently introduced appointments system and how many times they needed to phone the Practice. In the new system, appointments can only be made for today, tomorrow or the next day meaning that patients need to contact the Practice to make each appointment. There was concern that insufficient appointments could be made available to maintain the three-day maximum wait and that patients would have to phone many times to make an appointment.

About half of the patients were aware of the change in booking systems and encouragingly nearly 90% of patients phoned once or hadn't phoned (booked online, went into Practice, contacted by Practice). It is also clear from observing the clinics for the week that there remained empty appointments each day.

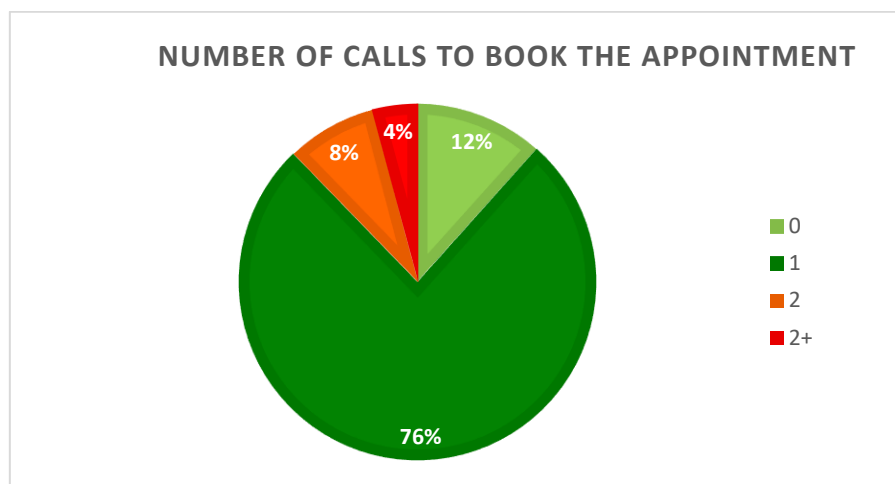


Chart 1 Number of phone calls to book an appointment

Comments were received concerning problems booking GPs and that patients would like to book appointment more than three days in advance and not keep ringing up. The evidence from the survey suggests that there is capacity each day for urgent patients and that introducing this system has maintained very good access for all patients. With the majority making only one phone call to make the appointment, the service provided by the Practice to its patients is significantly better than many other Practices in the surrounding area and the Practice is congratulated on creating a system that provides short waiting times for patients.

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: -

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- 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.

Questions 4 and 5

Q4 and Q5 asked patients if they were aware of the GP Hub and how many patients had received an appointment there.

The GP Hub is a new GP led evening and weekend service where local GPs and Practice Nurses offer a range of services for patients registered with a GP practice in Greater Peterborough. Patients can book an appointment through their Practice's receptionists, online or by contacting the GP Hub.

From discussions with patients it is clear that patients who work, especially those who commute and those with young families might benefit by being able to make appointments in the evenings or at weekends at the GP Hub.

Less than one third (31%) of patients surveyed had heard of the hub and only one in ten (11%) had received an appointment there. Despite posters and leaflets being available in the waiting room it is suggested that greater effort is put into making particular patient groups aware of the GP Hub.

It is recommended that: -

- Further advertising within the Practice of the GP Hub is made available

Question 6

Q6 asked whether patients used any of the Practice's online services. 60% stated that they didn't use online services, one patient commenting that they preferred people! Of those who do use the Practice's online services 59% use it for repeat prescriptions (30% of patients surveyed use online repeat prescriptions). Of the 324 patients surveyed only 12 had booked their appointment that week online.

This is an area where further work is required to encourage patients to use the online services. With over 2,700 repeat prescription users in the Practice, encouraging more to order them online would reduce pressure on already busy Practice staff.

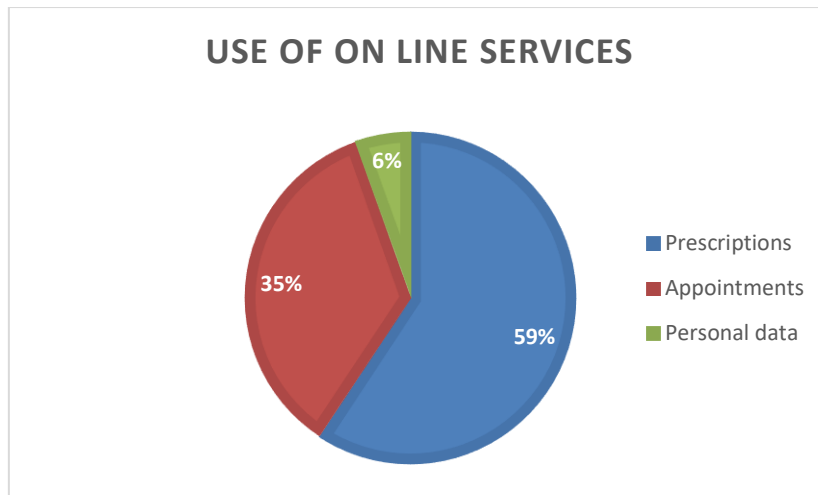


Chart 2 Use of online services

It is recommended that: -

- a. The Practice signposts effectively to patients that repeat prescription ordering online is available
- b. Relevant staff are trained to provide comprehensive explanation of the technology
- c. The use of the technology is publicised prominently in the Practice, on the website and demonstrated periodically to patients

Questions 7 and 8

This question asked 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 7 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 97% of patients said that their experience was either good or excellent, which is 3% higher than last year.

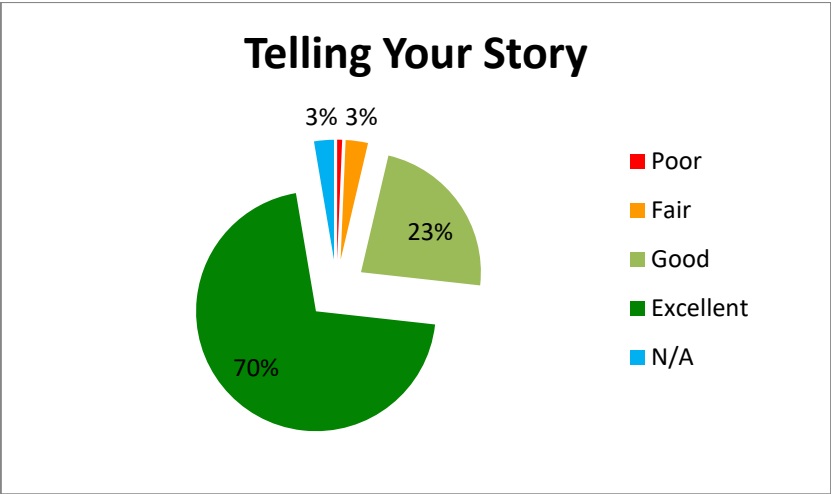


Chart 3 – Percentage of patients satisfied with being able to tell their story during consultation

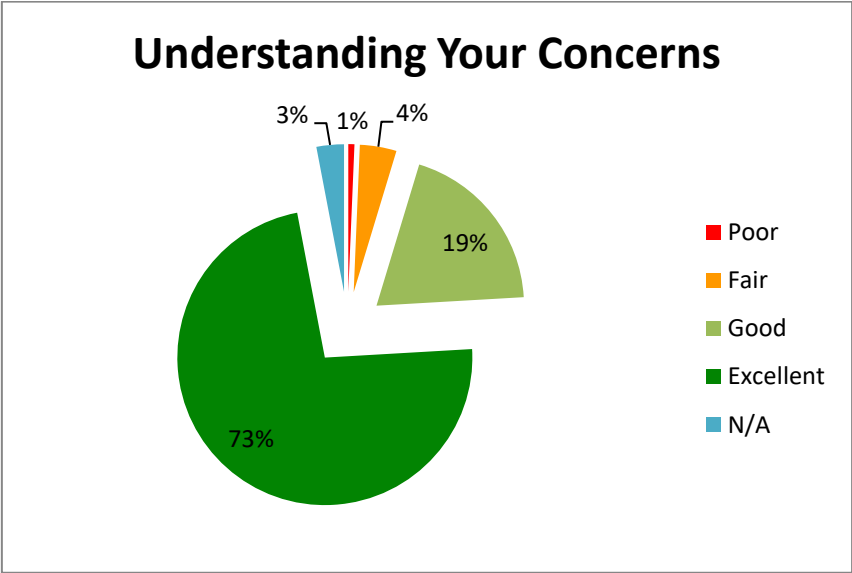


Chart 4 – Percentage of patients satisfied the clinician understood their concerns

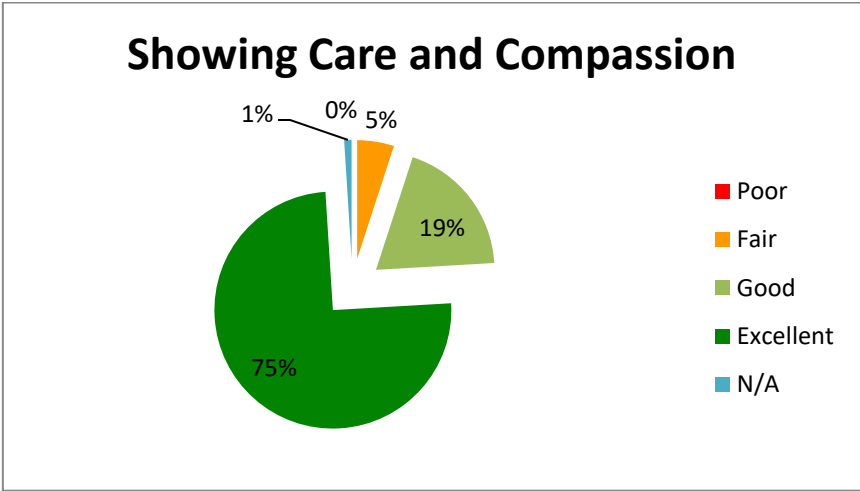


Chart 5 – Percentage of patients satisfied the clinician was caring and compassionate

Explaining Condition / Treatment

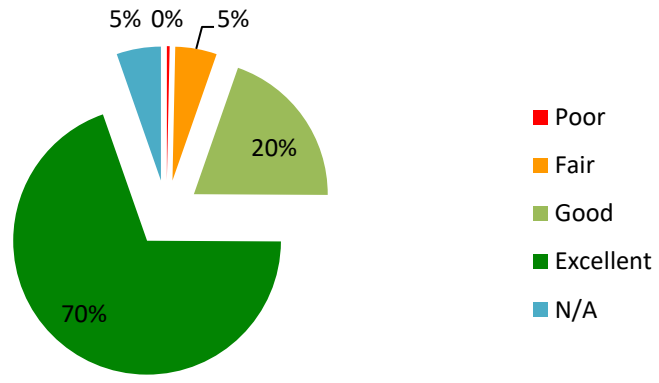


Chart 6 – Percentage of patients satisfied with the clinician’s explanation of their condition / treatment

Involvement in Decisions

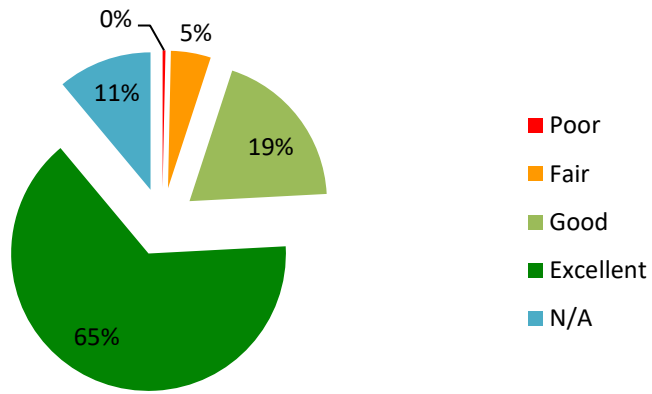


Chart 7 – Patient satisfaction with their involvement in the treatment decision

Providing / Arranging Treatment

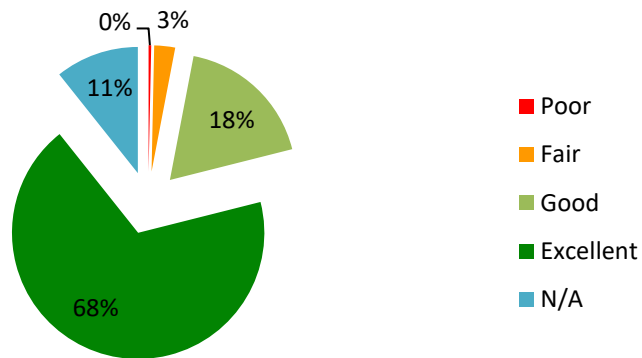


Chart 8 – patient satisfaction in how treatment has been provided or arranged

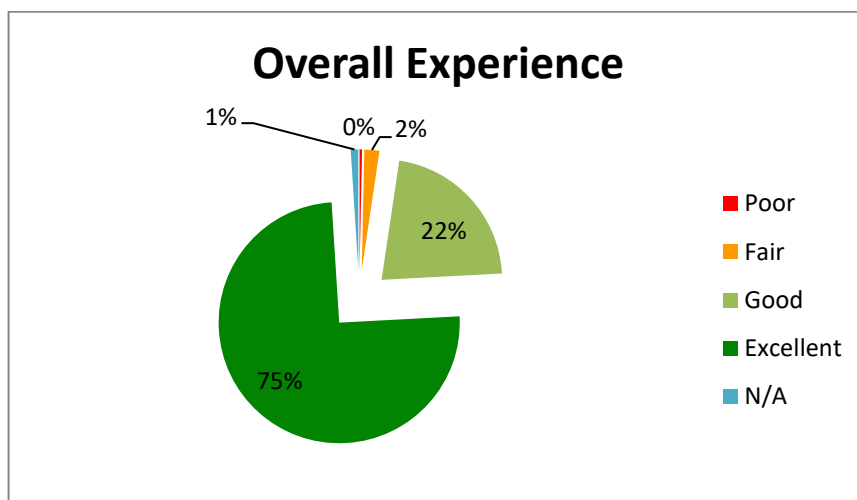


Chart 9 – patients' overall satisfaction with their consultation

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

Aspect of Care	Nurses	GPs	All Clinicians
Letting you tell your story	95.17%	96.75%	95.78%
Understanding concerns	94.48%	95.08%	94.71%
Showing care and compassion	93.33%	95.90%	94.32%
Explaining condition/treatment	95.00%	93.33%	94.36%
Involvement in decisions	94.66%	93.81%	94.33%
Providing/Arranging treatment	96.92%	95.69%	96.45%
Overall experience	98.01%	96.67%	97.50%
Average	95.37%	95.32%	95.35%

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

There were a number of very positive comments including: -

- Best surgery I've had
- Never had any worries coming here
- All staff are wonderful especially the receptionists
- As new patients we have felt very welcome by the whole team
- The whole Practice is excellent
- Best surgery I've ever been to

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.

Q9 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.	35	13				1
Monday p.m.	27	3	4		1	
Tuesday a.m.	18	7	2			
Tuesday p.m.	18	10	2			
Wednesday a.m.	30	8	2			1
Wednesday p.m.	9	3				
Thursday a.m.	29	6	1			1
Thursday p.m.	19	5	4			1
Friday a.m.	20	10	1			
Friday p.m.	17	3	2	1		
TOTAL	222	68	18	1	1	4

Table 3 Friends and Family Test

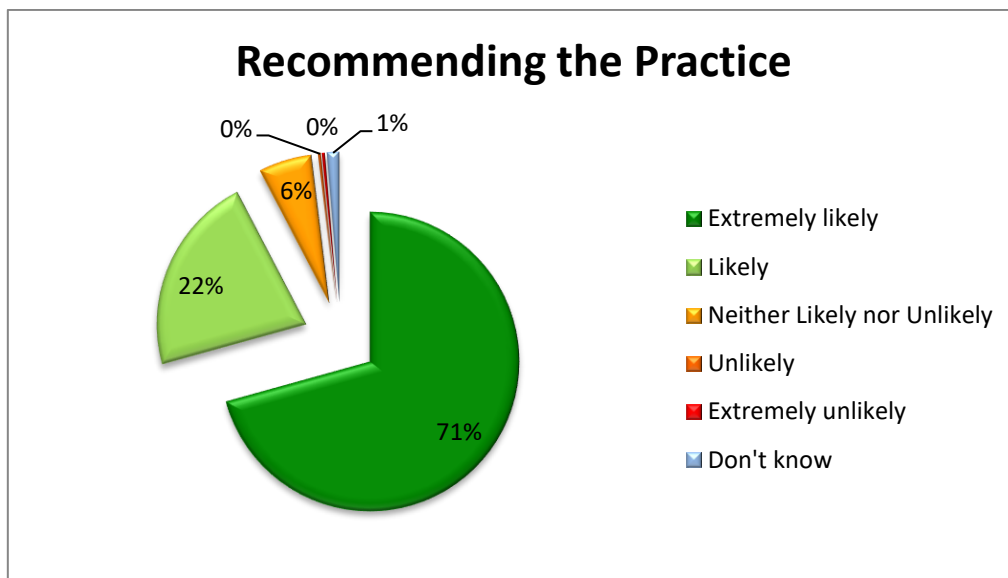


Chart 10 – Percentage of patients who would recommend the Practice to Family and Friends

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 $(228+68/228+68+18+1+1+4) * 100 = 90.63\%$

This is virtually the same score as last year (91.10%) and an excellent result. All staff should be congratulated on their continued excellent performance.

OTHER COMMENTS

- Can staff names and photos be on website?
- Like to address receptionists by name, they are always friendly
- Nurse Practitioners prescribe too many antibiotics
- Needs playpen for babies in waiting room
- Grateful for additional parking at rear
- GPs great, had an issue with receptionists but seen an improvement
- Really good with my little boy
- Always great here

S Day
On behalf of the Patients' Practice Group

Dr T Shah
On behalf of the Practice