

MARSH HOUSE MEDICAL PRACTICE PATIENT PARTICIPATION SURVEY REPORT FEB 2013

We would like to thank all the patients who took the time to complete our Practice Satisfaction Survey. This survey was devised following discussion with our Patient Participation Group and their thoughts on the practice since moving to new premises.

The group was formed over a year ago having advertised for interest by means of a notice in our waiting area and receptionists actively giving out a leaflet. As we did not at that time have a Website we arranged a face to face meeting with interested parties and explained the purpose of the group. The PPG was made up of four male patients aged between 40 and 75 of whom two are carers for their spouses, three are retired and one in employment, and three female patients aged between 45 and 75, of whom one is retired and two currently in employment. Six members are British and one of European origin. We have now increased the Group size to twelve adding three female patients and two male. We feel that this is a good size for group discussion however we would encourage any patients under 40 to become involved to obtain the views of the whole age range of our practice population. If anyone would be interested in joining the group please ask at reception.

The PPG met on several occasions over the last year and had very useful discussions around the main problems they had encountered as patients and also problems highlighted to the practice as priorities from other patients.

Our meeting in June prompted a discussion over a major problem that we were having regarding skateboarders using the health centre car park on an evening and how to resolve this. Feedback from patients showed that they felt intimidated by the presence of the youths when visiting the pharmacy or evening surgery. We felt that we had tried every avenue including the police and community officers. A group member suggested we try the Anti-Social Enforcement Officer and supplied the telephone number. A meeting was set up with them, a youth worker, two of the skateboarders and some of the neighbours who outlined the problems and how the noise affected them. The matter was resolved with immediate effect.

At our meeting at the beginning of February the subject of the 2013 survey was raised and after much discussion the group felt that we should repeat the previous year's survey to see if opinion had improved after implementing the proposed actions. The survey was given out to patients attending the surgery during the week commencing 11th February 2013. Once we had received 100 completed forms we collated the results and presented them to the PPG group via letter and email for agreement around the action plan as follows.

The main matters for discussion were:

Getting through on the telephone – we had previously explained to the group that we had had major difficulties with the new telephone system since moving in and now finally had the system that was required. We were however still receiving complaints that patients were queuing too long at certain times. As we had no further capacity for an extra phone line we discussed the possibility of stopping the telephone prescription line if patients were happy to access this by other means. We asked this question in our survey for 2012 and the response was excellent with the majority of patients now using a local pharmacy, email or the drop in box at reception. We implemented the change in June 2012 and our recent survey confirms that 60% of patients felt that telephone access had improved as a result.

We continue to accept prescription requests over the phone for housebound patients. This proves the credibility of the survey.

Preference of doctor – It appeared that most people preferred to see their own doctor for a routine appointment but would see any doctor in an emergency. The number of patients happy to see any doctor in the present survey has increased which gives more flexibility to appointments.

Appointment times – It appeared that the majority of patients were happy with the appointment times provided. 3% expressed the option of a late evening appointment which is already being provided and therefore needs to be advertised.

Preference of doctor – 67% of patients would prefer to consult with their own doctor for a routine appointment and only 1% would consult with a GP registrar (qualified doctor training to be a GP). We asked via the survey if they would consider an appointment with our GP registrar if closely supervised by own doctor and 81% of patients agreed they would. – We agreed to train reception staff to make the patient aware of the availability of a GP registrar in future as it appeared many patients were not aware that a registrar was available. It was suggested that we have photographs of doctors and current registrars so that patients know who they are.

Overall satisfaction – We are disappointed that 4% of patients included in the survey are dissatisfied with the service provided and unfortunately only one gave any reason and therefore we are unable to address the problems of the others. The reason given was the length of time it takes to get an appointment. This subject was also brought up by the PPG members at our recent meeting and it was explained that doctors have an allotted time of 10 minutes per booked appointment however they will see the patient for as long as necessary. The doctors then see emergencies booked on the day and are now still consulting well into lunchtime when they used to do paperwork and home visits. This appears to be a national problem with patient demand to see a doctor increasing.

Comments

Suggestions around information to be included on the website are really useful. Some of them have already been implemented and we will look into the other suggestions. We have added a link to www.patient.co.uk which is used by GPs to access patient leaflets and also gives information on support groups, medication and symptoms. Online access to medical records and blood results is not available at present but we understand is a possibility in the future.

ACTION PLAN

To add one appointment to each doctors clinic and telephone consultation.

To encourage patients to book appointments with our registrars who are fully supervised.

To advertise other services available and how to access them.

To have photographs and names of all clinical staff on display.

The results of the 2013 survey are shown below with results from 2012 alongside.

Patient Satisfaction Survey- Marsh House Medical Practice Feb 2013

How would you rate your overall satisfaction with the practice?

	2013	2012
a. Completely satisfied	29%	45%
b. Very satisfied	39%	39%
c. Fairly satisfied	25%	8%
d. Neutral	3%	8%
e. Fairly dissatisfied	2%	
f. Very dissatisfied	1%	
g. Completely dissatisfied	1%	

What is your preferred time for an appointment with a GP (doctor)?

	2013	2012
a. 8 -10am	36%	46%
b. 10 -12noon	28%	38%
c. 12 -2 pm	5%	4%
d. 2 - 4pm	5%	6%
e. 4 - 6pm	23%	6%
f. Other please specify...	3% evening	

What is your preferred time for an appointment with a nurse?

	2013	2012
g. 8 -10am	32%	46%
h. 10 - 12noon	30%	33%
i. 12 - 2 pm	5%	10%
j. 2 - 4pm	5%	6%
k. 4 - 6pm	19%	5%
l. Other please specify.....		

Have you found access to the surgery by telephone to have improved since we introduced another telephone line?

	2013
a. Yes	60%
b. No	11%
c. No difference	29%

For a routine appointment who would you prefer to see?

	2013	2012
a. Your own doctor	67%	80%
b. Any doctor	32%	17%
c. GP registrar	1%	3%

For an emergency appointment who would you prefer to see?

	2013	2012
a. Your own doctor	44%	44%
b. Any doctor	56%	53%
c. GP registrar	0%	3%

Are you routinely offered appointments to see our GP registrar?

	2013	2012
a. Yes	33%	36%
b. No	67%	64%

Would you consider an appointment with our GP registrar if you were aware that they are closely supervised by your own Doctor?

	2013	2012
a. Yes	81%	94%
b. No	20%	6%

We are currently developing a practice website. What information or links would be useful to you. If you have any ideas of what you would like included or any other comments please jot them down here

On-line appointment booking and cancelling, repeat prescription requests, confidential access to blood results.

Links to support groups, health and nutrition advice, NHS information on illness/symptoms.

On line chat/ advice line, relevant contact numbers –surgery, out of hours, drop in centres.

Waiting times to see a doctor very poor. How to get an appointment in less than seven days.

The entire staff have always treated me with the utmost of respect, excellent service.

Please confirm your gender and age band

41%	59%	6%	33%	20%	41%
a. Male / b. Female	a. [18–30]	b. [35–50]	c. [51-65]	d. [65 and over]	

Thank you very much for contributing to this survey