

Sunbury Health Centre Group Practice

Patient Survey 2016

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1. Introduction

The Annual Patient Survey for Sunbury Health Centre Group Practice for 2016 was carried out between 4th – 22nd April and was available as a paper based questionnaire or online via Survey Monkey.

2. Aims and Objectives

The aim of the questionnaire was to establish how our patients feel about the services we provide and highlight areas where we could make improvement.

The results provide a valuable blend of quantitative and qualitative data and as in previous years the findings for 2016 will be reviewed by the Partners and the Practice Management Team and will also be discussed with the PPG (Patient Participation Group). This will determine priorities that the Practice and PPG will work on in the coming year.

3. Methodology

A questionnaire was compiled following discussion with the PPG further developing on previous patient questionnaires undertaken by the Practice in previous years.

Questionnaires were handed out by reception staff as patients attended their appointments and were available online for all patients to complete if they wished to participate.

Patients either completed the questionnaire in the Waiting Room before or after their appointment and returned the completed questionnaire to reception or completed the question online via the Practice website using Survey Monkey.

In addition to the set questions, the opportunity to enter free text was available enabling qualitative and quantitative data to be gathered.

A total of 555 questionnaires were received, a 33% increase on last year's return. 252 included free text suggestions for the development of services and improvements, an increase of 24%.

The paper based results were input into the Survey Monkey web portal by the PPG adding to those surveys completed online and analysed using the Survey Monkey software.

The assistance of the PPG members to enter the data again was much appreciated by the Practice and enabled the quantitative results to be analysed by the software.

The responses to each question can be viewed by clicking the link in the following results section.

4. Results *

Quantitative Data

A summary of the findings is outlined in the following sections:

- a. Patient access
- b. Clinical performance
- c. Overall satisfaction with the Practice
- d. Premises
- e. Demographics

a. Patient Access

Patient access remains a key challenge for the Practice. Systems for booking appointments online and via the automated telephone system are in place however telephoning the Practice and booking an appointment in person at the Practice were used by most of the survey participants.

The challenges in relation to patient access remain and although the automated systems are clear and relatively easy to use, the most common method of booking an appointment remains to be via speaking to a member of staff.

Performance on telephone call answering times was measured in greater detail. Responses indicated that 38% of calls are being answered within 0-5 minutes, 26% in 6-10 minutes and 13% in over 10 minutes.

When patients are able to contact the Practice the response from the reception team was good or better 84% of the time, a 2% increase on last year.

When patients attend appointments waiting times are 10 minutes or above 65% of the time (up 3% on last year), 77% of patients' rate waiting times as fair or better (1% lower than last year).

Planned solutions to the challenges in relation to patient access are outlined in the conclusions in section 5.

Please note – not all respondents answered all questions. The % quoted relate to those who answered the relevant question

b. Clinical Performance

Having obtained an appointment 44% of patients felt much more able to understand their problem or illness with 36% understanding their problem or illness a little more.

The time a doctor spends with patients was rated good to excellent by 72% of patients rising to 94% if rated fair to excellent, slightly down on last year.

97% of patients rated as *fair to excellent* the patience and listening to questions and worries by the doctor.

Caring and concern by Doctors was rated as *fair to excellent* by 98% of patients, this is consistent with last year.

79% of patients would definitely or probably recommend their Doctor to family and friends slightly down from 81% last year.

Of those patients who have seen a Practice Nurse in the last 12 months the picture is similar to the feedback on the doctors with 91% of patients rating the quality of nursing care as good to excellent and 88% would definitely or probably recommend the Practice Nurses to family and friends slightly up from 87% last year.

c. Overall Satisfaction with the Practice

12% of the respondents were completely satisfied with the Practice, 33% were satisfied, 37% fairly satisfied and 14% not satisfied - very similar to last year.

57% would definitely or probably recommend the practice to family and friends , 19% responded as not sure, 16% probably not and 9% definitely not, again a similar picture to last year.

d. Premises

Premises were not specifically measured this year although the continuing challenges remain.

e. Demographics

Of those who responded to the questionnaire 60% were female and 40% were male. This is the same split as last year.

29% of the respondents were over 65 years of age, 53% 40-65 years, 16% 18-40 years and 1% were 18 years and under.

Qualitative Data – Free text suggestions for services and improvements

Responses were submitted by 252 patients they were of varying length and detail, providing valuable insight into the services and improvements that patients would like the Practice to provide. The categories for comments were very similar to last year. The main issues and related progress are outlined below:

Patient Access

The responses to the questions highlighted the difficulties patients are currently facing in relation to accessing appointments. The responses provided details about the difficulties being experienced and also potential solutions. The feedback was similar that received to last year – how it is encouraging to note that progress has been made in a number of areas as identified:-

<u>Issue</u>	<u>Progress</u>
Eliminating the need to queue for an appointment	A revised system is due to be launched this winter to alleviate the requirement to queue. Details will be communicated within the next few weeks
More widely available on line bookings	Online Bookings for on the day appointments will be available on line from 6 a.m. when the revised system is launched
Increase telephone appointments	25% of GP contacts are now carried out by phone
More appointments available for booking ahead or in advance/ same day to be for urgent and not routine appointments/ Increase availability of appointments/capacity/more Doctors	50% of appointments are available for advance booking and 50% on the day. Longer term our aim is to alter the split to 60% advance and 40% on the day whilst increasing overall capacity using Nurse Practitioners/Nurses and Healthcare Assistants
Later opening/weekend opening	The Practice currently operates extended hours opening for appointments from 7.20 am. onwards. – there are no current plans or resources available to extend opening into the evening or weekends
Open phone lines earlier in the morning	Phone lines will open half an hour earlier when the new system is implemented.
Being able to see your own doctor or another of choice to build a relationship and continuity of care	All patients have a named GP although patients are able to see any doctor of their choice. Many of our GPs are part-time and the usual days they work will be included on the website in future and also displayed on notice boards.
Don't close for lunch	Reception is now open during lunch times
Same day appointments for children	If a child needs to be seen this is identified by the Duty Doctor and they are seen the same day

Premises / Physical Environment

The limitations of the building and physical environment were again widely commented upon and patients would like to see:-

<u>Issue</u>	<u>Progress</u>
Better building and facilities or a relocation to new premises/ Larger premises to cope with increasing patient numbers	Extensive efforts have been made to improve the building and develop capacity. Funding has been secured for a new reception and to improve the waiting room. To enable works to commence patient notes need to be moved and funding has been applied for. Proposals to increase the number of consulting and nursing rooms have also been submitted. As the property is leased from NHS Properties we are awaiting

	decisions from them and NHS England on whether we can go ahead although it is agreed that the current premises issues need to be addressed
Improvement to the physical environment	The waiting room has been painted and we are working with the PPG to improve the quality of the seating and to display artwork from local artists to brighten the area up. We have also requested a full redecoration from NHS Properties and are awaiting an update on this request
A redesigned reception area with better access	A new reception area is planned and it is hoped that this will greatly improve patients' experiences when visiting the Practice

Communications /Processes / Technology

Improved communication/processes closely relate to patient access and the suggestions in that section. Areas that were suggested to focus upon were:-

Issue	Progress
Using email	<i>Email is not currently used by the practice however comments and feedback can be made via the website.</i>
Improving telephone answering times	Performance in the morning peak times has improved and this is regularly spot checked however at other times of the day waiting times are longer and the reasons for this are being reviewed. Six new receptionists have been employed within the last eight months to increase resources to continue the drive for improvement in call answering times
Reviewing the clarity of messages	A new web site has been launched and the development of this will continue
Opening phone lines earlier	This is planned although additional focus on internet and automated phone systems will also be made as part of the improvements to the appointments system
Using text reminders for appointments or reminders for health checks	This has now been implemented. Patients who have not yet signed up can complete a text registration form on the website or at reception
Improving communication between patients and reception/customer service training	Customer service is a key focus for the reception team and formed a key element of our recruitment process when recruiting our six new receptionists
Speed up the prescription turnaround time	Implementing the electronic prescription service (EPS) has improved turnaround times. We will continue to develop improvements in this area
Speed up the referral process to hospitals	A new dictation system and the ability to securely outsource work during peaks and

	holidays has improved turnaround times to within our five working day target
Cleaning could be improved	Cleaning is provided by Virgin Care who sub contract to a cleaning contractor. The Practice regularly feeds back about standards and have raised this with the CCG (Clinical Commissioning Group) who will review the cleaning specifications as part of the tendering process when a new contract is awarded next year.

Additional services

The following additional services were suggested:-

- Physiotherapy
- Blood tests – extending the current provision provided
- Mobile x-ray
- Mental health and counselling
- NHS Dentist
- Additional clinics
- Laboratory facilities
- Help with weight loss
- Holistic treatments, Acupuncture, Hypnotherapy, Reflexology
- Counselling services
- Well men/women services

Without additional space the Practice is unable to offer an extension to services already provided. However when bidding for development of the premises the above and other services are always included.

5. Conclusion

The feedback on the clinical service the Practice provides has remained consistent with high satisfaction, although patient access, communications, premises and the physical environment remain a continuing challenge.

Significant measures are being taken to address these issues and positive developments have taken place in many areas.

Progress has been extremely slow in relation to improving the premises and this continues to have an enormous impact on other areas. The Practice however remains optimistic that plans for increased capacity and an improvement to the current premises will take place. Some progress has already been made with redecoration of the Waiting Room and improvements to the Phlebotomy Room. More changes are planned including the relocation of patients' notes once funding has been finalised.

Behind the scenes an improved staffing structure has been gradually put in place to help take the Practice forward. These changes include the appointment of a

Managing Partner, Strategic Business Manager, Assistant Practice Manager, Nurse Manager, two additional nurses, six additional receptionists, two Health Care Assistants and a Finance Lead.

We have welcomed three trainee doctors as part of the scheme training for new GPs and are hopeful that we will be a full training Practice within the next six months, this will enable us to have registrar doctors on placement. We have become part of the mentoring programme for trainee nurses and our first trainee completed an eight week placement with the nursing team.

Our Nurse Manager has qualified as a nurse prescriber supported by the Practice and will be able to prescribe drugs for certain conditions commencing in November/December.

We are actively recruiting for Nurse Practitioners and are considering employing a pharmacist as part of the development of a multi-disciplinary team.

Capacity planning has greatly improved and we now effectively measure and plan the number of contacts each day. Ensuring the required number of patient contacts is available is not without its challenges and recruitment of GPs is difficult, particularly given that approximately 12% of vacancies are currently unfilled nationally. We have however been fortunate in attracting some excellent GPs and locum GPs.

In relation to communication a refreshed website with improved links to web-based appointment bookings and electronic prescribing has been developed.

With regard to premises we are bidding for additional space within the current building although ascertaining costs of additional space from NHS Property Services remains challenging. Property costs for the Practice have risen by approximately £40,000 per annum before any additional space is leased and costs continue to rise. The Practice is investigating both these charges and alternative sources of funding to increase capacity and improve the environment. We are grateful for the assistance from the PPG and local council who remain extremely supportive.

We acknowledge that access and queuing remain at the top of the list of challenges for the Practice and plans for improvements will be published alongside the next newsletter.

We would like to extend our thanks to all of those patients who participated in the survey this year and to the PPG for their assistance in analysing the results. We will continue to develop the Practice, improve services and bring about positive change for our patients in the future.