

Sunbury Health Centre Group Practice

Patient Survey 2015

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1. Introduction

The Annual Patient Survey for Sunbury Health Centre Group Practice for 2015 was carried out between 26th January and 8th February and was available as a paper based questionnaire or online via Survey Monkey.

This report is conducted for the Patient Participation Enhanced Service for the NHS.

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 findings for 2015 have been reviewed by the Partners and practice management team and, in addition, will be discussed with the PPG (Patient Participation Group) to determine priorities and devise a plan of action to improve our services.

The results provide a valuable blend of quantitative and qualitative data to inform the priorities that the Practice and PPG will work on in the coming year.

3. Methodology

A questionnaire was compiled following discussion with the patient participation group further developing on previous patient questionnaires undertaken by the practice in previous years'.

Questionnaires were handed out by reception staff as patients attended for 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 417 responses were received, a 90% increase on last year's return. Of the 417 completed questionnaires 203 included free text suggestions for the development of services and improvements.

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 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 – Answers to set Questions (Quantitative Data) *

The analysis of the response to each question from those who answered can be viewed in the following link:-

[Patient Survey Results 2015 Question Responses.pdf](#)

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

The challenges in relation to patient access remain and although the automated systems are clear and relatively easy to use they are not resulting in appointments being successfully made without speaking to a member of staff on 72% of occasions.

Call answering times and ability to contact the practice in a timely manner are not yet at the levels patients should be able to expect. 53% of patients rated the ability to get through when telephoning the practice as fair or better, however, 42% rated access as poor.

When patients are able to contact the practice the response from the reception team was good or better 82% of the time.

A slight majority of patients requesting to see a Doctor on the same day are seen that day.

When patients attend appointments waiting times are 10 minutes or above 62% of the time although 78% of patients rate waiting times as fair or better.

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

b. Clinical Performance

Having obtained an appointment the thoroughness of investigating symptoms and how patients are feeling is good or better on 94% of occasions, 95% believe the Doctor listens to what patients are saying and 93% of patients believe health problems and treatments are well explained.

The time a Doctor spends with patients was rated good to excellent by 80% of patients rising to 97% if rated fair to excellent

Caring and concern by Doctors was rated as excellent by 92.5% and fair to excellent by 98% of patients.

81% of patients would definitely or probably recommend their Doctor to family and friends.

Of those patients who have seen a Practice Nurse in the last 12 months the picture is similar to the feedback on the Doctoring team with 96% of patients rating the quality of nursing care good to excellent and 87% would definitely or probably recommend the Practice Nurses to family and friends.

c. Overall satisfaction with the practice

In relation the question "All things considered, how satisfied or dissatisfied are you with the Practice?" 15% were satisfied, 34% satisfied and 25% fairly satisfied & 18% not satisfied.

In relation to how many patients would recommend the practice to family and friends 58% would definitely or probably recommend, 17% responded as not sure, 15% probably not and 10% definitely not.

d. Premises

Our premises remain a challenge with 52% rating them not or probably not suitable.

The limitations of the premises have an enormous impact on other areas, for example, patient access, increasing appointment capacity and the provision/development of services given there is currently no additional space available.

Positive discussions are on-going in relation to property as outlined in the conclusion section.

e. Demographics

Of those who responded to the questionnaire

60% were female

40% were male

29% were over 65

50% 40-65

21% 18-40

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

Qualitative Data – Free text suggestions for services and improvements

Free text responses were submitted by 203 patients from the total response of 417.

Responses were of varying length and detail, provided valuable insight into the services and improvements that patients would like the practice to provide and are categorised into the following:-

Patient Access

The responses to the questions highlighted the difficulties patients' are currently facing in relation to accessing appointments. The free text responses provided details about the difficulties being experienced and potential solutions:-

- Eliminating the need to queue for an appointment
- More widely available on line bookings
- Increase telephone appointments
- 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
- Update the appointment system with appointments that "suit me"
- Later opening/weekend opening
- Open phone lines earlier in the morning
- Being able to see your own Dr or another of choice to build a relationship & continuity of care
- Don't close for lunch as only time can pick up prescription
- Same day appointments for children

Premises / Physical Environment

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

- Better building and facilities or a relocation to new premises
- Larger premises to cope with increasing patient numbers
- Improvement to the physical environment
- A redesigned reception area with greater privacy
- Improved waiting areas with better signposting and a clearer tannoy system
- Improved patient flow separating, for example patient registration & prescription drop off

Communications /Processes

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

- Using email
- Improving telephone answering times
- Reviewing the clarity of messages
- Opening phone lines earlier
- Using text reminders for appointments or reminders for health checks
- Improving communication between patients and reception/customer service training
- Opening more reception windows
- Speed up the prescription turnaround time
- Speed up the referral process to hospitals
- Improved touchscreen check-in
- Water in the waiting room
- Using volunteers
- Cleaning could be improved

Additional services

The following additional services were suggested:-

- Physio
- Blood tests
- Mobile x-ray
- Mental health and counselling
- NHS Dentist
- Additional clinics
- Laboratory facilities

5. Conclusion

The feedback on the clinical service the practice provides has remained consistent with satisfaction levels above 90% as seen in last year's survey. Patient access, communications, premises and the physical environment are a continuing challenge however measures are being taken to address these to build on the initial steps taken following last year's survey.

The practice has recognised that additional focus is required on the non-clinical area of the practice and a Strategic Business Manager has been recruited and commenced on 1st February 2015. The remit for this newly created role is to focus on patient access, process improvement, the development/relocation of the current premises, developing the non-clinical team and improving communications.

We are working with the CCG and the Primary Care Foundation to address capacity planning, the appointment system and improving access/call answering. An internal project team drawn from all areas of the practice is developing a pilot study to implement changes in this area and we continue to build on the very positive relationship developed with the PPG and continue to involve them with our plans. The actions planned and those implemented will be outlined in the spring newsletter.

In relation to communication a refreshed website with improved links to web-based appointment bookings and electronic prescribing is being developed. The PPG have offered to hold training sessions in utilising the available technology and their help has been gratefully accepted and sessions will be publicised and will commence soon.

With regard to premises a bid for funding for a feasibility study has been submitted to the NHS England General Practice Infrastructure Fund. The study will examine options for redeveloping the current site or moving to an alternative location and we are hopeful that the funding will be allocated to us for this. A bid has also been made for an improvement grant to improve facilities in the short-term.

Although bids have been submitted in the past we have made progress and have had positive meetings and discussions with NHS England/ NHS Properties (who own the building) and have the support of Kwasi Kwarteng, our local MP and Surrey County Council. Decisions on the bids are expected within the next month.

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