



Crawley Down Health Centre

Local Patient Participation Report

March

2012

This report investigates how the services of Crawley Down Health Centre could be improved. With the help of a Patient Participation Group and feedback from patients themselves, via a survey. It concludes with some recommendations and an action plan of what the health centre will do to address these.

Using patient
feedback to
enhance
services

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Introduction

This is a Local Patient Participation Report and is part of a two year, government program, to enhance the services provided by Health Surgeries across England.

This report is part of the Patient Participation Directed Enhanced Service (DES). The purpose is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

The outcome of the Patient Participation DES will be published on the practice website (<http://www.cdhc.co.uk/>).

The Practice

The Practice can be found on Bowers Place in the village of Crawley Down.

The opening times are 8:30am to 6:30pm Monday to Friday and appointments are currently made via a telephone call to reception or a visit to the surgery itself.

Currently the surgery also runs under an extended hours access scheme, the details follow:

- Late Monday “Commuter Clinics” for those who work. Times are 6:30pm – 7pm every Monday evening.
- Early Friday “Commuter Clinics” for those who work. Times are from 7:30am every Friday morning.
- Saturday clinics. There is one of these each month with appointments available from 9am – 11:30am.

The Patient Participation Group

The Patient Participation Group (PPG) is a group of patients that is representative of the practice population. The group is used to feed in its views alongside with the findings of the survey and agree with the practice the priority areas for possible change.

To form the group posters were put up at the reception desk and dispensary inviting patients to join. All patients, for whom the practice had email addresses, were emailed with information and an application form to join. The electronic customer calling screen within the surgery was also used to inform patients of the group.

Based on the group that was formed it was felt there were certain areas not represented. As a result letters were sent out to young (17-27) and non British patients encouraging them to join. Letters were also sent to our housebound patients asking them to join the group.

The PPG is currently (6th March 2012) made up of 43 people. The basic demographic is as follows:

- 16 males, 27 females
- 25 to 84+
- 32 White, 1 Asian/Asian British, 10 who did not wish to disclose
- 2 Housebound patients

A further breakdown on this can be seen in "**Appendix 1: PPG Demographic**", which also shows a breakdown of all registered patients in the practice.

On 27th September 2011 the first PPG meeting was held at the surgery. A draft copy of the patient survey was sent out in advance as a starting point for discussion. The aim of the meeting was to introduce the members and discuss the priorities of the surgery and produce a finalised version of the patient survey.

The next week the PPG members were sent minutes and a final copy of the survey and it was confirmed to go live.

The Survey

Part of the Patient Participation DES involved creating a patient survey and allowing all of the practices patients a chance to fill it in. The previous section explained how, with the help of the PPG, the survey was created.

The Aim

The aim of the survey was to examine a broad range of areas within the surgery. This included areas such as:

- Convenience of opening times
- Ability to book ahead
- Ability to be seen quickly
- Experience of the treatment and service received
- The environment of the surgery

The patients were also given the opportunity to provide feedback and ideas to improve things.

A full list of the questions asked can be seen in **Appendix 2: The Patient Questionnaire.**

Advertising

The survey was available to complete both electronically and on paper. It was advertised by the following means:

- The practice website
- Flyers at reception
- A pre-recorded message on the telephone system
- Advertising on the electronic customer calling screen within the surgery
- The survey was also posted to anyone who requested it should they not have internet access

The results

The survey was live for 3 months, during which time 202 patients completed it. Time was then taken to look at what the results of the survey meant. This didn't mean just the answers to the predefined, multiple choice questions but also really understanding what the patients were telling the practice in the general feedback area.

The results were interesting and on the whole very positive but some key areas for further investigation were uncovered.

The full report can be seen in **Appendix 3: The Survey Results Analysis**, but the main areas of patient concern were:

- The time taken to get an appointment, which is currently seen by patients as 4-6 weeks.
- The Triage system as only 24% of the patients surveyed feel it is "very useful".
- The privacy of patients, when speaking to receptionists, at the front desk.

Once the results analysis report was written it was sent to all members of the PPG. The PPG members were asked to comment on the findings of the survey via email.

PPG Feedback on the results

The feedback from the members of the PPG was varied, some were happy it was feedback via email whilst some would have preferred a meeting to discuss. Due to the tight timescales a meeting was not possible at this moment in time, however the intention is to get the group together soon to discuss further ideas.

The main issues that they would like to see is an improvement in the Triage system and a reduced wait to get an appointment, as 4-6 weeks was too long. For Triage some suggested more staff manning the phone system, whilst others felt it was a training and communication issue and it was suggested to inform the patient why the triage system was there and the perceived benefits.

There was a strong interest in an online booking system and an appointment reminder system. A concern was expressed that misuse of the online booking system could mean patients book several

appointments with the intention of cancelling all but one nearer the time to suit, this would need to be looked into.

One member did point out that as they waited for an appointment 4 people were called for who didn't turn up and suggested that we look into what is clearly a drain on resources. Missed appointments are a major problem within the surgery and although we are not allowed to charge patients maybe something else could be put in place.

There were two other minor suggestions to improve service. One was promoting the fact you can sign a form to enable the surgery to leave answerphone messages if they can't get through to you. The other is to slow down the scroll rate of the electronic calling board, and also to remove all the extra symbols that just make the whole thing harder to read.

Action Plan

Having analysed the results and had feedback from the PPG a plan has to be put in place to what the practice will now do to enhance the service provided. Each of the identified areas will now be broken down along with what could be done to improve on it.

The areas of action and proposed methods to improve each area were then used to produce this report. The report was then sent back to the PPG and to the GP's to confirm that what was written was correct and also gave them a final chance to make amendments.

What can be done?

Triage

Triage was one of the biggest areas of concern. The system was put in place to stop appointments being made where a doctor didn't need to be seen, therefore reducing waiting time for an appointment.

Statistics show that on a daily basis 1/3 of patient's needs can be met with advice on the phone. Currently there are about 140 Triage appointments every week which means in theory about 70 appointments a week are being saved by the Triage system.

Clearly it is perceived Triage is not effective so below are some ideas on how to improve it.

Actions:

- A better explanation of the Triage system and why it is in place must be given to the patients, a doctor will also speak with the PPG
- An investigation into reducing the call back times will be undertaken. The call back time is currently 60-90 minutes on average, can this be reduced?

Appointment waits of 4-6 weeks

The other large area of concern was the lack of appointments in 1-3 weeks. When Triage was introduced the waiting time reduced, and stayed down for months. However, over time this has risen up again.

The appointment system is divided as follows:

Currently approximately half of all appointments within the practice are pre-booked appointments (i.e. booked in advance). Further to this one third are Triage appointments and there are also 50 emergency appointment slots available every week.

Actions:

- Investigate why this figure has risen back up. Is it, maybe, due to more patients at the surgery or perhaps some procedures have changed?
- It is seen by patients that an extra doctor at the surgery is needed. Is this viable?
- More education for patients. Increasing the understanding of whether to see a doctor, a nurse or to have a conversation with a pharmacist. A new scheme called "NHS Choose well" needs to be communicated. All of this would reduce the overall number of appointments needed at the surgery, and therefore increase the amount of appointments available.
- Consider the stopping/changing pre-reserved Antenatal clinics. 16 appointments per week are put aside for these outside of normal surgery times, but generally not all are filled.
- Investigate what can be done about people who "Did Not Attend" (DNA) for their appointment. The report contains a specific section for this later on.

Phone delays

Patients feel they are often unable to get through to reception, especially during peak times. Of course there will always be a physical limit to how many patients can be dealt with at any given time, however it is felt that there are still some areas for improvement.

Actions:

- Investigate the use of a phone menu system, therefore stopping all calls going via reception. Such options could include an option to go straight through to the dispensary, etc.
- Educate patients on best times to call. For example, routine appointment booking would be best done after midday, when the Triage calls have died down.
- Investigate the phone system. Could the queue system be improved on?

Front desk privacy

The practice is obviously extremely concerned with patient confidentiality, and understands the need for privacy at the front desk.

Actions:

- Stronger enforcement of people being kept away from the front desk whilst they wait to speak to reception
- Review the current system in place and improve on it. Amongst other things this should involve moving the waiting line further back from the reception desk as it currently placed too close making it easy to overhear conversations.

More Services

Dentists, osteopaths, chiropodists, etc. Many services were requested as part of the survey but no particular service was identified as being wanted by a large percentage.

Actions:

- Can the health centre bring in more services? Is it allowed to by the owner of the building, etc.? An investigation needs to be done on this.
- Should additional services be viable then further research is required into exactly what the best services would be. A further survey on patients could be carried out.

Reception

The survey statistics show that only 50% of participants described the reception team as “Very Helpful”. This may be a confusing figure as often it is not reception staff themselves being unhelpful, but what practice is allowed to provide under current legislation. However, this does need to be investigated as the practice would like patients to feel that all staff members have provided the best service possible.

Actions:

- Find out from patients if there are any specific areas where service could be improved on (i.e. suggestion box).
- Hold more regular reception meetings and ask staff opinion on if they are best equipped to carry out their role as well as possible.

Waiting times

Once a patient has checked in and is awaiting a doctor it was felt generally the appointments were running reasonably late. With a focus on care it is very difficult for a doctor to stop a patient mid flow so that the next patient is seen on time. Whilst, the doctors do try very hard to keep the system running effectively there are things that could be done to improve on this.

Actions:

- Educate patients that an appointment slot is only for one specific ailment. Should a patient need to discuss several matters then this needs to be communicated when booking an appointment so that the receptionist can allow time for this.
- Check that the reception team do their best to inform patients if their doctor is running behind time.
- Check that all clinics and surgery starts on time. Delays here obviously have large implications throughout the day.

DNAs (Did Not Attend)

One of the problems the surgery faces is patients not showing up for their appointments. In the first two months of 2012 there was an average of 1,095 minutes of appointments lost due to patients that simply didn't turn up. This figure is for both doctor and nurse appointments and translates to mean that up to 110 appointments per month have been lost.

DNAs are difficult to deal with as the practice is not allowed to charge patients for missed appointments.

Actions:

- Investigate what actions, if any, the practice could take against regular offenders. Clinicians would be required to log each DNA.
- Investigate the use of an "appointment reminder system", where a patient receives an email and/or a SMS text to remind them of their appointment. This was investigated a couple of years ago but the cost was too high. However, with the falling prices of mobile communication this may now be viable.

Electronic scrolling board

The electronic scrolling board in the surgery is used to call patients from the waiting room to the doctor. This device is also used to provide practice information for patients as they wait.

Actions:

- Remove clutter from the information, such as icons etc.
- Can the speed be reduced or the information better displayed?
- Utilise the device better as a tool to provide relevant information for the patients.

What will be done first?

It is clear to see that to address all the actions point will take an enormous amount of time and effort. For this reason the actions need to be prioritised and these prioritisations needs fit in with both the day to day running of the practice and the staff availability.

The first stage will take on a high priority, large piece of work and some of the quick wins. Therefore the following action will be taken:

- The Triage system. Educate the patients on why it is used and investigate ways to improve the system that is currently in place.
- Increase the privacy at the front desk.
- DNAs. Research an “Appointment Reminder System” and look at dealing with serial offenders.
- Increase patient awareness of what goes on at the surgery and why. Both to improve services and enhance the patient/surgery relationship.

How will it be done?

The staff at the practice will work alongside the PPG in order to take this forward. The triage system needs a big investigation to find out if there are any failings and where these failings lie. All staff at the practice who are involved in triage need a chance to provide feedback and ideas on improving the service.

Educating the patients is an important process and one that may not have been done so well in the past. More current information will be placed on the website along with a monthly newsletter which will also be printed, laminated and put in the patient waiting area for all to see. This newsletter will contain information about how the practice works, along with other areas of interest.

In the long term other communication methods need to be looked at, the use of emailed newsletters and social networking information pages would be a good step forward.

Of course a further survey will eventually be carried out and in the meantime an anonymous suggestion box, including two or three specific questions, will be placed in the reception area of the practice.

Conclusions

It is clear to see that there are, as will all businesses, a lot of areas that can be addressed to improve the service provided to its customers. In this case the customers are patients and the focus is not on profit but on patient care.

The PPG and the survey have provided the practice with a lot of information and now this needs to be analysed and acted on.

With the continued input from the PPG, the staff and the patients, the surgery can only go from strength to strength.

Appendix

The appendix holds documents referred to within the main report.

Appendix 1: PPG Demographic

Age	PPG				Registered at practice 2/2/12			
	Male	female	male %	female %	male	female	male %	female %
under 16			0.00	0.00	684	671	9.56	9.38
17-24			0.00	0.00	284	272	3.97	3.80
25-34	1		2.33	0.00	365	361	5.10	5.05
35-44	1	2	2.33	4.65	427	475	5.97	6.64
45-54		6	0.00	13.95	562	549	7.86	7.68
55-64	6	11	13.95	25.58	555	555	7.76	7.76
65-74	2	3	4.65	6.98	398	386	5.56	5.40
75-84	4	4	9.30	9.30	185	240	2.59	3.36
over 84	2	1	4.65	2.33	71	113	0.99	1.58
overall	16	27	37.21	62.79	3531	3622	49.36	50.64
TOTAL	43		100.00		7153		100.00	

Appendix 2: The Patient Questionnaire



Crawley Down Health Centre

Patient Survey

As part of our continual improvement process we are asking for you to spare **8-10 minutes** of your time completing our survey. All information you provide will remain confidential and no personal/identifying details are held/asked for.

The closing date for this survey is **31st January 2012**, but please complete as soon as possible.

This survey can be completed online by following the link on our home page www.cdhc.co.uk

*Required information

SECTION 1 (of 11)

Appointments at your GP Surgery or Health Centre - Part A

When did you last see a Doctor at the GP Surgery? *

- In the past 3 months (go to section1 - part C)
- Between 3 and 6 months ago (go to section1 - part C)
- More than 6 months ago (go to section1 - part B)
- I have never been seen at my present GP or Health Centre (go to section1 – part B)

Appointments at your GP Surgery or Health Centre - Part B

If you haven't seen a doctor in the past 6 months, why is that? *

Please tick all that apply

- I haven't needed to see a doctor
- I couldn't be seen at a convenient time
- I couldn't get to my appointment easily
- I didn't like or trust the doctors
- Other: _____

Appointments at your GP Surgery or Health Centre - Part C

Which of the following methods DO YOU USE to book an appointment at the Surgery? *

Please tick all that apply

- In person
- By phone
- Other: _____

Which of the following methods would you PREFER TO USE to book an appointment at the Surgery? *

Please tick all that apply

- In person
- By phone
- Online
- Other: _____

SECTION 2 (of 11)

Contacting the Surgery

In the past 6 months how easy have you found the following? * Please put a tick in one circle for each row

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy
Speaking to a receptionist (i.e. waiting time)	<input checked="" type="checkbox"/>				
Speaking to a Doctor on the phone	<input checked="" type="checkbox"/>				
Speaking to a Nurse on the phone	<input checked="" type="checkbox"/>				
Obtaining test results by phone	<input checked="" type="checkbox"/>				
Ordering a repeat prescription	<input checked="" type="checkbox"/>				

How useful would you find an appointment reminder service? * (Such as a mobile phone text or an email)

- Very
- Fairly
- Not very
- Not at all

SECTION 3 (of 11)

Seeing a doctor - Part A

If you have tried to see a Doctor fairly quickly in the past 6 months, have you been able to?
* By fairly quickly we mean on the same day or in the next two working days that the Health Centre was open.

- Yes (Go to section 3 – part C)
- No (Go to section 3 – part B)
- Can't remember
- Haven't tried in the last 6 months

Seeing a doctor - Part B

If you weren't able to be seen during the next 2 working days that the Health Centre was open, why was that? * Please tick all the circles that apply

- There weren't any appointments
- Times offered didn't suit
- Appointment was with a Dr who I didn't want to see
- A nurse was free but I wanted to see a Dr
- Was offered an appointment at a difference branch of my surgery
- Can't remember
- Other _____

Seeing a doctor - Part C

If in the past 6 months you have tried to book ahead for an appointment with a Dr. were you able to? By 'booking ahead' we mean booking an appointment more than two working days in advance.

- Yes
- No
- Can't remember
- Haven't tried in the last 6 months

SECTION 4 (of 11)

Arriving for your appointment

How easy do you find getting into the building at the surgery? *

- Very easy
- Fairly easy
- Not very easy
- Not at all easy

How clean is the GP surgery? *

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

In the Reception Area, can other patients overhear what you say to the Receptionist/Dispenser? *

- Yes, but don't mind
- Yes and am not happy about it
- No, other patients can't overhear
- Don't know

How HELPFUL do you find the receptionists at the Surgery? *

- Very
- Fairly
- Not very
- Not at all

How long on average do you normally wait to be seen, passed your appointment time?

- I am normally seen on time
- Less than 5 minutes
- 5 to 15 minutes
- 15-30 minutes

- More than 30 minutes
- Can't remember

How do you feel about how long you normally have to wait? *

- I don't normally have to wait long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply
- If I have to wait, I do not mind

SECTION 5 (of 11)

Seeing the Doctor you prefer

Is there a particular Dr. you prefer to see at the Health Centre? *

- Yes
- No (Go to section 6)

How often do you see the Dr you prefer? *

- Always or most of the time
- A lot of the time
- Some of the time
- Never or almost never
- No preference

SECTION 6 (of 11)

Opening hours

How SATISFIED are you with the opening hours at the surgery? *

- Very
- Fairly
- Neither satisfied nor dissatisfied
- Quite dissatisfied
- Very dissatisfied

- Don't know opening hours

When would you like to see surgery open? Tick all boxes that apply

- Before 8:30am
- After 6:30pm
- on Saturday mornings

SECTION 7 (of 11)

Seeing a Doctor at the GP Surgery or Health Centre

In general how do you feel about seeing a Dr. at the surgery, with regard to the following?

*Please put a tick in one box for each row

	Very good	Good	Poor	Very Poor	Doesn't apply
Giving you enough time	<input checked="" type="checkbox"/>				
Asking about your symptoms	<input checked="" type="checkbox"/>				
Listening	<input checked="" type="checkbox"/>				
Explaining tests and treatments	<input checked="" type="checkbox"/>				
Involving you in decisions about your care	<input checked="" type="checkbox"/>				
Treating you with care and concern	<input checked="" type="checkbox"/>				
Taking your problems seriously	<input checked="" type="checkbox"/>				

In general do you have confidence and trust in the doctor? *

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know/can't say

SECTION 8 (of 11)

Seeing a Practice Nurse at the GP Surgery or Health Centre – Part A

In general how long does it take for you to see a nurse at the surgery? *

- 1-2 days
- approx. 1 week
- Longer than 1 week
- I haven't needed to see a nurse

The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at each of the following? * Please put a tick in one box for each row

	Very good	Good	Poor	Very Poor	Doesn't apply
Giving you enough time	<input checked="" type="checkbox"/>				
Asking about your symptoms	<input checked="" type="checkbox"/>				
Listening	<input checked="" type="checkbox"/>				
Explaining tests and treatments	<input checked="" type="checkbox"/>				
Involving you in decisions about your care	<input checked="" type="checkbox"/>				
Treating you with care and concern	<input checked="" type="checkbox"/>				
Taking your problems seriously	<input checked="" type="checkbox"/>				

How useful do you find the morning triage system? *

- Haven't needed to use it (Go to section 9)
- Very useful (Go to section 9)
- Fairly useful (Go to section 9)
- Not very useful
- Not at all useful

SECTION 8 (of 11)

Triage - Part B

What problems did you find with the triage system?

SECTION 9 (of 11)

Your Overall Satisfaction

In general, how satisfied are you with the care you get at the Surgery? *

- Very
- Fairly
- Neither satisfied nor dissatisfied
- Quite dissatisfied
- Very dissatisfied

Would you recommend the Surgery to someone who has just moved to your local area? *

- Yes
- Probable
- Not sure
- Probably not
- Definitely not

SECTION 10 (of 11)

Planning your care - Part A

Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time? * e.g. High blood pressure, Diabetes, Asthma

- Yes
- No (Go to Section 11)
- Don't know/Can't say (Go to Section 11)

Planning your care - Part B

Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems?

- Yes (Go to Part C)
- No (Go to Section 11)

Planning your care - Part C

In these discussions.....

	Yes	No	Don't know	N/A
Did the doctor/nurse take notice of your views about how to deal with your health problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the doctor/nurse give you information about the things you might do to deal with your health problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you and the doctor or nurse agree how best to manage your health problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the doctor or nurse give you a written document about the discussions you had about managing your health problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you have liked a written plan summarising your	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	Don't know	N/A
discussion with the doctor or nurse?				
Did the doctor or nurse ever mention that you had something called a care plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 10 (of 11)

Planning your care - Part C (continued)

Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems?

- Yes
- To some extent
- No
- Don't know

Planning your care - Part D

In the past 6 months have you had enough support from local services or organisations to help you manage your long-term health condition(s)? Please think about all services and organisations, not just health services.

- Yes
- To some extent
- No
- Don't know
- I have not needed such support

SECTION 11 (of 11) - Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Are you:

- Male
- Female

How old are you? *

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85 and over

If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this? *

- Yes
- No
- N/A

In general, would you say that your health is... *

- Excellent
- Very good
- Good
- Fair
- Poor

Are you a deaf person who uses sign language? *

- Yes
- No

Are you a parent or a legal guardian of any children aged under 16 years currently living in your home? *

- Yes
- No

Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability? *

- Yes
- No

What is your ethnic group? *

- White - British
- White - Irish
- White - Other background
- Mixed - White & Black Caribbean
- Mixed - White & Black African
- Mixed - White & Asian
- Mixed - Other background
- Asian or Asia British - Indian
- Asian or Asia British - Pakistani
- Asian or Asia British - Bangladeshi
- Asian or Asia British - Other background
- Black or Black British - Caribbean
- Black or Black British - African
- Black or Black British - Other background
- Chinese
- Any other ethnic group

Which of the following best describes your religion? *

- None
- Christian (incl. Church of England, Catholic, Protestant & other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- Prefer not to say

Finally, have you any other suggestions for services you wish to see at this surgery?

Thank you very much for taking the time to complete this survey.

Please either post to:

Crawley Down Health Centre
Bowers Place Crawley Down
West Sussex
RH10 4HY

Or hand it in to a receptionist at the Health Centre

The closing date for this survey is **31st January 2012**, but please complete as soon as possible.

Crawley Down Health Surgery

Patient Survey 2011/12

- Excellent
- Very good
- Good
- Average
- Poor

Written by Nicola May, assistant practice manager.

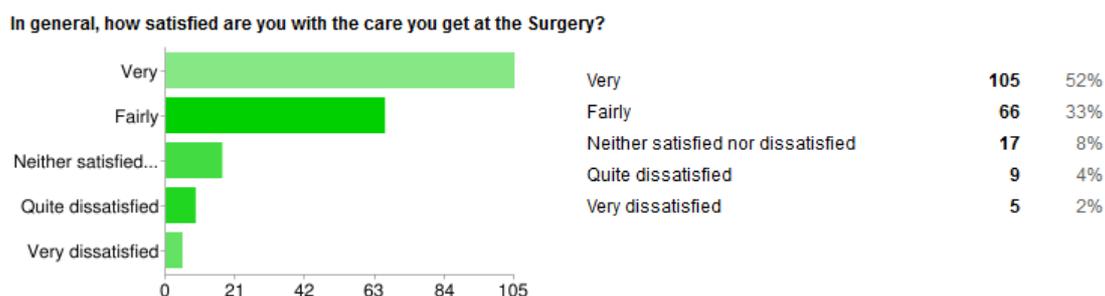
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Summary

In the final 2 months of 2011 patients were encouraged to participate in our Patient Survey. Just over 200 patients completed this, 72% of which had been to the doctors within the last 3 months.

The overall results were very encouraging with the majority of patients being very satisfied with the care provided, see below.



Participants agreed that the care given by doctors and nurses was, on the whole, very good. The reception team were also considered to be providing a good service. Further to this the overall cleanliness of the surgery was very good.

Some concerns were raised with the triage system and also the amount of days before a free appointment slot to see a doctor was available. Just under half of patients also felt that length of time spent in the waiting room was too long.

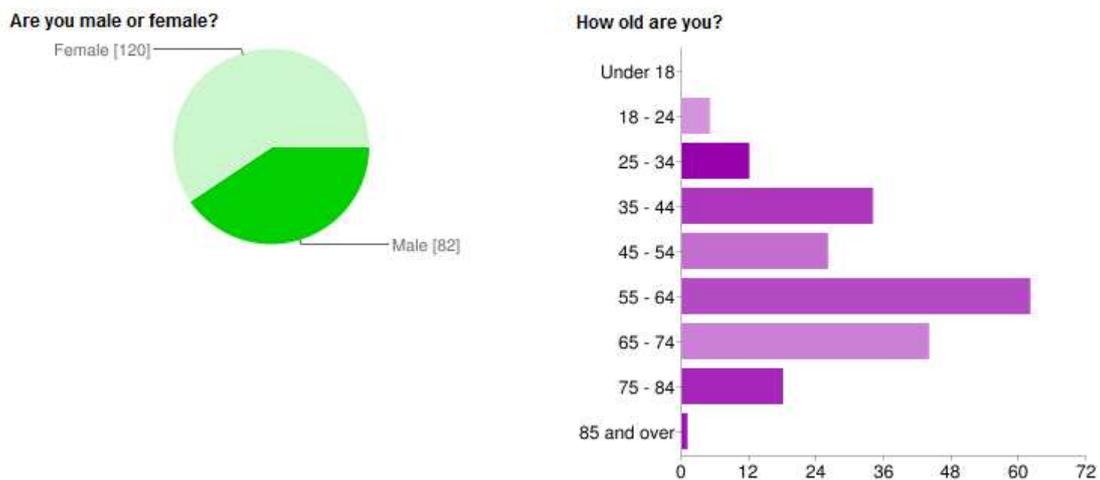
We would like to thank everyone who took time and participated in the survey. The results will now be analysed and discussed with both the surgery staff and the Patient Participation Group. This will allow us to look into ways to improve the service provided and explain to you how we intend to go about it.

A detailed analysis and related recommendations can be seen in the next sections of the report.

Detailed Analysis

Survey Participants

Of the 202 participants surveyed the majority were aged between 55 and 74 years old. Over 80% described their overall health as good or better, and ¼ were parents.



92% of all participants have visited the surgery in the last 6 months, of those who didn't visit 10% couldn't get an appointment when they needed one.

The "White – British" ethnic group accounted for 96% of those surveyed with the predominant religion being Christian (68%), and atheist (28%).

Contacting the surgery

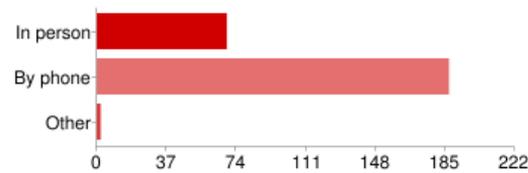
A section of the survey that has shown a slight below par performance was the ability to contact the surgery.

Whilst 68% of those who actually tried to order a repeat prescription said it was very easy to do so, those who tried to get through to reception, a doctor, a nurse or obtain test results frequently struggled to do so. The majority of these people only found it "Fairly easy" to do so, with a high number also expressing that it was not very easy to do this.

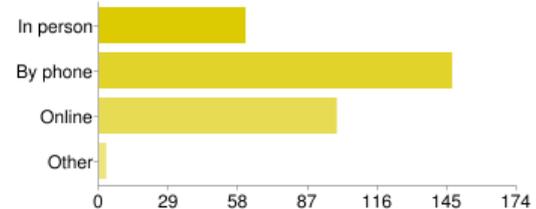
Appointments

Appointments are normally booked by telephone, and sometimes in person. However, when asked, 50% of the patients expressed a preference of being able to book online. Comments left as part of the survey explained this being down to two major factors, confidential booking from work, and being able to book when the reception line is engaged (a frequent criticism).

Which of the following methods DO YOU USE to book an appointment at the Surgery?



Which of the following methods would you PREFER TO USE to book an appointment at the Surgery?



The majority also expressed an interest in an appointment reminder system.

Getting an appointment was considered a major issue, with patients expressing that a 4-6 week for an appointment was far too long. Finally 21% of those surveyed said that they could not take time away from work to see a doctor or nurse.

Visiting the surgery

Conditions at the surgery were a positive, with almost everyone agreeing that both access to the surgery and the cleanliness levels were very good. However, most people did feel that other patients could overhear their conversations with the reception team. Almost a quarter of people did say that they were not happy with this.

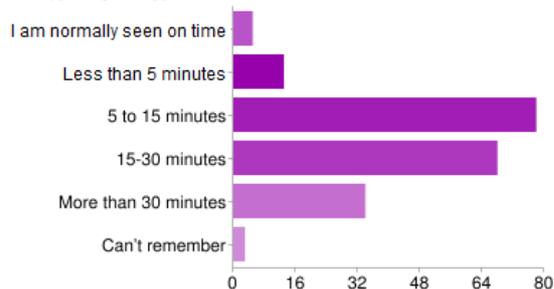
In the Reception Area, can other patients overhear what you say to the Receptionist/dispenser?

Yes, but don't mind	125	62%
Yes and am not happy about it	45	22%
No, other patients can't overhear	15	7%
Don't know	16	8%

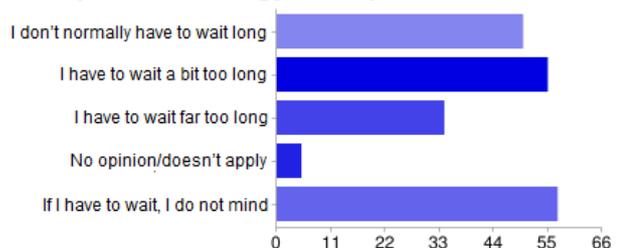
Dealings with the reception team were described as "Very helpful" by only half the participants, with over 10% describing them as not "very helpful" or "not at all helpful".

Research into waiting times gave mixed results. The majority felt either that generally they didn't have to wait, or if they did it was only for a little bit. Thirty four people (17%) did express that on average they have to wait too long for an appointment, and that this meant more than 30 minutes.

How long on average do you normally wait to be seen, past your appointment time?

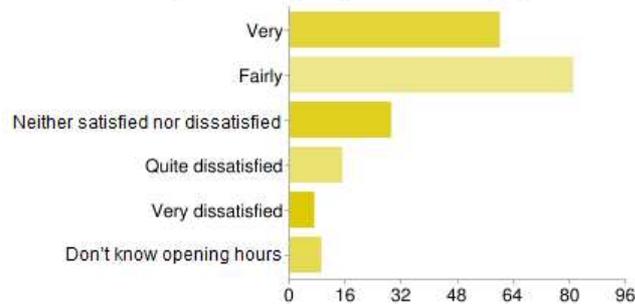


How do you feel about how long you normally have to wait?

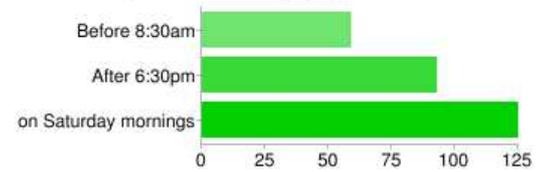


Opening hours were not a major issue for the majority surveyed but there was a keen interest to see the surgery open on a Saturday morning. Analysis of the comments left by participants would indicate that this is due, mainly, to work commitments.

How SATISFIED are you with the opening hours at the surgery ?



When would you like to see surgery open?



Seeing a Doctor

Of the participants who have tried to make an appointment within the last six months a staggering 40% of those have been unable to do so “fairly quickly”. The reasons given for the lack of appointment are shown in the table below.

If you weren't able to be seen during the next 2 working days that the Health Centre was open, why was that?

There weren't any appointments	53	80%
Times offered didn't suit	7	11%
Appointment was with a Dr who I didn't want to see	11	17%
A nurse was free but I wanted to see a Dr	1	2%
Was offered an appointment at a difference branch of my surgery	0	0%
Can't remember	1	2%
Other	8	12%

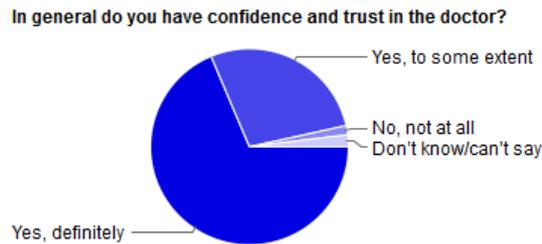
People may select more than one checkbox, so percentages may add up to more than 100%.

Improving on this were appointments where the patient tried to book ahead where 75% of people who had tried said they were able to. When asked if the patient had a doctor they preferred to see more than ¾ answered “Yes”. The results show that these people, on average, were able to see that particular doctor most of the time.

The actual doctor appointments themselves were praised. Questions regarding the following statements were asked. The amount of people who answered “Good” or “Very Good” can be seen in parenthesis:

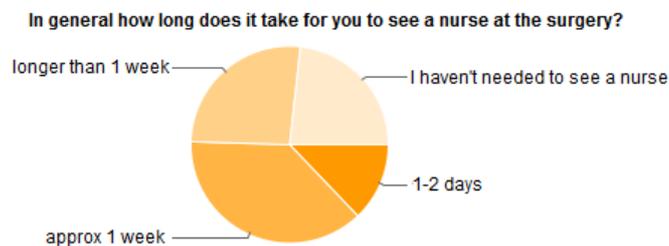
- Giving you enough time (91%)
- Asking about your symptoms (95%)
- Listening (94%)
- Explaining tests and treatments (92%)
- Involving you in decisions about your care (89%)
- Treating you with care and concern (92%)
- Taking your problems seriously (91%)

Finally patients were asked if they have confidence and trust the doctor, the results are shown below:



Seeing a nurse

Three quarter of patients who completed the survey had seen a nurse, the appointment time wait was as follows:

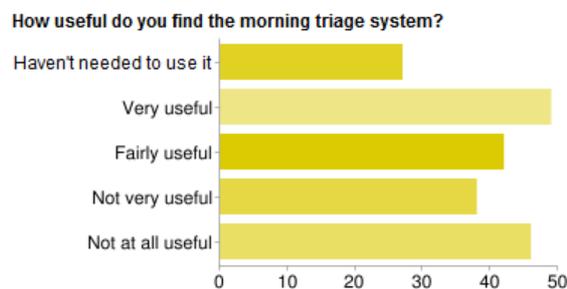


The actual appointments with nurses were very highly praised. Questions regarding the following statements were asked. The amount of people who answered "Good" or "Very Good" can be seen in parenthesis:

- Giving you enough time (100%)
- Asking about your symptoms (98%)
- Listening (97%)
- Explaining tests and treatments (94%)
- Involving you in decisions about your care (93%)
- Treating you with care and concern (99%)
- Taking your problems seriously (96%)

Triage

The triage system, along with the lack of appointments has been criticised by a large section of the survey's participants. An overview can be seen here:



Over half the patients gave comment on triage related problems, with 73 (36% of all participants) referring to the delays they felt triage caused. The main delays were, as follows:

- The delay in a nurse/doctor calling back. This frustration was compounded by the fact the patients generally felt they were then told to come and see a doctor, something they felt they knew when they first called in an hour or two earlier, and therefore seen as a waste of time.
- The time of the appointment. If the patient couldn't get in to see the doctor that day then it was generally felt that the next available appointment was many weeks away, which people were very unhappy about.

The next area of contention was to do with privacy, in relation to speaking about private issues on the phone. This can be broken down into two areas:

- Those who don't feel comfortable knowing that the conversation can be overheard by family, workmates, etc.
- Those who don't like talking to a receptionist, and then repeating it to a nurse, about an issue they feel they only want the doctor to know about.

It is also not liked by those people, generally at work, who are unable to take phone calls at a "random point" throughout their day, and by those who feel if they miss the one phone call back then they won't get seen.

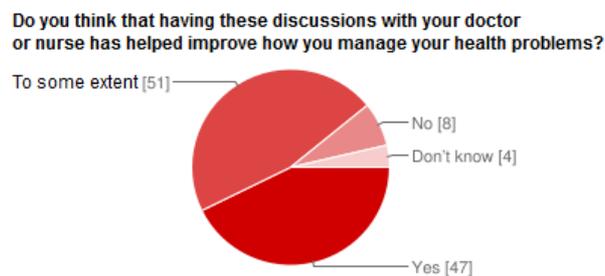
Patients, as a whole, do seem to understand that it is a method in place to prevent wasting the doctors' time but feel penalised by it, and see room for improvement.

Planning your care

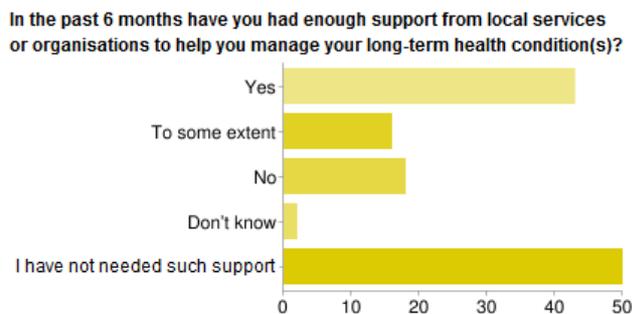
The number of patients surveyed who had long standing health problems was 130, 64% of all those surveyed. Of that over 90% had spoken to a doctor or nurse in the past year about how best to deal with their issues.

It was felt that the doctor/nurse did take notice of the patient's views and agree with them how best to deal with their problems. Just about everyone was told information which was able to help them though only 18% were given a written document that they could take away with them. 30% of patients said it would have been nice to have had a written document about the discussions they had about managing their health problem. Further to this only 8% of the patients with long term health problems said the doctor/nurse had mentioned something about a care plan.

When asked if the patient felt discussions with the doctor/nurse had helped them manage their health problems the response was fairly positive, see below.



Finally, with regards to outside services and organisations, the patient was asked if they felt they had enough support from these groups. Again, a fairly positive response was given, see below.



General feedback

The participants were finally asked “Finally, have you any other suggestions for services you wish to see at this surgery?”

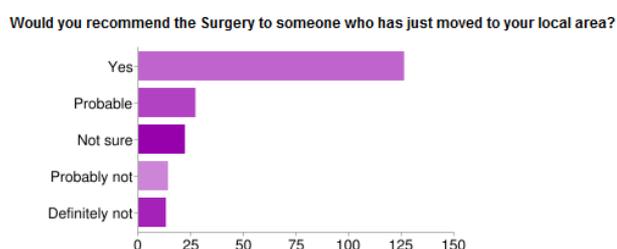
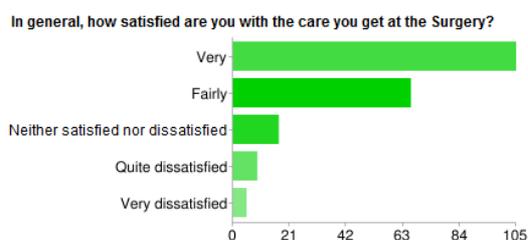
Without doubt the biggest point of feedback was on the lack of appointments. The response from patients can be summarised as having a disliked triage system to see a doctor on that day, or having to wait 4-6 weeks for an appointment.

Twenty patients (10%) said they would like to see new clinics available within the building such as a dentist, physiotherapy, podiatry, etc.

People would also like to see lower call waiting times when speaking to reception, online booking and more information available on the website. Finally there is concern that with all the new houses being built in the village that the surgery just won't be able to cope, with several people wishing to see an increase in the number of doctors.

Overall satisfaction

Despite some criticisms the overall results of the survey are positive. Below illustrates that of all the people surveyed the majority feel they receive good care and would recommend the practice to other people.



Some criticisms were, of course, made but hopefully the feedback provides a good tool to identify areas that could be looked into and hopefully improved. Recommendations from the analysis have been made and can be seen in the final section.

Recommendations

There are several recommendations that can be made from this report. And have been broken down into major recommendations and other recommendations.

Please note: These recommendations are only based on the actual feedback provided by patients who took part in this survey. As a result further investigation would be required on all points to prove validity.

Major recommendations

- Reduce the time taken to get an appointment, which is currently seen by patients as 4-6 weeks.
- Improve the Triage system as only 24% of the patients surveyed feel it is “very useful”.
- Increase the privacy of patients, when speaking to receptionists, at the front desk.

Other recommendations

- Examine why so many people struggled to get through on the phones.
- Improve the fact that 40% of surveyed patients were not able to see a doctor “fairly quickly”.
- Investigate into why only 50% of participants described the reception team as “Very Helpful”.
- Reducing the waiting times for patients who have checked in and are waiting to be seen.
- Look into online appointment booking.