

# Local Patient Participation Report



## Crawley Down Health Centre

# Local Patient Participation Report

March

# 2014

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

# Local Patient Participation Report

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# Local Patient Participation Report

## Introduction

This is a Local Patient Participation Report and is part of a government program, to enhance the services provided by 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 Practice currently has 8047 patients (27/3/2013) and covers a wide area including Sharpthorne, Turners Hill, Ardingly, West Hoathly and part of Cophthorne and Felbridge.

The opening times are 8:30am to 1:00pm and 2:00pm 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 Saturday clinics under an extended hours access scheme and , the details follow. These operate once per month with appointments available from 9am – 11:30am.

## The Patient Participation Group

Friends of Crawley Down Health Centre is a group of patients that is representative of the practice population. The group feeds in its views alongside with the findings of the survey and agree with the practice the priority areas for possible change.

This group was formed in 2012 and, through local promotion and the use of the internet, has achieved steadily increasing awareness with the of the surgery's patients. The group currently consists of 12 active members that form the committee and currently has 576 registered subscribers to its' website. The committee have met every 2 months since October 2012.

The group has established its own independent web site [www.friendsofcdhc.co.uk](http://www.friendsofcdhc.co.uk) which can be accessed directly or via the practice's own web site [www.cdhc.co.uk](http://www.cdhc.co.uk).

There are two Co-Chairs, a Secretary and Treasurer and the group is split into representatives of: Crawley Down/Felbridge, Turners Hill Park & Turners Hill/Sharpthorne/West Hoathly.

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## The Survey

The Health Centre survey ran during the month of February 2014.

### 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 for appointments
- 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.

To enable progress to be measured, it was agreed that the questions would be broadly identical to those asked in the 2012/13 survey. A full list of the questions are presented in **Appendix 1: The Patient Questionnaire**

### Promotion of the Survey

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

- The practice website
- Friends Of CDHC web site
- Direct email to the surgery's email contact list.
- Paper copies at reception

The direct email method yielded the greatest results as SurveyMonkey tracked whether individuals had responded and enabled follow up email reminders to be sent only to those who had not responded.

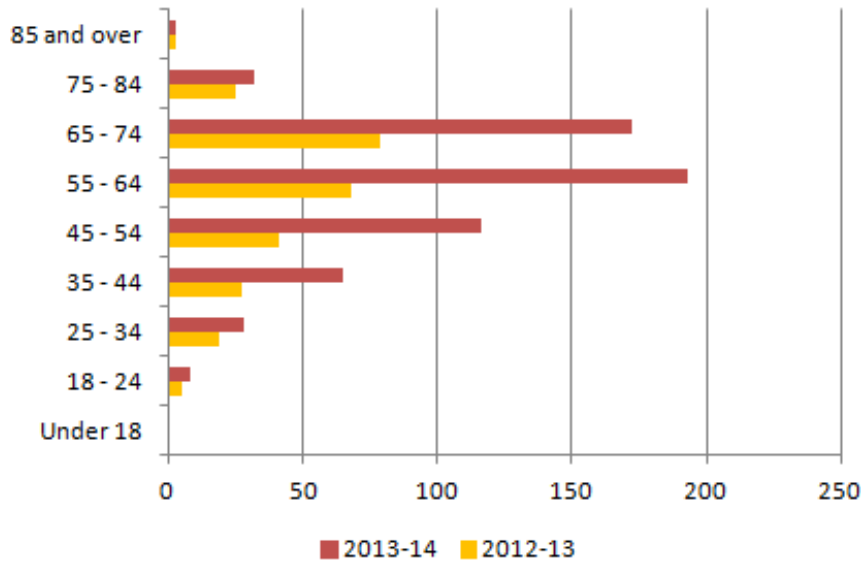
As with the previous year's survey the 'friends of' group distributed paper copies of the survey to parents at toddler groups in the surrounding area.

### The Results

The survey was live for 1 month, during which time 658 patients completed it (14 of which via paper copy).

The level of response is dramatically higher than last year with 384 more respondents. As very few responses were paper copies it was important to confirm that the demographics of the responses were still representative of the patient population. The following chart identifies that all age groups are represented and, in fact, better represented than in the last survey:

## Local Patient Participation Report



The full report can be seen in ***Appendix 2: The Survey Results Analysis***, and the main areas of patient interest/concern were:

- The time taken to get an appointment – finding ways for patients to get appointments sooner and to make the process of getting an appointment easier
- Opening Hours - to review the options available
- The Triage system – to continue look for ways to help patients understand the benefits they should get and to improve the operation of the system itself
- Waiting times for your appointment – looking for ways to be seen on time or with as little delay as possible
- Communications - exploring ways to communicate with patients more effectively about news, developments and availability of services

## PPG Feedback on the results - Focus for Action

Once the results analysis report was written it was sent to all members of the 'Friends of' committee to comment on the findings of the survey.

Owing to the scale of the survey response, timescales were tight, and a specific committee meeting was not possible to discuss the findings of the survey. Discussion therefore took place via email.

The main issues that the PPG would like to see addressed are:

- Appointments
- Opening Times
- Triage
- Reception
- Communications
- Additional services / building utilisation

# Local Patient Participation Report

## Action Plan

The challenges behind each of the topics mentioned above are presented in the survey results in **Appendix 1: The Patient Questionnaire** and these call for improvements and, in some cases, investment. Each will be addressed through a discrete Action Plan to undertake a proper analysis of the challenges and potential solutions and will be done collaboratively with the "Friends Of" group.

For consistency and ease of reporting, the following methodology will be applied:

1. Define the problem. Using the survey results and other inputs to establish an agreed view on the nature of the challenge to be addressed.
2. Workshops / brainstorming sessions with the stakeholders.
3. Select the top two recommendations
4. Assess technical and economic feasibility
5. Pilot or validate the most preferred option
6. Assess results and adjust as necessary
7. Communicate the intended change to the surgery patients
8. Implement
9. Measure results in next survey

In each Action Plan patient involvement is crucial and, in addition to the PPG, members of the wider patient population will be recruited in panels or focus groups to get to the heart of the issue and to provide feedback on proposed changes.

The timescales for each action plan will be set in discussion with the PPG at the next committed meeting on the 7th April. The objective is to deliver progress while also taking into account availability of patient participants and surgery personnel.

## Conclusions

Crawley Down Health Centre, like most other General Practice surgeries, is charged with delivering a wide range of services to a diverse community of patients. This year's survey has been extremely well supported by patients and the information gathered is clearly very representative and very significant.

It is pleasing to see that a significant number of areas are delivering the expected level of quality and yet are progressing when compared to last year's results. There are also a number of areas that can be improved further and plans are presented here to make sure the root causes are understood and actions are put in place to improve results.

These challenges will be addressed while also taking into account available resources and we trust that, by doing this collaboratively with our patient population, we will achieve excellent results. This, of course, will be measurable in next year's survey.

Finally, we would like to thank the 'Friends of CDHC' who have supported the practice in the creation and management of this survey and for their continuous feedback provided on behalf of the whole patient population.

# Local Patient Participation Report

## Appendix 1: The Patient Questionnaire

# Crawley Down Health Centre Patient Survey - 2014

## Introduction

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.

No personal/identifying details are required to complete the survey but if you would like us be able to follow up with you and send the results, please include this optional information at the end.

The closing date for this survey is the 1st March 2014 and if you are willing to complete it as soon as possible we would really appreciate it.

This survey is available in printed form and can also be completed online by following the link on our home page here [www.chdc.co.uk](http://www.chdc.co.uk) The survey will be analysed and used by the surgery to drive for better results for you, our patients. As soon as they are available, we will also publish the survey results on the practice web site here: [Results Report](#)

Thank you for your support.

## General Instructions

1. In general, each question requires only one answer. Some questions invite you to mark all answers that you feel should apply.
2. Some questions, which are marked with an **asterisk (\*)**, require an answer and others, not so marked, can be passed without any answer.
3. The survey may appear to "jump" past some questions. This is normal and is designed to save you time answering questions that we know, based upon answers you have given, do not apply to you.
4. Clicking the **Prev** button will allow you to go back to earlier answers and review or change your responses.

## Instructions if you are responding with a printed survey

1. Please respond to all questions but if you get stuck, move on to the next question and don't worry.
2. Please mark the answer(s) you choose with a pen or pencil. If you make any changes to your responses please just make it clear which is your final choice in whatever way you feel works.
3. In general, each question needs only one answer. Some questions invite you to mark all answers that you feel should apply.
4. Some questions are marked with an **asterisk (\*)** and we would really ask you to provide an answer, others, not so marked, can be passed if you do not feel the need to answer.
5. The survey skips over certain sections if they are not relevant. This is based upon the answers you give and instructions for this are marked against these questions.
6. When complete, please hand in to reception at the surgery or post it to the address below:

## Patient Survey 2014

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

## Appointments at your GP Surgery or Health Centre



# Crawley Down Health Centre Patient Survey - 2014

## \*1. When did you last see a Doctor at the GP Surgery?

- In the past 3 months  More than 6 months ago  
 Between 3 and 6 months ago  I have never been seen at the Health Centre

## \*2. If you haven't seen a doctor in the past 6 months, why is that?

Please select all that apply.

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

Other (please specify)

## \*3. Which of the following methods DO YOU USE to book an appointment at the Surgery?

Please select all that apply.

- In person  By phone  Online / Internet  Other

## \*4. Which of the following methods would you PREFER TO USE to book an appointment at the Surgery?

Please rank your answers from 1 to 4 with 1 being most preferred.

<input type="text"/>	In person
<input type="text"/>	By phone
<input type="text"/>	Online
<input type="text"/>	Other

## Contacting The Surgery

# Crawley Down Health Centre Patient Survey - 2014

## \*5. In the past 6 months how easy have you found the following?

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

## \*6. How useful would you find an appointment reminder service?

- Very       Fairly       Not very       Not at all

## Seeing a doctor

### \*7. 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
- Please choose only one answer

- Yes       Can't remember  
 No       Haven't tried in the last 6 months (if filling a paper survey, please go to Question 9)

### \*8. 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       A nurse was free but I wanted to see a doctor  
 Times offered didn't suit       Was offered an appointment at a different branch of my surgery  
 Appointment was with a doctor who I didn't want to see       Can't remember  
 Other (please specify)

# Crawley Down Health Centre Patient Survey - 2014

**9. If in the past 6 months you have tried to book ahead for an appointment with a doctor were you able to?**

- 1. By 'booking ahead' we mean booking an appointment more than two working days in advance.**
- 2. Please choose only one answer**

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

## Arriving for your appointment

**\*10. How easy do you find getting into the building at the surgery?**

- Very easy  Not at all easy  
 Fairly easy  Not attended in the last 6 months  
 Not very easy

**\*11. How clean is the GP surgery?**

- Very clean  Not at all clean  
 Fairly clean  Not attended in the last 6 months  
 Not very clean

**\*12. In the Reception Area, can other patients overhear what you say to the Receptionist/Dispenser?**

- Yes, but don't mind  Don't know  
 Yes and am not happy about it  Not attended in the last 6 months  
 No, other patients can't overhear

**\*13. How HELPFUL do you find the receptionists at the Surgery?**

- Very  Not at all  
 Fairly  I have not dealt with Reception in the last 6 months  
 Not very

## Crawley Down Health Centre Patient Survey - 2014

### \*14. How long on average do you normally wait to be seen, past 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
- Have not had an appointment

### \*15. 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

## Seeing the Doctor you prefer

### \*16. Is there a particular doctor you prefer to see at the Health Centre?

- Yes
- No (if filling a paper survey, please go to Question 18)

### \*17. How often do you see the doctor you prefer?

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

## Opening hours

### \*18. 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

# Crawley Down Health Centre Patient Survey - 2014

## 19. When would you like to see surgery open?

Tick all boxes that apply

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

If you think other times should be considered please let us know here:

## Seeing a Doctor at the GP Surgery or Health Centre

### \*20. 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

## Seeing Doctor Clifford at the GP Surgery or Health Centre

### \*21. Have you seen Dr. Clifford in the last 6 months?

- Yes     No (if filling a paper survey, please go to Question 24)

### \*22. In general how do you feel about seeing Doctor Clifford 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Crawley Down Health Centre Patient Survey - 2014

## \*23. In general do you have confidence and trust in Doctor Clifford?

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

## Seeing Doctor Croucher at the GP Surgery or Health Centre

## \*24. Have you seen Dr. Croucher in the last 6 months?

- Yes
- No (if filling a paper survey, please go to Question 27)

## \*25. In general how do you feel about seeing Doctor Croucher 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## \*26. In general do you have confidence and trust in Doctor Croucher?

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

## Seeing Doctor Jefferies at the GP Surgery or Health Centre

# Crawley Down Health Centre Patient Survey - 2014

## \*27. Have you seen Dr. Jefferies in the last 6 months?

- Yes  No (if filling a paper survey, please go to Question 30)

## \*28. In general how do you feel about seeing Doctor Jefferies 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## \*29. In general do you have confidence and trust in Doctor Jefferies?

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

## Seeing Doctor Kanga at the GP Surgery or Health Centre

## \*30. Have you seen Dr. Kanga in the last 6 months?

- Yes  No (if filling a paper survey, please go to Question 33)

# Crawley Down Health Centre Patient Survey - 2014

**\*31. In general how do you feel about seeing Doctor Kanga 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*32. In general do you have confidence and trust in Doctor Kanga?**

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

## Seeing Doctor Mohammad at the GP Surgery or Health Centre

**\*33. Have you seen Dr. Mohammad in the last 6 months?**

- Yes
- No (if filling a paper survey, please go to Question 36)



## Crawley Down Health Centre Patient Survey - 2014

**\*34. In general how do you feel about seeing Doctor Mohammad 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*35. In general do you have confidence and trust in Doctor Mohammad?**

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

## Seeing a Practice Nurse at the GP Surgery or Health Centre

**\*36. 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

# Crawley Down Health Centre Patient Survey - 2014

**\*37. 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Triage

The Triage system was put in place in June 2009 to improve the way appointments were made and reduce the number of appointments being made where a doctor didn't need to be seen.

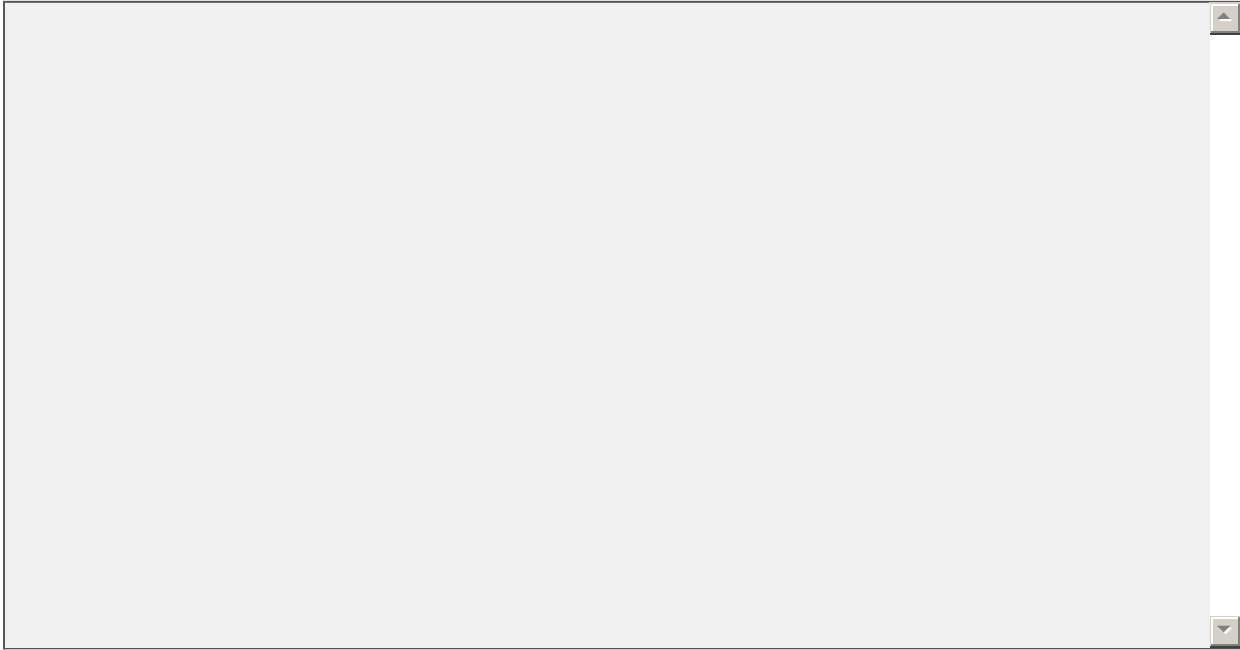
The system operates in the mornings where qualified clinical staff take calls from patients and provide advice and, if required, arrange for the appropriate follow up with the doctors or nursing staff. This would then mean that more appointments would be available with doctors for patients who actually needed them.

In last year's survey a lot of feedback was provided on the Triage arrangement and we would like to ask for feedback here on your experience in the last 6 to 12 months.

**\*38. How useful do you find the morning triage system?**

- Haven't needed to use it
- Very useful
- Fairly useful
- Not very useful
- Not at all useful

**39. Please feel free to give us feedback on the triage system in the box below.**



## Planning your care

**\*40. 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 (for example; High blood pressure, Diabetes, Asthma, etc)?**

Yes

No (if filling a paper survey, please jump to Question 43)

Don't know / Can't say (if filling a paper survey, please jump to Question 43)

**\*41. Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems?**

Yes

No

# Crawley Down Health Centre Patient Survey - 2014

## \*42. In these discussions.....

Please answer each row

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

## Your Overall Satisfaction

### \*43. In general, how satisfied are you with the care you get at the Surgery?

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

## Crawley Down Health Centre Patient Survey - 2014

**\*44. Would you recommend the Surgery to someone who has just moved to your local area?**

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

### Some questions about you

By telling us a little about yourself we will be able to match your answers to different groups in our patient population. This will also help us take action to address any concerns that are affecting specific groups or all of our patients.

**\*45. In general, would you say that your health is...**

- Excellent
- Very good
- Good
- Fair
- Poor

**\*46. 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
- Not Applicable

**\*47. Are you a parent or a legal guardian of any children aged under 16 years currently living in your home?**

- Yes
- No

**\*48. Are you a deaf person who uses sign language?**

- Yes
- No

**\*49. Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?**

- Yes
- No

**\*50. Are you?**

- Male
- Female
- prefer not to say

# Crawley Down Health Centre Patient Survey - 2014

## \*51. How old are you?

- |                                |                               |                                   |
|--------------------------------|-------------------------------|-----------------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 35 - 44 | <input type="radio"/> 65 - 74     |
| <input type="radio"/> 18 - 24  | <input type="radio"/> 45 - 54 | <input type="radio"/> 75 - 84     |
| <input type="radio"/> 25 - 34  | <input type="radio"/> 55 - 64 | <input type="radio"/> 85 and over |

## \*52. What is your ethnic group?

- |   |   |
|---|---|
| <input type="radio"/> White - British                   | <input type="radio"/> Asian or Asia British - Bangladeshi       |
| <input type="radio"/> White - Irish                     | <input type="radio"/> Asian or Asia British - Other background  |
| <input type="radio"/> White - Other background          | <input type="radio"/> Black or Black British - Caribbean        |
| <input type="radio"/> Mixed - White & Black Caribbean   | <input type="radio"/> Black or Black British - African          |
| <input type="radio"/> Mixed - White & Black African     | <input type="radio"/> Black or Black British - Other background |
| <input type="radio"/> Mixed - White & Asian             | <input type="radio"/> Chinese                                   |
| <input type="radio"/> Mixed - Other background          | <input type="radio"/> Any other ethnic group                    |
| <input type="radio"/> Asian or Asia British - Indian    | <input type="radio"/> Prefer not to say                         |
| <input type="radio"/> Asian or Asia British - Pakistani |   |

## \*53. Which of the following best describes your religion?

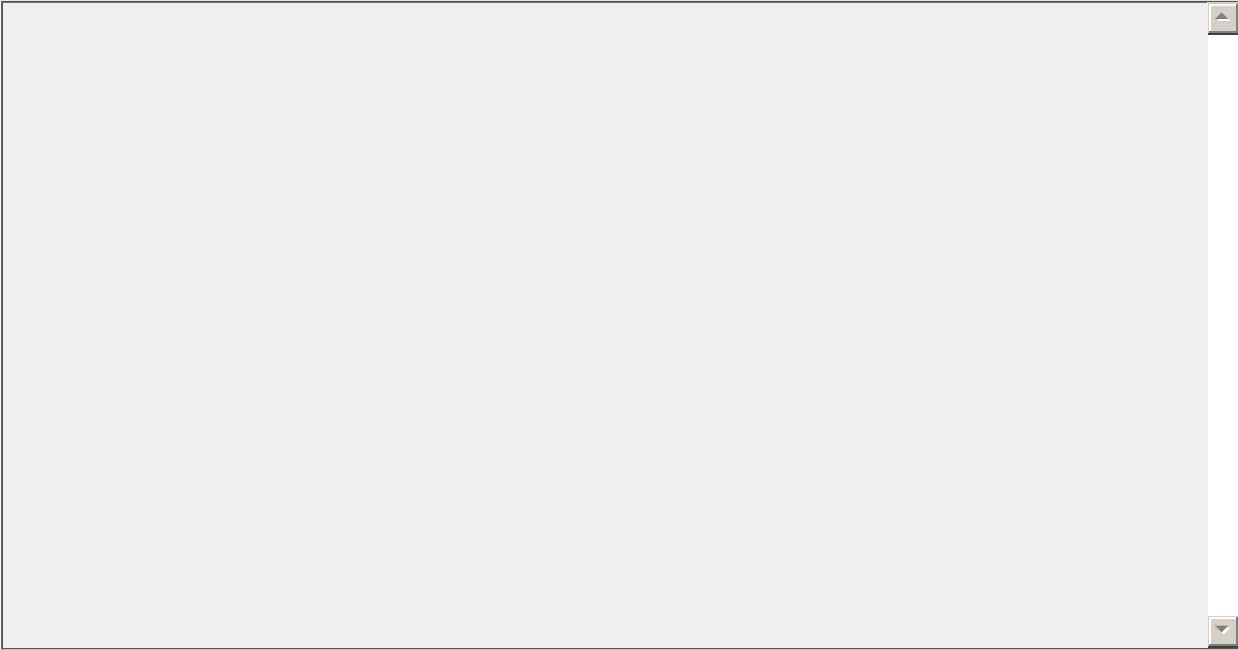
- |   |                              |
|---|------------------------------|
| <input type="radio"/> Prefer not to say   | <input type="radio"/> Jewish |
| <input type="radio"/> Christian (incl. Church of England, Catholic, Protestant & other Christian denominations) | <input type="radio"/> Hindu  |
| <input type="radio"/> None  | <input type="radio"/> Sikh   |
| <input type="radio"/> Muslim  | <input type="radio"/> Other  |

## Anything we missed?

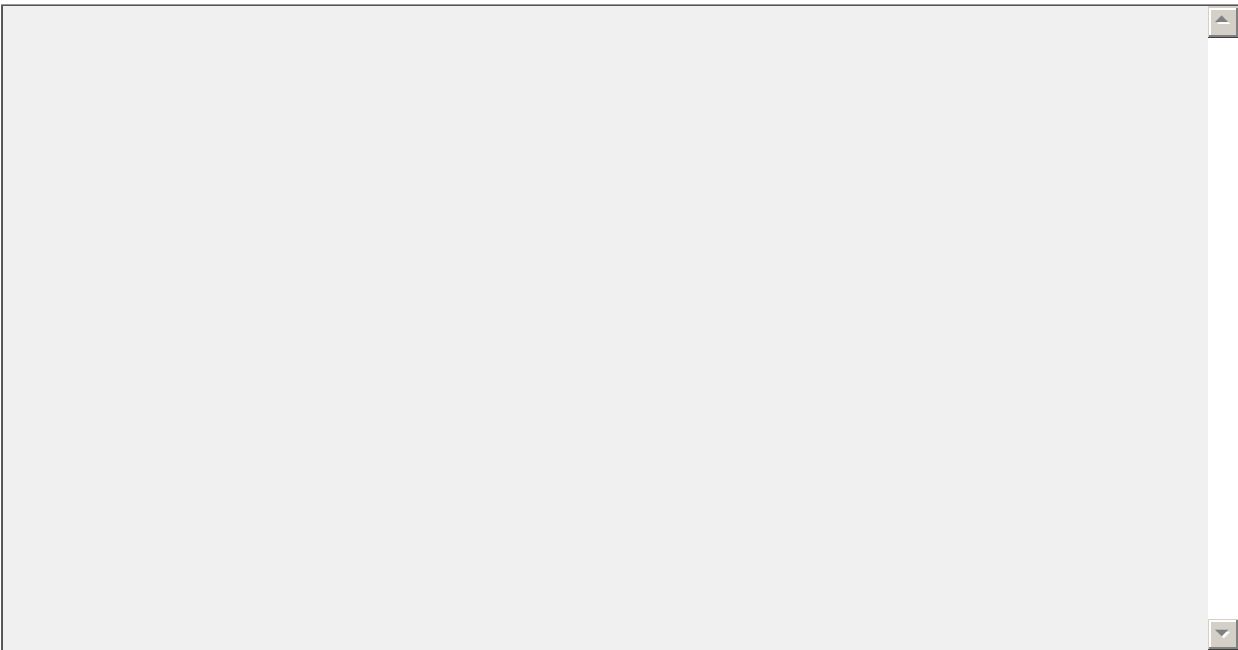
We have tried to ensure the survey touches areas that are relevant to your needs and experience of the service provided by the surgery.

Please do let us know below of any areas that we have not covered that you would like to mention. This information will be held confidentially and anonymously so please do feel free to say what you feel.

## 54. Any suggestions for services you wish to see at this surgery?



## 55. Anything else you would like to say to us?



## Nearly There!

There are a small number of additional items below that are entirely optional to complete but we hope may be of use to you.

If you would like us to be able to follow up on the survey and/or receive a copy of the survey report please let us have your contact details below.

[These items are entirely optional so please do feel free to leave them blank:](#)

## Crawley Down Health Centre Patient Survey - 2014

### 56. Your name

### 57. Please provide your email address

### 58. Contact number and / or address

### 59. Did you know that the Health Centre can now send appointment reminders by Text Message?

If you would like the surgery to register your mobile number for this please follow this link (which will open in another window) [Register](#) or choose an option below:

- Yes please, I will contact the surgery directly or via the website link above
- No thanks

### 60. Did you know that the surgery has an established Patient Participation Group called Friends of Crawley Down Health Centre?

It is an independent group with a role to play in the new NHS between you, the patient, and the Health Centre. Open to all patients registered with the surgery, it provides an ongoing two way forum for understanding how patients and and the community can best be served. All NHS surgeries have, or are establishing these groups.

If you would like to know more please follow this link (which will open in another window) [www.friendsofcdhc.co.uk](http://www.friendsofcdhc.co.uk) or the Friends Of notice board in the surgery Reception area:

- Yes, please register me using the email address above
- No thanks

## And finally, Thank You!

Thank you for taking the time to complete this survey. We really value your support and will report back to you via the web site and printed copies which will be made available in the surgery.

The information you have provided will help us improve the healthcare services that we provide and we will communicate these actions and plans to you.

Thank you again.



# Local Patient Participation Report

## Appendix 2: The Survey Results Analysis

# **Crawley Down Health Centre**

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*Patient Survey 2013/14*

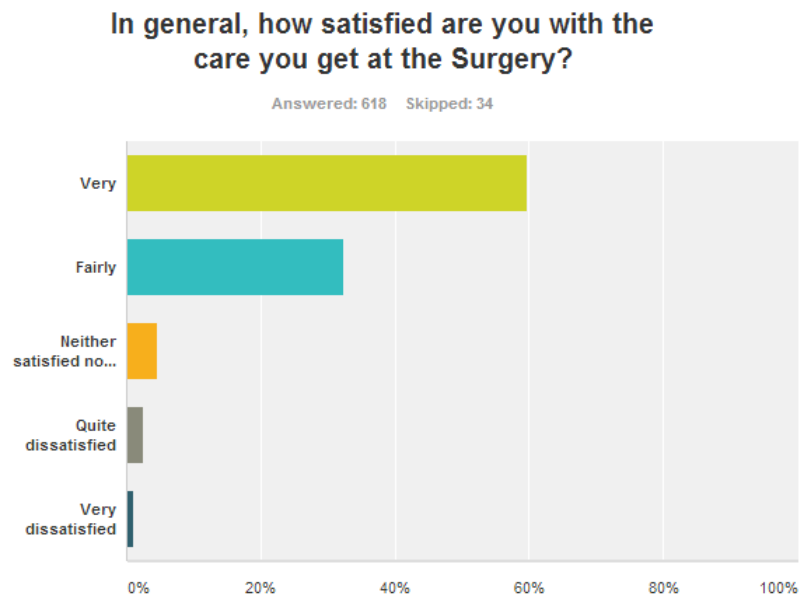
March 2014

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## Summary

In February 2014 patients were encouraged to participate in our Patient Survey using an online website and printed forms. 652 patients responded, an increase of 384 compared to the 2012/13 survey. With this number of patient responses the information can be easily relied upon as a representative sample of the surgery's population of ~8,000 patients. The overall results are very encouraging with 60% of patients being Very Satisfied with the care provided:



This is an improvement of ~1% compared to the 2012/13 survey and the number of patients that were either Quite or Very Dissatisfied remains effectively unchanged at 3.4%.

The survey indicates that our patients see the care given as on the whole very good and improved compared to the findings of earlier surveys.

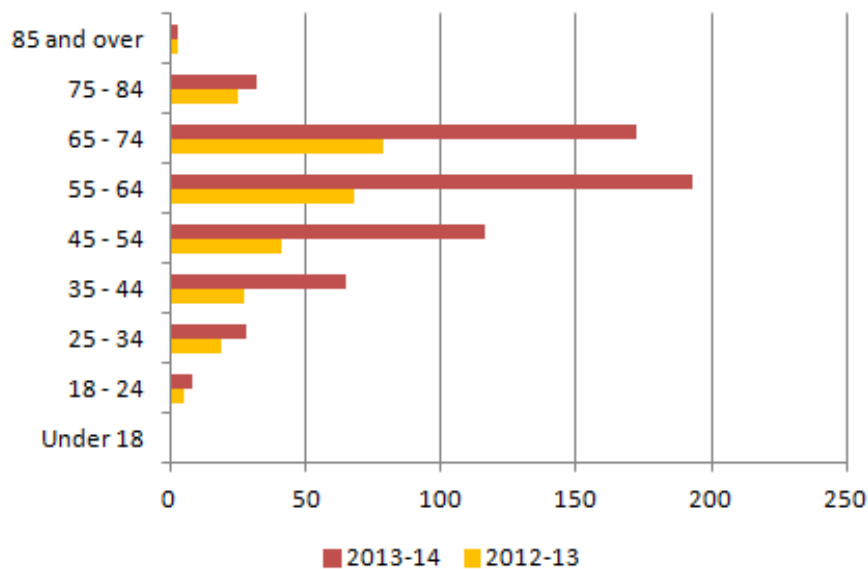
The survey has also identified a number of areas that can be improved upon including access to appointments, triage, waiting times and opening hours. Other areas are also identified for attention.

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 ([www.friendsofcdhc.co.uk](http://www.friendsofcdhc.co.uk)). This will allow us to look into ways to improve the service provided and explain to you how we intend to go about it.

## Detailed analysis

### Survey participants

Of the 652 respondents, the majority were between the age of 55 and 74 and most age groups were reasonably represented. The age group 35 to 74 showed a very significant increase in survey participation compared to 2012/13:



78% of respondents identified that their health was Good or better which is an increase of 1% over last year. As last year, less than a sixth of respondents identified themselves as parents or guardians of children under the age of 16 living at home.

55% of respondents had seen a doctor within 3 months (down from 65% last year) and a total of 77% had seen a doctor within 6 months (down from 85% last year).

### Contacting the surgery

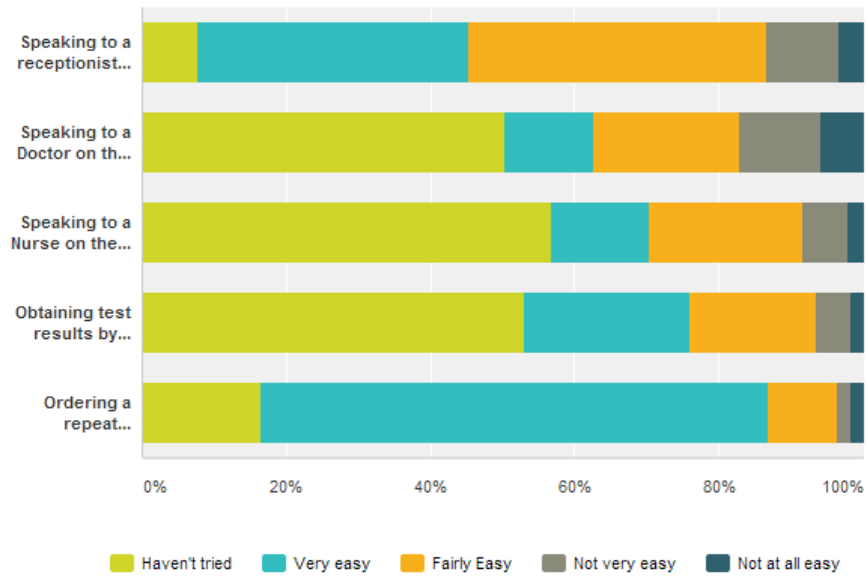
This year's survey continues to show improvements compared to previous year's results but there is still room for improvement.

As last year, only Repeat Prescriptions were seen by the majority to be Very Easy.

The results for speaking to a Receptionist, Doctor and Nurse all showed significant progress by as much as 20%. Fewer respondents identified contact as Not At All Easy or Not Very Easy and more patients reported contact as Fairly Easy or Very Easy.

## In the past 6 months how easy have you found the following?

Answered: 639 Skipped: 13



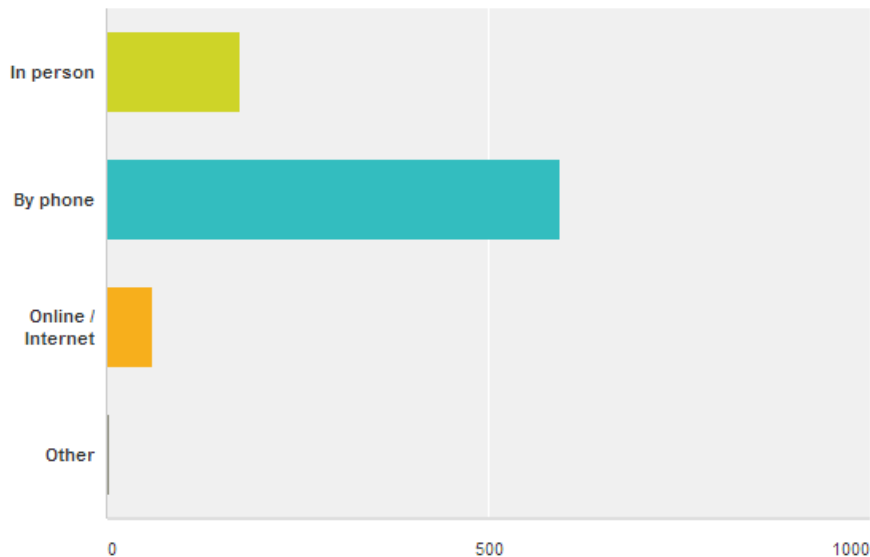
	Haven't tried	Very easy	Fairly Easy	Not very easy	Not at all easy	Total
Speaking to a receptionist (i.e. waiting time)	7.82% 50	37.40% 239	41.31% 264	10.02% 64	3.44% 22	639
Speaking to a Doctor on the phone	50.23% 321	12.36% 79	20.34% 130	11.11% 71	5.95% 38	639
Speaking to a Nurse on the phone	56.81% 363	13.46% 86	21.28% 136	6.26% 40	2.19% 14	639
Obtaining test results by phone	53.05% 339	22.85% 146	17.68% 113	4.69% 30	1.72% 11	639
Ordering a repeat prescription	16.59% 106	70.27% 449	9.55% 61	1.88% 12	1.72% 11	639

## Appointments

Telephone continues to be the main method by which patients contact the surgery to make an appointment<sup>1</sup>. The main alternative was identified as making arrangements in person:

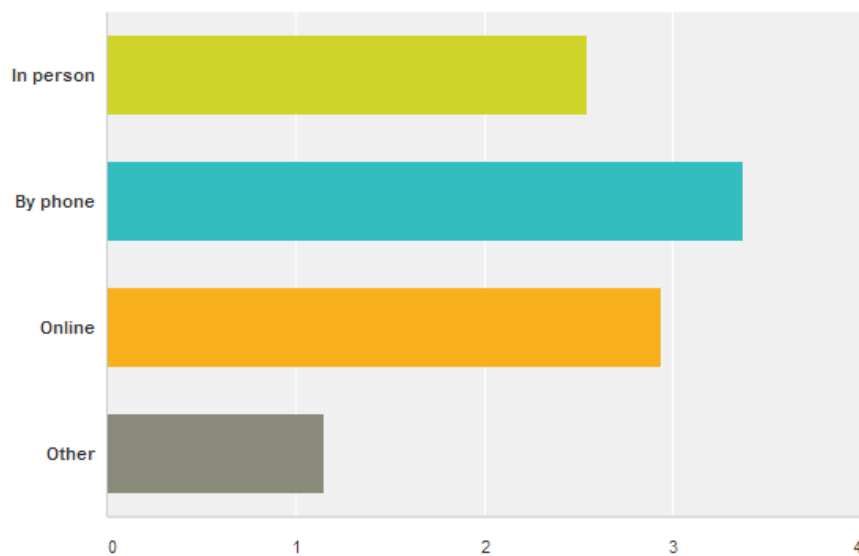
**Which of the following methods DO YOU USE to book an appointment at the Surgery? Please select all that apply.**

Answered: 643 Skipped: 9



**Which of the following methods would you PREFER TO USE to book an appointment at the Surgery? Please rank your answers from 1 to 4 with 1 being most preferred.**

Answered: 643 Skipped: 9



<sup>1</sup> For this question, respondents were free to mark all options that applied. Total numbers of responses may therefore exceed the number of respondents.

Compared to the last survey, the combined usage for telephone and online access for appointments is unchanged but there is an increasing desire for an online alternative for making appointments with the surgery.

The preference (Fairly Useful and Very useful) for an Appointment Reminder System has risen since last survey from 69% to 77%. This continues to support the surgery's decision to introduce a reminder system in early 2013.

## Opening hours

36% of patients identified themselves as Very Satisfied with the surgery opening hours and a further 39% were Fairly Satisfied. The remaining 25%, or 124 respondents, were neutral or unsatisfied to different degrees.

However, when asked when patients would like the surgery to be open, 497 patients responded and made one or more requests. Saturday mornings received 391 requests and After 6:30pm was suggested by 274. Before 8:30am was requested 180 times.

## Visiting the surgery

The survey findings show that the surgery continues to provide Very Easy access and is seen as Very Clean.

Concerns about being overheard while dealing with Reception and the Dispensary have reduced slightly to 17% from 19% last year.

Patients' views on the helpfulness of the surgery receptionists has improved with 61% reporting the receptionists being Very Helpful (up from 57% in 2012/13 and 50% in 2011/12). The number of respondents reporting negative scores (Not Very Helpful and Not At All Helpful) has reduced from 5% to 4% since last survey.

Patients' concerns about appointments running late continue with the number of respondents waiting 5 to 15 minutes increasing to 51%. Those reporting longer waits have reduced to some extent.

Wait	2011/12	2012/13	2013/14
I am normally seen on time	2%	4%	3%
Less than 5 minutes	6%	7%	8%
5 to 15 minutes	39%	46%	51%
15-30 minutes	34%	34%	29%
More than 30 minutes	17%	7%	6%
Can't remember	1%	3%	4%

Patient sentiment about waiting for appointments has changed in some respects.

How Do You Feel About It?	2011/12	2012/13	2013/14
I don't normally have to wait long	25%	30%	34%
I have to wait a bit too long	27%	22%	26%
I have to wait far too long	17%	10%	5%
No opinion/doesn't apply	2%	3%	3%
If I have to wait, I do not mind	28%	34%	32%

The number who consider they don't have to wait too long or who do not mind remains broadly at 64% from 62% last year and those concerned with waiting too long reduced from 32% last year to 31%. Notably, the number of patients identifying they have had to wait *far too long* has progressively reduced from 17% in 2011/12 to 5% this year.

## Seeing a doctor

When asked about being able to see a doctor fairly quickly, 62% of the respondents said Yes which is a 3% reduction on last year. For those that answered No, we asked about the



reasons why? The following table shows that the primary reason continues to be availability of appointments<sup>1, 2</sup>:

Reason	2011/12	2012/13	2013/14
There weren't any appointments	65%	71%	71%
Times offered didn't suit	9%	8%	7%
Appointment was with a Dr who I didn't want to see	14%	13%	14%
A nurse was free but I wanted to see a Dr	2%	3%	1%
Was offered an appointment at a difference branch	0%	0%	1%
Can't remember	2%	1%	1%
Other	10%	5%	6%

Looking at booking appointments further ahead in time, 75% of respondents reported being successful and this is a slight reduction compared to 79% for 2012/13.

As for the last 2 years, three quarters of patients identified that they have a doctor they prefer to see. The 2013/14 survey shows a downward shift in the number of times patients got to see their preferred doctor:

Response	2012/13	2013/14
Always or most of the time	56%	49%
A lot of the time	21%	22%
Some of the time	22%	25%
Never or almost never	2%	4%

## Seeing a nurse

The ability to get an appointments to see the nurse within 1-2 days has fallen somewhat but the number of patients waiting longer than a week has effectively remained the same for the last 3 surveys:

Wait	2011/12	2012/13	2013/14
1-2 days	17%	19%	13%
approx 1 week	49%	51%	55%
longer than 1 week	34%	31%	32%

<sup>2</sup> Note the figures for 2011/12 and 2012/13 have been normalised to 100% when compared to the previous survey report.

Patients' experience of nursing appointments were very positive with the combined values for Very Good and Good all exceeding 94%. In the last year there has been a notable shift toward Very Good in all areas:

Measure: Very Good	Nurse		
	2011/12	2012/13	2013/14
Giving you enough time	57%	58%	69%
Asking about your symptoms	51%	45%	59%
Listening	55%	48%	61%
Explaining The Tests and Treatments	51%	49%	59%
Involving you in decisions about your care	51%	46%	58%
Treating you with care and concern	55%	50%	62%
Taking your problems seriously	55%	51%	63%

Measure: Good	Nurse		
	2011/12	2012/13	2013/14
Giving you enough time	43%	39%	29%
Asking about your symptoms	47%	48%	37%
Listening	42%	48%	36%
Explaining The Tests and Treatments	44%	45%	35%
Involving you in decisions about your care	42%	47%	35%
Treating you with care and concern	44%	46%	35%
Taking your problems seriously	40%	43%	34%

## Triage

Based upon the survey findings, the triage system has continued to achieve greater acceptance in the last year. 74% of respondents identified the service as either Very Useful or Fairly Useful compared to 65% last year and 52% in 2011/12. The number of respondents who reported triage as Not Very Useful and Not At All Useful has significantly reduced over the last 3 years from 48% to 26%:

Response	2011/12	2012/13	2013/14
Very useful	28%	32%	35%
Fairly Useful	24%	33%	39%
Not very useful	22%	19%	14%
Not at all useful	26%	15%	12%

The question "Please feel free to give us feedback on the triage system?" generated 210 written responses of which 68 praised or indicated the respondent had no issue with the service. The remaining 142 written responses indicate very clearly that there is still work to be done to in the following areas (the most mentioned listed first):

- a) Understanding how Triage works and the benefits it should be delivering to patients
- b) Issues managing being called back - at times and in situations that are difficult for patients
- c) Quality of the service (not getting called back, quality of dialogue, perceived resistance to granting appointments)
- d) Perceptions of being diagnosed / decisions being made by insufficiently qualified persons (receptionists and nurses)

## Planning your care

This section of the survey focuses on patients with long standing health problems, disabilities or infirmity and 63% of respondents identified themselves as part of this group.

This is effectively unchanged for the last 2 years. 81% of these patients have had discussions with a doctor or nurse on care planning compared to 51% last year and 55% in the 2011/12 survey.

Of the patients that identified themselves as having long standing issues, almost all confirmed that they felt the doctor or nurse took notice of their views about how to deal with their care needs. They also confirmed that they were given information on the things that might be done to deal with their problems and reached agreement how to best achieve this. These scores are all almost identical to that of the 2011/12 survey.

When asked about being provided with written information on their healthcare discussions, the number of patients that would like it, decreased to 28% from 40% last year and 33% in 2011/12. The number of people who reported receiving this information followed a remarkably similar pattern. Awareness of Care Plans reduced to 6% from 7% last year and 8% in 2011/12.

## General feedback

Lastly, the participants were asked "Finally, have you any other suggestions for services you wish to see at this surgery?" and if there was "Anything else you would like to say to us?" and this generated 335 individual written responses, many of which were complementary about the practice. All comments will be studied by the surgery to take on board the comments and concerns and this report shows below main themes that appeared:

**Appointments** – as for the last 2 years, the availability of appointments and their timeliness drew the most significant comments. Many patients questioned whether the practice had too many patients or not enough doctors. Other feedback challenged the length of time to get a routine appointment with preferred doctors, as well as for any doctor.

For the triage process a significant concern and a new theme appeared which was difficulties for working people owing to the uncertainty as to when they might receive a call back from the triage nurse. Or, having received the call without the opportunity to plan it, issues emerged in discussing health matters in earshot of co-workers.

Another significant concern is the situation where a doctor advises a patient to make an appointment to return in a number of weeks but the booking system cannot make appointments that far ahead in time.

**Additional Facilities / Services** – as last year, there are many suggestions for desirable services such as health visitors, chiropody, physiotherapy, dentistry, minor surgery and other services. The apparent underutilisation of the building continues to raise questions.

**Opening Hours** - this is a significant topic and many patients would like to see the surgery open at hours that would better suit working people.

**Reception** – there were many comments referring to the challenges of getting through to the surgery by phone and also about reception being closed at lunchtime. Several patients raised concerns about being overheard when talking to the receptionist.

**Communications** - several people challenged the surgery on how it communicates key information about new or altered services.

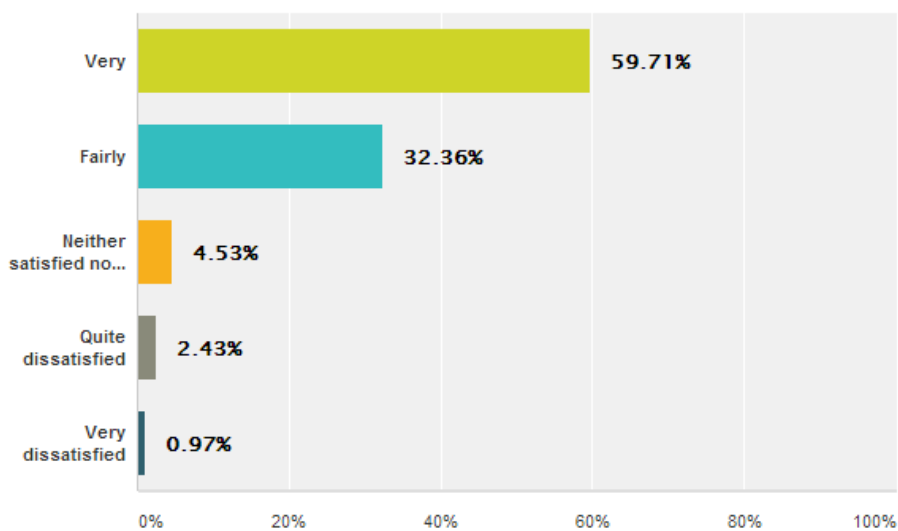
**Repeat Prescriptions / Pharmacy** – several of the respondents voiced concerns on the service in terms of availability and accessibility. Several references were also made about being prevented from collecting prescriptions from the surgery’s own dispensary. This topic is still tied up with government regulation.

### Overall satisfaction

Despite some criticisms the overall results of the survey are positive. The charts below identify that, of all the people surveyed, the majority feel they receive good care and would recommend the practice to other people.

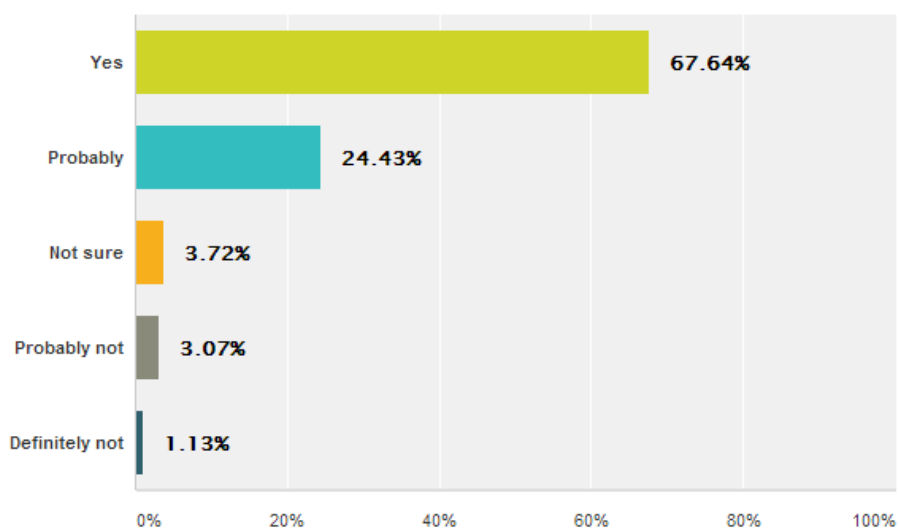
#### In general, how satisfied are you with the care you get at the Surgery?

Answered: 618 Skipped: 34



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

Answered: 618 Skipped: 34



Compared to last year, the number of participants who were Fairly and Very Satisfied increased from 90% to 92%. In 2011/12 the figure was 85% so this does represent an ongoing improvement in satisfaction. The number of participants who said they Would or Probably Would recommend the Surgery also increased to 92% from 86% last year and 75% in 2011/12.

## Recommendations

This survey has identified a number of areas that can be improved and the following recommendations are put forward to develop better results for the patients of Crawley Down Heath Centre. These, along with the other items in this report, will be used by the partners and staff to implement changes to improve patients' experience of the care and services provided by the surgery:

- The time taken to get an appointment – finding ways for patients to get appointments sooner and to make the process of getting an appointment easier
- Opening Hours - to review the options available
- The Triage system – to continue look for ways to help patients understand the benefits they should get and to improve the operation of the system itself
- Waiting times for your appointment – looking for ways to be seen on time or with as little delay as possible
- Communications - exploring ways to communicate with patients more effectively about news, developments and availability of services

These are the highest priority items that are seen to be able to give patients the greatest improvements. The practice management will look at these in conjunction with all the other feedback to create an action plan for improvement. These plans will be published and shared on the practice website and within the surgery itself.