

Report for 2013/14 Patient Participation Group

Our Patient Participation Group

Victoria Surgery has an online patient participation group, which was formed in 2011/12. In order to ensure that the PRG was still representative of the practice population, and particularly to ensure that we sought the views of those without access to a computer we extended our survey. The survey was e-mailed to those in our existing PRG, questionnaires were also available in reception to those visiting the surgery, a message was put on the television screen in the waiting room inviting patients to take part in our survey and a link was put on our website directing patients to the survey.

Method and process for agreeing priorities for the local practice survey

An email was sent to our online core PRG asking their views to identify priority areas for survey questions, and also put on our website. We did not receive an overwhelming response. The areas covered were therefore identified from a variety of sources:

Questions regarding access to appointments – chosen due to our ratio of urgent:routine appointments having changed in recent months due to the new rapid response system for urgent home visits, this meant at the time of the survey we were offering more urgent appointments and we were keen to ensure this hadn't adversely affected our availability of pre bookable routine appointments. Some doctors had received feedback from patients that they were finding it difficult to book routine appointments.

Questions regarding on-line booking – as a practice we were considering implementing this as a planned practice change and so were keen to gauge the popularity of this service before considering its implementation.

Question regarding A&E attendances and role of nurse practitioner – chosen as follow on to our practice plan to reduce A&E attendances, to help gauge its success and see if more patient education was needed.

Question regarding telephone appointment times – we had received feedback that patients were not always in when a doctor called them back and so wanted to optimise our telephone advice system.

Details and Results of the Local Practice Survey

A survey was carried out in February 2014.

The survey was emailed to those in our core online PRG. Access to the survey was put on our website. Paper surveys were available in the surgery reception and patients were directed to these via receptionists and via the television screen in the waiting room.

We had 82 responses to our survey, ranging in age from 17 to >85 years. (5% aged 17-24, 6% aged 25-34, 13% aged 35-44, 12% aged 45-54, 21% aged 55-64, 26% aged 65-75, 16% aged 75-84 and 1% aged >85) 69% of respondents were female and 31% were male. 93% described themselves as white British, 1% as European, 1% as Asian, and 5% as ethnic groups other than the above. This response rate and the group represented was sufficient to make the survey credible.

The results are outlined below:

1. If you need to see a GP (not necessarily the GP that you would like to see) urgently can you normally get an appointment the same day?

Yes 67%

No 17%

Don't know/needed to 16%

2. How easy is it to book ahead?

Very easy 29%

Fairly easy 44%

Fairly difficult 16%

Very difficult 6%

Don't know/not tried 5%

3. Would you find it useful to be able to book your appointment on line?

Yes 61%

No 39%

4. In the last 12 months have you attended A&E because you felt that you couldn't get an appointment at the surgery?

Yes 8.5%

No 91.5%

5. Are you aware that our nurse practitioners can refer you for an x-ray/prescribe medication and make referrals to any hospital?

Yes 66%

No 34%

6. When you wish to speak to a doctor on the telephone would you prefer

- (a) to be told a doctor will call you back sometimes after 11.30 16%
- (b) that you are given a window of time when to expect the call 51%
- (c) no preference 33%

7. Dispensary question – Are you aware that if you live out of town we could dispense to you or even deliver?

- Yes 43%
- No 8%
- N/A 49%

Discussing survey results with the PRG

Having analysed the results and comments received from the survey we took this back to our PRG for comment on our action plan.

The following was sent to our PRG members along with the survey results and a copy was also posted on the website and hard copies were available at reception.

Many thanks to all of you who kindly replied to our survey. It has been useful to have your views. Many of you appeared broadly satisfied with the service you receive, however we did identify areas for improvement.

Our survey suggests that our current appointments system and availability of urgent and routine appointments is satisfactory. However this is an area that we keep under constant review, and in particular the ratio of urgent to routine appointments is monitored and altered according to need.

Regarding the ability to book your appointments online, this was a service that the majority of you were keen to have and as such we propose that we implement this with immediate effect.

66% of you were aware of the role of our nurse practitioners, but we propose to update our website and practice leaflet for further education on their role such that patients can make the most of the valuable service they provide.

With regard to telephone consultations the majority of you would like to be given a window of time in which to expect a call back from a doctor. Due to the GP's other commitments in the surgery we don't feel able to reliably give too narrow a time window for patients to expect a call back, we feel the following change to our system is reasonable for both patient and doctor. If you call in the morning the doctor will endeavour to return your call before 1pm, and if you call in the afternoon the doctor will endeavour to call you back before 7pm, the receptionists will inform patients of this when they call to leave a message for a doctor. We would like to remind patients that the doctor will make one phone call back to the patient, if this is missed the patient must then call the surgery to arrange another telephone consultation.

Agreeing an Action Plan with the PRG

We received positive feedback from our PRG regarding the proposed action plan. "That seems very fair, it is great when a GP leaves a message if you miss a call"

The action plan was agreed as set out below and sent to our PRG.

- Implementation of online booking
- Update to website and practice leaflet regarding nurse practitioners extended roles
- Change in system for doctors telephoning patients back to provide a window of time in which patients can expect their call.

The practices opening hours are. 8.00am – 6.30 pm Monday
8.00am – 6.30pm Tuesday
8.00am – 6.30pm Wednesday
8.00am – 6.30 pm Thursday
8.00am – 6.30 pm Friday

Routine appointments run from 8.30am – 6.30pm
Access is by telephone, walking in , or use of our new on line booking service.

We provide extended hours from 7.30am – 7.00 pm on various days, please call reception for further details.