

Northdown Surgery Patient Participation + Survey Report – March 2012



In 2011 we invited patients to join our Patient Reference Group (PRG); we put sign-up forms on our website and on our waiting room notice boards with the invitation to join the group. One hundred and thirty patients responded, 93 were online members and 37 asked to be contacted by post. The make up of the group is as follows:

PRG Demographics – 16.03.2012

130 PRG Members

37 postal members

93 online members

Age Range

84 - 7 members

17-24 - 10 members

25-34 - 6 members

35-44 - 6 members

45-54 - 13 members

55-64 - 24 members

65-74 - 43 members

75-84 - 21 members

Female - 76 members

Male - 54 members

British - 11 members

British/Irish – 1 member

White and Black African – 1 member

White – 117 members

Demographics (from our Practice computer system) show that the number of patients registered with the practice who are aged between 0 and 45 is below the national average, the number who are aged between 45 and 84 is slightly above average, while the number who are registered who are over 85 is around twice the national average.

We tried to encourage participation from all sections of the Practice population by sending emails to all patients for whom we hold an email address for, we added the information to our practice website, added messages to our prescriptions, displays in our waiting room, produced a Practice newsletter, asked our District Nursing team to distribute the information to housebound patients and actively encouraged participation at our special

Saturday flu clinics. We identified that the under 35s are under represented and intend to use text messaging in the future to try and engage with this section of our Practice population.

A preliminary survey was emailed or posted to all the members of our PRG asking what things were the most important to them. We also sent the survey to all those we hold an email address for, we put copies in the waiting room, a link to the survey on our website and a message on our prescriptions. We also sent out a reminder electronically giving notice of the survey close date (along with Christmas opening times for our local pharmacies). A reminder was also put on the notice board in our waiting room.

A total of 229 patients responded, and of those responses, most thought that getting an appointment, telephone answering and access and clinical care were the most important things to them and what we should ask further questions about. Of the 229 patients who responded 80% were aged over 45.

A survey was then prepared asking relevant questions about appointments, telephone access, clinical care, the kind of additional services that patients might like and asking for informed comment. Again the survey was distributed to the groups mentioned above, a newsletter was produced advertising the survey and copies posted to patients who had signed up to the group but did not have an email address and was also displayed in the waiting room. Again a reminder of the survey closing date was displayed or sent out.

One hundred and seventy-nine patients completed our survey. A brief analysis showed that:

- 61% would like more appointments available a week ahead
- 90% would like the opportunity to book appointments on line
- 77% of patients currently book their appointments by phone
- 63% found it difficult to get through on the phone to book an appointment
- 54% found it hard to get an appointment at a time to suit them
- 56% found it easy to see the doctor of their choice
- 83% of patients felt that telephone consultations were a good way for the GP to manage their health problems
- 43% of patients would like the practice to revert to a local number

When asked about seeing a GP, i.e. whether they were given enough time, asked about their symptoms, listened to, had things explained and treated with care and concern, 96% responded that they were very satisfied or satisfied.

78% of patients found that the reception team were either helpful or very helpful.

When asked in general how happy they were with the care they received at Northdown Surgery 94% responded that they were either happy or very happy.

The survey asked for suggestions of additional services that patients might like to see at Northdown Surgery, among the things wished for were: Coil fitting, Physiotherapy, Mental Health Counsellor, Audiology, Chiropody, Acupuncture + Dietician.

When asked for comments about the service, there were lots of positive comments about the care and attention showed by all members of staff for our patients. Most grumbles

referred to the appointment and telephone system, highlighting this as an area that patients would like to see improved.

A summary of the survey along with a proposed action plan was sent to our PRG, asking for comments, there were a couple of replies (I think our patients are surveyed out!), they just thanked us for taking the time to ask about their views.

After discussing the results of the survey both with our group and amongst the staff, over the coming months we hope to look at the following areas:

- A review of the appointment system, which will look at the balance between appointments available on the day and those available to book in advance (currently about 60% on the day and 40% available to forward book). The review would also include how we manage emergency appointments and home visits. The practice has already undertaken one audit, looking at demand and hopes to make some changes to the appointment system over the coming months bearing in mind the results of the patient survey
- Develop and improve the use of telephone consultations.
- Introduce new clinical software later in the year which will enable appointments to be booked electronically.
- Improve our telephone response and answering skills, include and consider patient feedback when considering options when our current telephone contract expires (2013). An in house training session has been arranged for the administration team and a meeting booked with our current telephone suppliers to try and improve the service. As our current contract expires next year, when undertaking the 2013 patient survey we will seek patient feedback about the 'ideal' replacement system.
- Working closely with the Thanet GP Commissioning Group to ensure that any health inequalities between the least and most deprived wards within Thanet are reduced.
- When opportunities for additional services within Practices become available, Northdown Surgery will endeavour to acquire relevant services for our practice.
- Improve communication between the surgery and patients to explain why we do things as we do, and encourage positive ideas and feedback. We need to work to ensure that our patients are aware of all the services and options we provide.

Over the coming months we will use the action plan (see Page 4) to help maintain and improve our services, we will update our patients through our Patient Reference Group, regular newsletters, our website, prescription messages, addendums to our Practice leaflets and displays in our waiting room.

NORTHDOWN SURGERY – PRG – ACTION PLAN

The leads for the actions below are the Management team at Northdown Survey with support from the Partners and the rest of the Practice team.

	<u>Objective</u>	<u>Actions</u>	<u>Progress</u>	<u>Timescale</u>
1.	Review the appointment system.	<ul style="list-style-type: none"> • How we manage emergency appointments • How we manage home visit appointments 	Audit has been completed giving indications of patient needs. Future plans are to make changes within the scope of our appointment software	June 2012
2.	Develop and improve the use of telephone consultations	<ul style="list-style-type: none"> • Investigate best way to conduct and place telephone consultations 		Sept 2012
3.	Introduce new clinical software to enable appointments to be booked electronically	<ul style="list-style-type: none"> • EMISweb 	Transfer has been delayed from June 2012 to November 2012	Nov 2012
4.	Improve telephone response and answering	<ul style="list-style-type: none"> • Upgrade our telephone system to allow speedier answering and response • In house training course for staff 	Meeting booked with current supplier to try to improve services now. Upgrade phone system on expiration of current contract (in 2013) Course March 2012	2013 2012
5.	Health Equalities between least and most deprived wards within Thanet.	<ul style="list-style-type: none"> • Work closely with T-GP-CG to try to reduce health inequalities 	Via T-GP-CG forum	Ongoing
6.	Acquire additional services as they become available	<ul style="list-style-type: none"> • Research upcoming availability of additional services 		Ongoing
7.	Raise patient awareness of our current practices	<ul style="list-style-type: none"> • Through our PRG group • Through Newsletters • Through our website • Through prescription messages • Through our Practice Leaflets • Through waiting room displays 		Ongoing
8.	Try to expand the membership of our PRG group, particularly <35 age group	<ul style="list-style-type: none"> • Investigate possibility of text messaging this age group 		June 2012

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www.northdownsurgery.org.uk

To contact us please phone or drop into surgery during the times shown below to make an appointment, get some advice or ask a question.

Day	Surgery Open	Phone	Extended hours
Monday	0800 – 18.30	0800 – 18.30	0700 - 0800
Tuesday	0800 – 18.30	0800 – 18.30	
Wednesday	0800 – 18.30	0800 – 18.30	
Thursday	0800 – 18.30	0800 – 18.30	
Friday	0800 – 18.30	0800 – 18.30	
Saturday		Out of hours advice	0800 – 12.30
Sunday	Closed	Out of hours advice	

The GPs at the Practice are available on the following days, surgery times vary, they are usually between 0815 and 1100 and then between 1400 and 1730. Please remember when you ask for an appointment that your GP maybe the duty doctor that day (this is done on a rota system with a fair share for all), so they will not have as many non urgent appointments. The doctors at Northdown Surgery offer extended hours appointments on a Monday and Saturday morning, these are done on a rota, our receptionists can tell you which doctor is on duty on what dates.

Day	<u>Dr Ryder</u>	<u>Dr Martin</u>	<u>Dr Langworthy</u>	<u>Dr Geevarghese</u>	<u>Dr Braga</u>	<u>Dr McGettigan</u>
<u>Mon</u>	Yes	Yes	Yes	Yes	Yes	Yes
<u>Tues</u>	Yes	Yes	Yes	Yes	Yes	
<u>Weds</u>	Yes	Yes	Yes			Yes
<u>Thurs</u>	Yes			Yes	Yes	Yes
<u>Fri</u>		Yes	Yes	Yes	Yes	Yes