

## **Report from P3 Patient Survey December 2013**

### **How are we doing?**

Our annual patient survey is our way of getting feedback on how patients feel we are doing. At our meetings during 2013, the Patient Group (P3) reviewed their priorities and agreed new priorities for this year. Some issues are ongoing from previous years. This year's survey was designed to look at these priority areas and look at how we are doing.

### **Ongoing priority areas**

- Length of time waiting in the surgery
- Opportunity of speaking to a clinician on the telephone when necessary
- Ease of contacting the practice on the telephone
- Chances of seeing a doctor within 24 hours with an urgent problem
- Ensuring patients have opportunities to be involved in decisions about their care
- Awareness of opening times, evening surgeries and minor injury services.

### **New priority areas**

- Efficiency of the repeat prescribing process
- 'Friends and Family test'

### **Process**

Over a two week period we gave out paper questionnaire to patients attending the surgery and, on our website, we also put a link to the questionnaire online using [www.surveymonkey.com](http://www.surveymonkey.com) 125 surveys were returned and analysed. The report will be available to all patients, published online and discussed with P3 in March 2014.

## **Main issues identified from the survey**

### **Waiting times**

The practice has been working on the issue of waiting times for the last two years. Waiting times vary for the individual GPs as they all work differently. We have done some consultation skills training in practice and come up with our own top tips for reducing waiting times. No matter how good the time management is however, an emergency can create additional problems. Our data shows there is often a problem for those seeing the emergency doctor as the appointments are unpredictable and anything can happen. Patients sometimes insist on same day appointments for non-emergency situations and then get cross about having to wait. We have tried to inform people when they arrive if there is likely to be a wait. We also inform the waiting room if something crops up and a GP is delayed. The subject has been discussed several times with the patient group and they are very supportive of what the practice has tried to do.

### **Waiting Times - Next steps**

We will inform every patient booking an appointment with the emergency doctor that 'This is an emergency appointment. The appointment time is only a rough guide and there may be a long wait depending on what other emergencies arise'.

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### **Telephones**

Telephones are another on-going problem, we have changed the system to enable calls to be queued and increased the staff available to answer phones at 8.30am. We have also recently undertaken an extensive audit to try and understand whether we need more phone lines and more staff.

### **Telephones - Next steps**

We are meeting with the Primary Care Foundation (PCF) who carried out our survey to discuss the results. Unfortunately as NHS income is static, putting in a different phone system and increasing staff in this area would mean making savings in other areas and there doesn't seem to be much leeway. We will discuss with P3 how to proceed.

### **Appointment availability**

Again, we have done a lot of work on this over the last three years and tried different appointment systems. The above mentioned PCF survey has identified that we are very generous with the amount of appointments we offer, and our consultation rate (the average number of times each patient sees a GP per year) is much higher than the average. There are many possible reasons for this.

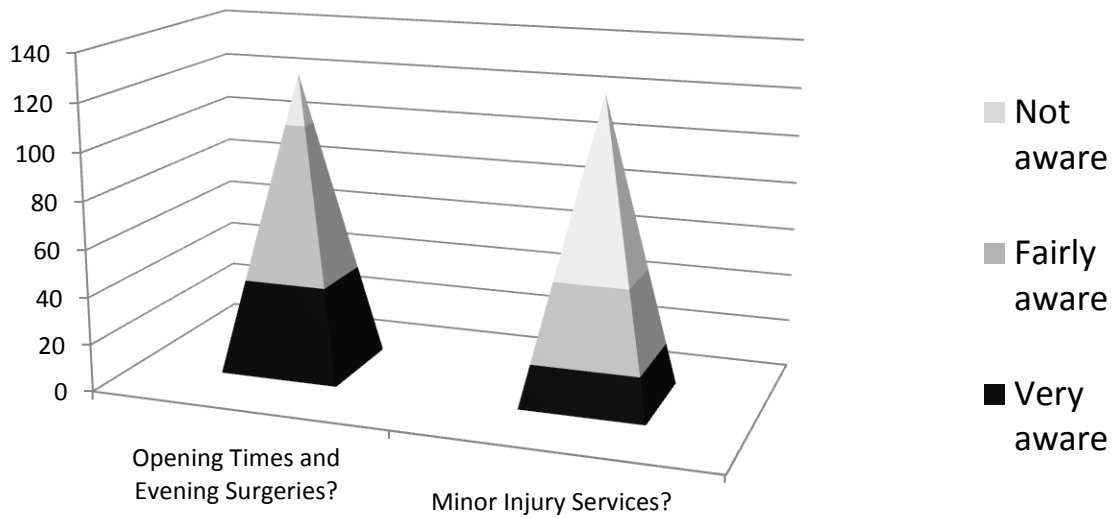
### **Appointments -Next steps**

We will be discussing the results with PCF on 12 March, discussing with P3 on 24 March and then trying to come up with an action plan at our practice away afternoon on 27 March.

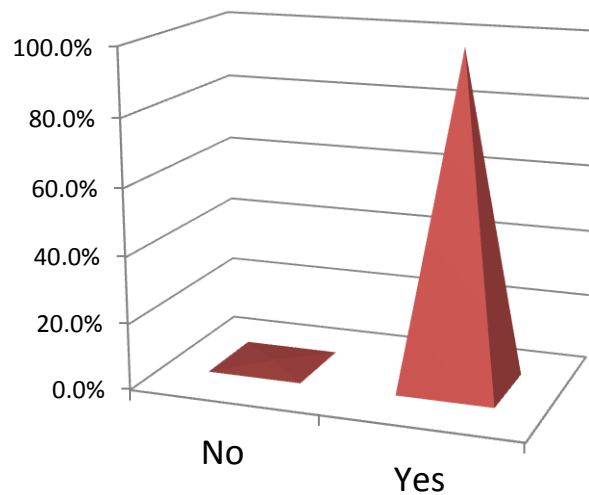
## Detailed Results and Comparisons

Percentage of Responses Good to Excellent	Dec-13	Dec-12	Dec-11
<b>Length of time waiting in the surgery</b>	<b>78%</b>	71%	81%
<b>Opportunity to speak to a clinician on the telephone</b>	<b>82%</b>	86%	87%
<b>Ease of contacting the Practice on the telephone</b>	<b>77%</b>	79%	85%
<b>Chances of seeing a doctor within 24 hours (with an urgent problem)</b>	<b>81%</b>	82%	89%
<b>Opportunity to be involved in decisions about my care</b>	<b>91%</b>	93%	N/A
<b>Efficiency of repeat prescribing service</b>	<b>86%</b>	N/A	N/A

### How aware are you of the following services....



### Would you recommend South Molton Health Centre to your Friends and Family?



We were sorry that one person felt they would not recommend us, sadly they did not give us any information on why.

#### Comments on why people would recommend us

- Brilliant caring doctors, polite friendly staff, we are VERY lucky.
- My care is more efficient and patient-centred than I have ever had before.
- Good service and good doctors
- A very caring, conscientious, well managed practice. All staff pleasant and friendly. Always trying to improve.

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<b>Patients Comments</b>
<b>Not so good!</b>
Very hard to believe that it was not possible to speak to a doctor for advice on day of calling. To be told someone would call back next day...?
Sometimes it's very difficult to get through on the telephone first thing in the morning, it often takes anything between 5 and 20 minutes
Telephone at 8.30 in morning if any hoped appointment creates on telephone of recalls to an engaged line - a frustrating experience
The waiting time in the surgery not on time, we are always waiting a long time.
When ordering a repeat prescription online the preference of where to collect the prescription needs to be looked at each time instead of once in a while
Have been forgotten twice when waiting for a Doctor to call me
I think some of the receptionists are a bit intrusive
Not always able to see my doctor who knows all about me
Cutting down on waiting times ought to be primary objective
Better awareness of appointments
Very hard when working 7am-6pm to get an appointment ( as you can't have a Dr phone you at work when you are on the tills)
More could be done on making appointments online especially for emergency
Was a little upset with the receptionist on the phone as it seemed like she was too busy to deal with my problem, or seemed like I was bothering her.
I think it would help to make the need for booking a long appointment for several conditions much clearer. You could even ask when called.
Trying to get an appointment with a certain Dr is high on impossible. Waiting time for this particular Dr is always poor.
Staff seems helpful and friendly. The repeat prescribing service has not worked for me. I have not had any orders correctly filled or delivered on time.
It is not always easy to get prebookable appointments and the reception staff are not always helpful.
<b>Mixed Comments</b>
Today I saw a doctor on day of call. However the whole process is annoying and the lines are always engaged. Otherwise very happy with the surgery and doctors.
The surgery has always been responsive to my needs but the appointment system is not better than before
Better than last time I completed one of these forms. Some reception staff need more training on how to speak to patients.
The music is too loud at all times. Most receptionists are polite and considerate.
Having a life long prescription I would prefer to collect twice a year, The cost of monthly exceeds the cost of the medication (the last one was four months do hopefully this will continue!)
<b>The Positives!</b>
Fortunately I do not have to visit the surgery often but I'm very happy with the service I get when I do
Excellent service. All staff very helpful
Receptionists always excellent
Phone always seems to be engaged when calling 8.30-9am. Have to keep trying for 1/2 an hour!
It's okay
I think the Health Centre is doing good; please continue to do so.

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I am always well looked after
Have always found everyone to be very friendly and helpful
The service I have received from the doctors and nurses when attending has been excellent
Very good practice with a friendly feel
I think the service you give is good on the whole and we would recommend you to everyone
I do hope that the doctors and staff at this practice are recognised and thanked regularly for the great work they all do. The nurses in particular are a delight to visit. This is the nicest, friendliest practice I have ever visited. Thank you!
Waiting times - Unreasonable to expect it to be more than good. Telephones - I am a hard judge of this! Chances of seeing a doctor within 24 hours - Not applicable - no surgery at weekends. Have only scored because it will not let me proceed unless I do! Repeat prescribing - Boots - nice staff, service OK as long as I manage it myself.
Excellent service from Drs throughout and general staff
Really pleased with the overall service provided! Dr Bowyer is our family doctor- have had very good experiences to date and appreciated his time and advice when concerned
Re: awareness of services...This is not the surgery's fault - Not top of my priority to find out and remember!
New patient. I need to become more familiar with the practice. So far, I've been impressed with the thoroughness of the staff I've seen
Always very helpful and friendly
All satisfactory. we think we are very fortunate to have SM Health Centre, after listening to other friends e.g. Barnstaple Drs



### P3 Patient – Practice – Partnership Group

Our P3 Group is open to all our patients. Please come and join us!

Even if you are unable to attend meetings you can be part of our email group.

We are always looking for new members

Just phone Gill Squire on 01769 573101

Or email [gillsquire@nhs.net](mailto:gillsquire@nhs.net)