

PPG February 2014

EAGLE HOUSE SURGERY OUTCOME OF RECENT SURVEY AND PATIENT PARTICIPATION GROUP MEETING IN FEBRUARY 2014

Flyers were placed in reception between last October and January inviting patients to join the existing Patient Participation Group's members to try and ensure that the patients on the group are as representative as possible of all our patients, and we are happy to report that two new patients have now joined the Group.

In November, Dr Margaret Barnes and our Practice Manager met members of the Group to discuss the changes to services made since the last meeting, and to seek their views on the areas they wished to prioritise in this year's Patient Survey.

The changes we have made since our last PPG meeting are:

- Reverting back to a landline number from the 0844 number
- changing the appointment system to enable patients to book further ahead and to book same day appointments in both the morning and afternoon from 8.30 am onwards, rather than having to ring or come in after 12 noon to book afternoon appointments
- starting a text messaging service to remind patients about their appointment times and dates, or invite them to book a flu vaccination

The Group felt that the landline `phone number was an improvement, and the texting service was generally welcomed by everyone. They felt that the appointment system was now more flexible and this made it easier for patients to access appointments. The Practice Manager had spoken to members of the Group who were not able to attend prior to the meeting and reported that this generally reflected their views as well.

In terms of improvements to existing services, the Group felt that it would be helpful for patients to know in advance whether or not the doctor they wished to consult was available. This could be done in the form of an additional, dedicated white board in reception. Having this information in advance would avoid waiting in a queue only to find that a doctor was not available at the surgery on that day.

Dr. Barnes welcomed this suggestion, and further suggested it could be done in the form of Doctors In and Doctors Out, and that it should be updated daily. All the Group members felt this was a very good idea and it was agreed that this proposal should be added to the Survey to seek other patients' views, and that their views should also be sought about the new appointment system and the new telephone number. These would be added to the other Survey questions which were discussed and agreed at the meeting.

Information from each returned survey is included in the analysis below.

EAGLE HOUSE SURGERY

Outcome of Patient Survey 2013 - 2014

Patients were asked to tick one answer to each of the following questions:

The last time you saw or spoke to a GP here, how good were they at each of the following?

Q1 Giving you enough time

- Very good 267 replies
- Good 115 replies
- Neither good nor poor 4 replies
- Poor 2 replies
- Very poor -
- Doesn't apply -

Q2 Listening to you

- Very good 288 replies
- Good 92 replies
- Neither good nor poor 2 replies
- Poor -
- Very poor -
- Doesn't apply 3 replies

Q3 Explaining tests and treatments

- Very good 257 replies
- Good 96 replies
- Neither good nor poor 3 replies
- Poor 1 reply
- Very poor -

The last time you saw or spoke to a Nurse here, how good was she at each of the following?

Q1 Giving you enough time

- Very good 241 replies
- Good 109 replies
- Neither good nor poor 12 replies
- Poor 7 replies
- Very poor -
- Doesn't apply 9 replies

Q2 Listening to you

- Very good 233 replies
- Good 86 replies
- Neither good nor poor 8 replies
- Poor 5 replies
- Very poor 2 replies
- Doesn't apply 11 replies

Q3 Explaining tests and treatments

- Very good 232 replies
- Good 81 replies
- Neither good nor poor 10 replies
- Poor 8 replies
- Very poor 2 replies

The last time you saw or spoke to a GP here, how good were they at each of the following?

Q4 Involving you in decisions about your care

- ✓ Very good **228 replies**
- ✓ Good **111 replies**
- ✓ Neither good nor poor **8 replies**
- ✓ Poor **1 reply**
- Very poor -
- ✓ Doesn't apply **9 replies**

Q5 Treating you with care and concern

- ✓ Very good **240 replies**
- ✓ Good **166 replies**
- ✓ Neither good nor poor **5 replies**
- Poor -
- Very poor -
- ✓ Doesn't apply **5 replies**

Q6 Did you have confidence and Trust in the GP you saw or spoke to?

- ✓ Yes, definitely **333 replies**
- ✓ Yes, to some extent **44 replies**
- No, not at all -
- Don't know / I can't say -

The last time you saw or spoke to a Nurse here, how good was she at each of the following?

Q4 Involving you in decisions about your care

- ✓ Very good **161 replies**
- ✓ Good **129 replies**
- ✓ Neither good nor poor **13 replies**
- ✓ Poor **5 replies**
- ✓ Very poor **1 reply**
- ✓ Doesn't apply **28 replies**

Q5 Treating you with care and concern

- ✓ Very good **173 replies**
- ✓ Good **119 replies**
- ✓ Neither good nor poor **12 replies**
- ✓ Poor **3 replies**
- Very poor -
- ✓ Doesn't apply **21 replies**

Q6 Did you have confidence and Trust in the Nurse you saw or spoke to?

- ✓ Yes, definitely **319 replies**
- ✓ Yes, to some extent **60 replies**
- ✓ No, not at all **6 replies**
- ✓ Don't know / I can't say **9 replies**

Q7 Appointment System

- a) Have the changes we've made to the appointment system made it easier for you to book appointments?
- ✓ Yes **257 replies** ✓ No **110 replies** ✓ Don't know **25 replies**
- b) Do you think this is a better system?
- ✓ Yes **300 replies** ✓ No **85 replies** ✓ Don't know **9 replies**

Q8 Phone Number

Are you happier with the new landline surgery number?

- ✓ Yes **353 replies** ✓ No **22 replies** ✓ Don't know **26 replies**

9(a) Did you find the waiting room clean and comfortable?

- ✓ Yes **339 replies** ✓ No **18 replies** ✓ Don't know **9 replies**

(b) Were you happy with the manner of receptionists and other staff?

- ✓ Yes **313 replies** ✓ No **23 replies** ✓ Don't know **21 replies**

Q10 Our Patient Participation Group have suggested that a white board be placed in reception to advise patients which doctors and nurses are working that day, so that if they wish to see a particular doctor or nurse, patients will know if they are available. The board would be updated daily, and will augment the information on the existing white board in reception which lets patients know when a doctor is away from the surgery

I think this is a good idea:

- ✓ Yes **192 replies** ✓ No **13 replies** ✓ Don't know **16 replies**

Q11 Overall, were you happy with our service today?

- ✓ Yes **295 replies** ✓ No **15 replies** ✓ Don't know **4 replies**

Q12 Responses to "do you have any other comments?"

- Positive comments about receptionists, clinical staff and admin staff: **70 patients**
- Negative comments about the 'phone system: **19 patients**
- Negative comments about the appointment system: **26 patients**
- Negative comments about other aspects of surgery services: **30 patients**

A second meeting of the Patient Participation Group was arranged in February 2014 to discuss the Survey's finding, reach agreement with the Group on implementing the change to services, and update members about the recent Care Quality Commission visit in which two members of the Group kindly participated. The outcome of the visit will be detailed in a newsletter separately from this document. The meeting was attended by Dr. Ian Rubenstein, Dr. Anthony Marks and the Practice Manager.

A member of the Group had also attended a recent Patient and Public Engagement event run by the CCG and fed back to the Group about this. A further event is planned on 20 March.

The Group agreed that the new white board should be put in reception where it is easily visible to all patients who will be able to see easily if the doctor they wish to consult is available that day. The blood pressure/weighing machine has been moved to accommodate this. The machine, which has proved to be very popular, is now sited to the left of the main reception door.

We would like to thank all the members of the Group for giving up their time to work with us to improve our services. This is greatly appreciated.

We would also like to thank all the patients who filled in the Survey as this helps us to continue to improve our services to patients on an ongoing basis.

GP Partners
Eagle House Surgery
March 2014