

**PATIENT PARTICIPATION GROUP REPORT ON OVERTON PARK SURGERY'S
PATIENT SURVEY CONDUCTED IN JANUARY 2013**

PROFILE OF GROUP MEMBERS

There were eleven Group members at the time the survey was carried out. Their sex and age were as follows:

Females:

Ages – 31, 42, 62, 62, 49, 59, 68, 79

Males:

Ages – 55, 70, 80

Virtual Group members: 19

We have continued to try to recruit new members through various means: poster advertising in the surgery, Doctors asking patients to become members, writing to patients who have been suggested by their Doctors. We have also written to those patients who, indicated on the extra sheet given out with the Patient survey questionnaire, that they would be interested in joining the Group, virtual or actual, (and were also of the right age and sex that we need to make the PPG group more representative). We are still in the process of writing to those patients who responded to the survey asking them if they would like to be a “virtual” member, as due to room size, we have to restrict numbers for the patient group that meets. There were some responses from younger patients whom we hope to recruit in the near future.

It has again proved to be very difficult to get a true representation of our patient base, which encompasses age and gender, with most difficulty finding younger members of both sexes. We do not ask members details of their ethnicity – we feel lucky to be able to form a group without also being restrictive.

HOW AREAS OF PRIORITY WERE AGREED WITH PATIENT GROUP AND PATIENT VIEWS SOUGHT THROUGH THE SURVEY

After discussion with the group members, it was decided that we would have to concentrate efforts on developing a Patient Survey in time to produce a report for the end of April, (this was March originally), as requested by the now ex-NHS Gloucestershire Primary Care Trust.

The Group, (and sub-Survey group), met between December 2012 and January 2013 to discuss the way in which the questionnaire was to be drafted. The questions were developed from both the practice and PPG on areas concerning patient services both parties wished to explore, using where relevant our previous 2012 patient feedback as a baseline.

In last year's survey we asked our patients if they would be interested in having a TV information screen in the waiting room and also if they would like to have Health Promotion events organised by the PPG/surgery, so this year having installed a TV screen and arranged two events we wanted feedback about these.

The areas we finally agreed on were:

- Appointment system and appointment booking methods
- Ease of booking appointments with both doctors and nurses
- Ease of obtaining results on the phone
- Ease/preference of seeing a specific Dr
- Telephone contact with clinicians
- Standard of treatment received by clinical and administrative staff
- Repeat prescription requesting
- Healthcare information provided
- Information monitor display
- Cleanliness of surgery

- PPG Healthcare events
- General comments/feedback/satisfaction

We calculated from previous surveys carried out and PCT's guidance how to make the patient sample for the survey representative and reduce bias. We decided to distribute 720 surveys in total, based on the fact that we have 11,450 patients, and we would need around 360 to be returned. We then doubled the number sent out, on the basis that we should receive back around 50%. In fact we received a response of 51.9% which was slightly down on last year's figure of 62.56%.

We calculated how many patients we had in each age band: 18-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85-89, 90+. Based on the ratios of how many we had in each band, these were converted to percentages and using our EMIS clinical system, searched on those percentages in each band using a random search to give a total of 360 when combining all the bands. These searches were then exported to Excel and then an address merge carried out in Word for individual address labels to be printed off.

The remaining 360 surveys were handed out randomly to patients visiting the surgery every day by PPG members throughout week commencing 11/2/13. Some of these were also given to our nurses who visit housebound patients. All surveys sent out, (and those where the patient didn't wish to complete whilst at the surgery), were also given a SAE for returning the completed questionnaires.

Encouraging respondents to complete the survey:

Once again it was made clear in a number of ways that it was OPS Partners that were conducting the survey, in conjunction with the PPG members and not by an outside company, as had happened prior to the 2012 survey. The response to the 2013 survey from patients was overall extremely positive, with a 5% higher response than 2012. The continued high level of returns the PPG and surgery believe is attributed we believe to the a number of PPG members making a commitment to hand out surveys in the waiting room during one week of surgery hours, plus a postal distribution to ensure a representative sample was gained

Clear instructions, together with confidentiality details, deadline date for returning completed surveys etc. were included in the survey letter, together with a thank you.

FINDINGS OF SURVEY

The survey was a great success with a 48.03 per 1000 of practice population responding which is more than double the 25 per 1000 required by the NHS Gloucestershire PCT's Service Level Agreement that the surgery had with them. So a big thank you to everyone who completed the survey!

There was a higher response from men this year, 60% females and 40% males, compared with a 70%/30% split last year, and the highest response in numbers between ages 35 – 84, and the best individual group response between the ages of 45 – 54.

Summary of answers to the Survey Questions, figures in brackets equal last year's response where this question was also asked:

Q3. How often have you used the surgery services in the past year?

Of all the respondents 6%, (5%), had not used the surgery at all, 56%, (57%), had visited it 1-5 times and 38%, (39%), 6 or more times – so more than 94% should have had sufficient experience of visiting the surgery to answer the remaining questions with some authority.

Q4. How do you normally book an appointment?

By telephone – 72% (71%), via the Internet – 21% (19%), in person 7% (10%)

Q6A. In the past 6 months how easy/hard have you found it speaking to a Dr on the phone?

83% - very/fairly easy, 11% not very easy, 6% not at all easy

Q6B. In the past 6 months how easy/hard have you found it speaking to a nurse on the phone?

91% very/fairly easy, 7% not very easy, 2% not at all easy

Q6C. In the past 6 months how easy/hard have you found it obtaining test results by phone?

84% very/fairly easy, 9% not very easy, 7% not at all easy

Q7. Were you able to see a Dr on the same day or in the next 2 days that the surgery was open?

64% said Yes, 36% said No

Q8. If you weren't able to be seen in the next 2 working days the surgery was open, why was that?

58.9% = there were no appointments, 11.0% = times didn't suit, 15.9% = appointment was with a Dr I don't normally see, a Nurse Practitioner was available but I wanted to see a Dr = 2.4%, another reason/can't remember = 11.6%

Q9. Is there a particular Dr you prefer to see at the surgery?

65% = Yes, 35% = No

Q10. How often do you see the Dr you prefer?

Almost all of the time/a lot of the time = 70%, some of the time = 26%, never or almost never = 4%

Q11A. The last time you saw a Dr, how good was the Dr at: giving you enough time?

Very good/good = 93%, neither good nor bad = 5%, poor = 2%

Q11B. The last time you saw a Dr, how good was the Dr at asking you about your symptoms?

Very good/good = 95%, neither good nor bad = 4%, poor = 1%

Q11C. The last time you saw the Dr, how good was the Dr at listening?

Very good/good = 94%, neither good nor bad = 6%

Q11D. The last time you saw a Dr, how good was the Dr at explaining tests and treatments?

Very good/good = 89%. Neither good nor bad = 10%, poor = 1%

Q11E. The last time you saw a Dr, how good was the Dr at involving you in decisions about your care?

Very good/good = 88%, neither good nor bad = 11%, poor = 1%

Q11F. The last time you saw a Dr, how good was the Dr at treating you with care and concern?

Very good/good = 94%, neither good nor bad = 5%, poor = 1%

Q11G. The last time you saw a Dr, how good was the Dr at taking your problems seriously?

Very good/good = 91%, neither good nor bad = 8%, poor = 1%

Q12. How satisfied are you with the way you are treated by the reception staff?

81%, (89%), were "satisfied/very satisfied", 14%, (9%), neither dissatisfied nor satisfied, 4%, (2%), dissatisfied, 1% very dissatisfied

Q13. How satisfied are you with the repeat prescriptions requesting system?

64%, (83%) were "satisfied/very satisfied", 6%, (12%), neither satisfied nor dissatisfied and 6%, (5%) dissatisfied.

Q14. What is your preferred method of ordering repeat prescriptions?

39%, (45%) were in person, 34%, (30%), were on-line, 25%, (20%), were through a pharmacy and 2%, (5%), were through the post.

Q15. We aim to provide you with the latest healthcare information, how do you currently obtain this information?

During consultations – 25.7%, (33%), via the Internet – 27.1%, (29%), leaflets in the practice – 14.7%, (18%), from friends/family/NHS Direct – 19.1%, (16%), Overton Park Surgery website – 2.83%, (0.03%)

Q16. How would you prefer to receive healthcare information?

In the practice – 34%, (39%), via the Internet – 29%, (22%), via a practice leaflet – 13%, (13%), on the practice website – 11%, (10%), and via the TV information screen in the waiting room – 13%

Q17. Do you think the TV electronic display screen has proved successful and informative?
Yes – 86%, No – 14%

Q19. On your last visit did you find the surgery clean and tidy?
Yes – 99%, No 1%

Q20A. Are you aware of the recent healthcare events that have been run by the Patient Participation Group, (breastfeeding, Carer's event)?
No – 82%, Yes 18%

Q20B. Would you be interested in attending future events run by the PPG?
Yes – 28%, No – 72%

Q20C. Are there any health areas in which you would be interested in attending?
Yes - 24%, No – 76%

Q21. In general, how satisfied are you with the care you receive at the surgery?
Very – 74%, fairly – 22%, neither dissatisfied/satisfied – 3% and quite dissatisfied – 1%

Q22. Would you recommend the surgery to someone who has just moved to your local area?
Yes – 86%, might – 10%, not sure – 2%, probably not – 1% and definitely not – 1%

Free-text Comments sections

The overwhelming majority of the “free-text” comments at the end of the survey were positive mentioning a variety of good experiences with both the clinical and non-clinical staff at the surgery. It is worth mentioning some patients stated that the wait for appointments is too long, that appointments shouldn't overrun and that reception staff should adopt a friendlier approach. We have recently introduced a new appointment system which we hope will improve access and also encourage greater continuity of care, particularly with more telephone consultations with doctors being offered. We look forward to seeing positive responses to these changes reported in the next patient survey. Our reception staff receive continual training and in general the responses regarding the reception team were positive but we will always look to improve the patient experience.

We have improved our telephone systems over the years, (the last time being 2010), to help keep pace with increasing demand and newer technology. We wish to encourage patients to use Internet-booking for appointments and online repeat prescription requests in greater numbers as there still appears to be a reliance on the telephones for appointments– it is evident that from the responses (see the chart for question 5) that people in general prefer to call the surgery. We will be changing clinical systems in the near future which will mean a change in the appointment and online repeat prescription requesting which we hope will be more reliable and simpler to use than the current system.

There were some comments regarding booking a routine appointment with the GP of your choice. The system that we have opted for at Overton Park Surgery allows for the option of seeing the doctor you normally see, thus ensuring continuity of care, which we feel is very important; it may mean that you will have to wait for a routine appointment for a week or two. If your need is an urgent one, you are always able to see a clinician on the day; at some surgeries you cannot book more than 48hours in advance and this could be with any doctor.

The over-running of appointment times was mentioned in some survey responses. The current appointment times are a balance between the number of hours in a working day and being able to offer enough patient appointments during that time sufficient for our patient population, (11,300).

As a practice we do not have an excess of patients to the number of doctors ratio – the national average is around 2000 per doctor, (ranging from 400 – over 4000); we come in at 2208. Patients are always able to make a double appointment if they feel that their problems will take longer than the normal ten minutes allocated.

Several patients requested extended hours including evenings and weekends – this suggests that the surgery may need to further publicise the fact that extended hours are already offered on Mondays, Tuesdays, Thursdays, Fridays and alternate Saturdays.

Chairs response on behalf of the PPG to the 2013 Overton Park Surgery Questionnaire:-

The response to the 2013 survey from patients was overall extremely positive, with a 5% higher response than 2012. The continued high level of returns the PPG and surgery believe is attributed we believe to the a number of PPG members making a commitment to hand out surveys in the waiting room during one week of surgery hours, plus a postal distribution to ensure a random representative sample was gained, using our clinical system, EMIS.

General level of satisfaction with patient care received is (99%) made up from very (74%), fairly (22%) to neither satisfied or not (3 %.) Only (1%) were unhappy.

The demographics of the patients surveyed showed 60% of patients are female and of those 50% younger than 55 years, Most patients visited 1-5 times a year - 56%, 6% had not visited and the remainder visited more than 5 times - 38% When linked with preference to see a particular doctor, 65% had a preference. This could suggest a bias to those that visit more regularly and wishing to see a doctor may provide a reason behind the response of 40% of patients not being able to gain an appointment within 2 days., but 70% were able to see their preferred doctor.

The patients' consultation experience with the practice doctors is positive at 93% plus only 5% neither dissatisfied, a total score of 98% indicates an overall positive experience. The nurse's phone consultation support similarly proved positive at 40% for discussing problems on the phone, while 50% had not used the service, compared to positive responses for doctors' phone consultations -50% positive and 38% who have not used this service.

The reception staff are worthy of recognition; as these front line staff, often deliver the difficult messages to patients regarding appointments and a score of 81 % for very satisfied/ satisfied adding to this with, neither satisfied or unsatisfied, a total score of 95% level of satisfaction was achieved which is truly worthy recognition of their support to patients.

The introduction of the use of a waiting room electronic information screen by the practice as a result of last year's survey is positive and has shown a benefit to patients. Health Care information is an area that needs further investigation together with the way in which we promote the availability of healthcare events and investigating which further topics for this year's agenda would be of most interest to the surgery's patients, planned jointly by the practice and PPG.

Further work and investigation is also required on prescription ordering services, telephone consultations in the coming year with more analysis on actual comments made in support of the survey results.

Overall from the PPG's perspective this is a truly credible endorsement of the good quality services offered to patients from the 2013 Patient Survey. It is a credit to its staff from a positive first contact to treatment by clinicians and by the provision of a clean and tidy surgery. These are extremely positive responses and reward the good service provided by the surgery to its patients in these current challenging times of NHS change and general adverse comments seen in the media regarding front line NHS services.

ACTION PLAN

The PPG members have met with the representatives from the practice and discussed the results of the survey and we have therefore been able to summarise what we aim to achieve for the coming year. This is outlined below.

1. There will need to be further analysis on the telephone answering system. At the beginning of March, the Partners introduced a new appointment access system, introduced through a national examination of surgery telephone appointment systems, and locally supported by the ex-NHS Gloucestershire Primary Care Trust. This increases patient's access to telephone consultations for both doctors and nurses and we shall review this after a three month period. We are hoping that this will reduce demand for face to face consultations. We shall also look at how and if we can increase man-power for answering the telephones in the afternoons – we already do this in the mornings. We shall naturally continue to encourage more patients to use the internet to make routine appointments and for requesting repeat prescriptions. This will reduce waiting times on the telephones.
2. To reduce DNA's, we shall continue to ask patients to advise us of their mobile telephone numbers, so that they will receive a text reminder the day before their appointment. We shall continue to monitor this rate and advise patients of numbers through the information screen.
3. The prescription ordering service will have to be looked at carefully as the percentage of very satisfied/satisfied had reduced by 19% compared with last year's survey figures.
4. We shall continue to monitor patients' comments through: the on-site "Suggestion/Complaints Box", by keeping in touch with the "Virtual" PPG members for feedback from PPG meetings held bi-monthly at the practice and of course from our PPG members themselves.
5. We shall publish a surgery, (and PPG), Newsletter towards the end of May/beginning of June, keeping patients informed of any changes, updates to surgery services as well as PPG news of future events.
6. To continue to make updates and improvements to the surgery website.

PRACTICE OPENING HOURS (including extended hours where applicable)

Mondays – 08:30 – 19:30 (Extended hours = 18:30 – 19:30)
 Tuesdays – 07:30 – 18:30 (“ “ = 07:30 – 08:30)
 Wednesdays – 08:30 – 18:30
 Thursdays – 08:30 – 18:30 (Extended hours = 18:30 – 19:30 alternate weeks)
 Fridays – 07:30 – 18:30 (Extended hours = 07:30 – 08:00)
 Saturdays – 09:00 – 10:30 (Extended hours alternate weeks)

Patients may book appointments with individual health care professionals during the above core and extended hours using the Internet, via the surgery website: www.overtonparksurgery.com and by telephone or in person.

The Survey Report will be available on the practice's website and will be available in the waiting room. Our community nurses will be given copies to hand out to those patients who are housebound.

The Partners and Patient Participation Group – Overton Park Surgery
 May 3rd 2013