

**PATIENT PARTICIPATION GROUP REPORT ON OVERTON PARK SURGERY'S
PATIENT SURVEY CONDUCTED IN NOVEMBER 2014**

Surgery Opening Times

Monday	8:30am - 7:30pm
Tuesday	7:30am - 6:30pm
Wednesday	7:30am - 6:30pm
Thursday	8:30am - 7:30pm open late alternate Thursdays
Friday	7:30am - 6:30pm
Saturday	08:30am - 10:30am two Saturdays each month

PROFILE OF GROUP MEMBERS

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

Females:

Ages – 31, 43, 50, 60, 63, 80

Males:

Ages – 56, 64, 71

Virtual Group members: 17

We tried to recruit new members through: poster advertising in the surgery, Doctors asking patients to become members and by writing to patients who their own GP has suggested might be interested. We also received an overwhelming response from our survey returns from 79 patients who indicated they would like to join the PPG! We are still in the process of writing to those patients who responded to the survey and who would fall into the ideal sex/age categories for making our group more balanced but at the same time, due to room size, we have to restrict numbers for the actual patient group that meets at the practice. Those who responded by giving us an e-mail address, will of course be given the option of becoming a "virtual" member. It has again proved to be very difficult to get a true representation of our patient base, which encompasses age and gender, with the most challenging proving to be to find 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 during with the group members, it was decided that we would have to carry out the Patient Survey earlier this year in order to allow plenty of time for collating the results before staff became involved with the heavy commitment to IT work that was always involved in the last quarter of the financial year. Once again, the survey was part of the work involved with our signing up to an Enhanced Service Level Agreement with the local CCG, (Cheltenham Commissioning Group).

The Group, (and sub-Survey group), met between October and November 2013 to discuss the way in which the survey questions were 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 2013 patient feedback as a baseline. From last year's survey it was noted that further work and investigation was required on prescription ordering services, telephone consultations and more analysis on actual free text comments made in support of the survey results.

The areas we finally agreed on were:

- Appointment system and appointment booking methods – looking particularly at how the newly introduced “Telephone Appointments” from March had been received, and if more patients were using the on-line booking system for both repeat scripts and appointments
- Ease of booking appointments with both doctors and nurses, including telephone appointments
- Ease of obtaining results on the phone
- Ease/preference of seeing a Dr on date requested and Dr of choice
- Telephone contact with clinicians (new system from March)
- Repeat prescription requesting and methods used by patients for doing this
- Healthcare information provided and preference of how delivered
- Receptionists attitude to patients
- PPG Healthcare events, (attendance), and awareness of the PPG
- Recommendation of OPS to other people
- General comments/feedback/satisfaction

We calculated from previous surveys carried out and PCT's, (now CCG), guidance how to make the patient sample for the survey representative and reduce bias. We decided to distribute 750 surveys in total, based on the fact that we had 11,600 patients, and we would need around 400 to be returned. We then hoped that we should receive back around 50%, which would be enough to be statistically viable. In fact we received a response of 58.8% which was up on last year's figure of 51.9%. The surveys were handed out randomly in the practice over a week, both in the am and pm, by the PPG members; housebound patients received theirs through the post or from one of our visiting nurses. SAE's were included in those sent out for returning 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 in our 2012 survey. The continued high level of returns of the surveys to the practice, we believe is attributed to the fact that they are handed out in person by the PPG members.

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

SURVEY RESULTS

The survey was a great success with a 38.02 per 1000 of practice population responding which is more than double the 25 per 1000 required by the CCG's Service Level Agreement that the surgery has with them. So thank you to everyone who completed the survey!

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

Q1&2. There was a lower response from men this year, with a 69% female to 31% male ratio, compared with a 60%/40% split last year, and the highest response in numbers between ages 25 – 85.

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

Of all the respondents 5%, (6%), had not used the surgery at all, 57%, (56%), had visited it 1-5 times and 39%, (38%), 6 or more times – so more than 96% should have had sufficient experience of visiting the surgery to answer the remaining questions with some authority.

Q4. How do you normally book your appointments for either the Doctor or Nurse?

By telephone – 73% (72%), via the Internet – 17% (21%), in person 10% (7%)

Q5. If you don't use the Internet/on-line systems, why is that?

Do not have Internet access, 33%; do not find system easy to use, 20%, other, 47%

Of the "Other" responses, there were two areas of comments:

Access issues, (problems with system), unaware of system, lack of appointment choice on system

Personal issues: easier/prefer to phone, do it in person, not got round to it, don't like using a computer

Q6. In the past 6 months when making an appointment what has been your experience in making an appointment:

Getting through on the phone?

Haven't tried – 6%

Good - 59%

Difficult - 34%

Speaking to a Dr on the phone? (Last year 83% said very/fairly easy; 11% not very easy; 2% not easy)

Haven't tried – 36%

Good - 54%

Difficult - 10%

Speaking to a nurse on the phone? (Last year 91% said very/fairly easy; 7% not very easy; 2% not easy)

Haven't tried – 57%

Good - 35%

Difficult - 8%

Obtaining test results by phone? (Last year 84% said very/fairly easy; 9% not very easy; 7% not easy)

Haven't tried – 61%

Good - 30%

Difficult - 9%

Q7. In March of this year, we made changes to our appointment system, enabling patients to have "Telephone consultations" with their Doctor, in the mornings. If you have used this facility, please tick:

Have you found it useful? Yes 87%, No 13%

Q8. Thinking about the last time you tried to see a Doctor – were you able to see the Doctor on the day required during practice hours? Yes 57% (64%) and No 43% (36%)

Q9. How often were you able to see the Doctor of your choice?

Always or most of the time: 39%) (70% for both of these answers together last year)

A lot of the time 18%)

Some of the time 33% (26%)

Never or almost never 10% (4%)

Q10. How do you normally request a repeat prescription?

Use the on-line booking system 30% (34%)

Order through the Pharmacist 31% (25%)

Written request handed in to surgery 35% (39%)
Written request sent by post to surgery 5% (2%)

Q11. How satisfied are you by the way you are treated by the reception staff?

Satisfied 92% (81%)
Dissatisfied 8% (5%)

Q12. How would you prefer to receive healthcare information?

On-line 35% (29%)
Via the practice website 13% (11%)
NHS-direct or national media 26%
Other electronic media format i.e.
text message/Email 27%

Q13. Are you aware of the surgery's Patient Participation Group (PPG) and the Health Care events they have planned in partnership with the surgery?

Yes I am aware of the PPG 32% (18%)
No, I am not aware of the PPG 68% (82%)
I have attended a healthcare event 23%
I have not attended 77%

If you have not attended a healthcare event please state the reason below:

Reasons given were:

Q14. Would you recommend the Overton Park surgery to others?

Yes 94% (86%)
No 6% (2%)

Free-text Comments sections

The free-text comments could be grouped into the following main areas:

- A. 51.1%, of the "free-text" comments at the end of the survey were complimentary.
- B. 9.0% were concerned frustrations with appointments
- C. 6.0% were concerned dissatisfaction with receptionists and also that waiting times for appointments were too long
- D. 4.5% were concerned with difficulties accessing the doctor of their choice/ telephone frustrations/dissatisfaction with the on-line booking system
- E. Other comments were less than 5%

ANALYSIS OF RESULTS

The patients' use of the surgery for appointments was virtually identical to last year's results, indicating that patients are still continuing to use all of our services regularly. Questions 4 and 5, around the way patients book their appointments was very disappointing; those using the on-line booking system for appointments and repeat prescriptions was down by 4%, whereas those choosing to come into the practice to do this had increased by 3%, with those preferring to use the telephone staying more or less the same. In spite of continuously trying to encourage patients to use the on-line system, the reduction in numbers is surprising, particularly as it is promoted in the waiting room area, on the TV information screen there too and on the website. There may have been a slight skewing of figures due to the change to a new clinical system from October, as patients did experience difficulties for a while logging on etc. to the new system. These issues were resolved.

Q6 – although the majority of patients, nearly 60% found it easy to get through on the phone, still around a third had some difficulty. Also trying to speak with a Dr on the phone was good (54%), last year's figures were much better, (83%). Similarly, when trying to speak with a nurse only around a third of patients, (35%), found it easy, compared with 91% last year. The latter could of course be due to the fact that in the last year we stopped nurse triage and introduced, Minor Illness clinics, where receptionists have been directly booking patients into the Nurse Practitioner clinics where the patients described what was categorised as “minor illness” by using a pre-check list designed by the doctors.

Q7 – we also introduced “telephone consultation” availability for our patients to speak directly with their doctor, to encourage continuity of care. This has been a resounding success, with 87% of patients finding it useful.

Questions 8 & 9, although the percentage has slipped slightly since last year, it would appear that nearly 60% of patients were able to make an appointment on the day that they requested, obviously many patients do not ask for a specific day. What is disappointing is that 13% less patients reported that they were able to see the Doctor of their choice. This may be a result of only handing out surveys to the patients in the waiting room, (plus housebound patients), because it could be suggested that many of these patients are ones who attend very regularly and therefore demand more appointments to see their own Doctor than others may do.

However, the results of Q3 would challenge this line of thought.

Q10, it is once again disappointing to see how few people, (5% less than last year!), are using our on-line booking services to order repeat prescriptions and that almost the same number of patients are feeling it necessary to bring their request into the surgery, as last year. Ordering through a pharmacy has gone up though by 7%, however, this increases both the pharmacy and our staff's workload as these have to be picked up by Pharmacy drivers and our staff spend a considerable time sorting the pharmacy scripts out for collection.

Q11 – this was a wonderful result, with 92% of patients being satisfied with the way our reception staff treat our patients. The reception staff have an incredibly difficult job being the front line of the practice, often dealing with difficult and challenging situations.

Q12 – it would appear that more and more patients would like to see healthcare information on-line or through national media, (61%). Some will look to our website for information, 13%, a slight increase on last year. Also patients are asking for more use of text messaging and e-mail for healthcare information, (27%).

Q13 – many more patients were aware of our PPG than last year, with almost a quarter having attended a PPG Health event. Not many patients gave reasons for not attending an event, however, the majority of those that did respond, said that they had not been aware of the events.

Q14 – patients would recommend our surgery to others and having an even higher percentage than last year, (94% - last year 86%), this is an excellent testament to the fact that we are definitely getting it right for most patients.

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

Questionnaire:-

PPG Chairs Response to Autumn 2014 Patient Survey

Our autumn survey followed within 6 months of the previous annual patient survey.

From experience gained from several winter/spring surveys we reviewed the publication date to bringing it forward to November to avoid conflicting with both practice and NHS business end of year demands on the practice staff.

The Survey scope was jointly agreed between PPG and the practice to obtain feedback on a mix of current topics and practice changes to understand our patient experiences and to analyse any trends from previous surveys. Several PPG survey preparation sessions were jointly held with the practice to define and then refine a set of 14 targeted questions.

Survey topics for consideration were:

- Appointments – and patient views on New telephone appointment access
- Patient access to information from the surgery

- Patient views on access to practice Doctors and Clinicians
- Survey of patients' preferred communication techniques
- Patient awareness of PPG and Healthcare events held

The survey distribution and returns was 38.2% per 1000 patients. This level of return was encouraging, and we believe the success is due to both PPG members and practice staff handing out surveys to patients during surgery hours. The criteria of the survey were met by the increase in practice to patient interface and effectiveness of responses in the 5 areas of interest.

The response by patient's on their use of the internet appointments booking facility was disappointing, as 83% of those who responded preferred the traditional telephone and in person booking methods. This low use of the internet is backed by a surprisingly high number 53% of patients surveyed who either don't have internet access or find it difficult to use.

Patients experience was positive in using the phone both for bookings and obtaining their results including the recently introduced Doctor's telephone consultations. Methods of ordering repeat prescriptions showed an equal split between using the internet, pharmacy and handing prescriptions into reception. Postal requesting was slightly higher than last year at 5%. There was an increase of nearly 90% of those surveyed from last year's results in patient awareness of our PPG.

Of those surveyed there was a preference for receiving Health Care information on-line, NHS direct or media, text or e-mail. Using the new text message facility proved very popular for advertising our March healthcare event. A survey on the night of those who attended showed the majority had heard of the event by text notification. The positive responses of our patient's to recommending the practice to others at 94%, and the result of 92% who said they had been treated well by the reception staff, are a positive endorsement of the patient confidence in our practice.

During the coming months the PPG will be working with the practice on the survey results and written feedback to draw up an action plan. Initial areas for consideration from the results would cover patient booking methods, more promotion of internet use for appointment/prescription ordering and continuing to develop patient PPG awareness, building on this year's increased success.

Nick Parker Overton Park PPG Chair