

## LOCAL PATIENT PARTICIPATION REPORT

### WARWICK HOUSE MEDICAL CENTRE

#### 1. A description of the profile of the members of the PRG

- \* For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

The Warwick House Medical Centre Patient Reference Group was formed in 2011. This is its second annual report.

- Represented on our PRG are male and female members, retired people, a carer and people with chronic disease.
- The practice profile of Warwick House Medical Centre is as follows:

Age band (years)

15 and under: 16%;

16-24: 11%;

25-39: 14%;

40-59: 29%;

60-79: 22%;

80+: 7%

Gender : Male 48%; Female 52%

Ethnicity: White British 91%

- The profile of members of the PRG is as follows:

Age band (years) 40+ 100%

Gender Male 42%; Female 58%

Ethnicity White British 100%

#### 2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- \* The variations between Provider population and PRG members
- \* How has the Provider tried to reach those groups not represented?

(Component 1)

- The PRG is aware of the need to widen its membership in order to be more fully representative and particularly seeks the views of those not represented in its profile, namely younger people, parents with small children, non white British, working people.

- Having discussed this issue as a specific agenda item at its meeting on 17<sup>th</sup> May 2012 the PRG has approached patients using a flyer available in the surgery, on the practice website, and advertised on the patient information screen in the waiting room. This explains the opportunity to be consulted by the practice from time to time and requests contact details to allow the patient to become a member of a wider 'virtual' patient reference group. In this way a larger group has been built.
- We have also approached our Health Visitor to suggest possible members, particularly younger people with children living at home.

### **3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey**

- \* How were the priorities identified and agreed?

(Component 2)

- The topic for this year's local patient survey was agreed at the PRG meeting on 4<sup>th</sup> October 2012 attended by PRG members, Joanna Haxby, Practice Manager, and Dr Lorrie Symons, GP Partner. The PRG was asked to comment upon local and national priorities for the NHS. Financial pressures, locally and nationally together with news coverage, led to the identification of the perceived increasing use of Accident and Emergency Departments, during and out-of-hours, for ailments which could be better managed elsewhere, as our priority. In order to influence behaviour, the PRG felt it was first necessary to understand it. That this tied in with Taunton Deane GP Federation's 14-practice audit on the use of A&E, and the practice's own Quality and Productivity Improvement Plans was also seen as positive.
- The meeting agreed Dr Symons would draft a questionnaire addressing the question, "How do you get medical help when you need it?"

### **4. The manner in which the Provider sought to obtain the views of its registered patients**

- \* What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

- Dr Symons' first draft questionnaire was circulated to the PRG and amendments were suggested at a subsequent PRG meeting.
- The agreed draft questionnaire was then tested by e-mail on the 'virtual' PRG reference group, consisting of 8 members at that stage (average age 62 years, female 75%). There was 100% response rate from this committed group of patients. (The reference group were those who had returned their details to the practice in the early days of using the PRG flyer).
- Following this process, small amendments were made to the questionnaire and

a further draft was piloted with 40 patients in the surgery. The results were discussed with the PRG at its meeting on 10<sup>th</sup> January 2013, and it was agreed to simplify the way in which responses to the clinical scenarios would be gathered, i.e. using a scale of “likely”, “unlikely” or “no” as the length and complexity of the questionnaire was deterring patients from completing it fully.

- The agreed questionnaire (Appendix 1) was finally distributed to patients attending the practice during two weeks in January 2013 with particular attention paid to getting as representative range as possible of respondents in terms of age and gender

Age 16 – 24	8%
Age 25 – 39	16%
Age 40 – 59	33%
Age 60 – 79	33%
Age 80+	10%

Male: 32% Female: 68%

With a disability 20%, without a disability 80%

- It was also emailed to the newly-recruited members of the enlarged ‘virtual’ group to reach patients who may not have attended the surgery.

**5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)**

- \* How was the PRG involved in agreeing the action plan?
  - \* Were there any areas of disagreement, and if so how were these resolved?
- (Component 4)

- The results of the survey together with a narrative summary were circulated to the PRG and discussed at the PRG meeting on 1<sup>st</sup> March 2013.
- Actions arising from the survey were identified by the PRG and an action plan agreed.
- There were no areas of disagreement.

**6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey**

(Component 4)

- An analysis and summary of the findings is attached (Appendix 2 and Appendix 3).

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey
- where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

(Component 5)

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>
<b>2012/13</b>				
Respondents were unsure of the exact opening times of the Practice	It was agreed the Practice would ensure the opening times were displayed clearly in patients' materials, the practice leaflet, the waiting room TV screen, and on the practice website.	Joanna Haxby	Within one month	
Responses to the various clinical scenarios suggested respondents were quite likely to attend A+E for a condition better managed elsewhere.	It was agreed the Practice would consider providing written minor ailment advice to patients, accessible at the practice	Dr Lorrie Symons	Within three months	The Practice is in the process of updating its website. Dr Symons is working on draft patient literature. This will be circulated to the PRG for

	(in waiting areas and on the TV screen) and on its website.			comment.
Many respondents were unaware of local specialist health provision such as the acute care eye service	It was agreed the Practice would develop written materials regarding out of hours and specialist health provision, to be accessible at the practice (in waiting areas and on the TV screen), and on its website.	Dr Lorrie Symons	Within three months	This material will be circulated after the NHS111 scheme 'goes live' since that constitutes a major imminent change
<b>2011/12</b>				
<b>Findings / Proposals or PRG Priority Areas</b>  <i>'You said...'</i>	<b>Action to be taken</b> (if no action is to be taken provide appropriate reason)  <i>'We did...'</i>	<b>Lead</b>	<b>Timescale</b>	<b>Progress</b>  <i>'The outcome was...'</i>
We should:  address the issue of queueing in reception  Improve confidentiality in the reception/waiting room  Play music to take the edge off the silence			Achieved by 31.3.12	WHMC has: <ul style="list-style-type: none"> <li>• Installed a self-check-in screen at reception</li> <li>• Designated one part of the reception desk in a quiet area for confidential enquiries</li> <li>• Turned the waiting room chairs through ninety degrees so they no longer</li> </ul>

<p>Bring back magazines in the waiting areas</p> <p>Produce a surgery newsletter</p>				<p>face the entrance and reception desk</p> <ul style="list-style-type: none"> <li>• Moved the Jayex patient-calling board to draw patients' eyes away from the reception desk</li> <li>• Clustered the chairs to promote social groups and promote conversation</li> <li>• Adopted a policy of playing mellow music permanently in the waiting areas</li> <li>• Reinstated magazines in the waiting areas</li> <li>• Issued a surgery newsletter which is available to patients waiting</li> <li>• Purchased a large-screen TV to use as for patient information in the waiting room</li> </ul>
<p>Add specific items of information for patients to the waiting room screen</p> <p>Improve the comfort of our chairs when funds allow</p>			<p>Achieved since 31.3.12</p>	<ul style="list-style-type: none"> <li>• Developed patient information presentations shown in a continuous loop on the screen in the waiting room</li> <li>• Subscribed to Spotify as a flexible and endless source of appropriate music</li> <li>• Worked with PPG to broaden</li> </ul>

				<p>the range of information shown on the screen</p> <ul style="list-style-type: none"><li>• Added the contact details for care direct</li><li>• Added a message for patients who have waited for &gt;20 minutes</li><li>• Added information about a separate waiting area for patients who may be contagious</li><li>• Agreed to purchase chairs to replace the bench seat in the waiting room</li></ul>
--	--	--	--	--

**8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.**

- \* Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

The practice is open from 8.30 until 6.30 Monday to Friday.

Our services may be accessed by

- telephone on 01823 282147
- walking in to the medical centre
- faxing requests for repeat prescriptions to 01823 338181
- signing up for internet booking of blood tests for warfarin monitoring
- signing up for internet requesting of repeat prescriptions
- writing to the practice at  
Warwick House Medical Centre,  
Upper Holway Road,  
Taunton,  
TA1 2QA
- contacting us via the website [www.warwickhouse.org.uk](http://www.warwickhouse.org.uk)

**9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.**

- \* If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

- Appointments are available for patients to book see a GP between 6.30 and 7pm Monday to Thursday each week, and on 26 Saturdays a year from 9 – 12 am.

**Date Report Published:** 27<sup>th</sup> March 2013

**Web Address of Published Report:**

[www.warwickhouse.org.uk](http://www.warwickhouse.org.uk)

## **Appendix 1**

### **Agreed questionnaire**

**PATIENT QUESTIONNAIRE  
WARWICK HOUSE MEDICAL CENTRE**

**How do you get medical help when you need it?**

**This questionnaire has been produced by the Warwick House Patient Participation Group in conjunction with the Doctors.**

**We do not ask you to identify yourself when answering the questionnaire – all answers are anonymous.**

**The information we gather from your answers will be analysed at the surgery and a summary will eventually be published on our practice website.**

### How do you get medical help when you need it?

The general public of Somerset have access to an increasing range of services (NHS, private and voluntary) providing health care advice and consultations. Health care advice is generally provided by professionals including nurses, doctors, dentists, pharmacists and opticians. We are interested in finding out how much the patients of Warwick House Medical Centre know about these services and which they may use to obtain advice about their health needs. We have produced a short questionnaire exploring this issue. We would be very grateful if you could spare the time to complete it. It should take no more than 5 minutes to complete. We do not ask you to identify yourself in answering the questionnaire, but it would be helpful if you could complete a few questions about yourself at the end.

Question 1: **Do you know the opening hours of Warwick House Medical Centre?** *If so, please write the times below:*

Question 2: **If you develop a medical problem when the surgery is closed, and you wish to seek advice from a health professional, please tell us whom you would be most likely to contact.** *Please write your answer below:*

Question 3: **Thinking about your own health, please imagine you develop a painful ear at 10am on a Tuesday. Below is a list of possible health care providers who may be able to advise you on how to manage the problem. Please tell us how likely you would be to contact each of the health care providers listed below (circle one answer for each):**

NHS Direct	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP surgery	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP out-of-hours service	<i>likely</i>	<i>unlikely</i>	<i>no</i>
A+E department	<i>likely</i>	<i>unlikely</i>	<i>no</i>
Pharmacist	<i>likely</i>	<i>unlikely</i>	<i>no</i>
999	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would manage it myself	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would do something else	<i>please describe here</i>		

Question 4: **Now imagine you develop a painful ear at 10pm at night on a Saturday. Please tell us how likely you would be to contact each of the following health care providers? (please circle):**

NHS Direct	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP surgery	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP out-of-hours service	<i>likely</i>	<i>unlikely</i>	<i>no</i>
A+E department	<i>likely</i>	<i>unlikely</i>	<i>no</i>
Pharmacist	<i>likely</i>	<i>unlikely</i>	<i>no</i>
999	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would manage it myself	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would do something else	<i>please describe here</i>		

**Question 5: Thinking about a different scenario now, imagine you thought you had broken your finger. It is 10am on a Thursday morning. How likely would you be to contact each of the following? (please circle):**

NHS Direct	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP surgery	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP out-of-hours service	<i>likely</i>	<i>unlikely</i>	<i>no</i>
A+E department	<i>likely</i>	<i>unlikely</i>	<i>no</i>
Pharmacist	<i>likely</i>	<i>unlikely</i>	<i>no</i>
999	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would manage it myself	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would do something else	<i>please describe here</i>		

**Question 6: Now imagine you may have a broken finger and it is 6.15pm on a Friday evening. How likely would you be to contact each of the following? (please circle):**

NHS Direct	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP surgery	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP out-of-hours service	<i>likely</i>	<i>unlikely</i>	<i>no</i>
A+E department	<i>likely</i>	<i>unlikely</i>	<i>no</i>
Pharmacist	<i>likely</i>	<i>unlikely</i>	<i>no</i>
999	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would manage it myself	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would do something else	<i>please describe here</i>		

**Question 7: Please think about seeking help on behalf of a child in your care. She is 7 years old and develops a fever. It is 5pm on a Wednesday afternoon. How likely would you be to contact each of the following? (please circle):**

NHS Direct	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP surgery	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP out-of-hours service	<i>likely</i>	<i>unlikely</i>	<i>no</i>
A+E department	<i>likely</i>	<i>unlikely</i>	<i>no</i>
Pharmacist	<i>likely</i>	<i>unlikely</i>	<i>no</i>
999	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would manage it myself	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would do something else	<i>please describe here</i>		

**Question 8: Once again, thinking about the child in question 5, it is 3pm on a Sunday afternoon. How likely would you be to contact each of the following? (please circle):**

NHS Direct	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP surgery	<i>likely</i>	<i>unlikely</i>	<i>no</i>
GP out-of-hours service	<i>likely</i>	<i>unlikely</i>	<i>no</i>
A+E department	<i>likely</i>	<i>unlikely</i>	<i>no</i>
Pharmacist	<i>likely</i>	<i>unlikely</i>	<i>no</i>
999	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would manage it myself	<i>likely</i>	<i>unlikely</i>	<i>no</i>
I would do something else	<i>please describe here</i>		

**Question 9: Thinking more generally now, please could you tell us if you have heard of, or have used the following services in Somerset for a medical problem (please circle):**

A minor injuries unit (not A+E)	<i>Yes</i>	<i>No</i>
The Acute Care Eye Service run by opticians	<i>Yes</i>	<i>No</i>
The dental helpline	<i>Yes</i>	<i>No</i>
St Margaret's Hospice 24 hour helpline	<i>Yes</i>	<i>No</i>
Other	<i>Please state:</i>	

**Question 10: We would like to hear your general comments about getting medical help when the surgery is closed ('out-of-hours'). Below, please tell us what has been the experience (if any) for you?**

**Question 11: If you need to find the phone number to seek help when the surgery is closed where would you look for the number?**

**Question 12: Finally, please could you answer the following questions about you (please circle):**

Are you?		Male		Female		
Is your age range?	15yrs or under	16-24	25-39	40-59	60-79	80+
Do you have a chronic health problem or disability?:		Yes		No		

**You have now completed the questionnaire.**

**THANK YOU**

## **Appendix 2**

### **Analysis of the findings**

## WARWICK HOUSE MEDICAL CENTRE

### Responses to Patient Questionnaire February 2013

63 responses were received (4 by email), although not all questions were completed. Some people only marked one response in the multiple choice questions.

#### Question 1: Do you know the Opening Hours of Warwick House Medical Centre? 44 responses

**Answers:** 5 people said No = 18%  
The remaining 39 answers gave a variety of responses

8.30am	6
8.30 to 6pm	12
8.30 to 6pm Monday to Friday	4
8.30-6.30pm	2
9-6pm	2
8.30-5pm	1
8.30 to 7pm	1
8.50-5.30	2
8.30-5.30 and Saturday mornings	1
8.30-6.30 Mon-Fri and Saturday mornings 9-1pm	1
Monday to Friday 8am to 6/6.30pm	1
8.30 to 6.30pm except Sats	1
8.30-6 Mon- Fri, Sat am?	1
8.30-5.30	1
8.30-5.30 Monday to Friday and one late evening	1
9-6 Mon-Fri	1
Not exactly!	1

#### Question 2: If you develop a medical problem when the surgery is closed, and you wish to seek advice from a health professional, please tell us whom you would be most likely to contact? 59 responses

**Answers:** 15 people said GP Out of Hours = 25%  
25 said NHS Direct = 42%  
Remaining 19 people gave a variety of answers:

<b>Question</b>			<b>3:</b>
Pharmacist	1		
MPH	1		
Hospital	1		
MPH Walk in Drs or OOH GP	1		
Surgery for OOH number	9		
None	1		
Myself as a nurse, then NHS Direct or A&E depending on problem	1		
Don't know	2		
Colleague	1		
A&E at MPH	1		

**Thinking about your own health, please imagine you develop a painful ear at 10am on a Tuesday. Below is a list of possible health care providers who may be able to advise you on how to manage the problem. Please tell us how likely you would be to contact each of the health care providers listed below:** Several people only responded to one provider

	<b>Likely</b>	<b>Unlikely</b>	<b>No</b>
NHS Direct	13	8	21
GP Surgery	52	3	3
GP OOH	10	11	21
A&E Department	4	11	28
Pharmacist	21	8	12
999	1	4	34
I would manage it myself	34	6	5

**Question 4: Now imagine you develop a painful ear at 10pm at night on a Saturday. Please tell us how likely you would be to contact each of the health care providers:** Several people only responded to one provider

	<b>Likely</b>	<b>Unlikely</b>	<b>No</b>
NHS Direct	29	7	9
GP Surgery	2	6	28
GP OOH	30	6	14
A&E Department	13	9	20
Pharmacist	5	3	29
999		4	34
I would manage it myself	34	4	8
I would do something else	3		
Wait until GP surgery open			
Manage myself until Monday			
Try to hang on until Monday and phone GP			

**Question 5: Thinking about a different scenario now, imagine you had broken your finger. It is 10am on a Thursday morning. How likely would you be to contact each of the following:** Several people only responded to one provider

	<b>Likely</b>	<b>Unlikely</b>	<b>No</b>
NHS Direct	4	11	23
GP Surgery	23	7	9
GP OOH	1	7	30
A&E Department	38	2	3
Pharmacist	3	7	26
999		9	27
I would manage it myself	5	9	27
I would do something else	1		
Then contact GP for advise depending on severity of the break			

**Question 6: Now imagine you may have a broken finger and it is 6.15pm on a Friday evening. How likely would you be to contact each of the following:**

Several people only responded to one provider

	Likely	Unlikely	No
NHS Direct	10	9	19
GP Surgery	2	5	28
GP OOH	12	6	17
A&E Department	55	1	2
Pharmacist	1	4	31
999		7	29
I would manage it myself	8	4	24
I would do something else	3		
next door neighbour is a nurse I would seek advice from her			
I would probably phone my sister-in-law who is a nurse			
Maybe wait until Sat am			

**Question 7: Please think about seeking help on behalf of a child. She is 7 years old and develops a fever. It is 5pm on a Wednesday afternoon. How likely would you be to contact each of the following:**

Several people only responded to one provider

	Likely	Unlikely	No
NHS Direct	25	4	15
GP Surgery	39	5	5
GP OOH	18	4	18
A&E Department	19	9	13
Pharmacist	12	8	17
999	2	11	24
I would manage it myself	14	7	18
I would do something else	3		
Wait and see			
Ring her mum			

**Question 8: Once again, thinking about the child in question 5, it is 3pm on a Sunday afternoon. How likely would you be to contact each of the following:**

Several people only responded to one provider

	Likely	Unlikely	No
NHS Direct	33	3	9
GP Surgery	1	6	25
GP OOH	31	3	11
A&E Department	21	7	11
Pharmacist	4	7	23
999	6	7	24
I would manage it myself	16	5	16
I would do something else			

**Question 9: Thinking more generally now, please could you tell us if you have heard of, or used the following services in Somerset for a medical problem:**

	Yes		No		Total
A minor injuries unit (not A&E)	16	29%	40	71%	56
The Acute Care Eye Service run by Opticians	3	7%	41	93%	44
The Dental Helpline	13	24%	42	76%	55
St Margaret's Hospice 24 hour helpline	8	15%	46	85%	54

**Question 10: We would like to hear your general comments about getting medical help when the surgery is closed ('out of hours'). Below please tell us what has been the experience (if any) for you?**

- Hard to get a doctor to come and see you
- Experienced it many times, have always found it very helpful and useful
- I have sadly gone to A&E if the medical situation is urgent enough, if it isn't I would usually hold out for an appointment with my GP
- Very **rude** nurse on NHS Direct when suffered migraine! Wanted to speak to doctor regarding painkillers and safety with medication he was on - the doctor however was very helpful and lovely!
- I've always found NHS Direct, OOH at MPH always been very helpful
  
- NHS Direct very helpful.
- Attended GPOOH myself for spider bite on BH Monday as very unwell
- NHS Direct is very slow in responding to any requests
- A&E Deane Doctor
- When broke my hip on a Saturday afternoon help came within 20minutes and taken to A&E
- Phoned the medical helpline for advice
- When my children were small I have contacted GPOOH service or the phone number to get help via hospital. Always someone to help
- Surgery closed, eventually got through to NHS Direct and I was able to see a doctor within a few hours
- Have accessed GPOOH at MPH very successfully
- NHS Direct are brilliant, A&E department depending on the problem, OOH Dr
- Probably would contact NHS Direct for advice or go to A&E if thought to be a more serious problem
- NHS Direct are amazing and I would use them again if needed. If they weren't there I don't know what I would of done in certain circumstances
- I have used NHS Direct before but always find that they are too careful and refer you to A&E which I have found unnecessary. With children sometimes you only need reassurance.
- I would be happier if the surgery was manned always to see/talk to one of the doctors if needed
- OOH Doctor very helpful
- Good

**Question 11: If you need to find the phone number to seek help when the surgery is closed where would you look for the number? 62 responses**

Internet	13
Surgery answerphone	10
Directory Enquiries/ yellow pages	7
In my telephone book	6
Phone book	5
Google	4
Contact NHS Direct	3
Not sure/Don't know	3
Website	3
Son's health record has NHS Direct no	1
Keep it on our noticeboard	1
Know it off by heart	1
Dial 999	1
Surgery doors	1
Leaflet given some years ago	1
On my phone	1
Surgery book	1

**Question 12: Finally, please could you answer the following questions about you: not everyone completed all/any of these questions**

	<b>Male</b>	<b>Female</b>	<b>Total</b>				
	19	40	59				
	32%	68%					
<b>15 and under</b>	0	5	10	20	20	6	<b>Total</b>
		8%	16%	33%	33%	10%	61
		<b>Yes</b>	<b>No</b>	<b>Total</b>			
<b>Disability</b>		11	43	54			
		20%	80%				

**Appendix 3**  
**Summary of findings**

## **Patient Questionnaire 2013 Summary Comments**

- Good age range of respondents
- Majority of respondents who answered (39/44) did not know exact opening times of the surgery
- 1/5th respondents considered themselves to have long-term disability
- Of 59 respondents, only 3 stated they would seek A+E or Musgrove (i.e. ?A+E) advice for a medical problem when the surgery was closed

Thinking about the specific medical scenarios, it is probably best to interpret the responses by ranking greatest to least, the likelihood respondents would seek medical advice from various providers.

Remember, the main thrust of the questionnaire is to address inappropriate use of A+E so we are trying to establish in what scenarios patients would go to A+E or take a path to health care we, as medical practitioners, might see as less appropriate.

Qu 3: the vast majority of patients would contact GP surgery, a pharmacist or self manage a painful ear during a weekday when the GP surgery was open

Qu 4: while a majority would contact the GP OOH service, NHS direct or self manage the same problem at 10pm on a Saturday night, attending A+E ranked 4th in the list of possible scenarios.

Qu 5: respondents ranked A+E attendance first as the initial point of contact for a possible broken finger sustained during a weekday morning

Qu 6: sustaining the same injury at 6.15 on a Friday evening would again lead most respondents to A+E

Qu 7: there was a considerable spread of responses regarding a feverish child for whom the respondent was seeking help at 5pm on a weekday - the GP surgery was ranked first, with A+E third

Qu 8: using the same scenario as in question 7, but presenting on a Sunday afternoon, NHS direct was ranked first with A+E third (999 calls were suggested by 6 respondents)

Responses to question 9 suggested there was little knowledge of some specialist health provision such as the acute care eye service or dental helpline.  
No recurring themes emerged from invited general comments

### **For discussion:**

What has the questionnaire shown us?

How can we take this forward - ideas to include patient information materials regarding out of hours provision and minor ailments management