

## Patient Survey Report 2013-14

Our Patient Participation Group (PPG), has been selected to represent the diverse practice population. We used every patient contact as an opportunity to encourage patient's involvement including displaying poster in the waiting area.

The PPG members are as follows:

- Ms Catherine Platt (chair)
- Mrs Neelam Kaushik
- Mr Stephen Ofori
- Mr Byhe Aubeeluck
- Ms Beverly Gordon
- Ms Inderjit Kaur
- Mr Sammy Tonna
- Mr Rahul Kaushik

### **Survey Questionnaire & Result:**

Our survey questionnaire was mainly based on our appointments & practice communication system. After receiving suggestions from our last years patient survey we have made some changes to our phone answering system, We appointed 2 extra part time receptionists mainly the answer the telephone during the busy surgery times. We have allocated 2 lines especially for patients to book appointments.

This year the survey result was very positive compared to previous years and the telephone answering has been improved according to the survey result.

The survey results were reviewed by the practice manager and a designated staff member and according to the survey results:

- 65% were Female
- 45% were age between 31-50
- 36% contact the practice between 1 and 3 times every 6 months
- 31% said they can book in advance a routine appointment
- 28% said emergency appointments are available
- 32% find to book within 1 or 2 weeks
- 28% find ease of contacting doctor on the phone
- 70% wants to see same GP
- 33% are happy with practice communication

## **Survey Report:**

We have selected the following areas for discussion in our patient focus group meeting.

### **1. Patient Survey 2013-14**

Our patient survey was based on the following area;

- Appointments
- Communication

Overall Patient response was satisfactory however according to the patient's comments the areas that need improvements are:

- Appointment system
- Waiting time
- GP of choice

### **2. Patient Complaint Review 2013**

From our patient complaints review for the previous year we found the following areas to improve;

- Communication with the patient needs to be improved (clinical & non-clinical)
- Admin team needs to be more polite and helpful.

### **3. Patient's views from the comments & suggestions box and from patient web site.**

Generally patients are satisfied with the doctors, receptionists and the service provided to them. There was a mixed response from the patients and the areas that need improvements are;

- Appointment system
- Answering Telephone
- Patient waiting time
- Attitude of reception staff

#### **PPG Meeting:**

The day of the meeting we distributed the above report and patient survey results to the members of the group. The group introduced themselves. The previous chair person was not in attendance and had not communicated whether they would be attending. Practice manager chaired the meeting.

The meeting began with the practice manager explaining how we conducted the survey and how the review was based on the findings from the survey.

In the meeting both the partner's Dr Kenny Uzoka and Dr Subir Sen was also present.

## ABBEY ROAD MEDICAL PRACTICE

The survey report was looked at by the members. Dr Uzoka talked to the group about the key factors from the survey which was:

- Appointments
- GP of choice

A discussion was held by the group around some of their poor experience within the practice, which were the following:

- Difficult in getting through at 8:30am.
- Not being able to get appointment with GP of choice.
- Having to wait on the telephone for ages when trying to cancel appointments.
- Receptionist to be more attentive to patients.

Practice manager admitted that our appointment system needs more improvements. Dr Uzoka explained to the group that every effort was put into ensuring that the practice offers as many appointments as they can. Dr Uzoka also explained that 20% of the patients were using 80% of the service hence the reason genuine patients are unable to get appointments.

The group suggested that the practice should make a list of these patients who are frequently using the service and find out what the issue is. Ghazala (PM) has explained that she has started doing this.

Miss Kaushik also suggested that patients should have the facility of cancelling appointments from the system via an automated service. Ghazala said that this is expensive but she would look into this.

Practice Manager mentioned that patients to see 'GP of choice' in an emergency is very difficult most of the time, to address this issue we have created 2 slots for telephone consultation with each GP in their evening session. In this way if the patient cannot book 'a GP' at least they can speak to their 'GP of choice' and it would be the doctor's discretion to decide how to see them.

Dr Sen (GP) and Ghazala (PM) assured the group that there had been some problems with the phone lines but these have been resolved now. The group said that there was some improvement but to make it easier for patients the practice should introduce internet booking and the possibility of 'SKYPE' access should be looked into.

Ghazala (PM) explained that the facility of internet booking is being looked into and hopes to have it up and running by the end of the year. 'SKYPE' access is not a possibility at the moment as we need to allocate a clinician especially for this.

The group were also informed of the reason why receptionist asks for the nature of the problem when patients are booking appointments as this helps them direct the patient to the right doctor.

Ghazala also said that our telephone answering has improved as we have appointed 2 extra receptionists solely for the purpose of answering the telephone, but we still need improvements in answering the phone in the evening. The reason for this is that we have

## ABBEY ROAD MEDICAL PRACTICE

less staff in the evening compared to the morning. We have decided to review staff working hours so we can make adjustments for the evening.

Ghazala mentioned that our repeat prescriptions service has improved since last year as we introduced electronic prescriptions.

### **Next Meeting**

It has been decided by the group that the next meeting should be held in the next 6 months' time. Date of the meeting to be confirmed.

### **Action Plan:**

<b>Actions</b>	<b>Activities</b>	<b>Who is involved</b>	<b>When</b>	<b>Outcome</b>
Telephone answering	To answer the phone promptly, 2 extra receptionists have been appointed.  Training has been provided to all clerical and secretarial staff to answer the phone between 8:30 and 10:30 and 2:30 and 4:00.  More staff needed for the evening. Practice manager will review working hours of all staff to make these adjustments.	Practice Manager	Immediately	Improvement in telephone answering.
Online access for patients to book appointments	By the end of April Ghazala to arrange this facility for patients.	Practice Manager	End of April	Easy access for patients to book appointments.
Patient to cancel appointment via an automated service	Ghazala to speak to 'IPLATO' messaging service to arrange this ASAP.	Practice Manager	End of April	Minimising DNA rates and offering to other patients. Also to lessen the burden on our phone lines.
GP of choice	We have created 2 extra slots in the doctor's evening session for telephone consultation to speak to the patient who wants appointment with 'GP of choice'	Roush	Immediately	Patient satisfaction to speak to 'GP of choice'