

## Patient Survey Report 2013-14

### Introduction

Caversham Group Practice is an established teaching and training practice situated in purpose built accommodation in Kentish Town. . Our list is a diverse multi ethnic inner city population covering a wide social spectrum. Compared to the average GP list we have a slightly younger than average population with relatively high numbers of single working age patients. Pockets of our practice area contain significant levels of deprivation and our patients have high levels of alcohol misuse and mental health problems. For the GPs and nurses working here – part of the pleasure of our daily work is the range diversity we encounter on a daily basis.

The opening hours are as follows:

<b>Monday</b>	08:30 - 18.30
<b>Tuesday</b>	07:00 - 20.00
<b>Wednesday</b>	08:30 - 18.30
<b>Thursday</b>	08:30 - 18.30
<b>Friday</b>	08:30 - 18.30
<b>Weekend</b>	the surgery is open on the first Saturday of every month for pre-booked appointments

**Extended Hours:** We now have a selection of extended hours appointments on Tuesdays including early morning, late evening and Saturday morning appointments. These appointments are bookable in advance.

The Practice demographics are detailed in Table below and are extracted from the clinical system.

Age Range	Total
0 – 9	1545
10 – 19	1286
20 – 29	2717
30 – 39	3148
40 – 49	1969
50 – 59	1497
60 – 69	1189
70 – 79	664
80 – 89	242
90 – 99	46
100+	1

## CAVERSHAM GROUP PRACTICE

The Practice re-launched its patient group in November last year. The aim was to encourage more patients to join the group and have representation from different age ranges & ethnicities.

### Process of re-launching Patient Participation Group ( PPG)

A number of strategies were applied over the last year to encourage patients to join the group. This included

- Posters throughout surgery
- Message on Screen in waiting room
- GP & receptionist staff encouraging patients to join the group including young patients as well as patients from different ethnicities.
- Forms in waiting room to join the patient group and/or virtual group
- Information on website

The above helped us increase the number of patients in our group. We have a total of 172 patients in our Patient Participation Group. The demographics are detailed below and extracted from the clinical system

Age Range	Total
0 - 9	0
10 - 19	2
20 - 29	8
30 - 39	20
40 - 49	19
50 - 59	30
60 - 69	41
70 - 79	41
80 - 89	11
90 - 99	0
100+	0

Patient Count	Males	Females
172	48	124
<b>Ethnic Origin</b>		
Unknown		2
African – ethnic category 2001 census		4
Bangladeshi or British Bangladeshi – ethn categ 2001 census		2

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British or mixed British – ethnic category 2001 census	53
Caribbean – ethnic category 2001 census	3
Ethnic category – 2001 census	2
Ethnic category not stated – 2001 census	6
Indian or British Indian – ethnic category 2001 census	1
Irish – ethnic category 2001 census	4
Jewish – ethnic category 2001 census	1
Other – ethnic category 2001 census	3
Other Black background – ethnic category 2001 census	1
Other White background – ethnic category 2001 census	14
Pakistani or British Pakistani – ethnic category 2001 census	1
White and Asian – ethnic category 2001 census	1
White and Black African – ethnic category 2001 census	1
White and Black Caribbean – ethnic category 2001 census	3
White British – ethnic category 2001 census	67
White Irish – ethnic category 2001 census	3
Total	172

In November the practice met with the patient group and discussed patient survey questionnaire for local survey to be done. The survey questionnaire was designed gathering views of patients via email, meeting and open feedback forms in waiting area.

This report sets out to describe the outcome of the local patient survey carried out by the Practice. It includes the views of the Patient Group, clinicians and the action plan to implement the changes resulting from the survey.

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### Local Patient Survey

The survey was done via survey monkey by various means from 3<sup>rd</sup> February -28<sup>th</sup> February 2014. The survey monkey link was emailed to patient group and the link was also added on the website. Survey forms were available at reception for patients to complete and return to reception staff. All patients coming to the practice were encouraged to complete the form.

The results of the survey were collated by entering all paper survey forms on survey monkey in addition to ones completed electronically and analysed by Dr Amiel, practice manager & senior administrator. All comments were also collated and are detailed in summary of results.

### Summary of results of Patient Survey

The survey produced a return of 175 questionnaires. The overall outcome of the survey was very positive about most of the areas of the Practice. The statistical results for the questionnaire are provided in Appendix 1 of this report.

In addition to the responses to the questions we looked at the comments made by patients in the space provided and collated all of them

### COMMENTS

- Very satisfied.
- I have been with the Caversham practice since it was in Caversham road nearly 50 years ago. And I would not like to go anywhere else.
- Would like to be able to book appointments sooner than 2 weeks.
- The ladies at the front desk are very helpful and understanding of my needs, Dr Dickinson has been a great help and works with me and sees me when I need her.
- Very happy with surgery staff.
- This practice has looked after me perfectly.
- Pinning a notice advising clients of unusual surgery closures i.e. staff training, is appreciated as notice on reception desk isn't always noticed. Telephone introduction is annoyingly long though I understand it is probably a legal requirement, but if using a mobile or a payphone credit runs out.
- Have been a long standing patient of Caversham. The thing I most value is continuity. Doctors seem to stay for years and know their patients.
- I am very satisfied with the surgery, thank you for all your great work.
- Reception Staff really helpful and friendly environment, pleasant, thank you.
- Very bad Service.
- I think phone appointments are a waste of time I cant see how a Dr can diagnose over the phone.
- Sorry Dr Dawson has left as he explained and listened and asked questions. Thank god for Dr Dawson and Dickinson
- I had to wait for an hour after my appointment time with no information about the wait or an apology. I was in the surgery for 5 minutes and discussed one problem, I

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- attempted to raise the problem and the doctor said he couldn't help and that the appointment was finished. this is highly unhelpful after waiting for an hour (Dr Malik)
- Called this morning with concerns about potentially infected biopsy wound and my own doctor called me back within 30 mins the advice she gave me was much better than what i was given at the UCL, brilliant, thank you.
  - I think trying to get an appointment with the doctor of your choice is usually very problematic as sometimes the new doctor is not able to follow through, all the reasons you need to see the doctor in the first place.
  - This is a tremendously good practice. We are lucky to live here.
  - Later nights and early mornings are good my partner and i get a huge amount of support from Caversham, Thank you.
  - Just deeply impossible to get through on the phone and has often made me consider going to a different GP.
  - I have always seen only one doctor, the standard of course with her is exceptional.
  - Thanks to Dr Toeg and the rest of the team they are wonderful and professional. Also thanks to the receptionists they are doing wonderful work.
  - Reception staff always helpful and polite.
  - Having a better online booking service could help, you could display available appointments especially cancellations. A 3 week waiting list to see your doctor isn't really acceptable.
  - Altogether very reasonable and helpful
  - I like the doctors, who are always good, but I prefer to see one that I know, and that is usually impossible within a reasonable time scale. Also the queues at reception are frequently too long, if, e.g., one's dashing in to collect a prescription.
  - Visiting doctors is either going through the motions or enthusiastic but are gone in a short time; no sense of continuity and no building of trust. Most of the time is spent looking at the computer...
  - Generally very good.
  - As usual, professional.. seemed to be no rush. Listened to. Pleased with outcome
  - I didn't answer q6 as I don't want to see any Doctor except my own doctor!
  - I wish all my loved ones could be under the care of Dr Warner. His care has been literally life changing. He is a fantastic all round GP.
  - It's generally very good, but I feel like my health care is caught up in a system that is not serving me as well as I think it should. I have musculoskeletal issues that affect my day to day life and the referral system just drags on and on. I saw the doctor perhaps June last year (not sure of the month), was referred to a podiatrist, who eventually said I needed an MRI. That took more referrals and finally over the last month I've had a series of tests to find out what's going on. I went through a similar thing when I needed hand surgery. I don't think this is the fault of the surgery, but of the system and it's extremely frustrating. Re no. 6 above: My doctor of choice for a long time was Dr Malik, but I found it increasingly difficult to get an appointment with him, so have usually seen a doctor that I could get an appointment with and then followed on with that doctor for that particular issue. So I have been under the care of several different doctors at the practice, all of whom I have found to be excellent GPs.
  - My own Doctor is Judy Bennett she is very helpful. Most others are also helpful but substance misuse issues aren't properly understood and I'd like to see a change of

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policy if practices can depart from national guidelines at all. Harm reduction should be relegated to the penal institutions but GP's should be allowed to treat substance misuse as a disease best treated with kindness and not Methadone with all its side effects and dependence. I could go on and on.....

- Generally I am very appreciative of the care and trouble taken by Caversham GPs to investigate medical problems. But I do find the booking system very awkward. I work in a school and can't make calls easily or take a call if I need a doctor to call me back. I hope an email system can be considered. System very unhelpful. I But I do find the system very awkward.
- Doctor called in by Health Assistant, at my request. I saw the HA because it is so difficult to get an appointment with a doctor. I hate the triage phone system.
- Really good on the whole. Apart from when my manager tried to call for advice for a medical emergency and pressed option 3 she was on hold for a very long time - and no one picked up. In the end we took a cab to A and E.
- Sometimes noisy and difficult to hear doctors in reception area. perhaps patients name up on a monitor/screen?
- I think phone appointments are a waste of time I can't see how a Dr can diagnose over the phone.
- Excellent!!
- It was good.
- OK, but I was prescribed a medication for an ear infection that was not available at the chemist so had to return to get a new script before I could get the spray. All this with a fever and feeling not well.

### Demographics of the respondents

As part of the survey we asked patients to indicate their gender, age, ethnicity & employment status (optional question) and below are tables which show the outcomes

#### **Gender**

	<b>Total</b>	<b>Percentage</b>
Male	26	27.96%
Female	51	54.84%

#### **Age**

<b>Age Range</b>	<b>Total</b>	<b>Percentage</b>
0 - 18	0	0%
18 - 24	6	6.45%
25 - 40	19	20.43%
41 - 64	33	35.48%
65 - 74	20	21.51%
75 - 84	9	9.68%
85 & over	1	1.08%

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### Ethnicity

Ethnicity	Total	Percentage
Black African	3	3.23%
Black Caribbean	3	3.23%
White British	65	69.89%
Indian	0	0%
Pakistani	1	1.08%
Bangladeshi	2	2.15%
Irish	3	3.23%
Other Asian	0	0%
Other Black	1	1.08%
Other Mixed	2	2.15%
Other White	8	8.60%
Other ethnic group	4	4.30%

### Other details

Employment Status	Total	Percentage
Unemployed	8	8.60%
In full-time or part-time employment	4	4.30%
In full time education	4	4.30%
Permanently sick or disabled	12	12.90%
Looking after home	1	1.08%
Retired	27	29.03%

The comparison of practice age spread against surveys received back reveals a fairly good response; more or less in line with the patient demographics.

The results of the patient survey were discussed in the patient meeting on 18<sup>th</sup> March 2014 and the representatives also gave feedback and had discussion on the results. Overall the patients are very satisfied with the service received from Caversham.

Reviewing the survey results, appointment availability before 2 weeks was one of the key areas of discussion. The practice has recently received a few complaints and feedback on NHS choices where next available appointment is over 2 weeks in advance.

The action plan mutually agreed is as follows:

- Notices in waiting room as well as on website on how to book an appointment, order a repeat prescription, triage doctor, online appointment booking, appointment cancellation
- Practice to obtain mobile numbers for all patients and review sending text messages 48 hours in advance rather than 24 hours.

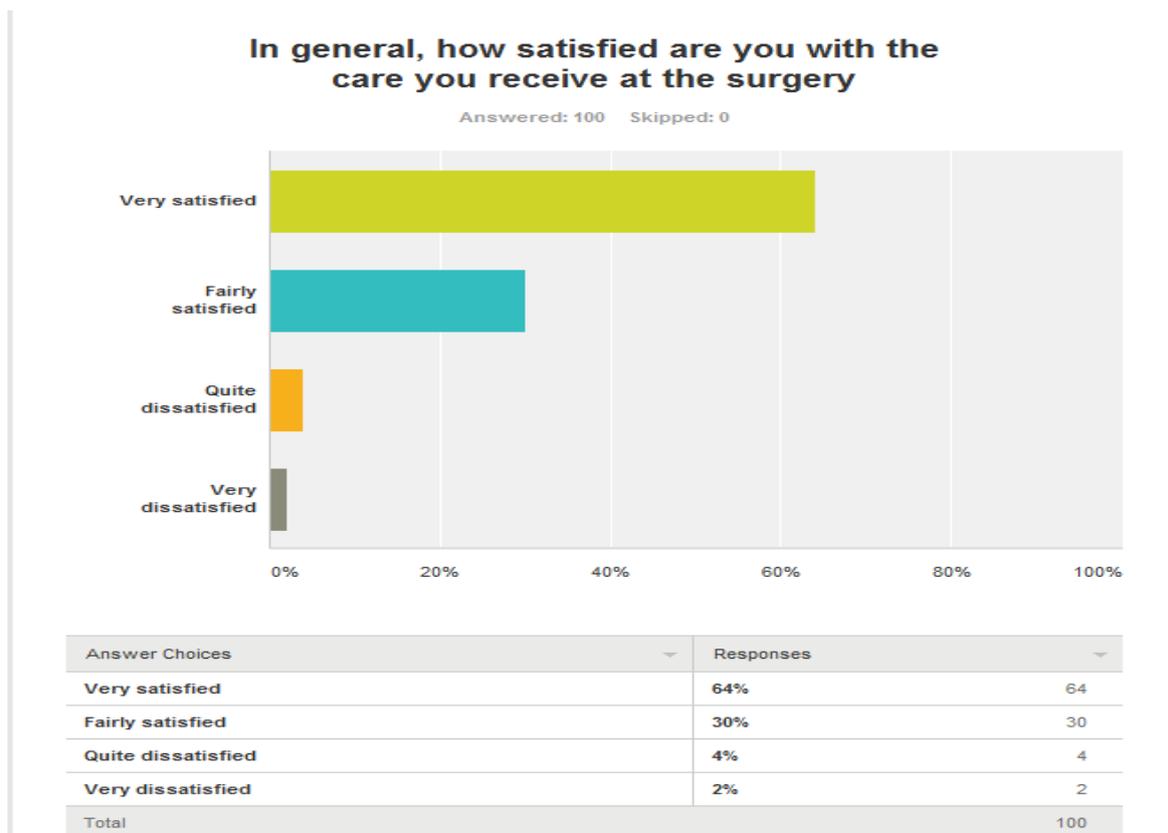
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- 89% of patients attended for their appointments last 12 months. PPG & Practice to work together towards encouraging patients to cancel appointments if unable to attend.
- Introduce nurse minor illness clinic for patients who need to be seen sooner rather than waiting for next available routine appointment. This will also improve GP appointment access.
- Introduce online appointment booking and automated telephone booking service to free up phone lines for routine queries.

The above action plan will be implemented by practice by end of May 2014 apart from automated telephone booking service which would be implemented once we receive further guidance from Camden GPIT department.

# Appendix 1

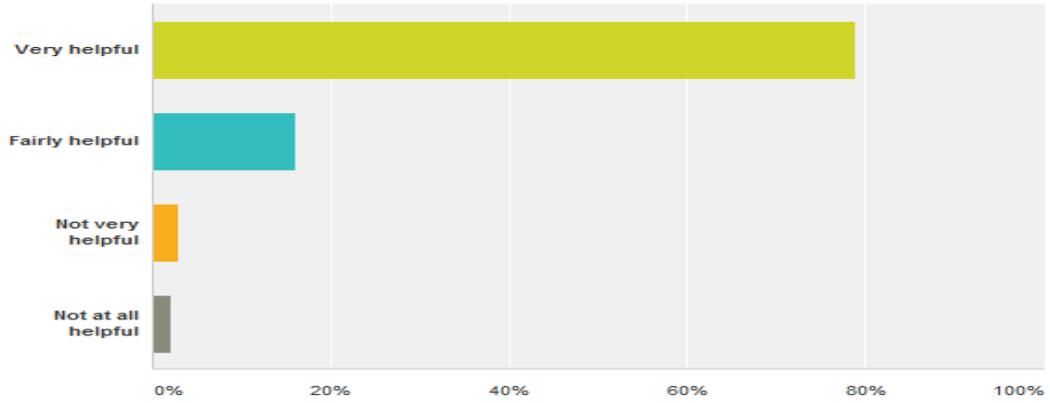
## Patient Survey Results



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## How helpful do you find the reception staff?

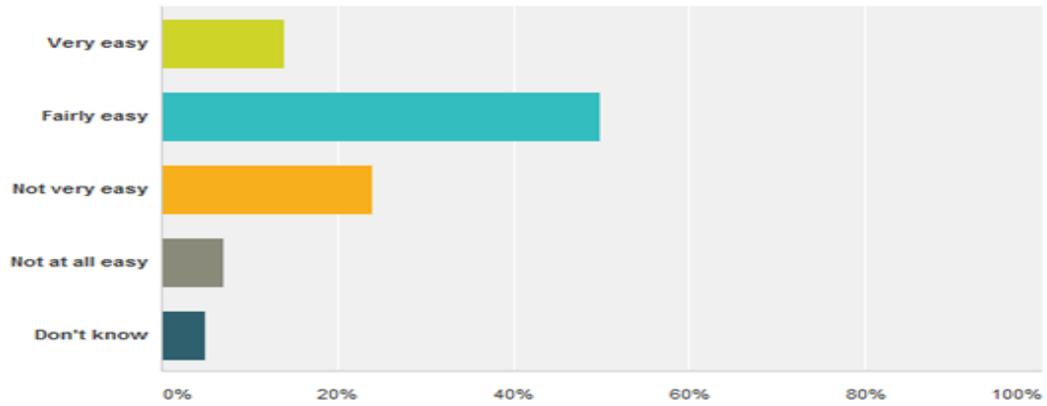
Answered: 100 Skipped: 0



Answer Choices	Responses
Very helpful	79% 79
Fairly helpful	16% 16
Not very helpful	3% 3
Not at all helpful	2% 2
Total	100

## How easy have you found it to get through on the phone?

Answered: 100 Skipped: 0

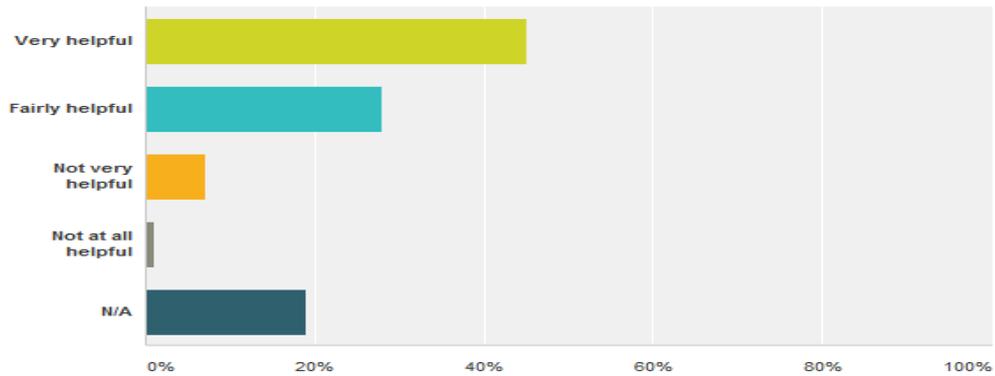


Answer Choices	Responses
Very easy	14.00% 14
Fairly easy	50% 50
Not very easy	24% 24
Not at all easy	7.00% 7
Don't know	5% 5
Total	100

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## How helpful have you found telephone appointments with a doctor?

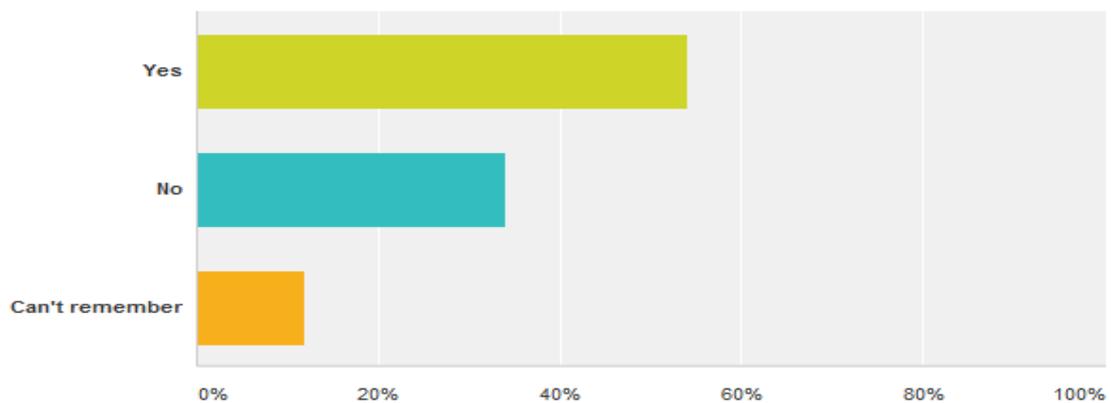
Answered: 100 Skipped: 0



Answer Choices	Responses	Count
Very helpful	45%	45
Fairly helpful	28.00%	28
Not very helpful	7.00%	7
Not at all helpful	1%	1
N/A	19%	19
Total		100

## Last time you tried, were you able to get an appointment in advance with a doctor of your choice?

Answered: 100 Skipped: 0

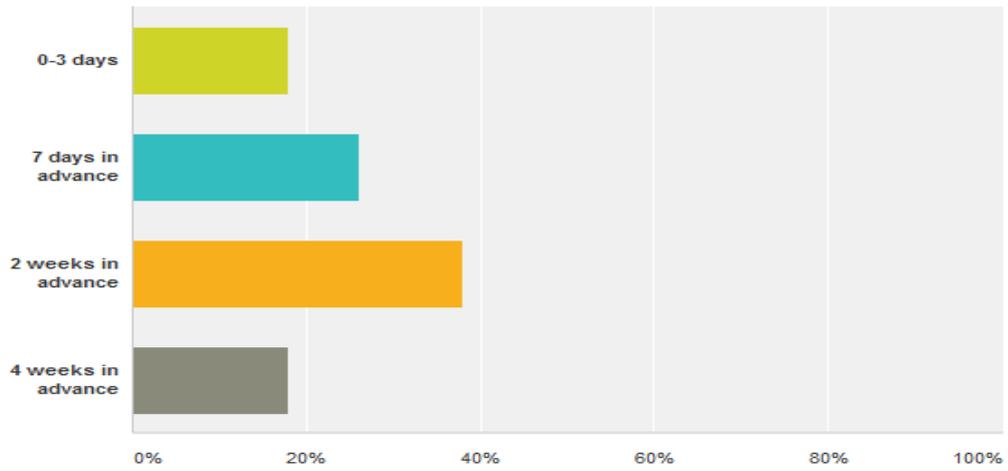


Answer Choices	Responses	Count
Yes	54%	54
No	34%	34
Can't remember	12%	12
Total		100

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## Last time you tried, when was the next available appointment with any doctor?

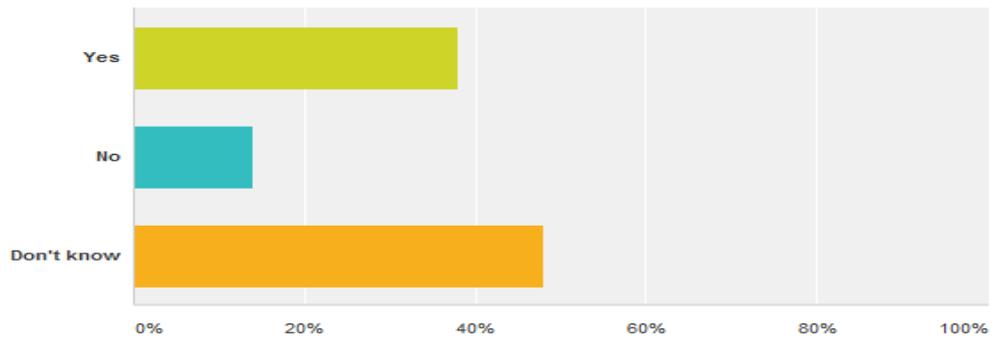
Answered: 100 Skipped: 0



Answer Choices	Responses
0-3 days	18% 18
7 days in advance	26% 26
2 weeks in advance	38% 38
4 weeks in advance	18% 18
Total	100

## Last time you tried, were you offered an appointment with a triage doctor if you were unable to wait for next available appointment?

Answered: 100 Skipped: 0

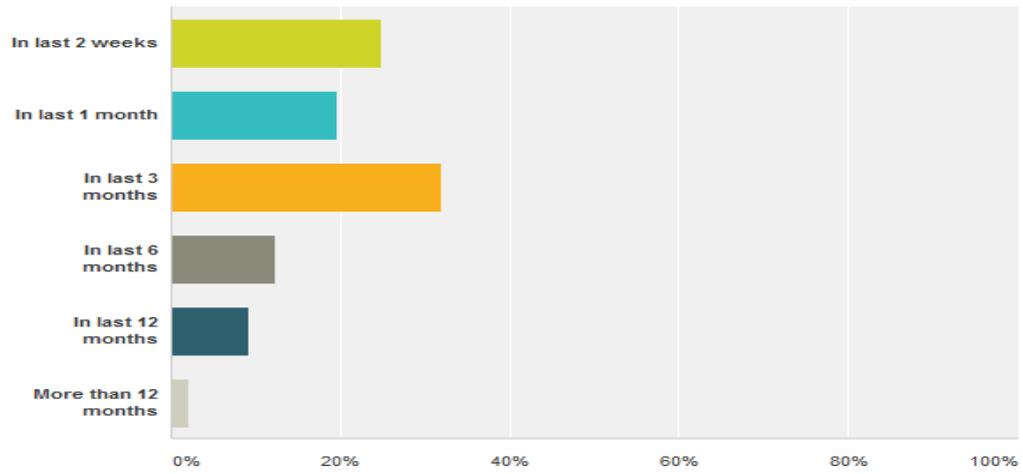


Answer Choices	Responses
Yes	38% 38
No	14.00% 14
Don't know	48% 48
Total	100

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## When did you last see a doctor?

Answered: 97 Skipped: 3



Answer Choices	Responses
In last 2 weeks	24.74% 24
In last 1 month	19.59% 19
In last 3 months	31.96% 31
In last 6 months	12.37% 12
In last 12 months	9.28% 9
More than 12 months	2.06% 2
Total	97