

**PATIENT SURVEY REPORT**  
[www.dukestreetsurgery.nhs.uk](http://www.dukestreetsurgery.nhs.uk)

**Opening Hours**

Mon, Tues, Thurs: 08.15 am - 06.00 pm  
Wed, Fri: 07.30 am - 06.00 pm

**Consulting Hours**

	Morning	Afternoon	Afternoon
Monday	8.30 - 11.00	13.30 - 15.00	16.00 - 17.40
Tuesday	8.30 - 11.00	13.30 - 15.00	16.00 - 17.40
Wednesday	7.30 - 11.00	13.30 - 15.00	16.00 - 17.40
Thursday	8.30 - 11.00	13.30 - 15.00	16.00 - 17.40
Friday	7.30 - 11.00	14.00 - 16.00	

**Representation**

In the initial setting up of the group it was decided to gather as wide a representation on a natural basis as possible.

Initially forms introducing the scheme in 2013 were placed in various locations. We have recently added a form to the website to allow patients to complete and submit the form online. Previously they had to print the form off and bring it in, which may have deterred some from joining the group. We have also added an advert on the new information screen in reception requesting patients sign up to the group. The website states this is a virtual group, which may encourage more people to sign up, knowing they can complete surveys at their convenience, rather than attending a meeting.

There are currently 28 members ranging in age from 31 to 85. There is a 17/11 split between females and males. There are no ethnic groups represented. Ethnic groups are a small percentage of our total practice population (0.7%) so we would expect representation to be proportionate. We would ideally like more PPG members and a more representative sample, incorporating more working age patients; however, all surveys are added to the website for submission online and are also distributed in reception. Patients do not have to be part of the PPG group to complete the survey. This ensures eclectic mixes of patients are sampled and their opinions recorded.

**Priorities**

We had a low response to our first email asking PPG members what they thought our priorities should be for the coming year. Those who responded were primarily concerned with the appointments system and being able to

see their GP of choice. The previous practice survey in 2013 also highlighted these common themes;  
**In 2013 we had 20% book ahead appointments and 80% same day appointments.**

We changed our appointments system to address the concerns, allowing more book ahead appointments - **now 75% of appointments are book ahead and 25% are same day.**

The current ratio is still not quite right for our patients and so this was reflected in our patient questionnaire. The lack of privacy at the reception desk was also commented upon.

### Circulation

The questionnaire was prominently displayed on the practice website and was able to be completed and submitted online for the first time. Paper copies were also available in reception and were handed out throughout March while people were waiting for their appointments. The results will follow the same route.

### Results of Survey

Please see the bottom of this report for the results of the patient survey, downloaded 27<sup>th</sup> March 2014. Copies of the results and this report will also be made available in the waiting room.

For more up to date results please see our website:  
<http://www.dukestreetsurgery.nhs.uk/patient-participation-group/patient-survey-results-2014/>.

### ACTION PLAN

#### Formulation of an Action Plan

Attendance at the PPG meeting in 2012 was disappointing. From 2013 onwards we have created a virtual PPG meeting, asking for comments from the PPG members via email. All patients using the website are also invited to let us know their views, via the Contact Us page or by completing the online questionnaire.

#### Appointment System

In 2013, most of our appointments (80%) were bookable same day, with appointments released at 8am and 4pm. Book ahead appointments were only bookable up to a week in advance. This caused a high volume of calls at those times and patients were understandably concerned about being unable to contact the surgery and also the limited ability to book ahead for routine appointments.

Following the 2013 survey we trialled the current appointment system. Patients can now book ahead by 4-6 weeks with a named GP (75%) and the rest are released on the day for urgent appointments. The 2014 survey highlighted that most patients (93%) felt they needed to see a GP within a day or two; the current wait is approximately 3-4 working days for book ahead appointments, although not with a GP of choice. 25% of appointments are reserved each day for urgent appointments and these are released each morning. 67% of patients who completed the questionnaire also stated that seeing their GP of choice was “very important”. The 2014 survey showed that patients have more need of same day appointments. We are currently looking at how this could be provided and are planning to trial a more even 50/50 split between book ahead and same day appointments. Using this system, patients would not always be able to see their doctor of choice if it was urgent as not all GP’s work every day but it would provide patients with the access they require.

When the PPG members were asked whether it was more important to see a doctor within a day or two or wait longer to see their GP of choice they unanimously said it was more important to see a GP quickly.

In the 2013 survey, the PPG asked for us to advertise which days the GP’s worked as we have more part-time doctors working on different days. This was felt to be a good idea but has not been carried forward. We will see that this is completed in April with a display in the waiting room and on the website. Advertising the GP’s holidays is a little more complicated and would need very regular updating if it was to remain current, but we will see if this can be incorporated.

### **Opening hours**

Our new opening hours were almost uniformly deemed convenient. Seven patients specified “other” times would be more convenient, and in a majority of cases this was a Saturday morning. This reflects the local population, where a significant number work away or off shore and return home periodically or at weekends. We are sympathetic that it is hard for these patients to access health care and we will discuss this option at the next Management meeting.

24% of patients were unaware there is a GP out of hours service supplied by CHOC (Cumbria Health On Call) to provide GP cover during weekends, evenings and bank holidays. This raises concerns that some patients may be using A&E if they are feeling unwell during these times, instead of ringing CHOC. This is an expensive for the NHS and inconvenient for the patient and the practice thinks it is a priority to inform our patients of which services are most appropriate to use and how. The PPG members thought this would be best advertised on the website, on posters in the surgery and on appointment cards. This is something we will discuss at the next staff meeting and roll out in surgery in April.

## **Telephone Access**

In 2012 contacting the surgery for an appointment by telephone was considered a significant problem. The change in the appointment system helped alleviate the previous bottle necks of 8am and 4pm. We will have to keep in mind that any change in the appointment system which releases more same day appointments may have an impact on the ability of patients to be able to get through on the phones. We will monitor this and discuss at the next staff meeting.

42% of patients didn't realise we offer a limited amount of telephone advice appointments, in addition to consultations in person. How these appointments should be used and how they should be communicated to the patients will be discussed at the next staff meeting.

## **Staff Training**

Staffing on reception is relatively stable at the moment but this is an issue we keep a close eye on. When there are several changes to staff at once, as there was in 2012/13 this can have an impact on our services. The weekly training sessions continue for all reception staff. One PPG member commented that reception staff could do with training, specifically to manage the long queues that can develop at the desk. We now have a booking in system for patients to use when they are attending an appointment. This allows reception staff to deal with prescriptions, appointment bookings and any queries patients have that require help from a member of staff.

## **THE RESULTS**

The results below are correct as of March 27<sup>th</sup> 2014. More up to date results can be viewed on our website at:

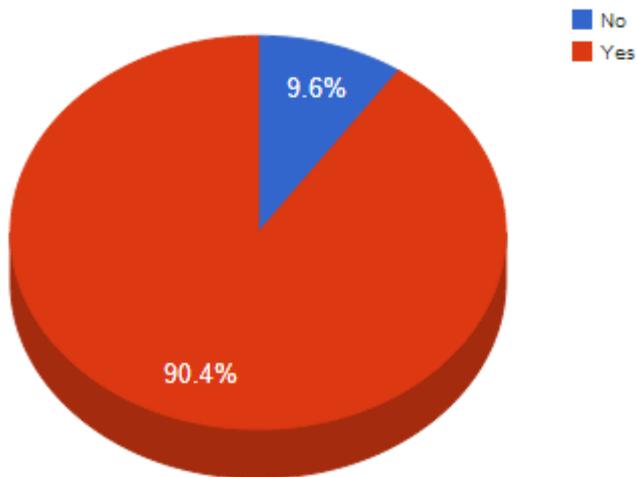
<http://www.dukestreetsurgery.nhs.uk/patient-participation-group/patient-survey-results-2014/>.

We will continue to monitor these results.

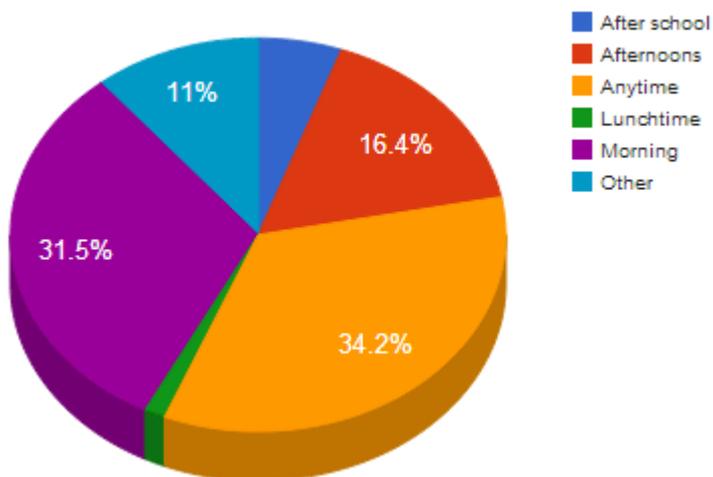
**The Patient Participation Group is a group of our patients who are periodically sent questionnaires to help us determine what they think of our services and what changes they would like to see in the future.**

**If you would like to join our Patient Participation Group, please sign up on our website at: [www.dukestreetsurgery.nhs.uk](http://www.dukestreetsurgery.nhs.uk).**

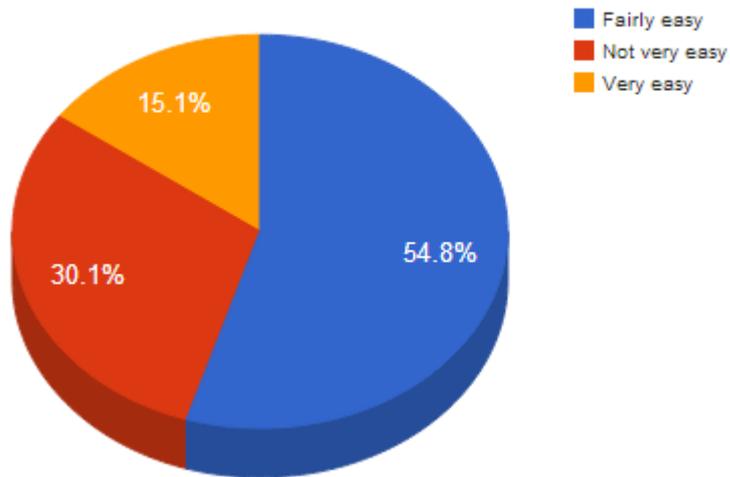
1. Are our current opening times convenient for you?



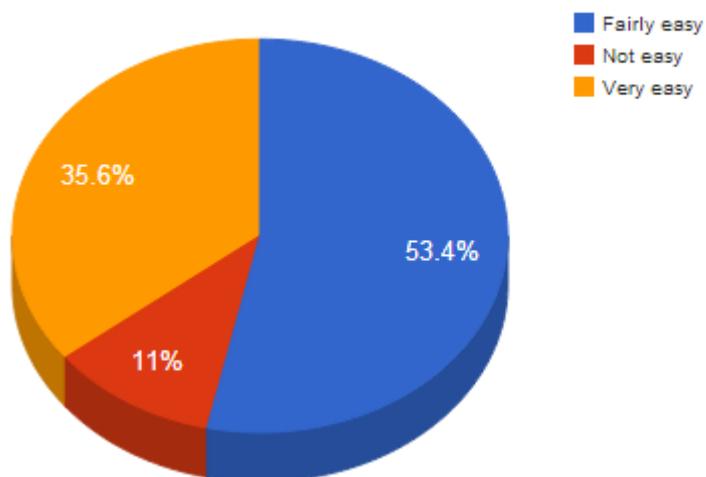
2. What time is most convenient for you?



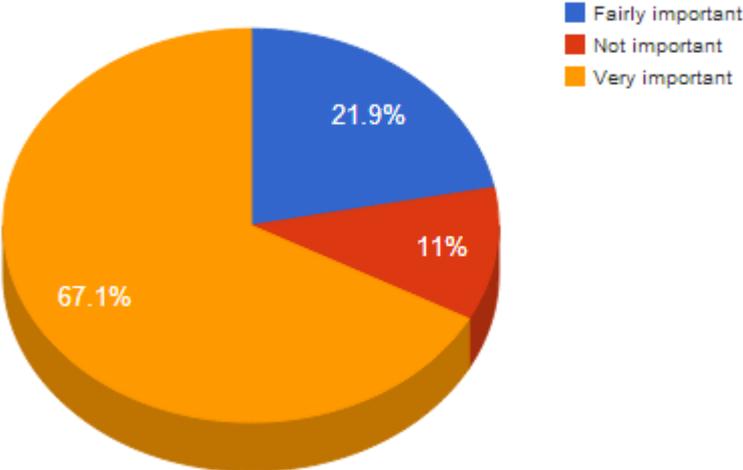
**3. How easy was it to get an appointment for the time you wanted?**



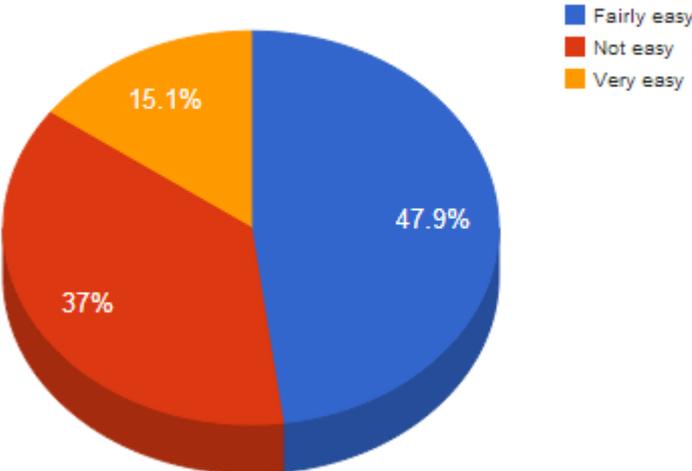
**4. How easy is it to contact the surgery when you need an appointment?**



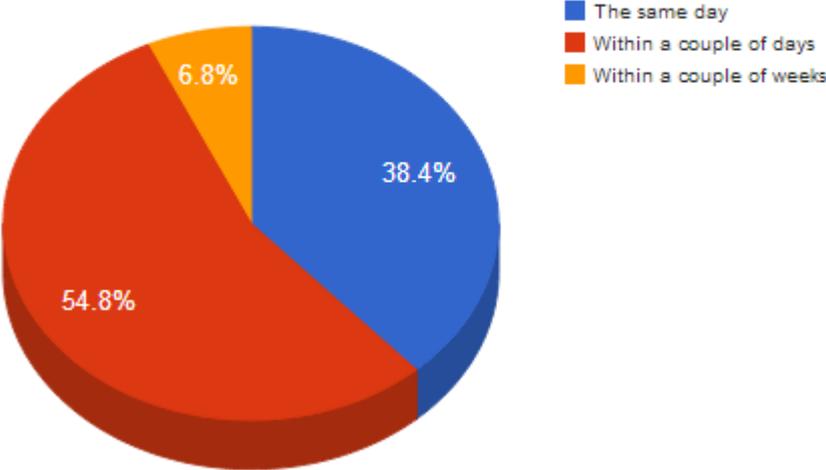
5. How important is it for you to see a GP of your choice?



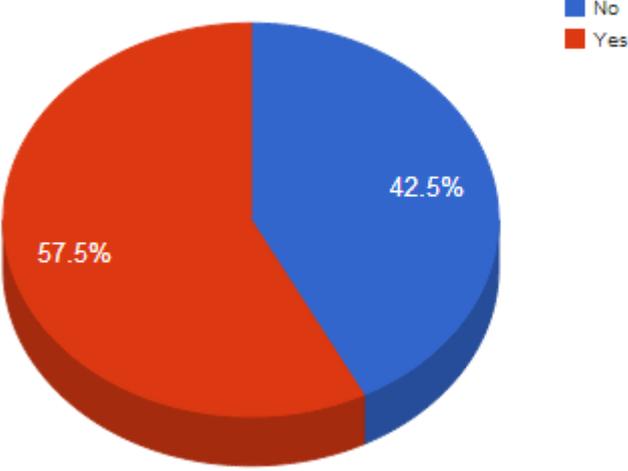
6. How easy is it for you to see the GP of your choice?



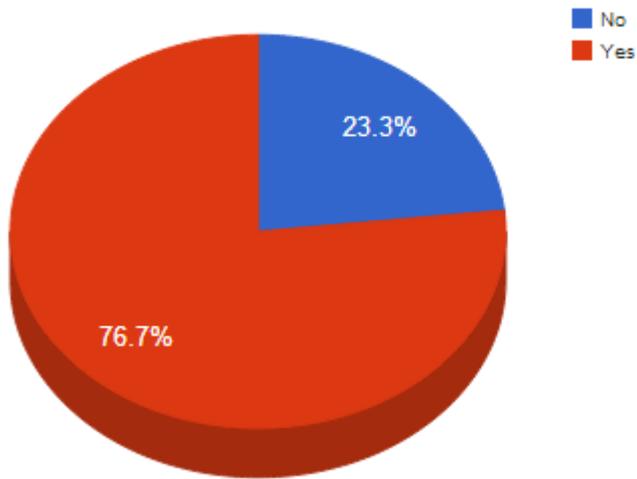
7. When you need an appointment do you usually need to see a doctor:



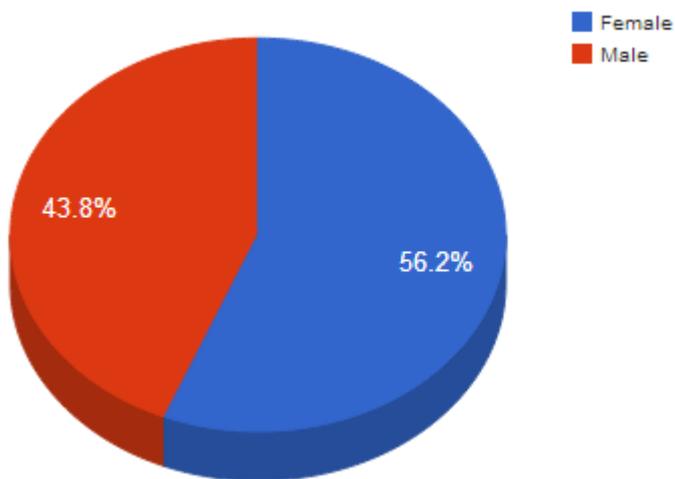
8. Are you aware we offer telephone advice appointments?



9. Are you aware of the GP out of hours service (CHOC)?



Are you:



What age are you?

