

PATIENT SURVEY REPORT 2015

www.dukestreetsurgery.nhs.uk

KEY:

RED	Points to discuss
GREEN	Highlights of our survey results
BLUE	Links to our website

Opening Hours

Mon, Tues, Thurs: 08.15 - 18.15

Wed, Fri: 07.30 - 18.15

Consulting Hours

	Morning	Afternoon	Afternoon
Monday	8.40 - 11.00	13.30 - 15.00	16.00 - 17.40
Tuesday	8.40 - 11.00	13.30 - 15.00	16.00 - 17.40
Wednesday	7.30 - 11.00	13.30 - 15.00	16.00 - 17.40
Thursday	8.40 - 11.00	13.30 - 15.00	16.00 - 17.40
Friday	7.30 - 11.00	13.30 - 16.00	

Priorities

As in previous years 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 ordering of repeat prescriptions.

Circulation

The questionnaire was prominently displayed on the practice website in the newsfeed and also in the Patient Participation Group tab and was able to be completed and submitted online. Paper copies were available in reception and were handed out throughout March while people were waiting for their appointments. The results will follow the same route. To date the questionnaire has been completed by 60 patients.

Results of Survey

Please see the end of this report for the full results of the patient survey, downloaded 27th March 2015. For more up to date results please see our surgery website:

<http://www.dukestreetsurgery.nhs.uk/patient-participation-group/patient-survey-results-2015-2/>

Copies of the results and this report will also be made available in the waiting room.

CHANGES MADE SINCE LAST PATIENT QUESTIONNAIRE

- 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 is now displayed on the noticeboard in reception and on the practice website.
- In 2014 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. Following consultation we updated the website to make the CHOC telephone number more prominent and also advertised it in several places on the website. We updated the practice leaflet so new patients would be made aware of this service. **82% of patients are now aware of this service but we will continue to look at how we can advertise this more effectively.**

RESULTS

Opening hours

98% of patients find our opening times convenient, compared to 78% in 2014.

Our opening times have not changed significantly since last year. We are open 15 minutes later each evening, although our consulting times have not altered. This allows patients to come in after work to book appointments or deal with prescription requests if they can't do it online.

Appointment System

In 2012 we had **20% book ahead appointments and 80% same day appointments.**

In 2013, in response to the patient survey, we changed our appointments system to **75% of appointments book ahead and 25% same day.**

In 2014 we have **trialled a 50/50 split**, as agreed with the PPG. With more GP's working part-time this does mean that patients can't always see their GP of choice but should allow them the access they require.

Current situation:

We are currently experiencing an issue with appointment availability. If a patient rang up they would typically need to wait 8 working days for the next *bookable* appointment. This is the result of having less bookable appointments because we have more same-day appointments released each morning.

78% of patients found it very easy or fairly easy to get the appointment time they wanted compared to 63% in 2014.

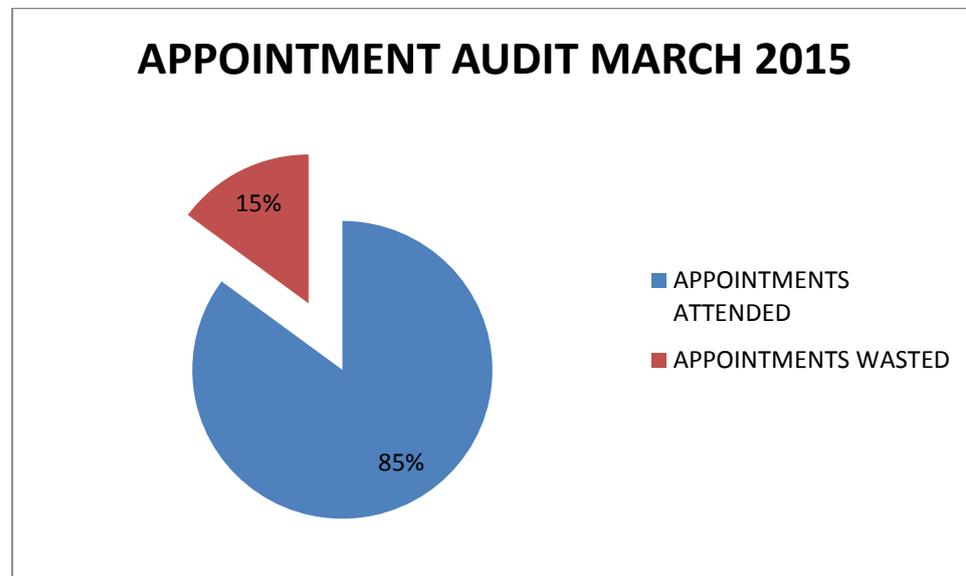
89% said they needed to see a doctor either the same day or within a couple of days of ringing up (very similar results were reported in 2014).

This suggests that the change in the appointment system was an improvement for the patients. Most patients want to see a doctor within a couple of days so they can ring at 8am in the morning for an appointment that day. However, if they need an appointment within a couple of weeks (as 11% said they do) they can ring and book at any time.

The results also suggest that patients who find morning appointments most convenient were more likely to report that getting those times were "very difficult". **This suggests that re-evaluating the appointments system to**

allow more urgent appointments in the morning might be useful. This would require a meeting with the GPs to discuss and approve, if a change was possible.

We conducted a recent audit into the number of appointments that are wasted by patients not attending.



451 appointments were wasted by patients not attending in the last month (GP, nurse and HCA appointments) out of 3031 appointments total. **We will have a discussion at the next staff meeting about how we can combat this but would also welcome comments from our patients as to how they think we can reduce this waste.**

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 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.

92% of patients found in very easy or fairly easy to contact the surgery on the phone.

THE RESULTS

The results below are correct as of March 27th 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/>.

Representation

The Virtual Patient Participation Group was established in 2013, following a low turnout at our PPG meeting in 2012, with patients responding periodically to questionnaires and requests for feedback. We felt this addressed the main obstacle to people joining and participating in the PPG, namely patients not having the time to attend meetings throughout the year or the times being inconvenient.

Initially forms introducing the scheme in 2013 were placed in various locations. We added a form to the website in 2014 to allow patients to complete and submit the form online. We have also added an advert on the new information screen in reception requesting patients sign up to the group.

The Patient Participation Group currently has 47 members (increasing from 28 last year) ranging in age from 19 to 91 years old. There is a 27/20 split between females and males. This is really pleasing as it proves our methods of recruiting members are working. 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. 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.

ACTIONS

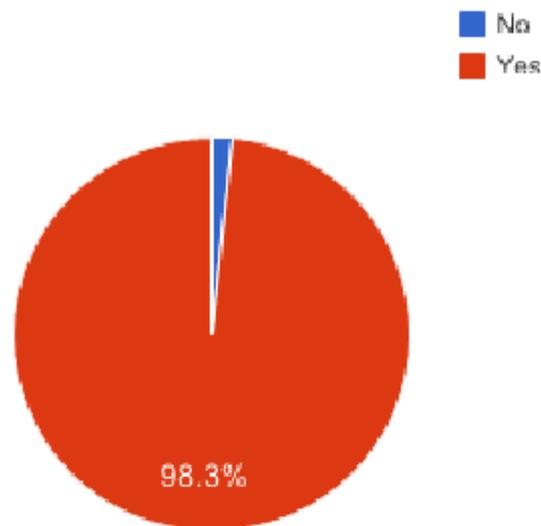
- Discuss with patients and staff how to reduce the number of appointments not attended. This will help cut wastage and increase our appointment availability.
- Discuss with PPG and staff how to manage the advertising of the appointment system.
- Discuss with GP's and management whether more morning appointments could be embargoed for same day appointments.
- Discuss how we can advertise the use of CHOC better to our patients and to make sure they are using the service appropriately.

If you would like to join our Patient Participation Group, please sign up on our website at: <http://www.dukestreetsurgery.nhs.uk/patient-participation-group/join-the-ppg/>

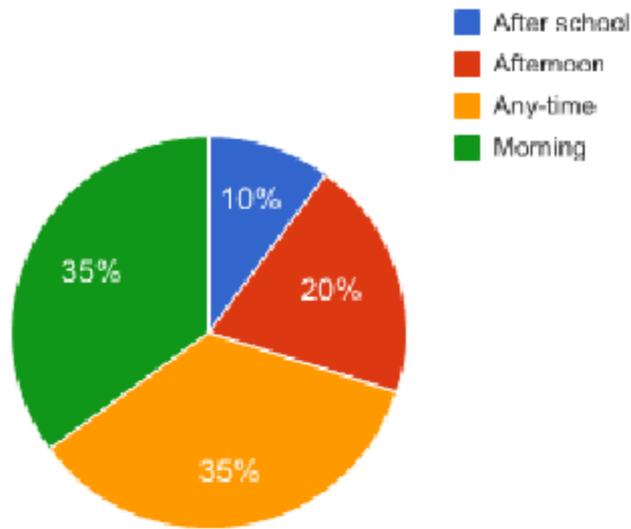
Patient Survey results 2015

Patient Survey 2015 Charts

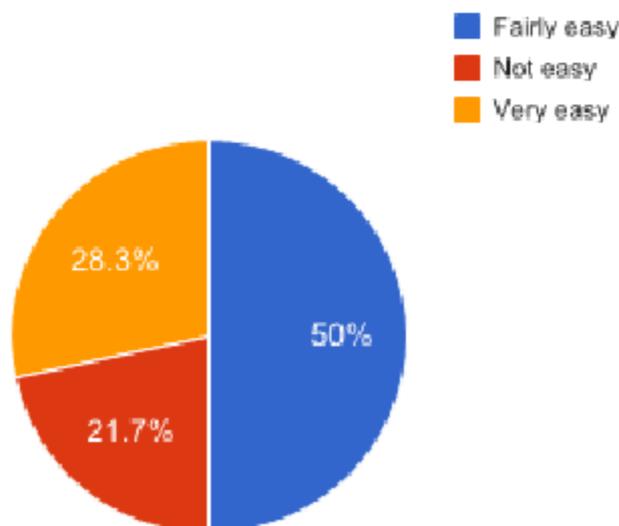
1. Are our current opening times convenient for you?



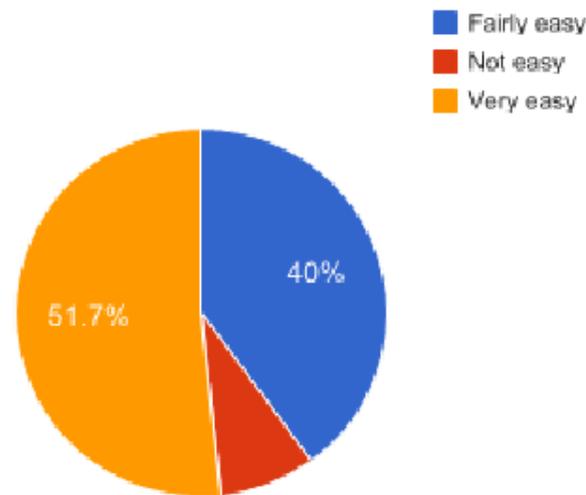
2. What time is most convenient for you?



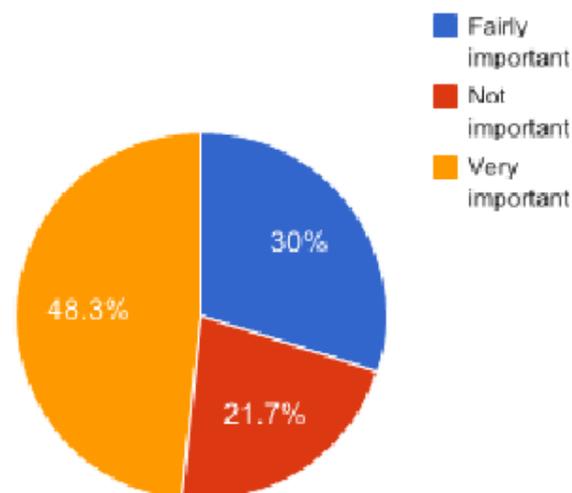
3. How easy was it to get an appointment for the time you wanted?



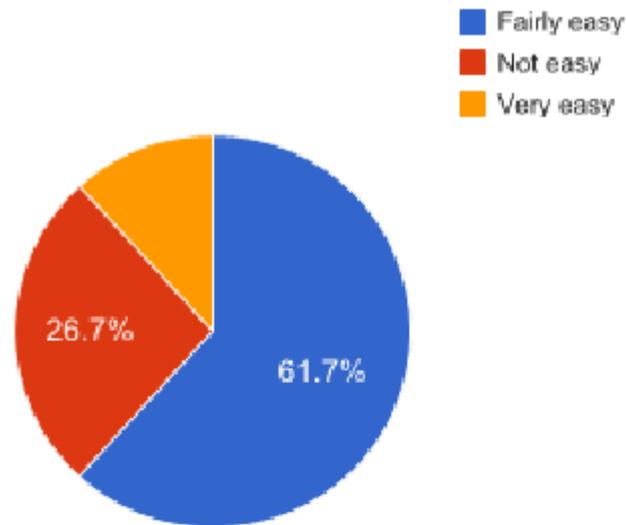
4. How easy is it to contact the surgery when you need an appointment?



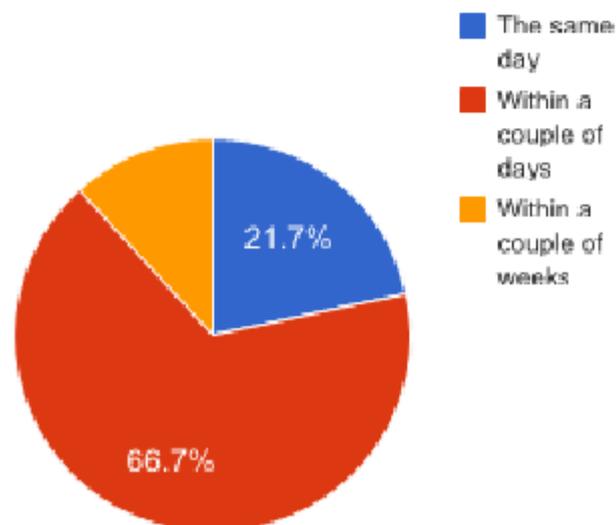
5. How important is it for you to see a GP of your choice?



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

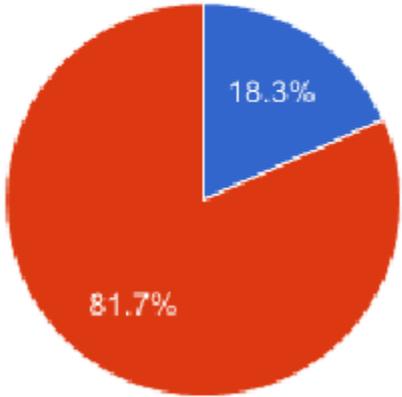


7. When you need an appointment do you usually need to see a doctor:



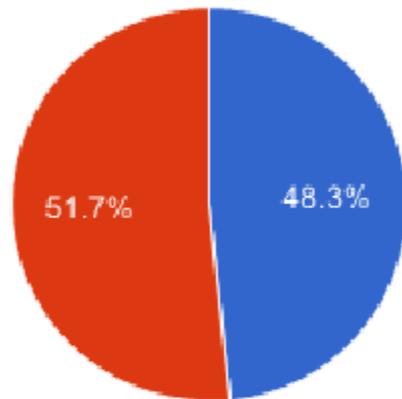
8. Are you aware of the GP out of hours service (CHOC)?

■ No
■ Yes



10. Are You:

- Female
- Male



11. Age

- 17-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- Over 84

