

Manor Practice Patient Survey

February 2015

In February 2015 a survey was conducted of a sample of patients at both Manor Practice and Roundshaw. 150 forms were made available at Manor Practice and 100 at Roundshaw. Patients were invited to complete one whilst waiting for their appointment. 141 were completed at the main surgery, and 97 at Roundshaw (mainly in full). The Practice has in the region of 8.500 patients and therefore the survey of 238 covered 2.8% of the patients.

Patients were invited for their views in a number of areas

1. The Practice – the ability to get through on the telephone, speak to a doctor/nurse on the phone, obtain emergency and routine appointments and the helpfulness of the receptionists.
2. The Doctors – how well they listen, explain tests and treatments, the extent to which they involve the patients in decisions re their care and treat patients with care and concern.
3. The nurses – how well they listen, explain tests and treatments, involve patients in decisions re their care and treat patients with care and concern.
4. Finally, patients were asked about their overall experience at the Practice and whether they would recommend the Practice to someone new to the area.

Questionnaires were completed anonymously; however, patients were invited to disclose their gender, age group and ethnicity.

The questions, alongside the percentage scoring against each box, and at each surgery, are attached as Annex 1. The numbers do not necessarily add up to 100% as answers are rounded up or down. The percentages shown are for the figures at each surgery over the total number of answers received for each question.

(Some of the definitions of the ratings vary slightly compared to those used last year. Therefore it is not possible to make direct comparisons to the 2014 figures in some areas.)**

Patients were also given the opportunity to make a comment against each question. A minority took up this opportunity and these comments have also been recorded and are set out in full at annex B.

Patients were asked (at the top of the questionnaire) to complete it in relation to the current appointments system, which has been in place since November 2014. However, from some of the responses it would appear that patients are referring to the system which was piloted between May and November 2014, or even the system prior to that. This impacts especially on questions 2 and 4, and to some extent, question 5.*

The Practice

64% of patients found it easy or very easy to get through on the telephone, however, 34% of patients found it difficult or very difficult compared to 20% last year. The figures for the 2 surgeries do not vary much. Generally the comments (see Annex B) back this up, eg

- *At peak hours difficult*
- *Always on hold for absolutely ages*
- *Waiting time on the phone is 15+ minutes*

In terms of speaking to a doctor or nurse on the phone*, the figures are very similar to those of last year, 25% finding it difficult, an increase of 3% over last year. The level of difficulty is similar at both sites. Comments include:

- *Doctors do always phone back*
- *Easy when you get through*
- *When you have to wait for a Dr to call you back it can be hard as I work*

With regard to the helpfulness of the receptionists, the overall figure for very helpful is not as high as last year, 57% compared to 71% however, last year 26% described them as fairly helpful, whereas this year 36% were described as helpful. Scores at both sites are very similar. Comments at Manor are more favourable than at Roundshaw. They include:

- *Staff are very helpful (M)*
- *Very kind – answer questions to the best of their knowledge (M)*
- *Most of the time the receptionist is rude and abrupt (R)*

Last year, booking a routine appointment ahead* was found to be very easy by 31% of the patients surveyed whereas this has dropped to 14% this year. Figures at both practices are similar. There is a great deal of dissatisfaction with the long wait for an appointment, with many citing a month. Comments include:

- *It is very easy if you are happy to wait several weeks.*
- *A month's wait is not acceptable*
- *Sometimes it takes weeks to see a doctor of your choice.*

Making an emergency appointment * was seen as very easy by 24% of patients this year, compared to the higher score of 32% last year. 55% at Roundshaw found it easy compared to 44 % at Manor. Comments include:

- *Easy for my child - difficult for myself*
- *Start calling 8 in the morning then wait. Doctor then calls you and gives you a time. Too hard.*
- *Difficult as I work. If I'm off it's ok. We are not allowed phones on so I can't speak to the doctor.*

The Doctors

94% of the patients surveyed scored the doctors as listening well/very well. The satisfaction level for Roundshaw was markedly higher than at the Manor (54% compared to 47%), as with the next 2 questions regarding the doctors. A number of patients remarked that it depends on which doctor you see. Comments included:

- *Never enough time for one's appointment. Feeling that time constraints are of prime importance.*
- *Some are better than others.*
- *Always take time to allow you to speak.*

93% of patients felt that the doctors explained tests and treatment well/very well to them. Comments included:

- *Sometimes terminology is confusing, but if asked they explain well.*
- *It depends on the doctor.*
- *Helpful, kind and sympathetic and very helpful.*

92% of the patients surveyed felt that the doctors involved them well/very well in decisions re their care. However, the few comments were not wholly positive, and again statements was made that it depends on the doctor.

95% of the patients surveyed felt that the doctors treat them well/very well in relation to care and concern. The comments, as below, vary:

- *I feel very well cared for by each of the doctors I have seen. Excellent care.*
- *A bit variable – (between well and not well)*
- *I have always been impressed with the care provided.*

I have not made comparisons with last year's figures in relation to the doctors as the scoring system here ** does not lend itself to this.

The Nurses

As with the assessments in relation to the doctors, the scores tend to be higher at Roundshaw than at Manor. However, the scores remain high.

As above, the scoring system does not lend itself well to drawing comparisons with last year.

90% of the patients surveyed scored the nurses as listening well/very well. Comments included:

- *Nurse was brilliant and very helpful*
- *I was not happy as she did not listen to what I was saying. I have not visited since*
- *Depends on which nurse*

91% of the patients felt that the nurses explained tests and treatment well/very well. Comments included:

- *The nurse does explain very well.*
- *Came for a flu jab which she thoroughly explained*

86% of patients felt that the nurses involve them well/very well in decision making re their care. Comments included:

- *Always willing to try my suggestions.*
- *Yet again, good involvement but did not listen to my views or opinions*

In relation to being treated with care and concern, 92% rated them as well/very well. Comments included:

- *Fantastic, warm, caring, sensitive*
- *Very supportive*
- *Very well at times, but the nurse I saw I found uncaring.*

The Practice Overall

The patients surveyed have scored the practice overall at 94% in terms of their experience of the practice being good or very good. This is an increase of 10% over last year.

91% said that they would definitely/probably recommend the practice to someone who has just moved to the area. This is a similar score to last year.

There are extensive comments in relation to patients' overall experience of the practice (see Annex B). Many comments reflect upon earlier answers and are generally positive. Several relate to the appointments' system, some favourable, others not. As referred to at the beginning, it is not possible to determine which appointments system they are commenting upon.

An additional comment made by several patients refers to the difficulty in seeing the patient's choice of doctor.

Summary

As seen above, the scores are generally high, with a 10% increase in those who rated their experience of the practice as good/very good.

It is interesting that over the past three years we have surveyed a similar number of patients at each site, only 2.8% of the patients, and yet the results have not varied significantly. This gives us a good indication that the results do reflect the views of the majority.

The new appointments system needs to bed down over a significant period before we can determine the level of its success. This should address a number of the patients' concerns, eg whether it is easier to call and make an appointment with the doctor of their choice at a time which suits them.

Action

The practice met with the (PRG) Patient Reference Group on Wednesday the 11th March 2015 to discuss the results of the practice annual survey and review feedback from the Friends and Family Test module which has been operational since January 2015. The practice also reviewed this year's results against last year's results, where this was possible to do. Some of the formatted response boxes in the questionnaire were changed to achieve a more meaningful response and this made it more difficult to compare. The results of the survey were fairly positive and showed an increase patient satisfaction. Nonetheless, the practice has reviewed the many comments both positive and negative and welcomes this feedback on performance.

The practice agreed the following actions with its PRG to improve the patient experience:

1. The practice and the PPG recognises that the current appointment system manages urgent 'same day' care reasonably well, although this too can be difficult for those that work and are unable to wait by the phone or use their phones at work. The wait to get through on the telephone during peak periods is quite long and this is often compounded by the wait for the doctor to call back. In addition, if the doctor then wishes to see you, there is a further wait. The practice is aware that the availability of routine appointments are too far ahead and the number of available slots needs to be reviewed so that there is better access for patients who require non urgent care.

The practice will continue to review its appointment system and try different models of care to improve access. These changes will be communicated to patients so that they are aware that a new system is operational.

Patients will be informed of changes to the appointment system by:

- advertising these on posters in the waiting room

- via newsletters or hand-outs
 - on the electronic infra- red call system
 - on the Health information TV screen
 - via the website
 - on the telephone system
 - Word of mouth
2. The practice will be looking at skill mix within the practice with a view to recruiting the correct balance of health care professionals. During the past year the practice has engaged several locums to help address the shortfall of appointments but recognises the need for continuity of care. The practice has already, as part of its recruitment drive appointed a new GP Assistant who will join the practice on a permanent basis mid April 2015. There are also plans in place to recruit a Nurse Practitioner and/or a Physician's Associate who can help manage urgent care and chronic disease. Interviews are scheduled for 28th April 2015. Access for phlebotomy and minor nursing tasks will be devolved to our Health Care Assistant allowing more complex care to be managed by the nurses and doctors, as appropriate.
 3. Over the course of the next year and as part of our recruitment process, the partners will be looking at the administrative support team to ensure that the practice has a sufficient compliment of staff in place to deliver high standards of service across both sites. Issues and behaviours that result from lone working will be addressed so that staff are supported and able to better deal with difficult or complex encounters. We plan to undertake this review over the next 6 months (September /October).
 4. Training and development of our staff is high priority and we will be bringing in bespoke Customer Service Trainer to help deliver this agenda. Annie Mulady solutions has been contacted and has provided a training plan. We are yet to agree a training date which is likely to be after the summer recess.
 5. Our new Manager, Anne Holburn will be looking at systems and processes internally with a view to streamlining the paper flow between the branch and the main surgeries but also externally. Information technology will be introduced to manage messages and requests from patients and third parties, more effectively. This will also improve service delivery by our staff. Project work will be undertaken throughout this financial year.
 6. A review of our current telephone system will be undertaken to see if there is further capacity within the system to help filter the calls more quickly and reduce the long waits to get through. Consideration may be given, if this is financially viable to having one telephone number across both sites.

7. The introduction of some telephone consultations for follow up of problems such a blood test results or as requested by your GP may be introduced, as a pilot.