

MANOR PRACTICE PATIENT SURVEY REPORT 2014

Manor Practice's Patient Participation Group (PPG) has been established since 2011 and currently consists of 9 members. The group is fairly representative of the practice population, being a mix of both employed and retired patients, from various social backgrounds.

Patients are invited to join the PPG in various ways being:

- At time of registration patients are advised of the group and invited to join
- Publicised in the practice booklet
- Publicised on the practice website
- Notice boards in waiting rooms
- Notice in public library
- Notice in local Pharmacy

Despite the actions above, the uptake on patients wishing to join the group needs to be improved especially the need to attract and engage a wider representation of the patient population, that being younger patients and those from more ethnic backgrounds. As a result the group have decided on the following:

- To meet on a more regular basis i.e. monthly or bi-monthly and advertise this
- To alternate the meetings between lunchtimes and evenings
- To set up a dedicated PPG e-mail address by which patients can bring issues /discussion to the group to take up on their behalf (not clinical aspects)
- To create a virtual Patient Representative Group to attract underrepresented groups
- To more actively promote the group by prominent displays in the waiting room, larger notice on the website/ coloured flyers for patients etc.

2014 PATIENT SURVEY

The PPG met on the 24th January 2014 whereby the main priorities and issues could be discussed between the group for inclusion of the 2014 questionnaire. This would also take into consideration any patient complaints about any particular service provided by the practice, the staff and processes. The PPG felt the questions in the survey should be of the same format as the previous year as the general consensus was the questions asked covered the range of performance that may or could be improved. This was felt to be better rather than ask questions where it would be difficult to change the service.

It was decided that to improve the feedback of the questionnaire a space should be provided for patients to elaborate on any negative answers that were given.

Once the questionnaire had been redesigned it was e-mailed around the PPG members for any amendments or suggestions prior to being given out. The PPG met again on the 20th February 2014 to finalise the questionnaire prior to being given out.

A total of 250 questionnaires (150 main surgery- 100 Roundshaw branch surgery) were distributed amongst patients. Members of the PPG spent time at each site talking to patients about the questionnaire and personally handing the questionnaire out to ensure as wide a representation of patients was captured as possible. Reception staff at both sites also gave out the questionnaires asking patients to complete them while waiting for their appointments. This took part over a two week period.

In total 236 questionnaires were completed in full or in part.

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. 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. Many percentages are similar at both practices. Where there is a marked difference these are highlighted below.

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 noted.

The Practice

Getting through on the telephone was described as very easy by 22% at Manor Practice and 18% at Roundshaw. Although the figure at Roundshaw is significantly lower than last year (previously 45%), it is balanced by the much higher *fairly easy* percentage of 68 % (41% last year) at Roundshaw, 53% at Manor. However, there is an increase overall in those who find it difficult to get through on the telephone, particularly at Manor. Comments included –

- ‘can be difficult to get through on the phone to begin with’
- ‘depends on the time of day’ and
- ‘depends on whether they are busy’

Speaking to a doctor/nurse on the telephone received a mixed response. 19% across the board found it very easy, 37% fairly easy at Manor Practice but only 19 % found it fairly easy at Roundshaw. This could be explained by the different working practices of making appointments at the surgeries. Likewise, 18% at Manor found it difficult to

speak to a doctor over the telephone, whilst the figure is markedly higher, 29%, at Roundshaw.

Comments from Manor included –

- *'always seems complicated'*
- *'when you are left waiting on the phone nobody lets you know that you will definitely get through to the Doctor.'*
- *'when the Doctor. is available to talk they are always helpful – I am always seen that day'*

Comments from Roundshaw included-

- *'always easy provided you are prepared to wait – never long'*
- *'never tried, although I've had calls back'*
- *'never managed to get past the receptionist'*

There was an overwhelming response in relation to the question about the helpfulness of the receptionists. 71 % of patients said they were very helpful and 26 % fairly helpful; a very similar figure to last year. Comments from Manor included –

- *'always polite and helpful'*
- *'helpful, friendly and patient'*
- *'good people skills'*

Comments from Roundshaw included –

- *'always happy to accommodate'*
- *'at time can be quite abrupt'*
- *'Sandra is a ROCK'*

Booking a routine appointment is proving difficult for 22 % of patients, similar to last year. 31% found it very easy and 41% fairly easy.

Comments included –

- *'long waiting time -2-3 weeks' (many made similar comments)*
- *'long waiting time for Doctor of your choice'*
- *'2 week wait is not good'*

The question about seeking an emergency appointment received a mixed response. Again, this could be explained by different working practices. 32% found it very easy and 42% fairly easy. However, 16% at Manor found it very difficult compared to only 6% at Roundshaw.

Comments included –

- *'very good service when needed'*
- *'phone constantly busy then waited 20 mins for the Doctor. '*
- *'always seen on day of calling'*

The Doctors

Across the 4 questions about the doctors' treatment of patients;

48% said that the doctors listen very well, and 29% said well. Comments included –

- *'varies – some Doctors are good, but you have to wait 2 weeks to see them', (many made similar comments)*
- *'Doctors here are in my mind outstanding, caring and listen to me all the time'*
- *Dr Sanderson listens very well.*

38% scored the explanation of tests and treatment as very well and 38% well. Comments included –

- *'depends on which. Doctor you see'*
- *'can be confusing'*
- *'difficult to understand jargon'*

32% felt that the doctors involve patients in decisions re their care very well, 39% said well. Comments included –

- *'would like more advice'*
- *'depends on which Doctor you see'*
- *'sometimes, not always'*

47% felt that the doctors did very well in treating them with care and concern, 36% scored this as well. Comments included –

- *'Doctors generally very sympathetic and polite'*
- *'some appear not to care much, others do a lot'*
- *'I have received outstanding care from Dr Ko at a very difficult time'*
- *'Dr Jaulim is calm when attending to me and my family'*
- *Dr Akinmade and Dr Billings good'*

There are no significant changes to the scores for the doctors' scores from last year.

The Nurses

Across the 4 questions about the nurses' treatment of patients;

52% said that the nurses listened very well, 24% well,
 45% felt that the nurses explained tests and treatment very well, 29% well,
 37% felt that the nurses involved the patients in decisions about their care very well,
 28% well,
 47% felt that the nurses did very well in treating them with care and concern, 27% well.

Comments included;

- *'listened to my problems and was helpful'*
- *'not always as helpful as I would like'*
- *'always found nurses very attentive - explaining procedures and after care very clearly'*
- *'excellent Christine'*

As with the doctors, the score for the nurses is similar to last year.

The Practice overall

The vast majority of patients described their experience of the Practice in positive terms. 41 % of patients said that it was very good, 43% good.

55% said they would definitely recommend the Practice to those new to the area, 35% said they would probably recommend it. Comments included –

- *'been coming to this practice for many years – wouldn't change'*
- *'very good experience at Manor – would recommend'*
- *'excellent surgery – very happy with the treatment I receive'*
- *'would recommend some of the Doctors.'*
- *'I have been a patient at the Practice for at least 26 years and Dr. Ko and Dr. Amjad have looked after my family well'*
- *'good when you can get an appt – need more available appointments'*
- *'Doctors. are great – just need more'*
- *I find my Doctors. to be efficient and caring'*

Summary

Generally, the figures are similar to those of last year. The satisfaction level with the receptionists remains high. However, booking both routine and emergency appointments appears to have become more difficult at Manor.

The scores in relation to the doctors and nurses remain similar to last year. The scores in relation to the doctors listening, explaining tests and treatment and involving patients in decisions re their care sit at 77%, 76% and 71% respectively who think the doctors are performing well or very well. 83% of patients feel the doctors are treating them with care and concern well or very well.

The same scores in relation to the nurses sit at 76%, 74%, 65% and 74% respectively. It should be noted that the extent to which the doctors and nurses are judged to be doing none of the above averages out at about 2.5% across all of the categories.

84% of patients would describe the practice as good or very good (only 3% described it as poor).

90% would probably/definitely recommend it to others (7% said they would probably/definitely not recommend).

To view the 2014 patient questionnaire and breakdown of results please see Appendix A

Interestingly enough an article in the Call to Action NHS England paper mentioned that the average score across the London Boroughs for patients rating their practice as good or very good is 82%. Overall the score for Manor practice this year is 84%, but it was felt there was obvious room for improvement in some areas.

The PPG then met on the 21st March 2014 to discuss the results and analysis of the patient survey and to formulate an action plan in conjunction with the practice team members.

Members present: (patient members) Hilary Smith, Fiona Smith, Joan Beard, Christopher Lloyd.

(practice team) Pam Trangmar (Physician associate), Dr Sanderson, Dr Billins, Sue Colomb (Practice Manager). Apologies John Wolf, Neal Gray.

Hilary Smith had kindly collated the information received from the questionnaires and transferred this onto a spread sheet which was subsequently analysed and percentages produced for the survey results.

HS went through the survey with the group and explained how the results had been achieved and how they compared with the previous year. There was much of a similarity with the previous year's results. The practice mainly providing a good service overall, with 54% of patients saying that they would recommend Manor practice to someone who had just moved into the area. HS mentioned that 14 questionnaires had not been handed back either due to patients taking them home to complete or not handing them in within the deadline.

- It appeared the main issues still remaining evident in the survey were that it was becoming more difficult to book both routine and emergency appointments at the practice. Despite the practice taking on a full time Physician Associate in October 2013 to increase capacity and deal with emergency patients, this has not made any significant impact on appointment availability. It was agreed by the PPG and practice staff that this cannot continue, therefore adjusting the way the practice works may have some impact on access, rather than just trying to cope with demand by working longer hours, employing additional clinicians etc. It has been evidenced that to cope with appointment demand a system has been adopted by numerous practices across England called patient access with good results.
- The percentage of patients 20% reporting that it was difficult to get through on the telephone remains concerning and needs to be addressed due to an increase from the previous year's figures. Since the last survey, the practice had installed software onto the telephone system to advise callers that they were being held to speak to a Doctor. However did not seem to have made any difference to patient's frustrations.

The actions detailed below were discussed and agreed by the PPG at this meeting.

Action Plan

- The practice will change the way it offers appointments by piloting a new patient access scheme. Patients will call in each day to make an appointment or speak to a Doctor . This will allow each Doctor to triage his own clinic thus preventing unnecessary appointments being taken up for minor ailments. This will be in agreement with Sutton CCG/Wallington Locality – it is proposed that this should be implemented around late May/June 2014.
- The change of appointment system will be notified in good time to patients by various methods such as website, flyers, notices etc
- The practice will obtain a mobile telephone system where patients wanting to speak to a Doctor will be called back, instead of having to currently hold on

for possibly 10 minutes or more twice a day. This will free up the telephone lines and ease congestion during busy times.

- The feasibility of Doctors staggering their clinic times during core hours will be considered to allow for increased GP access across the day.
- The views and feedback from patients should be revisited at least 6 months from the date of implementation of the above actions, and certainly before the next annual survey takes place.

PUBLICATION

- A copy of this annual report will be published on Manor practice's website in March 2014.
- Hardcopies will also be available in the practice waiting rooms and displayed on the PPG notice boards.
- A copy will also be sent to NHS England

APPENDIX A

Manor Practice Patient Survey 2014 - Results

The Practice Q1. How easy is it to get through to	About the Doctors Q6. How well do you feel the Doctors
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someone at the practice on the phone?

Very easy - 20% (22% M, 18% R)
Fairly easy - 59% (53% M, 68% R)
Difficult - 20% (26% M, 12% R)
Don't know - 0.5% (0% M, 1% R)

Q2. How easy is it to speak to a doctor or nurse on the phone?

Very easy - 19% (19% M, 18% R)
Fairly easy - 37% (50% M, 19% R)
Difficult - 22% (18% M, 29% R)
Don't know - 22% (13% M, 34% R)

Q3. How helpful do you find the receptionists at your GP practice?

Very helpful - 71% (74% M, 68% R)
Fairly helpful - 26% (24% M, 27% R)
Not helpful - 3% (1% M, 4% R)
Don't know - 0.5% (0% M, 1% R)

Q4. How easy is it to book a routine appointment ahead in your practice?

Very easy - 31% (34% M, 27% R)
Fairly easy - 41% (42% M, 40% R)
Difficult - 22% (19% M, 26% R)
Don't know - 6% (5% M, 8% R)

Q5. How easy is it to get an emergency appointment at your practice?

Very easy - 32% (27% M, 40% R)
Fairly easy - 42% (40% M, 45% R)
Difficult - 12% (16% M, 6% R)
Don't know - 14% (17% M, 9% R)

About the Nurses

Q10. When you last saw a Nurse how well do you feel she listened to you?

listen?

Very well - 48% (45% M, 54% R)
Well - 29% (29% M, 29% R)
Fairly well - 20% (22% M, 16% R)
Not at all - 3% (4% M, 1% R)

Q7. How well do you feel the Doctors explain test and treatments to you?

Very well - 38% (37% M, 39% R)
Well - 38% (37% M, 41% R)
Fairly well - 23% (25% M, 19% R)
Not at all - 1% (2% M, 1% R)

Q8. To what extent do you feel the Doctors involve you in decisions about your care?

Very well - 32% (36% M, 28% R)
Well - 39% (34% M, 47% R)
Fairly well - 23% (25% M, 21% R)
Not at all - 5% (5% M, 4% R)

Q9. How well do you rate the Doctors in treating you with care and concern?

Very well - 47% (46% M, 48% R)
Well - 36% (36% M, 37% R)
Fairly well - 16% (16% M, 15% R)
Not at all - 1% (2% M, 0% R)

Q14. Overall, how would you describe your experience of Manor Practice?

Very well – 52% (48% M, 58% R)
 Well – 24% (26% M, 21% R)
 Fairly well - 14% (16% M, 11% R)
 Not at all - 3% (5% M, 0% R)
 Does not apply - 7% (6% M, 9% R)

Q11. How well do you feel the Nurses explain tests and treatments to you?

Very well – 45% (45% M, 44%)
 Well - 29% (24% M, 35%)
 Fairly well - 13% (15% M, 10%)
 Not at all - 2% (2% M, 1%)
 Does not apply –12% (14% M, 10%)

Q12. How well do you feel the Nurse involves you in decisions about your care

Very well - 37% (38% M, 36% R)
 Well - 28% (24% M, 34% R)
 Fairly well – 13% (13% M, 12% R)
 Not at all - 3% (5% M, 1% R)
 Does not apply - 19% (20% M, 17% R)

Q13. To what extent do you feel the Nurse treats you with care and concern

Very well - 47% (47% M, 46% R)
 Well - 27% (28% M, 26% R)
 Fairly well – 14% (14% M, 14% R)
 Poor - 1% (2% M, 0% R)
 Does not apply – 11% (9% M, 13% R)

Very good – 41% (41% M, 41% R)
 Good - 43% (44% M, 42% R)
 Fair - 13% (10% M, 15% R)
 Poor - 3% (5% M, 1% R)

Q15. Would you recommend Manor Practice to someone who has just moved into the area?

Yes definitely - 55% (56% M, 55% R)
 Yes probably - 35% (36% M, 32% R)
 No probably not – 5% (3% M, 8% R)
 No definitely not – 2% (2% M, 2% R)
 Don't know - 2% (2% M, 2% R)

Q16. Are you?

Male – 31% (31% M, 31% R)
 Female – 69% (69% M, 69% R)

Q17. How old are you?

Under 16 – 1% (0% M, 3% R)
 16 to 44 - 43% (34% M, 54% R)
 45 to 64 - 32% (37% M, 26% R)
 65 to 74 - 13% (14% M, 10% R)
 75 or over - 11% (15% M, 6% R)

Q18. What is your ethnic group?

White - 83% (85% M, 81% R)
 Black or Black British – 3% (2% M, 5% R)
 Asian or Asian British – 5% (5% M, 6% R)
 Mixed Race – 3% (3% M, 3% R)
 Chinese – 2% (2% M, 2% R)
 Other ethnic group - 3% (3% M, 2% R)

To find out more information regarding the practice's opening times and services provided please see information on website, alternatively pick up a practice leaflet from our reception. Thank you

