

**Minutes of Patient Representative Group
Wednesday 13th March 2013 - 1.00pm**

Present: Sue Colomb (Practice Manager), Khristyne Crowe-Haylett (Practice Nurse) Elsa Russell (Practice Nurse), Dr Sanderson, Dr Ko, Dr Akinmade, Mark Sumeet, Hilary Smith, John Wolf, Chris Lloyd, Joan Beard, Nairn Scott.

Apologies: Neil Gray, Margaret Burns

Sue welcomed and thanked everyone for coming.

Minutes of last meeting agreed and distributed. These were briefly discussed as the emphasis of the meeting was to discuss the results of the patient questionnaire and formulate an agreed action plan:

Batch prescription – John Wolf commented on the issue about the group having previously discussed getting batch reviews only for tablets and felt this had not been addressed. Sue Colomb had previously said that she would meet with the local pharmacist at Manor Practice to discuss why it was only pertinent to tablets and not other medication but had not yet done so. This issue would be revisited at the next meeting.

Patient Questionnaire

These had been given out to patients in order to gain feedback and views about the service Manor Practice provides. The Patient Representative group initially met in January 2013 to agree on various questions that should be included on the questionnaire to gain useful feedback. It had been agreed at the time it may be useful to increase the number of questionnaires given out to ensure as many patient groups were targeted. 150 questionnaires were distributed to patients at the Main site and 100 at Roundshaw. Many thanks to Hilary Smith for actively participating in the distribution at Roundshaw Branch Surgery.

Joan Beard asked about whether particular age ranges had been targeted. Sue Colomb said that as the questionnaires had been distributed randomly though out the practices various clinics, it was felt a good range of patients had been captured.

Hilary Smith had kindly collated the information received from the questionnaires and transferred this onto a spread sheet and subsequently analysed and reported on the feedback. The whole process and outcomes were discussed during the Patient Representative meeting. The feedback received about the practice was mostly positive. Sue Colomb went through the individual questionnaire percentages and answers and asked the group to comment.

1. Patients getting through to someone at the practice on the phone. It was agreed that the results of this question were reasonable. Dr Ko said we would look into the telephone system and explained the procedure at Manor Practice for the telephone system for patients. Sue Colomb said that it may be useful to have a message put on the telephone line that is patient waiting and that she would look into the software with the telephone company. It was suggested that a single telephone line be

allocated for the purpose of cancelling appointments as patients may try to cancel but simply give up if they can't get through. Sue Colomb commented that not only would this involve the additional cost of another but it would need a staff member to take the call. Sue Colomb said she would meet with the telephone supplier to discuss various ways the system might be improved

2.How easy is it to speak to a Doctor or Nurse on the phone – John Wolf thought 25% was quite high and needed looking at. Dr Ko suggested to encourage patients to use email for communication. Joan Beard brought up security and identity problems with this suggestion. The group felt this was not a good method of communicating due to this issue

3.How helpful do you find the receptionists?– helpful receptionists, results very good/excellent. To pass this on to receptionists.

4.How easy is it to book a routine appointment ahead in your practice? -To book routine appointment is generally ok as can normally get an emergency appointment if they needed to be seen on the day and there is also the availability of appointment that are released 48 hours in. Plus there is also the option of speaking to a Doctor on the telephone. It was generally felt the practice offered a good range of options in relation to it's appointment system.

5.How easy is it to get an emergency appointment at your practice ? – The patient response to this question was good.

6. How well do doctors listen?, Feedback that this seemed to generally be ok general.

7. How well do you feel the Doctors explain tests and treatment to you?, The feedback was patients indicated Doctors explained well to very well.

8. To what extent do you feel the Doctors involve you in decisions about your care? Results indicated this as fairly well.

9. How well do you rate the Doctors in treating you with care and concern?, This was mutually agreed to be good agreed good.

10. When you last saw a Nurse how well do you feel she listened to you?
Indications from feedback indicated patients felt the listened well

11.How well do you feel the Nurses explain tests and treatments to you?
Indications were that patients felt they did this very well.

12. How well do you feel the Nurse involves you in decisions about your care?
The majority feedback was the Nurses involved patients well to very well.

13. To what extend do you feel the Nurses treat you with care and concern?
Indications from the questionnaire results were well to very well

John Wolf said from the questionnaires handed out that the Practice was doing brilliant overall.

14. See analysis of questionnaire Appendix 1

15. See analysis if questionnaire Appendix 1

17. Overall how would you describe your experience of Manor practice?

Patients rated this as good to very good.

18. Would you recommend Manor practice to someone who has just moved into the area?

The majority of patients said they would definitely or probably recommend the practice.

Action Plan

Although some of the actions were not directly linked to the questionnaire results it was felt that these may make a significant difference to patient access and information.

- Consult with telephone supplier to improve telephone service by way of holding message and possible isolation of one of the existing telephone lines for cancelling appointments
- Inform patients of the existing on line booking service for making/cancelling appointments
- Educate patients as regards to the 'right place to go ie, minor ailments can go to the pharmacy.
- Practice newsletter to recommence which will better inform patients of any changes or new services available

The doctors thanked Hilary for all the work she has put in and also thanked all the patient representatives who had attended the meeting.

Manor Practice Patient Survey February 2013

In February 2013 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. 233 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 add up to 100% as many patients did not answer all questions (this is particularly the case on the second page), and they are rounded up or down. The percentages shown are for the figures at each surgery over the total number of questionnaires completed in full, or in part. 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 small minority of patients 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 24 % at Manor Practice and 45% at Roundshaw, 62 % at Manor and 41 % at Roundshaw found it fairly easy.

Speaking to a doctor/nurse on the telephone received a mixed response, 20 % found it very easy, 39% fairly easy but 18 % found it difficult.

There was an overwhelming response in relation to the question about the helpfulness of the receptionists, 75 % of patients said they were very helpful and 22 % fairly helpful.

Booking a routine appointment is proving difficult for 24 % of patients, although 28% found it very easy and 41% fairly easy. Many said that a 2-3 week wait is common.

The question about seeking an emergency appointment received a mixed response. 35% found it very easy and 44% fairly easy.

General comments included -

Sometimes difficult to get through on the phone, usually have to wait some time, some receptionists are more helpful than others, but they are very busy. Sometimes 2-3 week appointment wait.

They (receptionists) are all charming, polite & helpful. The appointment could be for 10-14 days' time. Getting an emergency appointment is fairly easy when it is a really urgent matter.

Ease to get through on phone - depends on time - sometimes very easy and sometimes difficult. I like that you can call back to speak to a nurse/doctor. Difficult to book a routine appointment if you want one in the next few weeks.

You can wait a long time to speak to a doctor. How many others want to talk to them? Receptionists are great - very good. You can wait up to 2 weeks for an appointment. If it's an emergency you will see a doctor.

Sometimes have to redial 2-3 times. Better since automated telephone but can still take multiple redials. Receptionists - superb, lovely, helpful, friendly. Routine appointments - process is easy but often 2-3 weeks to wait.

The Doctors

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

48% said that the doctors listen very well, and 33% said well.

43% scored the explanation of tests and treatment as very well and 36% well.

42% felt that the doctors involve patients in decisions re their care very well, 30% said well,

48% felt that the doctors did very well in treating them with care and concern, 33% scored this as well.

A number of patients remarked that the treatment depended on which doctor they saw.

General comments included:

We are very lucky to have a team of doctors who really care.

Doctors listening - not always - too rushed. Explaining tests and treatment and treating with care and concern – sometimes.

Some (doctors) are fantastic, and some could be a little more personable

Excellent attention from my doctor. Very empathetic.

The Nurses

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

54% said that the nurses listened very well, 23% well,

47% felt that the nurses explained tests and treatment very well, 29% well,

42% felt that the nurses involved the patients in decisions about their care very well, 30% well,

49% felt that the nurses did very well in treating them with care and concern, 25% well.

NB It is worth noting that across the board around 10% said that these questions did not apply (presumably as they had no experience of an appointment with a nurse).

General comments included;

Nurses: lovely, very friendly, helpful, patient.

The nurse who gave my baby his immunisation was extremely kind, considerate and took plenty of time to put my son at ease.

The Practice overall

The vast majority of patients described their experience of Manor Practice in positive terms. 46 % patients said that it was very good, 33% good, 10% fair and 2% poor 54% said they would definitely recommend the Practice to those new to the area, 30% said they would probably recommend it.

NB It should be noted that around 10% did not answer these questions at the end of the questionnaire. As there were so many positive scores earlier on it could be assumed that had these been answered the positive scores might have been higher.

General comments included.....

Very good overall - except when you have to wait 10-14 days for an appointment to see a doctor - yet the indicator in the waiting room tells you so many patients do not turn up for appointments or phone to cancel - so doctor could see another patient!! I would recommend the practice - but hope it would not mean extending the waiting time for appointments beyond 14 days. I think the practice is run extremely well by a great team most of the time.

I have always found the staff & GPs excellent and caring.

Manor Practice presents as a clean and healthy environment. The receptionists are reliable, friendly and helpful. Thank you.

Well organised. A bit difficult to get through on the telephone in the morning from 10.30-11.30. Otherwise, I am very happy for everything. Thank you staff for your care!

I can only speak for myself, but I have been treated very well. I was quite ill and now back to nearly full health and couldn't have done it without MANOR PRACTICE.

I feel very satisfied with the attention and treatment given to me. I do not have any fault by the entire members of the Manor Practice.

When doctors aren't under pressure they are brilliant.

APPENDIX 1

PERCENTAGE RESULTS OF PRACTICE QUESTIONNAIRE 2013

We would be grateful if you would complete this quick survey about your practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help to identify areas that may need improvement. The questionnaires will remain completely anonymous. **Please answer ALL the questions by ticking a relevant box.**

The Practice	About the Doctors
<p>Q1. How easy is it to get through to someone at the practice on the phone?</p> <p>Very easy - 33% (24% M, 45% R) Fairly easy – 53% (62% M, 41% R) Difficult - 11% (12% M, 9% R) Don't know - 2% (1% M, 3% R)</p>	<p>Q6. How well do you feel the Doctors listen?</p> <p>Very well – 48% (48% M, 48% R) Well – 33% (31% M, 35% R) Fairly well – 14% (14% M, 15% R) Not at all - 1% (1% M, 0% R)</p>
<p>Q2. How easy is it to speak to a doctor or nurse on the phone?</p> <p>Very easy – 20% (23% M, 16% R) Fairly easy - 39% (48% M, 27% R) Difficult - 18% (18% M, 18% R) Don't know 20% (9% M, 35% R)</p>	<p>Q7. How well do you feel the Doctors explain test and treatments to you?</p> <p>Very well – 43% (43% M, 44% R) Well – 36% (35% M, 38% R) Fairly well – 15% (16% M, 15% R) Not at all – 1% (1% M, 0% R)</p>
<p>Q3. How helpful do you find the receptionists at your GP practice?</p> <p>Very helpful – 75% (76% M, 73% R) Fairly helpful – 22% (22% M, 22% R) Not helpful – 1% (1% M, 1% R) Don't know – 1% (0% M, 3% R)</p>	<p>Q8. To what extent do you feel the Doctors involve you in decisions about your care?</p> <p>Very well – 42% (42% M, 44% R) Well – 30% (29% M, 31% R) Fairly well – 21% (21% M, 20% R) Not at all – 2% (1% M, 3% R)</p>
<p>Q4. How easy is it to book a routine appointment ahead in your practice?</p> <p>Very easy - 28% (29% M, 26% R) Fairly easy – 41% (42% M, 41% R) Difficult – 24% (24% M, 25% R) Don't know – 4% (2% M, 6% R)</p>	<p>Q9. How well do you rate the Doctors in treating you with care and concern?</p> <p>Very well – 48% (47% M, 51% R) Well - 33% (34% M, 32% R) Fairly well - 14% (15% M, 13% R) Not at all - 1% (1% M, 1% R)</p>
<p>Q5. How easy is it to get an emergency appointment at your practice?</p>	

Very easy – 35% (31% M, 40% R)
Fairly easy – 44% (46% M, 42% R)
Difficult - 9% (9% M, 9% R)
Don't know – 9% (11% M, 6% R)

About the Nurses

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

Very well – 54% (55% M, 51% R)
Well – 23% (23% M, 23% R)
Fairly well - 8% (7% M, 10% R)
Not at all - 0% (1% M, 0% R)
Does not apply - 9% (9% M, 8% R)

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

Very well – 47% (47% M, 47%)
Well - 29% (29% M, 28%)
Fairly well - 9% (7% M, 10%)
Not at all - 0% (0% M, 0%)
Does not apply – 9% (11% M, 6%)

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

Very well - 42% (42% M, 43% R)
Well - 30% (32% M, 27% R)
Fairly well – 8% (6% M, 11% R)
Not at all - 1% (1% M, 0% R)
Does not apply - 11% (13% M, 8% R)

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

Very well - 49% (53% M, 45% R)
Well - 25% (22% M, 29% R)
Fairly well – 9% (7% M, 10% R)
Poor - 0% (0% M, 0% R)
Does not apply – 9% (11% M, 6% R)

Q14. Are you?

Male – 33% (36% M, 27% R)
Female – 60% (56% M, 66% R)

Q15. How old are you?

Under 16 – 2% (2% M, 2% R)
16 to 44 - 43% (38% M, 51% R)
45 to 64 - 29% (30% M, 27% R)
65 to 74 - 12% (15% M, 6% R)
75 or over - 7% (9% M, 5% R)

Q17. Overall, how would you describe your experience of Manor Practice?

Very good – 46% (50% M, 41% R)
Good - 33% (32% M, 35% R)
Fair - 10% (9% M, 10% R)
Poor - 2% (1% M, 2% R)

Q18. Would you recommend Manor Practice to someone who has just moved into the area?

Yes definitely - 54% (60% M, 46% R)
Yes probably - 30% (27% M, 34% R)
No probably not – 3% (4% M, 2% R)
No definitely not – 2% (1% M, 3% R)
Don't know - 1% (1% M, 2% R)

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