

# Summertown Group Practice

## Patient Participation Report

2013-2014

### Introduction

For the past 3 years, Summertown Group Practice has been participating in the Patient Participation Direct Enhanced Service (the DES). As part of this, we are required to produce this report outlining the actions we have taken to engage patients and how we have complied with the requirements of the DES.

The Practice has found the discussion and feedback we have had from our patients via our Patient Reference Group of great value and we would like to take this opportunity to thank every patient who has contributed.

Our Patient Reference Group (PRG) runs by an invited group who meet quarterly. Our PRG comprises 27 patients, of whom 10 to 15 attend each meeting. We continue to recruit new members to the PRG both to enlarge overall patient representation and also to include younger patients. We have a wider patient base that is signed up to receive information from the practice by email and the website. The website gives patients the opportunity to email comments, suggestions and complaints to the practice manager.

Involving our younger and student population in patient participation continues to be a challenge. We continue to work with our PRG to identify new ways in which the PRG and Practice may work together.

### The 2013/14 Patient Survey

168 people responded to the survey which was run over 2 weeks in March 2014. A decision was taken to re-run the patient survey from 2012-13 because anecdotal evidence pointed to availability of and access to appointments remaining an issue for patients. The Practice had developed a proposal for improving access to appointments and wanted to make sure that the issues were fully understood and that patient feedback was taken into consideration. It was recognized that the Practice had grown considerably in the last 6 months and we wanted to hear from new patients as well as revisit the views of our existing patients.

#### Respondent demographics

There were 168 responses to the survey. This is an improvement on the previous year but still represents a limited sample of Summertown Group Practice patients.

2/3 of respondents are female and 1/3 of respondents are male. The majority of respondents visit the Practice multiple times a year with almost 50% making more than 5 visits a year.

11% of respondents are aged 35 or under, 23% aged 36 to 50, 37% aged 51 to 65 and 29% aged 66 or over.

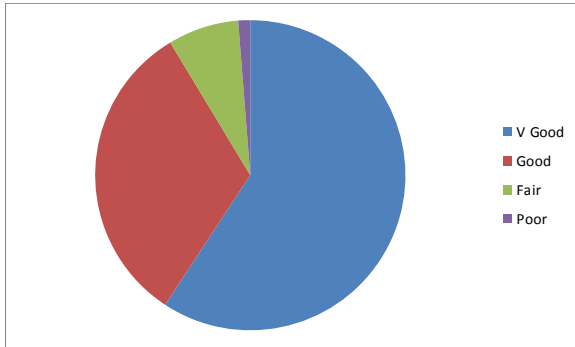
82% of responses related to Summertown Health Centre, 21% to Cutteslowe surgery, and 11% to Wolvercote surgery. A number of responses related to more than 1 surgery leading to a total higher than 100%.

## Results

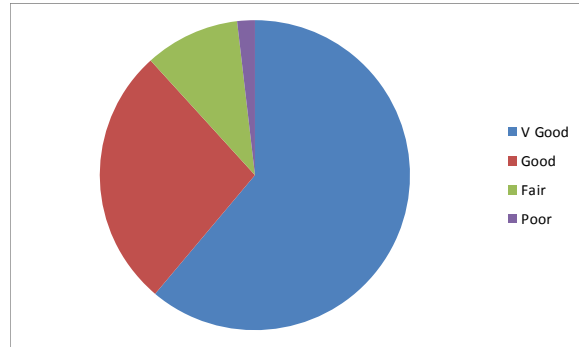
The results for each of the survey questions are shown below. Questions have been grouped for ease of consideration. Respondents were able to rate each question as very good, good, fair, or poor.

### Clinical Care

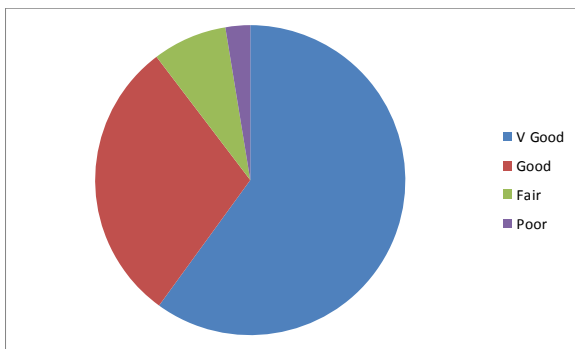
Q19 How the doctor communicated with you



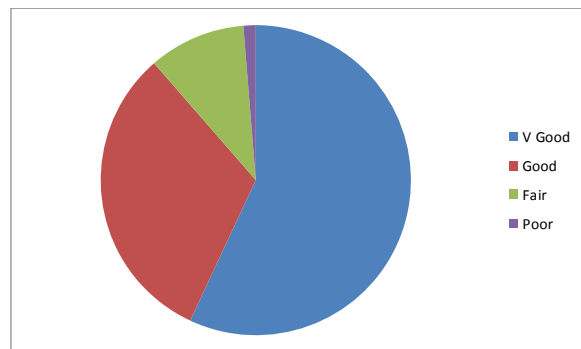
Q20 How the doctor addressed your problems



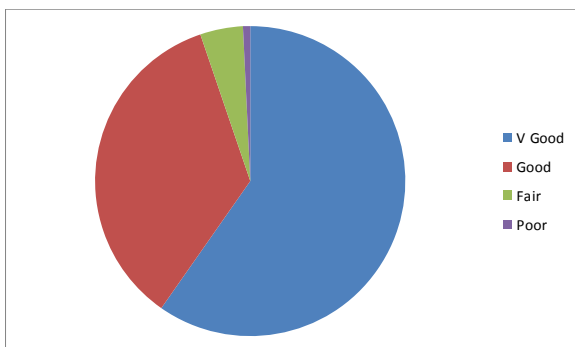
Q21 The extent to which the doctor involved you in decisions about your care



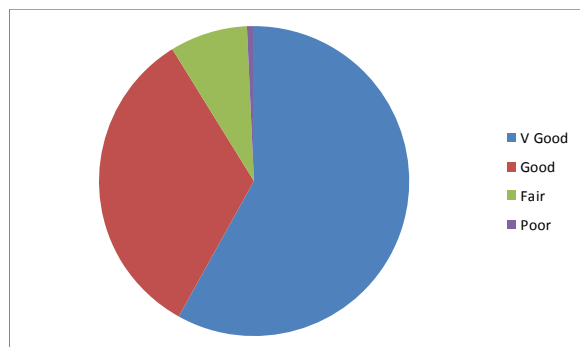
Q22 Overall how you felt your appointment with the doctor was



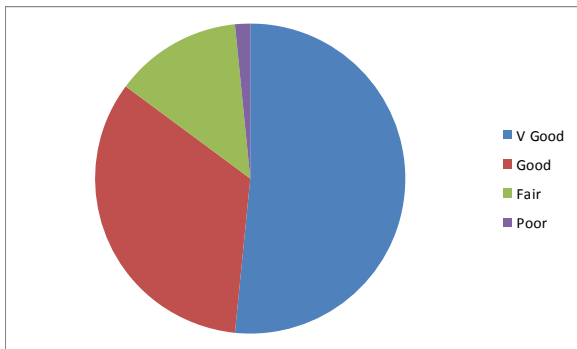
Q24 How the nurse communicated with you



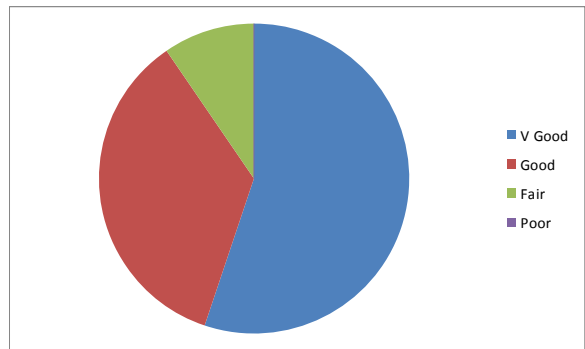
Q25 How the nurse addressed your problems



Q26 Extent to which the nurse involved you in decisions about your care

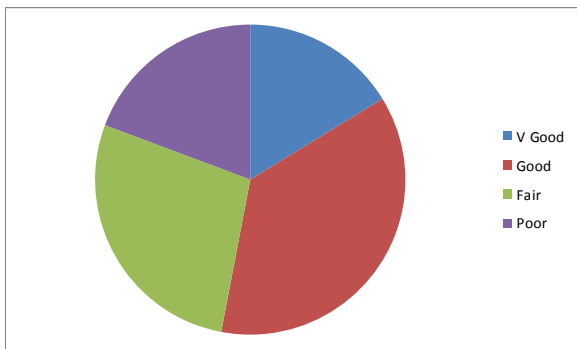


Q27 Overall how you felt your appointment with the nurse was

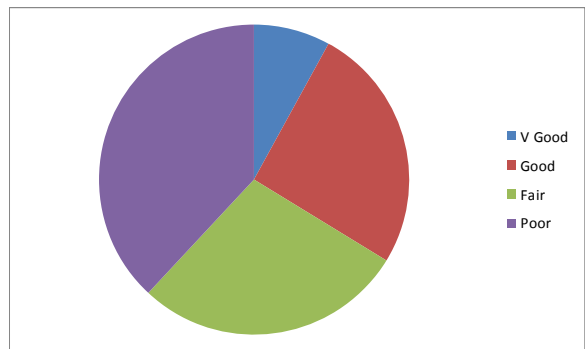


**Appointments**

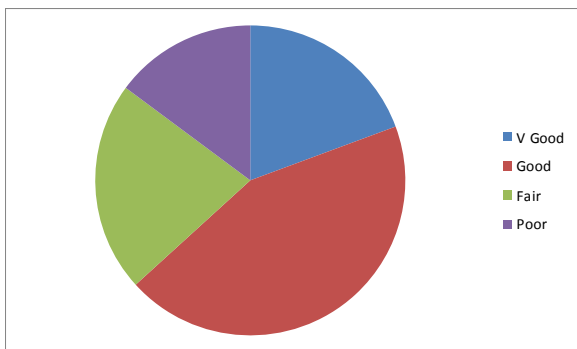
Q7 Accessing the surgery by telephone



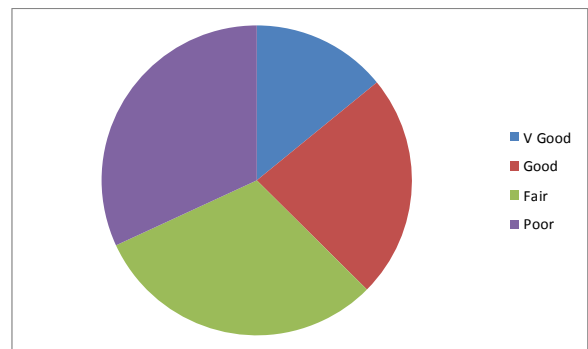
Q8 Range of appointment times offered



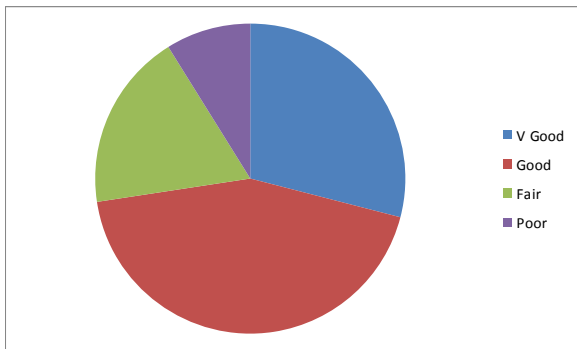
Q10 Making an appointment with the doctor for an urgent matter



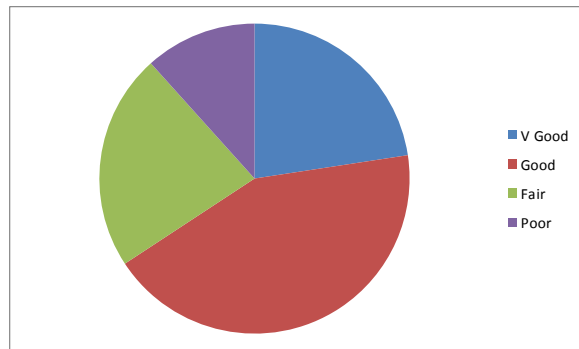
Q11 Making an appointment with doctor for a routine matter



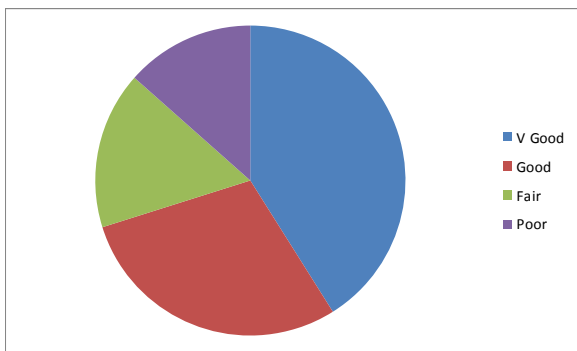
Q12 Making an appointment with a nurse for an urgent matter



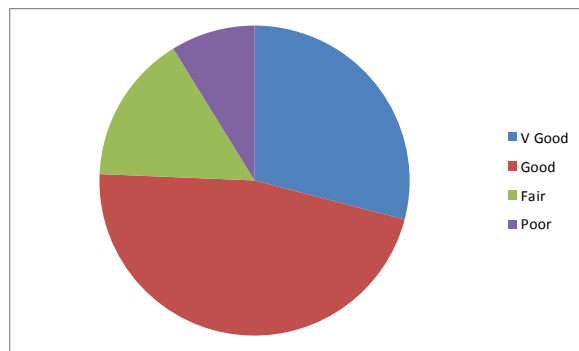
Q13 Making an appointment with a nurse for a routine matter



Q14 Making an appointment or ordering a Prescription via the website

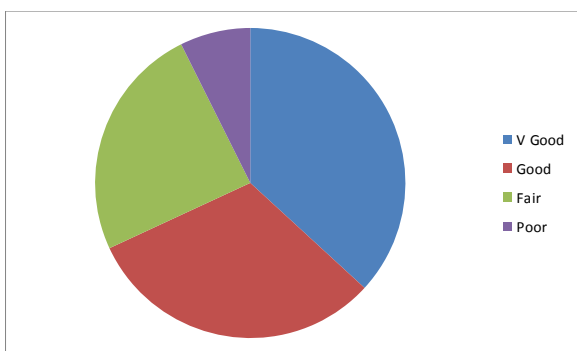


Q16 Being able to speak with the doctor or nurse by telephone

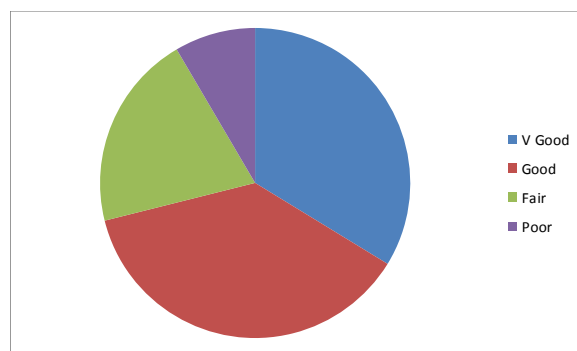


**Customer Service**

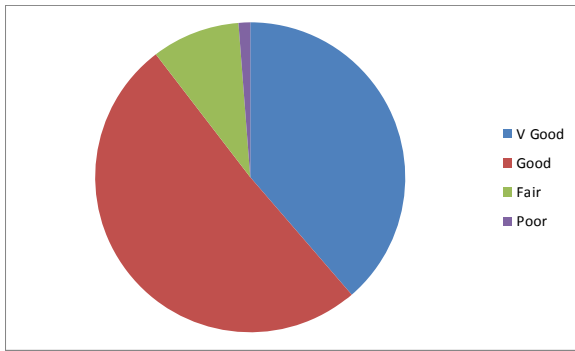
Q4 Access to the surgery building



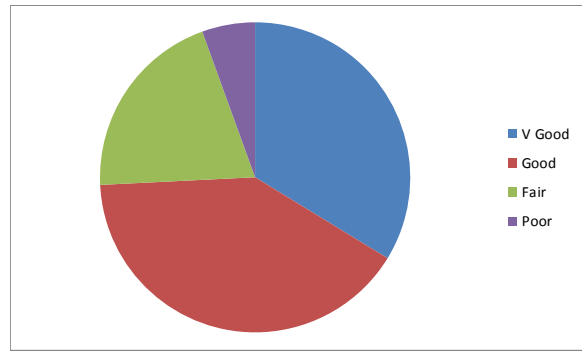
Q5 Welcome at reception



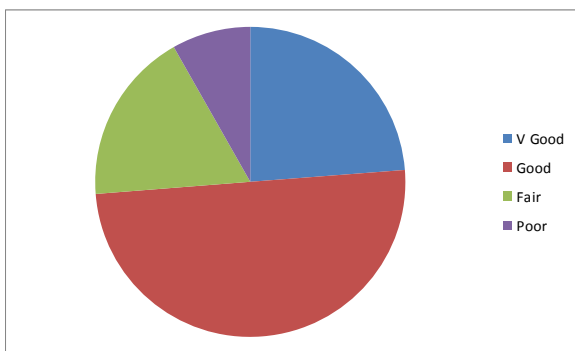
Q6 Cleanliness of the surgery



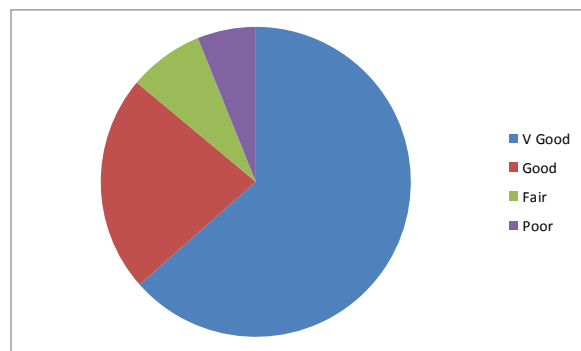
Q9 Helpfulness of receptionists on the phone



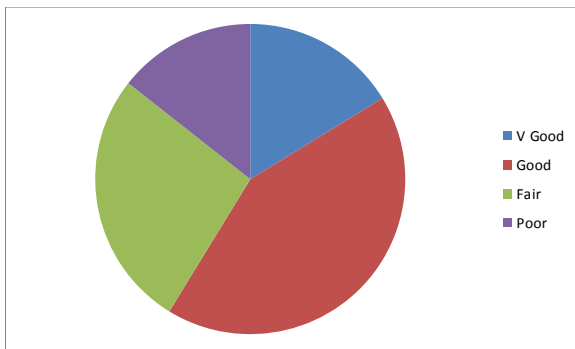
Q15 Information provided on website



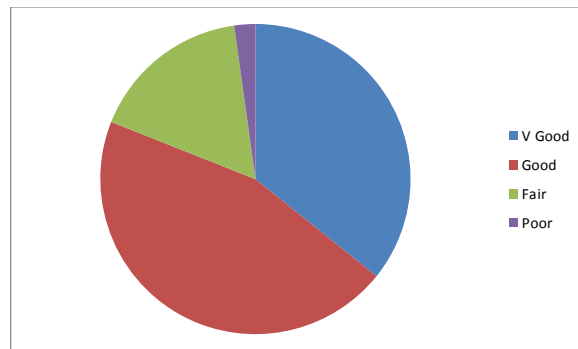
Q17 Text reminders about appointments



Q18 Wait time at surgery to see doctor



Q23 Wait time at surgery to see nurse



## Observations

### Clinical Care

Respondents appear happy with the clinical care provided by the Practice. 89% of respondents rated how they felt overall about their appointment with the doctor as good or very good. For nurse appointments 90% rated their overall feeling as good or very good.

### Appointments

The Practice performs less well on the availability of and access to appointments.

Respondents find it difficult to contact the Practice by telephone. Slightly more than 50% of respondents rated accessing the surgery by telephone as good or very good. A common problem theme is the length of time that patients have to wait in order to have their call answered, particularly when they are calling the Summertown Health Centre telephone number.

Patients are generally dissatisfied with the range of appointment times offered. 66% of respondents rated the Practice performance as fair or poor. Recurring problems are the perceived lack of routine appointments and the number of days it takes to get an appointment.

Release of appointments on particular days causes problems for both telephone access and appointment availability. Call volumes are higher because patients are encouraged to call to try to obtain one of the appointments being released. The availability of routine appointments to book at any one time is reduced. The Practice is working to change the appointment system to improve access to doctor appointments.

The issues with appointments mainly relate to accessing routine doctor appointments. Only 37% of respondents rated Practice performance as good or very good. The Practice performs better on access to urgent doctor appointments where 63% of respondents rated performance as good or very good. Access to nurse appointments follows the same pattern, 66% rated access to routine appointments as good or very good and 73% for access to urgent appointments.

Patients appear to appreciate the ability to speak with a doctor or a nurse on the telephone with 76% of respondents rating Practice performance as good or very good. The Practice is working to make sure that patients are offered the full range of options for interacting with a doctor or nurse when they phone to make an appointment.

Patients appear to like web-based interactions for booking appointments and ordering prescriptions. It is not possible to differentiate between patients' views of the two on-line services. The Practice is working to expand the availability of online services.

### **Customer Service**

Patients rate customer service as good but there is room for improvement. The majority of respondents rate the welcome that they receive at reception and the helpfulness of receptionists on the phone as good or very good (71% and 74% respectively). The Practice recognizes that the quality of service can vary and we are working on improving our overall level of customer service.

The Summertown Health Centre building is old and the layout is not ideal for the delivery of healthcare. Despite this patients rated access to the surgery building and cleanliness of the surgery as good or very good (68% and 90% respectively). Cutteslowe and Wolvercote were rated more favourably on access probably due to the fact that they are single storey buildings with no internal steps.

Patients appreciate the use of text reminders about appointments (86% rated this good or very good) and the information provided on the Practice website (74% rated this good or very good). We are looking at ways of making greater use of technology to facilitate patient interactions with the Practice.

The aspect of customer service on which the Practice did not perform as well is the wait time at the surgery to see the doctor. Here 59% of respondents rated Practice performance as good or very good. While it is not possible to eliminate all delays the Practice will continue to work on communicating wait

times to patients when they arrive at the surgery. There is not the same issue with waiting at the surgery to see a nurse (81% rated this good or very good).

## **Actions**

The results of the survey were reviewed at a PRG meeting on 27<sup>th</sup> March. The main areas for change are:

- Appointments
- Telephone access to Summertown Health Centre

## **Appointments**

The results of Patient Survey reinforced our view that the Practice needs to improve access to doctor appointments and in particular routine appointments. The Practice will be implementing a number of changes designed to improve access to routine. The main changes are:

- Eliminate 3/7 day appointments (appointments that become available on the booking system 3 and 7 days before the appointment date). This will remove the need for patients to call back to try to obtain one of these appointments on the day that they are released.
- Increase the number of routine appointments.
- Increase the number of routine appointments that can be booked on-line. On-line booking of appointments is being used more and we have decided to expand this service.
- Introduce doctor triage. Doctors will telephone patients who are not ill enough to go on the duty doctor list but who can't wait for the next routine appointment. The doctor and patient will decide on the right step for their treatment. The Doctors will have some appointments reserved for appointments for patients who they have telephone triaged.

At this stage we are not changing the duty doctor system for urgent consultations with the doctor.

The changes that we are implementing are intended to have the following benefits:

- Patients will have their appointment request resolved in one phone call. Patients will either be placed on the duty list, book a routine appointment, or placed on the triage list for the doctor to call.
- The volume of telephone calls will reduce because patients do not have to phone back to chase appointments and because of increased use of on-line booking. This should make it easier to telephone the surgery.
- It will be easier to secure an appointment with a doctor because the embargoed appointments have been eliminated and because doctors are triaging patients into appointments
- Doctors will be more involved in appointment decisions through triaging.

We will launch the changes to the appointment system later this year. We will monitor the effect of the changes. We plan to continue to adapt the appointment system.

## **Telephone Access to Summertown Health Centre**

The results of the Patient Survey indicate that calling Summertown health Centre remains problematic. We have recruited additional members to the Reception team in recognition of the increased number of patients that the Practice now serves. This increases our capacity to handle telephone calls at the

Practice. The changes to the appointments system should result in a reduction in the volume of calls coming into the surgery. In this way we should benefit from positive changes in both demand for and capacity to handle telephone calls. We also plan to change our telephone system software which should result in improved queuing for patients calling the surgery.

### **Customer Service**

We continue to review our customer service and supporting processes. We have hired more reception staff and have brought in some individuals with strong customer service ethos. We are rolling out a set of good practices relating to the way that staff throughout the Practice communicate and deal with patients. The aim is to improve our overall customer service quality, reduce the variability in customer service, and introduce a Summertown Group Practice way of doing things.

The Summertown Health Centre noticeboard will be used to publicize the activities of the PRG and to keep patients informed of changes and updates to the Practice.

### **Monitoring Progress**

We agreed at our PRG meeting that it would be beneficial to rerun some, or all, of the survey 3 to 6 months after the changes to the appointments are made. This would allow us to see how patients' perceptions have changed and provide us with useful feedback for continuing to improve our service.

### **How to Access Our Services**

Summertown Health Centre is open Monday to Friday from 08.30 to 18.30 (except for Public Holidays). Cuttelsowe Surgery is open 08.30 to 18.30 Monday to Friday (except for public holidays). Wolvercote surgery is open as follows (except for public holidays):

Monday 08.30 to 12.30, Tuesday 08.30 to 13.00, Wednesday 08.30 to 13.00, Thursday 08.30 to 18.00, Friday 12.00 to 18.00

Details of GP surgeries and specialist clinics during core hours are available in our practice leaflet and on our website. Practice nurse clinics cover core hours. The range of services they provide is described in the practice leaflet and on the website.

Appointments may be booked by telephone, at the reception desk, or on-line. Patients are reminded about their appointment by text if they have provided us with a mobile phone number.

Repeat prescriptions may be ordered on-line (website link or Emis Access), by post, fax or in person. We do not routinely take telephone requests for repeat prescriptions. Prescriptions are ready within 72 hours of request and may be collected in person from reception or sent to a nominated pharmacy. The Practice now operates electronic prescribing where the prescription is sent electronically to the pharmacy. Patients may participate in this service by contacting the Practice.

Blood test and other results are available by telephone after 11 am or at the reception desk.

Extended hours surgeries are available at Summertown Health Centre as follows

- Saturday morning surgery 0830-1045
- Late evening surgery once a week 1830-1930
- Early morning surgery once a week 0700-0800



**Appendix: Patient Survey Form**

**Summertown Group Practice Patient Survey 2013 - 2014**

Thank you for participating in our patient survey. We plan to introduce changes to our appointments system. We are aware of some of the limitations with our present system. We are keen to hear your views on our current appointment system. This will allow us to measure the effect of the changes later in the year by redoing this survey.

**ABOUT YOU**

**Q1 Are You?**

Male .....  Female .....

**Q2 Are You?**

Under 18 .....   
19-35 .....   
36-50 .....   
51-65 .....   
66 or over .....

**Q3 How often do you use the Surgery, either for yourself or for a dependent?**

Once a year or less .....   
2-5 times a year .....   
6-9 times a year .....   
10 or more times a year.....

**FOR EACH OF THE FOLLOWING QUESTIONS INDICATE HOW YOU THINK WE ARE DOING IN FOLLOWING AREAS. IF YOU DON'T KNOW THE ANSWER TO A QUESTION, OR IT DOES NOT APPLY TO YOU THEN PLEASE LEAVE IT BLANK**

**PLEASE THE**

**THE SURGERY**

**Please indicate the surgery you are providing feedback for:**

Cotteslowe Surgery	Summertown Health Centre	Wolvercote Surgery

		VERY GOOD	GOOD	FAIR	POOR
Q4	Access to the surgery building				
Q5	The welcome and helpfulness of the receptionists at the desk				
Q6	The cleanliness of the surgery				

#### ACCESSING OUR SERVICES

		VERY GOOD	GOOD	FAIR	POOR
Q7	Accessing the surgery by telephone				
Q8	The range of appointment times offered by the surgery				
Q9	The helpfulness of our receptionists on the telephone				
Q10	Making an appointment with the doctor for an urgent matter				
Q11	Making an appointment with the doctor for a routine matter				
		VERY GOOD	GOOD	FAIR	POOR
Q12	Making an appointment with the nurse for an urgent matter				
Q13	Making an appointment with the nurse for a routine matter				
Q14	Making an appointment or ordering a repeat prescription via our web services				
Q15	The information provided on our website				
Q16	Being able to speak to a doctor or nurse by telephone				
Q17	Getting text message reminders about your appointment time				

**THE DOCTORS APPOINTMENT**

		<b>VERY GOOD</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>
<b>Q18</b>	<b>The waiting time at the surgery to see the doctor</b>				
<b>Q19</b>	<b>How the doctor communicated with you</b>				
<b>Q20</b>	<b>How the doctor addressed your problems</b>				
<b>Q21</b>	<b>The extent to which the doctor involved you in decisions about your care</b>				
<b>Q22</b>	<b>Overall how you felt the appointment with the doctor was</b>				

**THE NURSES APPOINTMENT**

		<b>VERY GOOD</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>
<b>Q23</b>	<b>The waiting time at the surgery to see the nurse</b>				
<b>Q24</b>	<b>How the nurse communicated with you</b>				
<b>Q25</b>	<b>How the nurse addressed your problems</b>				
<b>Q26</b>	<b>The extent to which the nurse involved you in decisions about your care</b>				
<b>Q27</b>	<b>Overall how you felt the appointment with the nurse was</b>				

**FINALLY, please use this space to add any further comment about anything covered by this questionnaire or your experience of using the surgery. We are particularly interested in observations about our appointment system.**

**The results of the survey and actions taken will be displayed in the waiting room and on our website.**

**THANK YOU**