

# **Northlands Wood Practice** **Local Patient Participation Report**

**Patient Group Meeting to Discuss Results – Thursday 6<sup>th</sup> March 2014**

From looking at the results of how many took the survey from last year, there is a drop in the number of people who participated in this year's survey. One of our action points will be to look at how to advertise the survey and encourage uptake. Some of the members of the patient group stated that when patients are happy then they are less likely to complete a questionnaire and the lack of numbers participating could be viewed as a positive as well as a negative.

The Practice gives all new patients information on the Patient Group through the new patient pack. It is also advertised on the website on the screens in the waiting rooms and the Practice Booklet. Therefore the Practice is encouraging a wide breadth of membership from patients on our list.

## **How the Practice and the Patient Group determined and reached an agreement on the questions within the Practice Survey:**

A meeting was held with Anthony Chuter, Chairman of the patient group to discuss the Patient survey content. It was agreed that the majority of questions asked would remain the same in order to be able to draw comparisons on previous years.

### **How the Practice sought to obtain the views of its registered patients:**

The practice used Survey Monkey to compile a questionnaire. Survey Monkey is widely used in the UK.

The survey was also disseminated through the following methods:

- a. An email was sent to all patients who have given us their email address and permission to use it with a hyperlink to the survey.
- b. Information and a hyperlink were put on the Practice website:

[www.northlandswoodpractice.com](http://www.northlandswoodpractice.com)

85 patients participated in the patient survey which was open from 24/1/2014 to the 04/03/2014. This represents a small number of responses from the practice list. Last year 323 patients participated in the patient survey so this shows a decrease in the amount participating however, we did not have signs up in reception or have it put on the AMSCREEN. We decided to hand them out manually from reception, use the website and email.

## **General Overview**

### **Responses found to be positive:**

Patients praised how friendly and helpful the receptionists were when they attended the practice or spoke over the phone. They also stated that they were promptly dealt with at the desk and were given all the appropriate information they needed.

In many of the free text answers, patients described the service they received as “excellent” and were happy with the information we provide for them.

The majority of the patients who took the survey stated that they were seen at their appointment time and if they were not, it was within 10 minutes. There was only a small amount of patients who were not seen at their appointment time however, they did not mind.

The practice has had a patient check-in system installed and from the survey, patients stated they would be happy to use the check-in system.

We asked patients how they felt about our blood pressure machine and we have had a very positive response with a high number expressing they use it and find it useful.

### **Responses found to be least positive:**

There have been many responses about appointments. Many of the patients feel that there is not enough appointment available on the online service and that they are not with all the doctors.

A high amount of patients have said that they would like to see more early morning appointments or late evening. Also they feel that although the Saturday clinics are useful, they would like to see them every week.

Patients have stated that they are able to hear what people are talking about in the upstairs minor surgery room by the waiting room and they can hear information about patients standing/waiting at the front desk.

Patients have described that they do not feel comfortable about giving the receptionist an indication of the problem.

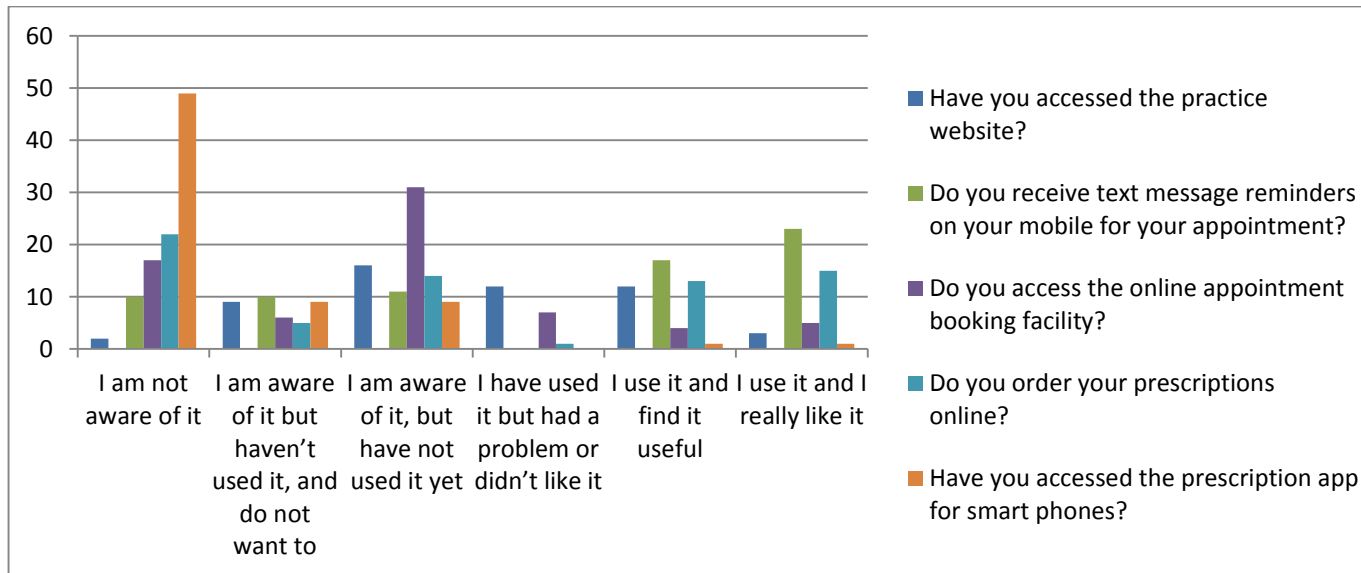
**Action points:**

- Look at a solution where the patient can say what the appointment is for without giving too much detail.
- Speak to receptionists and ask if they have had many patients not feeling comfortable with giving a reason.
- Find a solution which will prevent conversations being heard in the minor surgery room and from the Admin room.
- Monitor appointments to ensure offering enough.

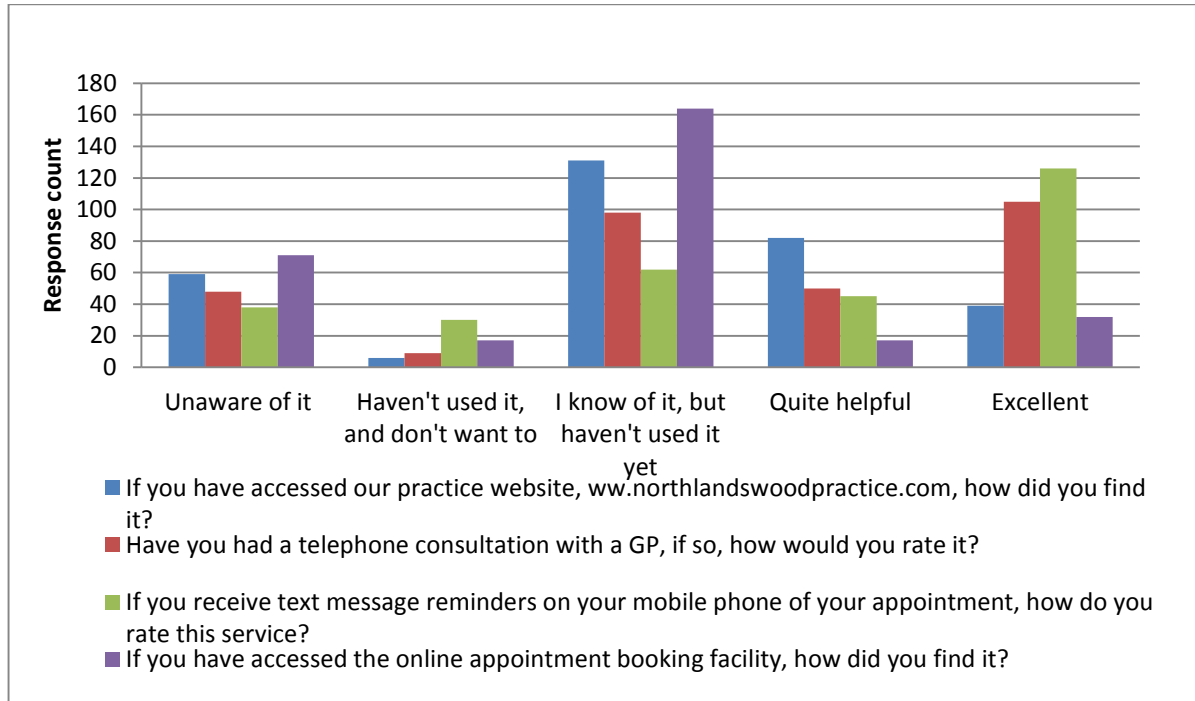
## A summary of statistical evidence from the Practice survey:

**Internet Options:**

**This year:**



## Last years:



- This shows an increase in the amount of people using the website which is a great improvement. The amount of patients using the text service finding it more useful than last years.
- The number of patients using the online booking facility has stayed at a similar rate in comparison to last years.

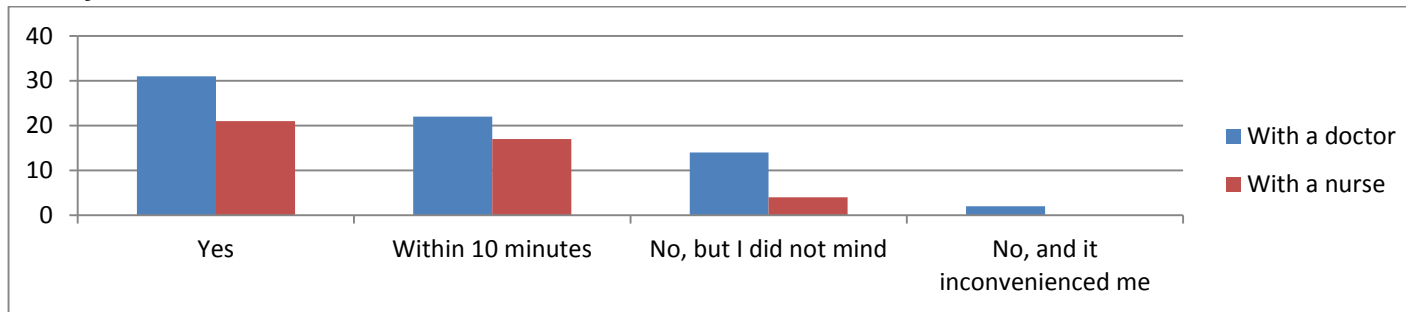
In this year's survey we did not ask about GP telephone slots so we replaced it with asking people if they knew about the prescriptions app for smart phones. This did not have a positive outcome so there could be an opportunity to publish more information about it.

## Action points:

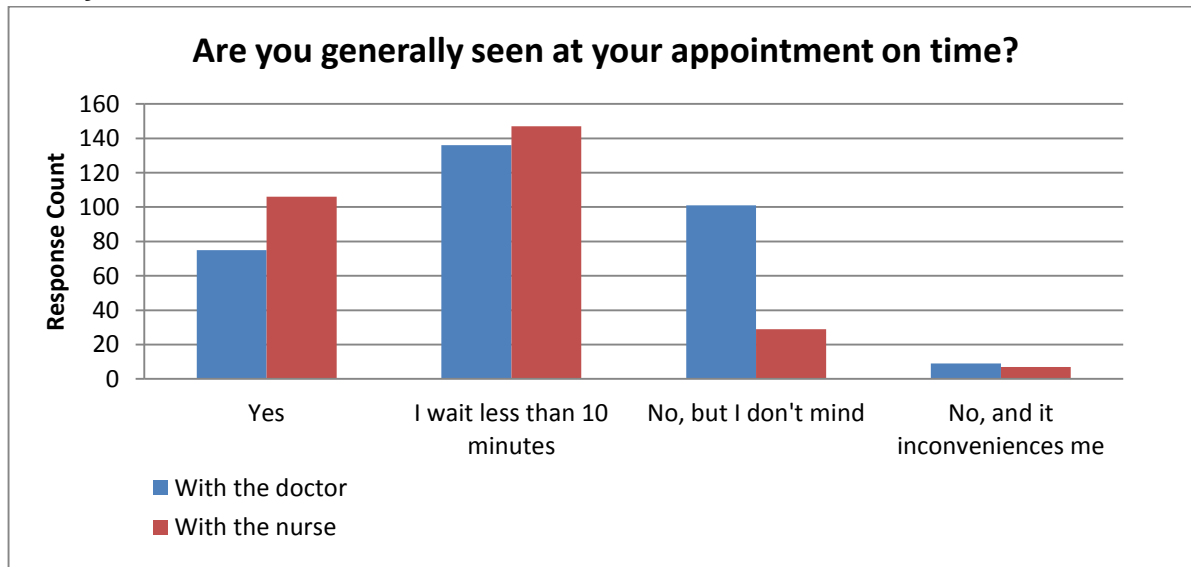
- More thought into putting further information on the website for patients to access such as leaflets.
- Making patients aware of the prescriptions app which they can get on their smartphones.

The next question we asked was about doctors' and nurses appointments.  
Are you generally seen at your appointment on time?

This year:

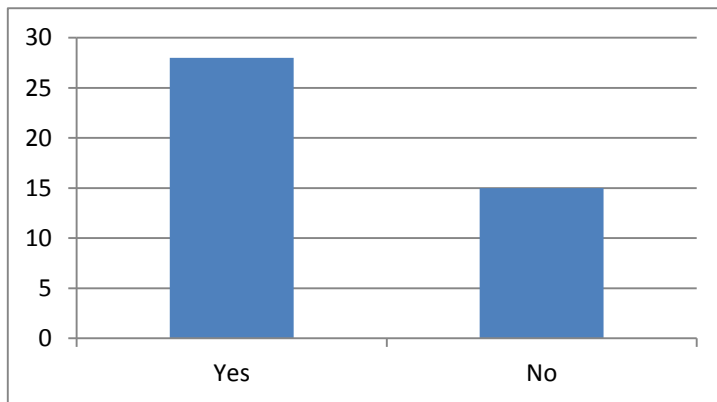


Last year:



- This year's survey showed a decrease in the wait time for patient to see a doctor with the majority being seen on time.
- Also it shows that we are getting a better result about the wait time for appointments with a nurse which show they are usually within 10 minutes.
- It shows better results on how many inconveniences than there was last year.

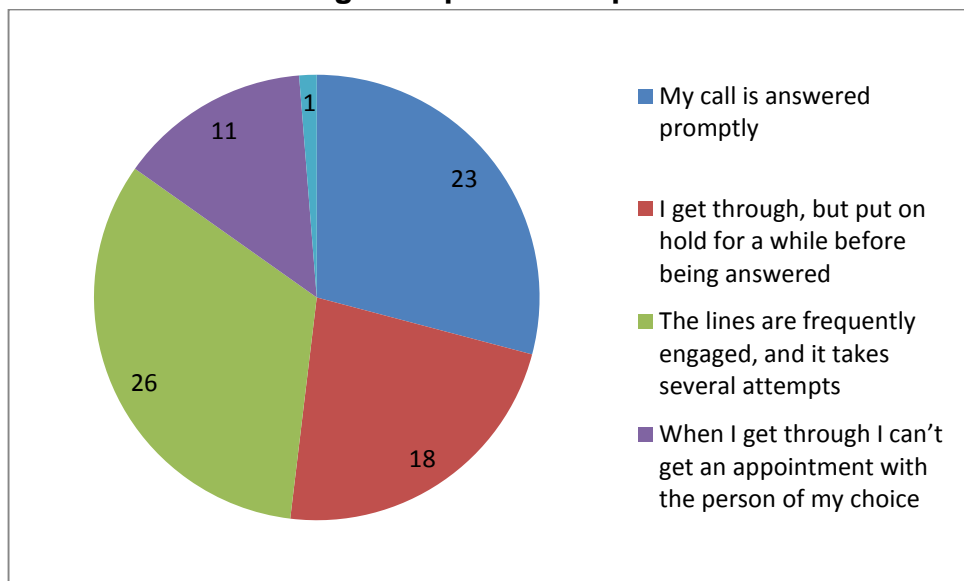
**Question 4 is about asking people if they knew about the Saturday clinics we provide and how they felt about them. This question was not asked last year but we wanted to get an understanding of how the patients felt about them.**



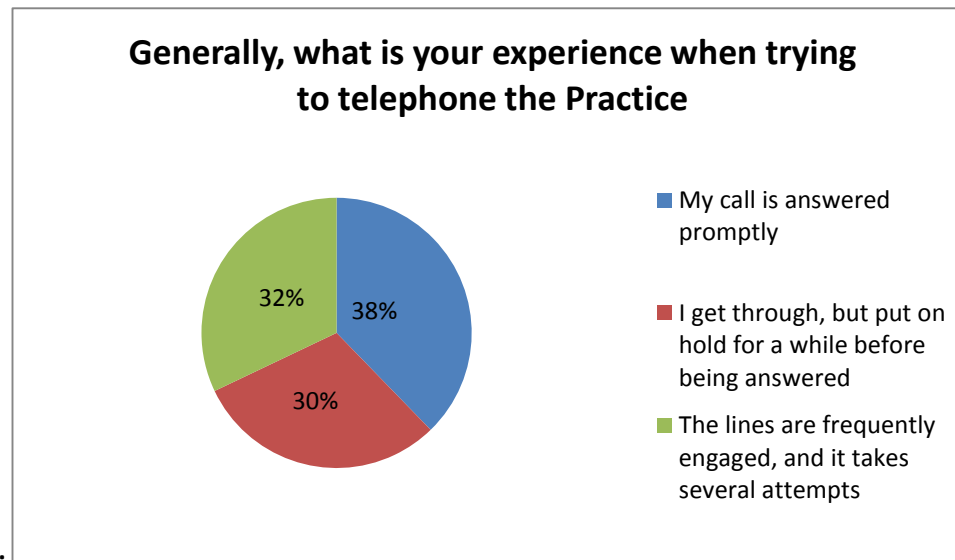
**The comments that were given were:**

- Found them useful.
- Found that they were always booked up.
- Weekly Saturday clinics would be beneficial.
- Could offer some appointments online for the Saturday clinics.

**Question 5 was asking what patients experiences were of calling through to the practice and how they felt.**



**Last years:**



- This shows the number of patients who found it difficult to get through higher than the patients calls which were answered promptly. This has risen since last year.

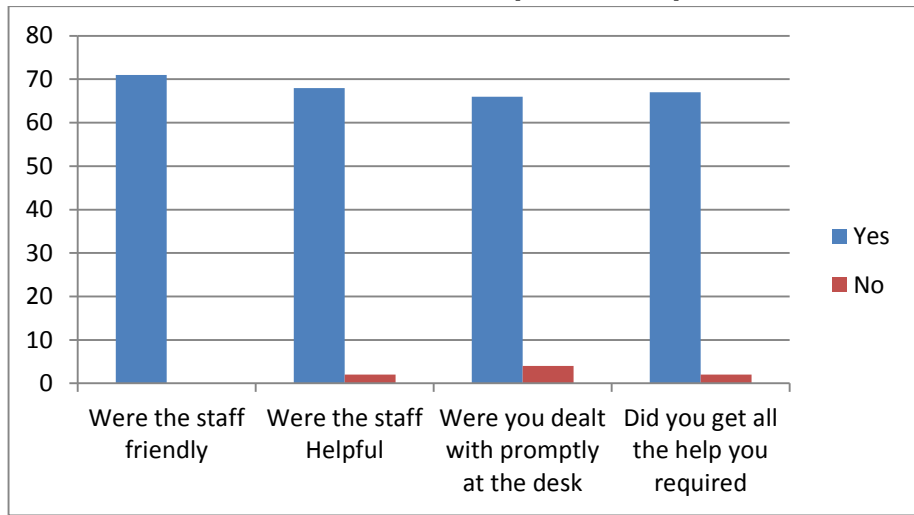
**Question 6 was a free comment question which allowed patients to make any comments about what they would like to see in the practice regarding opening hours.**

- Most of the responses stated how it was an excellent service.
- Some stated that they would like to see more appointments early in the mornings.

**Action points:**

- **Discuss with the doctors as to how they feel and what alternatives we could offer.**

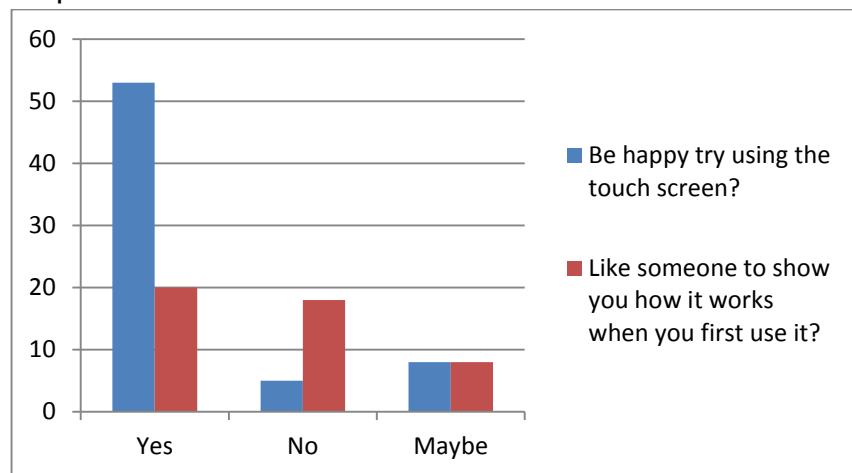
**Question 7 was about what experiences patients had had at the reception desk.**



We had an overwhelming number of positive feedback about how the reception staff are to the patients. This was not asked last year but upon speaking to a member of the patient group this, they wanted to highlight the hard work that is put in by the reception staff and the response for that hard work.



**Question 8** was about our new touch screen book-in system which was recently installed. This provided a lot of positive feedback as half of the patients who participated said they would be happy to use it. There were not many comments in “if not, please specify” however there was one response which said “feels that it will decrease staff and does not agree”.



**Action points:**

- More positive signs or information about the touch screen so more people are willing to use it.
- Making patients aware that you will still need to make an appointment at the desk and if any problems come to the desk but to save waiting time to use the book in system.

**Question 9 was about any other facilities we could offer to our patients**

The feedback we had was very positive in that of all the results, most patients said they were happy with what we provided.

There were some answers that could prompt some further investigation such as:

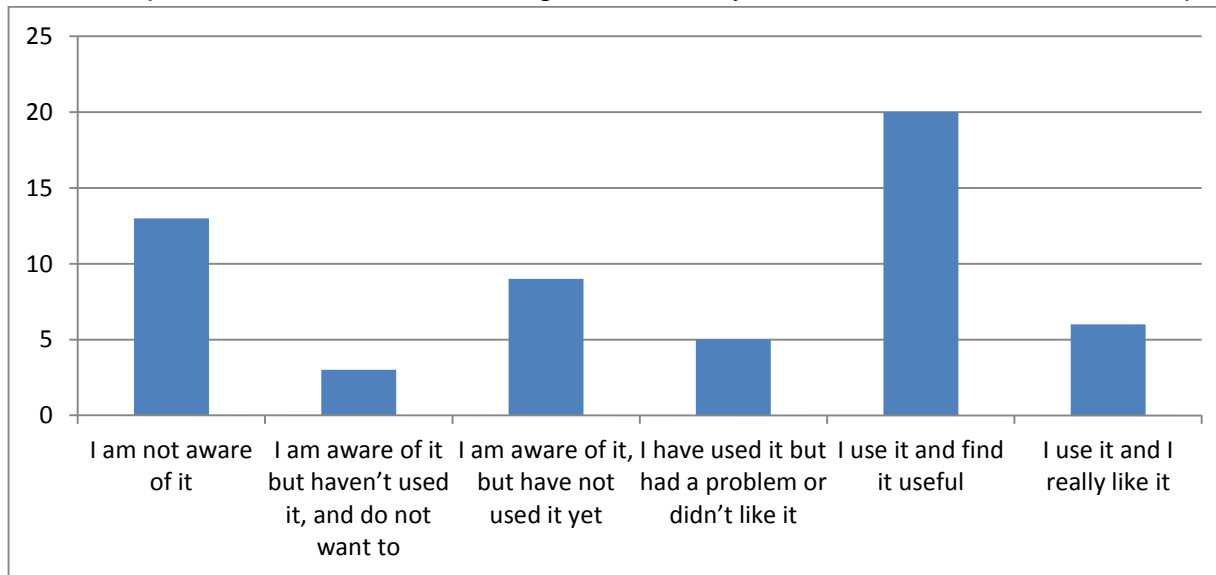
- A simple diabetes check,
- More information about relationships with the local hospital, their services, arrangements and procedures,
- Toilets to have better maintenance during surgery hours,
- A rapid repeat prescription service
- Stress relief sessions.

**Action points:**

- These points could be discussed at the patient group as to which ones they feel would warrant further investigation to see if they would be worth having.
- Discuss what services patients need to know about and see if the information is already up and not very clear to see.
- More information to be put onto the screens in the waiting room for patients to see.

**Question 10 is about the blood pressure machine for patients to use and how they felt about it.**

This gave us a mixed response about how they felt about the blood pressure machine. It was pretty even with half of the patients not being aware of it and the other half finding it useful but a very high number of positive responses. This was not a question in previous years but we wanted to find out if patients found it useful being there so they could monitor their own blood pressure.



**Action points:**

- Check any signs already up about the BP machine to see if it encourages patients to use it, make sure it guides them in the right direction and why it would be useful to use it.
- Making new patients aware that it is there.
- Something to go into the new patient questionnaire.

**The action plan arising from discussions with the Patient Group in respect of the Practice survey.  
NORTHLANDS WOOD PRACTICE**

**Improving Patient Satisfaction**

**Practice Action Plan**

| Area for Improvement   | Recommendation & Action required   | Practice Lead    | Timeframe for changes | Comments /Achievements |
|--|--|------------------|-----------------------|------------------------|
| Saturday morning appointments being available to book online.  | Discussion to be held at next partners meeting as to whether some Saturday morning appointments can become online bookable slots.                                      | Practice Manager | End of April 2014     |                        |
| Patients in the upstairs waiting room being able to hear conversations in the minor surgery room and adjoining admin room. | <p>Alcove behind the reception desk to be blocked up to provide more sound proofing.</p> <p>Radio to be moved out of reach of patients so they cannot turn it off.</p> | Practice Manager | Summer 2014           |                        |
| Privacy for patients booking in at reception.  | <p>Advertise the private area for patients if they want to discuss something personal.</p> <p>Move the privacy barrier further away from the reception desk.</p>       | Reception Lead   | End of April 2014     |                        |
| Continue to offer enough appointments in line with the growing list size   | Item to be placed on monthly partnership meeting agenda for ongoing review.  | Partners         | Ongoing               |                        |

| Area for Improvement   | Recommendation & Action required   | Practice Lead           | Timeframe for changes | Comments /Achievements |
|--|--|-------------------------|-----------------------|------------------------|
| Obtaining a greater number of patients to complete the patient survey next year. | Ideas to be gathered from staff and patients   | Patient Group/All Staff | End of October 2014   |                        |
| Update the website more frequently.  | Update the website regularly with relevant news and articles.                                  | Practice Manager        | Ongoing               |                        |
| More signs for the new touch screen  | Put up some large positive signs to encourage patients to check in using the new touch screen. | Reception Lead          | End of April 2014     |                        |