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Patient Survey February 2013
In association with SOS, The Southgates Patient Participation Group

a SOS – Supporters of Southgates

SOS is our patient support group who predominantly work with the practice as a consultative group, meeting with members of the practice team every 6-8 weeks throughout the year.

SOS has a membership that incorporates every registered patient at Southgates. The group produce quarterly newsletters and the committee consists of 14 members plus practice representatives including a manager and normally a GP.

b Steps taken to ensure SOS is representative

SOS produce quarterly newsletters inviting new members and works hard to gain views from Eastern European patients and younger patients who are usually not keen to sit on a committee but will feed through their views.

Our interpreters and those employed by Cintra have worked with us to ensure we have a representative view from patients who are of Eastern European origin which account for over 10% of our practice population.

c Issues to be included as a priority in the questionnaire.

It was agreed with SOS to leave the questionnaire in exactly the same format as last year to enable direct comparison of progress. Last year it was jointly agreed that the key issues were access, quality of consultations, clinical safety, confidentiality, cleanliness and access to the building and the car park.

d Seeking patients' views

Over 400 questionnaires were made available to patients attending the surgery over a 4 week period. Additionally a large number of questionnaires were sent out by post. Patients were also offered the opportunity to fill in questionnaires by email.

Process

The agreed survey has been made available to patients in the practice for the second year of the patient involvement Directed Enhanced Service. It was also sent out to patients at home where correspondence was going out from the practice during the cycle period.

The surveys were collated by management staff at the practice, in particular thanks goes out to Lucy Bitson, our HR Advisor and a number of admin staff who worked over the weekend to enable us to prepare for the SOS meeting on Monday 4th March.

The results were produced on the attached report, which has been posted on our website together with the agreed action plan. The Patient Group (Supporters of Southgates) reviewed this report at their meeting on Monday 4th March 2013 in the surgery and confirmed their acceptance of the report.

Key census points that have come up from the survey:

1. All patients did not complete all sections of the survey, therefore, the total numbers do not ever add back to 304.
2. In terms of the age profile, over 47% of the respondents were aged between 17 and 45 (a much higher percentage than last year, which reflects our relatively young patient population). 29% were aged between 46 and 64 (very similar to last year) and 23% were 65 and over (slightly down from last year).
3. Just over 20% of the respondents lived alone which is the same as last year.
4. Just under 14% were carers, again the same as last year.
5. Just over 31% had a child in the household, which was the same as last year and higher than the local average.

Discussions with SOS Patient Review Group meeting Monday 4th March 2013.

In attendance:-

SOS Committee

Dr Bendre

Noel McGivern from the general surgery

Summary:-

The General Manager, Noel McGivern, explained the results of the survey and the group compared the results of the 2013 survey against the results of the 2012 survey. Overall, the Practice and the SOS Committee are delighted that the high standards have been maintained. In particular, the results of questions 18 and 19 regarding the consultation with the GP were absolutely excellent. Also the results of how people found accessing the surgery were also exceptionally good. There were also very positive comments about the reception team. Overall, there were also very positive comments about quick access to the services particularly the on-call system which allows patients to be seen on the day, if they feel they have an urgent problem. This access is unlimited, the response to the questionnaire certainly showed the value of this service. The group then went through the questions one by one. In terms of the overall demography, little had changed. We remain a relatively young practice with over one in three households having a child and a fairly even split from patients in terms of the frequency of visits to the surgery, although monthly remained the highest.

Question 1: how easy do you find getting into the building?

The results are very, very good indeed.

Question 2: how easy do you find to travel to the surgery?

Again there the results are excellent 204/302 found it very easy.

Question 3: what mode of transport do you use?

The balances remain the same that the vast majority of patients do arrive in a car.

Question 4: do you find the car park easy to get in and out of?

The majority of people said yes but there was an increase in the no's. We believe this is predominantly because building work was ongoing during the period of the census/questionnaire. We have picked this up from comments and we will be taking further action. There were lots of comments on the car park and we will be looking at the entrance, together with parking on the main roadway which is a particular issue we are taking up with the County Council. We will also address where we place disabled car park spaces.

Question 5: how clean is the surgery?

Again very good results and this was surprising considering that we have had to undertake major building work, internally as well as externally for the new pharmacy and preparatory work in respect of the building for the Care Quality Commission registration which becomes live on the 1st April 2013. Our cleaners have done a tremendous job and SOS really commended them for the hard work they have done during what has been a very difficult time.

Question 6: in the reception area can other patients overhear what you say?

The position remains the same yes but patients generally don't mind. We are again addressing this in the action plan.

Question 7: how helpful do you find the receptionists?

Again, the response was exceptionally good.

Question 8: when you phone the surgery how easy have you found the following:-

Getting through on the phone?

There was an increase in patients who found it not very easy up to just under 20%. We will be reviewing our phones system as part of the action plan.

Speaking to a GP on the phone?

Still very good

Speaking to a Nurse on the phone?

Still very good results.

Getting test results on the phone?

Overall very good results but we have decided we need to train our reception team in passing on test results which Doctors have reviewed and given advice on. This has come up through a number of the receptionists appraisals this year.

Getting queries answered on the phone?

Again, very good results.

Question 9: are you happy with the lack of automated answer on the telephone?

Overwhelmingly this is supported where our patients wished to speak to a person. The downside is sometimes it is a little more difficult to get through on the phone but it appears the questionnaire response supports our stance on not having an automated press button one system.

Question 10: have you tried to access a GP quickly?

Again, a large number of patients said yes.

Questions 11, 12 and 13 regarding the last time they had contact were also very good results.

Question 14: were you seen at your appointment time?

A mixed set of results here and we remain high in terms of patients who are seen 5 to 15 minutes after their appointment. A discussion took place with SOS with regard to the mix of appointments and the questionnaire goes out to patients who are attending for a routine appointment and those attending on-call. It may be appropriate next year to ask that question upfront so that we can analyse the results separately. On-call patients often have to wait a bit longer if there has been a patient who needed a lot of attention immediately prior to them being seen.

Question 15: how long do you feel about waiting?

Again the vast majority of patients were more than happy.

Question 16 if you have to wait are you kept informed?

A real learning point for us because this came up last year on our questionnaire and we thought we had done a lot of work to improve it. Clearly, there is still work to do and this will be part of our action plan this year.

Question 17 how often do you see the GP you prefer?

Again the majority of patients, well over a third, see the GP they prefer most of the time. However, there is still a challenge in that a number of patients do feel that they only see their preferred GP some of the time and a very small number almost never. Because of the on-call system, which our own

regular GPs assist, in it does mean that there is a comparative reduction in routine appointments. Given the overall success of on-call, we believe this is still a balance worth retaining. SOS supported this position.

Question 18 the last time you saw a GP with us, how good was the GP at the following?

All of the answers on question 18 are absolutely excellent and SOS applauded our GPs for their excellent work.

Question 19 was the same as question 20.

Questions 20 to 29 are all about the nurse appointments. Again the overall results are exceptionally good. Waiting for appointments seem to be slightly longer time than waiting for GPs but most people were more than happy to wait a short time. Again, there is an issue with regard to being kept informed and this will be part of our action plan.

In terms of question 28 getting an appointment with the nurse, the results again were very good although we do have a lot of patients being treated for leg bandaging as a result of a reduction range of services provided by the District Nursing team. We explained to SOS we have dealt with this fairly well given that it is quite a considerable increase in workload.

Question 29 again the results were all really very good. This year patients generally knew much more about the services we have on offer which was very positive.

Question 30 how satisfied are you with the opening hours of the surgery?

Again the results are very good and very similar to last year.

Question 31 ease of repeat prescriptions.

Again the results are exceptionally good.

Question 32 if the answer is no please explain your reasons

We only had one person saying no and giving us an actual reason. They said they had to wait for over 7 days. Our general turnaround time is 48 hours and we meet this standard over 90% of the time. Usually when we miss the standard it is because there is a query on the medication request.

Other comments.

Lots of other comments but each comment was only entered singularly. The overlay of comments was mainly about access to the car park and roadway. There were some very positive comments about the reception team and the dispensary team in general.

Summary: the practice is exceptionally pleased with the results of this survey in overall terms. SOS concurred with this and asked for their thanks to be passed onto the doctors and staff with a strong commendation for the excellent work that has been done over the last 12 months. Dr Bendre thanked SOS for their very kind comments and we agreed to pass these comments onto the staff and doctors.

Action plan

The car park and access to it is a clear issue. The General Manager explained we had already approached the County Council again about parking on the road and general access. We will take this forward incorporating a review of where the disabled car parking spaces are and specifically looking at the entrance and working with the Highways Department and our local neighbours.

Making patients aware if they have to wait. This is something we were a bit disappointed about. We had done a lot of work from last year, put notices up etc and asked receptionists, where possible, to tell patients if at their arrival point, if it was clear they were likely to have to wait for a little while. This clearly has not impacted on the patients as much as it should have done. Judy Close from SOS explained that a lot of people book in on the automated booking in service and at the moment we do not have a facility on there to state whether the doctor is on time or not. We did discuss the idea of

having a LED display or a plasma screen which could give such information. The Practice will investigate this and work with the reception team to see how we can improve this position again.

Confidentiality at the reception desk. A lot of people pointed out that this was an issue but generally felt happy and understanding of our predicament. However, as part of CQC building assessment, we have decided to rearrange the waiting area and we will have to rearrange the reception desk. As a result of that, we will try to improve confidentiality and introduce a disability disabled access desk at a lower level for wheelchair users. There was one comment that the automated access screen could not be used by wheelchair users and we will look at this as well.

Seeing your preferred GP. We will again look at this but as mentioned previously in this report, feel the balance between on-call and routine appointments is slightly weighted towards on-call which has been a great success but we will review our appointment structure again.

Getting through on the phone. The reception team and the Assistant General Manager Patient Services will review this and produce a report 3 months of what options we have for telephone systems and how we might improve access on the phone. However, we take great heart from the ongoing support of SOS in retaining a lack of a press button one automated system if at all possible.

The above where the key issues that will be incorporated in our action plan and the action plan will be agreed with SOS and then posted on our website by the 31st March 2013.

Opening hours of the practice

The practice opening hours have remained the same and are as follows:

Monday to Friday excluding bank holidays 0800 to 1830 hours

Extended hours

Wednesday evening until 2030 hours

Saturday mornings 0800 – 1130 hours

The telephones are answered throughout the core hours of 0800 to 1830 hours – telephone number 01553 819477. GPs are available during the above periods.

G/2013/SOS/patient survey2013 SMC review