

# ST. MARY'S MEDICAL CENTRE – VIRTUAL PATIENT PARTICIPATION GROUP AND SURVEY RESULTS REPORT.

## Patient Participation Group

The practice had attempted to set up a patient group in the practice previously but this resulted in a fairly low number of participants which were not representative of our practice population. It was decided with this in mind to set up a “virtual” patient participation group using the following strategies to recruit patients:

- All medical staff were briefed on the formation of the group and asked to directly recruit patients opportunistically when visiting the surgery.
- Flyers to allow people to “sign up” were placed at reception (appendix 1)
- Advertisement on the surgery website
- Flyer attached to every electronic prescription request.

We also recognised that within our practice that certain demographic groups would naturally gravitate away from participation in this kind of project. The following sets out how we tried to redress this imbalance:

### Substance Misuse

As a practice we have close links to the substance misuse service. We have many registered patients with problems with addiction who not only regularly access routine appointments but also attend a weekly clinic run by a key worker from the community drug team. He was approached directly to try and recruit patients from his clinic. Confidentiality of personal information was a particular concern for this group of patients and despite reassurances on this we were unfortunately unable to recruit a single participant. For this reason we decided to approach our liaison drug worker to participate to the group on behalf of his patients. He has kindly agreed to do so and is currently responding to feedback as part of the E-Group.

### Elderly Patients

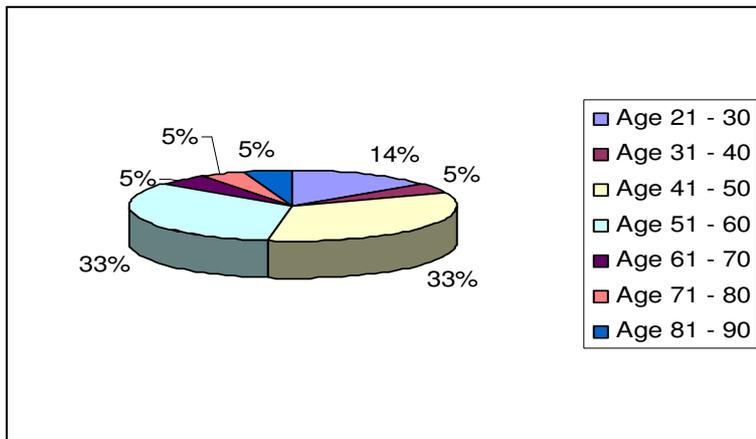
We are proud of our well established links to nursing homes in the area and have many registered patients residing in homes locally. We recognised that this group were particularly important to include but because of frailty and cognitive problems were at risk of being excluded from this computer based project. We decided therefore to approach a senior carer in a home locally we have close ties with to act on behalf of the group of patients to ensure they were represented.

### Young People and those with Chronic Disease

Specific effort was made to include young people and those with chronic disease in the project.

A young man with chronic mental health problems was recruited following a direct approach. Our health care support worker ran several baby clinics where every mum attending was asked if she would like to join, which resulted in two new members. We also made efforts to include those on chronic disease registers and specifically approached those attending annual review clinics. As a result we have several members with chronic diseases such as diabetes, asthma and hypertension.

The virtual group originally comprised of 20 members, 10 females and 10 males. With continued efforts to recruit members this has now risen to 23 members, 11 females and 12 males. The age range is displayed in the graph below.



## SETTING THE PRIORITIES

The group was consulted in February 2012 using a short electronic survey to help identify the issues of priority for improvement. Following a three week period to allow group members to respond we collated the results of the survey and fed them back to the group. The areas of consensus reach for our local practice survey were as follows in order of importance:-

- Access to a routine appointment
- Friendliness of doctors and nurses
- Communication with the hospital
- Confidentiality of personal information
- Access to a doctor by telephone

The survey was produced and sent out to the group for their feedback but then unfortunately due to time constraints we were unable to put circulate it to patients before the deadline of the 31st March 2012.

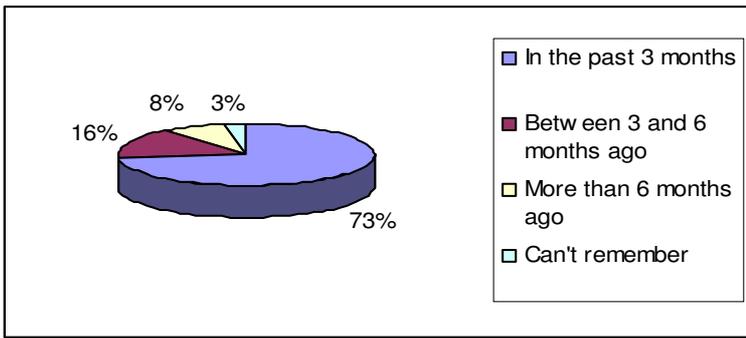
In September 2012 we sent an email to our virtual group of patients explaining to them how far we had got and asking them if they still agreed with the priorities that were originally set. We had also identified the area of repeat prescriptions at one of our practice meetings and asked them if it was acceptable to include questions on this within the survey also. The group were happy to go ahead so a copy of the survey was yet again sent to them for their feedback and no changes needed to be made.

## SURVEY RESULTS

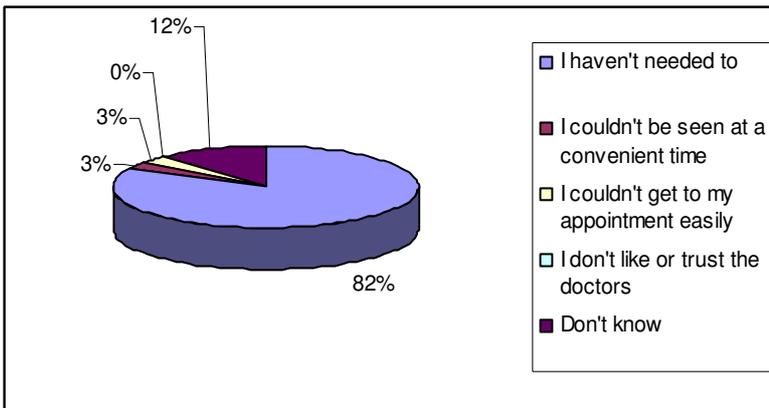
The survey ran for a one week period and all patients who attended the surgery during the week were given the opportunity to complete one. The survey was also available to download from our website and fliers were put on the repeat prescribing emails informing patient's of how to access and complete the survey.

We received a total of 301 completed surveys with the following results:

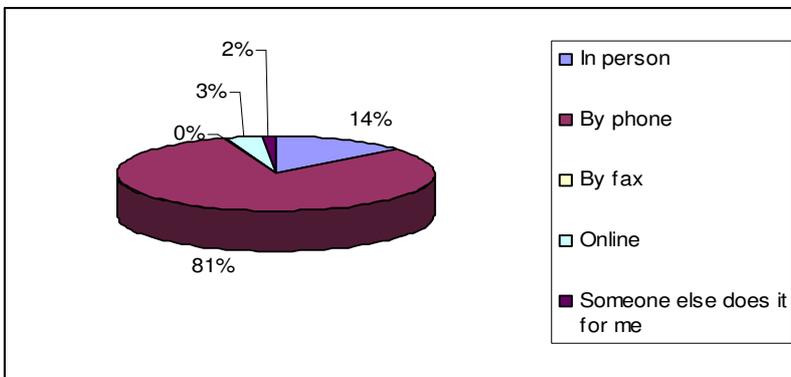
**1. When did you last see one of our doctors?**



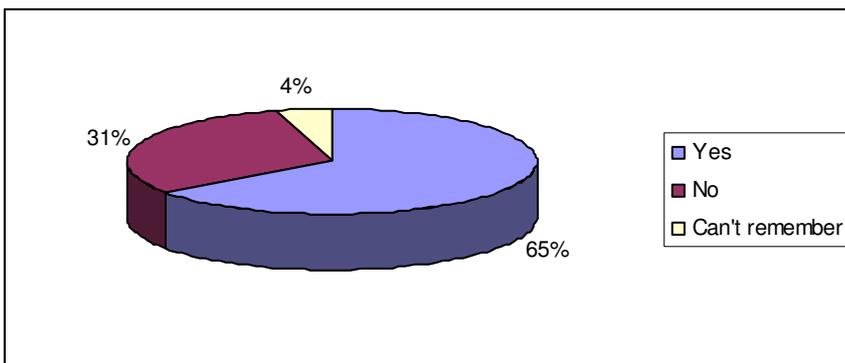
**2. If you haven't seen a doctor in the past 6 months, why is that?**



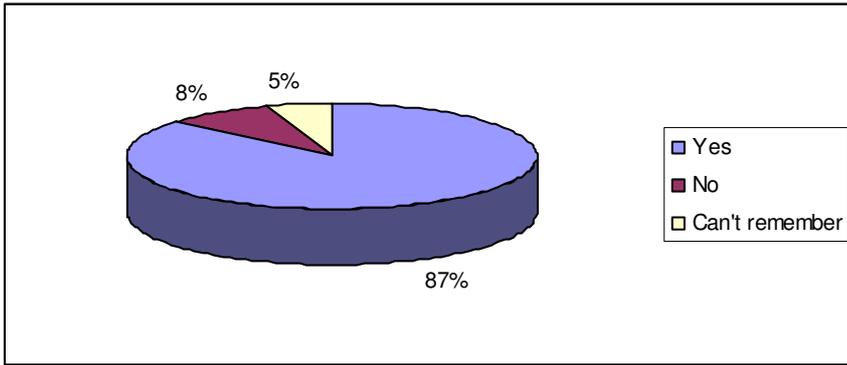
**3. How do you normally book your appointments?**



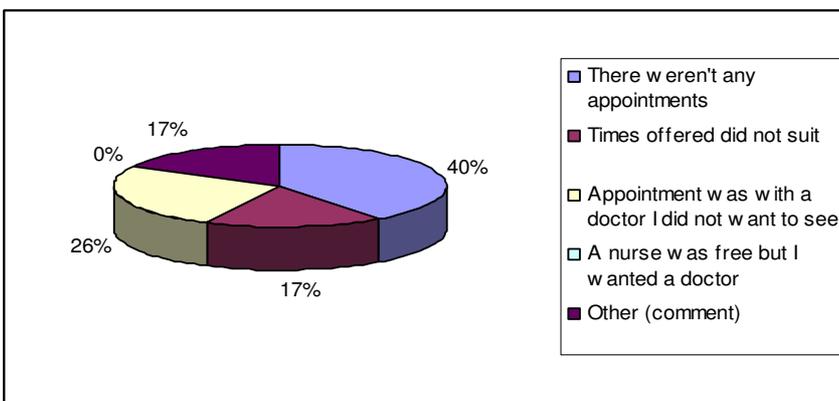
**4. In the past 6 months have you tried to see a doctor quickly (ie within 2 working days)?**



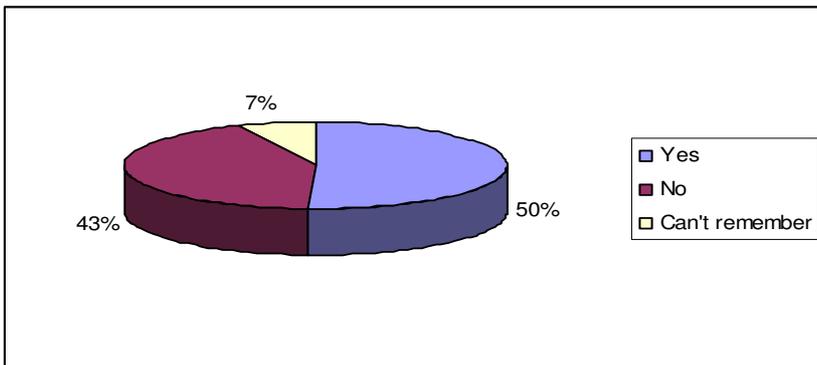
5. If so, were you able to see a doctor on the same day, or within the next 2 working days?



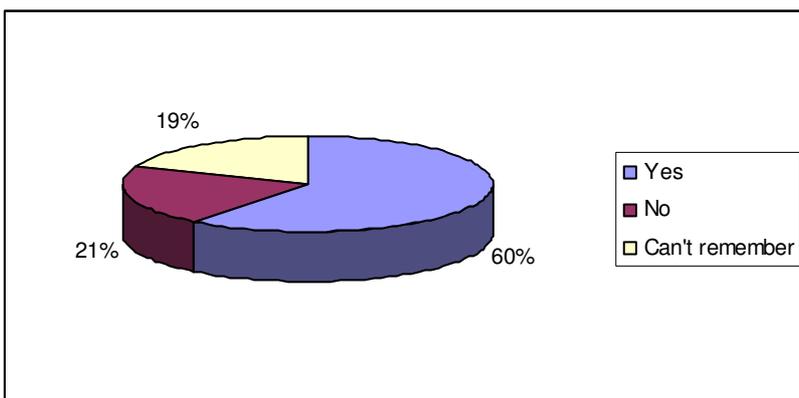
6. If not, what was the reason?



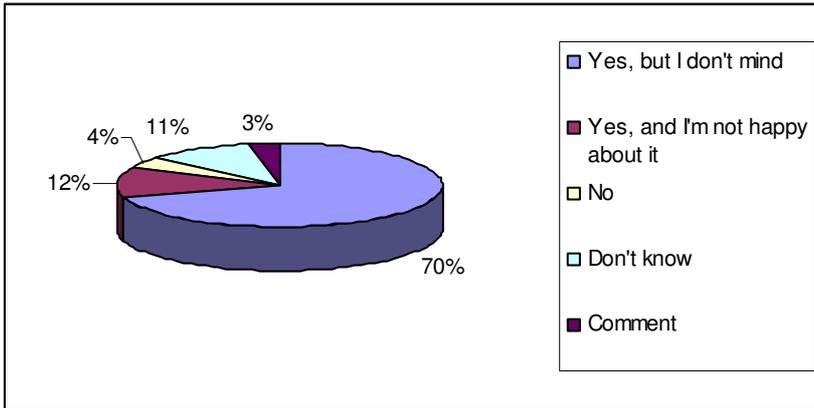
7. In the past 6 months have you tried to book an appointment with a doctor in advance?



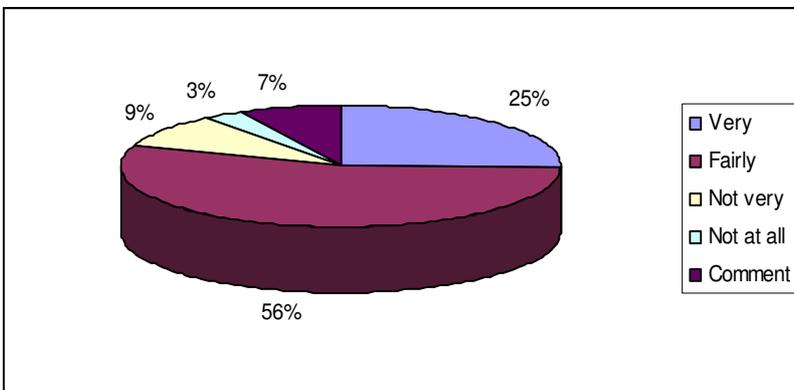
8. Last time you tried, were you able to get an appointment with a doctor more than 2 weeks in advance?



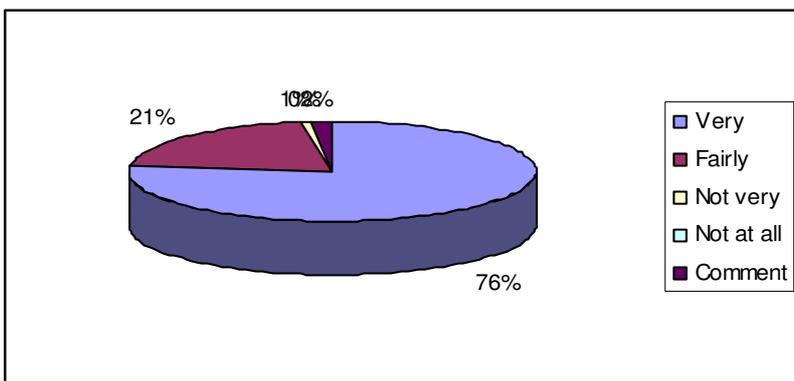
9. In the reception area, can other patients overhear what you are saying to the receptionist?



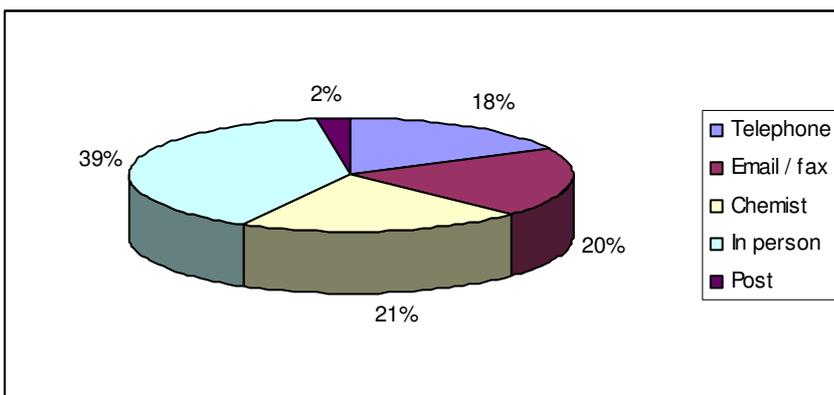
10. How comfortable do you find the waiting area?



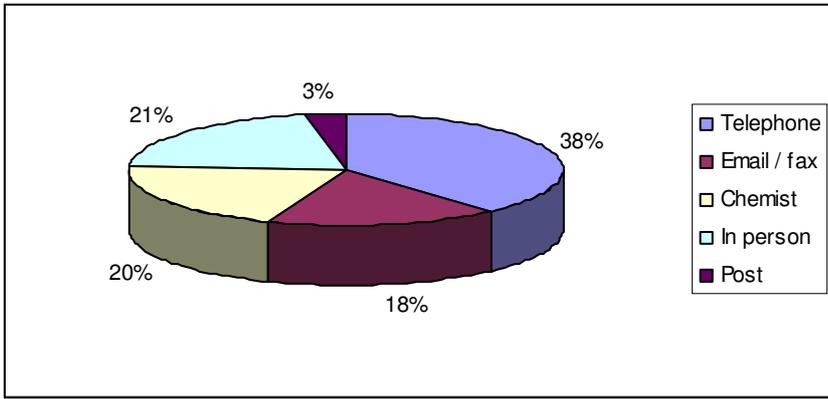
11. How helpful do you find the receptionists at the surgery



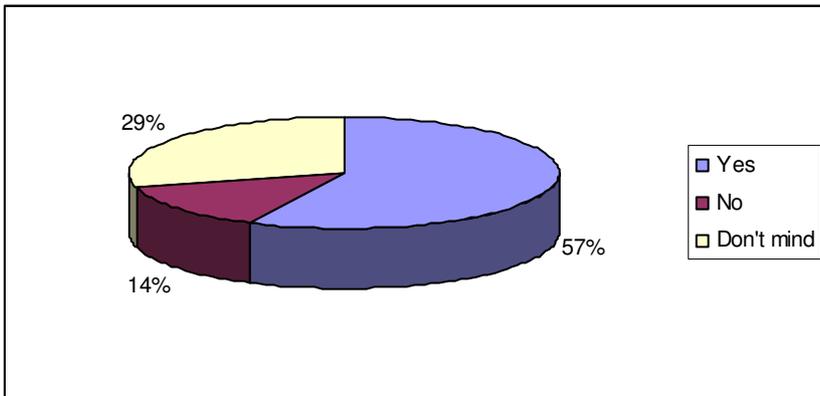
12. How would you normally order a repeat prescription



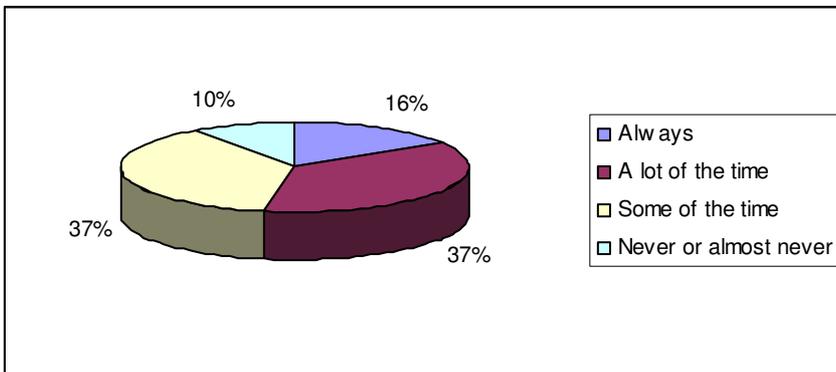
**13. How would you prefer to order a repeat prescription.**



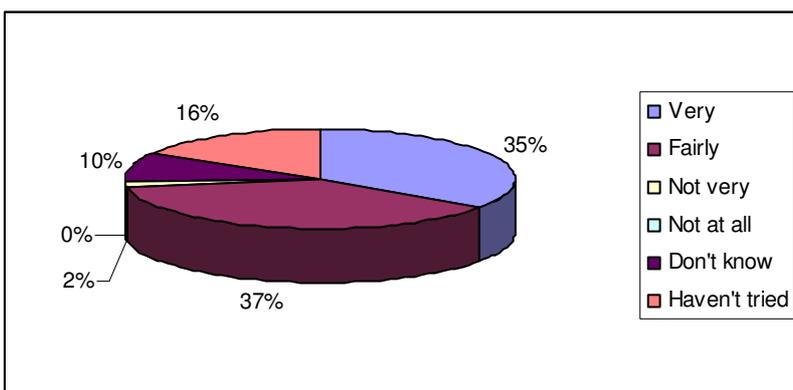
**14. Is there a particular doctor you prefer to see?**



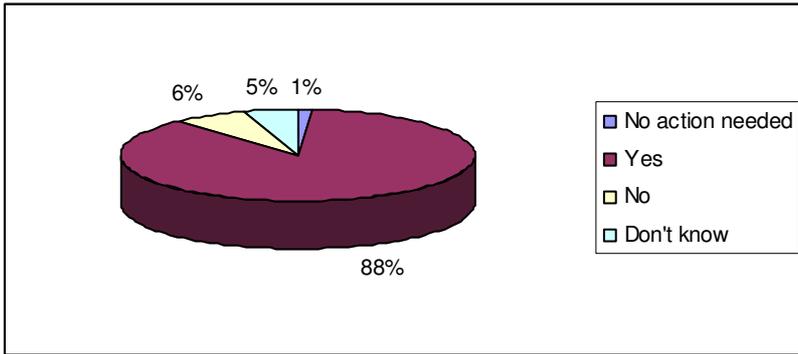
**15. How often do you see the doctor you prefer?**



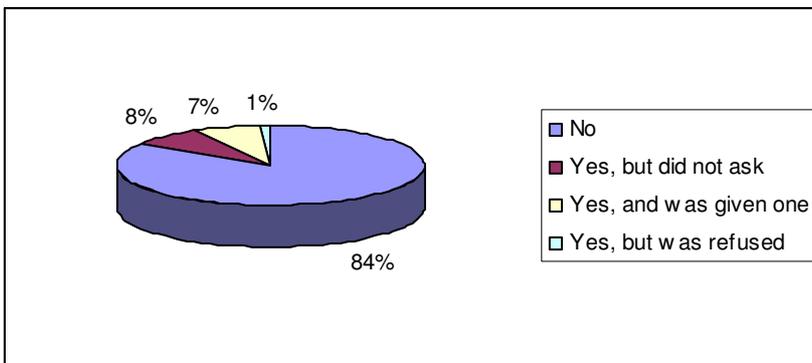
**16. How easy is it to get a practice nurse appointment at the surgery?**



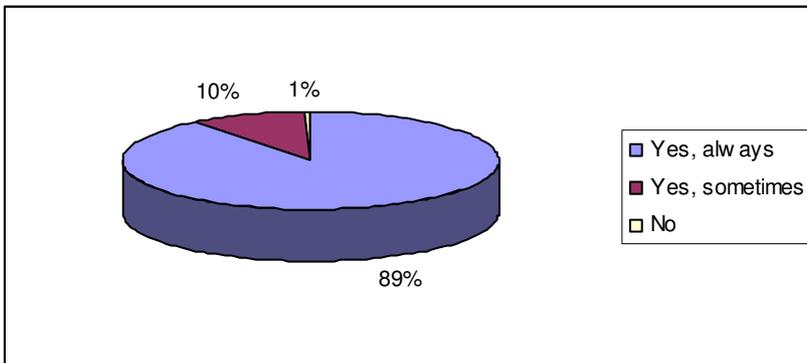
17. The last time you saw the doctor, did you feel that the doctor took appropriate action to deal with your problems, ie medicine, treatment, tests, advice, etc?



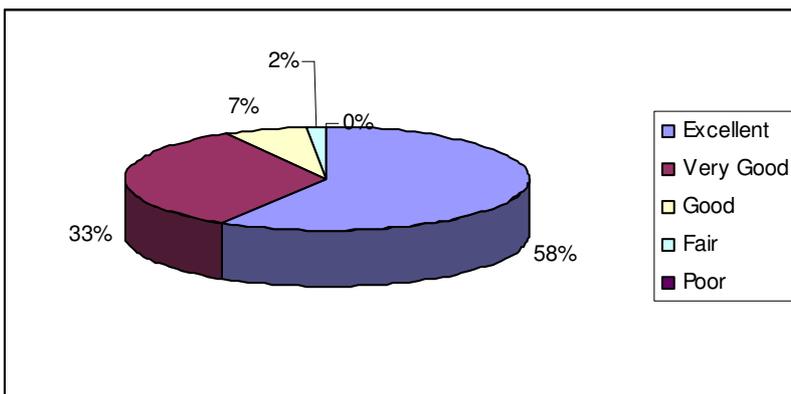
18. In the last 6 months, did you want a second opinion from another doctor (either GP or specialist)?



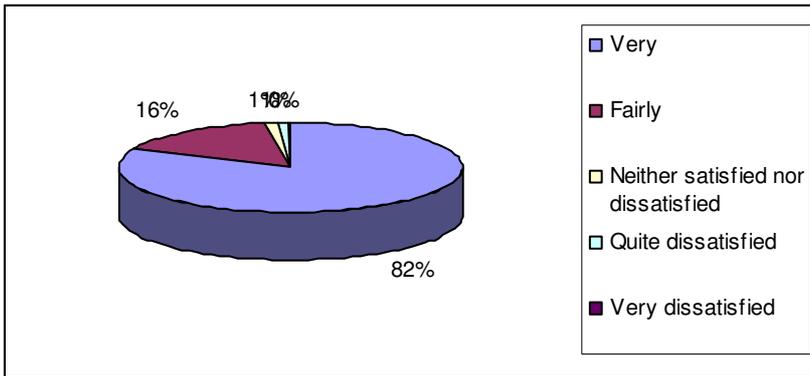
19. Do you feel you are treated with respect and dignity while you are in the surgery?



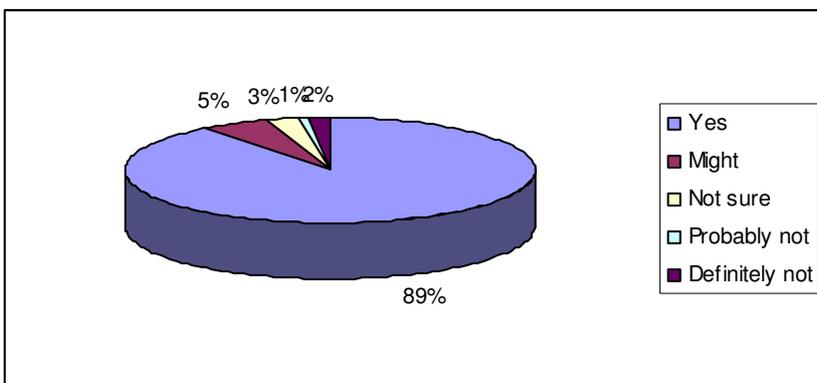
20. How well would you say the doctors and nurses work together?



**21. In general, how satisfied are you with the care you get at the surgery?**



**22. Would you recommend the surgery to someone who has just moved to the local area?**



**Comments:**

**Re: Doctors / Nurses / Staff**

- I am always happy with my doctor and nurse but sometimes not happy with the reception.
- Never had any problems with any staff at the surgery and some doctors who I have seen over the years have gone out of the way at times to help me.
- The doctor's level of care is excellent and they go above and beyond. The reception and office staff are always very helpful and polite.
- It is run in a very professional way. The only doctor I find it hard to get an appointment with, not every time though, is Dr Richbell. Some of the doctors move on quick, like Dr Salim, he was a very good doctor and nothing was too much trouble.
- I always choose to see Dr Dixon because I do receive excellent treatment and prefer continuity, not because I don't like any of the other doctors.
- Very pleased with everyone who works here.
- I always find the receptionists extremely helpful and sometimes deserve more praise.

- I'm very happy with all the staff at St Mary's surgery.
- The staff and doctors are excellent. Please keep up the good work, without you we would not have the NHS the way it should be run today.
- My complaint with the surgery is that on several occasions the doctor is running late and on more than one occasion I have had to wait for up to an hour to be seen.
- I think the surgery is exceptional. One of the doctors is always at least one hour behind in appointments and I have received terrible comments from that doctor which to me showed no empathy for the fact I had waited one hour and fifteen minutes. As a result I don't think I even mentioned my worries and concerns that I'd actually gone with and ended up seeing another doctor a week or so later to get the help I wanted the first time. I do appreciate though that the work load must be incredible, but at the same time I felt it was taken out on me. I don't see this doctor anymore and would ask to see someone else if offered. To be ill as long as I have and then to be treated the way I was had me leaving the surgery very disheartened and upset. But as I say it was a one off. Other than this one experience I think the surgery is exceptional.
- Very professional and always helpful.
- The staff and receptionists at the surgery are always extremely helpful.
- I have just recently moved back to this surgery after 3 years. I am really happy to be back as I think the doctors, receptionists and nurses are very friendly and chatty.
- Exceptional service given from caring and welcoming staff. Doctors are thorough and professional although patients are still put at ease and given peace of mind.
- Re Q15 – never see doctor I prefer – he's retired.
- Re Q11 - receptionists can be short and impolite at times.
- The staff always have time for you they're all fantastic from the cleaner to the senior partners. Couldn't ask for better treatment. Thank you.
- Fantastic doctors and receptionists and nurses. Very helpful and considerate in all circumstances.
- Some of the dr think they no more than the patients or carers of others and don't like to listen to a opinion of a patient/carer of what could be a diagnosis just because they have qualifications does not make them superior.
- I think it is inappropriate for a doctor to use Google as a diagnostic tool. Anyone can use Google but a qualified doctor has to go to medical school to diagnose a medical condition.
- I have not been at this surgery very long but both doctors and nurses have been more than helpful and also thank you to the receptionist.
- A doctor from surgery pick up what the hospital missed was so glad I saw her.

## Re: Waiting room / Reception

- Too much background noise at times so can't hear doctors call.
- Reception should be separate from waiting room to keep things private.
- Reception should be private.
- Needs drinks machine and TV.
- Waiting time sometimes runs late.
- Sometimes reception area can be noisy if busy and can be hard to hear your name called due to the area being small. Like the self booking in system as this saves time and frees up the receptionist.
- I feel uncomfortable with people around me at reception.
- Better chairs. Perhaps change of colour in the waiting area, something more modern. Not very private in reception area. Some plants in waiting area to look more inviting or perhaps a fish tank. Be useful if had a TV on the wall. Always too warm in waiting area.
- Not happy with patients being able to overhear at reception – not nice to give details inc address and phone numbers with others listening.
- Should be a separate area for mums and kids – too noisy.
- Re Q9 – reception should be more private.
- I assess GP services for friendly and confidential services and my only issue here is the 'open' waiting room which means we can hear others addresses and ailments – that's not confidential. Perhaps put some screening up?
- Need to improve reception area.
- I feel that children at least some books to look at or even some colour on the walls.
- Sometimes crap radio station on and too loud – should be Radio 3, Classic FM or Smooth!
- The chairs are hard to sit on if you have to wait a long time. The walls could be better, a different colour, white or magnolia, after sitting a while you feel snow blind, so a nice pale pastel colour would be better or hide it with posters or pictures.
- Waiting room stuffy.
- Hard wooden chairs, loud banging doors.
- Bit of music back ground.
- Waiting area is too noisy, especially the radio.
- Could offer water or a drink.

- Waiting room can be very crowded at times.
- Horrible chairs.
- A TV would break atmosphere.
- Not enough toys or activities for minors eg. TV cartoons.

**Re: The services**

- It is a shame there is no smoking cessation clinic at the surgery.
- I am always able to get an appointment.
- I like to build a relationship with my doctors and a criticism of this surgery would be that any doctors which I have felt comfortable with haven't been long-term staff so building those relationships becomes difficult.
- Not being able to schedule an appointment for a particular doctor earlier than 2 weeks in advance is unacceptable. I can make a same day appointment with that doctor by ringing the surgery at 8am but this is difficult as the medication I take makes me extremely tired until late morning / noon. Other than this I am very happy with the practice and have 2 family members who have switched to this surgery on my recommendation.
- With having children it is important that they get seen when ill, and I feel with this surgery that always happens, can always get an appointment on the day – super.
- Called at 2pm for an appointment, got one for 3.40pm. Very pleased with the service.
- Too many trainee doctors.
- Don't find any major faults about this surgery. They are normally very helpful and I know I can see someone urgently if needed. Thanks.
- Set aside appointments at times for people that have to work.
- Doctors need to reduce over running. Today I arrived at 12.15 my appointment was 12.20 and my doctor has one patient in and another two before I will even be seen. Only four including me in the waiting room. When feeling unwell I think this is unacceptable.
- I find it very hard to get an appointment with Dr Lewis.
- After seeing my doctor I can never book another appointment for say a month later when I come out they are always booked up so I'm told to ring on the day with working this is difficult.
- We have recently transferred and it's the best doctors practice for getting same day or next day appointments. We are really pleased.
- I hear comments at work about difficulty in obtaining appointments to see a doctor. I often comment how great this surgery is for obtaining same day/next day appointments. Very good example of a well run surgery.
- Prescriptions could be done automatically.

## General:

- Nothing negative. Very good practice.
- Very happy with everything and all help given.
- Very happy with all aspects. Very good service.
- Always had the best of treatment.
- They are very good to us.
- Very warm. God knows what your heating bill must be like.
- Always had excellent advice and care over 27 years with Dr Sydney.
- Very satisfied with everything.
- Very good.
- Do not come that often but have always been very satisfied with the service.
- I am very pleased with the service this doctors runs.
- Excellent.
- More of the same. Excellent.
- Friendly surgery. Up to date with everything.
- Very good.
- I have been with this doctor's surgery all of my life as have most of my family. They are all fantastic, I always get an appointment, the treatment is fantastic and everyone is very helpful. I don't have any complaints at all.
- I moved to St Mary's from my last GP about 12 months ago because I felt the staff there did not respect / pay attention to the patients. I have always been treated well at St Mary's.
- Apart from missing Dr Sydney – he was in my opinion a true professional who really cared for his ~~punters~~ patients.
- Could not have asked for more support in the last 8 months. The surgery have been amazing.
- Always been my surgery. Always thought it has high standards.
- We as patients are very lucky with everything about the surgery.
- Fantastic! Always got appointments and are always helpful. I would recommend.
- Just keep going.

- Always feel comfortable in the surgery.
- This is a really good medical centre and the doctors and staff are exceptional.
- No problems. Always satisfied.
- Everything is fine. I'm proud with my doctors and reception staff.
- Apart from one occasion I have had no problems at this surgery.
- Excellent service.
- Great doctors, great staff, excellent surgery.
- No problems.
- I feel I am very fortunate to have excellent GPs and the services offered by the practice.
- Been coming here all my life and wouldn't go anywhere else.
- It's the best surgery I've used.
- The surgery is very clean and fresh and warm.
- Best surgery we have used so far.
- Please don't ask me to fill one of these out again.

## **ACTION PLAN**

Each member of our group were emailed a copy of the survey results. The survey results have also been published on the practice website.

The practice were very happy with the results of the survey as it was very positive and highlighted very few issues.

The issues highlighted from other comments that patients made are:-

### **Waiting Room.**

There were various comments about the waiting room which included the following:-

- Provision of drinks
- Provision of a TV
- Confidentiality
- Uncomfortable chairs
- Toys/books for children or a separate children's area.
- Plants or a fish tank
- Different coloured walls
- Stuffy/too warm
- Noisy

## **Action Required.**

We do acknowledge that there are confidentiality issues within the reception area but unfortunately we are unable to rectify this. If patients want to discuss something private, this can be arranged and we intend to design a poster to advertise this to our patients.

We replaced the chairs in our waiting room a couple of years ago to comply with infection control as our previous chairs were non wipeable. We will look into replacing the chairs but we do anticipate this to be very costly to the practice.

## **Repeat Prescriptions**

38% of the patients surveyed would like to order prescriptions over the telephone. In order to do this we would have to alter our telephone system and also employ another member of staff which again is costly. There may be an opportunity in the future to do this as funding may become available from the NHS.

## **Booking Appointments**

Only 3% of patients book their appointment with the doctor online. We would like to promote this service and encourage patients to use it more. Although it is advertised on our website we will put posters up in the waiting room and messages on repeat prescriptions encouraging patients to sign up.

## **PRACTICE OPENING TIMES**

The practice is open Monday to Friday between 8.00 am and 6.30 pm. The practice operate an extended hours scheme which is generally on a Monday between 6.30 pm and 7.30 pm for patients who work or are unable to attend day time appointments.

The practice closes at 1.00 pm one Wednesday in every month for staff training.

## **SERVICES**

There is wheelchair access to the building and a disabled parking space in the car park. The entrance doors are automatic and there is a disabled toilet within the building.

- Cervical Screening
- Family Planning including emergency contraception and coil fittings.
- Vaccinations and Immunisations.
- Chronic Disease monitoring e.g. asthma, COPD, diabetes etc
- Minor surgery
- Blood Pressure checks
- Child Health Surveillance
- Travel vaccinations
- Weight monitoring and advice
- Blood tests
- New patient checks
- General Health Checks
- Over 75 health checks
- Drug Misuse
- NHS Health Checks

## **ACCESSING OUR SERVICES**

Appointments can be made:-

- At reception during opening hours
- By telephone between 8.00 am and 6.30 pm
- Online via EMIS Access

Appointments are available on a Monday evening between 6.30 pm and 7.30 pm for patients who are unable to attend during normal surgery hours.