

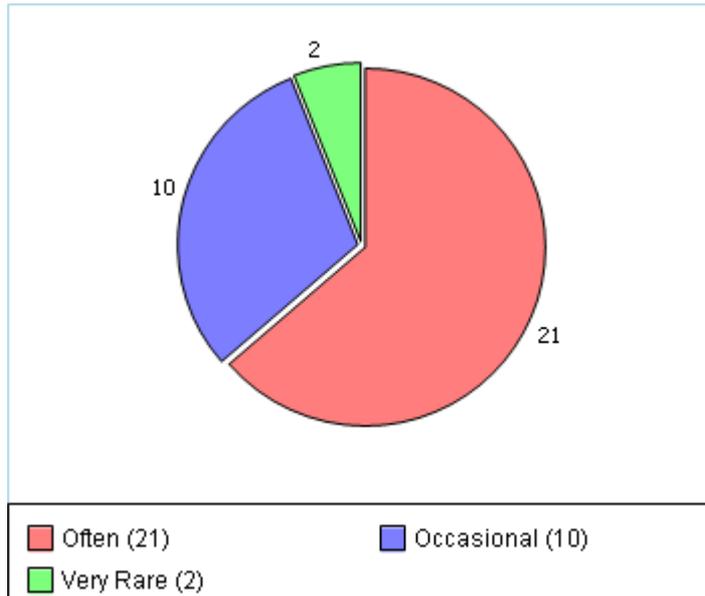
## LOCAL PATIENT SURVEY 2012/13 – RESULTS & ACTIONS

During 2011 we created a virtual patient reference group (PRG) for continuity purposes we retained this same patient reference group for 2012.

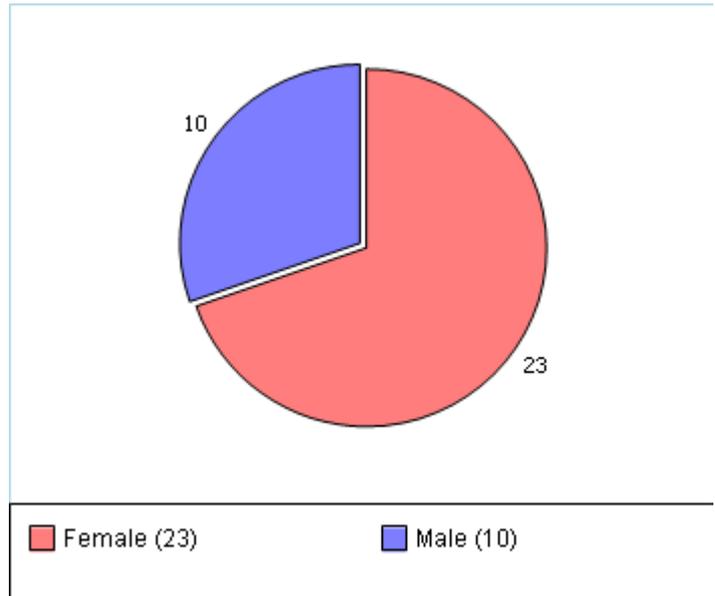
Our aim during 2012 was to:

- Implement the action plan that was agreed with our PRG following the outcome of our local patient survey for 2011 and monitor our achievement.
- Agree with our PRG which issues are a priority and include these in our local patient survey for 2012
- Collate patient views through our local patient survey and inform the PRG of the findings.
- Provide our PRG with opportunity to comment and discuss findings of our local practice survey
- Agree with our PRG an action plan setting out the priorities and proposals arising out of the local patient survey. The following is the demographics of our patient reference group:

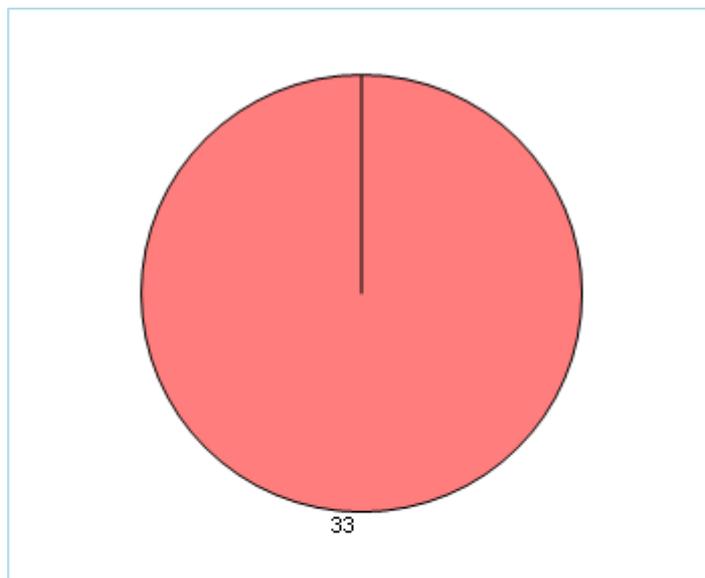
### Attendance at Practice



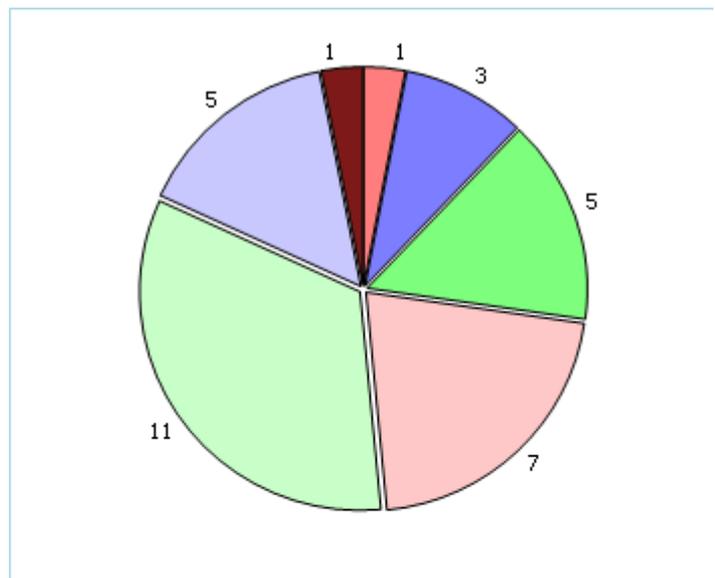
### Gender



### Ethnicity



### Age



White British (33)

- 25 - 34 (1)
- 35 - 44 (3)
- 45 - 54 (5)
- 55 - 64 (7)
- 65 - 74 (11)
- 75 - 84 (5)
- Over 84 (1)

The practice took the following steps to ensure that the PRG was representative:

- Updated the practice website giving the patients the ability to sign up to the PRG online
- Provided an article in the Patient Newsletter inviting patients to join the PRG
- Displaying information on the 'Jayex Board' in the waiting areas informing patients how to join the PRG

The practice was keen to ensure that as many of our patients as possible were given an opportunity to join the group, and a number of patients did join via this 'catch-all' approach. However the practice was keen to ensure that the PRG was representative of it's patient base so took the further following steps:

- We wrote to patients in the demographic groups where we felt we did not have a representative sample
- The clinicians individually approached patients in the demographic groups where we felt we did not have a representative sample

We also did a further article in our patient newsletter informing patients that we wanted more people to join the PRG from certain demographic groups, especially the younger groups, but despite this we were unable to encourage patients to join the group from the 17 – 24 age range.

The below table demonstrates the demographics of the practice and the PRG group:

Age Ranges	Practice Demographics	PRG Demographics
17 – 24	8%	0%
25 – 34	9%	3%
35 – 44	13%	9%
45 – 54	19%	15%
55 – 64	17%	21%
65 – 74	19%	33%
75 – 84	10%	15%
84 +	4.5%	3%

We also tried very hard to encourage more male patients to join the group. The practice does record the ethnicity of patients (if they consent to provide this information) and of those patients that have an ethnicity recorded 99% are White British.

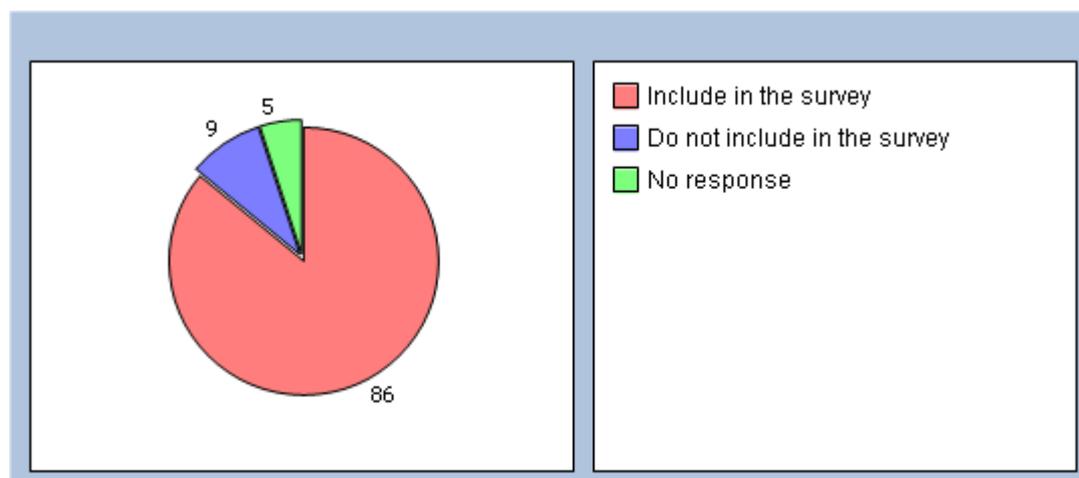
We wanted to have patients with a broad range of experiences on the PRG, and our members covered the following groups:

Employed (full-time/part-time/self-employed), unable to work due to long term sickness/disability, looking after the home/family & retired from paid work.

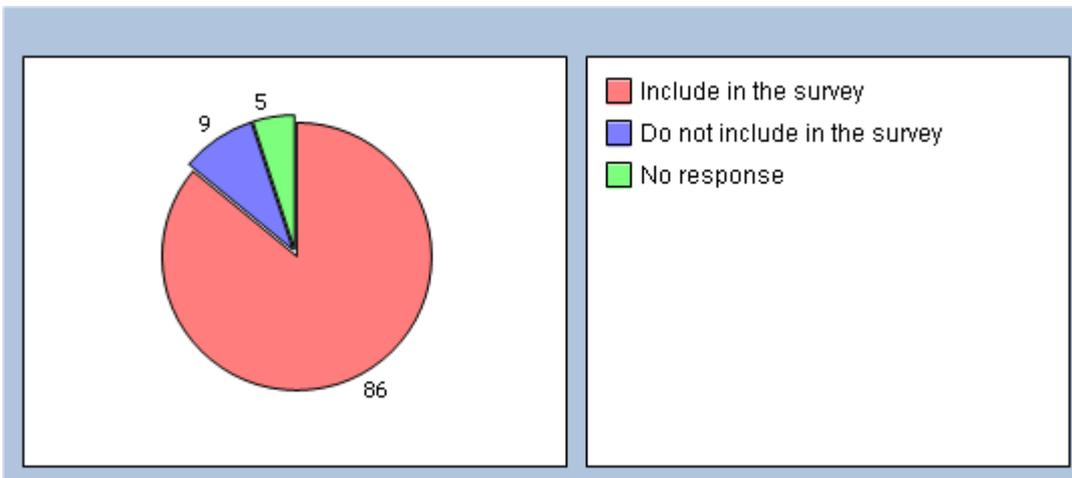
The practice contacted all members of the Patient Reference Group either via e-mail or post in October 2012 to ascertain which issues had priority and should be included in the patient survey.

The patients responded saying which areas they wished the patient survey to cover, below is the outcome of this process, the patients were also given the opportunity to provide further comments on the content of the survey.

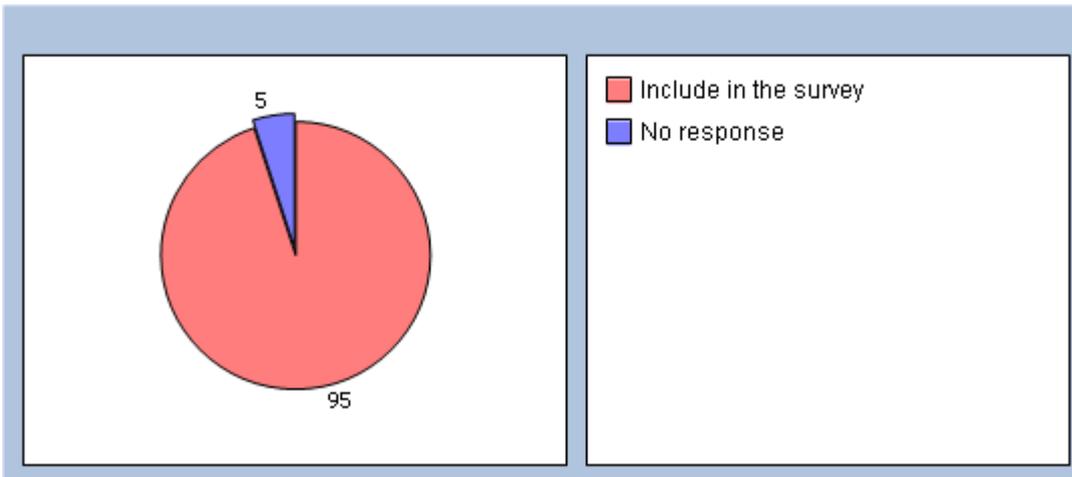
**Q1: Appointment System** (This would be a small number of questions to ensure that patients are happy with our overall appointment system)



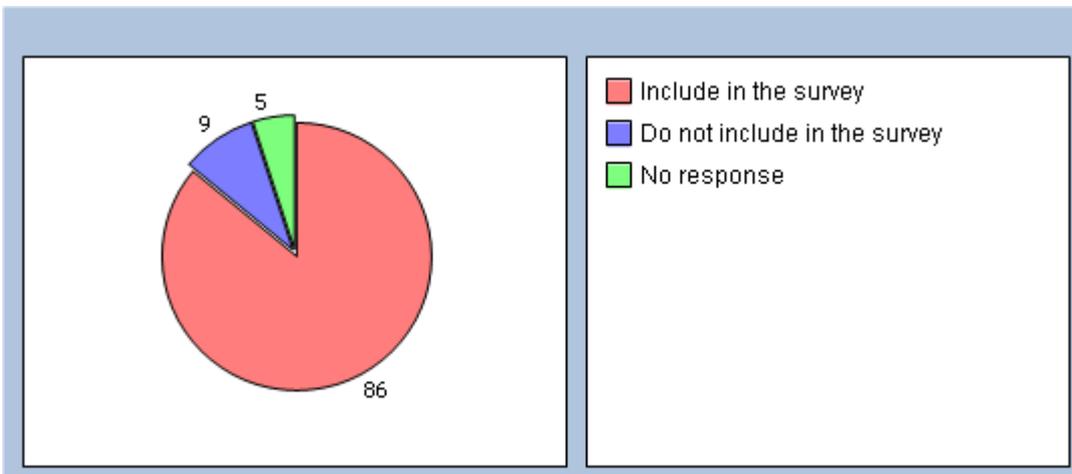
**Q2: Do Not Attend** (To ask patients for their ideas on how we can reduce the numbers of patients that miss their appointments as this effects appointment availability for everyone)



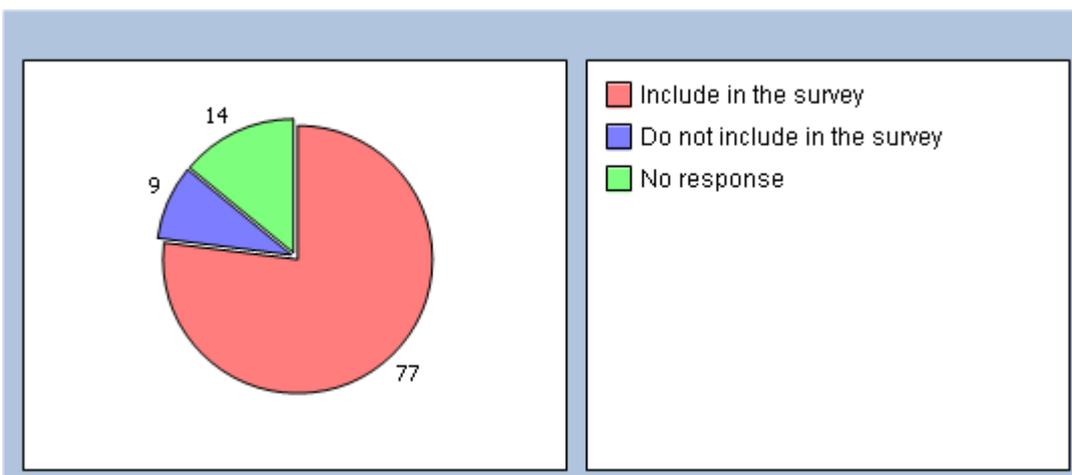
**Q3: Clinical Care** (This would be asking if patients are happy with the care received from the doctors and nurses)



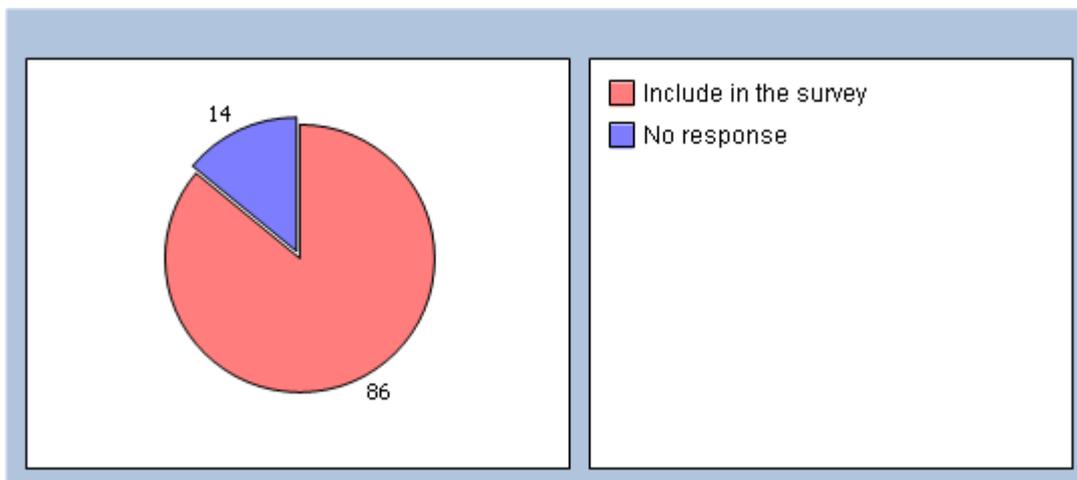
**Q4: Areas that were a concern from last years survey to see if we have improved** (length of time spent in the waiting area waiting to see the doctor, car parking, telephone message, posters in waiting areas)



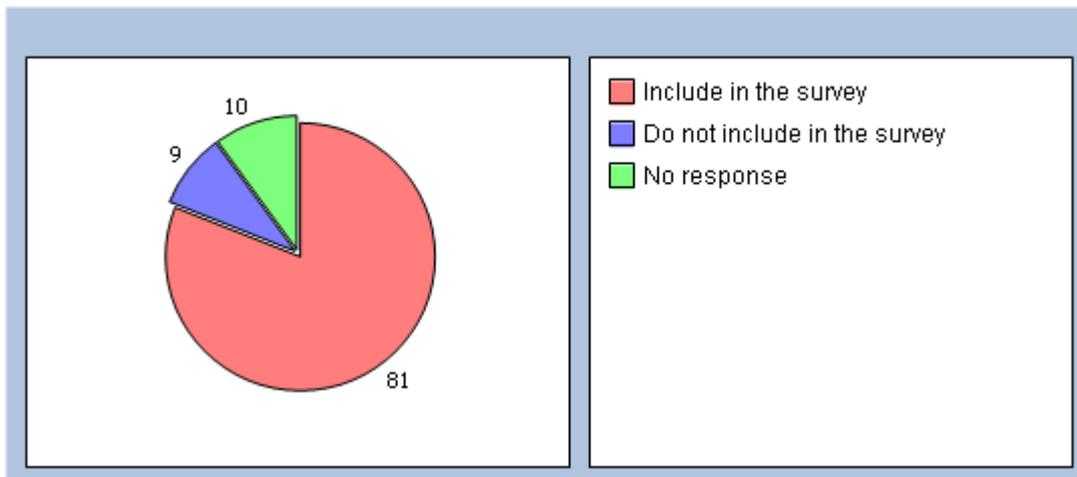
**Q5: Patient Involvement** (do we involve patients enough and do they feel that they can make suggestions about the running of the practice?)



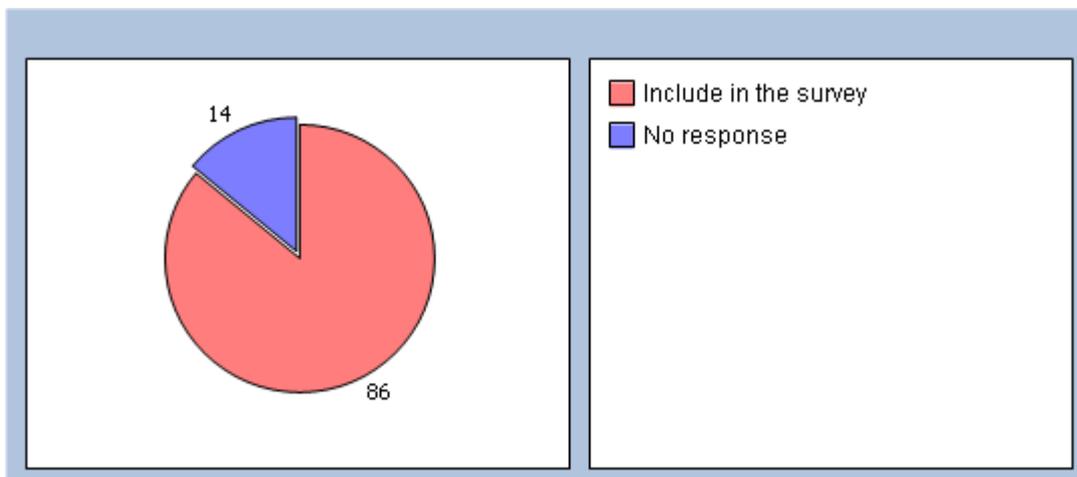
**Q6: What we do well and what we can improve on** (so we can understand what we do well but also what we need to improve)



**Q7: Overall satisfaction with the service that we provide**



**Q8: Other NHS Services** (the use of A&E, Out of Hours, NHS Direct & Walk-In Centres, so we can understand when patients are going to A&E or other providers and if they instead should be using our services)



The practice devised a 'patient survey' ensuring that it covered all the priority areas as highlighted by the PRG.

The patient survey was available from the home page of our practice website (see below) and was open to all our registered patients. We ensured that the survey was in a prominent place on our website.

We also allowed patients to complete hard copies of the survey. Both the clinicians and receptionists handed out leaflets to the patients asking them to complete the survey.

We wanted to ensure that we offered a broad range of patients the opportunity to complete the survey as we felt this would give the most indicative results.



We published the full results of our patient survey on our website, so that they were available for all patients to see. We contacted our PRG and informed them of how to find the results, we also posted the results to any members of the PRG who did not have computer access.

We analysed the results and felt that certain areas were highlighted as areas of concern but we wanted to ensure that the PRG agreed, so we contacted all members of the PRG and asked them to review the results of the survey and let us know what they felt the areas of concern were.

Once we had the feedback from our PRG we devised a plan of how to address those areas that the PRG felt were highlighted as areas of concern.

We sent the plan to all PRG members and asked them to complete a very quick survey to say whether they agreed or disagreed with the plan. Once we had consulted with our PRG and had their agreement we produced the action plan.



# **ACTION PLAN FOR 2011/2012 HOW DID WE DO?**

**LAST YEAR YOU TOLD US THAT YOU WANTED  
OUR ACTION PLAN TO:**

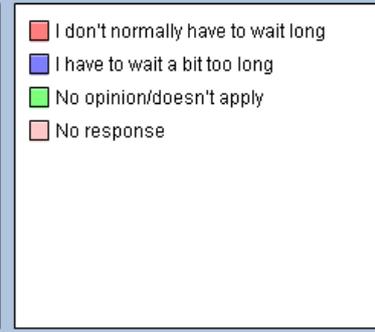
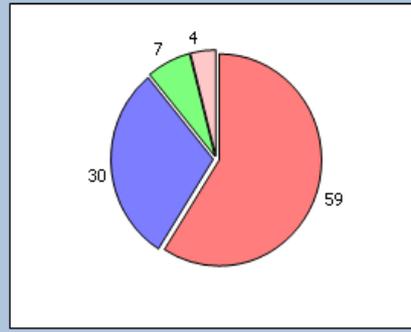
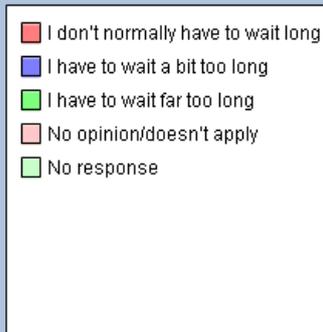
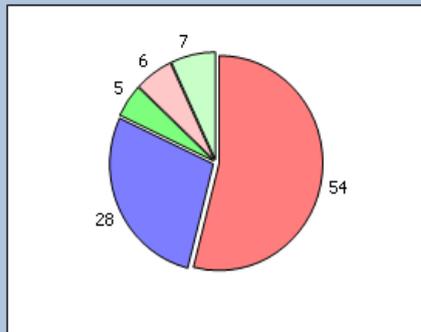
- 1. Address how long you had to wait after your appointment time to see a doctor**
- 2. Improve car parking facilities at Fressingfield**
- 3. Improve the message on our telephone system**
- 4. Reduce the number of posters in the waiting area**

**SO WHAT PROGRESS DID WE MAKE?**

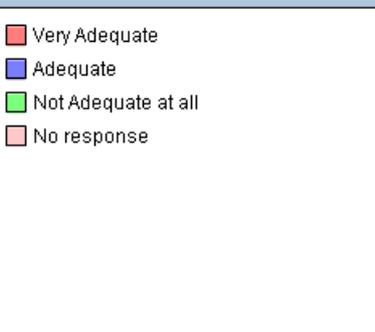
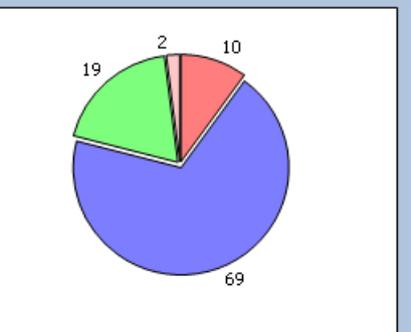
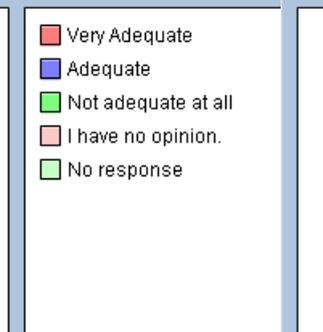
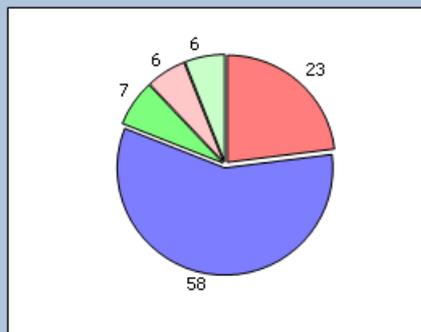
- You told us that how long you had to wait after you appointment time to see a doctor was still a problem, so our PRG agreed that this should be in our action plan for this year.**
- The majority of patients surveyed felt that we had made improvements to the car parking**
- The majority of patients surveyed felt that we had improved our telephone message**
- The majority of patients surveyed felt that we had reduced the amount of posters**

**On the next page is an excerpt from the results of the 2012/13 survey (the full survey results can be seen at the end of this report) showing what progress we made in the year for the four areas above, the first two items show a comparison with the survey results from 2011/12:**

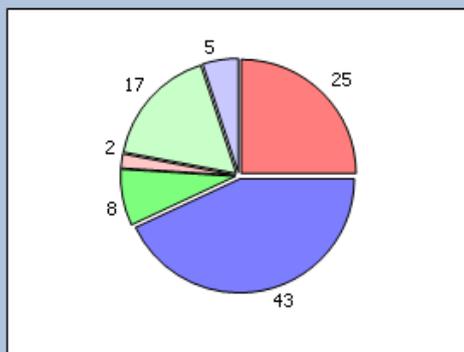
**HOW LONG YOU HAVE TO WAIT:** How do you feel about how long you normally have to wait after your appointment time to see a doctor? The first chart below shows the 2012/13 results which unfortunately haven't improved on the 2011/12 results shown in the second chart below, which is why this issue will be addressed again in our 2012/13 action plan.



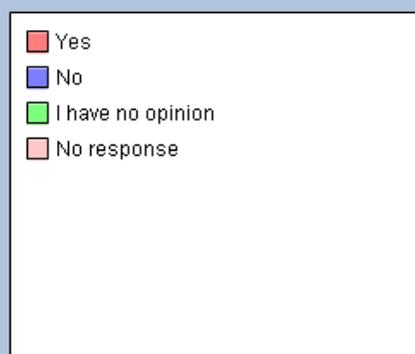
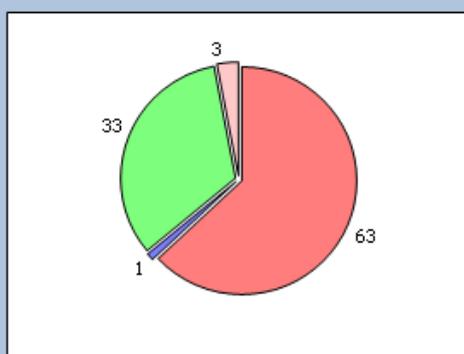
**CAR PARKING AT FRESSINGFIELD:** Following the survey last year we have increased car parking at Fressingfield. How would you describe the car parking facilities at Fressingfield Medical Centre? The first chart below shows the 2012/13 results which show an improvement on the 2011/12 results shown in the second chart below.



**TELEPHONE MESSAGE:** Many patients asked us to improve our telephone message, we have changed the message, what do you think about the message on our telephone system? (There is no comparable data from 2011/12 as this issue was raised via comments on the 2011/12 survey)



**POSTERS IN THE WAITING AREA:** Last year many patients said that there were too many posters in the waiting areas; we have removed many of the posters. Do you think the waiting areas look less cluttered? (There is no comparable data from 2011/12 as this issue was raised via comments on the 2011/12 survey)





# **ACTION PLAN FOR 2012/2013 WHAT ARE WE GOING TO DO?**

**28% of those surveyed told us that they had to wait a bit too long after their appointment time to see a doctor with 5% saying they had to wait far too long, so the PRG agreed that this is still an issue for the practice'**

## **What are we going to do?**

We appreciate just how frustrating delays are for patients and we do try our best to reduce delays. We are under increasing pressure in terms of the demand for appointments, the increasing complexity of the issues the doctors are dealing with and the administration burden. Our plan of action is to ensure that we get better about informing patients of delays and ensuring that the surgeries start on time.

## **You told us that we could do more about 'Reducing Do Not Attends (DNA's)'**

### **What are we going to do?**

Our plan of action is to raise awareness of the impact of DNA's and to encourage more patients to use our text appointment reminder system.

## **Your comments told us that the 'Television at Fressingfield and radio at Stradbroke' are an annoyance**

### **What are we going to do?**

We will switch off the television at Fressingfield and look at better and less intrusive ways of informing patients about our practice and the services we offer. We will remove the radio from Stradbroke.

## **PATIENT COMMENTS**

**The overall majority of comments from patients were very positive.**

**Below are some of the patients comments we received in our patient survey in answer to our question what do we do well?**

*Communicate well and treat patients like people and not just another case history. In my experience the Doctors, Nurses, Dispensers and all other staff are polite, caring, sympathetic and understanding and all do their very best for the patients.*

*I have always found every member of the practice to be unfailingly kind and helpful. They all go more than the extra mile. Aren't we lucky?*

*It is a well run operation - the waiting rooms are pleasant. The doctors and nurses are genuinely caring.*

*Looks after its patients. Both my wife and I feel this is the best practice we have ever been to.*

*The best practice we have had everyone is so helpful, makes you feel satisfied*

*The personal care from all people working at both clinics is amazing, and the staff are so cheerful and helpful.*

**Below are some of the patients comments we received in our patient survey in answer to our question what could we improve?**

*Turning off the awful music being drilled into our ears and heads in the waiting areas.*

*Give explanations for waits etc*

*Be more accurate on delay times when a doctor is more than 30 minutes late.*

*Have some form of penalty for patients who miss more than one appointment without contacting Surgery.*

*Maybe if a doctor or nurse is running more than ten minutes late, it could be flagged up. I know that it often is, but if I have another appointment to keep I need to know. However, I am happy to wait as it is sometimes me that needs extra time, or if not, it might be in the future.*

*I think you are so close to perfection I have nothing to offer on this, keep it up.*

*Don't let yourself be bogged down by having to run feedback surveys like this one.*

**Below are some of the general comments we received in our patient survey?**

*A very welcoming and helpful service is provided by all the team. We are fortunate to have a medical practice of this excellence in our community.*

*All the staff are helpful and friendly. We are made to feel that it is OUR medical centre.*

*The best Medical Centre I have ever used.*

*You are all wonderfully accessible - there's never a sense of anything but welcome from you all, even when you are busy. People feel valued, and that is such a rarity.*

The practice would like to remind patients of our core and extended opening hours:

## CORE OPENING TIMES:

Day of Week	Fressingfield	Stradbroke	
		AM	PM
Monday	8am to 6:30pm	8:30am to 12:30	3:45pm to 6:15pm
Tuesday	8am to 6:30pm	8:30am to 12:30	
Wednesday	8am to 6:30pm	8:30am to 12:30	
Thursday	8am to 6:30pm	8:30am to 12:30	
Friday	8am to 6:30pm	8:30am to 12:30	3:45pm to 6:15pm

During these core opening hours the practice can be contacted as follows:

Practice	Telephone Number	Alternative Telephone Number	Fax Number
Fressingfield	01379 586227	01379 586456	01379 588265
Stradbroke	01379 388313	01379 384220	

Patients are able to book doctors appointments online at [www.fressingfieldmedicalcentre.co.uk](http://www.fressingfieldmedicalcentre.co.uk)  
Patients are able to request repeat medications at [www.fressingfieldmedicalcentre.co.uk](http://www.fressingfieldmedicalcentre.co.uk)

These online services are available 24 hours a day, 7 days a week.

## EXTENDED HOURS

The practice is open for extended hours on a Monday evening from 6:30pm to 7:25pm offering pre-booked doctors appointments for times ranging from 6:30pm to 7:10pm.

## PATIENT SURVEY

The full results of the patient survey together with the demographics of the patients that completed the survey can be found on the next few pages. Please note that if there is comparable data from the 2011/12 survey this is provided.

We would like to thank all members of our Patient Reference Group and all patients that completed our Patient Survey.

# THE RESULTS OF OUR 2012 PATIENT SURVEY

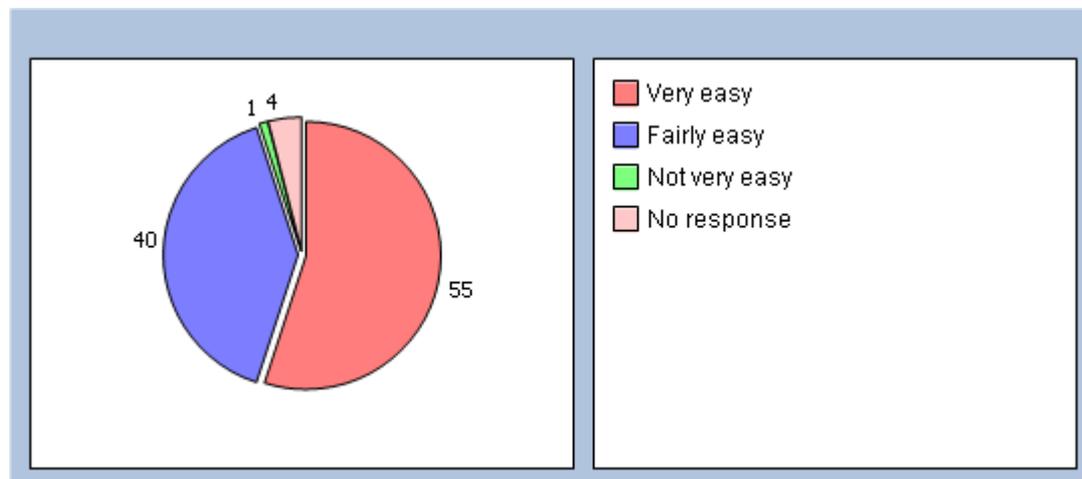
Number of Responses: 101

Dear Patient,

Thank you very much for taking the time to complete this survey. We are very keen to hear what patients think of our services. Once we have collated all the responses we will discuss the results with our 'Patient Reference Group', and if there are any areas of concern we will devise an 'action plan' to address those areas. The action plan will be published on our website.

Please answer ALL the questions that apply to you. There are no right or wrong answers and we will NOT be able to identify your individual answers.

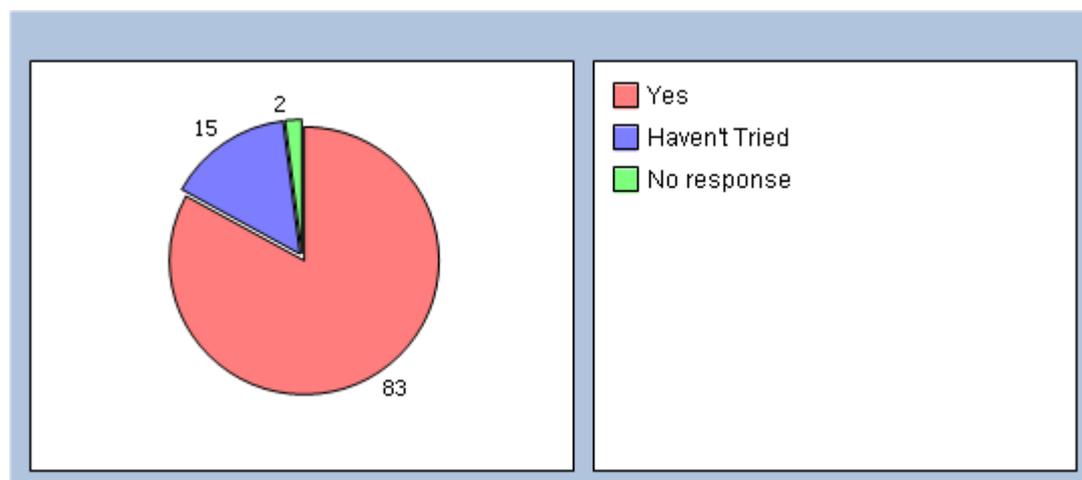
**Q1. When booking a 'routine' doctors appointment, how easy is it to get an appointment?**



**The 2011/12 survey showed:**

Very easy 58%  
Fairly easy 38%  
Not very easy 1%  
Haven't Tried 0%

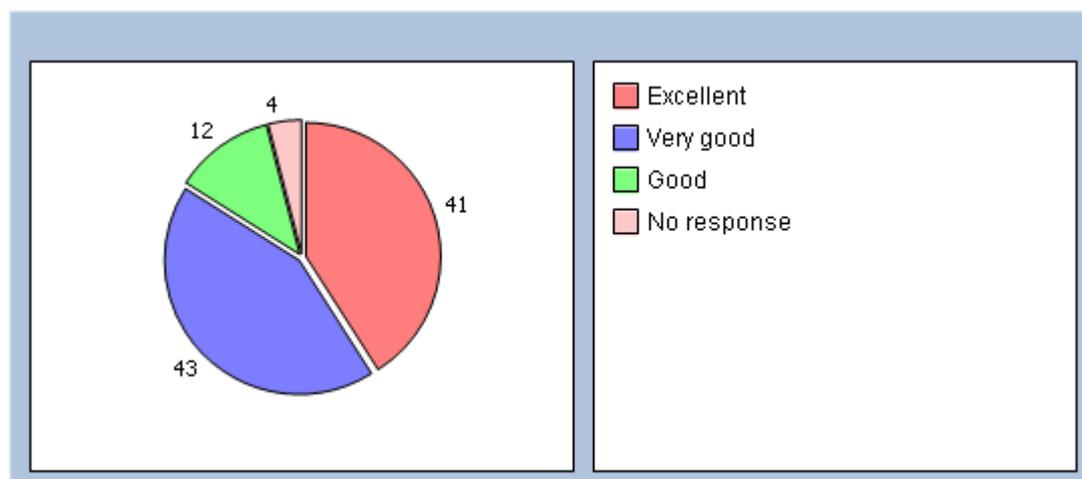
**Q2. When you need to see the doctor urgently. Are you able to get an appointment within a timeframe that is acceptable to you?**



**The 2011/12 survey showed:**

Yes 86%  
No 1%  
Haven't Tried 7%

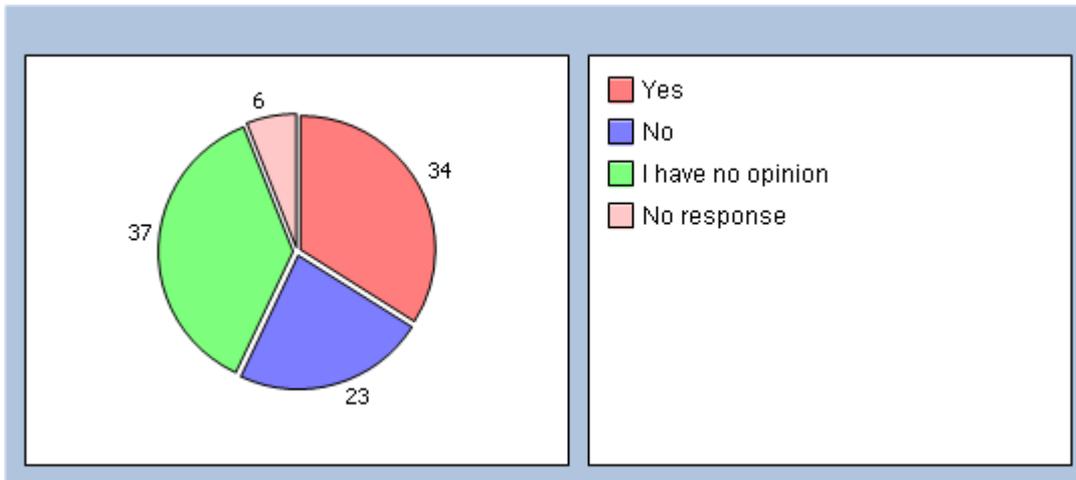
**Q3. How would you rate our appointment system?**



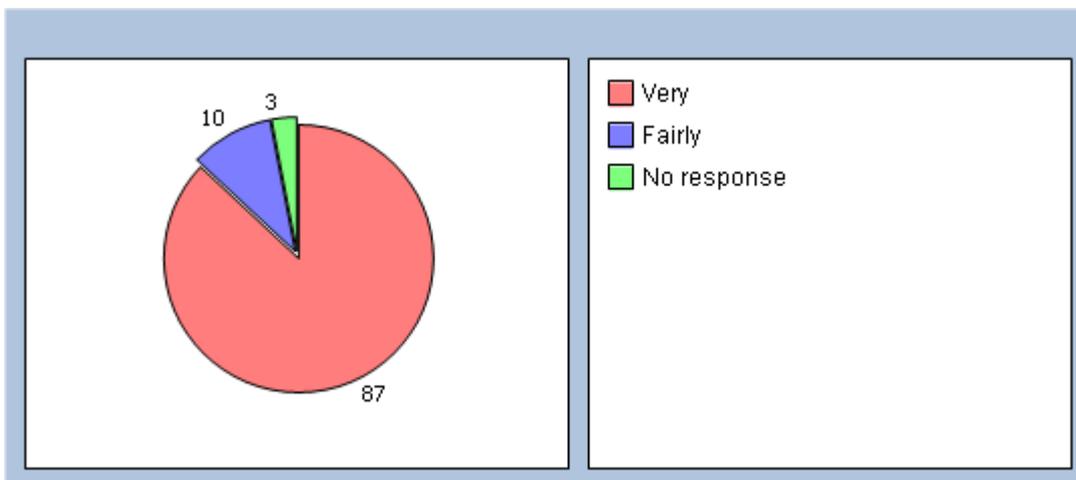
**The 2011/12 survey showed:**

Excellent 38%  
Very good 40%  
Good 18%  
Fair 1%  
Poor 0%  
Very poor 0%  
Does not apply 0%

**Q4. Patients not attending their appointments means the practice lose on average 12 hours of appointment time every month. Do you think the practice could be doing more to reduce the number of people that do not attend for their appointments?**

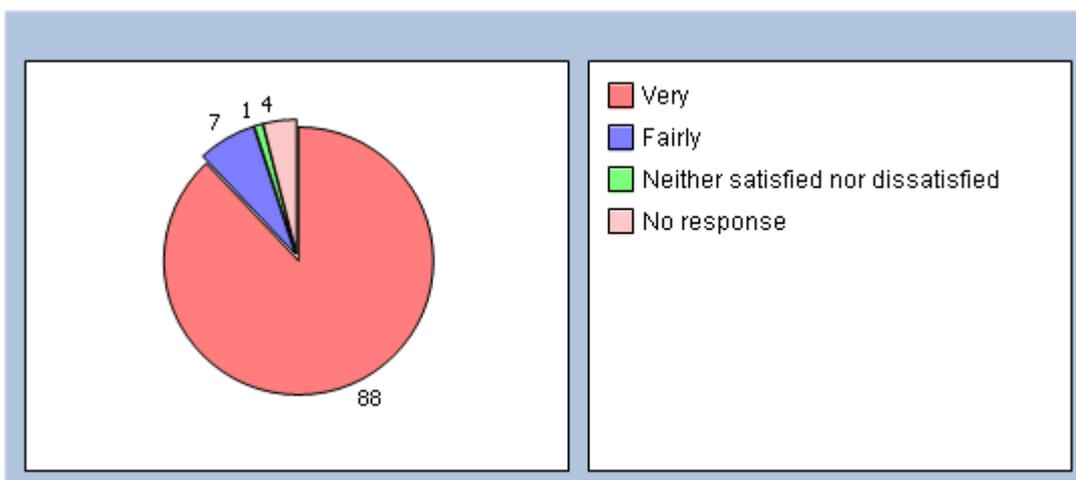


**Q5. How satisfied are you with the care that you received from Dr Read, Dr Morris or Dr Manto at the medical centres?**



**In the 2011/12 survey this question was worded in a different way and the response of that survey was that 86% were very satisfied with their care.**

**Q6. How satisfied are you with the care that you receive from the nurses at the medical centres?**

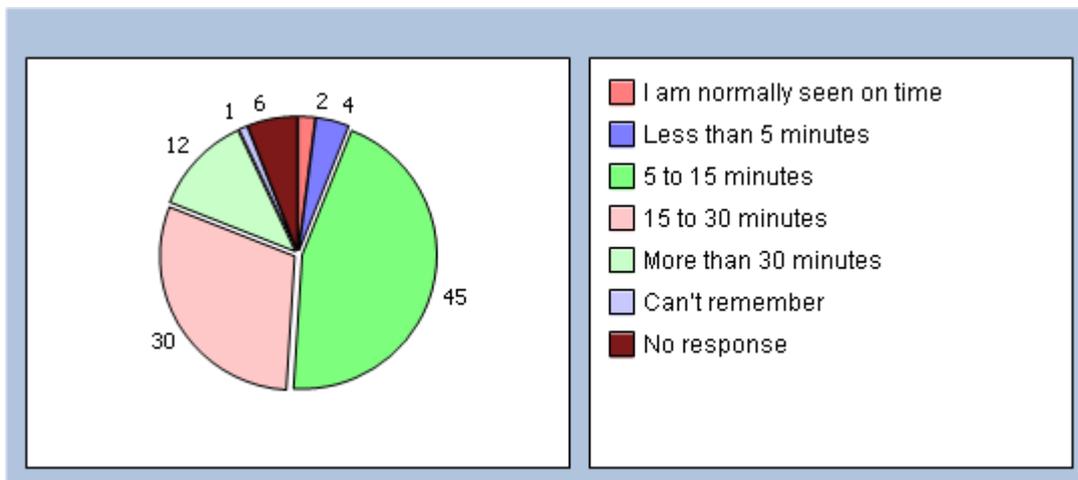


**In the 2011/12 survey this question was worded in a different way and the response of that survey was that 92% had confidence in the nurse that they saw.**

**Q7. These next four questions (7a to 7d) are about the areas of concern raised in our survey last year. Please can you answer the questions below so we can compare the results with last year.**

**7a. HOW LONG YOU HAVE TO WAIT AFTER YOUR APPOINTMENT TIME:** Doctors appts are 10 mins long, we do try our very best to keep the surgeries running to time, but often patients with complex problems will need more of the Doctors time, as a consequence the surgeries overrun. If we increase appointment times it would mean less appointment availability. We do appreciate how frustrating delays are.

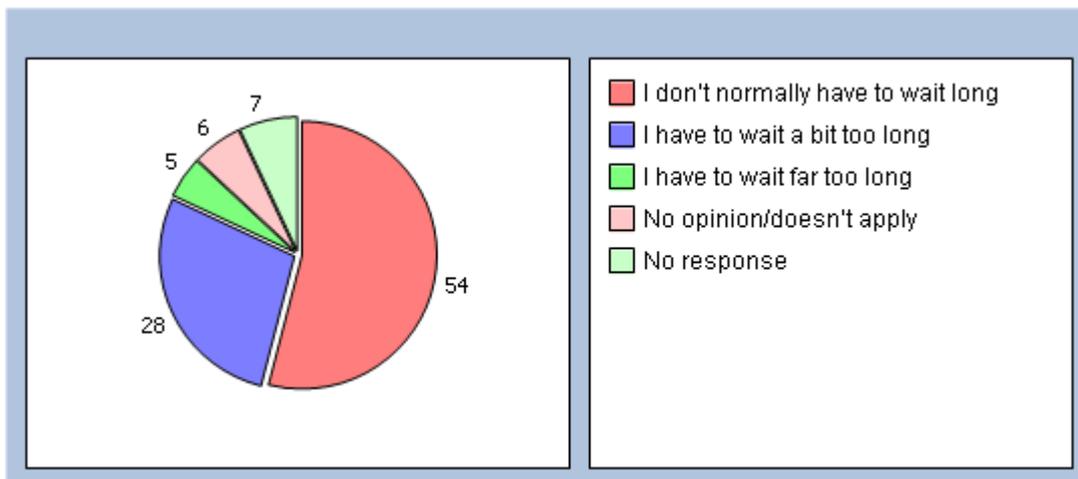
**How long after your appointment time do you normally wait to be seen?**



**The 2011/12 survey showed:**

I am normally seen on time 2%  
 Less than 5 minutes 5%  
 5 to 15 minutes 51%  
 15 to 30 minutes 35%  
 More than 30 minutes 3%  
 Can't remember 0%

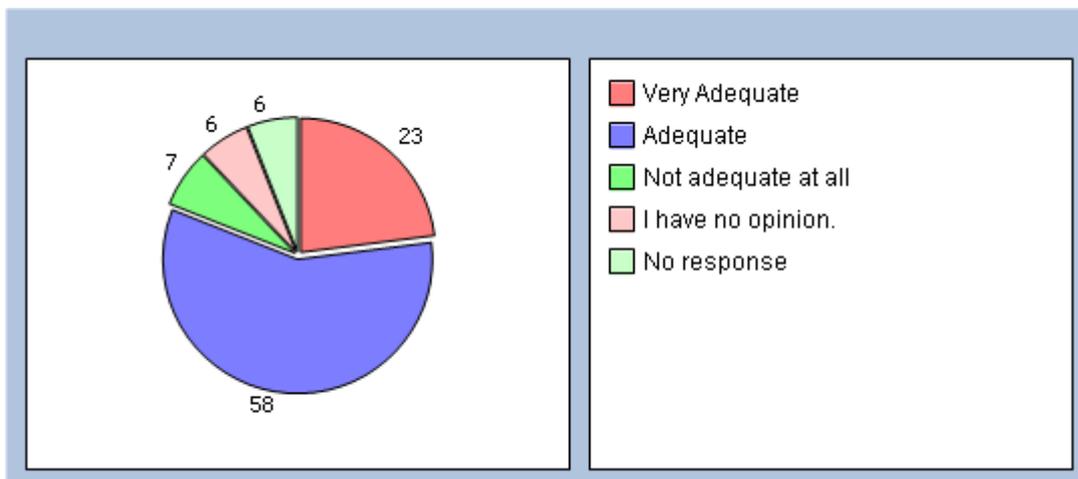
**How do you feel about how long you normally have to wait?**



**The 2011/12 survey showed:**

I don't normally have to wait long 59%  
 I have to wait a bit too long 30%  
 I have to wait far too long 0%  
 No opinion/doesn't apply 7%

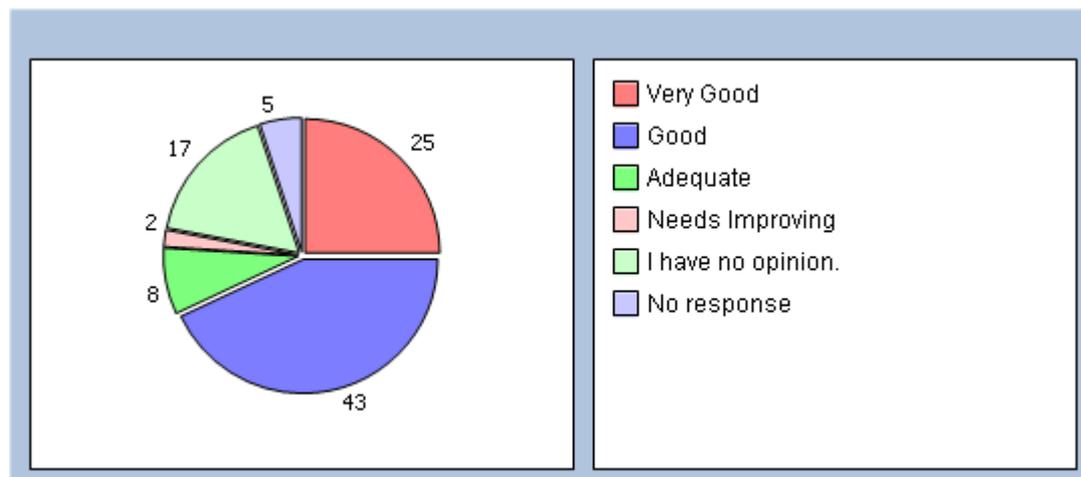
**7b. CAR PARKING AT FRESSINGFIELD:** Following the survey last year we have increased car parking at Fressingfield. How would you describe the car parking facilities at Fressingfield Medical Centre?



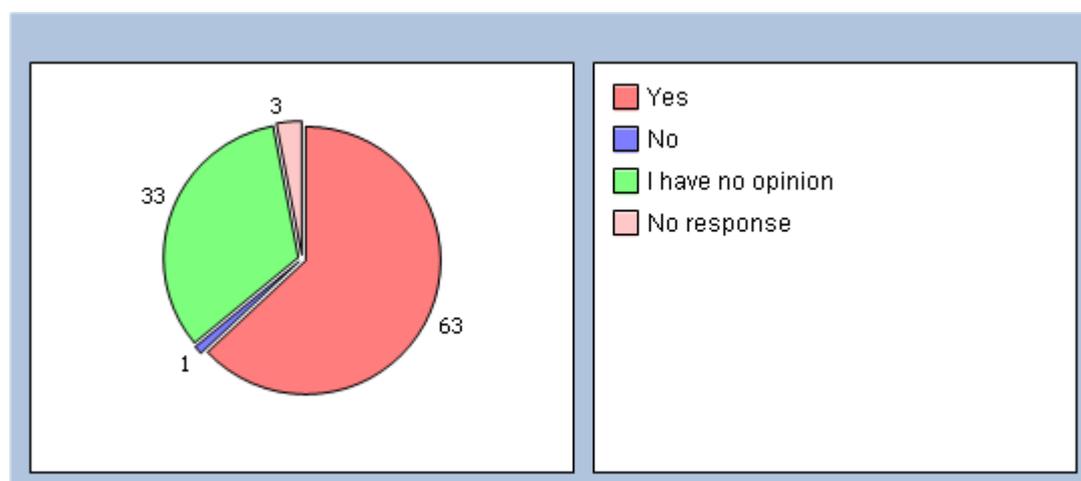
**The 2011/12 survey showed:**

Very Adequate 10%  
 Adequate 69%  
 Not Adequate at all 19%  
 I have no opinion 0%

**7c. TELEPHONE MESSAGE:** Many patients asked us to improve our telephone message, we have changed the message, what do you think about the message on our telephone system?



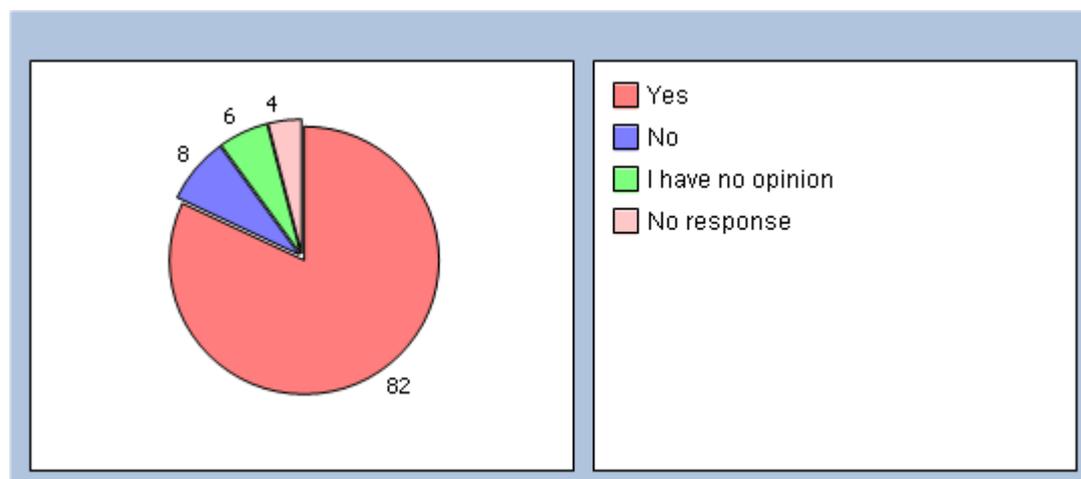
**7d. POSTERS IN THE WAITING AREA:** Last year many patients said that there were too many posters in the waiting areas, we have removed many of the posters. Do you think the waiting areas look less cluttered?



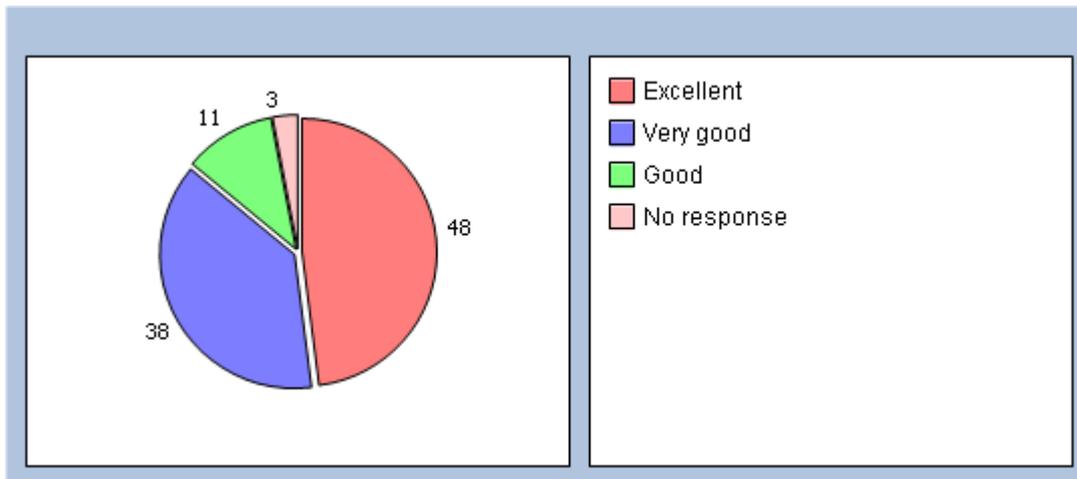
**Q8. What does the practice do well?**

**Q9. What could the practice improve on?**

**Q10. If you were not happy with our service, would you feel able to tell us?**



**Q11. Overall, how would you rate the service we provide to our patients?**



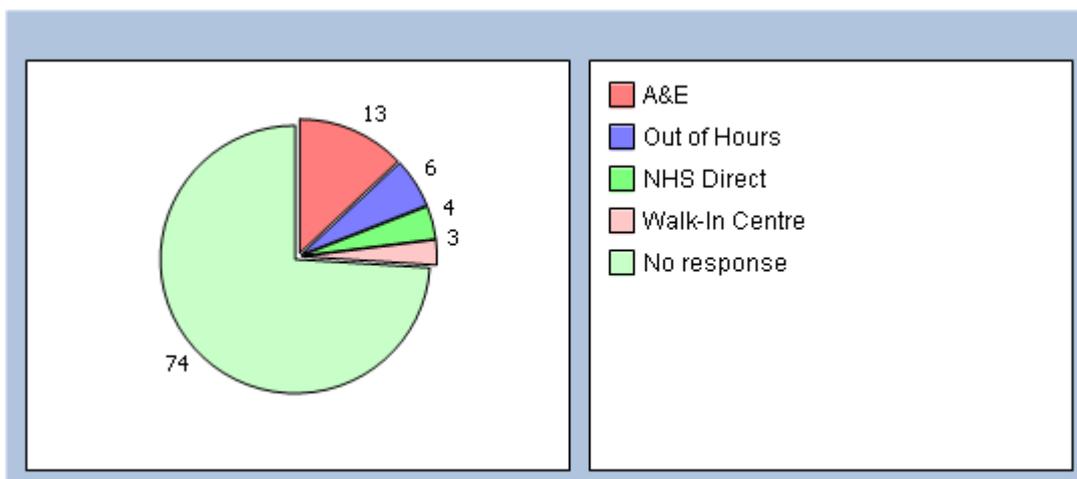
**The 2011/12 survey showed:**

Excellent 58%  
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 Poor 0%  
 Very poor 0%  
 Does not apply 0%

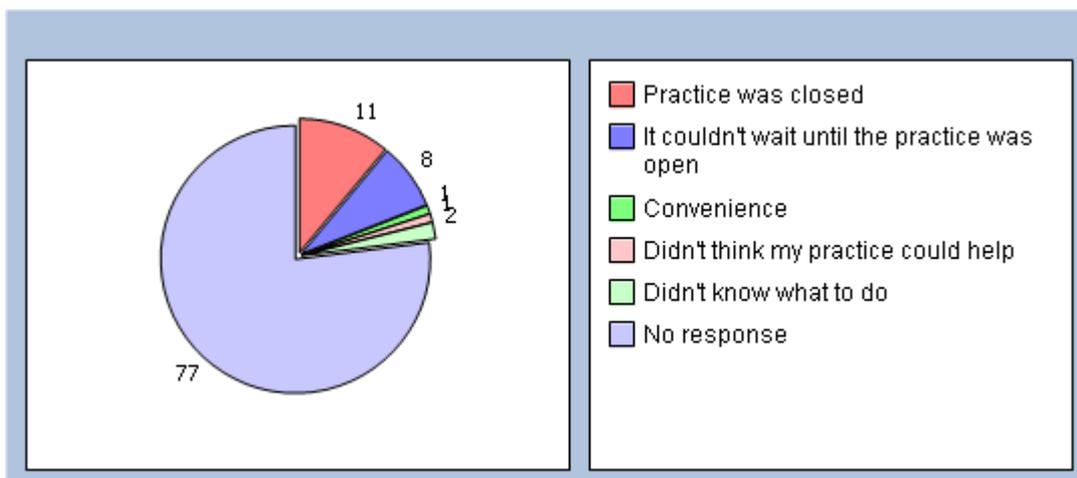
Please add any other comments you would like to make about us:

And finally, we would like to find out more about the use of other NHS Services, which are outside the control of the practice.

In the last 12 months have you used A&E or Out of Hours or NHS Direct or a Walk-In Centre?

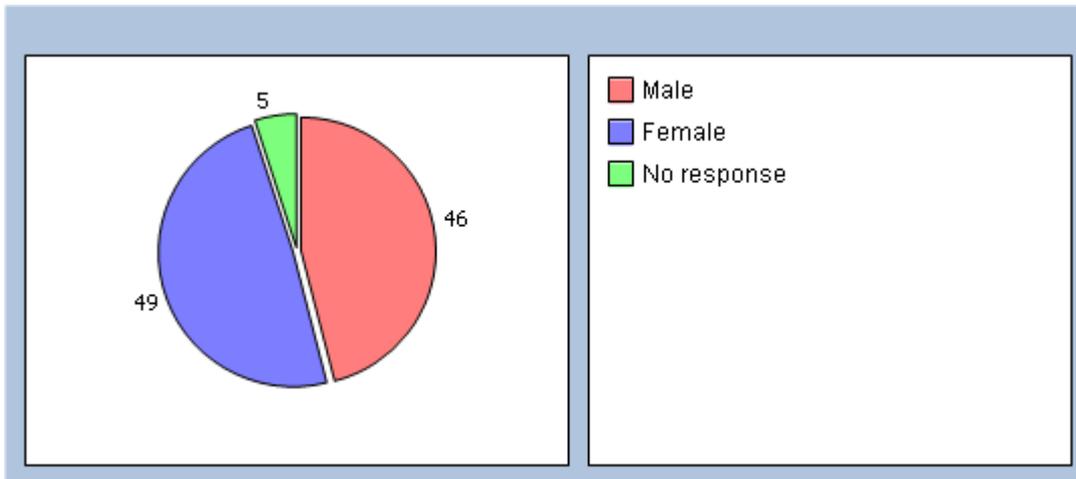


Why did you use this service?

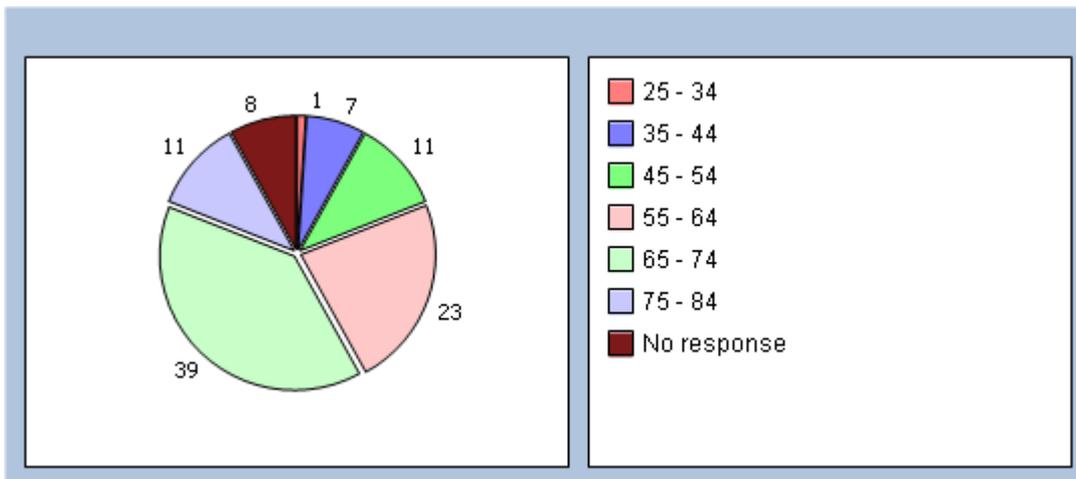


To help us analyse your answers please tell us a few things about yourself:

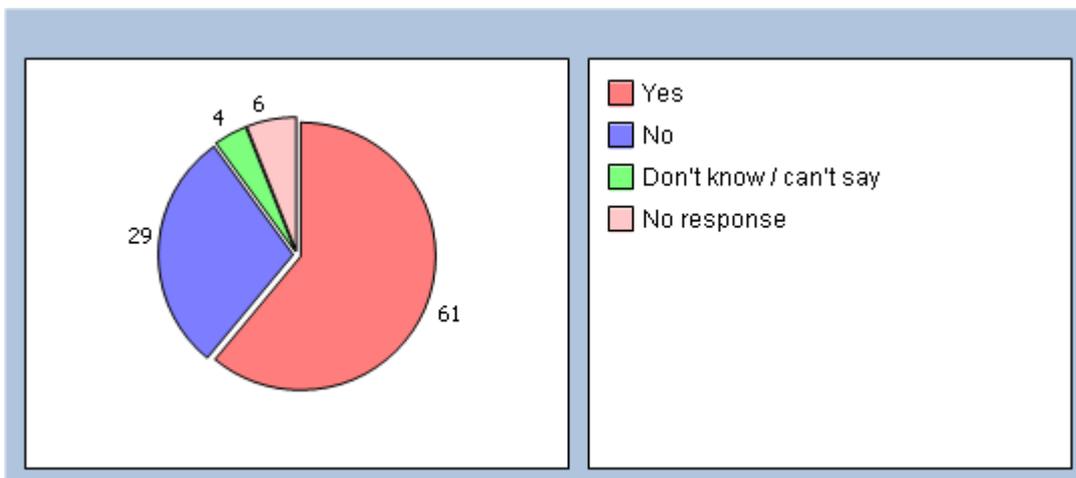
Are you male or female?



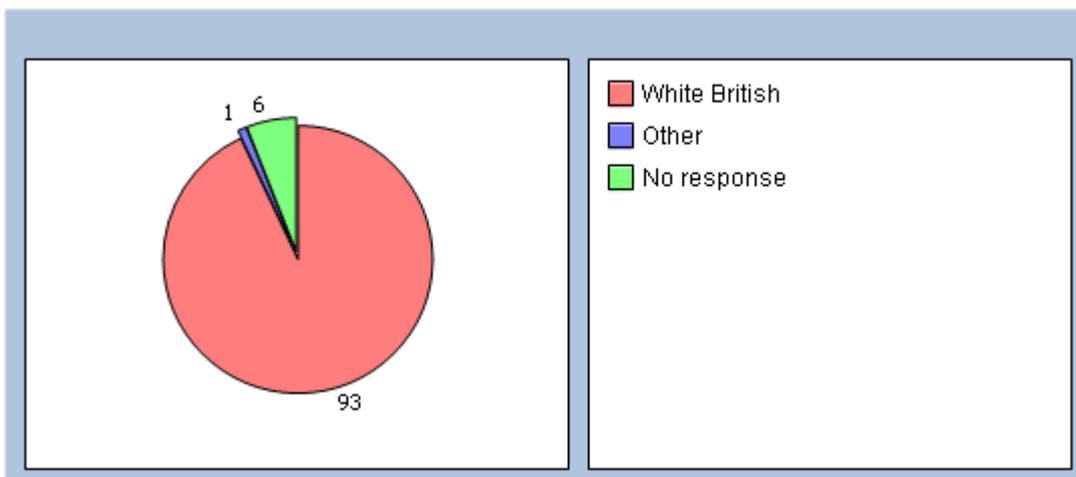
What age are you?



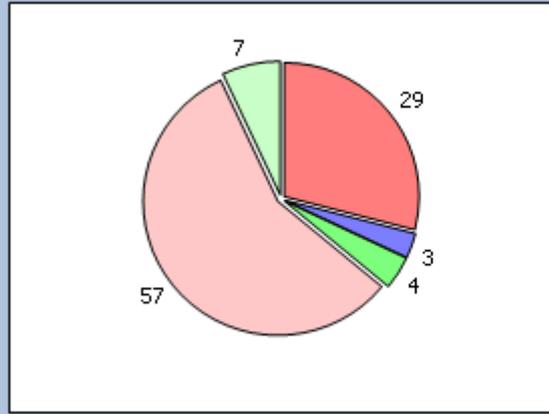
Do you have a long-standing health condition?



What is the ethnic background with which you most identify?

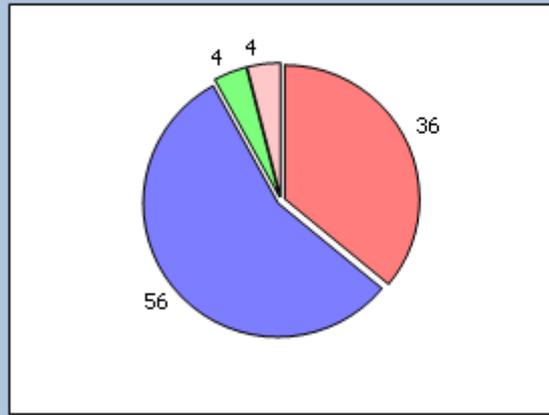


**Which of the following best describes you?**



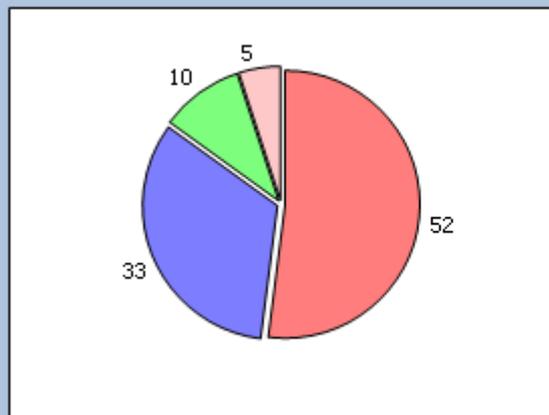
- Employed (full or part time, including self-employed)
- Unable to work due to long term sickness
- Looking after your home/family
- Retired from paid work
- No response

**How would you describe how often you come to the practice?**



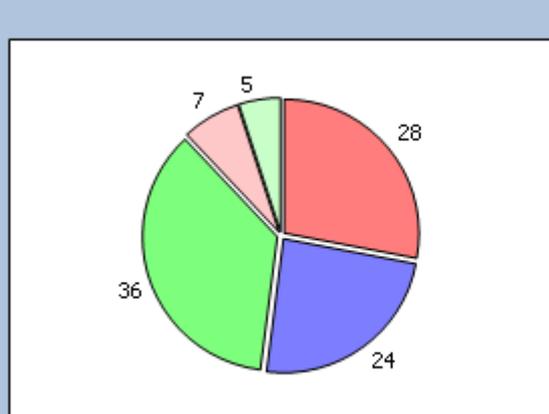
- Regularly
- Occasionally
- Very Rarely
- No response

**Which medical centre would you normally attend?**



- Fressingfield
- Stradbroke
- I have no preference
- No response

**In the last 12 months which GP did you normally see?**



- Dr Read
- Dr Morris
- Dr Manto
- I don't usually see a specific GP
- No response

Many thanks for your time in answering the questions on this survey.