

Patient Survey 2014 - Results Analysis

Background

We met with our Patient Reference Group (PRG) in October 2013 to identify specific areas of practice development for the 2014 patient survey.

The 3 practice development areas chosen were:

- Out of Hours Care
- Practice Procedures
- Online Services

During the meeting we discussed each development area (detailed below) and this helped us to identify the specific questions we needed to include in the survey.

Out of Hours Care

The NHS has recently implemented changes for who patients should contact for urgent care when their GP practice is closed. We agreed the questionnaire should raise awareness of the new services and obtain the views of patients who have used it.

Practice Procedures

Our PRG has asked us to include this section in our questionnaire this year to raise awareness on how patient requests are processed within the practice and the NHS as a whole. The questionnaire covered the following practice procedures:

- Obtaining results for a blood test
- Out of hours GP services
- Requesting a sickness certificate
- Telephone triaging
- Vaccinations for travelling abroad
- Home visit from GP

Online Services

Thornhills were considering implementing online appointment booking and an enhanced repeat prescription request online service. The PRG agreed it would be useful to obtain feedback from patients regarding these new services.

After the meeting we produced short patient questionnaires on each of the subjects and sent these to the PRG for their approval prior to publishing the survey.

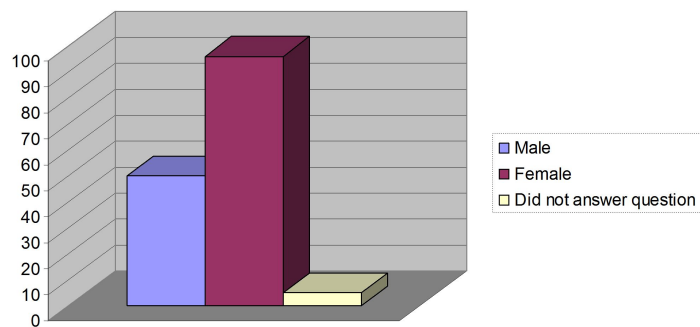
Methodology

The survey was carried out over a 9 week period in Dec13 / Jan14. The survey was open for all registered patients of the practice. Forms were available for completion electronically via the practice website or in paper format to those visiting the surgery. We received 151 completed surveys.

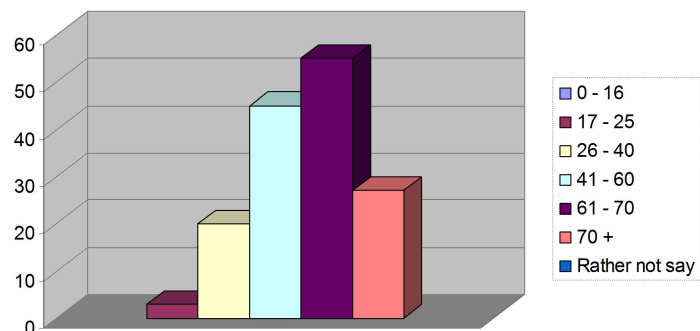
Questions and Results

Section A – Out of hours Care Questions

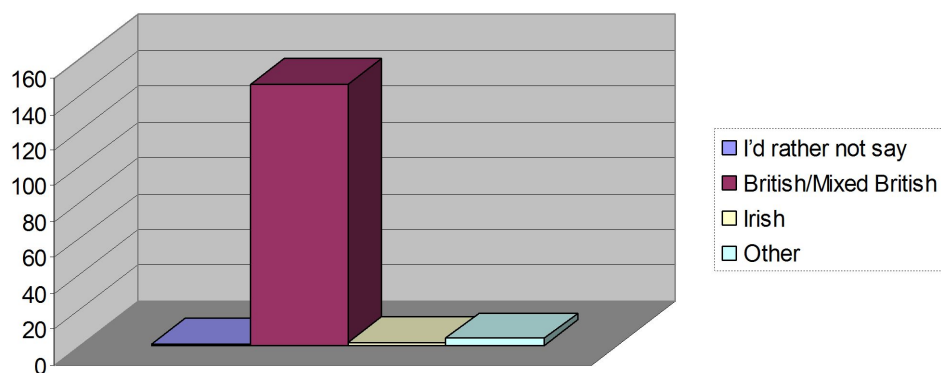
Q1. Are you male or female?



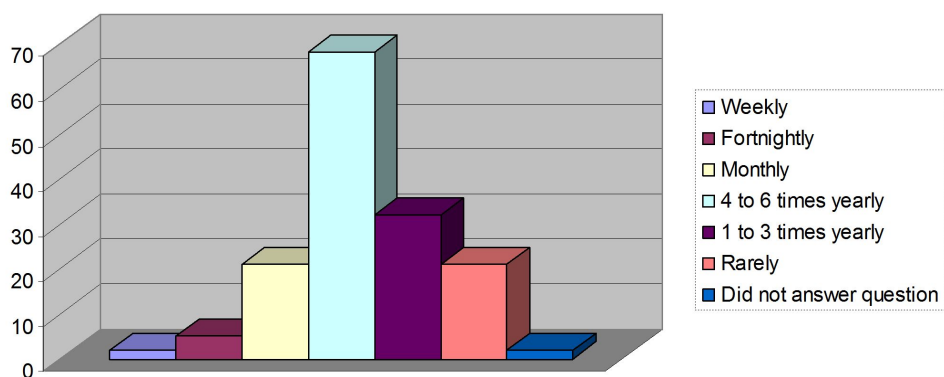
Q2. How old are you?



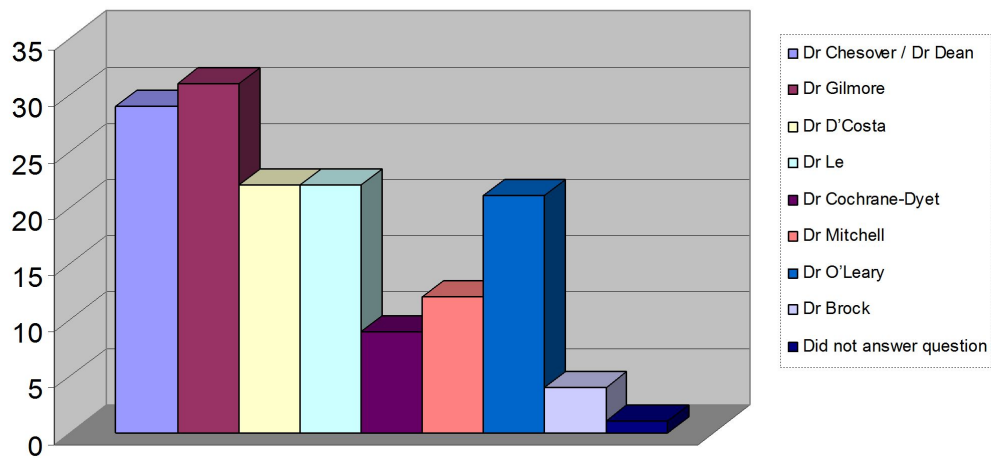
Q3. What is your ethnic group?



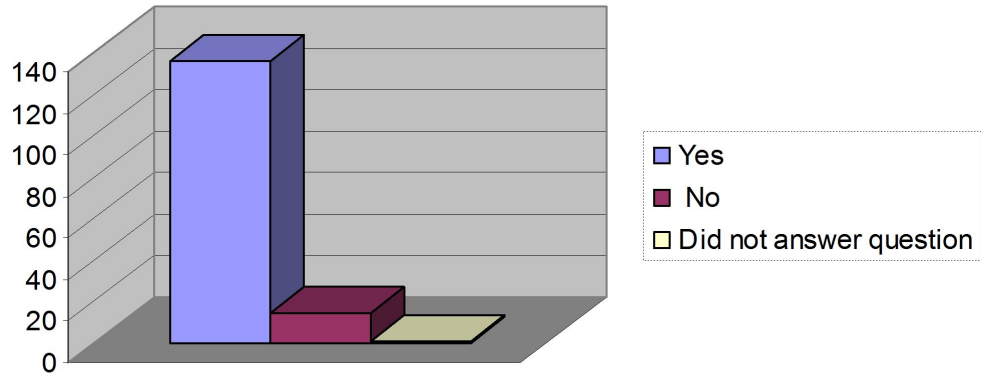
Q4. How often do you attend the surgery?



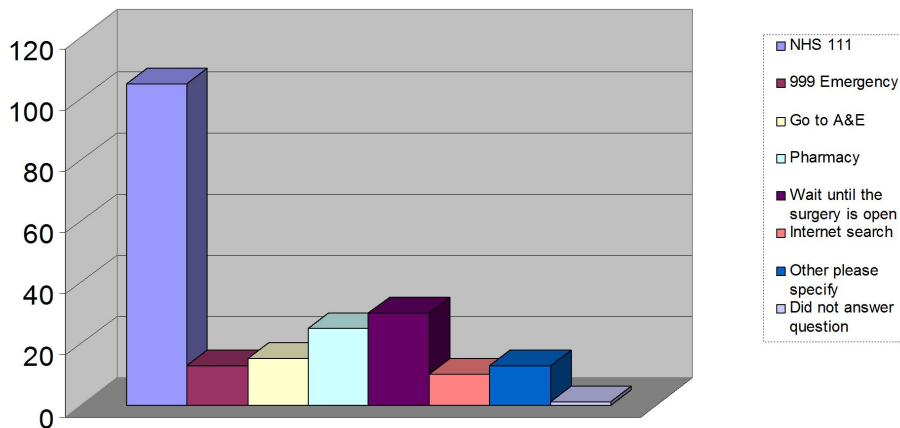
Q5. Who is your usual GP?



Q6. Were you aware that our core opening hours are 8am to 6pm Monday to Friday?



Q7. Who would you call if you needed GP medical services outside of these hours?



Most patients are obviously aware of the correct procedure to call NHS 111 if they need GP medical services outside of our opening hours. However, there are still many people who are unsure therefore additional patient awareness is required.

Patient comments to Q7

Depending upon condition
Depending on the emergency
Depends what is wrong
Depending upon surgery
If urgent NHS111 or 999 if life threatening
NHS 111 if urgent
My mother as she is a professional
GP Phone number and follow advice for out of hours
The surgery has always supplied an out of hours number to call when closed
Southeast Health
More likely go to A & E
I have heard reports that they do not work properly
Don't know

Q8. If your answer to question 7 was not NHS 111, please explain why.

Patient comments to Q8

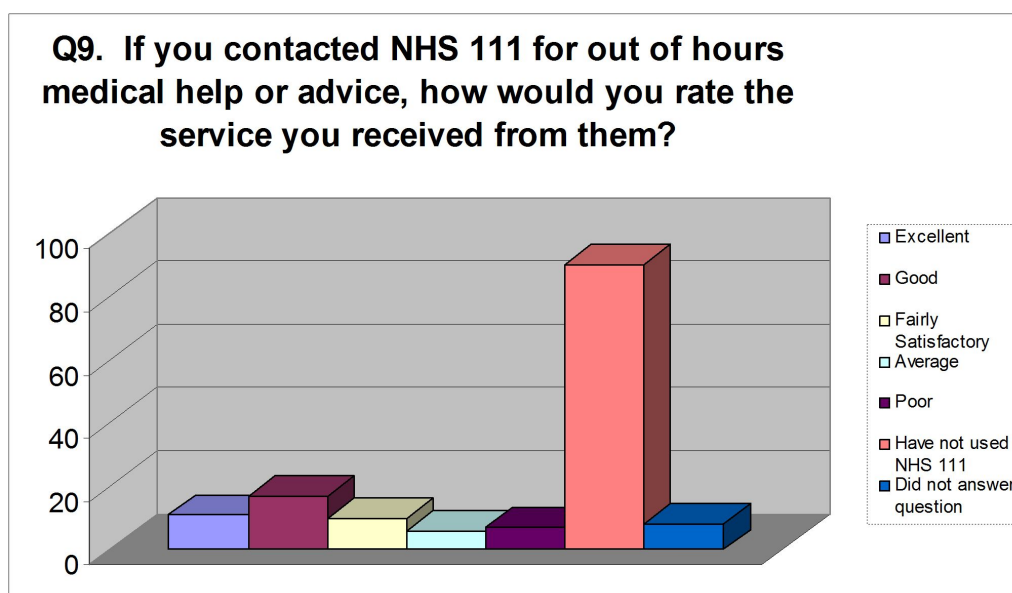
No experience of NHS 111 service
I am not aware of NHS 111
I have never tried 111 but have tried A & E
Never heard of it

Heard bad things
I have read and heard many negative comments about this service and would prefer to consult my Doctor if possible.
Do not have confidence in "Helpdesk" style, menu driven questionnaire assistance.
NHS 111 is unsatisfactory
Tried once before NHS useless screening service worse than NHS direct
Manned by inexperienced people. Not a good reputation service is ceasing
I have no faith in them, the GP emergency number or wait if possible
I have tried 111 in an emergency and after 25 minutes was told to go to A & E
Due to media news have no faith getting a correct answer
Last time it took about 6 hours to get to even speak with a doctor and their advice was to go to A & E
Because I would not trust the service and if I was really ill then I would dial for an ambulance immediately

Maybe would phone but not had any need to do so
Never had cause to do so
Unless real emergency
I'd try to muddle on until you were open
If I required urgent advice
Unless it was an emergency
Emergency only
Depending on the emergency
Depends what is wrong
Would depend on illness
I needed help straight away because I passed out and wife dialled 999
I have a heart condition requiring urgent response
If it was an emergency, then I'd need more than a phone call, if its anything else it can wait because they only tell you to see your GP or go to the a & E dept - don't really give advice

More confident in A & E
When we know what is wrong we go straight to hospital

Prefer to be seen by Dr as records are at hand
It replaces the old NHS Direct and is an EU number as is 112
I find pharmacists very helpful
I thought we had to call southeast care, listen to voicemail at surgery for SE phone number
My mother as she is a professional
Don't remember
Possible better service
Direct Contact
I would only call NHS if needed reassurance or wanted to know if the problem was serious enough to go to A & E
Always have
I work for the ambulance service and know of the ridiculous calls that are put through to the ambulance service when they only require a GP
Depending upon surgery
Because I could see a GP at the hospital
Surgery



48% of patients who have used NHS 111 since it's launched last year have rated the service as excellent or good but 12% have rated the service as poor.

Patient comments to Q9

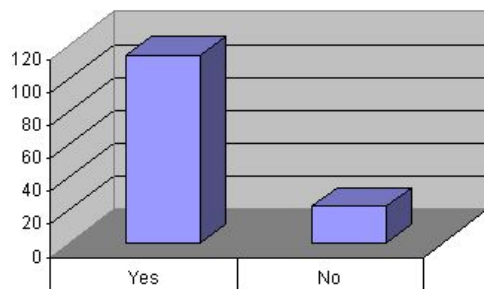
Very clear and prompt with response.
Swift clear advice given and a good listening ear also no rush
Came back quite promptly and very friendly manner on the phone.

Never contacted them
Haven't had the need to contact to NHS 111 but if the surgery was closed and I needed advice, I would certainly dial up.
Never
Would not use 111
I have not used this service since it was NHS Direct
Would never use again

Very slow call backs from nurse/GP over 5 hours in 1 case
You are talking to people with a set list of questions which do not always apply to your problem
A telephone service has limited expectations
I think they send too many people to A & E
4 paramedics arrived in middle of night when I needed medical advice about my husband. We were carted off to A&E and seen at 6am but no one observed the problem I needed resolved. This was because between 1am and 6am no one came near us. But this was whilst I was in Scotland on holiday.

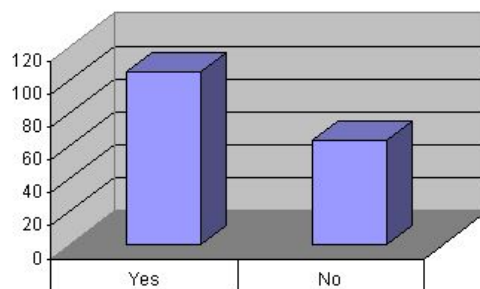
Section B – Practice Procedures Questions

Q10a. Are you aware how the following practice processes work?



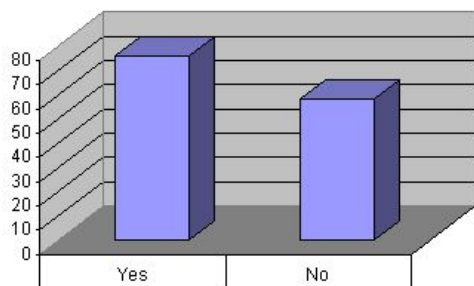
Obtaining results of a blood test

Q10b. Are you aware how the following practice processes work?



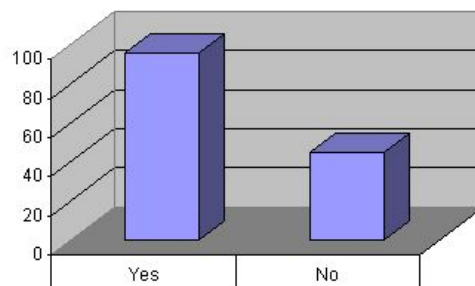
Out of hours GP services

Q10c. Are you aware how the following practice processes work?



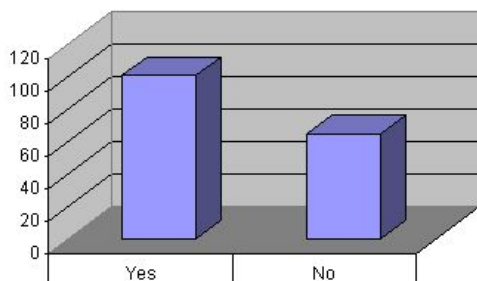
Requesting a sickness certificate

Q10d. Are you aware how the following practice processes work?



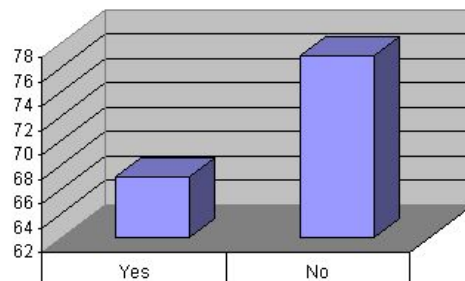
Telephone triaging

Q10e. Are you aware how the following practice processes work?



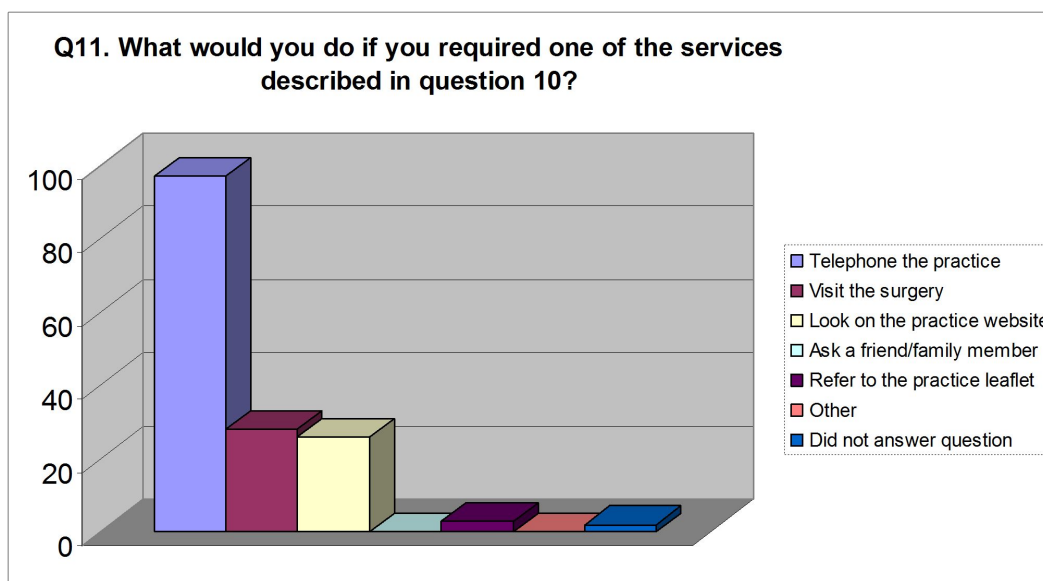
Travel Vaccinations

Q10f. Are you aware how the following practice processes work?



Home visit from GP

It is encouraging that most patients are aware of practice procedures but it is obvious that the practice could educate patients further in these procedures and other practice procedures.



62% of patients would telephone the practice for information regarding our services and only 16% would refer to the practice web site.

Q12. Where would you like to see these services advertised?

Leaflet

Leaflet

Leaflet sent to home address

Leaflet or posters in surgery

Leaflet,email, in surgery

Practice information leaflet and at the practice

Via a leaflet in the surgery

Yes with up to date booklets

Your booklet

Home booklet

Booklet available at surgery and or sent to each family attending the practice

Regular letter or booklet with updates

In waiting room or on TV

In the waiting room

On screen in waiting room but readable, script sometimes too small and cramped to be readable

TV, radio 1 or 2 news paper (the sun or mirror)

not sure if you already do but on the screen in the waiting room but website seems favourite

On the TV system

on the TV screen

May assist older population who do not have access to website to display on TV screen in surgery

On screen in waiting room

on electronic banner in surgery

As at present on electronic notice board

Website

Website

Website

On website

On the website

On the website. In the surgery

Surgery and website

Internet FAQ's

On website & surgery (notice board or electronic notice)

On the website

Website/leaflet

On the website

On website

On the website

On the website

On the website/in the surgery

On the website if they're not already there.

On the website if they're not already there.

On the website or at the surgery

On the website and in the Surgery.

On website and practice leaflet

On website and practice leaflet

Website in surgery poster board local pharmacy

On the website/in the surgery

On website In surgery on posters

On the website

Website , waiting room , TV screen

Online

Online, in surgery, as a leaflet

Email

In a mail or internet message to all patients

In the waiting room and online

In the surgery

In the surgery would be a good start. People can then see the information whilst they are waiting to see their doctor.

In the surgery

In the surgery

In surgery reception

In the surgery

surgery

In the medical centre

In the surgery

In surgery and chemist

in the surgery and made clear for people who do not have internet access

Within the surgery and on any circulars leaflets etc issued

Notice Board

Poster in the surgery, I don't always sit long enough to read the TV

On a notice board at the front of the waiting room

On board in surgery

If I wanted same day appointment I would visit the surgery to make sure I got one as the phone line would be busy at 8am. Though telephone booking is helpful and if unwell during the night you can book. Otherwise I would phone or look on your website for information

Possible text messages

On the telephone

More on line - Facebook?

Issued on a plastic coated card to be kept for emergency use

In post offices display screens

Local newspapers

Don't know - why waste more time and money on this

Don't waste time on this - deal with the patients

Not sure

Note sure

I don't think they need to be advertised

This has given us some great ideas to develop and we will be taking some of these suggestions forward over the coming months.

Q13. Are there any other practice services or procedures that you would wish to see further information on?

*Dental, Chiropody
Chiropody / podiatry
Physio*

*Out of hours and late night surgery
Out of hours GP services
Late nights*

How to request repeat prescriptions without having to have repeat form or visiting the practice to complete one

I would like to be able to book appointments online

Online and in surgery

Other services could be put on a plastic coated card with information

How much are is afforded to the over 75's

An MOT for older patients

What minor surgeries care carried out

Private procedures that cannot be provided by NHS

Referrals

The pneumo vaccination was not fully advertised this year. When I had the flu jab, nothing/nobody indicated that the pneumo was available. (As it happens, I'm glad I had the flu jab the first Saturday, and the pneumo the second, as I reacted a bit to both).

Your Health and Social Care Co-ordinator. The opportunity for patients to join the PPG - why is this kept silent and closed to all?

Your website would have more consumer information for healthy living eating exercise alternative therapies even if its sign posting guidance notes.

like to see all services on tv screen

How surgery should solve customer time wasting

General updating and modernisation of website would be useful listing all services with link to NHS

Stoma care

Don't agree with your not booking a next day appointment with a doctor

I do not see any mention of reception at the practice and if there is any room to improve then it is that some of the reception staff should remember that the people that they deal with are usually visiting the practice due to illness and therefore they should show a little more courtesy and perhaps flexibility. In addition the doctor may ask for blood test but when we approach the reception they have no idea of urgency and you can wait for up to two weeks. This I feel is rather long knowing that once blood test is done it can take another week for results.

Don't know

Not sure

Not sure

No

No

No

No

*No - we rate the practice as excellent
not at the moment*

No

No

No

I don't think so

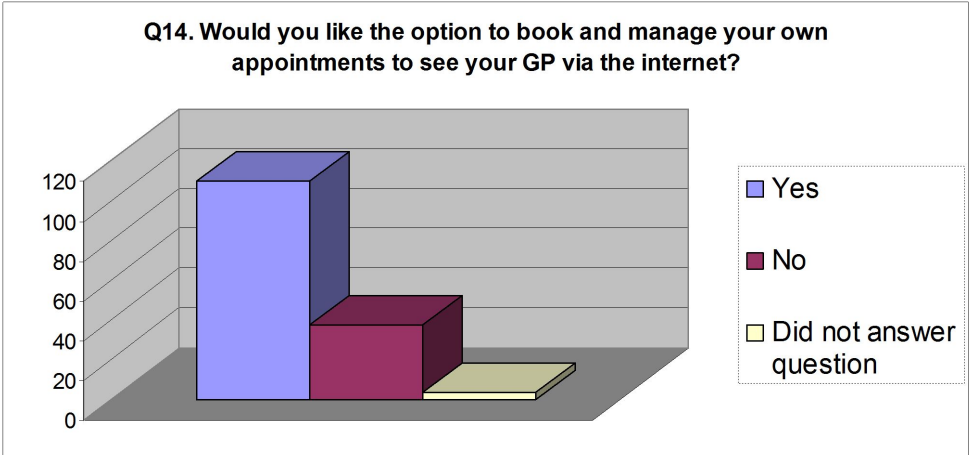
No

Currently no

No

No
 No
 No
 No
 No
 No
 None
 None
 No
 not at present
 No
 No
 not at this time
 No
 No
 No

Section C – Online services Questions



75% of patients would like the option to book and manage their own appointments online.

Patient comments to Q14

Definitely
Definitely
this would be very helpful
Really good idea
Definitely - would be a very good idea. At present one can cancel but I feel that to be able to make one would be less time consuming as when telephoning there are so many options and if the first appt is not practical one has to go through all the options again
It would be a lot easier as a teacher it is tricky to make telephone calls from work
That would be REALLY useful
I see a nurse every 12 weeks for B12 to be able to book this online would be brilliant

Do not have internet
No internet at home
No internet
Do not have internet
Do not have internet
Have not the internet
Have no internet
Do not have a computer
No computer
Sorry we are still on pigeon post!

*I think a lot of appointments would be wasted this way with people booking "just in case"
It would have to be a limited number of appointments or those without a computer will miss appointments*

As an option - not the only method

Including obtaining results and repeat prescriptions

Matter of preference to speak to a human being

This is a good facility but I do not use a computer regularly and would prefer to ring and speak with someone

I still find the best way (if I am still mobile) is to come to the surgery at 8am to get an appointment

The phone system has always worked just fine.

Would take longer than a phone call

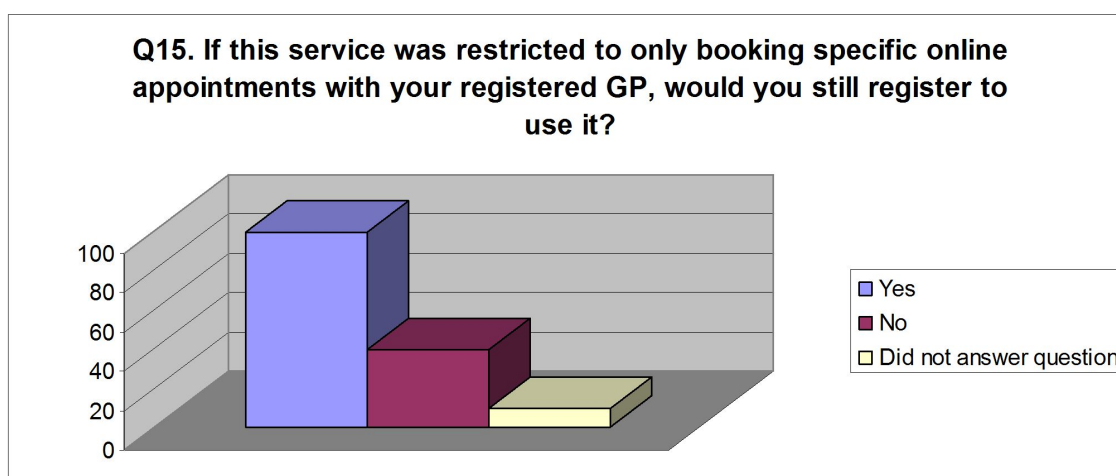
I've tried it and it failed. I went through a whole week trying to get an appointment but failed.

The system didn't know that the Dr was on holiday.

Often the telephone booking system can be 'painful'

The automated telephone appointment services do not work I can never get an appointment

Phoning is a nightmare especially when your GP does not work every day, you can't book your own appt on the phone



72% of patients would still like the option to book online appointments even though it would be restricted.

Patient comments to Q15

Can we have online bookings as soon as possible

I would continue to use it as the standard of care received from the practice and our Doctor has been first class

Maybe

if it was easy

If there was a suitable appointment

Unless it was an emergency appointment

What if your GP is fully booked or unavailable

Depends on whether the system can tell you "Dr is not seeing patients on this day" or "Dr is away this week".

My GP only works on certain days

Don't really know which restrictions

That's not very useful if you are out until 3am and your GP not in and you have to wait to call

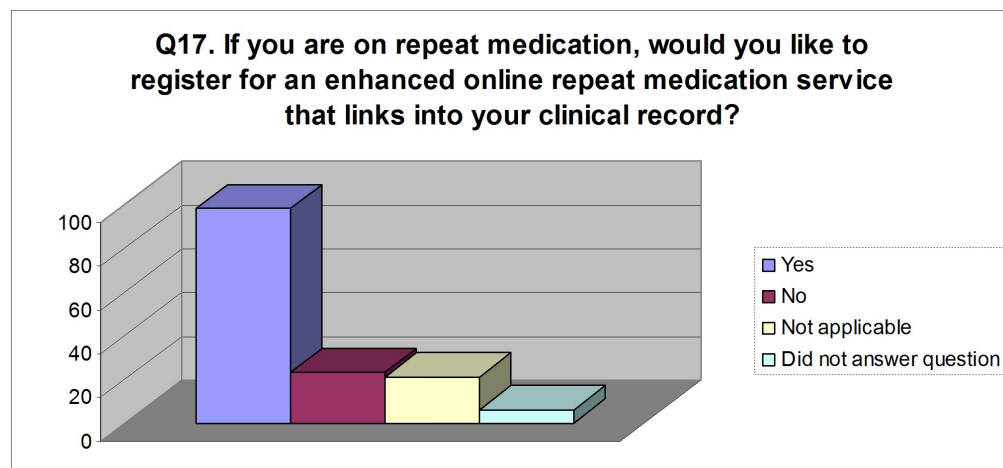
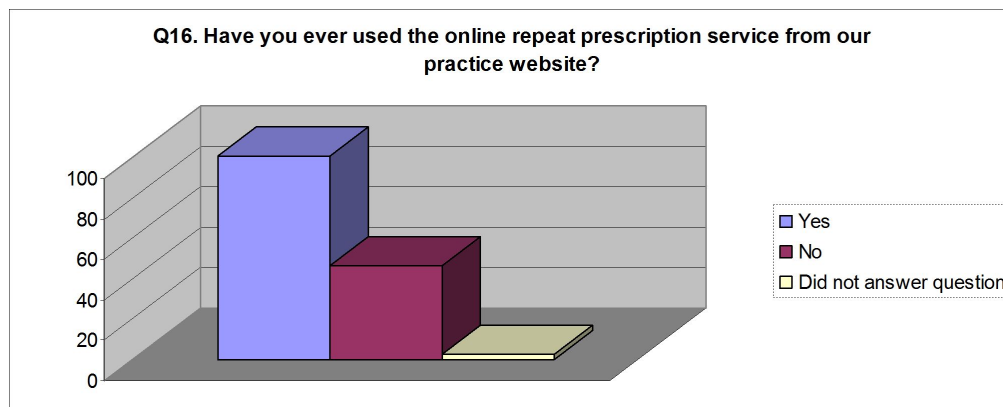
My Doctor is never there, should be able to book with any available doctor

What's the point if only GP why not nurses appointment

Its unusual to need to see another GP which I have only done with one other issue after getting exasperated with own GP

Possibly but my husband has no knowledge of the internet along with 90% of people his age (76)

However I prefer to call and speak with a human
Would prefer to use the phone
I am not computer literate I do not like using them
Have no internet
No internet
Do not have internet
No computer



70% of patients are keen on the idea of an enhanced online repeat medication service.



Patient comments to Q18

*The sooner the better as long as a specific time that a reply was to be given was stated
As long as it is private/secure I'd have no issue
Would have to be sure that this was secure
as long as it is secured*

*As long as I have the option to discuss direct at the surgery also
But would only use this for minor issues would not feel comfortable if issues were too personal
Sometimes one just needs a quick reply as to whether or not one should make an appt with
doctor. It should save a lot of time I think
It would depend on how the practice dealt with messages. When I have used the on-line repeat
prescription service, I have often indicated that I didn't need a particular item. Sometimes I
have added a comment saying that I really didn't need the item. But the item has been included
anyway.*

*Do not have internet
No internet
Do not have a computer
I am not computer illiterate*

*I don't feel the internet is the place for personal details. I don't use it for money matters or
banking so would not use it for personal details
Too many emails now
No not as yet although if I could learn how to do it (with confidence) I would use it
Like to talk to a person and receive immediate answer
Prefer to talk either on phone or face to face otherwise too impersonal and no guarantee of
time lapse for request to be dealt with

I can't see why you cannot email letters direct to patient rather than keep telephoning and
having to collect things.*

Action Plan

Section 1 – Out of hours care

- Publicise and promote our core opening hours in more accessible ways.
- Publicise and promote NHS 111 further.
 - Local pharmacies
 - Supermarkets
 - On repeat prescription paper
 - Better signage at the practice
- Give a copy of our patient feedback to NHS 111 including patient's views that have used their services. This will hopefully lead to further promotion and improvement of their own services.

Section 2 – Practice Procedures

- Produce additional information on services as suggested in question 13.
- Update the list of practice procedures and publish these in a dedicated section on the practice website.
- Practice leaflets are only given to new patients so we need to encourage patients to refer to the practice web site to look up how practice procedures work.
- It would not be possible to produce booklets and distribute to each household as some patients suggested. There would be a high cost (around 8000 households) and procedures change so quickly that booklets are soon out of date.
- Simple procedures can be detailed on the TV in the waiting room.

- Encouraging patients to use the web site should hopefully reduce the amount of telephone calls to the practice.
- We hope to develop a text message \ SMS service to patients where we can promote the use of the web site and distribute certain information.

Section 3 – Online Services

- Implement online appointment booking with GPs.
- Due to limitations of the software and the fact that Thornhills run a personal GP list system, patients would only be able to book appointments online with their usual GP.
- It would not be possible to book Nurse \ HCA appointments online because there are so many different types of nurse appointments that have different time slots and some are run in specific clinics. Additionally not all nurses are trained or qualified to cover all types of appointments.
- Produce an FAQ \ user guide for patients to use instructing them how to register for online services and troubleshoot the key issues with registering and using the system.
- Develop and promote the new enhanced online prescription service with a view to phasing out the existing online repeat prescription request via the web site.

Opening hours of the practice and the method of obtaining access to services throughout core hours

We were asked by NHS England to include the following information in our report

Opening Hours

The practices normal opening hours and extended opening hours are published on our web site, please [click here](#) to view.

Appointments

Our practice information leaflet, which is available in paper format at reception and is also published on our web site, provides details of how to make an appointment during core hours. Please [click here](#) to view our practice leaflet.

To view our FAQ's in regard to making an appointment please [click here](#).

Update on previous years action plan

Following the patient survey in 2013 the practice made an action plan and progress against the plan is detailed below:

A&E Attendances	
Action	Update
We will continue to review A&E attendance reports and send letters to patients who may have been better treated in primary care.	All A&E attendance reports are reviewed by Dr O'Leary who is GP lead in this area and if appropriate a letter is then sent to the patient advising that their problem may have been successfully managed at the surgery, or by the Out of Hours GP. We continue to do this.
We will work with our commissioning group to get better and timelier information from the A&E department.	We attend regular meetings with other members of our commissioning group and information is becoming more assessable which is making it easier when reviewing the appropriate use of A&E.
We will develop the practice's triage system and advertise this further to patients.	<p>Our triage system works as follows: When all routine appointments are taken, the receptionist will log the patients details on to our computer system and the patient will be telephoned by a clinician. After speaking with the patient, the clinician is able to categorise the patient's query as follows:</p> <ul style="list-style-type: none">• Telephone advice• Same-day appointment with a nurse• Same-day appointment with the doctor• Future appointment with the doctor <p>Details of the triage system are on our Appointments FAQ's factsheet which is available on our practice website and at reception. We also display information on our practice leaflet, posters around the surgery, on the waiting room TV, and patient display screen.</p>
We will advertise the best use of medical services in the surgery and on the website.	Posters are displayed in the waiting room and on the TV screen.
We will inform patients about the new NHS 111 service that is replacing NHS direct. This will be the first port of call for out of hours and promises to help more in directing patients to the right source of NHS treatment they need.	The new national NHS 111 service went live in 2013. We have placed details of how to contact the out of hours service on our practice website, practice leaflet, posters around the surgery, on the waiting room TV, patient display screen and there is a message on the telephones which all incoming callers to the surgery will hear when we are closed.

Missed Appointments	
Action	Update
We will investigate the option of sending text reminders for appointments to patients.	We are now routinely sending text reminders to patients for the following appointments: smoking cessation, baby immunisations, health checks, extended hours. We hope to expand this to all appointments soon.
We will advertise the cancel your appointment facility via our website more.	The cancel your appointment facility now has its own section on the website and we have also included details of how to cancel appointments via the automated telephone system as well.
We will advertise the cancel your appointment facility via the automated system more.	We have added a new message to the telephone system advising that appointments can be cancelled via the automated system and via the website.
We will re-introduce informing patients of the number of missed appointments by displaying totals on the patient display screen or TV in the waiting room area.	Monthly figures are now displayed on the TV in the waiting room. We are also planning to publish on the web site and start writing to recurring offenders of missed appointments.
Access	
Action	Update
We will consider the options for introducing acute problem clinics.	The practicability of whether this can be introduced is still in progress.
Re-introduction of nurse triaging.	Our lead nurse has been on an external training course at Guys hospital for nurse triaging and is supported in-house by a named GP.