

# Jenner Health Centre

## Patient Participation Group

### 2012/13 Patient Survey Review Meeting

**Meeting Date:** Monday 18 March 2013 @ 09:30am

**Attendees:**

- Simon Stitson (Practice Manager)
- Karen Burrill
- Gary Stewart
- John Dunham

**Apologies:**

- Paul Phillips
- Sheila White
- Annette Glazier
- Graham Moores
- William Old
- Marian Dunham
- Dee Laws

**Minutes:**

- Simon opened the meeting and apologised that the meeting planned for Tuesday 12 March 2013 had to be cancelled at short notice.
- Simon outlined that the plan for the meeting was to review the results of the 2012/13 Patient Survey, to identify any key themes or focus areas and to develop and agree an Action Plan for the coming year.
- Simon would also update the Group on progress with the Action Plan agreed following the last Patient Survey.

**2012/13 Patient Survey – Analysis of Results**

- Simon advised that the results from all of the completed surveys had been inputted in to Survey Monkey. Survey Monkey is used to compile and analyse the data and provides a comprehensive report.
- The majority of surveys were completed by hand – although the survey could also be completed on-line using Survey Monkey and a link to this was established via the Practice Facebook page.
- 193 surveys were completed split between 67% female and 33% male. The age demographic of patients completing the survey also reflected the general demographic of patients registered with the Practice with a higher than average older population. The ethnic mix of patients completing the 2012/13 survey was lower than the previous year but the majority of those completing the survey still considered themselves to be occasional users of the service.

- Simon outlined the main changes between the 2011/12 and 2012/13 surveys and confirmed that the retained similarities meant that comparable data could be extracted and analysed. Simon prepared comparable data between the two surveys and used this as the basis of tracking progress and identifying focus areas.
- Simon advised that, generally speaking, feedback had improved across the survey with more positive scores.
- Question 1 about the Reception Team showed a 12.1% increase in the top score to 75.9% considering them to be “Very Helpful” and 22% “Fairly Helpful”.
- The Group discussed Question 2 which focused on telephone support. Simon advised that this had also been a challenging area for the Practice – and for many Practices nationally – and that it was good to see progress this year. All negative feedback scores had decreased with all positive scores increasing with scores for “Very Easy” increasing by between 10.6% and 15.8%. The Group considered whether this had been improved by changes in the way the Practice manages incoming and the focus to process each call in 1-2 minutes. The Team are more proactive in transferring calls to other areas and advising callers that they need to move on if callers are taking a long time to help reduce the waiting time for subsequent callers. The Group agreed that this should continue to be a focus area for the Action Plan. Simon advised that a new telephone system has been ordered to address many of the previous concerns and that this should be installed within the next four weeks.
- The results for Question 3 were largely unchanged from the previous year.
- Question 4 – How do you access the Doctor or Nurse? – was also largely consistent with the previous year, although the % of patients stating that they had not been able to make contact had fallen by 6.6% showing a reduction in dissatisfaction.
- The results for Question 5 showed that an extra 2.4% of patients had tried to book ahead by more than two days but that they had been less successful with an extra 5.5% (Question 6) of patients stating that they were not able. The Group considered this and felt that this could be a reflection on the new Duty Doctor/Triage service which has reduced forward-booking capacity but increased short-term access capacity.
- The results for Question 7 showed a general reduction in waiting times compared to the 2011/12 survey but also showed that the % of patients waiting over 15 minutes for their appointment had increased. The Group were concerned about this and asked for this to be focus area for the coming year and for appointment waiting times to be added to the Action Plan. Waiting times for Duty Doctor appointments were felt to be a concern.
- Question 8 asked whether there was a particular Doctor patients wished to see – those answering “Yes” reduced by 4.3%.
- Question 9 asked how long patients wait to see the Doctor they prefer. Results for this area were less positive than 2011/12 with a 19.6% increase in patients waiting between 1 and 2 weeks. The Group

considered this and Simon advised that he felt this was an impact of the new Duty Doctor and Triage service as more patients access this service for concerns that need to be dealt with within 24 or 48 hours. One positive sign was that the long term wait had reduced.

- Question 10 showed an improvement in the positive scores for satisfaction with the Practice opening hours of between 0.9% and 3.8%, although 1.1% more patients were Very Dissatisfied (2.7% overall). The Group reviewed this and the comments listed about opening hours for Question 11. The Group discussed Out of Hours GP services at length and reflected on recent experiences in accessing support via A&E. The Group felt that many patients would prefer a locally-based Out of Hours GP services provided by local GPs, maybe split between the local surgeries and felt that they wished to influence OOH service provision decisions. Simon ran through the results of recent audits in to A&E use and the role of the Walk-in-Centre, PDOC, NHS Direct and the new role of 111. The Group felt that local OOH support should be a focus area and be added to the Action Plan and will look to develop a handout for patients advising them what services to access when and in what situations.
- Simon advised that the results for Question 12 showed that an extra 5% of patients found ordering a repeat prescription easy – increasing this score to 98.3%.
- Question 13 showed that use of the Practice website for booking appointments had fallen 2.1% although more patients were using it to access information about the Practice (+9.4%). Simon asked that online services be added to the Action Plan to support the Practice in increasing the number of patients using online services. Online functionality will be boosted by the change of clinical system over the summer. The Group agreed that this should be added to the Action Plan.
- Question 14 asked about the quality of clinical services provided by the Doctor, Nurse and Healthcare Assistant. Compared to previous years, the scores for this section had been combined into one area. Simon advised that the Practice has always scored well here but that scores for “Very Good” show increases of between 6.6% and 10.7% which is excellent. No patients rated the Practice “Very Poor”. Trust in the clinician you saw (Question 15) increased by 1.7% to 79.8% although the Group noted that 15 patients skipped this question and wondered whether being able to leave or make a comment would have benefited the accuracy of the survey.
- The Group discussed Question 16 which asked about the ease of booking an appointment with the Nurse or Healthcare Assistant. Those finding it “Very Easy” or “Fairly Easy” had fallen by 7.3% and 1.4% respectively and Simon advised that this may be due to the introduction of the new Blood Pressure Clinics which have been designed to free capacity with the GP Team. The clinics were recently reviewed and resized, releasing an additional two hours of combined Nursing and Healthcare Assistant capacity per week. The Group agreed that Nursing Team capacity should be a focus area and added

to the Action Plan.

### **Review of 2011/12 Action Plan**

- Simon ran through the Action Plan agreed following the review of the 2011/12 Practice Survey and updated the Group on the progress made and any outstanding actions.
- Access and Parking – Residential parking has been successfully reduced and is subject to on-going monitoring. The parking sign is about to be reinstalled. The Practice has struggled to find a suitable contractor to mark out the car park and will add this action to the 2012/13 Action Plan.
- Getting through on the Telephone – Some success has been achieved here and this is borne out by the improved scores in the 2012/13 survey. A new telephone system has been ordered to further improve customer service and this should be installed within the next four weeks.
- Opening Hours – Although it was not possible to add a further late night to the weekly Practice schedules, additional capacity has been added to the Monday evening clinics. Later Nursing Team appointments are also now available every Monday.
- Waiting Times for First Available Doctor – Following the introduction of the new Duty Doctor/Triage service in August, the First Available Clinic is now very rarely used. When this is used, patients are now called in for a specified time.
- Disabled Toilet – A contractor has now been appointed to complete this work. Work should start within the next few weeks.

## **Jenner Health Centre Patient Survey 2012/13 Action Plan**

The following Action Plan was agreed with our Practice Patient Participation Group:-

- **Focus Area : Getting through on the Telephone**
  - **Action Plan**
    - ♣ Practice to progress installation of the proposed new telephone system including new waiting music and comfort messages indicating the caller's position in the queue.
    - ♣ Practice to flex available resources to support periods of high incoming call volumes.
    - ♣ Practice to continue actively managing the call handling process with a view to processing each caller within 1-2 minutes.

- **Focus Area : Parking and use of the Car Park**
  - **Action Points –**
    - ♣ Practice will continue plans to mark out the car park to ensure more efficient use of the space available. This work will include the installation of a marked Disabled space.
    - ♣ Practice will continue to monitor and address residential use of the Practice car park.
  
- **Focus Area – Waiting time for Appointments**
  - **Action Points –**
    - ♣ Practice to review survey feedback about time spent waiting for appointment with all clinical team members.
    - ♣ Practice to make every effort to ensure clinics start and run close to time and that patients are not left waiting for their appointments.
  
- **Out of Hours GP Services**
  - **Action Points -**
    - ♣ Practice to consider whether a locally-run Out of Hours GP service would be viable.
    - ♣ Patient Group to engage in helping to promote Out of Hours service options to patients by producing a handout.
  
- **Online Appointment Booking and Prescription Ordering**
  - **Action Points -**
    - ♣ Practice to focus on increasing the use of online services for booking appointments and ordering prescriptions.
    - ♣ Practice to promote the added online functionality available following the change to SystemOne during summer 2013.
  
- **Ease of booking an appointment with a Nurse or Healthcare Assistant**
  - **Action Points -**
    - ♣ Practice to continue to review Nursing and Healthcare Assistant capacity and to identify any areas for improvement.
    - ♣ Nursing Clinics to be reviewed and right-sized, if appropriate.