

# **Village Green Surgery**

## **Patient Reference Group Report 2014-15**

The practice uses several ways of collecting feedback from patients. This report is a summary of work done to collate and respond to this feedback. We use an online patient reference group which works by a combination of emails and web based surveys. Since December 2014 we now also have the NHS "Friends and Family Test".

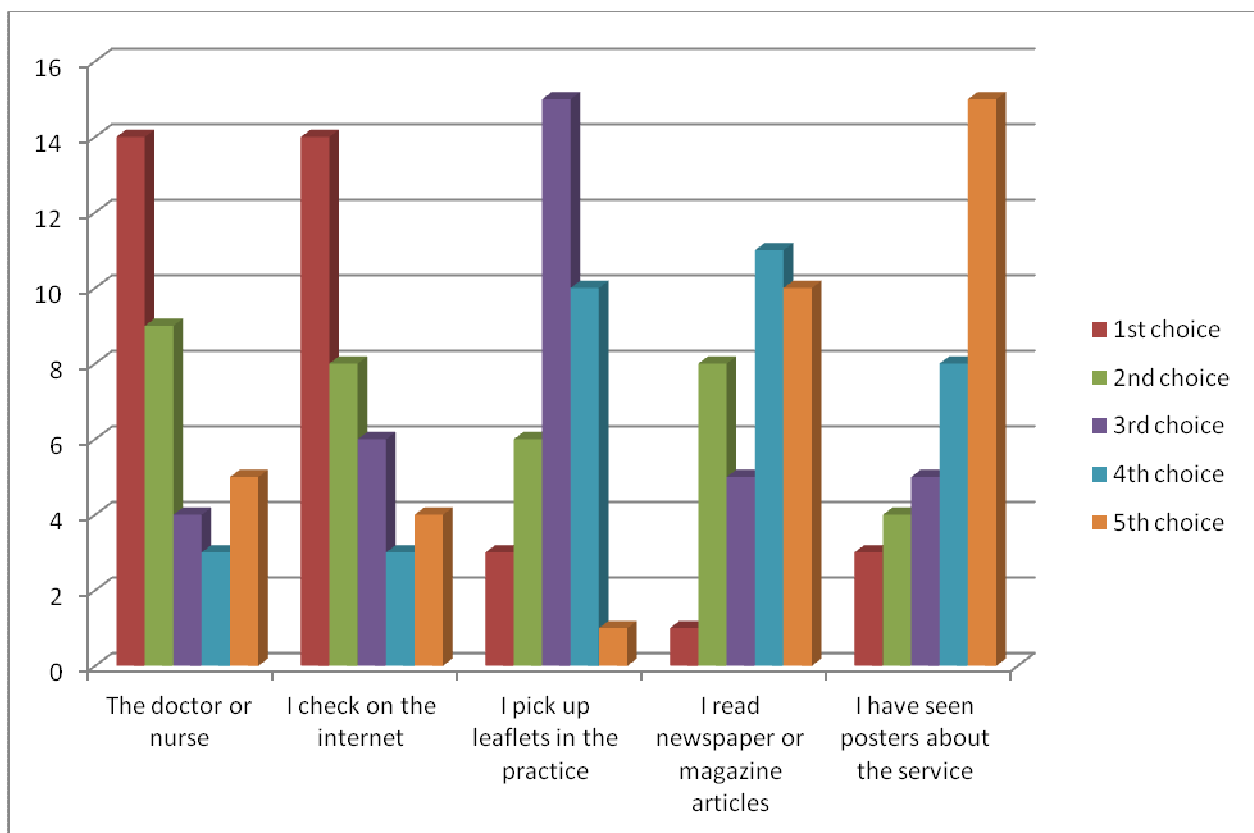
### **Results of Online Survey Regarding CFEP Improving Practice Questionnaire**

Survey Monkey was used to ask the Patient Reference group questions arising from the Improving Practice Questionnaire produced by CFEP in January 2015.

The following areas were felt to be most appropriate for action, and the survey results from 36 patients (out of 110 in the online forum) are recorded below each question:

#### **Question 1.**

The practice has access to lots of information on NHS services, and we try to share this as widely as possible. How do you find out about other services, and which is your preferred source of information? Please rank your choices from first to last.



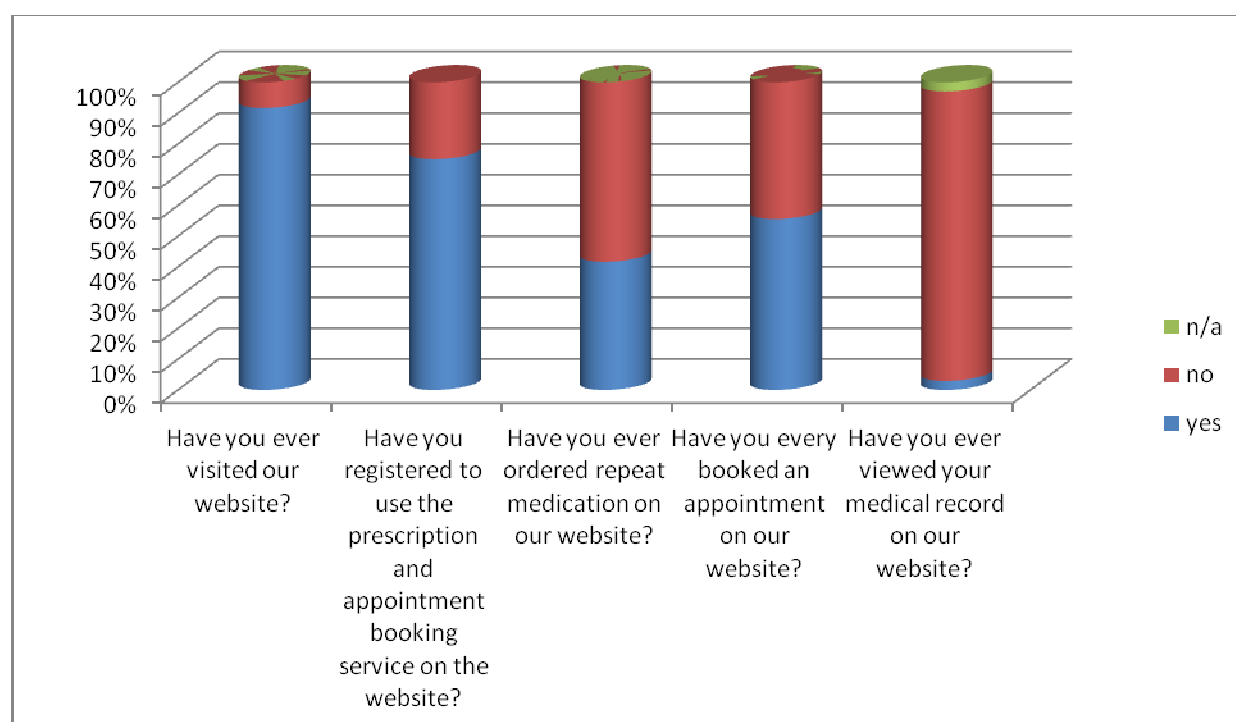
#### **What will we change as a result of this?**

There is a clear preference for information from doctors and nurses, backed up with patients researching conditions on the internet. Leaflets remain a useful next option, but posters are uniformly seen as the least preferred source of information. We will therefore:

- Ensure that doctors and nurses can clearly signpost useful online sites for patients to follow up on after consultations. The practice will ensure that all clinicians have ready access to a list of online resources. Reliable information sources will be highlighted as a matter of routine.
- Appropriate leaflets will remain in the practice, but we will review them continuously to ensure they are fit for purpose.
- The practice will reduce the number of posters around the walls, as they are not viewed as useful and can sometimes be alarmist.

## **Question 2.**

The NHS is keen to encourage more access to services via the internet. Please can you let us know which of the following services you have used on our website?



## **What will we change as a result of this?**

The Patient Reference Group is an online forum, and as such clearly uses our website extensively. However, even in this “tech-savvy” group, there is still scope to increase online access to our services, so there must be even more scope with the wider patient population. We will therefore:

- Increase our promotion of online repeat prescription ordering and appointment booking.
- Signpost patients to the summary of their medical record which can be viewed online.
- Emphasise the convenience of the system.

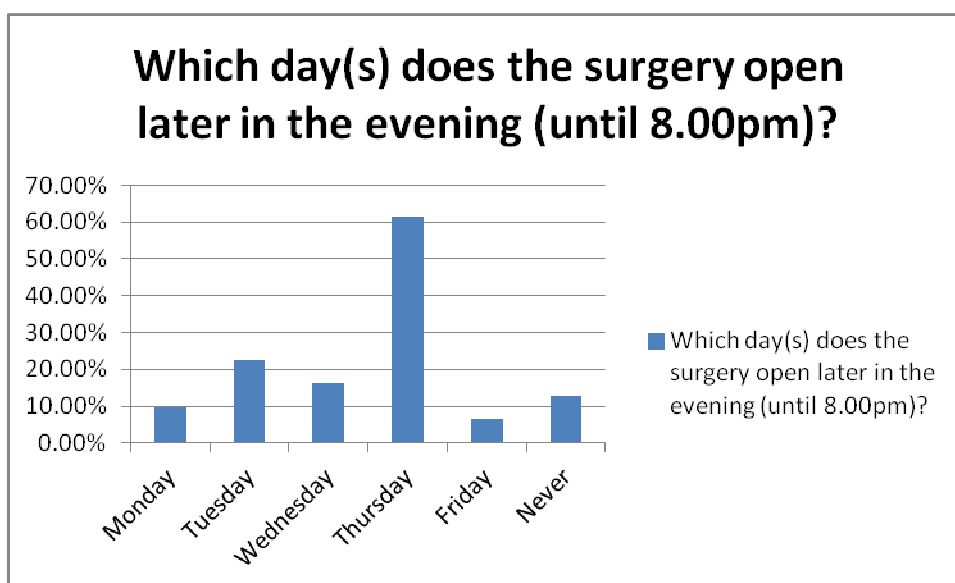
However, in their comments, some of the group members expressed minor issues around accessing their medical records or losing passwords. We will therefore:

- Increase training for our reception team so that “website champions” can demonstrate how the system works to patients who require help.

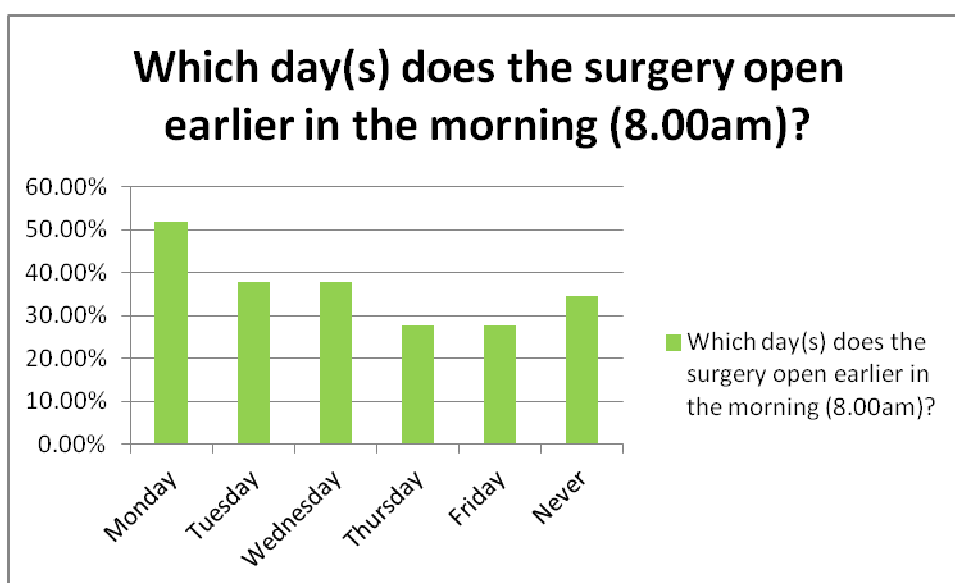
### Question 3.

We would like to understand how successful we are at publicising our opening hours. Please can you answer the following questions based on your current knowledge. (Please do not look up the answer!)

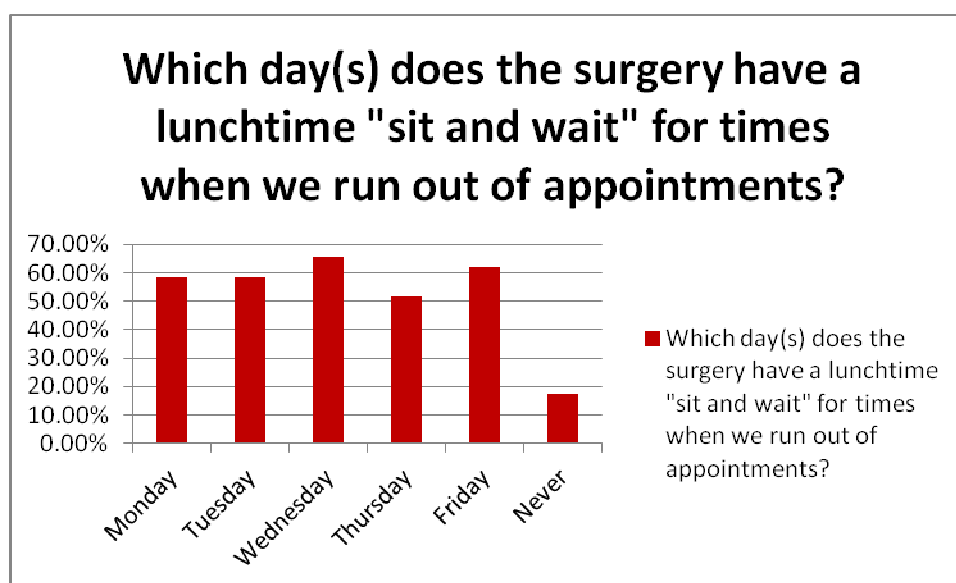
	Monday	Tuesday	Wednesday	Thursday	Friday	Never
Which day(s) does the surgery open later in the evening (until 8.00pm)?	9.68%	22.58%	16.13%	61.29%	6.45%	12.90%
	Monday	Tuesday	Wednesday	Thursday	Friday	Never
Which day(s) does the surgery open earlier in the morning (8.00am)?	51.72%	37.93%	37.93%	27.59%	27.59%	34.48%
	Monday	Tuesday	Wednesday	Thursday	Friday	Never
Which day(s) does the surgery have a lunchtime "sit and wait" for times when we run out of appointments?	58.62%	58.62%	65.52%	51.72%	62.07%	17.24%



**The correct answer here is Tuesday and Thursday.**



**The correct answer here is Friday.**



**The correct answer here is every day.**

### What will we change as a result of this?

Clearly we have some work to do to advertise what we offer on a day to day basis. We will therefore:

- Have signs made which advertise our weekly opening hours clearly.
- Make sure the website is clear on our opening hours.
- Ensure patient know how to book into the "sit and wait" surgery.

### Question 4.

We realise that people use our services in different ways, and want to understand how peoples needs and preferences are changing. Please can you rank you preference for how you like to see a doctor?

	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice
I prefer to see a specific GP	66.67%	11.11%	13.89%	5.56%	2.78%
I am happy to see any GP as long as they are available at a convenient time	27.78%	33.33%	30.56%	2.78%	5.56%
I prefer to see a GP who is the same gender as me	2.78%	25.00%	11.11%	27.78%	33.33%
The time of the appointment is more important than who I see	2.78%	22.22%	30.56%	36.11%	8.33%
I would prefer an A&E style service where I just walk in and wait to be seen by the next available doctor	0.00%	8.33%	13.89%	27.78%	50.00%

### What will we change as a result of this?

It is clear that patients prefer to see a specific GP. The gender of the doctor is less of an issue than we thought it would be. Convenience in timing is important.

- We will use this general guidance in our long term planning for the practice workforce and the surgery times we offer.
- It is clear that A&E style surgeries are not popular.

### **Question 5.**

Some patients prefer to consult with one GP for all of their health needs. None of our doctors have surgeries every day, so how would you like us to publicise this?

Answer Choices	Responses
The practice should have a list on the website of the days each doctor has surgeries.	80.56%
The practice should have a poster showing the days each doctor has surgeries.	55.56%
The practice should have leaflets I can take home showing the days each doctor has surgeries.	55.56%
I am not interested in this information.	8.33%

### **What will we change as a result of this?**

We will create a patient guide to the times when our doctors are regularly available. This will go on the website and be publicised in the practice. We will need to emphasise that it is for guidance only, as it will not take into account holidays, training, and individual changes to work days for unforeseen circumstances. Website users can already book appointments online, and this is already a useful guide on individual doctors' availability.

### **Question6.**

Despite complying fully with the NHS Complaints Procedure, a recent survey indicates that people do not think we deal with compliments or complaints as well as we could. We now have the NHS "Friends & Family Test" available at all times for people to leave anonymous feedback on our services, but very few people ever fill it in before they leave. Please can you share any thoughts with us on how we could do better at collecting your views.

Answer Choices	Responses
I have never complained in the practice	93.55%
I have never complimented anyone in the practice	51.61%

The comments our Patient Reference Group made were:

Possibly being available to complete while waiting for prescription at pharmacy
Have leaflets in waiting area to fill in and poster encouraging this.
I have never had the reason to complain and although I think the practice is good I wouldn't say there was anything I would need to compliment anybody as yet.
I have never had a complaint to make and, on the other hand, I have often complimented one or two of the doctors in your surgery for their help and assistance.
Wasn't aware of the "Friends & Family Test"
I was not aware that this was available
It would be useful to be able to send an e-mail direct to the practice .. either with a complaint or a compliment.
The GP hands out a questionnaire as you leave the office
online version?
text or email patient after the visit

I have had several poor medical experiences which I could provide constructive feedback together with recommendations for improvement/modernisation. However, I have concerns that I would be: viewed as a pain, negatively or even asked to leave the practice. You hear horror stories of this happening.
advertise this test
I have never heard about the above test - it needs to be better publicised
Have thanked doctors on leaving
I think they do a good job
more online survey or physically give a paper copy at the end of the consultation
Would be happy to fill in forms to compliment specific people. I have actually thanked individuals though.
Contact people by email (lots of companies do this)

### **What will we change as a result of this?**

Clearly there are some significant misconceptions about complaints and compliments. We will work harder to ensure that it is easier for patients to feedback on service. The Friends and Family Test is now available in the practice as a kiosk beside the reception desk. The website has a "send us a message" function which we will advertise more.

### **Question 6**

The Care Quality Commission is inspecting all North Tyneside practices in 2015 (no dates given as yet). If you would like to come in and support the practice by talking to the inspection team please write your name and date of birth here and we contact you closer to the time (we only get a few days notice of an inspection).

*Several members of the forum kindly agreed to assist us with this. We will be in touch when we have a date for our inspection. Thank you to everyone!*

### **Question 7**

Would you like to see a map of the area our practice covers on our website?

Answer Choices	Responses
Yes	63.89%
No	36.11%

### **What will we change as a result of this?**

We will update our website to include a map of the area our practice covers.

### **NHS Friends and Family Test**

This is run in our waiting room using a kiosk beside the main reception. Patients are allowed to leave anonymous feedback either on paper forms or on a touch screen. All results are collated monthly. It has only been running for a short time. Overall feedback is very positive, with several very nice compliments about individual team members or the practice as a whole. In areas for improvement, the only one which has been mentioned more than once is that sometimes surgeries run behind, and individuals expressed their frustration at this.

### **What will we change as a result of this?**

Doctors sometimes see a patient in their routine surgery who needs urgent attention, and this can cause them to run late. We have addressed this several times in the past, but will do further research to see if we can re-structure some clinics to run on time.