

## ROOKERY MEDICAL CENTRE

### Patient Participation Group Patient Survey Report and Action Plan 2018

July 2018

*Dear patients*

*I would just like to thank everyone who took the time to respond to the survey. We consistently get a good number of responses and I know that it takes time to gather your thoughts, type them up, and send them back to me. All replies are appreciated, the lovely feedback and the more critical! It is not a contractual obligation for GP Practices to hold their own survey every year but we value all your opinions and think that it is something that is very worthwhile.*

*All of your comments are considered and I promise you that we do try to address all that we can within the financial constraints we are working in. As in previous years there are some recurring themes but some things are beyond our control – our premises being the main one. If we could relocate the surgery to somewhere purpose built for primary care, on a ground floor then that would go a long way to solving a number of the problems. The fact that we don't own our building is another very constraining factor.*

*That said, there is still a number of areas that we are able to work on and I will provide a brief commentary on the comments received and actions arising below.*

*Thanks again for taking the time to reply.*

*Best regards*

*Scott*

### Survey Analysis

#### **1. Please comment on how easy you find it to get an appointment at the Practice at a time that suits you?**

##### Feedback from survey

General consensus is that this has improved over the past year with a number of you remarking that you tend to book online and that there are more appointments readily available via the SystemOnline website.

##### Actions and Notes

We have certainly made more *routine* appointments available online and I pleased to hear that the experience of booking online is better. We have had a good, stable year in terms of GP availability – the only things that have really affected it have been Dr Surendran's maternity leave and Dr Norton's recent paternity leave. However, both of these have been backfilled with other members of staff taking on extra sessions. We have also added more 48 hour appointments for those people who don't have an issue that needs same day access but it more urgent than waiting a week or so for routine access.

#### **2. Please let us know how easy it is to see the doctor you want to see?**

##### Feedback from survey

A mixed bag of responses to this question. Some of you are happy to see any doctor who is available at the time you want whereas some of you prefer to see the same doctor as much as you can. Those who were happy to see any doctor were more satisfied than those who tended to want to see a specific doctor, many of whom found the lead time for a routine appointment for that doctor to be too long.

##### Actions and Notes

I appreciate that it can be difficult to get an appointment with one's preferred doctor in what you feel to be an appropriate timeframe. The vast majority of our doctors are part time and, thus, have less availability than others. Some are, inevitably, more popular and get booked up a long way in advance. For those doctors who have more demand we do keep the proportion of the different types of appointments offered under constant review but I appreciate that we don't always get it right.

### **3. Please comment on our Triage system (if you have used it recently)? That is, when you think you may require same day treatment, and have been called back by a member of the triage team?**

#### Feedback from survey

Very encouraging feedback about the triage system which is much appreciated. There are always some areas to work on but, after 9 years since we launched it, it seems we get most things right with this area of the Practice's operation.

#### Actions and Notes

We audit Nurse call backs now to ensure a consistency of approach – it seems like this is bearing fruit in terms of quality control. This is an ongoing process.

We will be auditing the doctors next!

### **4. What do you think about the promptness of the Doctors and Nurses at the Practice?**

#### Feedback from survey

I think that you all appreciate that as healthcare needs become more complex it becomes more difficult for doctors (and sometimes, but less so, the nurses) to run to time all the time. The Rookery has always had an ethos of allowing patients the time they need rather than trying to stick rigidly to the 10 minute rule and we appreciate that this policy is likely to be tolerable to most but frustrating to some.

#### Actions and Notes

The check-in screen now informs patients of the number of other patients waiting which, at least, gives an idea of what the delay is likely to be (i.e. 3 patients ahead at 10 mins per appointment should mean a 30 min wait). I have instructed the Receptionists to proactively inform the waiting room if a particular doctor is running over 30 mins late – I will reiterate that as an action that needs to be kept up.

### **5. Please comment on the standard of care that you receive from the doctors at the Practice**

#### Feedback from survey

Overwhelmingly positive feedback – many thanks. A few concerns raised about it being difficult to see the same doctor all the time.

#### Actions and Notes

As noted above, we do appreciate that it can be difficult to see the same doctor all the time – this is mainly due to most of them being part time. If you are seeing a particular doctor for a specific condition please mention it when you call in and Reception will do all they can to get you in with who you want to see.

### **6. Please comment on the standard of care that you receive from the nurses at the Practice**

#### Feedback from survey

Some lovely comments received – many thanks

#### Actions and Notes

We are trying to upskill the nurses so they can take on more of the management of long term conditions. This will free the doctors up to deal with the more complex case management

### **7. What do you think of the service you receive from the Reception team?**

#### Feedback from survey

Largely positive feedback but there were some comments about inconsistency in performance and attitude. I know a number of patients are reticent about divulging information to the Reception team but they are bound by the same confidentiality rules as the clinical team and are only trying to help direct patients to the most appropriate place when they ask for additional details.

#### Actions and Notes

The Receptionists have recently been through Care Navigation training. This will help them direct some patients to alternative treatment areas, *when appropriate*. This is not meant to put barriers up, simply to make

sure that all patient enquiries are handled in the best possible way. We are also going to look at streamlining our automated telephone service so that patients should find it quicker and easier to get through.

## **8. How do you rate the service you get from our Dispensary?**

### Feedback from survey

Some divergent opinion here from praise to not so positive. There is some concern that there has been some slippage in the amount of time it takes to get repeat prescriptions processed (from 48 to 72 hours sometimes) and that there can be long queues.

### Actions and Notes

We have added more hours into the Dispensary to try to ease the workload and I must admit to being surprised at some of the comments received as I thought our Dispensary had worked hard to improve its customer service. I will make sure the results of the survey are feedback to the team.

## **9. What do you think about the cleanliness and décor at the Practice? How would you improve the surroundings?**

### Feedback from survey

A diverse range of opinions as you might expect. General consensus is that the Practice is a bit dated but clean (which is good to hear).

### Actions and Notes

In an ideal world NHS England would facilitate the Practice moving to purpose-built ground floor premises but we have been trying to make this happen for over 10 years and we haven't managed to get anywhere so it looks like we will be staying where we are for the foreseeable future. If so, we have plans to renovate and update the premises.

## **10. What do you think of the online services that the Practice provides e.g. booking appointments online, repeat prescription ordering, access to test results?**

### Feedback from survey

Slightly more muted response to this question than in previous years. Most of the opinions expressed were that it was good to have another means to access the surgery but some were less keen as they thought this was part of a plan to make access / communications with primary care less personal.

### Actions and Notes

The online system is there to compliment phoning the Practice – it will never replace it. I think this area comes down to personal preference really – some people like to be able to access their information this way, for others it doesn't appeal.

## **11. The Practice is now open from 8.00 am to 6.30 pm every day and from 8.30 to 12.00 on Saturday for pre-booked appointments. Is this enough and are you happy with the amount of time the Practice is open?**

### Feedback from survey

Mostly positive feedback with some correspondents commenting that staff need time off too so it is unreasonable to expect the Practice to be open 24/7. Some remarks that it would be good if there was a duty doctor 'on-call' on Saturdays.

### Actions and Notes

The simple reason that we don't offer a duty doctor on a Saturday is that the contract for same day care at the weekends is run by the 111 service. The GPs that offer extended hours access on a Saturday here are only allowed to offer pre-booked appointments. If that situation was to change we would certainly look at the services we offered after consulting with our patients.

## **12. What do you think of the Practice website? Do you have any suggestions on how to improve it?**

### Feedback from survey

In the main, feedback was relatively positive. However, I do wonder if some respondents got mixed up between our online services site (<https://systmonline.tpp-uk.com>) and our actual website (<http://www.rookerymedicalcentre.co.uk/>)

A number of you commented that the website design had not been changed for a while and could do with a refresh.

#### Actions and Notes

I will look into different designs to see if the website can be updated. The current design is meant to be the best design for access via a tablet / smartphone.

### **13. Thinking about the Practice as a whole (including clinical and non-clinical staff) how do you rate the overall quality of service? Please use the following scale**

**1 = very satisfied 2 = fairly satisfied 3 = satisfied 4 = fairly dissatisfied 5 = very dissatisfied.**

#### Feedback from survey

Average score = **1.8** (with no 4 or 5 scores recorded). All respondents 'Satisfied' or above, although we scored slightly better last year (**1.6**). Just proves that the job is never done and there is always room for improvement. Thanks for the feedback.

### **14. What additional services would you like to see offered at the Practice?**

#### Feedback from survey

As in previous years the services you would like to see the Practice offer are blood tests, weight loss services, and more counselling.

#### Actions and Notes

- We are now looking into the viability of offering blood testing at the Practice. The CCG does not adequately fund it which is why we continue to use Newmarket Hospital but we are going to see if we can offer some kind of service.
- Weight loss – OneLife Suffolk are contracted to provide this service and we are liaising with them to see if they can come back and do more sessions
- Counselling – we had a few months when we didn't have a Link Worker. This has now been resolved. The IAPT service continues to hold clinics at the Practice. I have a particular interest in children's mental health services so I am looking into what we can do in that area as well.

### **15. Finally, please feel free to add any other comments or feedback not covered by the questions above.**

#### Feedback from survey

Some of the feedback included:

- Continuity of care / access to the same doctor – as discussed earlier, this is more difficult when you have a number of GPs who only work Part Time. We are looking at adding more telephone appointments to help with this.
- A number of comments that the opportunity to complete a survey is a good thing – we agree! As stated earlier it is no longer an obligation for GP Practices to do their own annual survey but we have no intention of stopping.

*Once again, many thanks for all the feedback received. There are always a number of areas that we can work on to try and improve your experience of the Practice and I welcome all comments about the service we provide.*

*Best wishes*



Scott

**Scott Burley, Practice Manager, July 2018**