

Report on the Abbey Medical Practice Patient Survey 2012

Introduction

Abbey Medical Practice currently has a practice list size of 7,314 and has had an active Patient Participation Group since the practice's inception in 1997. This energetic group consists of 16 members who attend evening meetings at the practice every three months to discuss the quality of services offered by the practice. The average age of the group is 68 yrs old and 70% of the group are female as opposed to 30% who are male.

One of the major concerns of the group has been that they are not representative of the practice population and, in order to address this, there has been a drive to set up a virtual patient group. We are happy to report that this has resulted in another 24 members of a variety of ages who are contacted on a regular basis and take part in mini surveys to gather ideas and information. The chair of the main group is responsible for the administration of this group and is pleased to report that two members of the virtual group have now joined the main group.

Background to the 2011 survey

The group have undertaken several General Practice surveys throughout the years and the results have provided the group and the practice with real time feedback to enable service improvement. The 2011 survey was undertaken with the help of Abbey Medical Practice Patient Participation Group. Members of the group attended morning and afternoon surgeries throughout the week of 5th – 9th July 2011 and actively engaged the patients in the survey process by explaining the purpose of the GPAC questionnaire and listening to their views on the practice. PPG members performed an invaluable role by answering patient queries, checking that the returned forms had been completed fully and promoting the Patient Participation Group by distributing copies of the latest Practice Newsletter.

Many patients told us that they had thoroughly enjoyed having PPG members in the surgery to discuss various issues and we hope that this most successful project can be repeated in the future.

The GPs and staff of Abbey Medical Practice would like to offer their wholehearted thanks to the members of the Patient Participation Group for their help in the distribution and collection of the survey.

2011 Patient Survey Findings

The first patient survey under the Patient Participation Directed Enhanced Service was conducted in the surgery during July 2011 and generated 200 responses. The survey model used was the General Practice Assessment Questionnaire (GPAQ).

Results of the survey were considered at a special meeting of the Patient Participation Group (PPG) on Wednesday 5th October 2011. Members of the PPG agreed that the results overall were very positive. Items of particular note were:

1. Surgery opening hours.

The surgery is open Monday-Friday from 8 a.m to 6.30 p.m. Nurse appointments are available from 8 a.m. and GP appointments are available from 8.30 a.m. daily. Patients can also book appointments online at www.patient.co.uk

- 87% of respondents stated that they felt that the existing opening hours were good, very good or excellent.

- Only 13% of respondents rated the existing opening hours as fair, poor or very poor.
- Where additional hours were requested, evenings/weekends were the most popular choice

Action point: The practice reported that it was proving to be difficult to implement an extension to opening times within the resources currently available. However, it was agreed that the practice would keep this under regular review with a view to implementation should additional resources become available.

Current Status – To be reviewed regularly

2. Access to Appointments

- 68% of respondents rated the availability of their choice of doctor as good, very good or excellent.
- 78% of respondents rated the availability of any doctor as good, very good or excellent.
- From the respondents' general comments however, it was clear that a significant proportion did not fully understand the way in which the appointment system works. For example, many believed that an appointment could only be booked on the day and were not aware of the facility to book up to four weeks in advance.

Action point: Previous efforts to improve patient awareness about the facility to book in advance have clearly not been effective. Members of the PPG agreed that this issue required a more innovative approach to patient education. The practice suggested the possibility of installing a digital patient information screen to communicate key facts about the appointment system and other services offered by the practice. It was agreed that the Patients' Trust Fund be approached with a view to funding the purchase.

*** Completed 30/01/12**

As an adjunct, the group proposed that the music on hold on the telephone system should be replaced with a bespoke message giving information about the appointment system and

*** Completed 01/09/12**

3. Telephone Access

- 61.5% of respondents reported their satisfaction with phoning through to the practice as good, very good or excellent

Action point: PPG members noted this performance but felt that improvement in response times was required. The practice reported recent successful implementation of two new initiatives to improve patient convenience i.e. online appointment booking and online requesting of prescriptions. These initiatives will also relieve pressure on the telephone system which will, in turn, enable staff to improve response time. However, it was agreed that additional focus on telephone response times is still required.

Current Status – improvements to be evaluated at next survey

Feedback about the 2011 survey

Patient comments regarding the 2011 survey report were generally favourable. However, a substantial number felt that the survey was too long and unnecessarily complex. The PPG agreed that the questions for the 2012 survey should be simplified and should be designed to measure progress (or otherwise) against the 2011 action plan. Furthermore, the Practice should aim to make the 2012 survey available online as well as in the surgery.

2012 Patient Survey

The 2012 Patient Survey was remodelled in line with the recommendations of the meeting and a new, simpler survey, designed by Abbey's website developers for use online and in the surgery, was launched in September 2012. The survey ran until 31st December 2012 and generated 302 responses, an increase of just over 50% on the 2011 survey. 51% of the respondents completed the survey online as opposed to 49% in the surgery. The responses collected in the Practice were then added to the online survey where they were collated to give a final report. The key points are listed below:

Section one: Information about the respondents

- 30% of respondents usually saw Dr Henry as opposed to 26% who see Dr Grant and 22% who usually see Dr Perkins and Dr Lloyd respectively
- 62% of respondents were female; 37% were male
- The largest number of respondents (38%) were 45-65 yrs of age. 10% were under 21 years, 28% were aged 21-44 years, 21% were aged 66-85 years and 2% were aged 85 years and over
- 50% of respondents did not have any long standing illness, infirmity or disability whilst the other 50% replied that they did have a long standing illness or disability.
- The largest ethnic group was White British (96%), 2% were Black or Black British and 2% were of mixed race

Section Two: Access

- 67% of respondents found it very easy or fairly easy to get through on the telephone. However, of the remainder, 28% found it quite difficult and 5% found it very difficult to get through.
- When asked about the service they received from receptionists, 75% found them to be very helpful and courteous, 24% responded that they were quite helpful and courteous and 1% found them to be rude and/or discourteous.

Section Three: Appointments

- Responding to the question regarding ease of making an appointment with a doctor at the time that they wanted, 73% found this to be very easy or fairly easy whilst 22% had found this to be quite difficult and a further 5% replied that it was very difficult.
- 81% of patients responded that they could usually get to see a doctor within 2 working days (with 45% of these being able to see a doctor the same day, 16% being able to see a doctor the next day and a further 20% being seen within 48 hours). However, 11% experienced a wait of up to four days and another 8% reported a wait of 5 days or longer to see a doctor
- 75% of respondents rated this very good or good whilst 18% rated this as average. A further 7% rated this as poor or very poor
- 85% of patients replied that it was very important or fairly important to see their own doctor whilst the remaining 15% stated that it was not important or they did not mind which doctor they saw
- 87% of respondents who needed to be seen urgently reported that they were able to get an appointment on the same day whilst the remaining 13% could not
- When attending an appointment, 79% of respondents normally wait between 6 and 10 minutes to see the doctor, 10% waited between 11 and 20 minutes and a further 11% waited up to 30 minutes. There were no responses indicating a wait longer than 30 minutes.
- 96% of respondents felt that the doctor explained their condition or any treatment needed well or very well whilst a further 4% found it to be average
- 84% of patients felt that the time that the doctor spent with them was excellent or very good, 15% felt it to be average and 1% felt it to be poor
- 94% felt that the amount of care and concern that the doctor showed was excellent or very good whilst 6% considered it to be poor
- 90% responded that the amount that the doctor included them in decisions about their healthcare was excellent or very good whilst 10% considered it to be average
- 99% of respondents stated that the service that the practice offers whereby a patient can speak to a doctor by telephone when they have a question or seek advice was excellent or very good whilst the remaining 1% considered this to be average

Section Four: Patient Information

- 90% of respondents considered the times that the surgery is open to be very good or good, 7% felt that it was neither good or bad and 3% felt it to be poor

- Respondents were asked what additional hours they would like to see the surgery open, if any. 3% indicated lunchtimes, 14% indicated evenings and 27% indicated weekends. 56% stated that they were satisfied with the current opening hours
- 65% of respondents found it very easy to find out about surgery opening hours and services, 27% found it quite easy, 2% found it quite difficult whilst a further 6% stated that they did not know/never tried
- 64% of patients replied that they were aware of the practice brochure whilst 36% replied that they were not aware of it
- 66% of respondents were aware of the practice website as opposed to 11% who were not. A further 23% stated that they were aware of it but had never tried to access it

Section Five: General Questions

- 49% took the survey online as opposed to 50% who completed the survey in the surgery
- Of the 86% of respondents who had medication dispensed by the practice, 66% were very satisfied, 18% were fairly satisfied and 2% were not satisfied
- Responding to how satisfied they were with the service they receive at the surgery, 99% of patients were very satisfied or fairly satisfied whilst 1% were very unsatisfied
- 97% of respondents would recommend the surgery to someone who had just moved into the area. The remaining 3% would not recommend the surgery.

Appendix 1

1. Results comparison

A direct comparison was not possible as the 2012 survey had undergone fundamental changes in structure to simplify the layout and make it easier for patients to complete online as well as in the surgery. Several questions were unchanged however, allowing for a performance comparison in these areas. It is anticipated that the 2013 survey will be unchanged, allowing for a direct comparison of results next year.

	2011 score	2012 score	
Satisfied with helpfulness/courtesy of receptionists	82%	99%	↑
Satisfaction with opening hours	70%	56%	↓
Satisfaction with ease of seeing a doctor	74%	73%	↓
Satisfaction with how quickly patients can get seen by a doctor at practice	65%	75%	↑
Satisfaction with phoning through to practice	57%	67%	↑
Importance of seeing a doctor of choice	73%	85%	↑
Satisfaction with telephone consultations	66%	99%	↑
Satisfaction with doctor's care and concern	89%	94%	↑
Satisfaction with how well doctor explains condition	89%	96%	↑
Satisfaction with how much doctor involves patient	87%	90%	↑
Satisfaction with amount of time doctor spends with patient	87%	84%	↓

These results will be discussed at the next PPG meeting on Wednesday 23rd January 2013, where an action plan for improvement will be developed.