

## **South Street Medical Centre Patient Participation Report 2013/2014**

### **Background**

In 2012 the practice established a virtual Patient Reference Group. The existing group was developed and contain an age range of 32-65, 33% male and 67% female. We have advertised the group on new registration forms, the website and TV screen in the waiting room. Since last year we have added three more members to the group, one male and 2 female, and one member left the group. Two of the new members are both young professional between the ages of 31-32, which is quite representative of the registered patients as we service a relatively young mobile population many of whom work in the city. In addition to this one of the new members has a young child registered at the surgery, and the finally one of the new members is Sri Lankan. This further represents a large demographic of patients who are registered at the surgery. The total number of patients in the group is 6. Contact with the groups was all via email conversations on 4 separate occasions.

### **Practice Details**

The practice opening hours are:

Tuesday/Wednesday/Friday 8.00 am until 6.30 pm

Monday/ Thursday 8.00 am until 7.30pm

Patients can contact the surgery via telephone/walk in/fax/email for appointment requests and/or queries. We also now offer online appointments and repeats prescriptions.

Tel: 0208 293 3330

Fax: 0208 293 3303

Email: GRECCG.PrimecareNPMS@nhs.net

We offer late appointments with a doctor on Monday and Thursday evening until 7.30 pm. We provide home visits for patients who are housebound.

### **Survey**

The members of the group were asked to comment on the previous year's survey, which they felt was good but they suggested a more comprehensive survey. They suggested questions not just related to the clinical care, but also the reception staff and a few members of the group highlighted issues with repeat prescriptions. Therefore, the questionnaire included sections on obtaining repeat prescriptions and the staff in the surgery. It was decided the best method for the survey was a paper based questionnaire.

Over roughly a two week period the reception staff handed the surveys out to every 5<sup>th</sup> person who came into the surgery to ensure a random selection of

patients filled in the survey. This gave the patients some time to fill in the survey before their consultation and complete it once they had been seen by a doctor or nurse. 65 surveys were given out and 32 were returned completed.

**South Street Medical Centre Patient Survey Results 2013/14**

(Results Quoted in %)

Age group	0-18	19/30	31-49	50-64	65-80	80+
	0	36	14	7	29	14
Sex	M	F				
	36	64				

Appt booked with	GP	Nurse
	93	7

	No experience	Poor	Fair	Good	Very Good	Excellent
<b>Access to a Doctor or Nurse</b>						
1. Speed at which the telephone was answered initially	6	6	25	38	6	19
2. Speed at which the telephone was answered if call transferred	31	6	6	44	0	13
3. Length of time you had to wait for an appointment	12	6	25	19	19	19
4. Convenience of day and time of your appointment	0	0	6	38	38	18
5. Seeing the Doctor of your choice	0	6	0	25	38	31
6. Length of time waiting to check in with Reception	0	0	6	25	38	31
7. Length of time waiting to see the Doctor or	0	0	19	31	31	19

Nurse						
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	31	6	13	19	19	12
9. Opportunity of obtaining a home visit when necessary	81	0	0	13	6	0
10. Level of satisfaction with the after hours service	88	0	0	6	6	0
<b>Obtaining a repeat prescription</b>						
11. Prescription ready on time	19	0	0	31	25	25
12. Prescription correctly issued	25	6	6	6	32	25
13. Handling of any queries	13	6	0	19	31	31
<b>Obtaining test results</b>						
14. Were you told when to contact us for your results?	25	6	6	19	38	6
15. Results available when you contacted us?	25	0	0	25	43	7
16. Level of satisfaction with the amount of information provided	32	0	6	19	32	11
17. Level of satisfaction with the manner in which the result was given	31	0	6	19	31	13
<b>About the staff</b>						

18.The information provided by the Reception staff	6	0	0	6	44	44
19.The helpfulness of the Reception staff	0	0	0	13	37	50
20.The information provided by other staff	19	0	0	6	31	44
21.The helpfulness of other staff	19	0	0	6	31	44
<b>And finally</b>						
22.My overall satisfaction with this Practice	0	0	6	19	31	44

The results were shared with the group for feedback on 26<sup>th</sup> March via email in the format above. Generally the feedback from the survey was positive, the paid particular attention to the parts of the questionnaire where the practice was scored as 'fair'. From the survey 25% of patients felt 'the speed that the telephone was answered' and 'the length of time they had to wait for an appointment' was scored as 'fair'.

In addition, the survey revealed that 19% of patients rated the length of time waiting to see the doctor or nurse was 'fair'. These 3 areas were agreed to be included in the action plan. The patient group had no further action points regarding the staff, as from the survey they received positive feedback of either 'very good' or 'excellent'. This reflects feedback from last year, where we implemented additional training for the reception staff on dealing with patient queries.

#### **Action Plan (Agreed 28<sup>th</sup> March)**

1. Trial more reception staff during the busy periods in the morning to enable more incoming calls to be answered in a timely fashion. Timescale: between April – June 2014, then review.
2. Surgery has employed another full time doctor starting on April 7<sup>th</sup> 2014, and one of the doctors on maternity is returning mid-May. This should provide more appointments, and shorten the wait to see a doctor.

3. Meetings organized in April for both reception staff and clinical staff to discuss length of appointment times. Plan is to agree that during consultation patients can only discuss a maximum of two problems, and they will be asked to rebook if they have further problems they want to discuss.

### **Update on Action Plan From Last Year**

Reception staff have had training, which has been reflected in the survey results as discussed above. After a successful trial period of taking blood during the sexual health we have implemented this for every sexual health clinic now. The midwife service is still running every Friday afternoon. The 24 hour appointment slots have been removed to free up more emergency appointments and we now are offering online appointments and online repeat prescriptions.

If any patients are keen on becoming part of the Patient Reference Group, please contact the surgery email: [GRECCG.PrimecareNPMS@nhs.net](mailto:GRECCG.PrimecareNPMS@nhs.net).

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Lead GP