

**PRIORY MEDICAL GROUP
PATIENT REPORT
MARCH 2015**



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SUMMARY

Priory patient group has been meeting for nine years and in that time as a direct result of their involvement many improvements have been made for the benefit of our patients.

During the year to March 2014 the group focussed on self care developing a patient survey, designing poster displays for the waiting rooms, publication of information about self care medications and recommending patient education websites. This list is not exhaustive.

The theme this year has concentrated on access to the practice and standardisation of how reception staff, deal with patients via the telephone and at the reception desk. It is unsurprising that surveys completed by our wider patient population and results of the Friends and Family test echo similar themes.

Improvements made to date include the appointment of an extra doctor, a part time pharmacist and an upgrade to our telephone system. Crib sheets have been developed for staff and a programme of one to one training has commenced which is working towards a standardised interaction between the receptionist and the patient.

The patient survey was completed in September and December last year and it is clear from the December results that the changes we have made quickly had an impact on patient satisfaction with the practice.

March 2015

1. Introduction

Staff complement has changed considerably since last year. We still have 6 partners, although we now have 2 extra salaried doctors and a part time pharmacist. We have 6 practice nurses and 26 administration/reception staff.

Our list size remains stable at around 14,500 patients, however, the trend towards an increasing number of patients over the age of 65 continues.

- January 2013 – 2131 patients
- January 2014 – 2222 patients (4% increase on last year)
- January 2015 – 2300 patients (3.4% increase on last year)

These figures have an impact on practice work load as it is well recorded that as people grow older, their health needs increase.

Over time our patient group has become very instrumental in some of the positive changes made in the practice. They are aware of the challenges we face from an aging population and pressure from the commissioning group to reduce hospital activity.

2. Development of our Patient Reference Group

Priory patient group has been meeting now for nine years and whilst the faces have changed over time, the high enthusiasm has not.

There are currently thirteen active members, together with Practice Partner, Practice Manager, Senior Practice Administrator and Practice Nurse.

New members are always welcome, although it is difficult to attract young parents and carers which is something we are planning to address. We have gained feedback from patients who are unable to attend our meetings via patient surveys and informal discussions in the waiting rooms between patients and representatives of our patient group.

Attempts to engage patients via Email have never been successful.

We publicise the group in the waiting rooms, in our practice booklet and on our practice website.

3. Last year

The patient group was very active in promoting self care in the practice which links with the priorities of North Tyneside Clinical Commissioning Group. Achievements:

- Development of a patient survey to see how many patients were inclined to self care as a first line option, before contacting the doctor. Actions arising from the results
 - Poster displays in the waiting rooms.
 - Patient information leaflet giving details of how to use NHS 111
 - “Self-care” poster of recommended patient education websites
 - “Free advice and treatment” leaflet
 - Publication of information re self care medicines
- Other initiatives set up in North Tyneside arising from our patient group include a pilot workshop for parents of children with eczema as part of the self care campaign. There is also a forthcoming education session on the subject of back pain which members of our group are involved with.

The theme has continued this year although the main focus on the group as concentrated on how access to a doctor can be improved.

4. Patient feedback 2014

Patient feed back has been collected in various different ways:

- The national survey was given to patients randomly in September and December 2014. (Appendix 1 – results)
- Comments made via Friends and Family test – available on the practice website and in the waiting rooms.
- Patient complaints

- NHS Choices
- Patient reference Group
- Questionnaires enclosed with recall letters to patients who need an annual review of their chronic disease.

It is clear from the various forms of feedback the themes picked up by our patient reference group, are echoed by the wider practice population.

4.1 Who completed the survey?

Number of respondents	149
Responses on line	39
Number completed in the surgery	110
Male respondents	64
Female respondents	85
Age between 16 – 64	56
School age	6
Over 65	87
Employed	54
Retired	63
Unable to work due to sickness	16
Longstanding health problem	88
White British	138

4.2 Main themes:

“long wait for appointments”

“hard to get through on the telephone”

“some receptionists are not helpful”

“appointments could be made easier to obtain”

“I have difficulty getting through on the phone”

4.3 Identification of key priorities

- Address access to a doctor
- Review functionality of the telephone system
- Basic training for reception staff

5. Action agreed with Patient Group

Area of Priority	Action Agreed	By When
Access to a doctor	Advertise for an additional doctor for 8 sessions per week	In Post
Skill mix to free doctor time from non patient facing work	Following the resignation of a treatment room nurse, it was agreed to employ a pharmacist part time to manage long term conditions and interpret blood results.	In Post
Customer service training for reception staff	Standardise the way in which patients are dealt with by staff via the telephone and when presenting in reception	Development of crib sheets One to one training Ongoing programme of improvement
Failure to keep or cancel appointments	Publicise cost to NHS in the waiting rooms	Done
How to get the best out of your GP surgery	Develop easy access patient information booklets	Done
The telephone system	Upgrade the telephone system and reconfigure to enable patients direct access to their surgery of choice	Done
Encourage self care	Patient group exploring options for setting up a practice walking group	May 2015

5.1 Monitoring

Key priorities are discussed with our patient group who are an excellent source of feedback as clearly they are service users. An example of a successful improvement is the appointment of an extra doctor and reconfiguration of the telephone system. A member of our group has said her experiences of accessing the surgery have improved considerably over the last two or three months.

The patient survey is currently being re run and we have information from the friends and family test each month which are both excellent sources of information to determine whether or not our actions have continued to improve patient perception.

6. Patient survey results

The survey was completed in September and December 2014 and although the time lapse was not a long time there were clear indications of improvement between the two surveys.

6.1 Positive improvement

- Patient perception of reception staff
- Access to the surgery via the telephone
- Ease of booking appointments ahead
- Being able to see a particular doctor
- Ability to speak to a doctor of choice
- How well the doctor listens
- Explaining tests and results
- Involvement in decisions about care
- Treating the patient with care and concern
- Confidence in the doctor
- Recommendation of the surgery to friends and family

Appendix 1 – Patient Survey September and December 2014

Please note the numbers do not always add up to 100% because some questions were not answered, and some patients indicated more than one option i.e. contacting the practice.

How helpful do you find the reception staff?

	SEPT 14	DEC 14
Very helpful	41%	62.7%
Fairly helpful	41%	22.4%
Not very helpful	10%	4.5%
Not at all helpful	8%	4.5%

How easy is it to access the GP surgery via the telephone?

Very easy	5%	10.5%
Fairly easy	25%	46.3%
Not every easy	30%	23.8%
Not at all easy	35%	4.4%
Don't know	2%	

How easy is it to speak to a doctor or nurse via the telephone?

Very easy	2%	10.5%
Fairly easy	15%	46.3%
Not very easy	25%	23.8%
Not at all easy	25%	4.4%
Have'nt tried	30%	

If you need to see a GP urgently can you normally get seen on the same day?

Yes	33%	35.5%
No	35%	13%
Don't know	32%	9.4%

How important is it to you to be able to book appointments ahead of time?

Important	84%	76%
Not important	15%	14.9%

How easy is it to book ahead at your practice?

Very easy	15%	20.9%
Fairly easy	25%	44.8%
Not very easy	25%	14.9%
Not at all easy	30%	3%
Don't know	2%	

How do you normally book appointments at your practice?

In person	46%	55.2%
By phone	84%	71.6%
Online	10%	3%

Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

Same day or next day	5%	16.4%
2-4 days	5%	19.4%
5 days or more	71%	35.8%
Never tried	17%	7.5%

How do you rate this?

Very good	7%	10.4%
Good	10%	13.4%
Fair	17%	16.4%
Poor	33%	20.9%
Very poor	15%	14.9%
Does not apply	15%	3%

Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

Same or next day	25%	20.9%
2-4 days	43%	29.8%
5 days or more	17%	25.4%
Never tried	12%	10.4%

How do you rate this?

Excellent	10%	13.4%
Very good	15%	22.4%
Good	7%	10.4%
Fair	17%	17.9%
Poor	23%	13.4%
Very poor	7%	4.59%
Does not apply	21%	8.9%

Thinking of your most recent consultation with a doctor or nurse, how long did you wait for the consultation to start?

Less than 5 minutes	15%	32.8%
5-10 minutes	48%	37.3%
11-20 minutes	28%	19.4%
21-30 minutes	7%	3%

How do you rate this?

Excellent	20%	17.9%
Very good	17%	32.8%
Good	20%	26.9%
Fair	23%	11.9%
Poor	12%	1.5%
Very poor/does not apply	4%	1.5%

About opening times, is your GP practice currently open at times that are convenient to you?

Yes	53%	83.6%
No	41%	7.5%
Don't know	6%	4.5%

Which of the following additional opening hours would you like to have access to?

Before 8.00 am	15%	6%
At lunch time	15%	10.5%
After 6.30	38%	6%
On a Saturday	46%	11.9%
On a Sunday	30%	1.5%

Is there a particular GP you usually prefer to see or speak to?

Yes	58%	44.8%
No	30%	47.8%
No response	12%	

How often do you see or speak to the GP you prefer

Almost always	10%	7.5%
A lot of the time	7%	13.4%
Some of the time	28%	23.9%
Never	12%	4.4%
Not tried/no response	43%	1.5%

How good was the last GP you saw at each of the following?

Giving you enough time

Very good	41%	55.2%
Good	28%	17.9%
Fair	10%	8.9%
Poor/very poor	14%	
No response	7%	

Listening to you

Very good	51%	53.7%
Good	17%	20.9%
Fair	12%	6%
Poor/very poor	12%	
No response	8%	

Explaining tests and treatments

Very good	33%	50.75%
Good	20%	20.9%
Fair	10%	6%
Poor/very poor	22%	
Does not apply/no response	15%	

Involving you in decisions about your care

Very good	28%	45%
Good	25%	31.3%
Fair	10%	13.4%
Poor/very poor	19%	3%
Does not apply/no response	18%	

Treating you with care and concern

Very good	46%	49.2%
Good	15%	31.3%
Fair	17%	13.4%
Poor/very poor	14%	3%
No response	8%	

Did you have confidence and trust in the last GP you saw or spoke to?

Yes	56%	80.6%
To some extent	20%	12%
No	15%	
Don't know/no response	9%	

Would you recommend your GP surgery to someone who has just moved into the area?

Yes definitely	23%	38.8%
Yes probably	25%	35.8%
No probably not	30%	4.5%
No definitely not	17%	3%