



Sidney House, Hatfield Peveral

The Laurels Surgery, Boreham

## **Patient Survey Results and Action Plan 2013**

### **Patient Reference Group**

Dr Brann and partners reference group has 12 members at present  
To ensure the elderly in the homes are represented, the managers are invited to attend the meetings.

### **Patient Survey: Patient Consultation Version, EQUIP**

250 questionnaires were distributed for each surgery and the return rate was as excellent  
Sidney house 87%  
The Laurels 83%

The practice survey was designed by EQUIP and agreed by the Practice and Patient Reference Group  
(See attached).

The Survey was emailed to the patient group for their comments, all comments were considered and changes, where appropriate, were made.

The results were consistent with last year. There is a broad age range and ethnicity in surveys completed and a good balance between the age range. The results were discussed in depth with the patient group and actions agreed.

### **Meeting to discuss results and content of action plan:**

Meeting: Sidney House  
Date: 13<sup>th</sup> March 2012  
Present :  
Dr Simon Butcher (Chair)  
Dr Wasim Siddiqui, (Partner)  
Debbie Greenwood (Practice Manager / Secretary),  
Henry Bass (Patient)  
Ray White (Patient)  
Di S (Patient / Staff)  
Adrian Goodwin (Patient)  
Angela Boyten (Patient)  
Vivienne Guyatt (Patient)  
Jill Warn, Audit and It Lead EQUIP

**Total practice population: 12,284 (6161- The Laurels & 6123- Sidney House)**

## Patient Survey Results and Action Plan - General Introduction

The patient survey used was agreed by both the Partners and the Patient Participation Group (see attached).

The meeting was attended by the Patient Group representatives. All attendees were given a copy of the practice report and patient comments at the meeting. A presentation was given by Jill Warn, Audit and IT Lead from EQUIP discussing each of the questions individually with the group.

### Patient Satisfaction Score

The satisfaction results are compared with the practice satisfaction results 2012 and the national satisfaction results from the National GP Patient Survey 2011-12.

For this year's survey, the practice handed out the patient survey to patients attending appointments. 500 were given out with 424 questionnaires completed, a response rate of 84%, this is a little lower than last year's 89% but still an excellent return rate.

In order to identify any issues specifically relating to Sidney House and The Laurels questionnaires have been analysed separately.

This is the second year for this particular survey, this was to enable the practice to have comparable results and to assess where the service has improved or requires reviewing

### Summary of the results for Sidney House

| Patient Experience   | Practice National Survey Results 2010-11 | Practice Survey 2011/12 | Practice Survey 2012/13 |
|--|--|-------------------------|-------------------------|
| Overall care received  | 97%                                      | 99%                     | 100%                    |
| Recommend the practice to someone who has just moved into the area | 96%                                      | 99%                     | 100%                    |
| <b>Your Consultation – Satisfactory Score</b>                      |  |                         |                         |
| Giving you enough time   | 97%                                      | 100%                    | 99%                     |
| Make you feel at ease  | -  | 100%                    | 99%                     |
| How well the doctor listens  | 95%                                      | 99%                     | 99%                     |
| Explaining treatment and tests                                     | 85%                                      | 99%                     | 99%                     |
| Involving you in decisions about your care                         | 78%                                      | 97%                     | 99%                     |
| Treating you with care and concern                                 | 94%                                      | 99%                     | 99%                     |
| Confidence and trust in your doctor                                | 97%                                      | 100%                    | 100%                    |
| Happy to see GP again  | -  | 100%                    | 100%                    |

The consultation satisfaction score is excellent. The lowest satisfaction score last year was 'feeling involved in decisions about care', this has improved by 2% this year and is in line with the remainder of the consultation questions. Patient are now feeling more involved in decisions made about their care.

## Summary of the results for The Laurels

| <b>Patient Experience</b>   | Practice National Survey<br>Results 2010-11 | Practice Survey<br>2011/12 | Practice Survey<br>2012/13 |
|---|---|----------------------------|----------------------------|
| Overall care received   | 97%   | 99%                        | 100%                       |
| Recommend the practice to someone<br>who has just moved into the area | 96%   | 99%                        | 100%                       |
| <b>Your Consultation – Satisfactory Score</b>                         |   |                            |                            |
| Giving you enough time  | 97%   | 98%                        | 97%                        |
| Make you feel at ease   | -   | 100%                       | 98%                        |
| How well the doctor listens   | 95%   | 99%                        | 96%                        |
| Explaining treatment and tests  | 85%   | 99%                        | 100%                       |
| Involving you in decisions about your<br>care                         | 78%   | 99%                        | 100%                       |
| Treating you with care and concern                                    | 94%   | 99%                        | 99%                        |
| Confidence and trust in your doctor                                   | 97%   | 99%                        | 100%                       |
| Happy to see GP again   | -   | 100%                       | 100%                       |

Although there has been a slight decrease in the satisfaction score for 'making you feel at ease' and 'Listening', the patient feels more involved in the decisions about their care and explanations regarding treatment and tests has improved.

### **Building and Parking**

The cleanliness of both buildings was considered excellent. Issues were raised in relation to the entrance to both practice buildings. Again this year it was suggested automatic doors would solve a lot of the issues. This would have financial implications. There has been a number of building projects over the last 2.5 years and further funds have been allocated to improving the patient areas at Sidney House in 2013/14.

Parking has been identified as a real issue for patients and the lack of parking and spaces were again discussed at length. The practice is aware of the issues around parking at both practice buildings but is unable to improve this facility due to lack of available or additional space.

Boreham has the misfortune of also sharing the parking along the public road with the infant school. 60% of patients use the car to travel to the practice. This could be a reflection on the time of the year the survey has taken place. Both Practice and the school try to encourage patients/parents to walk if living within walking distance.

The local Council have implemented a maximum 2 hour wait at Sidney House to reduce the use of parking available to commuters, this hopefully has helped with the parking availability for Sidney House.

## **Appointments**

The practice opening times are as follows:

|           | Sidney House Surgery |               | The Laurels Surgery |               |
|-----------|----------------------|---------------|---------------------|---------------|
| Monday    | 08.00 - 12:30        | 13.30 - 18.30 | 08.30 - 12:30       | 14.00 - 18.30 |
| Tuesday   | 08.00 - 12:30        | 3.30 - 18.30  | 08.30 - 12.30       | 14.00 - 18.30 |
| Wednesday | 08.00 - 12:30        | 13.30 - 18.30 | 08.30 - 12.30       | 14.00 - 18.30 |
| Thursday  | 08.00 - 12:30        | 13.30 - 18.30 | 08.30 - 12.30       | 14.00 - 18.30 |
| Friday    | 08.00 - 12:30        | 13.30 - 18.30 | 08.30 - 12.30       | 14.00 - 18.30 |
|           |                      | Saturday      | 09.00 - 11.30       |               |

There still appears to be a lack of knowledge regarding the practice opening times. The partnership was one of the very few practices who have continued to be open on a Saturday. Comments asking for this service have reduced slightly this year, this may be due to the actions agreed last year.

The receptionists scored a high satisfaction of 100%, 99% last year. This result is above the national average of 89% across England for the national survey 2011/12. The receptionists should be congratulated for their excellent service offered to the patients.

Getting through to the practice by telephone :

The Laurels:

82% compared to the satisfaction score of 87% last year

Sidney House:

81% compared to the satisfaction score of 82% last year

Although this highlights an issue with access on the telephone the practice is still 4% above the 2011/12 National Survey Results across England of 77%. The practice offers an email service and a prescription request service via the practice website for prescription requests which has taken a little of the pressure away from the telephones. A system for cancelling appointments via text messages is in place but it is not well used. This may need further advertising to improve the usage of what could be an invaluable service.

Ability to speak to a GP is again the lowest score of satisfaction, The Laurels, 65% satisfaction score, a decrease of 8% from last year's result, 73%. Sidney House, 59% satisfaction score, a decrease of 9% from last year's results of 68%. This result was discussed, the practice has had issues with the phone system at Boreham this past year and is hoping to review their contract when it is due renewal. Having discussed this issue at the meeting it was felt this result may also reflect the fact patients cannot speak to a GP instantly but have to wait until one is available at the end of surgery.

The satisfaction score for seeing the GP of choice for both the surgeries has dropped slightly this year. This could be a reflection of the increased workload during a year in which many changes are being implemented. Both practices scored a satisfaction score of 83% last year, for this year the satisfaction score for the Laurels was 77% and for Sidney House 74%. Although this is an area that requires reviewing both practices are above the national satisfaction score of 64% for the national survey 2011/12.

The practice has offered cancellation through a text messaging service. It was hoped this would

help reduce the DNA results. This a constant problem in the NHS and although many new systems have been put into place over the years it has been difficult to solve <sup>1</sup>Nationally 6.5% (12 million) GP appointments are not attended each year at an average cost of £162 million.

The practice needs to review how this service is advertised as a high percentage of the population own mobile phones. This is an underutilised service.

### **Consultations**

The consultation scores are excellent again this year. Based on the questionnaire results the practice has proved that they are a very friendly, caring practice that offers an excellent service.

## **Main issues raised by patients for The Laurels and Sidney House**

### **Access - Saturday morning surgery**

The practice has always offered a Saturday opening and this has been well advertised. The practice offers early, late and Saturday morning appointments.

### **Parking**

This will continue to be an issue for both The Laurels and Sidney House. The local Council have implemented a maximum 2 hour wait at Sidney House to reduce the use of parking available to commuters, this hopefully has helped with the parking availability for Sidney House.

### **Entrance and Automatic Doors**

A small number of patients again this year has asked about the possibility of automatic doors. This is not an option at the moment as the practice has spent a large amount of funds improving The Laurels and for this year the patient areas at Sidney House are to have improvements made including, a confidential area for patients to speak to practice staff is planned.

### **Phoning through to the Practice**

Sidney House has had quite an investment in the past year. The Laurels can be reviewed when the new telephone contract is up for renewal later in the year

It was agreed next year's survey questions will be reviewed by the patient group and changes will be made but ensuring the consultation and access questions will remain.

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<sup>1</sup> Developing Patient Partnerships. The forgotten millions: missed GP appointments figures.

## **2012/13 Action**

The partnership will continue with the actions carried over from 2011/12.

For this year it was agreed the financial input into Sidney House to improve the patient areas would be the main objective

The partnership will review the telephone contract for The Laurels in October when due renewal.

## **2011/12 Actions**

### **Practice Noticeboard**

A practice noticeboard specifically for practice information may help to get the message out to the patients regarding all services offered by the practice. It is really important to make patients aware of the services offered.

The practice will include the following:

- Opening times
- Telephone service (Sidney House Only) press 1 to continue to hold.
- Notice for patients who wish to speak to reception confidentially.
- Services available on the Website
- Text message service

[This has been a great success and will continue to be utilised to inform patients of changes.](#)

### **Confidentiality at Sidney House**

The practice is exploring the cost for adding a small area for patients to be able to discuss concerns with the reception staff confidentially. In the interim time a notice will be displayed offering this service.

The practice is in the discussion stage regarding upgrading their clinical system. If this goes ahead it will improve the services available.

A touch screen for booking in would be possible, this would free the receptionist time to deal with incoming calls.

[The partnership have plans to improve the patient areas at Sidney House, this includes an area for patients to speak confidentially to practice staff.](#)

### **Telephones**

It was agreed the practice would review the telephone system in the future as it is not viable for changes to be considered at this point in time. The dispensary's review on the number of emails received has evidenced more patients are using emails and telephone calls have decreased. Sidney House has invested in the telephone system in the past year. The Laurels will be reviewed when the new telephone contract is up for renewal later in the year.

[The practice is constantly working on improving phone access.](#)

# DRS. BRANN, SPURR, BUTCHER, HORE & SIDDIQUI

Partners: Dr. Simon Butcher & Dr. Wasim Siddiqui

Salaried Doctors: Dr. Joanna Mackin, & Dr Alison Coton

Nurse Practitioner: Ms. Alison Jones

Sidney House, Strutt Close, Hatfield Peverel, Chelmsford CM3 2HB

Tel. 01245 380324 Fax. 01245 381488

Web [www.sidneyhouseandthelaurels.nhs.uk](http://www.sidneyhouseandthelaurels.nhs.uk)

Email [Sidney.laurels@nhs.net](mailto:Sidney.laurels@nhs.net)



The Sidney House, Hatfield Peveral

Dear Patient

We would be grateful if you would take some time to complete this patient survey. Your Doctors and Nurses want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is required. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

## About You:

1: Are you? Male  Female

2: How old are you? \_\_\_\_\_

3: What is your ethnic group?

A:  White

British

Irish

Black

Any other White background

B:  Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

C:  Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background

4: Which of the following best describes you?

Employed

(full, part time, including  
self-employed)

Unemployed

(includes looking for work)

Full time education

Unable to work

due to long term sickness

Looking after

family and home.

Retired from paid work

Other \_\_\_\_\_

**5: Do you have a long-standing health condition?**

- Yes       No       Don't know/can't say

**Your Journey**

**6: How do you travel to the Surgery?**

- Walk       Car       Cycle       Public Transport       Other please specify

**7: Does this present any problems?**

- Yes       No

**If yes please comment**

**Your practice**

**8: How easy do you find getting into the building at the surgery?**

- Very easy       Fairly easy       Not very easy       Not at all easy

**9: How do you think getting in to the building can be made easier?**

**10: How clean is the practice waiting room?**

- Very Clean       Fairly clean       Not very clean       Don't know

**Reception**

**11: How helpful do you find the receptionists at the Surgery?**

- Very Helpful       Fairly helpful       Not very helpful       Don't know



**12: In the Reception Area, can other patients overhear what you say to the Receptionist?**

- Yes       No       Don't know

**Appointments**

**13: In the last 12 months how many times have you seen a GP/Nurse at your practice?**

- None       1-3 times       4-6 times       6 or more times

**14: How do you normally book your appointments to see a GP?**

- In person       By Phone

**15a: Considering the volume of calls, how easy is it to get through to Reception at your GP practice on the phone?**

- Very easy       Fairly easy       Not very easy       Not at all easy

**15b: Please comment**

**16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

- Very easy       Fairly easy       Not very easy       Not at all easy       N/A

**17: How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?**

- Same or next day       2-4 days       5 days or more       Don't know, never tried

**18: How often do you get to see your GP/ Nurse you have requested?**

- Always       A lot of the time       some of the time       Never       N/A

**19: If you need to see a GP/Nurse urgently, can you normally be seen on the same day?**

- Yes       No       Don't know, never tried

**20a: Have you ever missed an appointment because?**

- I recovered       I forgot       I was delayed       Too difficult to cancel       Could not get through on the phone

**20b: Have you ever cancelled by text message?**

Yes     No

**21: Is your practice currently open at times that are convenient to you?**

Yes     No

**Please comment**

**Dispensary question**

**22: How do you order your repeat prescription?**

Phone     Fax     Email     Chemist     By Hand

**Do you have any comments about our dispensary service?**

**Your Consultation**

**23: Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?**

**A: Giving you enough time?**

Excellent     Very good     Good     Fair     Poor     Very poor

**B: Make you feel at ease?**

Excellent     Very good     Good     Fair     Poor     Very poor

**C: Listening to you?**

Excellent     Very good     Good     Fair     Poor     Very poor

**D: Explaining treatment and tests?**

Excellent     Very good     Good     Fair     Poor     Very poor

**E: Involving you in decisions about your care?**

Excellent     Very good     Good     Fair     Poor     Very poor

**F: Treating you with care and concern?**

Excellent    Very good    Good    Fair    Poor    Very poor

**G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?**

Full confidence    moderate    little confidence    no confidence

**H: Would you be completely happy to see this GP/ Nurse again?**

Yes    No    Maybe    Do not know

Please add any other comment you want to make about this Doctor/ Nurse.

**Patient Experience**

**24: Overall, how would you describe your experience at your GP Surgery?**

Excellent    Good    Fair    Poor    N/A

**25: Would you recommend your GP Surgery to someone who has just moved to your local area?**

Yes     No

**Further comments**

**We are interested in any other comments you may have about your experience?**

If you would like to contact our Patient Participation Group, please use our website or the suggestion box in the surgery.

**Thank you for taking time to complete this questionnaire.**

# DRS. BRANN, SPURR, BUTCHER, HORE & SIDDIQUI

Dr. Les Brann & Dr. Jeremy Spurr

The Laurels Surgery, Juniper Road, Boreham, Chelmsford, CM3 3DX

Tel: 01245 467364

Fax: 01245 465584



The Laurels Surgery Boreham

Dear Patient

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Thank you.

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British

Irish

Black

Any other White background  
\_\_\_\_\_

B:  Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background  
\_\_\_\_\_

C:  Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background  
\_\_\_\_\_

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due to long term sickness

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family and home.

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Other \_\_\_\_\_

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**Please comment**

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**22: How do you order your repeat prescription?**

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- Excellent    Very good    Good    Fair    Poor    Very poor

**G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?**

- Full confidence    moderate    little confidence    no confidence

**H: Would you be completely happy to see this GP/ Nurse again?**

- Yes    No    Maybe    Do not know

Please add any other comment you want to make about this Doctor/ Nurse.

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**24: Overall, how would you describe your experience at your GP Surgery?**

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