



**Executive Summary**  
**Patient Survey Results and Action Plan 2013/14**



Sidney House Surgery and The Laurels Surgery:

Total practice population: 12,154

Staff: Five male Doctors and three female Doctors  
 Nine Practice Nurses  
 One Nurse Practitioner  
 Two Healthcare Assistants  
 One Phlebotomist  
 Two Dispensers  
 One Practice Manager and one Finance Manager  
 Seventeen Administration and Reception Staff

Reception opening times:

	Sidney House Surgery		The Laurels Surgery	
	1st Session	2nd Session	1st Session	2nd Session
Monday	08.00 - 12:30	13.30 - 18.30	08.30 - 12:30	14.00 - 18.30
Tuesday	08.00 - 12:30	13.30 - 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	
Sunday	Closed.			

Surgery Website: <http://www.sidneyhouseandthelaurels.nhs.uk/openinghours/?CategoryID=7>

The Patient Participation Group link:

<http://www.sidneyhouseandthelaurels.nhs.uk/view/?CategoryID=74&ContentID=0&Preview=0>

**Patient Participation Group**

In November 2011, The Laurels and Sidney House Surgeries held its first Patient Participation Group meeting. The aim of the Patient Participation group is to enable a representative group of the surgerys patients and relevant local agencies to meet with the staff of the surgery to raise patient concerns, suggest and discuss improvements to our services and facilities and to help facilitate a better understanding of the surgerys goals, procedures and limitations

The members at the meeting decided to meet on a quarterly basis, elected an interim Chairman to lead the meetings and also an interim secretary to collate and distribute the minutes of the meetings.

The PPG now meets on five occasions each year, has elected officers and a formal constitution; which is set out below. The minutes of the all meetings held thus far are available to download from the attached documents. (for the PRG New constitution, see attached)

**The practice core Patient Participation Group (P.P.G.) currently consists of nine patient members, one doctor and the Practice manager. The eleven core group members attend the quarterly face to face meetings.**

### **Staff Satisfaction**

The Reception staff satisfaction score was excellent again this year, 97%. The average satisfaction score across Mid Essex CCG for 2013/14 for the 3rd quarter results of the national survey was 86%. The practice result reflects the patient appreciation of the level of service given and the receptionists should be congratulated for their excellent satisfaction score.

### **Telephone**

The overall patient satisfaction score for accessing the practice by telephone this year was 82% (308/386) of the patients who completed the survey found it either very easy or fairly easy to access the practice by telephone. The PPG discussed the possibility of a call waiting system, it was agreed this could have a positive impact on the satisfaction as long as the system has a limited number of callers kept on hold at any one time.

### **Appointments**

There still appears to be a lack of knowledge of the practice opening times, the partnership was one of the very few practices who have continued to be open on a Saturday. At the patient group meeting the discussion about alternate Saturdays between both premises was discussed. This would be difficult due to the opening of the pharmacy. Both premises would have to be opened to ensure continuation of the service of the pharmacist. This would have huge financial impact over the year so it was agreed within the group this was not an option. The practice advertises the service on the practice website, noticeboards in both waiting rooms and in the patient booklet.

### **Consultation Satisfaction Score**

The consultation results have remained consistent across all eight questions. The satisfaction score and comments evidence that patients are highly satisfied with the consultation with their GP.

**Based on the questionnaire results and patient comments the practice has shown that they are a very friendly, caring practice that offers an excellent service. 99% said they would recommend the surgery.**

***See overleaf the actions agreed by the Patient Participation Group and the practice. Further information about the practice survey, results and action plan can be accessed on the practice website.***

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



The actions below are 'suggested actions' and there may be reasons why actions are not viable. The suggested actions have been agreed by the Practice and Patient Group.

## **Continuation of the refurbishment of Sidney House.**

The structural work has now been completed. The Floor and Furnishings will be renewed over the month of April 2014

## **Reviewing the feasibility of a queuing system for the telephone system at both premises.**

Patients have requested a queuing system, it is felt this would be an improvement on having to call back when the telephone line is engaged.

## **Communication of services available at the Practice**

Discuss ways in which communication can be improved. An in-house suggestion survey to seek the views of the staff on ways in which services offered to patients can be advertised more effectively.

## **On-line access to appointments**

On-line access is to be considered for 2014/15. This has been very successful in many other practices and will hopefully help to reduce the demand on a very busy phone system.

## **Patient Participation Group Representatives**

Continue to increase the number of patient representatives on the Patient Participation Group. The Mini survey asking for 'Expressions of interest' has been very successful. The practice will contact all those who wish to participate and send an invite to their next PPG meeting. The Mini survey will be repeated in three months' time.

## 2012/13 Actions and Outcomes

### Practice Noticeboard

A practice noticeboard specifically for practice information may help with getting the message out to the patients regarding all services offered by the practice. It is really important to make patients aware of the on-line services offered via the practice website. This will continue as an action during 2012/13

**Outcome:** This has continued to be 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. This action is carried over from 2011/12, the patient areas are scheduled to be improved during 2012/13

**Outcome:** The practice has completed the structural changes offering a small room for patient to discuss confidential issues with reception when requested. This action is continuing through 2014/15 due to the refurbishment required, flooring, seating and furnishings.

### Telephones

The practice is constantly reviewing this area and this will continue through 2012/13.

Sidney House has made considerable investment in the past year. The Laurels will be reviewed when the new telephone contract is due for renewal later in the year.

**Outcome:** The practice has renewed the phone system across both practices over the last three years. This year's action is to assess whether it is possible to introduce a queuing system


## Patient Questionnaire Results 2013/14

### The Laurels

Thank you to all the patients who took the time to fill in our patient questionnaire.

This is what you had to say:

#### Access



+ Ease of getting in to the building	Satisfaction score	98%
+ How clean is the waiting room	Satisfaction score	100%
+ How helpful are the receptionists	Satisfaction score	100%
+ To see a particular Doctor	Satisfaction score	85%
+ Surgery opening times	Satisfaction Score	94%
+ Number of days to see Doctor	Satisfaction Score	95%
+ Speak to practice on the phone	Satisfaction Score	82%
+ Speak to a Doctor on phone	Satisfaction Score	84%
+ Seen same day	Satisfaction Score	95%

#### Consultation

+ Giving you enough time	Satisfaction Score	99%
+ Feel at Ease	Satisfaction Score	99%
+ Listening to you	Satisfaction Score	99%
+ Explanations	Satisfaction Score	99%
+ Involving you in decisions	Satisfaction Score	99%
+ Caring and concern	Satisfaction Score	100%
+ Confidence in your GP	Satisfaction Score	100%

**Overall experience of you GP Surgery      Satisfaction Score 100%**