



Sidney House, Hatfield Peveral

The laurels Surgery Boreham

Patient Survey Results and Action Plan 2012

Patient Reference Group

Dr Brann and Partners Surgery Reference Group have nine number of members at present:

From the patient survey two patients have expressed an interest in joining the Group through the patient survey and eight invite letters have been sent. To ensure the Elderly in the local homes also have a say, the managers have been invited to attend meetings.

Patient Survey: Patient Consultation Version, EQUIP

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

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

Meeting to discuss results and content of action plan:

Meeting: Sidney House

Date: 21st March 2012

Present : Debbie Greenwood, Practice Manager
Lorraine Clifford, Senior Administrator
Dr A Hore, Partner
Dr W Siddiqui, Partner
Dr Parikh, Locum

Total practice population: 12,120

Jill Warn, EQUIP representative attended the meeting held on 21/03/2012. The Agenda is set out below

Meeting Agenda – 21st March 2012

Apologies for absence

Minutes of the last meeting – attached

Welcome to our new Practice Manager Debbie Greenwood and new PPG member Mr RW

Results of patient survey presented by Jill Warn, Equip - attached

Car Parking

Telephones

Urine Pots

Name labels for staff

Any other business

Dates of future meetings

THE LAURELS & SIDNEY HOUSE PATIENT PARTICIPATION GROUP
MEETING

Notes of the Patient Participation Group (PPG) meeting held on Wednesday 11th January 2012 at 7.30pm at The Laurels Surgery, Boreham.

Present: Dr Butcher, Dr Brann, Lorraine Clifford, CA, VG, AG, FS, DS.

1. Apologies for Absence: HB, SK.

2. Minutes of the Last Meeting: amendment Mr S should read Mr S.

It was agreed that communication by email and post was working well and Dr Butcher had received only one negative response from previous invitees.

It was agreed in principle that the local Nursing Home Managers would be invited and also the CHP Scheme Manager from Cleves Court.

3. Patient Survey:

It was agreed to use the EQUIP Patient Survey model and that The Laurels and Sidney House Surgeries should have separate surveys and analysis. A discussion took place with regard to the content of the questions and the following adjustments were agreed:-

Add – How do you travel to the Surgery?
Walk, Car, Cycle, Public Transport, Other please specify
Does this present any problems?

Question "9" please remove the underline under "helpful".

Question "12" please remove "online".

Question "13" please change to – Considering the volume of calls, how easy is it to get through to Reception at your GP Surgery on the phone?

Please add after No "13" – 13a "please comment" and a box or space for patients to write something.

Question "17" please remove (unless it has to be in as part of the DES)!

Please add after No "19" – 19 a Have you ever cancelled by text message? Yes, no.

Please add after No "20" – 20 a "please comment" and a box or space for patients to write something.

Question "22" Would you recommend your GP Surgery to someone who has just moved to your local area?

Please add Dispensary Question
How do you order your repeat prescription?
Phone, Fax, Email, Chemist, By Hand, No Answer or N/A.

Please remove last paragraph and add: If you would like to contact our Patient Participation Group, please use our website or the suggestion box in the Surgery".

4. Surgery Website:

Dr Butcher agreed to update the practice website on a regular basis and that a new page would be added headed "Patient Participation Group".

5. Car Parking at Hatfield Peverel:

A discussion took place with regard to the problems with parking and parking restrictions around the Surgery at Hatfield Peverel.

6. Practice Manager Position.

Dr Brann confirmed that a Practice Manager had been appointed Debbie Greenwood and she was due to start in early March.

7. Patient Donation:

It was agreed that Suggestion Boxes would be purchased for both surgeries.

8. Any Other Business:

Dr Brann reported that the health economy is going to be very stretched again this next financial year with an estimated requirement of a further 27.5 million pounds worth of savings.

9. Dates of future meetings:

Wednesday 21st March and Wednesday 20th June 2012

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD AT THE LAUREL'S SURGERY, BORHAM 21 MARCH, 2012 at 7.30pm

PRESENT: Dr A Hore (Chair), Dr W Siddiqui, Dr D Parikh, Jill Warn, Debbie Greenwood, Lorraine Clifford, Sharon, Di, Debbie, Mr RW, Mr AG, Mr HB, Ms VG, Ms CA.

1. APOLOGIES: Dr Brann, Dr S Butcher, Mr FS.

2. MINUTES OF LAST MEETING: approved

3. WELCOME / INTRODUCTIONS: Mr RW was welcomed as a new member of the group and to Debbie Greenwood (new Practice Manager).

4. RESULTS OF PATIENT SURVEY: Jill Warn from EQUIP presented the findings of the Patient Surveys at The Laurel's & Sidney House Surgeries. Overall Jill reported the survey results were excellent and both practices should be extremely proud. The staff scored extremely well and the receptionists were thanked for all they do to support the patients. The consultations in both surveys achieved scores of 90%. Parking was mentioned in both surveys and would be discussed as an agenda item separately. The survey results will be loaded up to the website by 31st March. A few recommendations will be made by Jill in her report (to follow). One recommendation would be having a dedicated notice board at each practice which provides information about the practice and new developments. A suggestion was made about purchasing a flat screen that would function as a means of keeping patients informed digitally. Whilst this was deemed to be a good idea it was felt it might involve considerable outlay and therefore is one to be explored further in the future. Jill was thanked for all her work with the survey and left the meeting at this point. Action: Dedicated notice boards to be at each surgery.

6. CAR PARKING: Debbie Greenwood explained the current plans of Braintree Council to reduce the Hatfield Peverel public car park behind the surgery parking to 2 hours (no return within 3 hours). DG said the surgery is in discussion on the parking issue for patients / staff, but it looks like it will go ahead mid April. Exploring other options! Boreham parking remains the same.

7. TELEPHONES: a general debate about the telephones in both surgeries followed. Jill had previously mentioned telephones are a universal issue for all practices. Dr Hore said the practice is constantly looking for ways to improve the services to patients and this included the telephones. Some practical suggestions were made by group members which might help people get through i.e. waiting for the message to go through the loop once at Hatfield Peverel and not redialling. The suggestions could be put on the planned notice board. DG mentioned some other options that are being explored which might help reduce the reliance on telephones e.g. some appointments might be able to be booked on line in the future. Also investigating a self-arrival option whereby patients could use a machine to confirm arrival (but still the receptionist would be able to do arrivals face to face). It was stressed these are only being looked into and would in no way replace the role of the receptionist who offers an important personal contact, a key asset in the practice. Use of technologies such as these would ultimately free up the receptionist's time a little and enable them to devote more time to answering the high volume of calls the practice receives.

8. URINE POTS: each urine pot costs the practice approx 50p. Each day many are given out at request and costs the practice a considerable sum. The matter was brought up to raise awareness that for most routine tests a urine pot can be recycled, washed, sterilised and used again, rather than have a new pot each time. The hospitals are only giving patients one pot per person nowadays. The surgery is asking patients to help us reduce costs in this regard, rather than the surgery staff being put in the embarrassing position of having to charge for these. Action: Information about this will be put on the new notice board.

9. NAME BADGES FOR STAFF: it was requested that receptionists wear a name badge as a customer friendly thing to do. Reception staff are happy to do so, but prefer it is only a Christian names that is on the badge. Action: Magnetic badges to be purchased.

10. ANY OTHER BUSINESS:

Mr RW asked if more information could be given about the impact of NHS reforms and what impact this would make. It was agreed Dr Brann is the best person to do this. Action: Dr Brann to be invited to give a presentation to a future meeting, ideally next meeting if at possible.

DG mentioned that an election needs to take place at the next meeting for a new Chair and new Secretary. The Constitution, Terms of Reference and related governance documentation will be discussed and produced for ratification and adoption by the PPG in the next forthcoming meetings. Action: Elections at next meeting.

The next meeting is already scheduled but it was agreed that after the next meeting an alternative day of the week needs to be considered. It may be that the day needs to be alternated. Action: another day of the week tba at next meeting.

Next PPG meeting on 20.06.12 at 7.30pm. Venue: Boreham surgery.

Meeting Closed 9pm.

The meeting was chaired by Dr Angela Hore and there was discussion as follows

Patient Survey Results and Action Plan - General Introduction

The patient survey used was agreed by both 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 and national satisfaction results from the National GP Patient Survey 2010-11.

A random selection of 266 patients was selected from the practice population by the Department of Health for the distribution of the survey questionnaire during the financial year 2010-11. 119 questionnaires were completed and returned, a response rate of 45%.

For this year's survey, the practice handed out the patient survey to patients attending appointments. 450 were given out with 402 questionnaires completed, a response rate of 89%.

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

This year's survey results are based on patient experience of those who use the service unlike the national survey where patients are randomly picked from the list regardless of the date of the last visit.

Summary of the results for Sidney House			
Patient Experience	National Survey Results for England 2010-11	Practice National Survey Results 2010-11	Practice Survey 2011/12
Overall care received	90%	97%	99%
Recommend the practice to someone who has just moved into the area	83%	96%	99%
Your Consultation – Satisfactory Score			
Giving you enough time	88%	97%	100%
Make you feel at ease	-	-	100%
How well the doctor listens	88%	95%	99%
Explaining treatment and tests	78%	85%	99%
Involving you in decisions about your care	72%	78%	97%
Treating you with care and concern	84%	94%	99%
Confidence and trust in your doctor	94%	97%	100%
Happy to see GP again	-	-	100%
Summary of the results for the Laurels			
Patient Experience	National Survey Results for England 2010-11	Practice National Survey Results 2010-11	Practice Survey 2011/12
Overall care received	90%	97%	99%
Recommend the practice to someone who has just moved into the area	83%	96%	99%
Your Consultation – Satisfactory Score			
Giving you enough time	88%	97%	98%
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Confidence and trust in your doctor	94%	97%	99%
Happy to see GP again	-	-	100%

Building and Parking

The cleanness of the building was considered excellent. The issues were raised in relation with the entrance to both practice buildings. It was suggested automatic doors would solve a lot of the issues. This was discussed but as there has been a number of building projects over the last 2.5 years and due to current financial restraints this was not an option.

Parking is a real issue for patients and the lack of parking and spaces was discussed at length. The practice is aware of the issues around parking at both practice buildings and 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. Both Practice and the School try to encourage patients/parents to walk if living within walking distance.

The partnership is aware of the issues and are in discussion with the local Council regarding the maximum 2 hour wait has just been implemented at Sidney House to reduce the use of parking available to commuters and are in discussion with the Council.

Appointments

The practice is open 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 is 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 yet there are many comments asking for this service. The practice has also held extended hours since the introduction of this requirement two years ago but this information is not reaching patients who use the service. Suggestions on how to improve patient knowledge were discussed and actions agreed.

The receptionists scored a high satisfaction of 99%. This result is in line with the practices national survey results and 6% above the national average of 93% across England. The receptionists should be congratulated for their excellent service offered to the patients.

Getting through to the practice by telephone - 87% satisfaction score at The Laurels and 82% satisfaction score at Sidney House. This is an excellent improvement from the Practice National Survey Result of 77% and a noticeable difference compared to the National Survey Results across England of 69%. The practice offers an email service for prescription requests which has taken a little of the pressure away from the phones and they are in the process of investigating the options for changing their clinical system which will open up many other facilities such as text messaging etc.

Ability to speak to a GP is the lowest score of satisfaction, The Laurels, 73% and Sidney House, 68%. This result was discussed and the patients present at the meeting felt this result may reflect the fact patients cannot speak to a GP instantly but have to wait until one is available at the end of surgery. This may be an area the practice can re-survey in the next financial year.

The satisfaction score for seeing the GP of choice for both the surgeries was 83%. This is an excellent result with a 4% improvement compared to the practice results of 78% on the Practice National Survey. The National Survey Results for England show a 52% satisfaction for patients seeing a GP of choice and Dr Brann and Partners are 26% higher.

The practice offer a text message service for the cancellation of appointments, if the practice changes the Clinical system in the future, they will be able to offer other ways to cancel appointments and this may help reduce the DNA results further. ¹Nationally 6.5% (12 million) GP appointments are not attended each year at an average cost of £162 million. Patients not attending booked appointments have been an issue for many years and, although solutions have been put into place, it still has not been solved.

Consultations

The consultation scores are excellent and there are significant differences between the National Survey and the Practice Survey. This we suspect is due to patients who use the service being asked the questions directly. Based on the questionnaire results the practice has proved that they are a very friendly, caring practice that offers an excellent service. This is not only reflected in the patient satisfaction score but also in the comments.

Main issues raised by patients for The Laurels and Sidney House

Access - Saturday morning surgery

Patients would like later opening times or a Saturday morning opening. 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 practice will do all they can to ensure the parking problem at Sidney House does not escalate and are in contact with the council discussing the two hour waiting now in place.

Entrance and Automatic Doors

A small number of patients would like the entrance doors improved. This is not an option at the moment as the practice has spent a large amount of funds improving The Laurels and there are future plans for small improvements to Sidney House including, a confidential area for patients to speak to practice staff.

Phoning through to the Practice

Phone access was discussed by the group. The Laurels do not have the option to hold if all lines are busy, the patient is asked to call back. Having more lines available was discussed but agreed no matter how many lines you have if there is only two receptionist answering it would not improve access.

Sidney House has a hold facility and it is not known if number 1 is pressed it will take you back to the options which will prevent patients having to redial. This will be displayed on the new practice specific notice board.

¹ Developing Patient Partnerships. The forgotten millions: missed GP appointments figures.

Medication requests

A request for more than 28 days prescribing was made. The group were informed this is a DOH initiative and not a practice decision. A solution to issues experienced with emailing requests was also discussed. The practice no longer take requests over the phone due to the high chance of errors being made by either patient or staff member.

The actions below are 'suggested actions' and there may be reasons as to why actions are not viable. The suggested actions have been agreed by the practice and patient group.

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 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

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 for 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.

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.

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

Email Sidney.laurels@nhs.net

Sidney House, Hatfield Peverel

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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.

Confidentiality at Sidney House

The practice is exploring the cost for adding a small area for patient toM02A0-kAJQUJ2/2-kAqQ UMA2k-/Lr

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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

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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

4: Which of the following best describes you?

Employed

(full, part time, including
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(includes looking for work)

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due to long term sickness

Looking after

family and home.

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If yes please comment

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- Yes No

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

- Yes No

Please comment

Dispensary question

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- Phone Fax Email Chemist By Hand

Your Consultation

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D: Explaining treatment and tests?

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- 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

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Further comments

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

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Thank you for taking time to complete this questionnaire.