

WATERHOUSES MEDICAL PRACTICE

Review and Action Plan of the 2014 Waterhouses PPG Questionnaire

Our Patient Participation Group continues to meet quarterly unless anything current needs to be discussed with members. Our group is made up of 8 active members, 5 of which are female and 3 male. This year the PPG meeting will also include talks by outside parties such as the Out of Hours Service, the Carer's Association and a representative from Keele Medical School. We have had successful meetings with great support from our members during a difficult time at the end of 2013 with Dr Sunil Angris retiring, Dr Kate Chadwick leaving due to family commitments and unfounded bad press about the future of the Practice. We are delighted to report that from January 2014 we are now under a new Partnership – Dr Usha Tiguti as Lead GP, Dr Jane Ferguson, Salaried GP and Dr Vamsi Tiguti who practices one a week at the Surgery. A PPG Patient Survey was compiled after discussion with the PPG and 80 questionnaires were issued with 80 responses. Overall the results were very favourable with the majority of our patients being very satisfied with the service we offer. Several points were raised and our responses are shown below. Because we had all 80 questionnaires returned, we will give the results in patient numbers rather than as a percentage as previously done:

How quickly do you usually get seen – Even though the majority of patients are seen the same day or within 2 days when required, we note that there has been an increase since last year's survey in the number of patients waiting 3 or more days for a routine appointment. *We are aware that our GPs are busier than ever and will be addressing this issue in due course.*

How do you rate this? – We are pleased that the majority of patients felt that this was either 'Excellent', 'Very Good' or 'Good' with only 8 who thought it was poor/very poor. *We will monitor this situation as above.*

If you need to, can you see a GP urgently? – As expected, the majority of patients said that they could be seen the same day in an 'urgent' slot. If a patient requires a 'same day' appointment due to the urgency of the matter then they will be seen that day. We are pleased that we meet Government guidelines with regard to appointment availability but appreciate it may take a little longer for an appointment with a Doctor or Nurse of your choice.

How easy was it to get an appointment? – The majority said 'very easy/easy'.

Are you normally able to see the Doctor or Nurse of your choice? – The majority said 'Yes' and 'Sometimes'.

Can you book an appointment more than 2 days in advance? – The majority said 'Yes'

How helpful do you find the Reception Staff? – Again, we are delighted with the findings of how the patients find the Receptionists/Administration staff. An overwhelming 78 said 'Very helpful'. See comments below.

How do you rate the ease of getting through to us on the Phone? – The majority said 'Very Easy', 'Easy' or 'Fairly Easy'. *We monitor this situation closely but add that we only have 2 telephone lines and we improved the service following last year's survey whereby if the Receptionist is engaged on another call, you are made aware of this by way of a message rather than the phone 'ringing out' as it did previously.*

Which of the following would you most like to see the Surgery open? – We were very happy that the majority of patients (46) said that they were happy with the surgery times as they currently are.

Lunchtime opening? We close for one hour to allow staff to complete the many administrative tasks that need to be done (such as sending referrals, dealing with the daily clinical post etc) following a busy morning and before the afternoon appointments begin. There is always a Receptionist 'on duty' at lunchtime in order to answer the telephone.

After 6pm – As above. Our weekly evening surgery is now on a Wednesday evening and starts at 6.30 with the last appointment being 7.50pm. This is ideal for those people who work late, shifts or cannot easily be seen during surgery hours – however, these appointments do get taken up quickly due to demand.

Saturday Morning Surgery – Unfortunately, we are unable to offer a Saturday morning surgery as requested by some patients but cater for those who work during the day by offering an evening surgery with Dr Tiguti on a Wednesday evening. Traditionally we close on a Thursday afternoon to allow for staff training etc.

How happy are you with the Out of Hours Service? – The majority of patients were 'Happy' or 'Satisfied' with 8 being 'dissatisfied'. This service is now changed and NHS 111 has taken over the previous Out of Hours Care Provision. If you ring 111, you will be directed to your local Out of Hours Care Provider with is now provided by Northern Doctors Urgent Care if appropriate.

On arrival, how long do you usually have to wait to be seen? – We try really hard to ensure that the appointments run to time but of course our clinicians have to deal with a variety of issues during the appointments which may take more than the standard ten minutes. We will, in future, ensure that we inform patients waiting if a GP or Nurse is running more than 20 minutes late.

Did you have enough time with the GP? – We are delighted to say that an overwhelming majority of patients stated that they had plenty of time to discuss their problem with the GP during the standard ten minute appointment. However, if you feel that you have more complex issues requiring more time then please ask for a double appointment when booking and we will try to accommodate this.

Facilities in the Waiting Room – General comments as follows:

Radio – "Preference of radio station to Classic FM" - *Unfortunately our radio will not tune in to Classic FM very successfully and we choose Radio 2 which is felt suitable listening for the majority of patients.* "Volume could be higher to protect patient confidentiality and thereby not being overheard at Reception or Dispensary". *The volume the radio is set is thought to be enough to protect conversations being overhead and comments from the last Survey said that the Radio was too loud! We will monitor the situation and tweak the radio accordingly upon our findings.* Other comments include - 'Nice and warm with adequate seating'; Clean and comfortable; Good patient information; 'Advertise more clearly the fact if you need to speak to a Receptionist in private, you can do'; Very good with good child's play area'; 'lots of useful info – comfortable and serves its purpose well'. One cheeky patient said that 'tea and toast would be nice!'

How likely are you to recommend us to family and friends? – Lovely to know that the majority of patients would recommend us.

Would you be interested in joining the Patient Participation Group (PPG)? – We are really pleased that through the Patient Survey, we generated 2 new PPG members with 15 patients who would consider joining.

Do you use any or all of the following?

<u>Patientaccess</u>	<u>e-mail Prescription service</u>	<u>Automated Arrival Screen</u>	<u>Our Website</u>
6	14	40	14

'Patientaccess' (was previously known as EMISaccess) is very useful in enabling you to book and manage your own appointments at any time of the day or night. You are also able to order your repeat prescription by using this service. Ask at Reception for details of registering.

prescriptions@waterhousesmedical.co.uk – is the e-mail address to order your repeat prescriptions on line. You should always get a reply/confirmation of your order from the Dispensary during Surgery hours – if you do not, then contact the Dispensary.

Automated Arrival Screen – this is useful when there is a queue at Reception and you are booking yourself in for an appointment with the Nurse or Doctor. It's SO easy to use and we encourage more patients to use it. All you need to do is tap the screen and follow the instructions.

Website – we try to update our website as quickly as possible. Have a look!

Any suggestions as to how our Service could be improved? –

- 'Routine 'Well-man' appointments for men over 60, especially with regard to Prostate Cancer?'
You are welcome to book a 'well man check' with one of our Practice Nurses who will discuss with you any concerns regarding your health.
- Advertise more clearly the fact that you can speak to a Receptionist in private. *Our information board will be improved to advertise this.*
- Seem to be having to wait longer to be seen – please advise of delays. *Our Receptionists will advise patients of a wait of longer than 20 minutes but please feel free to ask at Reception for an update. We are aware that waiting times are increasing and are monitoring the situation.*
- Quicker access to mental health support or some stop-gap service whilst waiting for Wellbeing Service appointment? Not just applicable at Waterhouses but provision of mental health support sadly lacking when you need it. *This is being discussed at Clinical Commissioning Group (CCG) level.*
- Being able to deliver prescriptions again to non-driving patients? *Sadly, the Community Mini-bus no longer offers a prescription delivery service due to funding being cut.*
- Patient 'Call' system? *We prefer not to use an automated call in system as we feel it is more personal for the clinicians to call the patients themselves. However, this is something we can review.*
- Coffee Machine? *Unfortunately this is not possible.*
- An extra Doctor? *We now have three GPs working at the Surgery which equates to two full-time GPs which more than conforms to the NHS England requirement for a Practice of this size.*

Quite a few patients commented that we already have a very good Practice, one saying 'can't improve it!'.

Would you like to thank any of the Staff specifically for their help or service? – We received many positive comments about our staff being polite and helpful, particularly those who work on Reception (see below).

'All Staff are great and very helpful' 'All staff are excellent' 'Very friendly and pleasant'
 'Thanks to all staff – they are all very nice' 'Both Doctors and Receptionists are lovely'
 'Luckily don't have to visit often but when I do, Receptionists and Doctors are exceptionally helpful and pleasant' 'I would like to thank everyone for their kindness – could not be better for me'
 'Thanks to Doctor and Receptionist for sorting speedy appointment at Derby – great service'
 'Staff excellent' 'Everyone is helpful, friendly and professional'

Any other comments? – A few examples included - 'A wonderful Practice – would not go anywhere else'; 'Keep up the good work!' 'Repeat Prescription service is very good'.

Gender – breakdown given as follows – Male 25, Female 51, Not given 4

Age Range – 1 aged under 16, 7 aged 17-30, 57 aged 31-50, 1 aged 51-70, 10 aged 70+ and 4 not stated.

Other comments which arose from the Questionnaire related to:

Reception Staff – On a final note, I was extremely pleased and proud to see that 78 out of 80 patients found the Reception staff to be ‘very helpful’, ‘always friendly and courteous’ and ‘go out of their way to help with my concerns’. The administrators in this Practice work really hard to ensure that patients receive a service which is second to none and I think, in the majority of cases, we achieve that. Here are a few complimentary comments we received on the questionnaire and I thank everyone for their kind words.

Thank you for taking the time to complete our questionnaire. As ever, if you have any concerns, complaints or suggestions then please get in touch with me or Michelle Wilton who is our Information and PPG Co-ordinator.

Kate Robotham
Practice Manager