

Queen Square Medical Practice: Patient Survey 2014-15

Summary of Results and Action Plan

Thank you to all those patients who took time to complete the survey conducted over 3 weeks Oct/Nov'14. It was based on topics suggested by our Patient Reference Group (PRG). We had **408 responses** of which **374 were online**. Responses were from both sexes, across all age groups and ethnicities, and from both our Queen Square and Caton Health Centre sites. Many patients made suggestions and we will work through these and, where we can, act on them.

We have published the **full results** on our website www.queensquare.org and copies will be available in our waiting rooms. Below is a summary and what action we intend to take

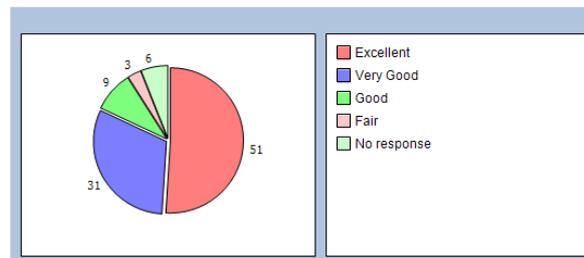
Where appropriate we have shown 2013/14 results in {brackets} for comparison.

Overall Satisfaction & Recommendation to Family / Friends

- **94%** indicated an **overall satisfaction** with the practice of Excellent to Fair, with **51%** rating us Excellent {up from 49% in 2013/14}.
Excellent=51%, Very Good =31%, Good=9%, or Fair 3% No response 4%

Excellent to Fair = 94% {cf 96% 2013}

Excellent 51%; **Very Good 31%**; **Good 9%**; **Fair 3%**; **Poor 0%**; **No response 6%**



As in previous surveys this is a real vote of confidence in the practice and its values of offering high quality accessible care - THANK YOU

Friends and Family Test (FFT):

The government is introducing a new, NHS-wide, Family and Friends Test (FFT) with a set question. It is to be introduced in all practices from Dec'14. *As this was a new question for 2014/15 we cannot compare directly with previous surveys. We will introduce this as a monthly survey from December and monitor how we are progressing and compare with other practices.*

FFT: How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?

- **87%** of you said you were extremely likely or likely to recommend the practice to friends or family. (**6%** Neither Likely nor Unlikely; and **2%** Unlikely)
- We asked you to explain what was behind the way you had answered the above question of 266 did respond. Overwhelmingly 85% of the comments were very positive with many complementary about the care and access they receive.

Opening Hours and Waiting times

<u>Opening Hours</u>	<u>Queen Square Surgery</u>	<u>Caton Health Centre</u>	
Mon	7:30 - 18:30*	8:30 - 13:00	15:00 - 18:00
Tues	7:30 - 18:30*	8:30 - 13:00	Closed PM
Wed	8:00 - 20:00*	8:30 - (Open all day)	17:30
Thurs	8:00 - 18:30	8:30 - 13:00	15:00 - 18:00
Fri	9:30 - 18:30	9:45 - 13:00	15:00 - 18:00
Sat (2nd /month)	8:30 - 12:00*		

**Extended Opening Hours are: Early morning Mon & Tue, Wed Evening, every 2nd Sat AM each month*

- **Waiting Time: 52%** were **very satisfied** and **43 % fairly satisfied** with surgeries running to time. {cf 2013/14 39% very and 54% fairly satisfied}
Comment: We are pleased that the changes we have made (e.g. adding catch-up slots and tweaking surgery times) have reduced waiting times for patients. Appointments are only 10 minutes. We have tried to raise awareness and publicised the option of double appointments. We are pleased that 75% of patients were aware they can ask for a double appointment if they wish to discuss multiple problems. Some asked that staff notify them when surgeries are running late.

Action: Continue to publicise double appointment option in newsletters and on the website etc. We will remind our staff to notify patients when checking in at reception if clinics are running more than 20 minutes late.

- **Opening Hours: 74%** were **very satisfied** and **21% fairly satisfied** with the **opening hours**, with only 2% dissatisfied.

Following a trial we are confident that the changes we trialled to our extended opening hours (i.e. to offer two early mornings, one late evening per week) have been popular with patients.

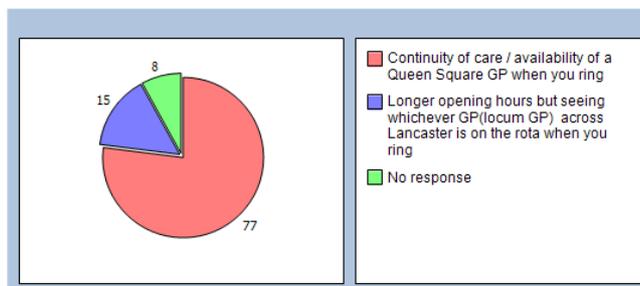
Action: We will make these changes to extended hours permanent and publicise them. We will continue to keep our opening hours under review.

CONTINUITY OF CARE VERSUS 7 DAY A WEEK ROTA WORKING

The government is trialling a scheme for groups of GP practices to be open 8am-8pm seven days a week. What they do not tell you is that this does not mean you will be able to see the same doctor. Clearly it would not be safe for individual doctors to work 12 hour days 7 days a week. If a doctor is working the weekend he/she will need time off in the week. If a doctor is working late he/she would need to start later or have time off in the day.

Individual practices do not have sufficient resources to do this so where 8-8 is being trialled, it is groups of practices having to work together. If we moved to an 8-8 service locally it would mean that Queen Square doctors would be less available for Queen Square patients as at times they would have to be working shifts covering all Lancaster/Morecambe practices' patients. We do not feel this has been made clear and we were interested to know what priority you put on longer hours versus continuity of care from a Queen Square GP.

The majority of patients **77%** placed *Continuity of care* (availability of a Queen Square GP) higher than *Longer Opening Hours* **15%**. (No response **8%**)



Action: We will continue to look at this issue and explore ways we could work with other practices locally but we appreciate that our patients overwhelmingly value continuity of care from Queen Square GPs.

Appointments and Telephone Access

The practice has 10 lines at the main surgery number (843333) and 2 lines (including the prescription line) at our Caton branch surgery. At busy times, such as first thing in the morning, we have all reception and admin staff answering telephones.

We try to strike a balance between allowing patients to book ahead whilst trying to make sure we have appointments available on the day.

At present we allow approximately 2/3rds of GP appointments to be booked up to 4 weeks ahead with the rest available on the day.

We also allow booking ahead up to 2 months with the nurses and health care assistants.

We allow a proportion of the appointments to be booked online via our website

- **Telephone Access: 92%** were either **very satisfied=50%** or **fairly satisfied=42%** an improvement on the 91% in 2013/14 (very satisfied=44% fairly 47%).

*Comment: 5% were **dissatisfied**, a further improvement on last two years {12/13 9% & 13/14 6%}. As with last year the main comments related to the phones being busy/engaged first thing in a morning. We have worked hard to avoid asking patients to ring back, but the phones will inevitably be busiest in a morning.*

Action: Increase uptake on Online Access for ordering of prescriptions and booking of appointments this should continue to ease some pressure on phones and give patients alternatives.

- **Appointment System: 94%** were either **very satisfied (59%)** or **fairly satisfied (35%)** slightly down on last year {96%} but still up on up on {2013 =92% of which 50% were very satisfied}.

Comment: 3% were dissatisfied, slightly up {2% 2013/14} but down from 6% in 2012/13. As before comments were fairly evenly split between those wanting to be able to book more appointments in advance, those on the day and patients wanting choice of GP. It is a difficult to get the right balance – we have to keep some back for the day for urgent things but then this reduces the number available to book in advance.

When you book an appointment the reception staff may, on behalf of the GPs, ask for some information regarding your attendance at the Practice so your needs can be dealt with in the most appropriate way. This helps to avoid staff having to ask patients to ring back at 8.00 a.m. the next day, as we appreciate that this can be frustrating. Staff may be able to offer a telephone appointment, an alternative GP etc.

- **Receptionists asking for this additional information to help signpost patients to the most appropriate appointment: 92% {13/14 94%}** of patients were either **very satisfied (63%)** or **fairly satisfied (29%)**.

Comment: There were only a few comments about being asked to ring back on the day, which is pleasing as we have worked hard to try to reduce this and have trained staff to signpost patients to most appropriate person/type of appointment. The July' 14 audit showed a further reduction to 47 {cf 143 Apr' 13} in number of patients ringing back. Still a few comments about trying to get appointments with a specific doctor rather than there being no appointments available.

Action: We will continue to re-audit how many patients have had to ring back the next day for appointments

#Overall we often have spare GP appointments, a claim very few practices can make. However we still have access problems with some of our longer serving GPs. They 'inherited' patients when other GPs retired. These doctors already had a following and were already working at full capacity and so their surgeries are very busy. We have brought in 'new' doctors but it takes time for patients to become aware of them. We will continue to put info on the website and in newsletters and we will repeat this to increase their profile with patients.

Action: We will continue to publicise information on 'newest' doctors in newsletters and on the website and staff will offer appointments with other GPs if the first choice GP is fully booked.

- **How are appointments booked?**

Following the 2013/14 survey and patient group meeting we have been working hard to increase online booking and are pleased to see it starting to increase but there is a long way to go. **78% book on the phone**, a further decrease on last year {13/14 85%}. We now have over 6% of the practice population registered for online services – 849 pts with another 228 pending. 39% say they would prefer to book online yet only 15% said they currently book online albeit up from 4% last year. We have worked hard to get patients to book online and we now have over 6% (849) of the practice population registered.

There were many comments about difficulties registering for online-booking, and we have 228 pending registrations. We will revamp information on this and look at running help sessions in an evening or on Saturday mornings for those unable to get in during routine opening hours. We will introduce online access to medical records and results which should further boost uptake.

Action: We will continue our campaign to encourage patients to register online to order prescriptions, book appointments online. We are also extending online access to include PATIENT ACCESS TO MEDICAL RECORDS AND TEST RESULTS, which will also free up the telephone lines. We will continue to publicise an App that can be used from smartphones and tablets.

Information and Patient Group Meetings

- **Information from Receptionists: 93%** were **very or fairly satisfied** with the **information provided by receptionists** slightly down on last year {95% 2013/14}.
- **Text Reminders: 85%** patients were **strongly in favour** of continuing with text reminders about appointments {cf 83% 2013/14}.
- **How would you like to receive information: Email= 65%** {35%}, **Newsletter=19%** {25%}, **Leaflets /noticeboards=14%**, **Website=21%** & **Text=7%** and **meetings =3%**.

Action: We will continue to use a whole range of methods to share information with patients. We now have over 2200 up to date email addresses for patients. We will continue to encourage more patients to give us their email address so that we can get information out quickly and efficiently.

- **Patient Representation Group (PRG):** Over 120 patients have joined our PRG. They receive copies of newsletters, brief questionnaires, survey ideas and results from us. We canvass their opinion on surveys and action plans. We asked **how many of you would be interested in attending patient group meeting** and **21% said they would.**

*Comment: It is encouraging that 21% said they might attend a meeting. We have held meetings on different days and at different times over the past few years. We have had as many 30+ attending some meetings and as few as 2! By far and away the best-attended meetings seem to those in an afternoon so we will stick to this for the next few meetings. ++ **Newsflash 26 patients attended the Patient Group Meeting on 25 Nov 2014, which was very encouraging++.***

Action: We will organise meetings at least twice a year and stick to afternoons as this is the best attended. Based on feedback in the survey, and from our PRG, we will continue to discuss a mix of practice and wider NHS topics at the meetings.

ACTION PLAN

The above is a summary of the results and our **proposed actions** on them as discussed with our Patient Group at the meeting 25 Nov 2014.

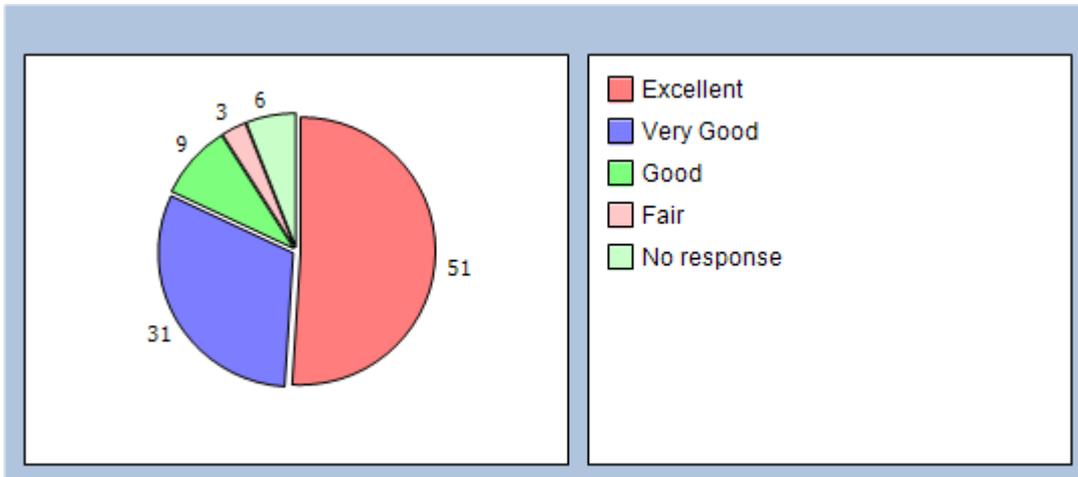
Once again thank you to our PRG for suggesting topics for this survey and reviewing the results. Thank you to all patients who took the time to complete the survey. There were lots of useful suggestions and comments for us to work through. Overall we have seen good progress following last year's action plan.

We will report back on the ACTIONS detailed in this plan and at future Patient Representation Group (PRG) Meetings.

Overall Satisfaction with the Practice.

Excellent to Fair = 94% {cf 96% 2013}

Excellent 51% ; **Very Good 31%**; **Good 9%**; **Fair 3%**; **Poor 0%**; **No response 6%**



As in previous surveys this is a real vote of confidence in the practice and its values of offering high quality accessible care - THANK YOU

FRIENDS AND FAMILY TEST (New wording for 2014/15)

How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?

Extremely likely **65%** Likely **22%** **77%**

Neither likely nor unlikely **6%**

Unlikely **2%** Extremely unlikely **0%**

Don't know **0%** No response **5%**

