

# Queen Square Medical Practice: Patient Survey 2016-17

## Summary of Results and Action Plan

Thank you to all those patients who took time to complete the survey conducted over 6 weeks summer 2016. It was based on topics suggested by our Patient Reference Group (PRG). We had **151 responses** of which 25 **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 results on our website [www.queensquare.org](http://www.queensquare.org) and copies will be available in our waiting rooms. Below is a summary and what action we intend to take.

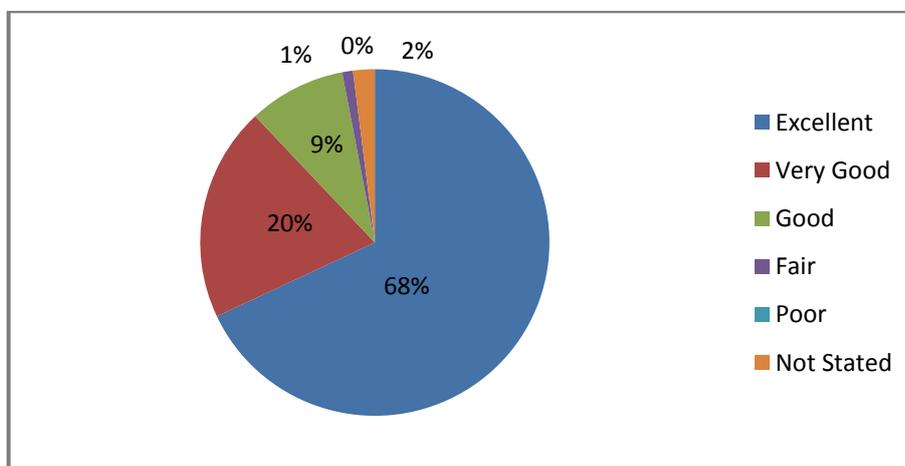
Where appropriate we have shown the 2015/16 results in {brackets} for comparison.

### Overall Satisfaction with the Practice

- **98%** indicated an **overall satisfaction** with the practice of Excellent to Fair, with 68% rating us Excellent {up from 51% in 2015/16}.  
Excellent=68%, Very Good =20%, Good=9%, or Fair 1% No response 2%

### Excellent to Fair = 98%

**Excellent: 68%, Very Good: 20%, Good: 9%, Fair 1%, Poor 0%, Not Stated 2%**



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

## Opening Hours and waiting times

### Opening Hours Queen Square Surgery

Mon	7:30 - 18:30*
Tues	7:30 - 18:30*
Wed	8:00 - 20:00*
Thurs	8:00 - 18:30
Fri	9:30 - 18:30
Sat (2nd /month)	8:30 - 12:00*

### Caton Health Centre

8:30 - 13:00	15:00 - 18:00
8:30 - 13:00	Closed PM
8:30 - (Open all day)	17:30
8:30 - 13:00	15:00 - 18:00
9:45 - 13:00	15:00 - 18:00

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

- **Opening Hours: 81% were very satisfied and 17% fairly satisfied with the opening hours, with only 1% dissatisfied.**

*We remain 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 have changes to extended hours permanent and publicised them. We will continue to keep our opening hours under review.

- **Raising Awareness that an appointment is 10 minutes / single issue, but that patients can request a double appointment.**

*79% were aware they can request a double appointment for multiple or more complex issues.*

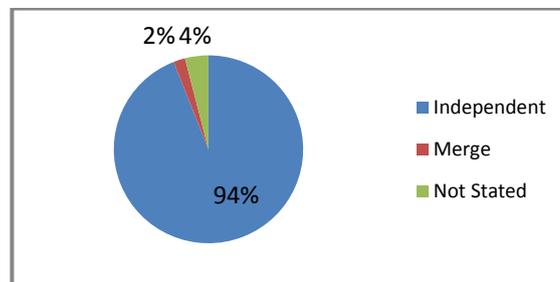
**Action:** We will continue to publicise the option of double appointments to help surgeries run to time.

## PRACTICE SIZE & MERGERS

With a falling share of NHS income, more demands and regulations GP practices, especially smaller ones, are struggling and some local practices have already merged.

The government/DoH is putting pressure on practices to work together and/or merge. We feel we are viable as an individual practice though we recognise that on larger schemes such as 8am-8pm 7 day opening we will need to work in co-operation with other practices.

We asked whether you feel we should remain as an independent practice or merge. **94%** of you said we should try and remain independent but work closely with other practices.



**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 and would like us to remain independent.

## 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=54%** or **fairly satisfied=38%** an improvement on the 92% in 2015/16 (very satisfied=50% fairly 42%).

Comment: **5%** were **dissatisfied**, same as last year. 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.

- **How are appointments booked?**

Following previous patient group meetings 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. About **66% say they would still prefer book on the phone**, although 84% book by phone. We now have about 10% of the practice population registered for online services and we would like to see this rise to at least 25% .

**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.**

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: 96% {15/16 92%}** of patients were either **very satisfied (74%)** or **fairly satisfied (22%)**.

Comment: Patients seem to be more accepting that the receptionists will ask for additional information to assist them in the most appropriate way.

**Action: We will discuss signposting and alternatives to face to face appointments at out next patient group meeting.**

## Information and Patient Group Meetings

- **Information from Receptionists: 95%** were **very or fairly satisfied** with the **information provided by receptionists** slightly up on last time {93% 2015/16}.
- **Text Reminders: 81%** patients were **in favour** of continuing with text reminders about appointments {cf 85% 2015/16}.
- **How would you like to receive information:**  
Email= 34%, Newsletter=24%, Leaflets /noticeboards=25%, Website=20% & Text=15% and meetings =3%.

**Action: We will continue to use a whole range of methods to share information with patients. We now have over 2500 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. When we last 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.*

**Action: We will organise patient group meetings in 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.**

Once again thank you to our PRG for suggesting topics for this survey.

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.**