

Queen Square Medical Practice: Patient Survey 2018-19

Summary of Results and Action Plan

Thank you to all those patients who took time to complete the survey during November. 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.

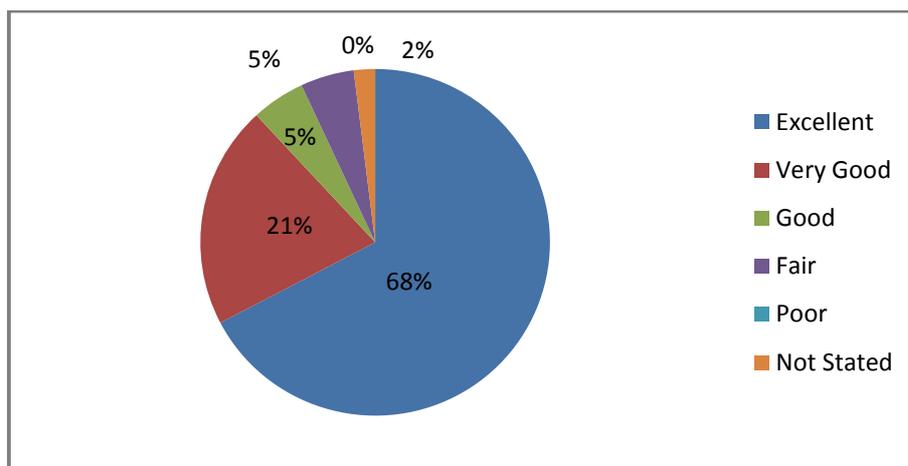
We have published the results on our website www.queensquare.org and copies will be available in our waiting rooms. Below is a summary and what action we intend to take.

Overall Satisfaction with the Practice

- **99%** indicated an **overall satisfaction** with the practice of Excellent to Fair, with 68% rating us Excellent

Excellent to Fair = 99%

Excellent: 68%, Very Good: 21%, Good: 5%, Fair 5%, Poor 0%, Not Stated 0%



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

Queen Square Opening Times

Monday	7.30am - 6.30pm*
Tuesday	7.30am - 6.30pm*
Wednesday	8.00am - 8.00pm*
Thursday	8.00am - 6.30pm
Friday*	9.30am - 6.30pm
Saturday <small>(Open 2nd Saturday each month)</small>	8.30am - 12.00pm*
Sunday	CLOSED

Caton Health Centre Opening Times

	Morning	Afternoon
Monday	8.30am - 1.00pm	3.00pm - 6.00pm
Tuesday	8.30am - 1.00pm	CLOSED
Wednesday	8.30am - 1.00pm	3.00pm - 6.00pm
Thursday	8.30am - 1.00pm	3.00pm - 6.00pm
Friday*	9.45am - 1.00pm	3.00pm - 6.00pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

*Extended opening hours are: Early mornings Monday & Tuesday, Wednesday Evening until 8pm, 2nd Saturday 8.30-12pm each month

- **Opening Hours: 78% were very satisfied and 10% fairly satisfied with the opening hours, with 0% 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. We have also teamed up with other practices locally to offer Extended Access evenings and weekends.

Action: We will continue to publicise both our extended opening hours and the joint service across Lancaster and Morecambe offering evenings and weekends appointments. 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.**

63% were aware they can request a double appointment for multiple or more complex issues.

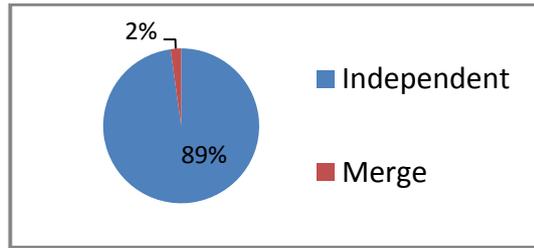
Action: We will continue to publicise the option of double appointments to help surgeries run to time.

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 continue to work in co-operation with other practices.

We asked whether you feel we should remain as an independent practice or merge. **89% 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: 89%** were either **very satisfied=42%** or **fairly satisfied=47%**

Comment: **10%** 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 **63% say they would still prefer book on the phone**, although 73% book by phone. We now have about 16% of the practice population registered for online services and we would like to see this rise to at least 30%.

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: 88%** of patients were either **very satisfied (57%)** or **fairly satisfied (31%)**.

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 our next patient group meeting.

Information and Patient Group Meetings

- **Information from Receptionists: 94%** were **very or fairly satisfied** with the **information provided by receptionists**.
- **Text Reminders: 78%** patients were **in favour** of continuing with text reminders about appointments.
- **How would you like to receive information:**
Email = 36%, Newsletter = 31%, Leaflets/Noticeboards = 26%, Website = 10% & Text = 21% and meetings = 0%.

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.

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.