

## PPG SURVEY 1 FINAL RESULTS and COMMENT

**Time Frame of Survey:** 8<sup>th</sup> to 21<sup>st</sup> Feb 2012

**Method:** Lots of advertising / encouragement on the premises. Survey available within the practice to complete anonymously and either hand in or post back. Also available on line via the practice web site.

**Number of Responses:** **312** 61 responses were made via the web site, the other 251 were completed by patients attending the practice. The % of patients attending the practice who actually completed a survey was disappointing – about 30%, despite notices and pleas by clinicians and staff.

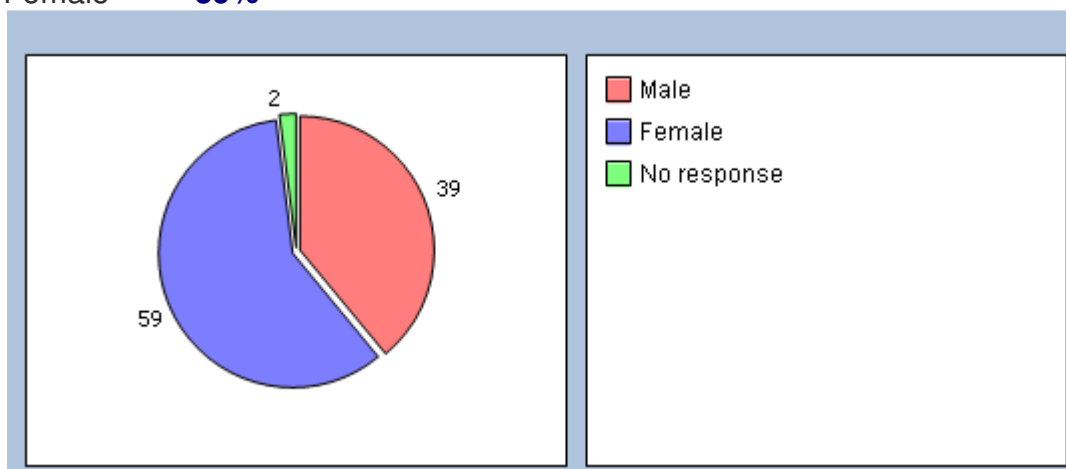
**Follow Up Action Plan:** **Can be found in two places on the website.**

- a. **Under the Action Plan and Reports Tab** entitled “**Post PPG Survey 1 Action Plan**” and / or “**PPG Annul Report 2011/12**” (includes summary of PPG consideration of the survey)
- b. **Under the Further Information Tab** on the right side of the site, entitled “**PPG Annul Report 2011/12**” (includes consideration)

### QUESTIONS ABOUT YOU

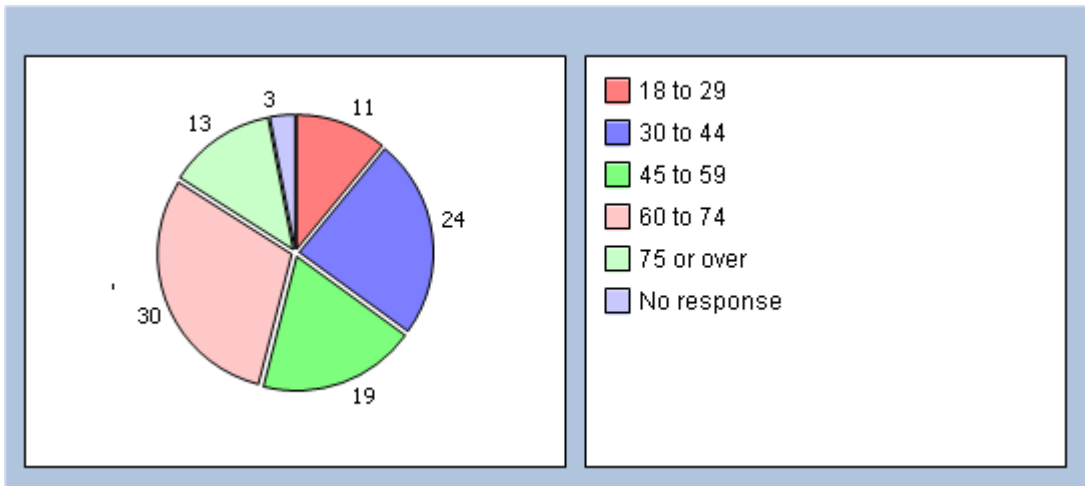
#### 1. Are you male or female?

Male **39%**  
Female **59%**



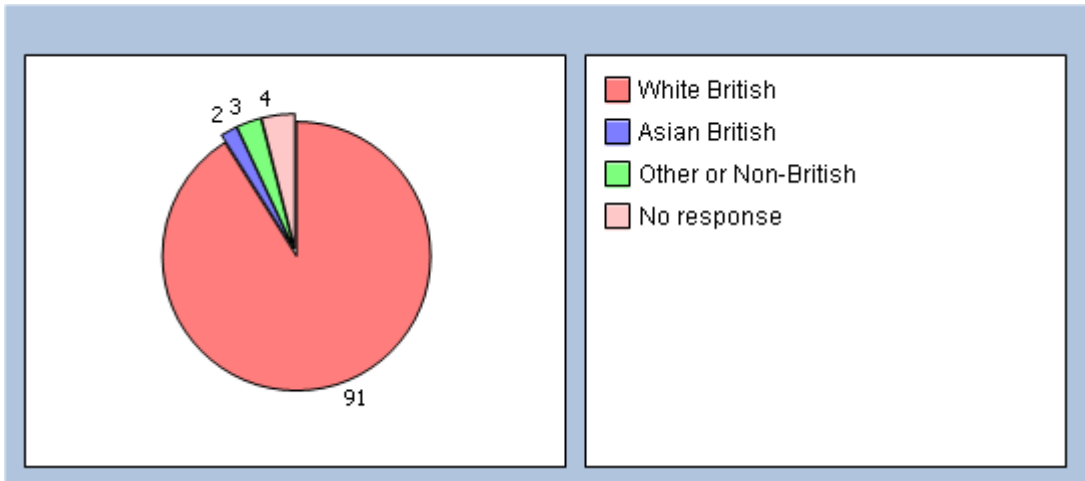
#### 2. How old are you?

18 to 29 **11%** 30 to 44 **24%** 45 to 59 **19%** 60 to 74 **30%** 75 or over **13%**



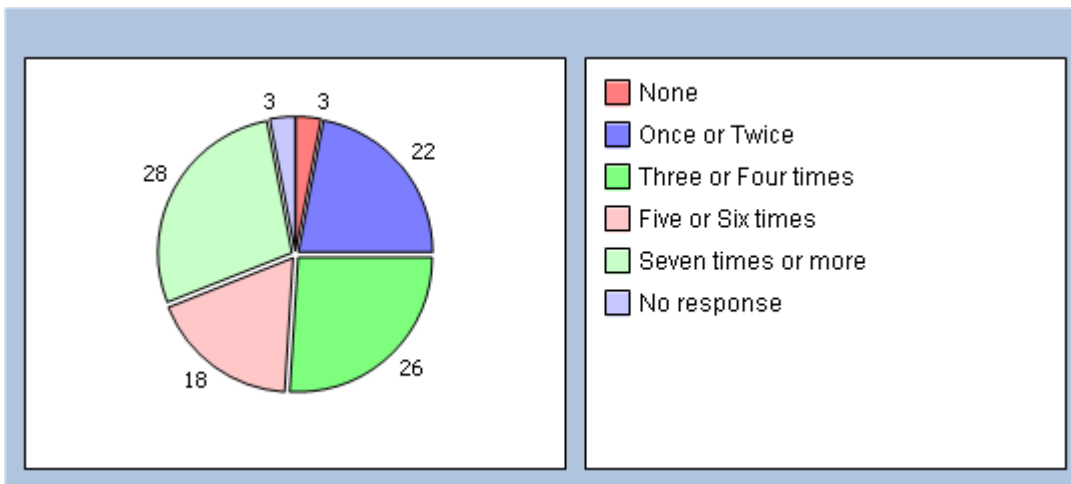
### 3. What is your ethnic group?

White British	<b>91%</b>
Black British	<b>0%</b>
Asian British	<b>2%</b>
Mixed	<b>0%</b>
Chinese	<b>0%</b>
Other or Non-British	<b>3%</b>



### 4. In the last 12 months, how many times have you seen a doctor or nurse at the practice?

None	<b>3%</b>
Once or Twice	<b>22%</b>
Three or Four times	<b>26%</b>
Five or Six times	<b>18%</b>
Seven times or more	<b>28%</b>



## QUESTIONS ABOUT THE APPOINTMENTS SYSTEM

**PLEASE NOTE;** In questions 5-9 - **ANY** doctor means most doctors including locums with the odd exception. - **NAMED** doctor means one specific doctor of choice.

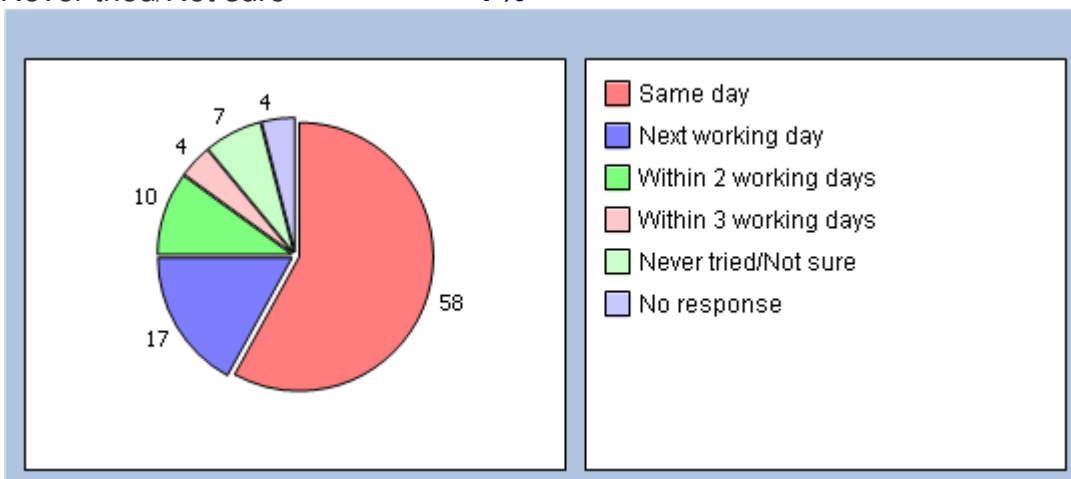
5. Last time you tried to see **ANY** available doctor, how quickly were you seen?

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Same day	<b>58%</b>	<b>65%</b>
Next working day	<b>17%</b>	<b>19%</b>
Within 2 working days	<b>10%</b>	<b>11%</b>
Within 3 working days	<b>4%</b>	<b>4%</b>
Within 4 or more working days	<b>0%</b>	<b>0%</b>
Never tried/Not sure	<b>7%</b>	



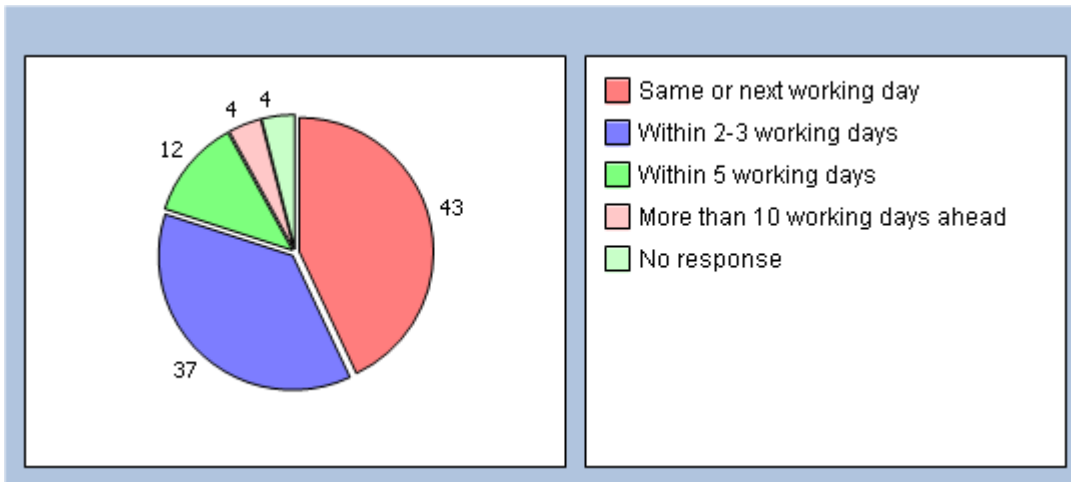
6. When you want to book an appointment with **ANY** available doctor in advance, how many days do you think it is acceptable to wait?

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Same or next working day	<b>43%</b>	<b>45%</b>
Within 2-3 working days	<b>37%</b>	<b>39%</b>
Within 5 working days	<b>12%</b>	<b>13%</b>
Within 10 working days	<b>0%</b>	<b>0%</b>
More than 10 working days ahead	<b>4%</b>	<b>4%</b>



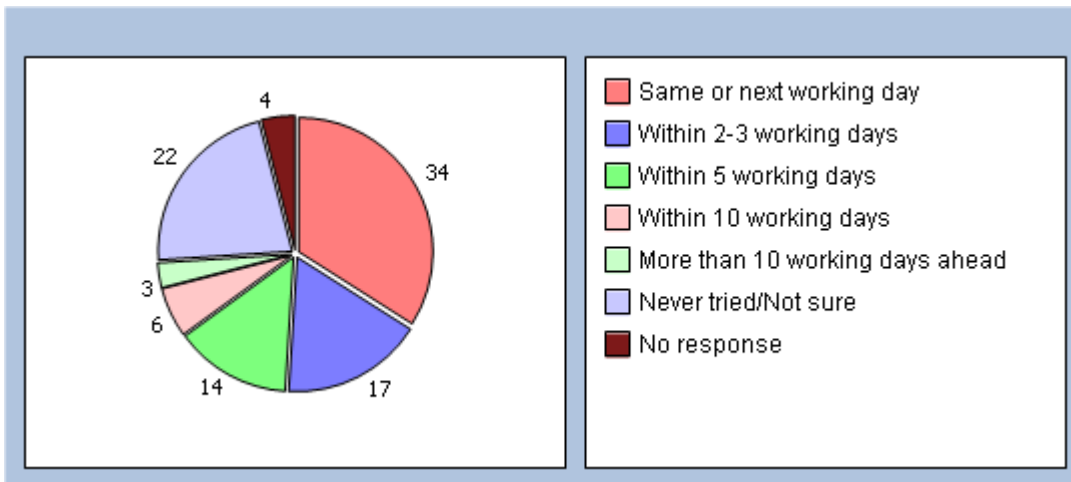
**7. Last time you tried to see a NAMED doctor, how quickly were you seen?**

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Same or next working day	<b>34%</b>	<b>46%</b>
Within 2-3 working days	<b>17%</b>	<b>23%</b>
Within 5 working days	<b>14%</b>	<b>19%</b>
Within 10 working days	<b>6%</b>	<b>8%</b>
More than 10 working days ahead	<b>3%</b>	<b>4%</b>
Never tried/Not sure	<b>22%</b>	



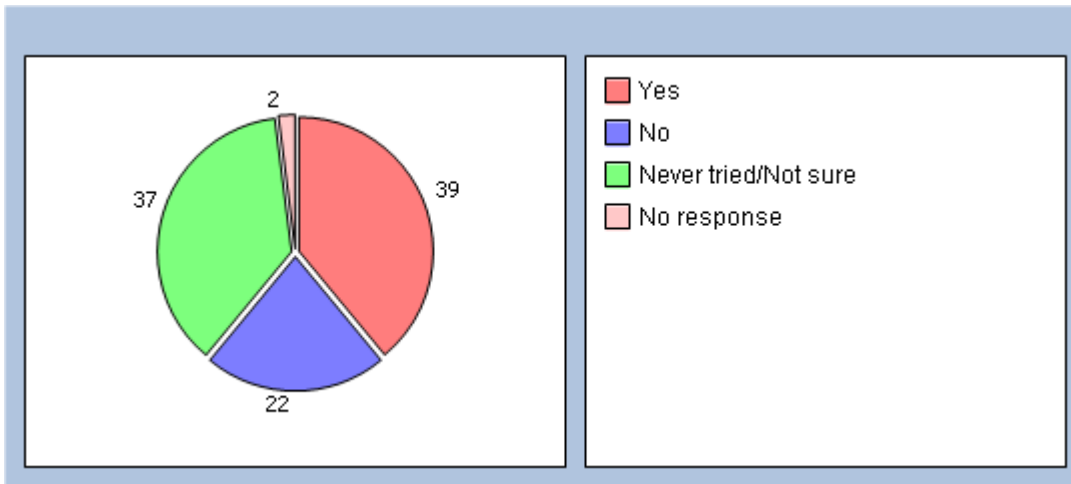
**8. Last time you tried to, were you able to get an appointment with a NAMED doctor more than 2 full week days in advance?**

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

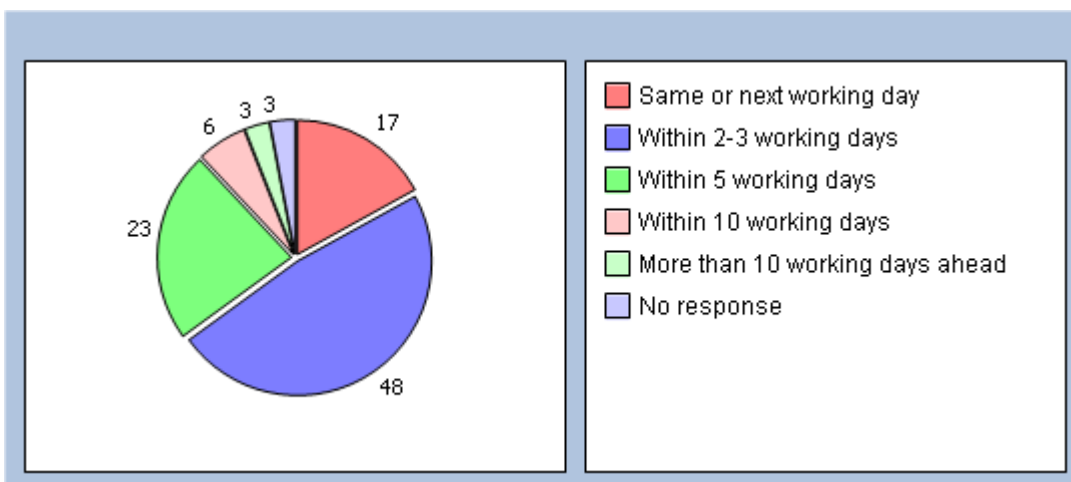
Yes	<b>39%</b>	<b>64%</b>
No	<b>22%</b>	<b>36%</b>
Never tried/Not sure	<b>37%</b>	



9. When you want to book an appointment with a NAMED doctor in advance, how many days do you think it is acceptable to have to wait?

**Results % using all replies.**

Same or next working day	<b>17%</b>
Within 2-3 working days	<b>48%</b>
Within 5 working days	<b>23%</b>
Within 10 working days	<b>6%</b>
More than 10 working days ahead	<b>3%</b>



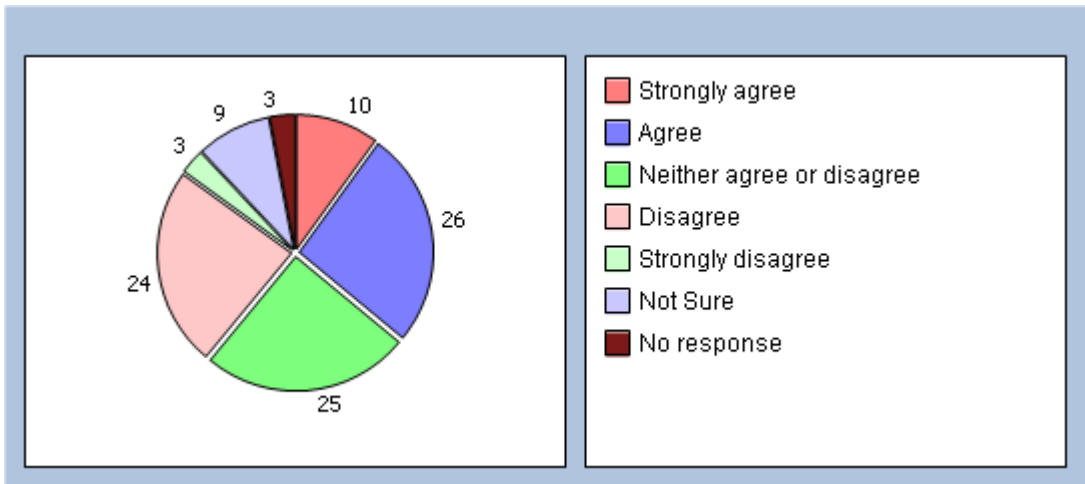
10. Do you think that we should free-up more appointments to book in advance, even though this would GREATLY REDUCE the availability of SAME DAY appointments?

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Strongly agree	<b>10%</b>	<b>11%</b>
Agree	<b>26%</b>	<b>30%</b>
Neither agree or disagree	<b>25%</b>	<b>28%</b>
Disagree	<b>24%</b>	<b>27%</b>
Strongly disagree	<b>3%</b>	<b>3%</b>
Not Sure	<b>9%</b>	



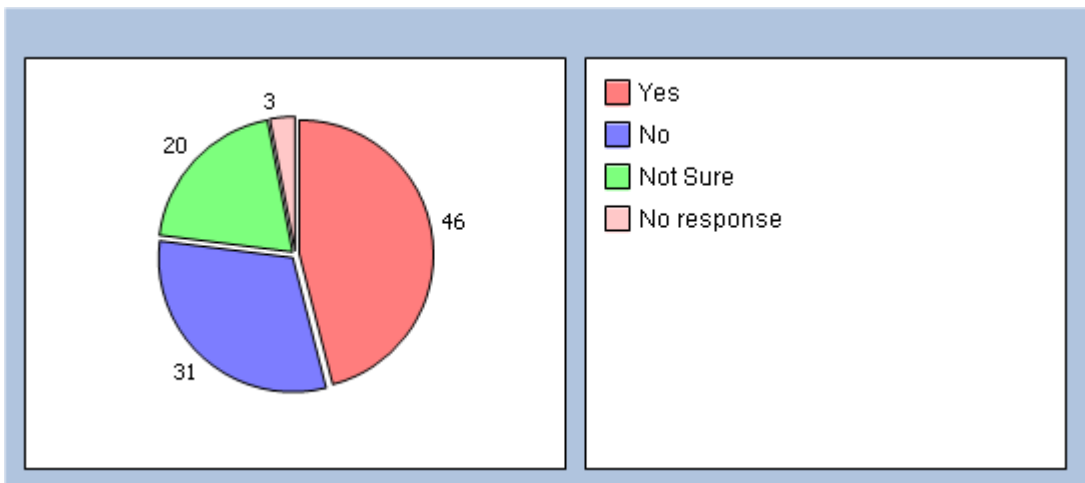
**11. Would you like the facility to book appointments online through the practice website?**

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not  
Sure**

Yes	<b>46%</b>
No	<b>31%</b>
Not Sure	<b>20%</b>

<b>60%</b>
<b>40%</b>



**QUESTIONS ABOUT PHONING THE PRACTICE**

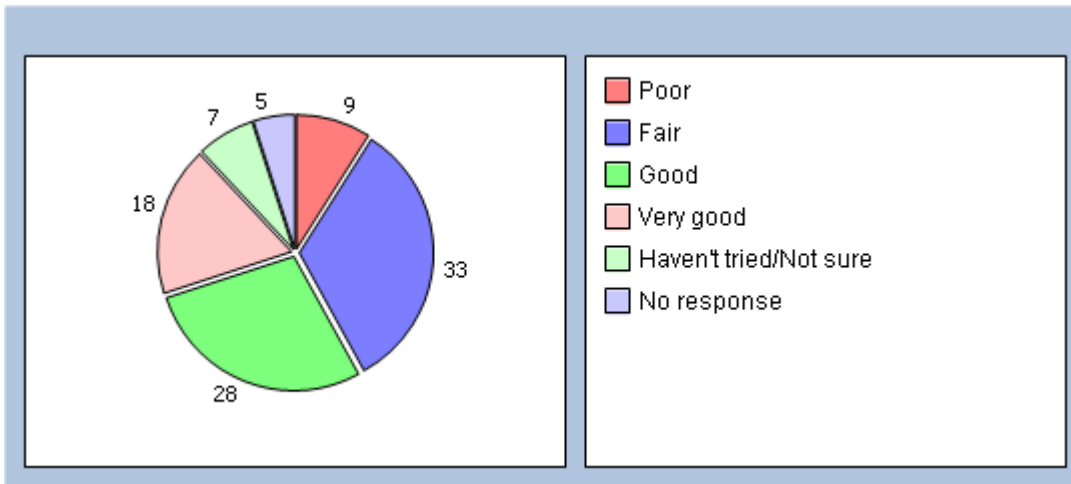
**12. How have you found getting through on the phone to book an appointment?**

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not  
Sure**

Poor	<b>9%</b>
Fair	<b>33%</b>
Good	<b>28%</b>
Very good	<b>18%</b>
Haven't tried/Not sure	<b>7%</b>

<b>10%</b>
<b>38%</b>
<b>32%</b>
<b>20%</b>



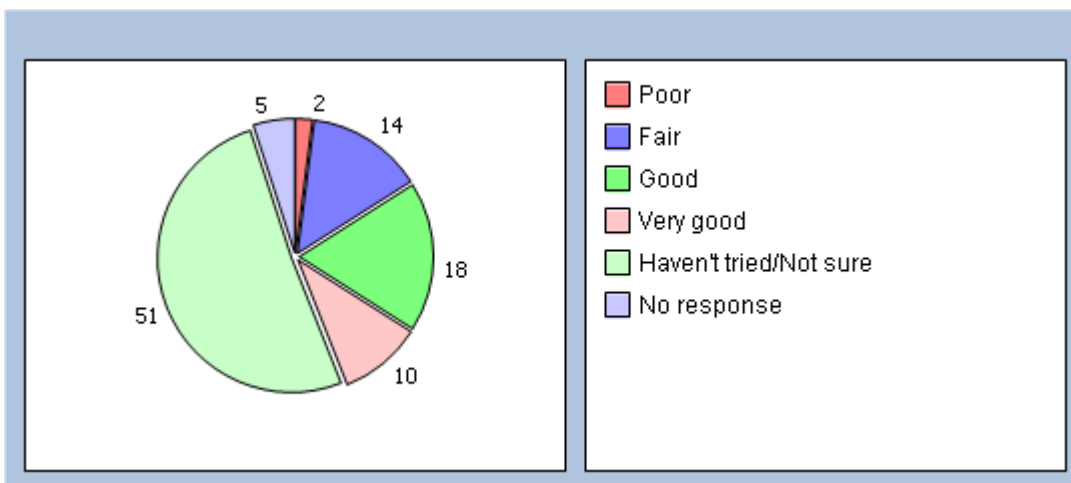
13. How have you found speaking to a doctor/nurse on the phone or getting them to phone you back to discuss a problem?

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not  
Sure**

Poor	<b>2%</b>
Fair	<b>14%</b>
Good	<b>18%</b>
Very good	<b>10%</b>
Haven't tried/Not sure	<b>51%</b>

Poor	<b>5%</b>
Fair	<b>32%</b>
Good	<b>41%</b>
Very good	<b>23%</b>



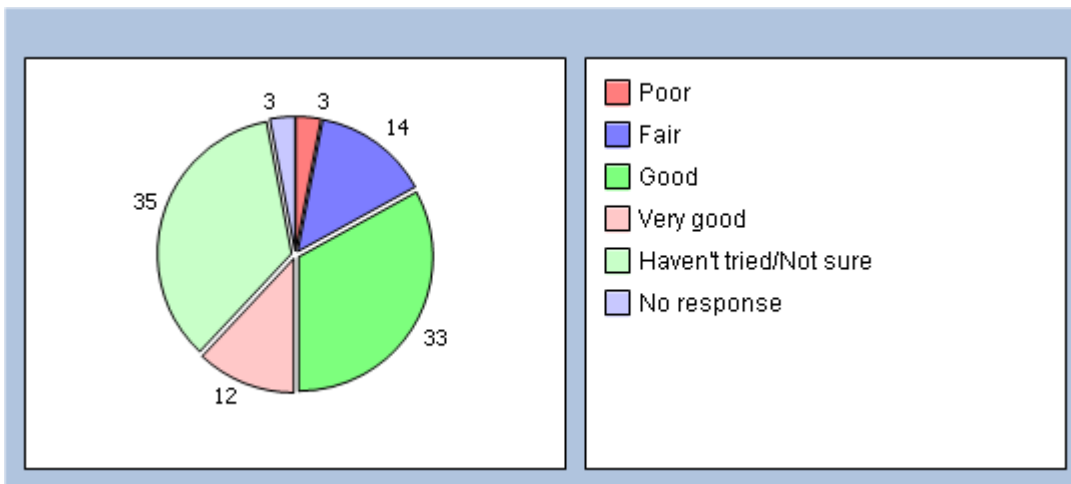
14. How have you found getting test results or the answer to a query on the phone?

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not  
Sure**

Poor	<b>3%</b>
Fair	<b>14%</b>
Good	<b>33%</b>
Very good	<b>12%</b>
Haven't tried/Not sure	<b>35%</b>

Poor	<b>5%</b>
Fair	<b>23%</b>
Good	<b>53%</b>
Very good	<b>19%</b>



15. The practice installed a new one number / menu choice phone system in Mid-December. How do you rate it over the previous phone system?

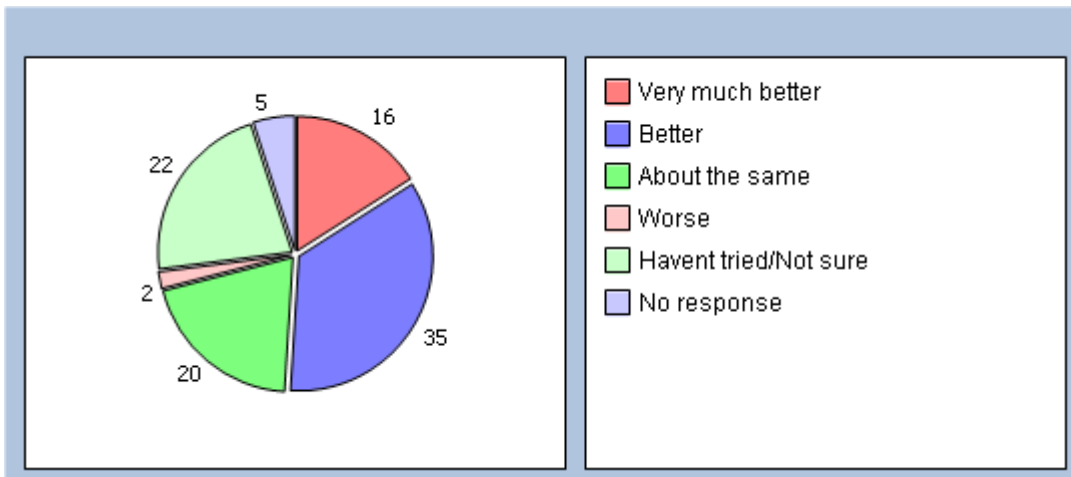
**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Very much better	<b>16%</b>
Better	<b>35%</b>
About the same	<b>20%</b>
Worse	<b>2%</b>
Much worse	<b>0%</b>
Haven't tried/Not sure	<b>22%</b>

Very much better	<b>22%</b>
Better	<b>48%</b>
About the same	<b>27%</b>
Worse	<b>3%</b>
Much worse	<b>0%</b>

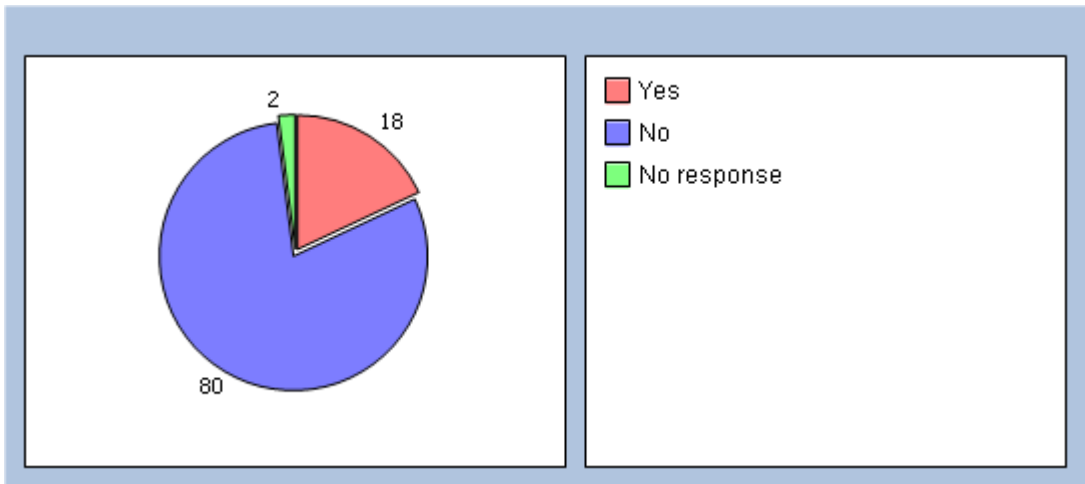


### QUESTIONS ABOUT THE COUNTY OUT OF HOURS SERVICE

16. In the past 12 months, have you or someone else on your behalf tried to call the Out Of Hours GP Service when the surgery has been closed?

Yes	<b>18%</b>
No	<b>80%</b>





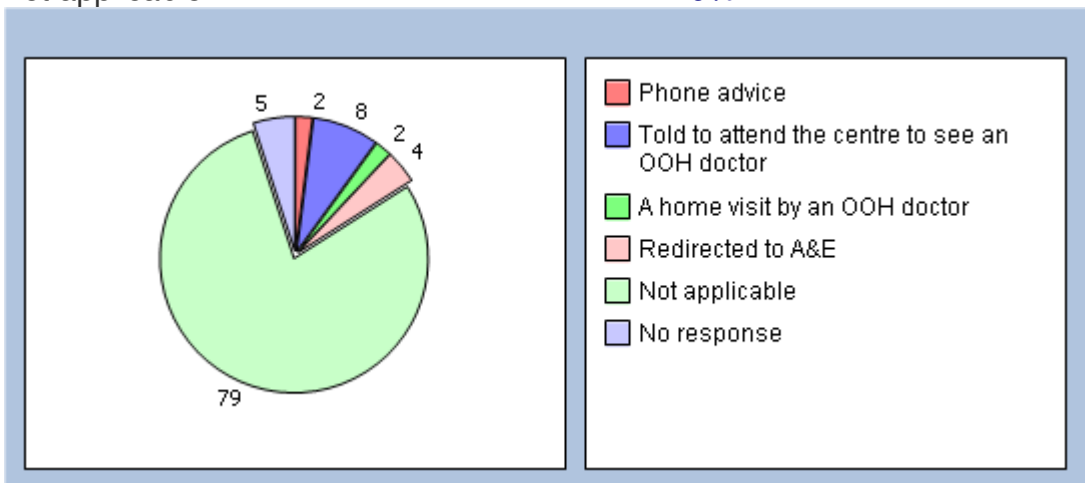
**17. What type of care were you given by the Out Of Hours Service?**

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Phone advice	2%	13%
Told to attend the centre to see an OOH doctor	8%	50%
A home visit by an OOH doctor	2%	13%
Redirected to A&E	4%	25%
Redirected to GP practice next day	0%	0%
Not applicable	79%	



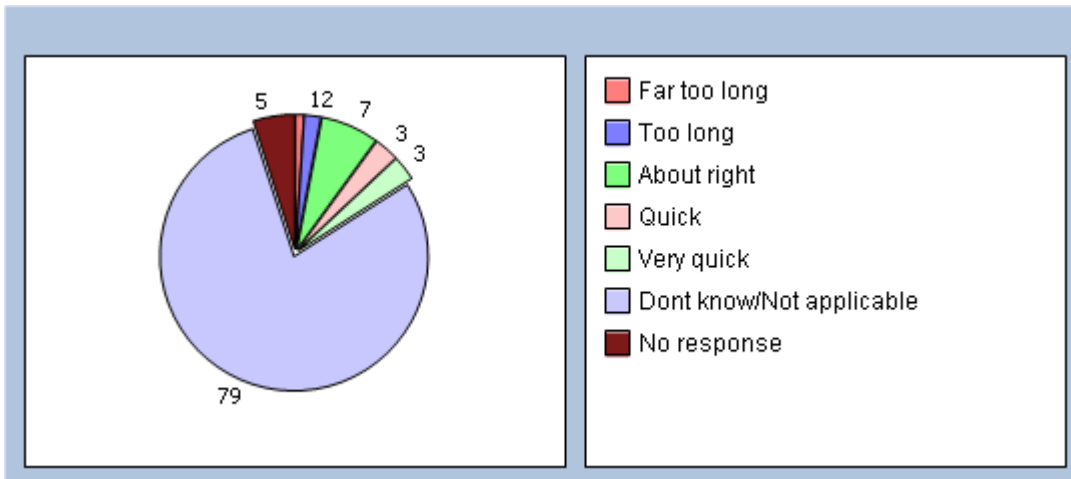
**18. How do you feel about how quickly you received care from the Out Of Hours GP Service?**

**Results % using all replies.**

**Adjusted % Excluding  
No Response / Never Tried / Not**

**Sure**

Far too long	1%	6%
Too long	2%	13%
About right	7%	44%
Quick	3%	19%
Very quick	3%	19%
Don't know/Not applicable	79%	



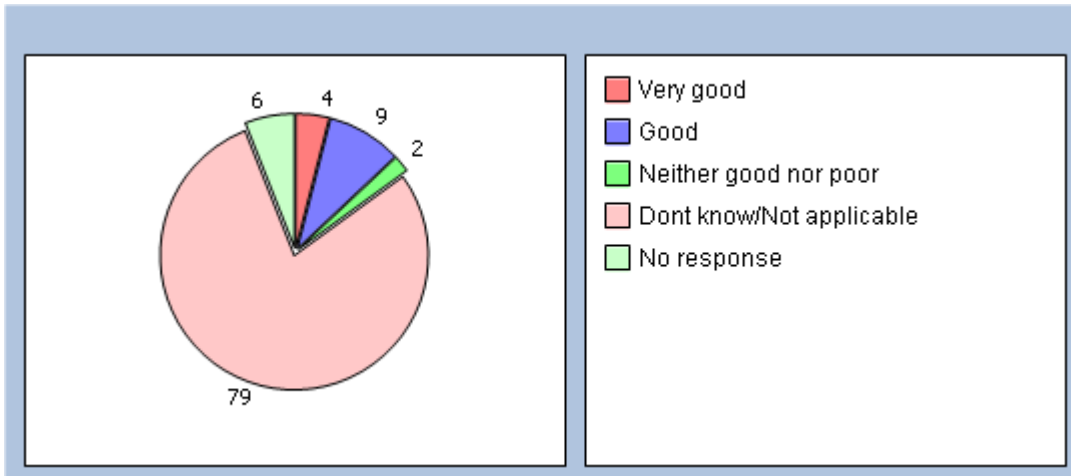
**19. Overall, how do you feel about the care you received from the Out Of Hours GP Service?**

**Results % using all replies.**

**Adjusted % Excluding No Response / Never Tried / Not**

**Sure**

Very good	4%	27%
Good	9%	60%
Neither good nor poor	2%	13%
Poor	0%	0%
Very poor	0%	0%
Don't know/Not applicable	79%	



**DO YOU HAVE ANY OTHER COMMENTS ABOUT APPOINTMENTS, PHONING THE PRACTICE OR THE OUT OF HOURS SERVICE?**

**PATIENT COMMENTS and PRACTICE RESPONSES**

**General Practice Response.** Although these are single comments and are relatively few in number, there are definite issues of service / staff education / patient education / systems bureaucracy to address.

1. As a pensioner I am able (and prefer) not to have early / late appointments which would be of more benefit to people working, but have been told must be allocated in order.

**Practice response:** This should only apply to the on call GP's mop up surgery due to unknown requirements to go out for an urgent visit. **Action:** Reception Manager to double check that incorrect information is not being given out to patients.

2. As mentioned in no.8 it would help if making a follow up appointment for 4-6 weeks time, that the computer appointment system would have the following month's appointments available to enable me to make an appointment rather than having to ring back at a later date.

**Practice response:** **Accepted.** There are availability problems i.e. knowing in advance when clinicians will be away. Cancelling appointments for a whole day takes a considerable amount of time and effort. **Action:** Included in action plan as a trial making 6 – 8 weeks appointments available. Trial to start approximately June 2012.

3. For patients who cannot manage the stairs a room downstairs should be made available so they can see a doctor of their choice who works upstairs.

**Practice response:** We just do not have an extra room. The only way to do this would be to reduce the number of doctors / nurses on duty and thus the number of patients who can be seen. Patients can, however, be seen downstairs with their GP of choice. The GP will either interrupt a nurse and use that room or wait until another room is free. This might mean waiting until the end of a surgery. Acknowledged regretfully that this is not a satisfactory situation, but no other option at present until we move to larger premises.

4. Good service.

5. Haresfield house have an automated system that from 12.00am (after midnight) offered available next day appointments

**Practice response:** Not sure whether this is phone or web based. **Action:** We are investigating the impact of on line booking to ensure non IT literate patients are not disadvantaged. Possible 12 months trial with some kind of facility to release some appointments at a specified time in advance.

6. I have always received exceptional treatment from this practice and am very grateful. Thank you.

7. It amazes how much time has to be wasted doing ineffective NHS surveys. Why can't they just leave the medical practitioners to do what they do best, treat and repair people. Surely if someone wanted to know about how good the service is in any particular practice, just look at the records to determine how many patients left and went elsewhere because of their dissatisfaction with the service and also check how many patients moved from another practice to themselves. Also this participation scheme, we all participate, we come to you with a problem and you fix it, so why another scheme. No wonder we have problems with the NHS, too many chiefs and not enough Indians. A very satisfied "customer"

8. It is difficult to get through to the surgery in the first place and the appointment system rules are unclear. It does not seem easy to get an evening appointment.

**Practice response:** Although we do have extended hours and some appointments after 5 pm we agree it is not easy to get an evening appointment. Appointments system is explained in an A4 handout and the current practice leaflet (available in the surgery or via the practice web site.)

9. More flexibility to book appointments in advance for people who work full-time and cannot ring at 8 am in the morning.

**Practice response:** Agreed. **Action:** Definite need to try to improve access for working patients. The % of patients who wanted to increase advance appointment

availability at the probable expense of same day access were pretty evenly balanced. Nevertheless some amendments to appointment balance between same day and advance booking should be tried. Again for a trial period.

10. Still difficult to get appointment with a named doctor within 24 hours. Queuing system on phone may improve phone waiting times in the future, hard to tell, its early days yet! (previously very bad!)

**Practice response:** Agreed but this is really asking for the “holy grail”. In the bad old days the wait for any GP let alone a named GP was at least 5 days. **Action:** Appointment balance adjustment trial.

11. The doctor I saw was lovely but I had to wait a long time to see her despite being pregnant and in pain, I also had to wait for over 1 1/2 hours at the out of hours centre.

**Practice response:** If staff had known that the patient was in pain they would have asked the GP to see her out of turn. Appointments are all timed for 10 minutes in order allow a timeframe for the patient to book. Some patients are in and out in a very few minutes, others, for example somebody suffering from depression, may take considerably longer. The doctor has to react to the patient’s needs and thus can sometimes overrun. The alternative to this would be to allow longer per patient on the booking system. This would reduce the number of patients that could be seen. Staff will always ask that patients be seen out of turn if there is a genuine reason and they are made aware of it.

12. The last time I tried to make an appointment with Dr Davis, I was told that I was not able to do so, despite me being very flexible I offered to do anytime any day it was made quite clear to me that I could not pre-book an appointment with him. That is why I ticked never to question 7.

**Practice response:** Confused. If he has free appointments in advance of course they can be booked. Possibly all of his pre bookable appointments had gone. **Action:** Reception Manager to check what information is being given out.

13. The practice has been very good and I have no concerns. I would note that when our children have been ill the service has been very responsive ,in fact excellent. Thank you

14. This surgery appears to be geared towards older patients.

**Practice response:** This is in fact true as nearly 50% of patients seen are over 60 years of age. **Action:** More working patient user friendly measures in the action plan.

15. Would be much better if the next four weeks of appointments were available when patients are receiving monthly treatment at the practice so the next appointment can be made before they leave.

**Practice response:** Accepted. See practice response at patient comment number 2 above.