

# Thorneloe Lodge Surgery - Patient Survey (4) 2013

**Timeframe for Survey:** 4/11/13 to 30/11/13

**Method:** Surveys available within surgery with notices, electronic display messages, clinicians and staff encouraging completion. Also available on the Practice Web site. In addition a PPG member attended for an afternoon during baby clinic to encourage and assist young Mums to complete the survey whilst Practice and Reception Managers walked around once a day to encourage patients to complete a survey

**Number of patients** with an appointment during this period: **3,739**.

Number of Responses: **145**

**An extremely disappointing survey uptake despite our best efforts**

**Additional Patient comments** and the Practice responses are on the last page.

**The next step** is for the survey to be discussed by our Patient Participation Group (PPG) and for it to agree an **action plan with the Practice**.

## APPOINTMENT BOOKING ON LINE

1. Which types of appointments would you like to be added to our online booking system?

Simple Repeat Blood Test	55%	<b>Action</b> all to be added by June 14
Blood Pressure Monitoring	26%	
Cervical Smear	27%	
None	28%	

## ADDITIONAL IN HOUSE SERVICES

*We would like to offer additional services. Any such service would, however, be conditional on space, expertise and above all, on our securing funding from the new NHS Commissioning bodies covering Worcestershire. We cannot promise any of them, but to help us prioritise our bids.*

2. Please prioritise the following in order of priority 1 to 5. We suggest you look at the list of all 5 services, then go back and tick the box for each service relevant to the priority you want to make it or leave blank.

### Weight Watchers

1st	8%
2nd	9%
3rd	11%
4th	12%
5th	17%

### Alcohol Use Education

1	2%
2	11%
3	20%
4	14%
5	9%

### Drug Detoxification

1	3%
2	7%
3	13%
4	17%
5	14%

### SUMMARY

WHAT	1st	2nd
HF	38% 1st	11% 2nd
Couns	20% 2nd	24% 1st
WW	8% 3rd	9% 4th
Drug	3% 4th	7% 5th
Alcol	2% 5th	11% 2nd

**Action** Shared care drug detoxification already introduced. Heart Failure clotting test funding currently available – will investigate starting ASAP if still funded in 2014/15. Other services subject to NHS funding which is currently difficult but will be followed up.

Heart Failure/Blood Clotting Risk blood test (for pts with specific symptoms)

1	38%
2	11%
3	5%
4	5%
5	6%

Counselling

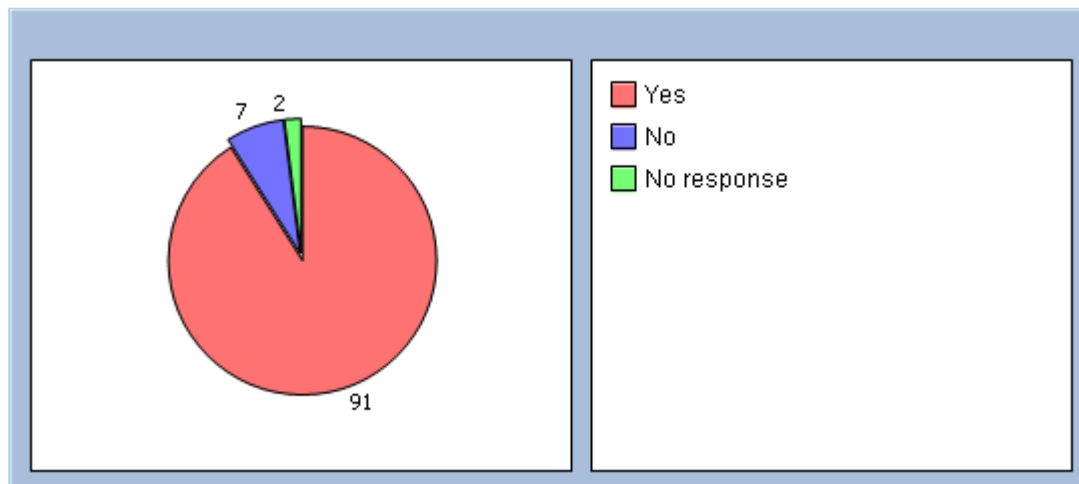
1	20%
2	24%
3	8%
4	4%
5	8%

REGULAR BP and BLOOD TEST MONITORING

Often patients require annual blood tests, and or BP checks to monitor a long term condition. Some have more than one condition and are currently recalled by relevant lead nurses separately leading to several visits to the surgery. We now have the facility to identify all the tests that a patient needs across all conditions and to recall them in the month of their birth, thereby enabling a patient to have all their tests in one go.

3. Would you be in favour of such a system?

Yes	91%	<b>Action</b> - introduce
No	7%	month of birth recall
No response	2%	system in April 14



APPOINTMENT & PHONE SYSTEM

We introduced a new phone system and made changes to our appointment system about 18 months ago. We would like to see if these changes have improved our service. PLEASE NOTE: In questions 4 to 7 - ANY doctor means most doctors including locums. NAMED doctor means one specific doctor of choice.

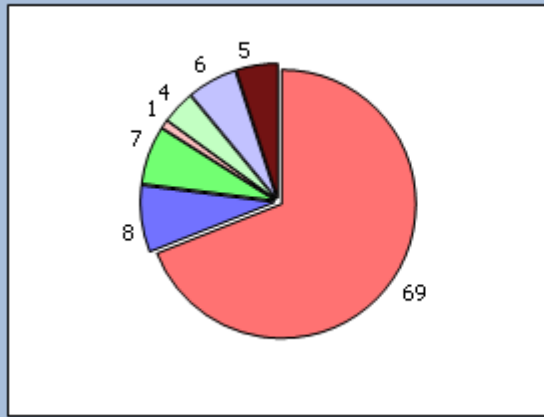
4. Last time you tried to see ANY available doctor, how quickly were you seen?

Same day	69%
Next working day	8%
Within 2 working days	7%
Within 3 working days	1%
Within 4 or more days	4%
Never tried/Not sure	6%
No response	5%

**Adjusted excluding never tried / no response v last survey results**

Same day	77.53%	65.00%
Next working day	8.99%	19.00%
Within 2 working days	7.87%	11.00%
Within 3 working days	1.12%	4.00%
Within 4 or more days	4.49%	0.00%

**Comment:** Same day access seems to have improved but the total of same day or next working day is about the same as previously



- Same day
- Next working day
- Within 2 working days
- Within 3 working days
- Within 4 or more days
- Never tried/Not sure
- No response

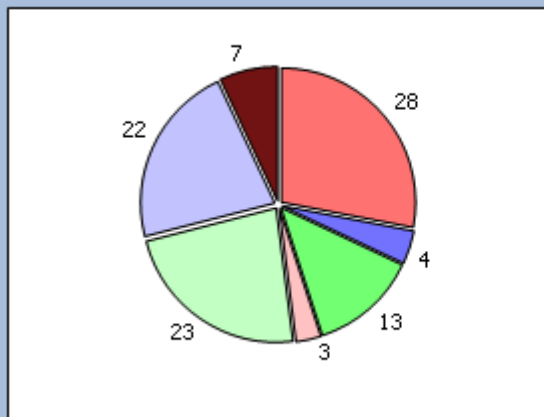
5. Last time you tried to see a NAMED doctor, how quickly were you seen?

- Same day 28%
- Next working day 4%
- Within 2 working days 13%
- Within 3 working days 3%
- Within 4 or more days 23%
- Never tried/Not sure 22%
- No response 7%

Adjusted excluding never tried / no response

Same day	39.44%
Next working day	4.49%
Within 2 working days	14.61%
Within 3 working days	3.37%
Within 4 or more days	25.84%

Direct comparison with previous survey is regrettably not possible but it is possible to state that access to a named GP has regrettably worsened.



- Same day
- Next working day
- Within 2 working days
- Within 3 working days
- Within 4 or more days
- Never tried/Not sure
- No response

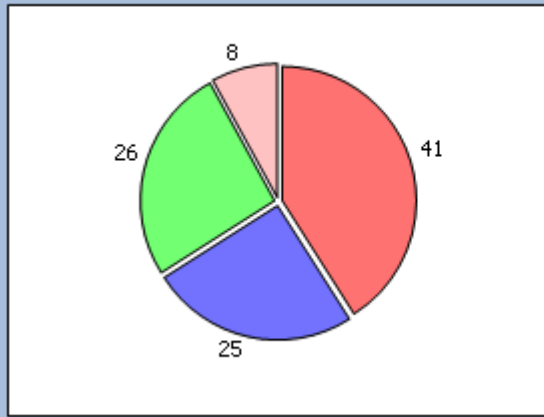
6. Last time you tried, were you able to make an appointment with ANY doctor MORE THAN two days in advance?

- Yes 41%
- No 25%
- Never Tried/Not Sure 26%
- No response 8%

Adjusted excluding never tried / no response

Yes	62.12%
No	37.88%

**Comment:** Disappointing result as we constantly monitor future availability. Constant clash between same day access and advanced access.



- Yes
- No
- Never Tried/Not Sure
- No response

7. Last time you tried, were you able to make an appointment with a NAMED doctor MORE THAN two days in advance?

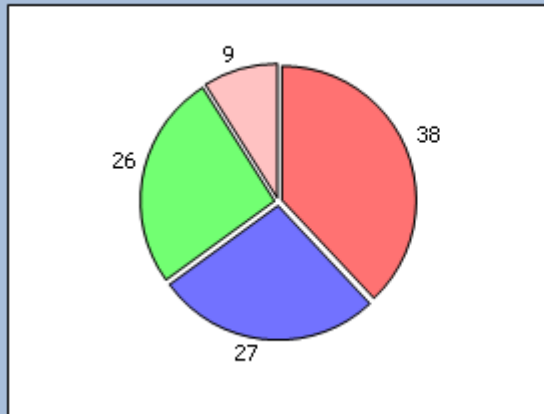
- Yes
- No
- Never tried/Not sure
- No response

- 38%
- 27%
- 26%
- 9%

Adjusted excluding never tried / no response

Yes	58.46%
No	41.54%

Better than expected. Regretfully some popular GPs are always extremely difficult to book with.



- Yes
- No
- Never tried/Not sure
- No response

8. How do you find getting through on the phone to book an appointment?

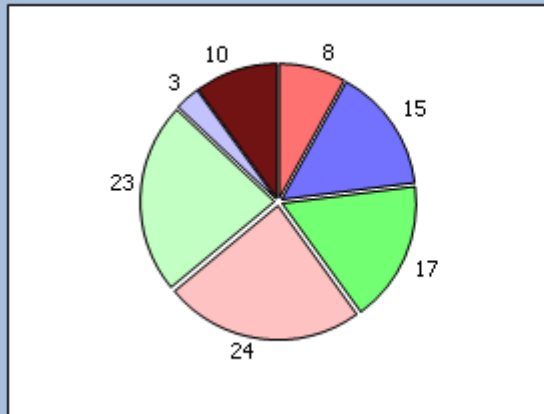
- Poor
- Fair
- Satisfactory
- Good
- Very Good
- Never tried/Not sure
- No response

- 8%
- 15%
- 17%
- 24%
- 23%
- 3%
- 10%

Adjusted excluding never tried / no response v last survey results

Poor	9.20%	10.00%
Fair	17.24%	38.00%
Satisfactory	19.54%	n/a
Good	27.59%	32.00%
Very Good	26.44%	20.00%
(Satisfactory or higher)	73.57%	52.00%

Comment: Distinct improvement



- Poor
- Fair
- Satisfactory
- Good
- Very Good
- Never tried/Not sure
- No response

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

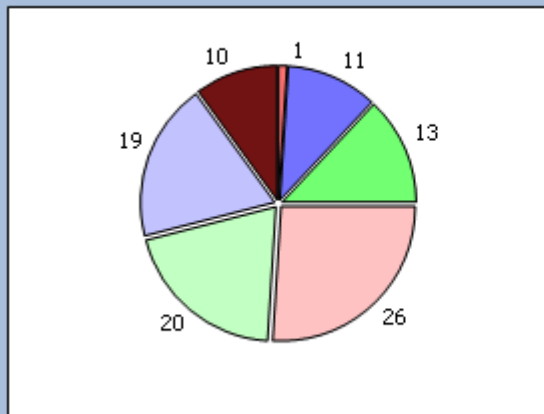
- Poor
- Fair
- Satisfactory
- Good
- Very good
- Never tried/Not sure
- No response

- 1%
- 11%
- 13%
- 26%
- 20%
- 19%
- 10%

Adjusted excluding never tried / no response v last survey results

Poor	1.41%	5.00%
Fair	15.49%	23.00%
Satisfactory	18.31%	n/a
Good	36.62%	53.00%
Very Good	28.17%	19.00%
(Satisfactory or higher)	83.10%	72.00%

**Comment:** Definite improvement



- Poor
- Fair
- Satisfactory
- Good
- Very good
- Never tried/Not sure
- No response

#### QUESTIONS ABOUT YOU

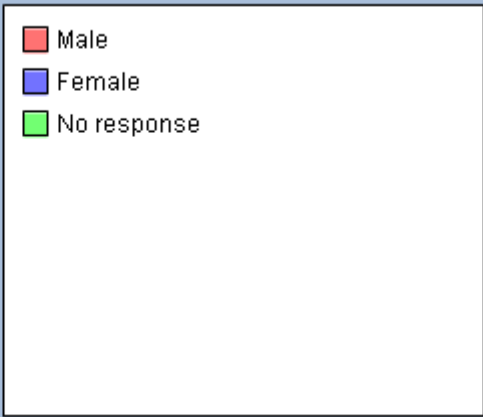
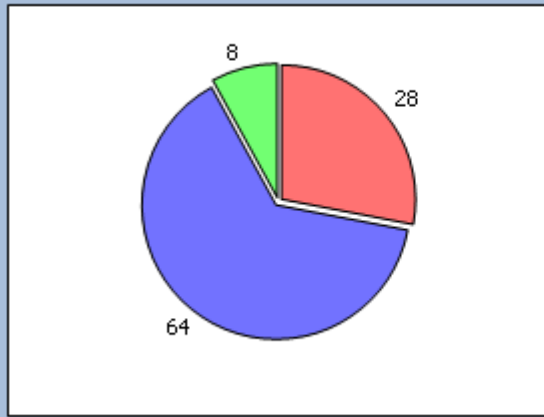
10. Are you Male or Female?

- Male
- Female
- No response

- 28%
- 64%
- 8%

last survey results

Male 39%  
Female 59%

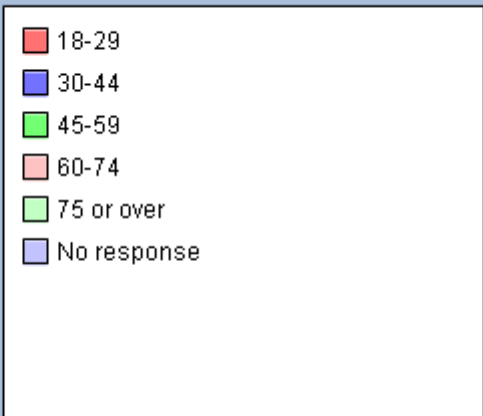
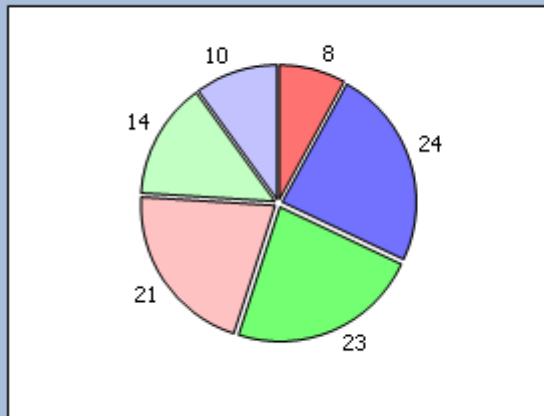


11. How old are you?

18-29  
30-44  
45-59  
60-74  
75 or over  
No response

8%  
24%  
23%  
21%  
14%  
10%

last survey results	
18-29	11%
30-44	24%
45-59	19%
60-74	30%
75 or over	13%



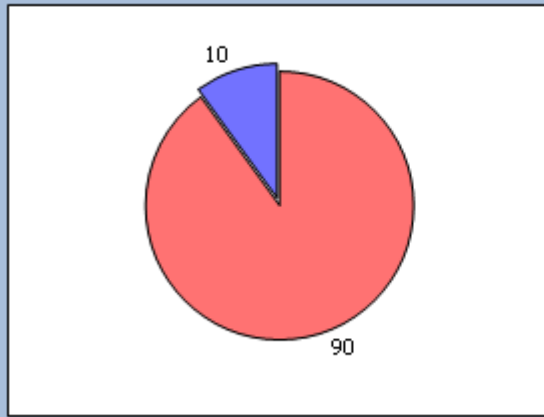
12. What is your ethnic group?

White British  
Black British  
Asian British  
Mixed  
Chinese  
Other or Non British  
No response

90%  
0%  
0%  
0%  
0%  
0%  
10%

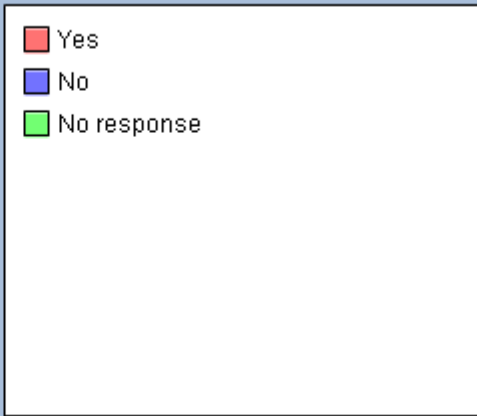
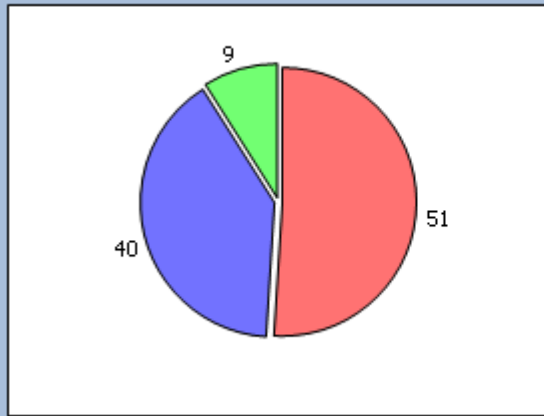
last survey results	
WB	91%
BB	0%
AB	2%
M	0%
Ch	0%
Other	3%

**Comment:** Decrease in other or non British probably reflects departure of previous temporary European Community residents.



13. Do you have a long term medical condition?

Yes	51%
No	40%
No response	9%



14. In the last 12 months, how many times have you seen a GP or Nurse at the practice?

None	2%
Once or Twice	11%
3 or 4 times	24%
5 or 6 times	21%
7 times or more	33%
No response	9%

last survey results	
None	3%
Once or Twice	22%
3 / 4 times	26%
5 / 6 times	18%
7 times or more	28%
<b>Comment:</b> once or twice up but majority still attending for prevailing, often long term chronic conditions.	

## ADDITIONAL PATIENT COMMENTS

### GENERAL

Excellent service received at all times - Thank you

The reason for the answer to question 14 is because I had a gall bladder problem and had lots of blood tests. I do not normally visit the Doctor so many times a year.

Thorneloe and all who work there provide a superb service and I feel very lucky to have such good doctors, nurses and staff. I have been dealt with by all who I have consulted with care, consideration and total professionalism. All I can say is thank you for looking after me so brilliantly.

Why not use surplus grass area as car parking?

**PRACTICE COMMENT / REPLY:** *Use of the grassed area for additional parking has been actively considered for some time, but we have been trying to move to new premises for the past 5 years and been thwarted by frequent NHS organisational changes postponing funding approval or even a decision. We have a business case in with the new NHS body responsible for premises but until this has either been rejected or accepted, we regretfully cannot commit to the expenditure required to increase parking. To do so and then move within 2 to 3 years would be a chronic waste of money which would be better spent on extra staff or equipment. Parking for between 70 to 100 patients is a key requirement in our business case for new premises.*

### ANNUAL RECALL FOR TESTS

Q3. *(Date of Birth Month Recall for tests)* Regular (annual) test for those with coeliac disease

**PRACTICE COMMENT / REPLY:** *As a result of this survey we aim to introduce an annual recall for all tests that a patient needs for all patients with a chronic disease. The recall will be in the patient's month of birth and will start in April 2014.*

### APPOINTMENTS

Being able to book appointments online is particularly useful, but it would help if more appointments were available at short notice using this system.

It would be nice to see my named doctor more easily

Named Dr works part-time

Q5. *(Named GP appointment)* Whenever I have asked they are never available!

Q8. *(Phone appointment booking)* Excellent service

Q5. *(Named GP appointment)* If phone is answered after 8.15-8.20 cannot do this and receptionist says try again at 8am not always possible after a bad night.

Q8. *(Phone appointment booking)* Difficult at 8am often have to wait 20 mins then choice of doctor not available

Q8 *(Phone appointment booking)* It depends when you ring if you try at 8am you can be still trying 10 mins later. Basically Thorneloe Lodge is a wonderful family surgery. I was born into this surgery & loathe moving house as I would never want to change to another surgery.

Q8. *(Phone appointment booking)* But if you want same day appt only limited number of available places

The appointment line service has seen a great improvement and is much easier to use overall. Reception staffs are always very helpful

Very hard to get GP appointment in advance

**PRACTICE COMMENT / REPLIES:** *Achieving a balanced appointment system to satisfy all patients' needs is a constant battle. We have tried numerous methods and combinations and constantly monitor and adjust the availability of the different types of appointments. Overall we have witnessed a general increase in patient satisfaction but are aware that not all needs can be met. The same day available totals have been increased and are monitored on a weekly and daily basis to ensure that we have sufficient numbers for the different expected demand on different days of the week. Our locum bill is quite large as we always maintain a minimum number of GPs irrespective of holidays or sickness. We also have an emergency reserve of appointments that we release 36 hours in advance in an attempt to offer options for a named GP if a patient cannot be seen by a preferred GP that day. All other appointments are bookable in advance but the wait can often be 7 to 14 days. Certain GPs are very popular and also conduct chronic disease clinics which can make it doubly difficult to book with them.*



*Any further increase in same day availability reduces advanced appointment availability and vice versa. On line booking can reduce the frustration and disappointment of phoning in for an appointment. Same day appointments become available to book on line at midnight. All our consulting rooms are fully utilised meaning that we have virtually no scope to employ additional GPs to increase capacity.*

*We will continue to monitor and improve our appointment system whenever possible but would ask that patients consider the following:*

- *Phone to cancel an appointment if you cannot attend. (over 5% of appointment are wasted by patients failing to attend or cancel after having booked)*
- *Only attend if you really need to see a GP. (some patients come for really simple ailments which they could treat themselves or after advice from a pharmacist)*
- *Use on line booking to avoid frustration and / or delay on the phone.*
- *Book a same day appointment on line after midnight or before 8 am to get a better choice and avoid phone frustration.*
- *Try to book your return review appointment before you leave the surgery.*
- *Phone after 4 pm in case emergency reserve appointment have been released 36 hours in advance.*
- *If your preferred GP is part time, ask which days he or she normally works and then phone to book on those days.*
- *If you preferred GP conducts chronic disease clinics making he or she difficult to get an appointment with, consider changing to a different GP.*

## **PHONING FOR RESULTS**

Q9. (Phoning for test results) Excellent service really impressed with late opening times

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