

PRIORSLEGH MEDICAL CENTRE

PATIENT FEEDBACK RESPONSE ANALYSIS & ACTION PLAN (2015 – 2016)

Following virtual discussions via email with the patient participation group, the following action plan has been created in line with the views and opinions expressed by the group following analysis of the patient questionnaire, NHS choices comments logged and friends and family data collections.

Patient Questionnaire

The questionnaire was handed out to patients attending the surgery over a 3 week period in November 2015 and a total of 48 patient questionnaires were received back to the practice and analysed.

How good was the GP at:	1 - Very Good	2 - Good	3 - Satisfactory	4 - Poor	5 - Very Poor	6 - Does not apply	Total
Q1. Putting you at ease	40	7		1			48
Q2. Being polite and considerate	44	4					48
Q3. Listening to you	41	6		1			48
Q4. Giving you enough time	40	7			1		48
Q5. Assessing your medical condition	41	3	1			3	48
Q6. Explaining your condition and treatment	39	4		1		4	48
Q7. Involving you in decisions about your care	37	7			1	3	48
Q8. Providing or arranging treatment for you	36	7	1			4	48
Total	318	45	2	3	2	14	384
Percentage	82.8%	11.7%	0.5%	0.8%	0.5%	3.6%	

Analysis & Action Points

The patient participation group considered that the results were pleasing with 95% of respondents stating that they felt their GP was either very good, good or satisfactory with respect to the above questions. 1.3% of respondents felt that their GP was poor or very poor with respect to the above questions which the patient participation group considered could be due to one patient having a negative experience with their GP as the respondent number to each of the questions was never above 1.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to discuss results with clinicians and ensure that all clinicians are aware of the above aspects when providing consultations to ensure future figures remain high.

	1 - Yes Definitely	2 - Yes to some extent	3 - Not at all	4 - Don't know	Total
Q9. Did you have confidence that the GP was honest and trustworthy	46	2			48
Q10. Did you have confidence that the GP will keep your information confidential	46	2			48
Total	92	4	0	0	96
Percentage	95.8%	4.2%	0.0%	0.0%	

Analysis & Action Points

The patient participation group considered that the results were pleasing with 100% of respondents agreeing with the above questions.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to continue to ensure all staff recruited sign confidentiality notices.

	1 - Yes	2 - No	Total
Q11. Would you be completely happy to see this GP again	47	1	48
Total	47	1	48
Percentage	97.9%	2.1%	

Analysis & Action Points

The patient participation group considered that the results were pleasing with 97.9% of respondents agreeing with the above question. 2.1% of respondents felt that they would not wish to see their GP again which the patient participation group considered could be due to one patient having a negative experience with their GP as the respondent number to the questions was 1.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to discuss results with clinicians and ensure that all clinicians are aware of the above aspects when providing consultations to ensure future figures remain high.

About receptionists and appointments	1 - Very	2 - Fairly	3 - Not Very	4 - Not at all	5 - Don't Know	6 - Haven't Tried	Total
Q12. How helpful do you find the receptionists at your GP practice	38	8			1		47
Q13. How easy is it to get through on the phone	18	21	3	1		3	46
Q14. How easy is it to speak to a Dr or Nurse on the phone	19	17	2		2	5	45
Total	75	46	5	1	3	8	138
Percentage	54.3%	33.3%	3.6%	0.7%	2.2%	5.8%	

Analysis & Action Points

The patient participation group considered that the results were pleasing with 87.6% of respondents stating either very or fairly to the above questions. 4.3% of respondents felt that they did not find the practice easy to get through to via the telephone with 0% finding the receptionists unhelpful. The patient participation group felt that the practice had made significant headway in improving access to getting through to the practice by telephone and recognised that the practice was extremely busy. The PPG also recognised that telephone triage is available between 8am and 5pm every day and patients are telephoned by either a doctor or nurse if requested. There are also telephone consultation slots available for pre-booking with all GP's and selected nurses.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to discuss results with receptionists and support staff to ensure that telephone calls continue to be answered within an appropriate timescale
- Telephone system to reviewed to ensure appropriate settings are in place to ensure correct phones ring following touch tone menu request from patients
- Practice to consider increasing the number of telephone consultation slots available for patients to pre-book.

	1 - Yes	2 - No	3 - Don't Know	Total
Q15. If you need to see a GP urgently, can you get seen on the same day	30	4	11	46

Total	30	4	11	46
Percentage	65.2%	8.7%	23.9%	

Analysis & Action Points

The patient participation group considered that the results were pleasing with 65.2% of respondents stating yes to the above question. 8.7% of respondents felt that they could not get seen on the same day and 23.9% stated that they didn't know. The patient participation group felt that the 65.2% respondent rate wasn't a true reflection of patient views due to the 23.9% respondents stating that they didn't know. The PPG confirmed with the practice that the practice still operated an on the day urgent triage system from 8am until 5pm which gave patients access to a triage nurse or GP who would then bring them in for an appointment if clinically necessary. The practice confirmed this and also supported this with confirmation of a large number of urgent on the day appointments held back for the triaging GP or nurse to utilise if clinically appropriate. The PPG also noted that the high number of positive NHS choices comments supported this view.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to highlight urgent triage service to patients more widely in patient newsletter and poster in waiting room and also on patient leaflet

	1 - Important	2 - Not Important	Total
Q16.How important is it to you to be able to book ahead	42	3	45
Total	42	3	45
Percentage	93.3%	6.7%	

	1 - Very Easy	2 - Fairly Easy	3 - Not Very Easy	4 - Not at all easy	5 - Don't Know	6 - Haven't Tried	Total
Q17. How easy is it to book ahead	9	24	9	1	2		45
Total	9	24	9	1	2	0	45
Percentage	20.0%	53.3%	20.0%	2.2%	4.4%	0.0%	

Analysis & Action Points

The patient participation group acknowledged the results and agreed that it was important for patients to be able to book appointments ahead. They noted that the results are pleasing which showed that 73.3% of patients felt that they found it either very or fairly easy to book appointments ahead with 22.2% stating that it wasn't very easy. There was a suggestion from the practice that this question was open to misinterpretation as patients who request a specific clinician may not find it easy to book ahead due to demand and the PPG accepted this. The

practice confirmed with the PPG that it operates a six week book ahead policy for both telephone and face to face appointments with all clinicians including online appointments. However the practice recognised that the online appointment provision is low in number and stated that this would be reviewed.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to look at numbers of available online appointments and review to ensure adequate amount.
- Practice to look at increased provision for pre-bookable telephone appointment slots
- Practice to ensure that sessions for clinicians are continued to be put on screen in a timely manner

	1 - In Person	2 - By Phone	3 - Online	4 - Doesn't Apply	Total
Q18. How do you normally book appointments	16	39	5		45
Q19. Which of the following would you prefer to book (person, phone, online, NA)	17	36	16		45
Total	33	75	21	0	90
Percentage	36.7%	83.3%	23.3%	0.0%	

Analysis & Action Points

The PPG acknowledged the results and accepted that the majority of patients still prefer to book their appointments via telephone.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to discuss results with receptionists and support staff to ensure that telephone calls continue to be answered within an appropriate timescale
- Telephone system to reviewed to ensure appropriate settings are in place to ensure correct phones ring following touch tone menu request from patients

When wanting to see a particular Dr	1 - Same or next day	2 - 2-4 Days	3 - 5 days or more	4 - I don't need	5 - Don't Know			Total
Q20. How quickly do you usually get seen	10	11	17	4	4			44
Total	10	11	17	4	4	0	0	44
Percentage	22.7%	25.0%	38.6%	9.1%	9.1%	0.0%	0.0%	

	1 - Excellent	2 - Very Good	3 - Good	4 - Satisfactory	5 - Poor	6 - Very Poor	7 - Does not apply	Total
Q21. How do you rate how quickly you were seen	9	14	9	6	3	1	2	44
Total	9	14	9	6	3	1	2	44
Percentage	20.5%	31.8%	20.5%	13.6%	6.8%	2.3%	4.5%	
When willing to see any Dr	1 - Same or next day	2 - 2-4 Days	3 - 5 days or more	4 - I don't need	5 - Don't Know			Total
Q22. How quickly do you usually get seen	24	10	5	5	1			45
Total	24	10	5	5	1	0	0	45
Percentage	53.3%	22.2%	11.1%	11.1%	2.2%	0.0%	0.0%	
	1 - Excellent	2 - Very Good	3 - Good	4 - Satisfactory	5 - Poor	6 - Very Poor	7 - Does not apply	Total
Q23. How do you rate how quickly you were seen	12	19	9	3	2			45
Total	12	19	9	3	2	0	0	45
Percentage	26.7%	42.2%	20.0%	6.7%	4.4%	0.0%	0.0%	

Analysis & Action Points

The PPG acknowledged the results and stated that they were generally pleasing with 100% of patients stating that they could see their preferred GP within 1 week and 86.4% stating that they felt that this was positive. Also that 75.5% of patients felt that they could see any GP within 4 days and 95.6% of patients stating that they were positive about this. The PPG also highlighted the large number of positive comments on NHS choices around the appointment system.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to continue to monitor access levels which is done on a daily basis to ensure appropriate provision with demand
- Practice to look at numbers of available online appointments and review to ensure adequate amount.
- Practice to look at increased provision for pre-bookable telephone appointment slots
- Practice to ensure that sessions for clinicians are continued to be put on screen in a timely manner

Thinking of your most recent consultation	1 - Less than 5	2 - 5-10	3 - 11-20	4 - 21 - 30	5 - More than	6 - No set time	Total
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with a Dr or Nurse	mins	mins	mins	mins	30mins			
Q24. How long did you wait for your consultation to start	10	13	11	5	5			43
Total	10	13	11	5	5	0	0	43
Percentage	23.3%	30.2%	25.6%	11.6%	11.6%	0.0%	0.0%	
	1 - Excellent	2 - Very Good	3 - Good	4 - Satisfactory	5 - Poor	6 - Very Poor	7 - Does not apply	Total
Q25. How do you rate how long you waited	9	5	16	10	4			44
Total	9	5	16	10	4	0	0	44
Percentage	20.5%	11.4%	36.4%	22.7%	9.1%	0.0%	0.0%	
	1 - Yes	2 - No	3 - Don't Know					Total
Q26. Is your GP practice currently open at convenient times	37	4	4					45
Total	37	4	4	0	0	0	0	45
Percentage	82.2%	8.9%	8.9%	0.0%	0.0%	0.0%	0.0%	
	1 - Before 8am	2 - At lunchtime	3 - After 6.30pm	4 - On Saturday	5 - On Sunday	6 - None		Total
Q27. Which of the following additional opening hours would be easier	3	1	4	7	5	1		8
Total	3	1	4	7	5	1	0	8
Percentage	37.5%	12.5%	50.0%	87.5%	62.5%	12.5%	0.0%	
	1 - Yes	2 - No	3 - Only 1 Dr					Total
Q28. Is there a particular GP you usually prefer to see or speak to	28	18						44
Total	28	18	0	0	0	0	0	44
Percentage	63.6%	40.9%	0.0%	0.0%	0.0%	0.0%	0.0%	
	1 - Always/almost always	2 - A lot of the time	3 - Some of the time	4 - Never/almost never	5 - Not tried			Total
Q29. How often do you get to see or speak to the GP you prefer	6	11	10		1			28

Total	6	11	10	0	1	0	0	28
Percentage	21.4%	39.3%	35.7%	0.0%	3.6%	0.0%	0.0%	

Analysis & Action Points

The PPG acknowledged that the practice clinicians are currently under strain with regards to workload and numbers of issues that patients present with and recognise the difficulties in trying to appropriately assess and treat patients with a variety of problems within the allocated 10 minute consultation slot (which includes 3 minutes for consultation entry etc). The PPG acknowledged that 53.5% of patient consultations started with 10 minutes and that patients felt that 91% of patients were satisfied with their length of wait. This suggested to the PPG that patients were aware of the strain that practices nationally are under in relation to demand and also accepted that some patient problems take longer than others to diagnose and treat. The PPG also compared this with the 83% satisfaction rate of the above question around the GP giving the patient enough time and suggested that generally patients are happy to wait longer for their consultation to begin if they feel that they are not rushed. The PPG felt that the high percentage in satisfaction with opening times at the practice was reflective of the long hours that the practice is open and acknowledged that the low uptake around the additional hours question possibly reflected that generally patients are happy with the opening hours. The practice acknowledged that some patients felt that the practice should be open Saturday and Sunday and confirmed that through increased federated working with other practices in the area this may be something that could be considered in the future. The PPG also acknowledged that 96.4% of patients felt that they were able to see or speak to their preferred GP which was pleasing.

The PPG and practice agreed the following actions points in relation to the above questions:

- Practice to continue to monitor levels of waiting times and ensure patients are kept informed when clinicians are running behind.
- Practice to review catchup block levels with certain clinicians to manage wait times
- Practice to continue to discuss with other practices within the federation around improving access with possible weekend working in the future.

How good was the Nurse you last saw at:	1 - Very good	2 - Good	3 - Satisfactory	4 - Poor	5 - Very Poor	6 - Does not apply	Total
Q30. Putting you at ease	33	5					38
Q31. Giving you enough time	31	7					38
Q32. Listening to you	33	5					38
Q33. Explaining your condition and treatment	29	7				3	39
Q34. Involving you in decisions about your care	27	6	1			4	38
Q35. Providing or arranging treatment for you	27	6	1			4	38
Total	180	36	2	0	0	11	229

Percentage	78.6%	15.7%	0.9%	0.0%	0.0%	4.8%	
	1 - Yes	2 - No					Total
Q36. Would you be completely happy to see this nurse again	39	1					40
Total	39	1	0	0	0	0	40
Percentage	97.5%	2.5%	0.0%	0.0%	0.0%	0.0%	

Analysis & Action Points

The PPG acknowledged that the results for patient care from the nursing team were excellent with 95.2% of patients stating that they thought the care received was very good, good or satisfactory and 0% stating anything less. The practice acknowledged that there had been difficulties in recruiting a practice nurse following the retirement and decreased hours of one of the practice nurses but it was pleasing to hear that patients still felt that they were getting a good service. The practice also advised that the nursing services were under increased pressure following more and more work being placed into primary care from secondary care and community services and the practice was working hard to ensure that this increased pressure was being managed appropriately.

There were no actions required from the PPG other than maintaining this achievement.

Care from Drs and Nurses overall, how well does the practice help you to:	1 - Very well	2 - Unsure	3 - Not very well	4 - Doesn't Apply			Total
Q37. Understand your health problems	44	3	1				48
Q38. Cope with your health problems	44	1	2	1			48
Q39. Keep yourself healthy	38	6	2	2			48
Total	126	10	5	3	0	0	144
Percentage	87.5%	6.9%	3.5%	2.1%	0.0%	0.0%	
	1 - Excellent	2 - Very Good	3 - Good	4 - Satisfactory	5 - Poor	6 - Very Poor	Total
Q40. Overall, how would you describe your experience of the GP surgery	20	22	4		1		48
Total	20	22	4	0	1	0	48
Percentage	41.7%	45.8%	8.3%	0.0%	2.1%	0.0%	
	1 - Extremely Likely	2 - Likely	3 - Not likely or unlikely	4 - Unlikely	5 - Extremely	6 - Don't Know	Total

	1 - Employed	2 - Unemployed	3 - Education	4 - Sickness	5 - Looking after family	6 - Retired	7 - Other	Total
Q46. Which of the following best describes you	12			1	2	21	1	47
Total	12	0	0	1	2	21	1	47
Percentage	25.5%	0.0%	0.0%	2.1%	4.3%	44.7%	2.1%	

Overall Summary

The PPG felt that the demographical results in relation to questionnaire uptake were fair in relation to the population that the practice serves. It was recognised that the uptake had been relatively low at 48 responses with respect to the number of questionnaires handed out which totalled at 300. The PPG therefore felt that additional ways of distributing survey's should be considered by the practice in the future and suggested the following additional data collection methods:

- Facebook
- Twitter
- Website pop up link
- Email
- Postal

The practice agreed with the above suggestions and would take this forward with future surveys. The postal questionnaire was considered by the practice but considered perhaps too expensive but would review nearer the time of the next survey which will be scheduled for November 2016.

A summary of the actions for the practice with support from the PPG were as follows:

Action Point	Completed
Consideration of alternative data collection methods for patient questionnaire in November 2016	To be considered in November 2016
Practice to discuss results with clinicians and ensure that all clinicians are aware of the above aspects when providing consultations to ensure future figures remain high.	To be discussed at individual GP/Nurse appraisals
Practice to continue to ensure all staff recruited sign confidentiality notices.	Forms part of induction procedure
Practice to discuss results with receptionists and support staff to ensure that telephone	Completed

calls continue to be answered within an appropriate timescale	
Telephone system to reviewed to ensure appropriate settings are in place to ensure correct phones ring following touch tone menu request from patients	Completed – issue noted with answering machine on prescription clerk phone and completed.
Practice to consider increasing the number of telephone consultation slots available for patients to pre-book.	Completed and increased 2-3 slots per clinician per week
Practice to highlight urgent triage service to patients more widely in patient newsletter and poster in waiting room and also on patient leaflet	Completed – April 2016 patient newsletter
Practice to look at numbers of available online appointments and review to ensure adequate amount.	Completed – amount increased following email from a patient to highlight lack of availability
Practice to ensure that sessions for clinicians are continued to be put on screen in a timely manner	Completed – allocated time away from reception provided to Reception Manager for this to be completed
Practice to continue to monitor access levels which is done on a daily basis to ensure appropriate provision with demand	Ongoing
Practice to continue to monitor levels of waiting times and ensure patients are kept informed when clinicians are running behind.	Ongoing
Practice to review catchup block levels with certain clinicians to manage wait times	Completed – additional blocks scheduled when required
Practice to continue to discuss with other practices within the federation around improving access with possible weekend working in the future.	Ongoing

NHS Choices Comments

From the period April 2015 to March 2016 a total of 26 comments were logged by patients on our NHS choices page. 24 of these were positive with 2 negative responses being received anonymously. This was a significant increase on the previous year which showed a total of 3 comments logged, 2 of which were negative and 1 positive.

The PPG were encouraged to view the logs online and they were pleased with the comments that had been received and equally pleased that all comments whether negative or positive had been responded to by the practice. There was also the acknowledgement that comments left anonymously were extremely difficult to manage as the practice had not been given the opportunity to full investigate any matters raised.

However, as there were only 2 negative comments there were no specific themes emerging which the PPG felt that the practice needed to take particular action on.

Friends & Family

From the period April 2015 to March 2016 a total of 8 responses were received via the FFT cards. 6 of these were positive with patients answering that they were extremely likely to recommend our practice to family and friends with 2 negative responses being received stating that these patients were extremely unlikely to recommend our practice to family and friends. All responses were reported to NHS England through the mandatory reporting procedure.

The PPG noted that there was a relatively low uptake with the FFT cards and suggested to the practice that it may be worthwhile comparing this with other practices within the peer group. The PPG felt that there were no actions needing to be taken from this data as the uptake was low and in a comparison with positive and negative responses, positive responses were obviously a lot higher.