

**NEWMARKET ROAD SURGERY**

**Patient Participation Report 2013/14**

**Improving the Practice**

## 1. Our Patient Participation Group

This is not the first year of our virtual Patient Reference Group (PRG), as it was initially established in November 2011.

We are aware of the importance of trying to keep the PRG updated and representative. To help with this we have a link on our practice website where patients can sign up online to the group or print off a form to complete and hand in to reception. We also have a piece in our practice leaflet publicising the group and how to join.

We made the conscious decision to adopt a virtual patient group here at the practice as opposed to an actual one. This was because we are conscious that it can be difficult for certain groups of patients to attend meetings due to other commitments. We obviously acknowledge that not everyone has access to a computer and the internet but feel reasonable confident that a significant percentage of our patients do.

## Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Back in January 2012 when the PRG was initially formed, the group was asked for help in running a series of surveys and identifying key priority areas to be addressed. Clinical care was ranked as number one and a survey on this was carried out in February 2012. The number two area was getting an appointment and this was our topic for the year 2012/13. This year (2013/14) we have had some key personnel changes at the practice and it seemed a good time to check that the services we provide are up to scratch! With this in mind a survey was devised which encompassed many aspects of the services we provide. The PRG had access to the draft survey and were given a month to comment on it and make any suggestions for modifications. This generated quite a few suggestions and where possible and appropriate these were incorporated into the survey before it was published for wider completion.

Priorities identified include access to the clinician of choice, helpfulness of all staff groups both clinical and administrative, obtaining repeat prescriptions and results, telephone answering times and helpfulness, booking of appointments/home visits, overall satisfaction with the practice and any other comments that patients wished to make.

## Step 3. Details and Results of the Local Practice Survey

The survey ran between December 2013 and early February 2014.

The survey could be completed online via the practice website or hard copies were handed out by the reception team as patients arrived at the surgery. We felt the survey was credible and obtained 86 responses.

## Newmarket Road Surgery Improving the Practice Questionnaire 2013/14



[Excel Report \(click here for full dataset\)](#) Number of Responses: **86**

### Improving the Practice Questionnaire 2013/14

**Please put a tick against the type of clinician you are seeing**

Doctor **54%**  
Locum Doctor or Nurse **1%**  
Practice Nurse **30%**  
Health Care Assistant **5%**  
Phlebotomist (for a blood sample) **11%**  
**Name of clinician you are seeing**

**Have you asked to specifically see this clinician**

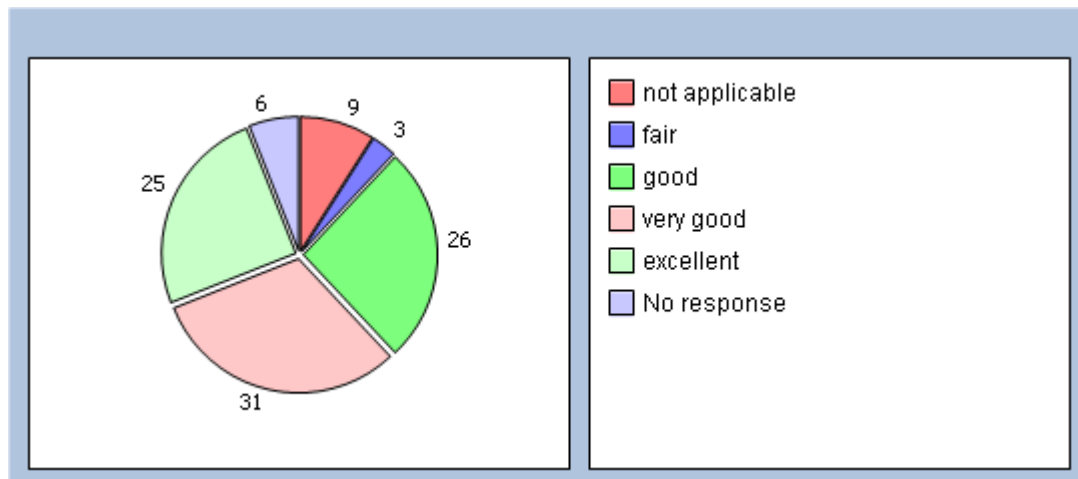
**If so why?**

**Would you be happy to see an alternative clinician?**

**If not, why?**

**Speed at which the telephone was answered initially**

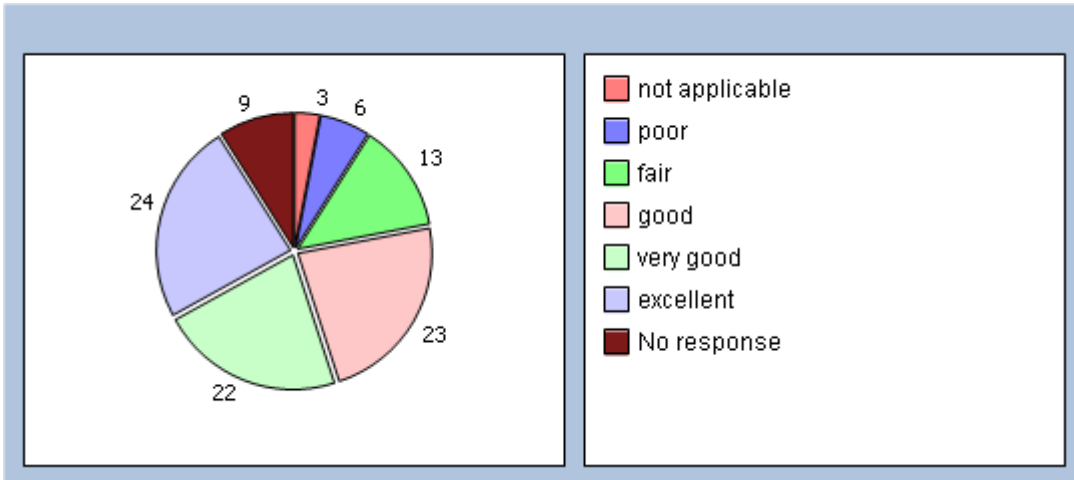
not applicable **9%**  
poor **0%**  
fair **3%**  
good **26%**  
very good **31%**  
excellent **25%**  
No response **6%**



**Length of time you had to wait for an appointment**

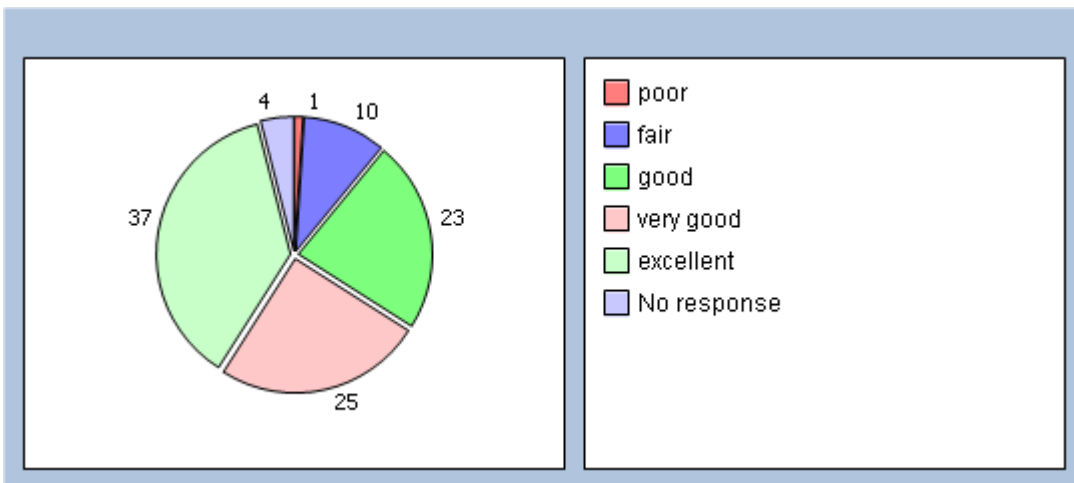
not applicable **3%**  
poor **6%**  
fair **13%**

good **23%**  
 very good **22%**  
 excellent **24%**  
 No response **9%**



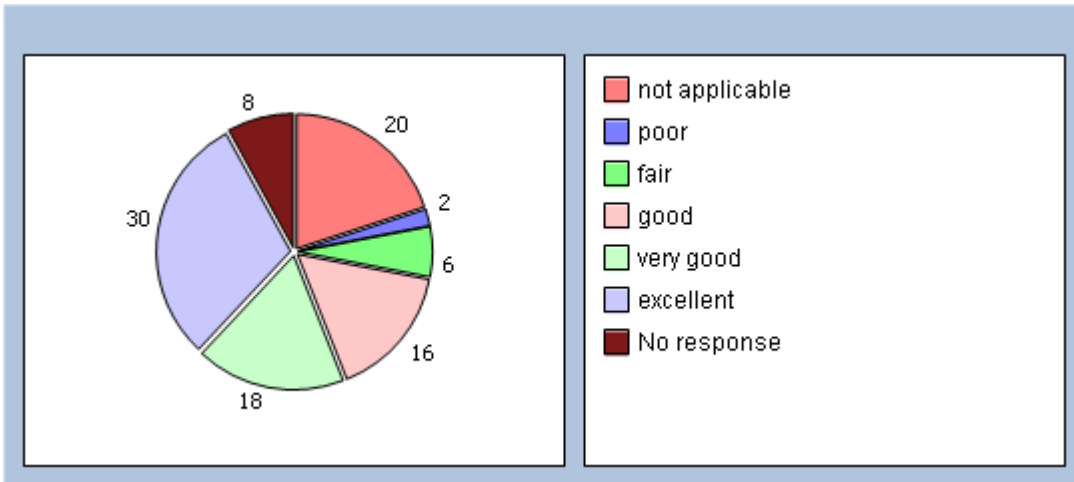
**Convenience of day and time of your appointment**

not applicable **0%**  
 poor **1%**  
 fair **10%**  
 good **23%**  
 very good **25%**  
 excellent **37%**  
 No response **4%**



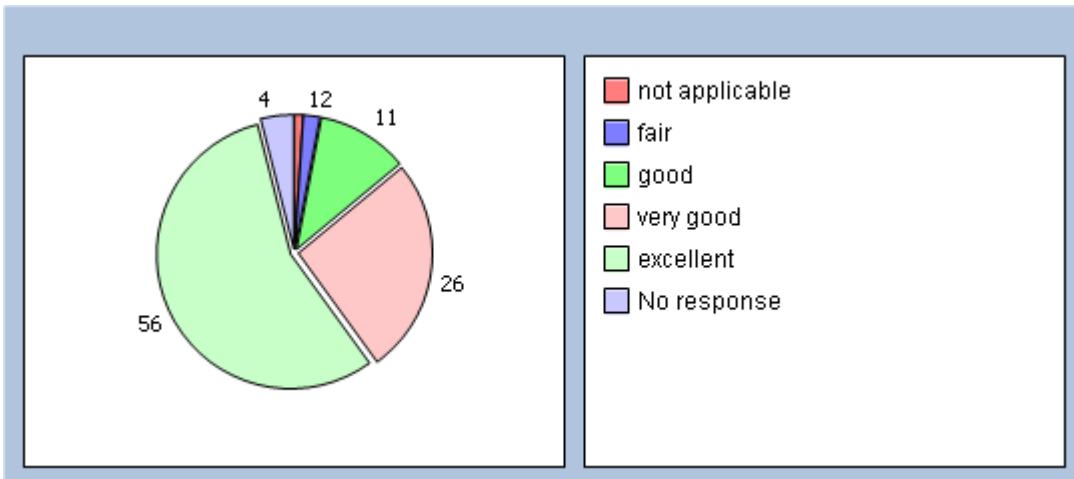
**Seeing the doctor of your choice**

not applicable **20%**  
 poor **2%**  
 fair **6%**  
 good **16%**  
 very good **18%**  
 excellent **30%**  
 No response **8%**



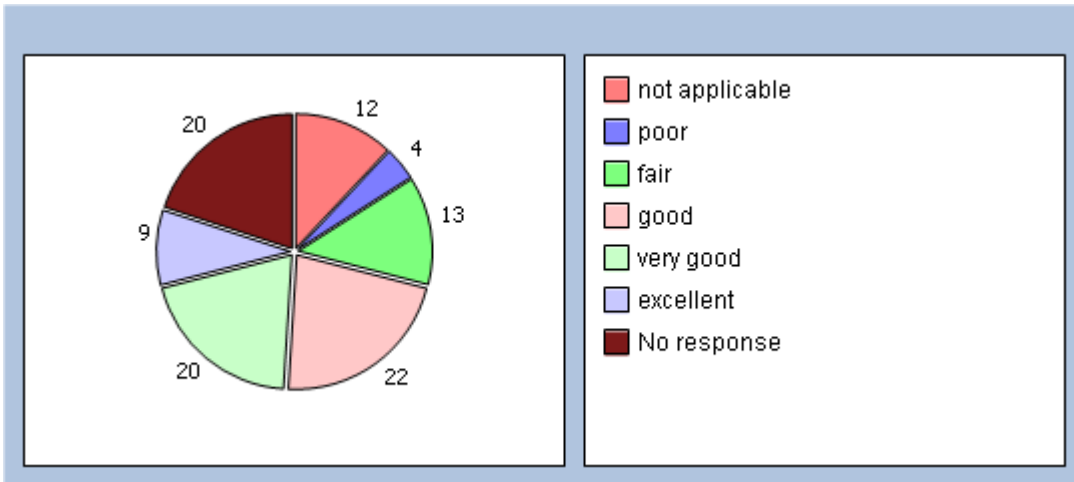
**Length of time waiting to check in with reception**

not applicable **1%**  
 poor **0%**  
 fair **2%**  
 good **11%**  
 very good **26%**  
 excellent **56%**  
 No response **4%**



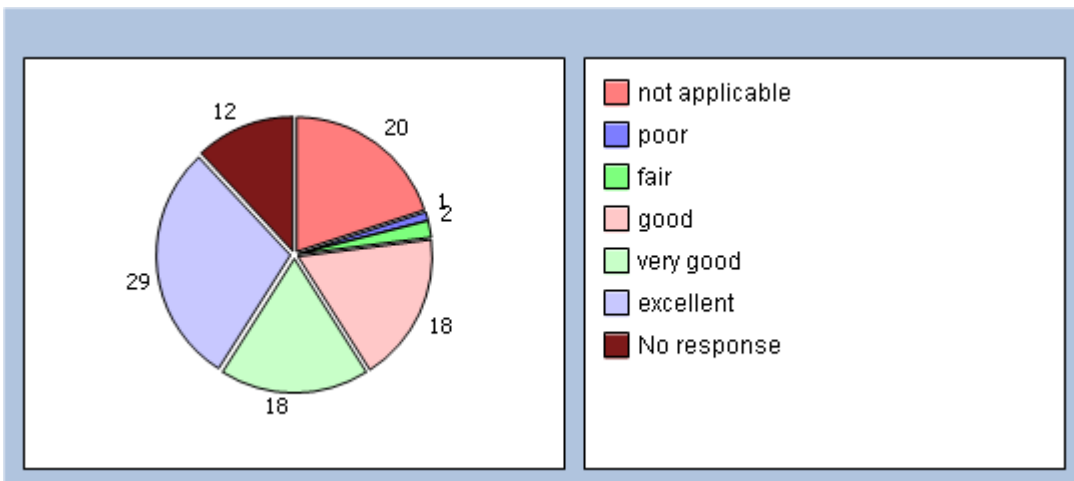
**Length of time waiting to see the doctor**

not applicable **12%**  
 poor **4%**  
 fair **13%**  
 good **22%**  
 very good **20%**  
 excellent **9%**  
 No response **20%**



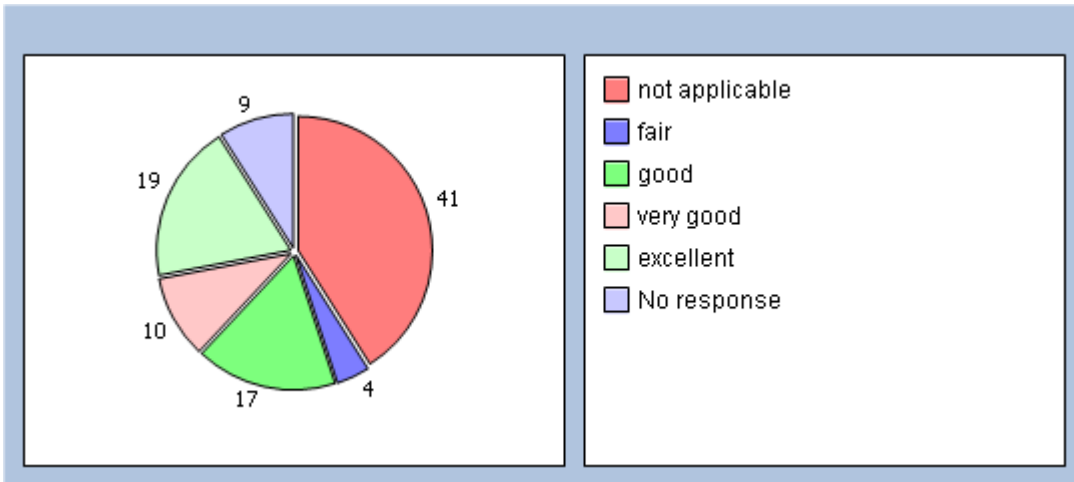
**Length of time waiting to see the nurse**

not applicable **20%**  
 poor **1%**  
 fair **2%**  
 good **18%**  
 very good **18%**  
 excellent **29%**  
 No response **12%**



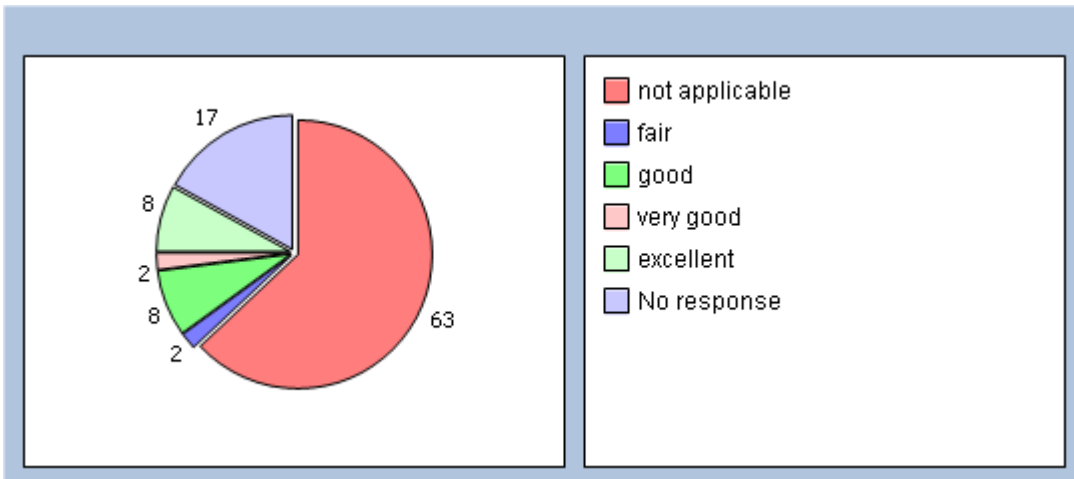
**Opportunity of speaking to a doctor or nurse on the telephone when necessary**

not applicable **41%**  
 poor **0%**  
 fair **4%**  
 good **17%**  
 very good **10%**  
 excellent **19%**  
 No response **9%**



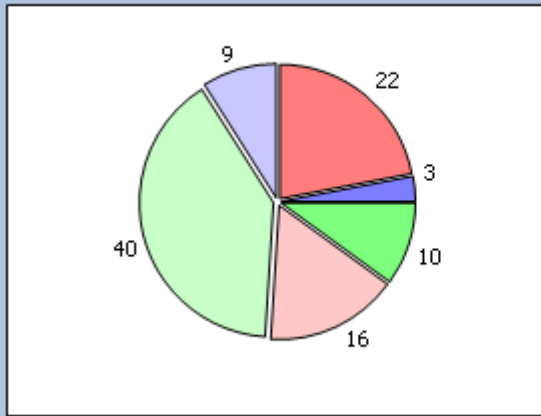
### Opportunity of obtaining a home visit when necessary

not applicable **63%**  
 poor **0%**  
 fair **2%**  
 good **8%**  
 very good **2%**  
 excellent **8%**  
 No response **17%**



### Prescription ready on time

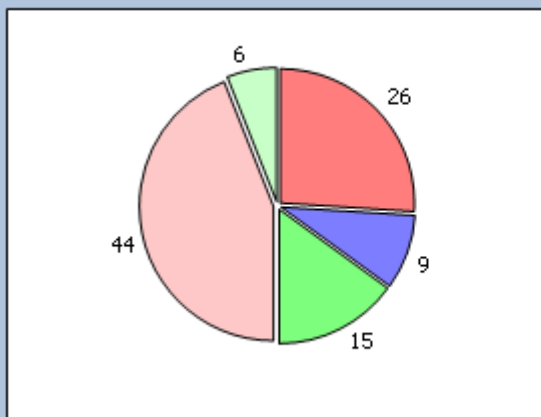
not applicable **22%**  
 poor **0%**  
 fair **3%**  
 good **10%**  
 very good **16%**  
 excellent **40%**  
 No response **9%**



- not applicable
- fair
- good
- very good
- excellent
- No response

### Prescription correctly issued

not applicable **26%**  
 poor **0%**  
 fair **0%**  
 good **9%**  
 very good **15%**  
 excellent **44%**  
 No response **6%**

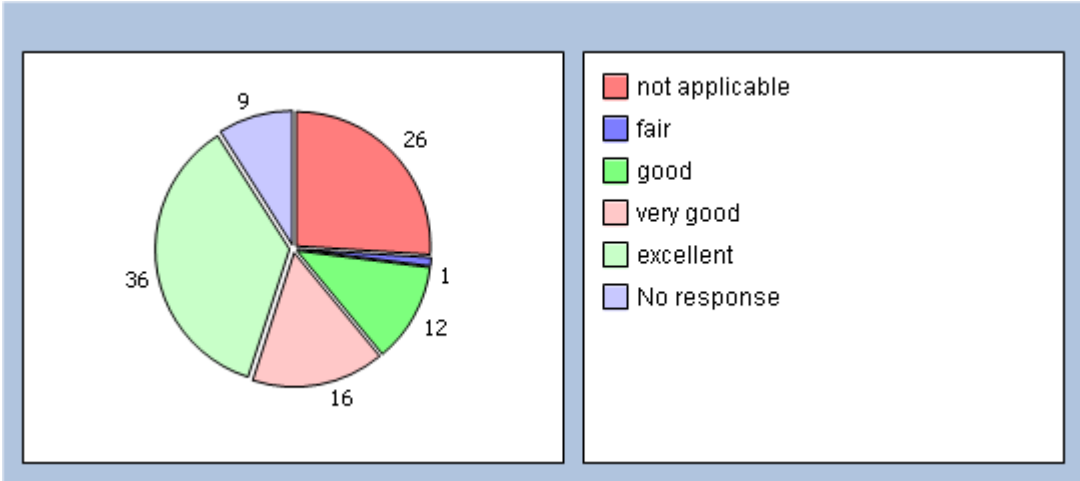


- not applicable
- good
- very good
- excellent
- No response

### handling of any prescription queries

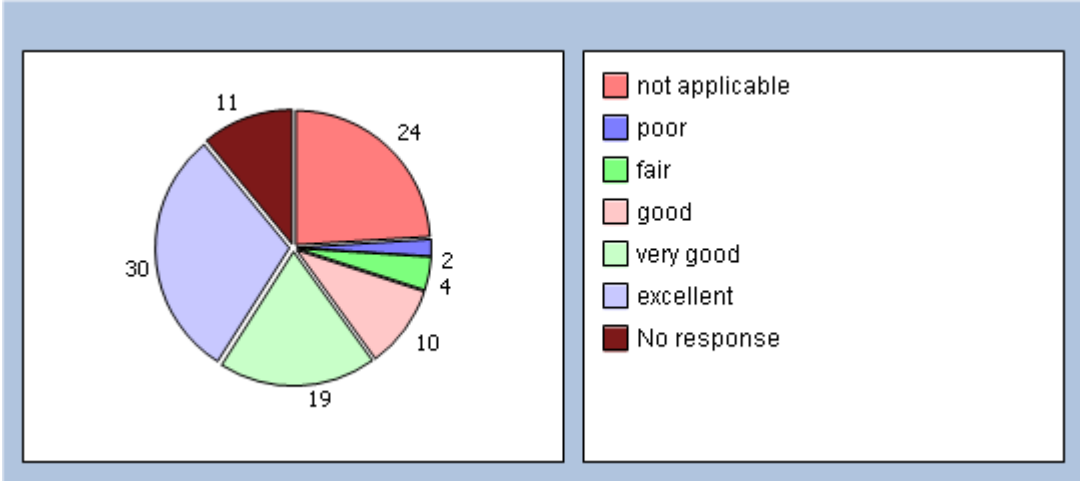
not applicable **26%**  
 poor **0%**  
 fair **1%**  
 good **12%**  
 very good **16%**  
 excellent **36%**  
 No response **9%**





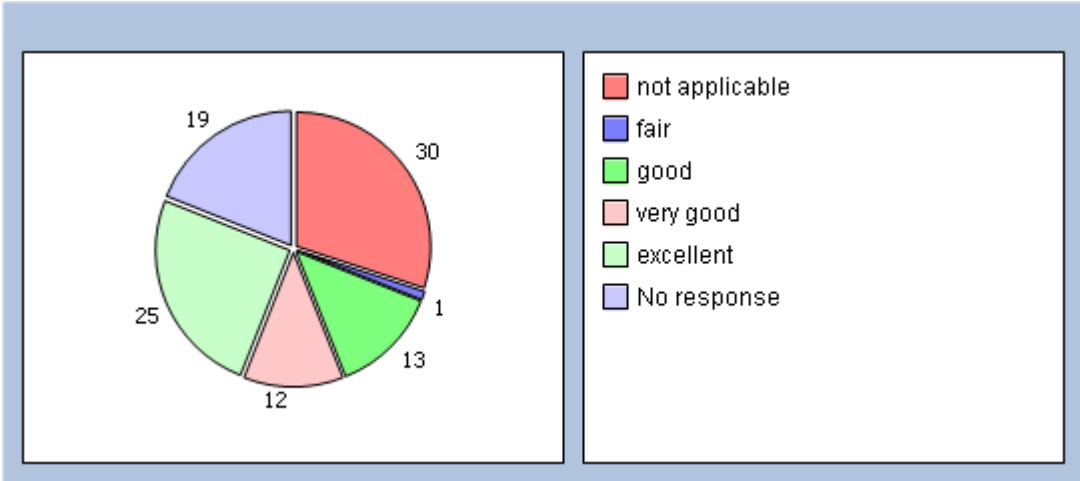
**Were you told when to contact us for your results**

not applicable **24%**  
 poor **2%**  
 fair **4%**  
 good **10%**  
 very good **19%**  
 excellent **30%**  
 No response **11%**



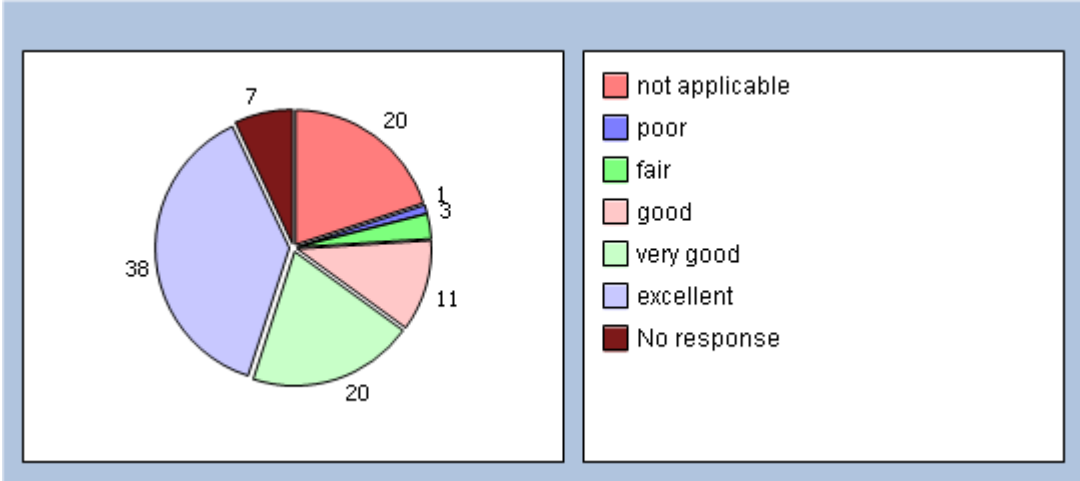
**Were the results available when you contacted us**

not applicable **30%**  
 poor **0%**  
 fair **1%**  
 good **13%**  
 very good **12%**  
 excellent **25%**  
 No response **19%**



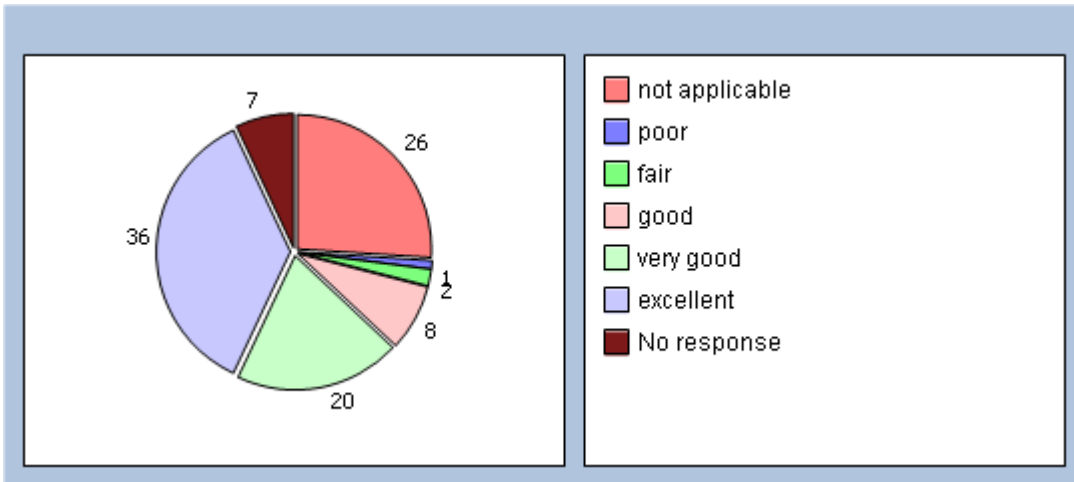
**Level of satisfaction with the amount of information provided**

not applicable **20%**  
 poor **1%**  
 fair **3%**  
 good **11%**  
 very good **20%**  
 excellent **38%**  
 No response **7%**



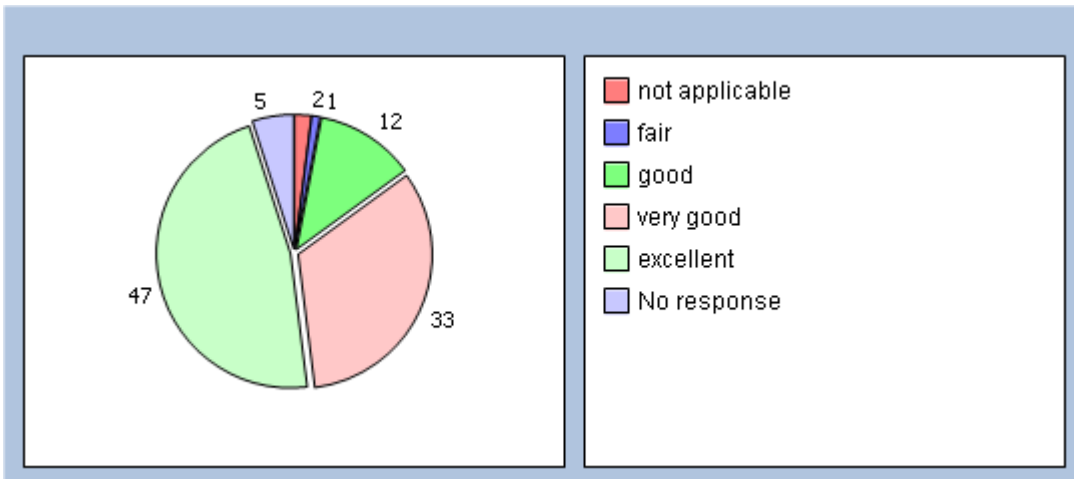
**Level of satisfaction with the manner in which the result was given**

not applicable **26%**  
 poor **1%**  
 fair **2%**  
 good **8%**  
 very good **20%**  
 excellent **36%**  
 No response **7%**



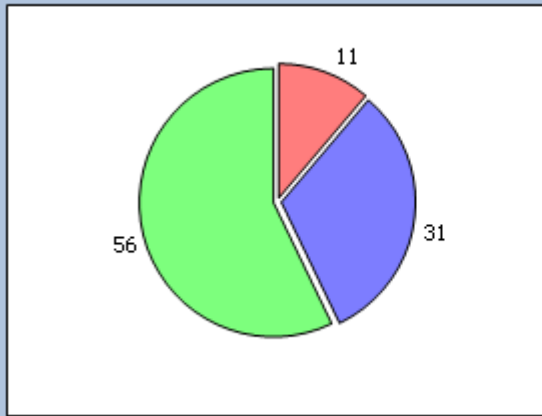
**The information provided by the reception staff**

not applicable **2%**  
 poor **0%**  
 fair **1%**  
 good **12%**  
 very good **33%**  
 excellent **47%**  
 No response **5%**



**The helpfulness of the reception staff**

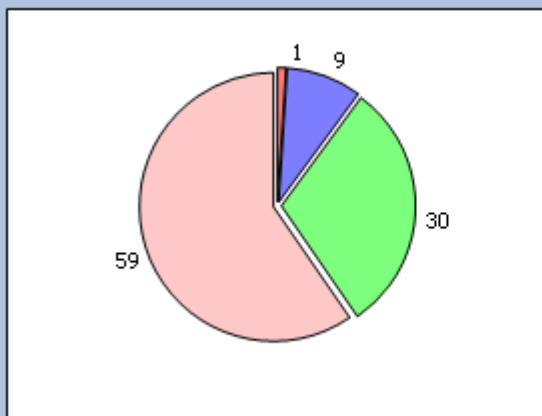
not applicable **0%**  
 poor **0%**  
 fair **0%**  
 good **11%**  
 very good **31%**  
 excellent **56%**



■ good  
■ very good  
■ excellent

**The information provided by clinical staff ie doctors, nurses and HCAs**

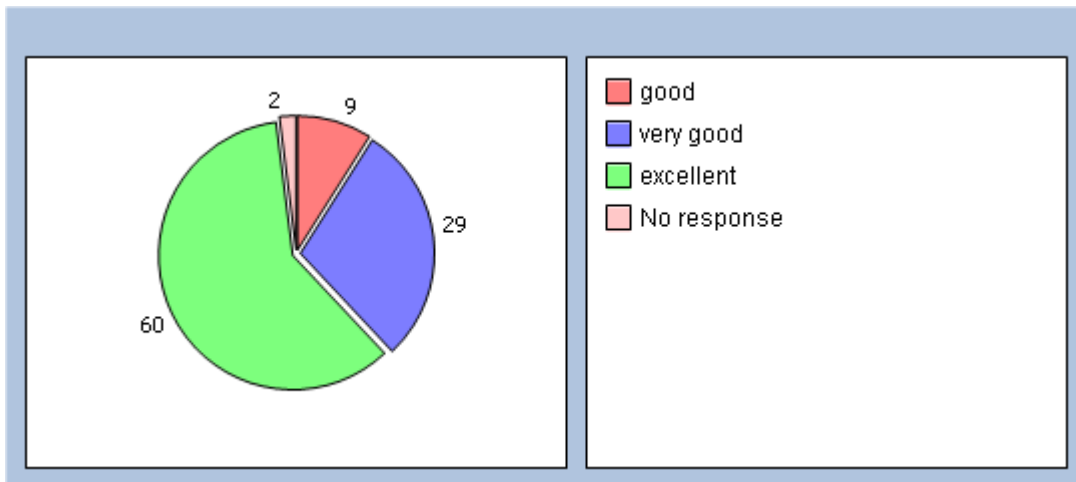
not applicable **1%**  
 poor **0%**  
 fair **0%**  
 good **9%**  
 very good **30%**  
 excellent **59%**



■ not applicable  
■ good  
■ very good  
■ excellent

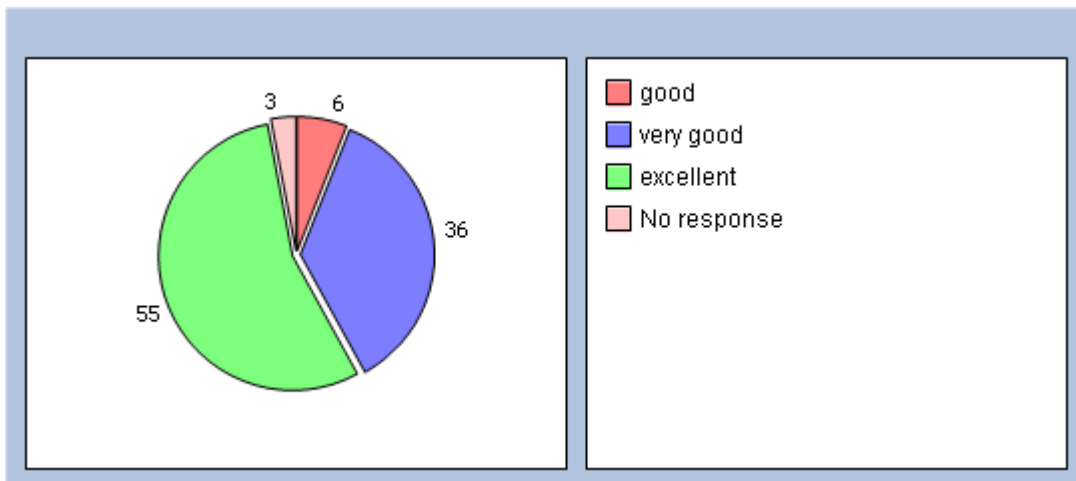
**The helpfulness of the clinical staff**

not applicable **0%**  
 poor **0%**  
 fair **0%**  
 good **9%**  
 very good **29%**  
 excellent **60%**  
 No response **2%**



**My overall satisfaction with this practice**

not applicable **0%**  
 poor **0%**  
 fair **0%**  
 good **6%**  
 very good **36%**  
 excellent **55%**  
 No response **3%**



**Any further comments**

**How old are you**

**Are you male or female**

**Component 4. Discussing Survey Results with the Patient Reference Group (PRG)**

Once the survey was completed the results were collated. In February 2014 the results and a sheet with additional patient comments on were sent to the virtual PRG for their perusal and feedback. Any suggestions, changes or modifications the group felt should be made having read the survey were requested by the 24 February so the full report and action plan could be published on the practice website by the end of February 2014. The practice received quite a number of responses to the survey and the overall feeling was that the results were very positive and the practice should be pleased.

## Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

One issue that was raised was the difficulty of getting through on the phone lines at 8.30 am to book appointments. This is a very busy time and can result in patients having to try several times to get through. The surgery is looking into providing online booking of appointments. We already have this facility for ordering repeat prescriptions which works well and is appreciated. Online appointment booking would be a natural progression and help, we hope, to lessen the demand on the phone lines, especially early in the mornings.

Another point raised was that of forming an actual patient participation group as opposed to a virtual one, as we have at present. As a practice we have researched this extensively and spoken with other surgeries. There appears to be significant difficulties in getting patient participation groups to run successfully. Attendance at meetings tends to be patchy and it is particularly difficult to engage the working population as meetings held during the day are not convenient and evenings tend not to be popular! One of the advantages of a virtual group is that it can reach people at any time and they can respond (or not!) when it is convenient to them. Email communication is not the same as face to face contact (and obviously relies on people having email access), but it has worked well in this practice. The level of feedback from the group is good.

The above points were all raised by members of the PRG and the online appointment booking suggestions was welcomed. This will be explored in 2014/15.

Overall the feedback from the PRG was very positive and encouraging. There were no substantive findings or proposals that could not be considered in the future.

No contractual changes were considered.

From the 2012/13 report and action plan, availability of the individual GPs has been added to the practice website showing which days they work in the practice. A piece has also been inserted in the practice leaflet.

This 2013/14 survey will be published on the practice website [www.newmarketroadsurgery.co.uk](http://www.newmarketroadsurgery.co.uk) by the end of February 2014.

The practice opening hours are Monday 8.30 am – 6.00 pm (telephone lines open until 6.30 pm). We do not close at lunchtimes. On Monday evening we offer extended hours until 8.00 pm with appointments available until 7.30 pm. To contact the surgery during opening hours please call 01603 624486 for appointments and 01603 621006 for all other enquiries including emergencies.

When the practice is closed please telephone 01603 621006 and your call will be automatically diverted to NHS 111. They provide urgent medical care between 6.30 pm and 8.00 am Monday to Friday, 6.30 pm Friday to 8.00 am Monday and all public and bank holidays. You will be assessed, given advice and directed straightaway to the local service that can help you best. If you telephone

the surgery on 01603 621006 you will be automatically connected to NHS 111. There will be a charge for this service. If you call NHS 111 direct from any landline or mobile the call will be free.

Please remember to consider calling 01603 621006 or NHS 111 rather than attending A&E where possible.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Call 999 in an emergency. Chest pains and/or shortness of breath is an emergency.

The practice provides extended hours on a Monday evening between 6.30 – 8.00 pm. Appointments are available with two GPs between 6.00 and 7.30 pm