

# **LOCAL PATIENT PARTICIPATION REPORT**

**FEBRUARY 2013**

## **Patient Reference Group**

Following the formation of our virtual patient participation group in November 2011 we have now completed our second practice survey. This has looked at our appointment system and how easy/difficult it is to get appointments with the GPs. In January 2012 the patient reference group was asked for their help in prioritising areas to address in surveys. Clinical care was ranked number one and a survey on that was completed in 2012, with the results published and available on the practice website from March 2012. The second most important area was seen as getting appointments, which is why our second survey for the year 2012/13 is on that topic.

The draft survey was circulated to the patient participation group in May 2012. They were asked for comments prior to its release to all patients. Following feedback it was decided to focus on GP appointments only at this stage, to avoid overcomplicating the survey. It was felt that patients might be more concerned about seeing a specific/usual GP, whereas they would be happy to see which ever nurse/healthcare assistant was on duty on a particular day. Nursing and healthcare appointments can always be looked at another time.

The official survey was launched at the end of July 2012 and ran until December 2012, by which time 113 responses had been received. The survey was available to complete on our website and in paper format at the reception desk in the surgery. The results were collated and can be seen below.

## **Survey Results – GP Appointment survey 2012**

Number of Responses: 113

Dear Patient,

Many thanks for agreeing to take this short survey to help our practice understand how our appointment system can be improved, if at all. There are no right or wrong answers and all your responses will be anonymous.

Please answer all of the questions and either hand the form into reception if completing manually, or click "Send" if completing online.

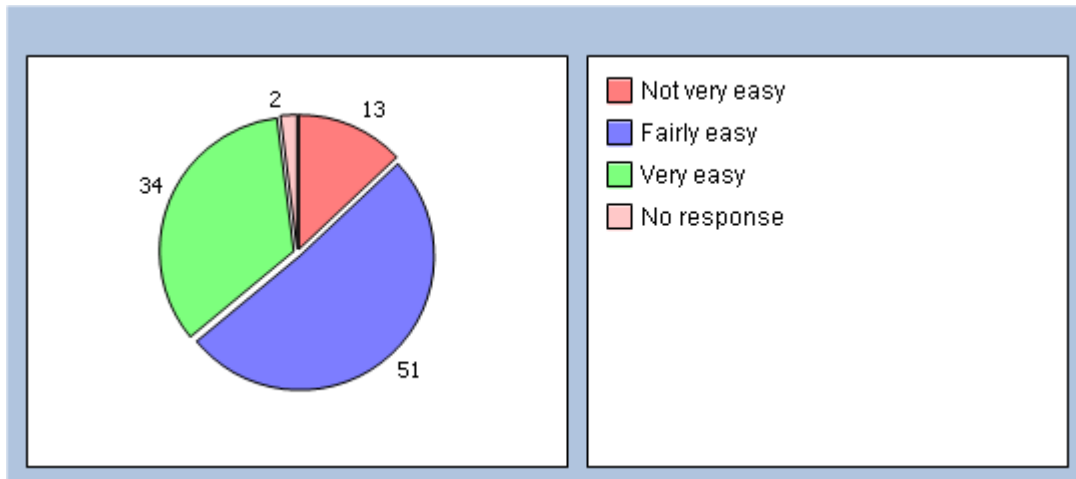
**1: How easy was it to get an appointment for the time you wanted?**

Not very easy 13%

Fairly easy 51%

Very easy 34%

No response 2%



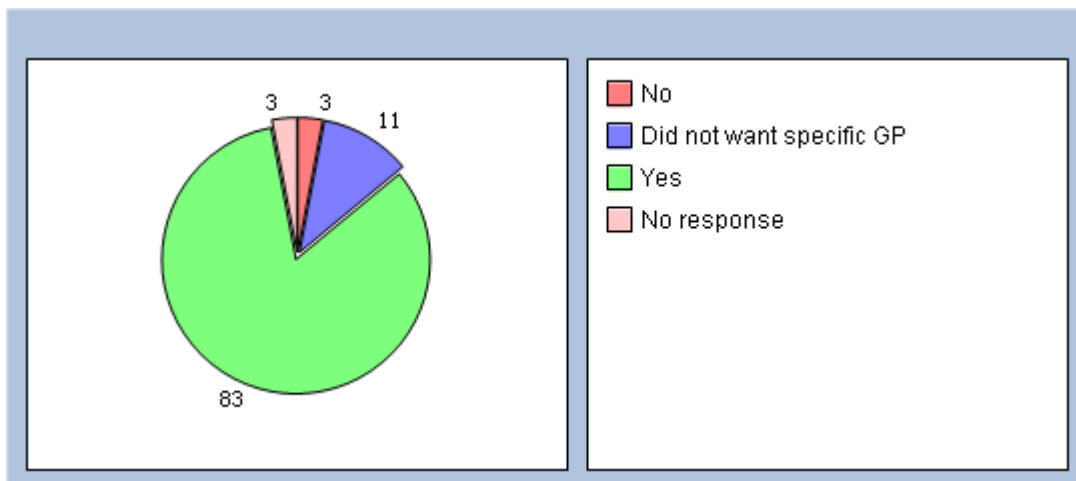
**Q2: Were you able to see the GP you wanted to see?**

No 3%

Did not want specific GP 11%

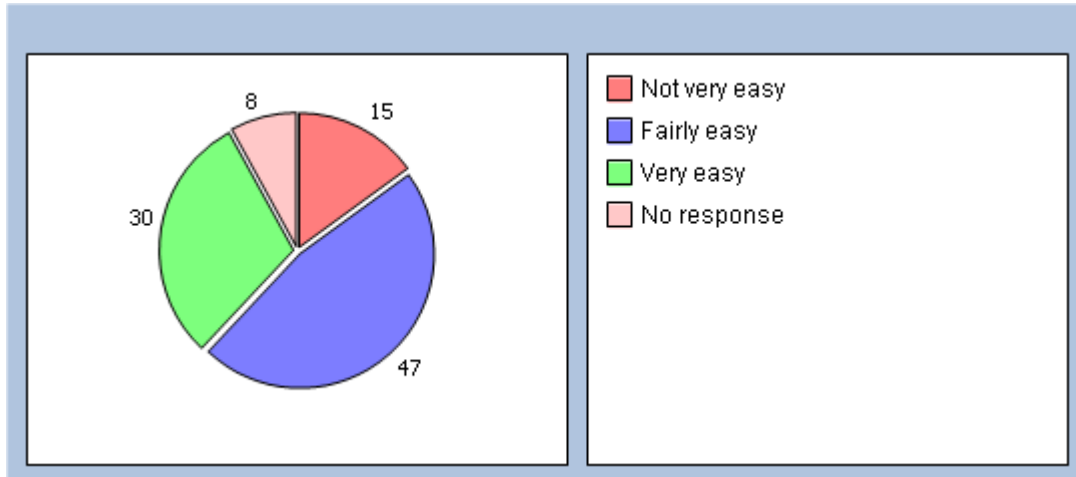
Yes 83%

No response 3%



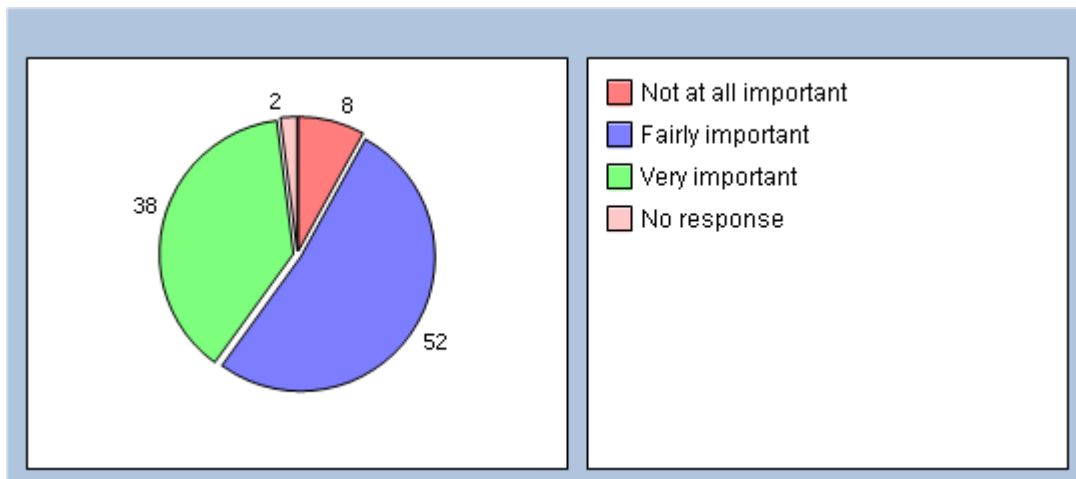
**Q3: How easy was it to get an appointment with the GP you wanted to see?**

Not very easy 15%  
Fairly easy 47%  
Very easy 30%  
No response 8%



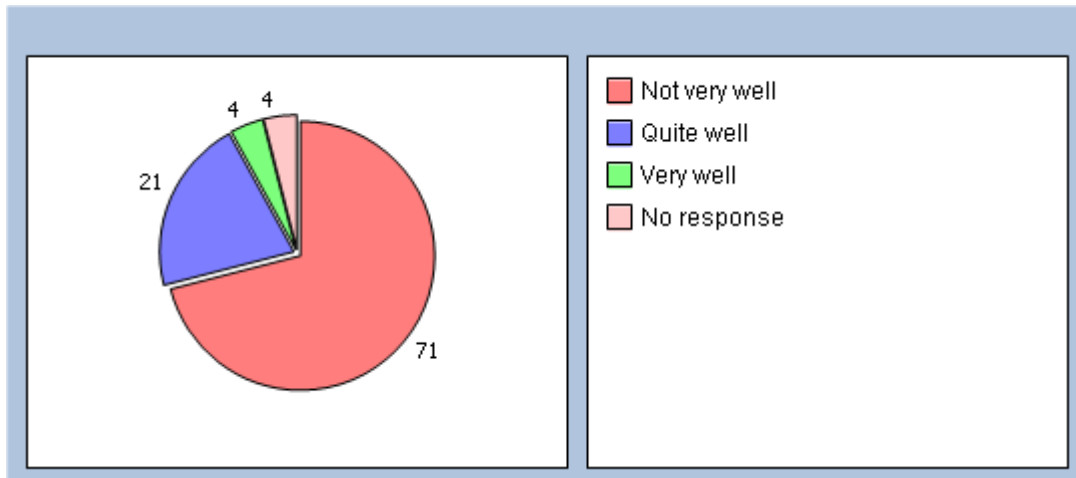
**Q4: How important is it to you that you see a specific GP when coming to this practice?**

Prefer not to say 0%  
Not at all important 8%  
Fairly important 52%  
Very important 38%  
No response 2%



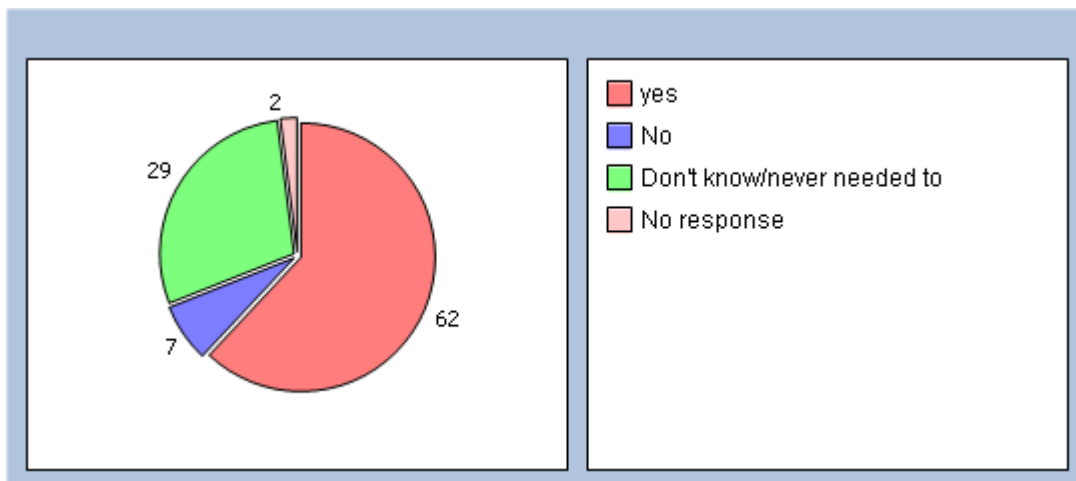
**Q5: How well do you know which days of the week your GP is available?**

Not very well 71%  
Quite well 21%  
Very well 4%  
No response 4%



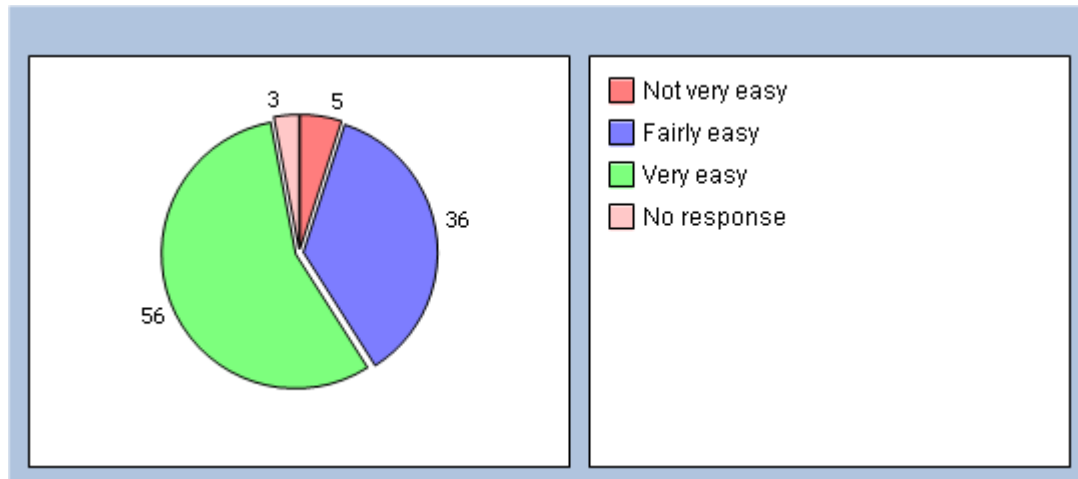
**Q6: If you need to see a GP urgently, can you normally be seen on the same day?**

Yes 62%  
No 7%  
Don't know/never needed to 29%  
No response 2%



**Q7: How easy is it to book ahead in the practice**

Not very easy 5%  
Fairly easy 36%  
Very easy 56%  
No response 3%



**Q8: How do you normally book your appointments at the practice? Please tick all the boxes that apply**

In Person 28%  
By telephone 94%  
Another method - please specify 0%

**Q9: Which of the following methods would you prefer to use to book appointments at the practice? Please tick all boxes that apply**

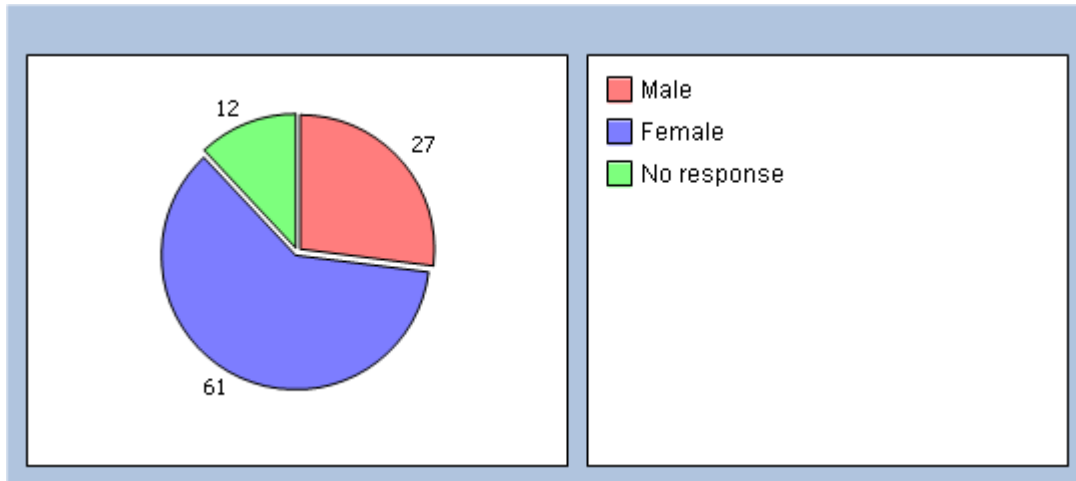
In person 29%  
By telephone 90%  
Online 24%  
Another method - please specify 0%

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**To help us analyse your answers please tell us a few things about yourself:**

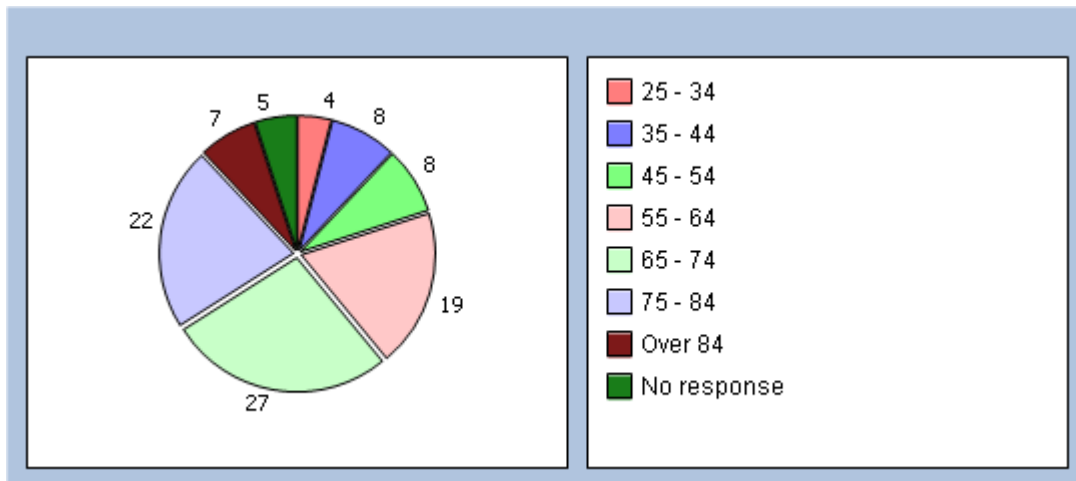
**Are you male or female?**

Male 27%  
Female 61%  
No response 12%



**What age are you?**

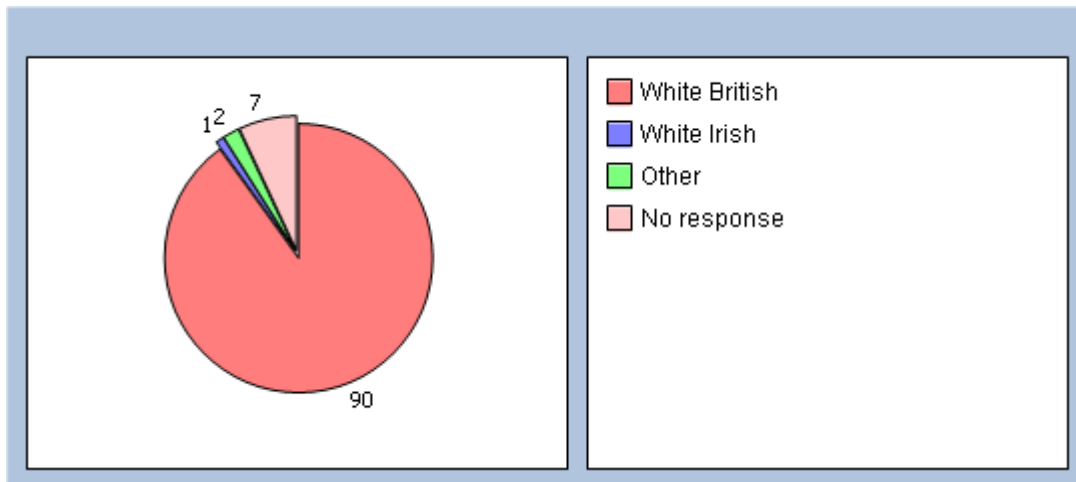
- Under 16 0%
- 17 - 24 0%
- 25 - 34 4%
- 35 - 44 8%
- 45 - 54 8%
- 55 - 64 19%
- 65 - 74 27%
- 75 - 84 22%
- Over 84 7%
- No response 5%



**What is the ethnic background with which you most identify?**

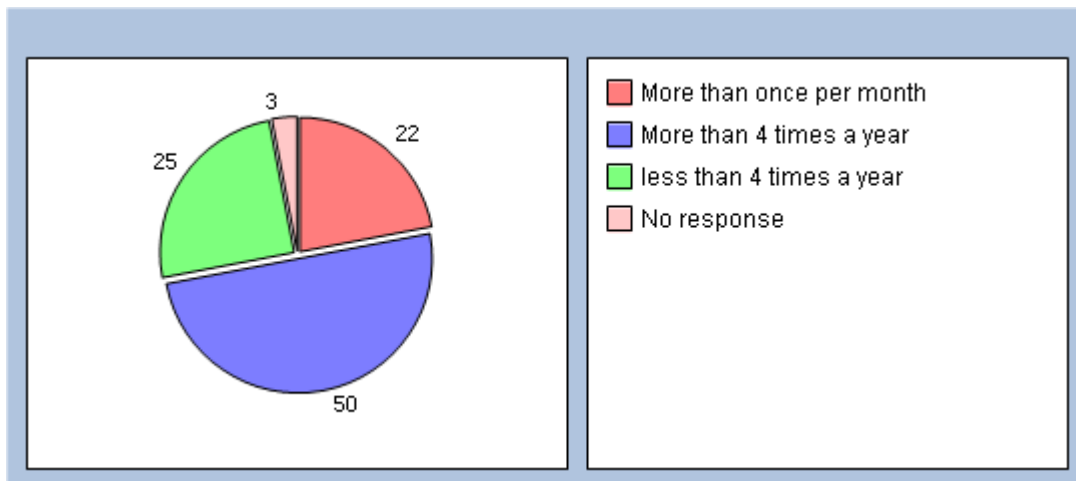
- White British 90%
- White Irish 1%
- Mixed White & Black Caribbean 0%
- Mixed White & Black African 0%
- Mixed White & Black Asian 0%
- Indian 0%
- Pakistani 0%
- Bangladeshi 0%
- Black Caribbean 0%

Black African 0%  
 Chinese 0%  
 Other 2%  
 No response 7%



**How would you describe how often you come to the practice?**

More than once per week 0%  
 More than once per month 22%  
 More than 4 times a year 50%  
 less than 4 times a year 25%  
 No response 3%



Many thanks for your time in answering the questions on this survey.

**Results**

Once the survey was completed the patient reference group was contacted to say that the results were available to view on the website. The group then had the opportunity to comment on the results, during January 2013, prior to publication of the main report on the website for all users to view in February 2013.

Overall the results were seen as very positive and we received some very complimentary comments from the group. Many expressed their appreciation that we do not operate a “book on the day” policy, as this was viewed as obstructive by many, making it difficult to see the same doctor and build up relationships and continuity of care. It was noted that a significant number of survey respondents did not know what days of the week their GP was available. To address this, information on availability has been added to the website under the individual pieces of information about the GPs, which highlights which days they work in the practice. A piece has also been inserted in the practice leaflet. In due course it is hoped to put some information on the patient information screen in the downstairs waiting area. We are just waiting for a software upgrade and some training. On line booking of appointments is something that 25% of respondents would like, along with other booking methods, with “by telephone” being by far the most popular. This is something we will be considering.

Regarding the demographic of the respondents it was noted that this was primarily white British, female and over 55. The fact that the older population is over represented is in line with the patient demographic. Of 23 practices in the Norwich City area we have the highest percentage of over 65s. Previous experience also seems to show that females tend to participate more in surveys than their male counterparts. It was noted that men tended to complete the survey on line and it may be that women attend the surgery in person more than men, so would have seen and had access to the paper copies to complete. It was noted that 5% of respondents felt that it was not very easy to book ahead for appointments. We do have the appointment books available 4-6 weeks in advance so this should not be a problem. Allowing bookings further ahead than 6 weeks can increase the incidents of people not turning up for their appointments as they have been forgotten, due to the time that has elapsed since booking.

Generally the feedback from the group was that the survey was worth doing and the results overall reflected their experiences of the practice and its appointment system. Whilst never complacent, the practice is pleased with the survey results and will endeavour to maintain a robust appointment booking system that can accommodate patients needs as much as possible.

Finally, thank you to all the members of the virtual patient participation group. They have been invaluable in providing feedback on the survey, both its initial construction and subsequent results. We plan to continue with patient surveys during the year and will no doubt be calling on their help once again!

February 2013



### **Additional useful information**

The practice opening hours are Monday 8.30 am – 7.30 pm (telephone lines open until 6.30 pm) and Tuesday to Friday 8.30 am – 6.00 pm. On a Monday evening between 6.00 pm – 7.30 pm appointments are available with two GPs as part of the practice arrangements under the extended hours access scheme. 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 and 6.30 pm to 8.00 am Monday morning 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 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.**