



BIRCHWOOD MEDICAL PRACTICE

**The Health Centre
Kings Road
Horley
Surrey, RH6 7DG**

PATIENT SURVEY - OCTOBER 2013 Abridged Report

Contents:-

| | |
|---------------------|--|
| Page 1. | Introduction |
| Page 1. | Survey process |
| Page 2. | Conclusions and Key Results for further consideration |
| Pages 3 – 9. | Questionnaire with completed statistics |

PLEASE NOTE.

The complete Final Report, including Appendices A – G listing Patients' open-ended comments, can be obtained by contacting the Patient Group at birchwoodpatientgroup@gmail.com

Introduction

Among the current commitments for GP practices there is a requirement to communicate with patients and ensure that their reasonable expectations for primary medical services are being met. One method of achieving this is to carry out Patient Surveys and these can be done in various ways although the Care Quality Commission expects that the method used will produce valid and meaningful results.

At Birchwood, the last survey carried out used a professional survey, GPAQ Version 3, which was developed at the University of Cambridge and marketed by Patient Dynamics, a research company specialising in patient experience and approved by the NHS.

When the Birchwood Patients Support Group (PSG) studied the results of the GPAQ survey it was felt that it was not sufficiently relevant to Birchwood's particular services and procedures. It therefore failed to give patients a real opportunity to adequately indicate their opinions and consequently the results failed to give the PSG and GPs an accurate indication of where changes or improvements were needed.

It was agreed that the PSG would take on the responsibility for designing and carrying out the next patient Survey and this was done during October and, following discussion with the practice GPs, this report has been produced. There is no doubt that it represents a good example of patient involvement and cost saving and hopefully it will prove to be effective.

The Survey Process

A questionnaire was devised by a working group drawn from the PSG and discussed and agreed with Dr. Vijaykumar and Mrs. Stella Price. Past surveys have been hampered by the difficulty of obtaining sufficient completed questionnaires to make the results credible, the GPAQ survey was based on only 128.

With the register of patients exceeding 14,000 it was considered necessary to make a special effort to achieve a higher figure by targeting the patients attending the Flu Vaccination sessions. Several members of the PSG attended these sessions during October and personally approached patients with the questionnaires. This proved to be a worthwhile exercise because 351 completed questionnaires were collected to provide the input for the report, representing approximately 2.5% of the registered patients.

Three members of the PSG undertook to share the processing of the questionnaires by constructing a spreadsheet on which to input and summarise the results, write up the open-ended comments which form an important part of the patient feedback and compile a draft report for discussion with the practice GPs and management. This report is the agreed result of those discussions.

Independently designed, implemented and analysed by the Birchwood Support Group – Patient Survey 2014.

Conclusions and Key Results for Further Consideration

It is appropriate to highlight some of the most significant issues revealed by the survey and to identify those that the GPs, practice management, and the PSG believe deserve further consideration. Also, it is an opportunity to set out some goals against which to measure the success of any action taken to address these issues.

The most positive result is Q.20 which shows that 93% of the patients would recommend Birchwood to a friend or family member. Much importance is given to the “friends and family” test as a top level measure of satisfaction with the NHS and any score above 90% must be welcome.

At Q.9, Q.10 and Q.11, results show that the treatment by Birchwood’s GPs and nurses is shown to be mostly good to excellent with only 3%, 2% and 3% respectively being poor or very poor. The patients’ open-ended comments are included in the Appendices to the report because the NHS culture is now one of openness and honesty and it is important that patients (especially those who have recorded these comments) see that their views are taken seriously. They do also help to reveal underlying issues for consideration.

The results at Q.15, Q.16 and Q.17 show that a significant majority of the patients have not looked at the Birchwood website, seen any newsletters or attended any of the educational events. Also, at Q.18 very few have registered their email address with the practice so some work in these areas could bring benefits from improved and more efficient contact with patients. A comparison between responses at Q.12 and Q.19 shows that only 7% of the patients use the online system for repeat prescriptions but 59% of patients would like an online appointment booking system.

The biggest cause for concern is the result at Q.4 showing 41% dissatisfaction with the 0844 8151990 telephone system. The open-ended comments here are very useful in highlighting that the dissatisfaction is mainly based on the cost, exacerbated by the waiting time, and the consequent experience that, once through, all available appointments (either for the day or the preferred GP) have gone. There are some comments questioning the validity of such charges and it will be advisable to check the official NHS England view on this.

There are, on average, 820 GP appointments available every week of which 200 are pre-bookable up to 2 weeks in advance (i.e. 7 per GP per day). In addition, on Monday mornings, there are 20 extended-hours appointments and, all day every day, a duty doctor is available to deal with urgent cases. All appointments with nurses for blood tests and clinics are pre-bookable up to 8 weeks ahead. With this level of availability it is surprising to see there is such a problem.

It may simply be caused by a lack of awareness by the majority of patients about the number and pattern of appointments that are available; made worse by an ingrained and widely-held belief that the only option is to call at 8.30am. This has the effect of creating a bottle-neck because patients seeking all types of appointment are phoning at the same time and inevitably the waiting time is long and the cost becomes an issue.

Independently designed, implemented and analysed by the Birchwood Support Group – Patient Survey 2014.

Patient Survey Results – October 2013

Section A - Appointments

During the last 6 months how many times have you:-

- Q.1 Had an appointment with a GP at the practice?
 Q.2 Had a telephone consultation where you have requested a GP to call you?
 Q.3 Had an appointment to see a nurse or have a blood test or other treatment?

| | Q1. GP Appt at the practice | | Q2. GP Phone consultation | | Q3. Nurse treatment | |
|--------------------|--------------------------------|-----|------------------------------|-----|------------------------|-----|
| | No. of responses | % | No. of responses | % | No. of responses | % |
| None | 48 | 14 | 258 | 74 | 98 | 28 |
| 1 – 3 | 211 | 60 | 82 | 24 | 209 | 60 |
| 4 – 6 | 65 | 19 | 4 | 1 | 17 | 5 |
| More than 6 | 25 | 7 | 2 | 1 | 23 | 7 |
| | ----- | | ----- | | ----- | |
| | 349 | 100 | 346 | 100 | 347 | 100 |
| | ----- | | ----- | | ----- | |

Appointments are usually arranged either in person at reception or by telephone

- Q.4 If you have phoned using 0844 8151990 did you find this satisfactory?

| | No. of responses | % |
|------------|---------------------|-----|
| Yes | 193 | 59 |
| No | 132 | 41 |
| | ----- | |
| | 325 | 100 |
| | ----- | |

If your answer was **No**, what is the main reason. The patients' responses are listed in Appendix A

Pre-booked and Urgent Appointments

Q.5 How many of the appointments in Q.1 were pre-booked up to two weeks in advance?

Q.6 How many of the appointments in Q.1 were urgent ones booked on the day?

| | Q.5 Pre-booked | | Q.6 Booked on the day | |
|--------------------|-----------------------|-----|------------------------------|-----|
| | No. of responses | % | No. of responses | % |
| None | 192 | 57 | 192 | 58 |
| 1 – 3 | 132 | 39 | 118 | 36 |
| 4 – 6 | 10 | 3 | 17 | 5 |
| More than 6 | 2 | 1 | 3 | 1 |
| | ----- | | ----- | |
| | 336 | 100 | 330 | 100 |
| | ----- | | ----- | |

Thinking about your last appointment with a GP:-

Q.7 Was it the GP you prefer to see?

Q.8 Did you get an appointment on the day you wanted?

| | Q.7 Preferred GP | | Q.8 Preferred Day | |
|------------|-------------------------|-----|--------------------------|-----|
| | No. of Responses | % | No. of responses | % |
| Yes | 225 | 73 | 267 | 81 |
| No | 83 | 27 | 61 | 19 |
| | ----- | | ----- | |
| | 308 | 100 | 328 | 100 |
| | ----- | | ----- | |

Q.9 How would you describe the way the GP dealt with your problem or concerns?

| | No. of Responses | % |
|---------------------|------------------|-----|
| Excellent | 85 | 25 |
| Very Good | 123 | 37 |
| Good | 76 | 23 |
| Satisfactory | 39 | 12 |
| Poor | 7 | 2 |
| Very Poor | 4 | 1 |
| | ----- | |
| | 334 | 100 |
| | ----- | |

If you circled **Poor** or **Very Poor**, what is the main reason? The patients' responses are listed in Appendix B

Thinking about your last appointment with a nurse for treatment, or for a blood test

Q.10 How would you describe the way you were treated?

| | No. of Responses | % |
|---------------------|---------------------|-----|
| Excellent | 107 | 34 |
| Very Good | 128 | 41 |
| Good | 57 | 18 |
| Satisfactory | 15 | 5 |
| Poor | 6 | 2 |
| Very Poor | 1 | 0 |
| | ----- | |
| | 314 | 100 |
| | ----- | |

If you circled **Poor** or **Very Poor**, what is the main reason. The patients' responses are listed in Appendix C.

Thinking about your last telephone appointment

Q.11 How would you describe the way it met your need for advice or reassurance?

| | No. of responses | % |
|---------------------|---------------------|-----|
| Excellent | 46 | 19 |
| Very Good | 71 | 29 |
| Good | 70 | 29 |
| Satisfactory | 47 | 20 |
| Poor | 5 | 2 |
| Very Poor | 2 | 1 |
| | ----- | |
| | 241 | 100 |
| | ----- | |

If you circled **Poor** or **Very Poor**, what is the main reason? The patients' responses are listed in Appendix D.

Section B - Repeat Prescriptions

The practice recently introduced an online facility for ordering repeat prescriptions.

Q.12 If your treatment involves repeat prescriptions how do you deal with them?

| | No. of Responses | % |
|--------------------------------------|---------------------|-----|
| Birchwood's Online system | 20 | 7 |
| Hand in at reception | 158 | 54 |
| Pharmacy regular order system | 102 | 35 |
| Other means | 12 | 4 |
| | ----- | |
| | 292 | 100 |
| | ----- | |

Section C- Out of Hours Service

A new National, Out of Hours service was introduced earlier this year on telephone number 111 for when the need is not urgent enough to dial 999. It replaced the previous NHS Direct service.

Q.13 Have you used this 111 service?

| | No. of responses | % |
|------------|---------------------|-----|
| Yes | 33 | 10 |
| No | 298 | 90 |
| | ----- | |
| | 331 | 100 |
| | ----- | |

Q.14 If you have used it what did you think of the service and how it met your need?

| | No. of responses | % |
|---------------------|---------------------|-----|
| Excellent | 3 | 10 |
| Very Good | 5 | 16 |
| Good | 6 | 19 |
| Satisfactory | 11 | 35 |
| Poor | 3 | 10 |
| Very Poor | 3 | 10 |
| | ----- | |
| | 31 | 100 |
| | ----- | |

If you circled **Poor** or **Very Poor**, what is the main reason? The patients' responses are listed in Appendix E.

Section D - Communication with Patients

The practice has a website (www.birchwoodmedicalpractice.co.uk) which provides information on the services available and news of the latest developments.

The website also includes a section on the Patient Support Group which meets regularly with senior GPs and practice management to obtain the “patient’s view” on all matters relating to the medical services provided. It also holds educational events for patients and produces periodic newsletters to keep patients informed of current events and issues.

Q.15 Have you looked at the website?

Q.16 Have you seen any of the newsletters?

Q.17 Have you attended any of the educational events?

| | Q.15 Looked at the Website? | | Q.16 Seen any Newsletters? | | Q.17 Attended any Educational events? | |
|------------|-----------------------------|-----|----------------------------|-----|---------------------------------------|-----|
| | No. of responses | % | No. of responses | % | No. of responses | % |
| Yes | 66 | 20 | 33 | 10 | 19 | 6 |
| No | 263 | 80 | 293 | 90 | 309 | 94 |
| | ----- | | ----- | | ----- | |
| | 329 | 100 | 326 | 100 | 328 | 100 |
| | ----- | | ----- | | ----- | |

Q.18 Have you registered your email address at reception?

Q.19 Would you like an online booking appointment service?

| | Q.18 Registered Your email? | | Q.19 Like online Appointment booking? | |
|------------|-----------------------------|-----|---------------------------------------|-----|
| | No. of responses | % | No. of responses | % |
| Yes | 39 | 12 | 189 | 59 |
| No | 283 | 88 | 132 | 41 |
| | ----- | | ----- | |
| | 322 | 100 | 321 | 100 |
| | ----- | | ----- | |

Section E - Your view of Birchwood Medical Practice

Q.20 Would you recommend Birchwood Medical Practice to a friend or family member?
(Part 1)

| | No. of responses | % |
|------------|------------------|-----|
| Yes | 292 | 93 |
| No | 22 | 7 |
| | ----- | |
| | 314 | 100 |
| | ----- | |

If your answer was **No** what is the main reason? The patients' responses are listed in Appendix F.

Section E - Your view of Birchwood Medical Practice (Continued)

Q.20 If there are one or two changes or additional facilities that you feel would improve
(Part 2) the service that Birchwood offers please describe them here.

The patients' responses are listed in Appendix G.

Section F - About you.

Q.21 How long have you been a patient of Birchwood Medical Practice?

Q.24 How old are you?

| Q.21 How many years a Birchwood patient? | | | Q.24 How old are you? | | |
|--|------------------|-----|-----------------------|------------------|-----|
| | No. of responses | % | | No. of responses | % |
| Less than a year | 20 | 6 | Under 16 | 2 | 1 |
| 1 – 5 years | 56 | 17 | 16 - 44 | 103 | 30 |
| 5 – 10 years | 47 | 14 | 45 - 64 | 84 | 24 |
| More than 10 years | 212 | 63 | 65 - 74 | 95 | 28 |
| | ----- | | Over 75 | 59 | 17 |
| | 335 | 100 | | ----- | |
| | ----- | | | 343 | 100 |
| | | | | ----- | |

Section F - About you. (Continued)

Independently designed, implemented and analysed by the Birchwood Support Group – Patient Survey 2014.

Q.22 Are you Male or Female?

Q.23 Are you disabled?

Q.25 Do you suffer from a long-term health condition?

| Q.22 Are you Male or Female | | | Q.23 Are you Disabled | | | Q.25 Do you suffer from a long-term health condition | | |
|------------------------------------|------------------|-----|------------------------------|------------------|-----|---|------------------|-----|
| | No. of responses | % | | No. of responses | % | | No. of responses | % |
| Male | 127 | 36 | Yes | 29 | 10 | Yes | 195 | 59 |
| Female | 222 | 64 | No | 272 | 90 | No | 138 | 41 |
| ----- | | | ----- | | | ----- | | |
| | 349 | 100 | | 301 | 100 | | 333 | 100 |
| ----- | | | ----- | | | ----- | | |

| Q.26 What is your ethnic group? | No. of responses | % |
|---------------------------------|------------------|-------|
| White | 311 | 91 |
| Black or Black British | 6 | 2 |
| Asian or Asian British | 16 | 5 |
| Mixed | 4 | 1 |
| Chinese | 3 | 1 |
| Other Ethnic Group | 1 | 0 |
| | ----- | ----- |
| | 341 | 100 |
| | ----- | ----- |

| Q.27 Which of the following best describes your status? | No. of responses | % |
|---|------------------|-------|
| Retired | 167 | 48 |
| Employed | 116 | 33 |
| Self-Employed | 23 | 6 |
| In full-time education | 9 | 3 |
| Unemployed seeking work | 9 | 3 |
| Unemployed long-term sick | 5 | 1 |
| Looking after home and family or full-time carer | 20 | 6 |
| Other | 2 | 0 |
| | ----- | ----- |
| | 351 | 100 |
| | ----- | ----- |

..... End of Abridged Report.....