

Dr E. Vijaykumar
 Dr S.Nelstrop
 Dr R. Baur
 Dr T. Prageshan

BIRCHWOOD MEDICAL PRACTICE
THE HEALTH CENTRE
KINGS ROAD
HORLEY
SURREY
RH6 7DG

Tel: 0844 815 1990
 Fax: 0844 815 1991

Christine Earwaker
 Executive Manager

Patient Survey – Agreed Actions

February 2014

Practice Profile

Birchwood Medical Practice is a 4 partner practice. We are also a training practice. We have a team comprising a Practice Manager, an Operational Manager, 6 salaried doctors, 5 nurses, a Nurse Practitioner and 13 administrative staff.

Birchwood Medical Practice has 14,646 patients and is located in Horley Town approximately 2 miles from Gatwick airport.

Our practice Profile:

Parent Population: All Currently Registered Patients												
Last Run: 03-Feb-2014				Relative Date: 03-Feb-2014								
Patient Count				Males				Females				
14646				7314				7332				
	Age▶	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender▼												
Female		866	632	906	1095	1014	934	835	568	369	110	3
Male		956	622	845	1149	1160	1021	831	461	224	45	0

We have a wide diversity of patients from different ethnic backgrounds. There are two large care homes for the elderly in Horley which are looked after by Birchwood Medical Practice. There are also many specialist units for the under 60s in Horley for patients who need to be looked after in a residential setting. There is a large quota of Bed and Breakfast residences and homeless residences in Horley. Due to the proximity of Gatwick Airport, we experience a 10-12% patient turnover which is outside the norm of most local practices.



Birchwood Medical Practice is open from 8.30am to 6.30pm, Monday to Friday. We offer Pre bookable (only) late appointments on Monday evening until 8.00pm and Saturday morning (8.00am to 11.00am) to enable patients (particularly workers / students) to access appointments outside our core hours.

Birchwood Support Group

The patient participation group called the Birchwood Support Group has been in existence since September 2010. The group, at the present time, has approximately 25 members comprising patients from different ages, sexes, and ethnicities. We feel we have a Group which represents some of the diversity we need but the Group are aware how important it is to have a wide and a diverse group as we can to encourage involvement from the whole of the patient population in Horley.

The practice also collects the email addresses of patients who are interested in being a part of the virtual group, when they attend the educational meetings. The minutes/newsletters/posters are communicated to them via this email which is birchwoodsupportgroup@gmail.com

Patient Survey 2014

At Birchwood the last survey carried out in 2013 used an external organisation, 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 for the year 2014 and this was done during October 2013 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 2014

A questionnaire was devised by a working group drawn from the PSG and discussed and agreed with Dr. Vijaykumar (Senior Partner) and Mrs. Stella Price (Asst. Manager). 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.

Meeting with Patient Group representatives to discuss survey results

The Chair and Vice Chair and CCG representative of the Patient Support Group invited the Senior Partner and Management to discuss the results of the survey and agree on actions. The results of the survey were distributed to the Invitees by the Patient Group.

The meeting was held on 31.1.2014 with the following present:

Mr Jack Costelloe – Chair of Patient Group

Mrs Liz James – Vice Chair of Patient Group

Mr Richard Willcox – Patient Group Representative on the Patient Reference Group for the NHS East Surrey Clinical Commissioning Group (CCG).

Mrs Sue Adcock – Operational Manager

Dr Elango Vijaykumar – Senior Partner

Dr Vijaykumar and Mrs Adcock thanked the Patient Support Group for the enormous amount of work in designing and carrying out the survey and explained that they were very pleased with some aspects of the survey result and explained the commitment of the practice to work on areas that needed improvement.

Please see the Survey results on the website:

After robust discussion, it was agreed that the two areas where an improvement could be made were:

- 1. Telephone system**
- 2. Appointment system**

1. Telephone system

The patients felt the problem with the telephone system is the '0844' number. The survey results showed huge amount of dissatisfaction with the number.

2. Appointment system

The survey showed dissatisfaction with the pre-bookable appointments.

The other main area regarding appointments was about the online facility. Discussions included



availability of nurses' appointments and specialist clinics such as smear and diabetic clinics bookable on-online.

After further discussion, it was agreed that the practice could make improvements to the current status regarding appointments. We all agreed that the practice has worked with the Patient Support Group over the last year regarding the availability of pre-bookable appointments and there is a wide range of pre-bookable appointments currently being offered. This does however mean there still is a perception about availability.

So the following were the agreed action points:

Telephone system

- The practice agreed that this is a priority and will now look at providers to change the '0844' number to a local 01293 number.
- The practice will commit to doing this before the end of 2014.
- The practice will invite members of the Birchwood Patient Support Group to support the practice in the decision about a new system.
- The priority will be to look and improve on the features of the current system while ensuring that there is a safe transfer with minimum or no disruption to the service.

Appointment system

- The practice commits to a review of the current appointment system.
- Pre bookable
 - The practice to review the current pre-bookable appointment arrangements and then to plan for change and offer a variety of booked appointments such as pre bookable 2 days prior.
- Online booking
 - The practice to review, at the earliest, the feasibility of an online appointment booking facility and to develop this with the Patient Support Group.
- Education
 - Staff ensure they have appropriate information regarding the pre-bookable appointments
 - Patient – newsletters and the survey results to be posted online.



Conclusions and Key Results for Further Consideration (extract from the results)

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.

The Patient Group and the Practice felt that 93% was an excellent report and it is huge credit to the extremely hard working doctors, nurses and staff.

