

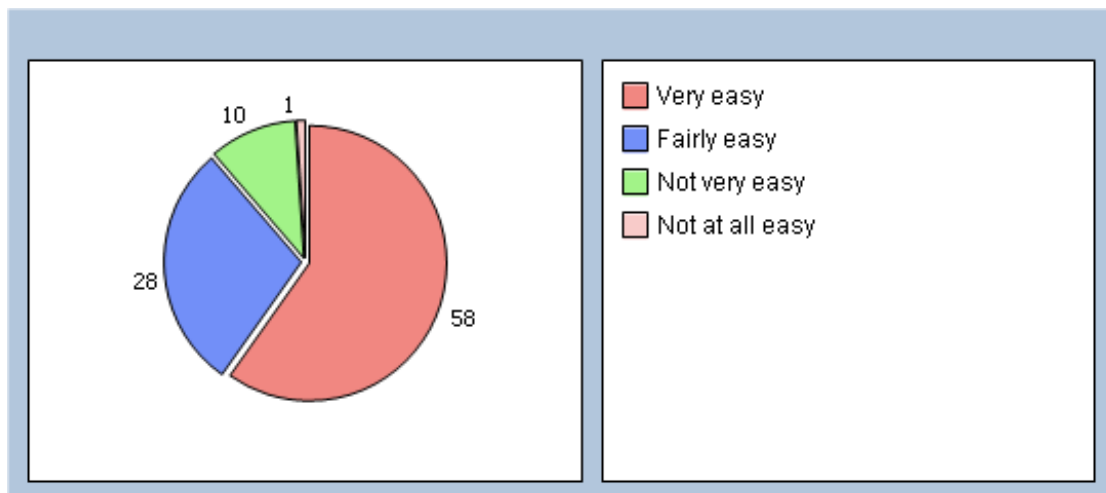
Symons Medical Centre 2014 Survey Report and Patient Participation Group March 2014 Update

The results of the 2014 patient survey report are presented here with commentary and reference to last year's report where appropriate. Report comments are in red.

Domain 1: The Surgery

How easy is it to get into the building at the surgery ?

Very easy **58%**
Fairly easy **28%**
Not very easy **10%**
Not at all easy **1%**

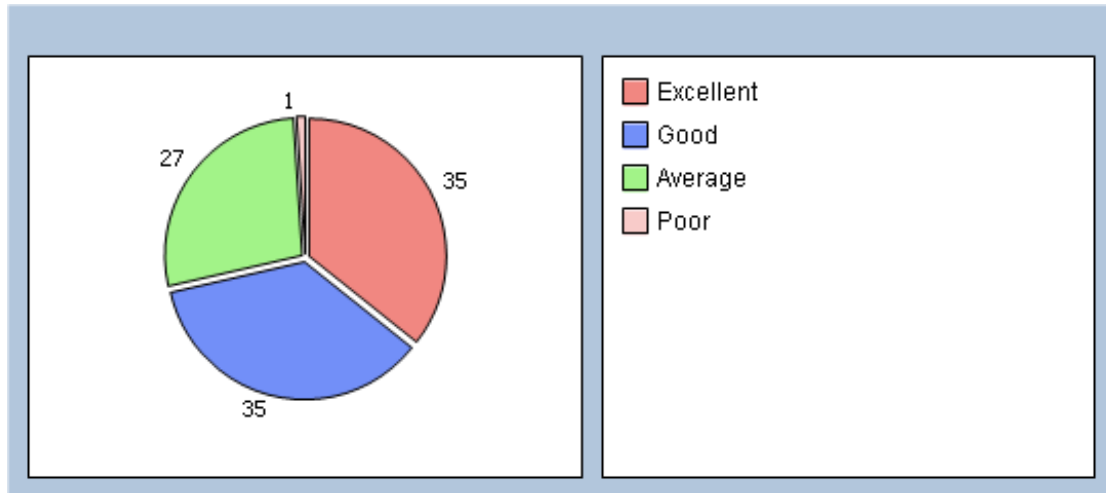


This result was slightly surprising to us as physical access arrangements to the surgery have not changed – last year 75% of patients (in contrast to 58% this year) found access to be very easy. Since last year a buzzer for disabled access has been added to the front entrance and a parking space reserved for disabled patients has also been added. This result will be further reviewed during PPG meetings (there is some representation from disabled patients) to ensure that no particular new issues have arisen. We may alter next year's survey to ask for more granularity in this response.

How do you find the general appearance of the surgery?

Excellent **35%**
Good **35%**
Average **27%**
Below Average **0%**

Poor **1%**



The results from this year are broadly comparable to last year (70% v 79% rated as 'excellent' or 'good' with fewer responses citing 'below average'. We intend to continue to maintain and enhance the appearance of the surgery as funds allow.

Which area(s) of the surgery (if any) do you think need re-decorating or updating the most? (tick all that apply)

- Reception **12%**
- Waiting Room **1%**
- Consulting Areas (eg Doctors' Rooms) **5%**
- None - It's Fine **61%**
- Other (please specify) **12%**

Patient Comments

>> Better things to spend money on <<

>> dont go to look at the decoratring <<

>> Front porch could do with a bit of tidy up <<

>> irrelevant <<

>> ITS a public building where is the money to make it state of the art! i'd rather have money spent on people <<

>> Ladies toilet <<

>> Not bad! <<

>> notice boards messy <<

>> Nurse rooms and toilet <<

>> Nurses rooms <<

>> toilet <<

>> toilet could do with a clean <<

>> Toilets <<

>> toilets could be re decorated <<

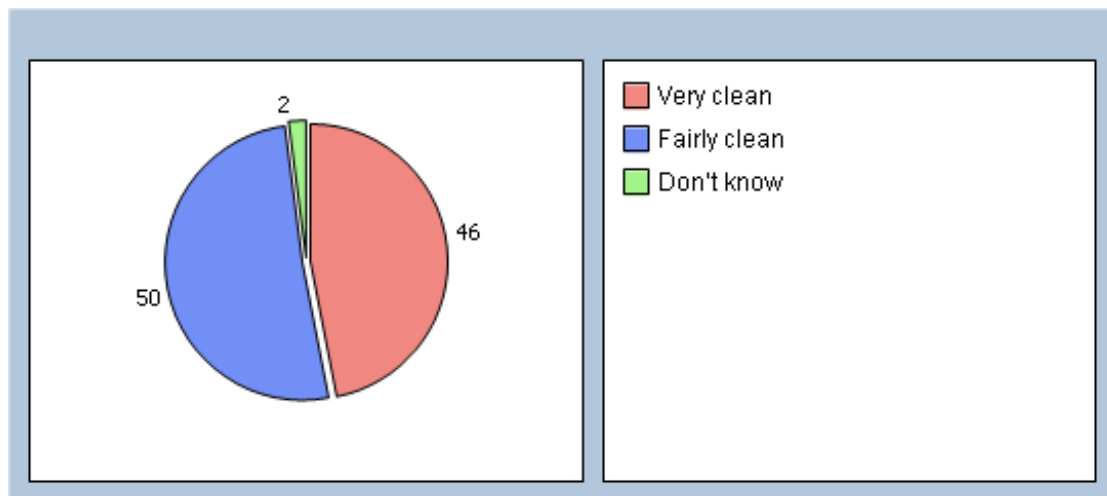
>> toilets need update <<

>> why <<

In terms of the actual survey responses, there did not appear to be any significant areas mentioned that were recurrently singled out as being deficient. Some patient facing areas of the surgery were refreshed this year (some new carpets laid / paint refreshed) and this was received well with positive comments during the year. On reviewing the free text comments there was some reference to the nursing rooms and toilets and we will assess these areas to see if any renovation is needed.

How clean is the surgery ?

Very clean **46%**
Fairly clean **50%**
Not very clean **0%**
Not at all clean **0%**
Don't know **2%**



This was reassuring as most felt that the surgery was very clean or fairly clean. We hope to maintain this standard.

Is there anything that would make your experience at the surgery more comfortable?

Patient Comments

-
- >> Comfort not top of my list of priorities when visiting doctor <<
-
- >> compared to other places <<
-
- >> don't know <<
-
- >> flowers <<
-
- >> magazines <<
-
- >> Music in the background <<
-
- >> Newspaper in waiting room <<
-
- >> NO <<
-
- >> No i am very happy with the service i receive <<
-
- >> No, quite happy <<
-
- >> peace and quiet to not have to sit in waiting room with cring chikdren <<
-
- >> softer chairs <<

>> Some background Music <<

>> changing the receptionist staff, beyond miserable and rude. Absolutely disgusting, makes going to the doctors even more of a hassle. <<

>> Tea, coffee and biscuits in the waiting room <<

>> Tropical fish tank which I think would be very relaxing watching the fish swim.
<<

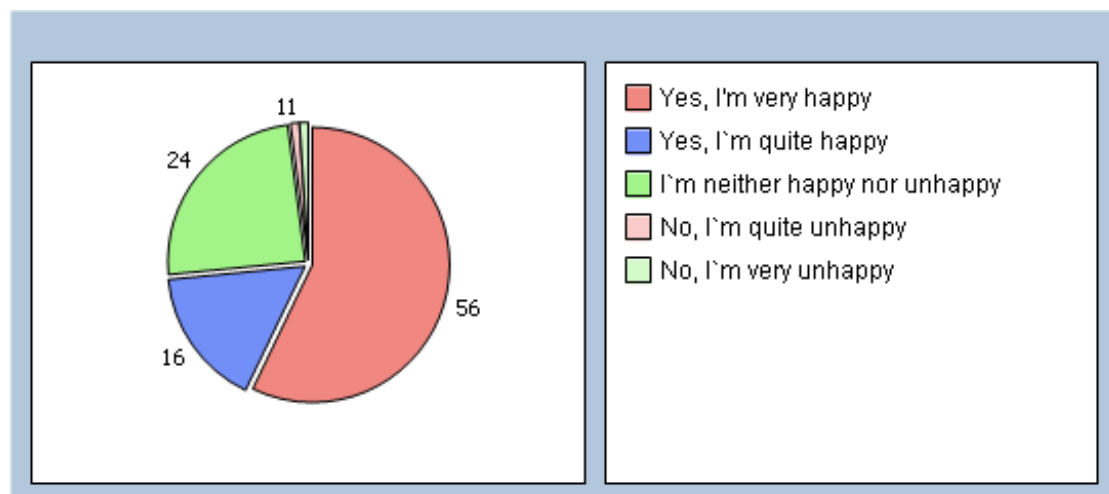
>> Water dispenser <<

This question attracted the usual colourful mixture of suggestions - we will consider the more serious ones in upcoming meetings with the PPG. Some of the suggestions were not sensible or practical in a mixed environment where groups such as children may only be partly supervised (eg tropical fish tank).

Domain 2: Our Services

Are you generally happy with the service provided by the practice?

Yes, I'm very happy **56%**
Yes, I`m quite happy **16%**
I`m neither happy nor unhappy **24%**
No, I`m quite unhappy **1%**
No, I`m very unhappy **1%**

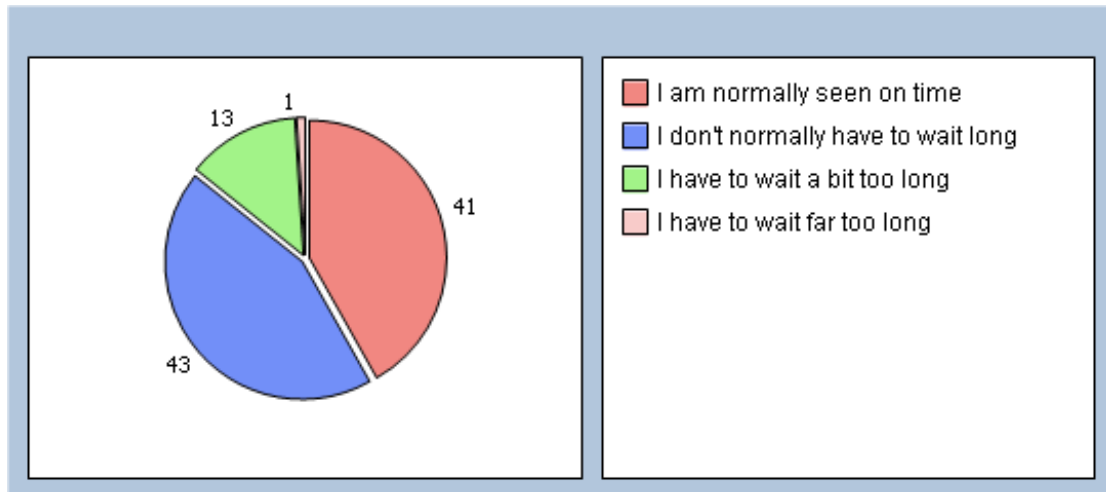


Most of those that responded seemed to be happy overall with services, although there was a shift towards "neither happy or unhappy" compared to last year. This is a little disappointing but perhaps reflects the more difficult health environment that we continue to face.

As has been mentioned in the media recently, primary care funding (as a proportion of total NHS spending) continues to fall. Demand for services is increasing despite a reducing budget and we appreciate that the surgery, like many others across the country, does become very busy at times. Despite this, we are continuing to find ways to deliver services efficiently with the limited resources that we have. We will continue to look at options for service delivery.

How long after your appointment time do you normally wait to be seen?

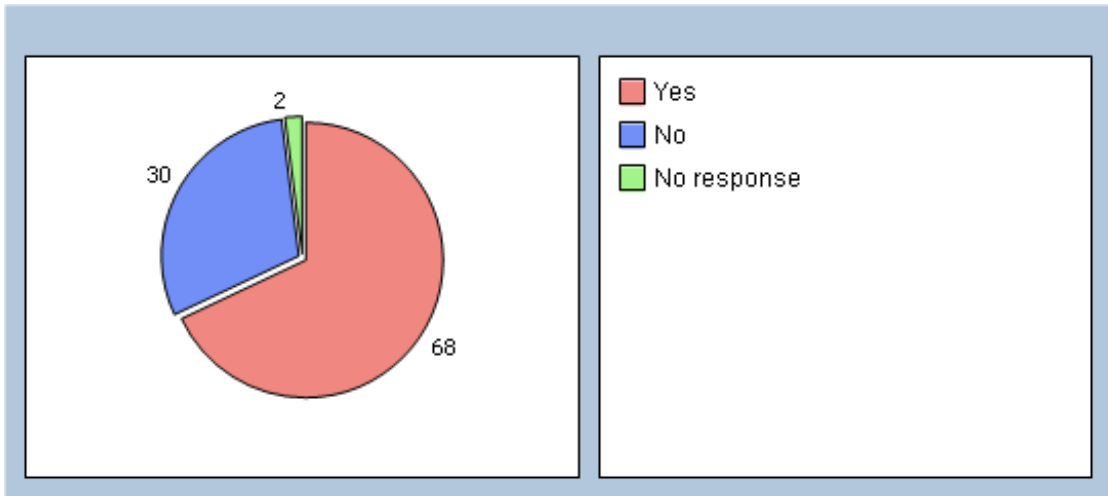
I am normally seen on time **41%**
I don't normally have to wait long **43%**
I have to wait a bit too long **13%**
I have to wait far too long **1%**



A comparable proportion of people to last year were seen on time or without having to wait too long. This is reassuring. There are many reasons that we may run late – having to deal with urgent problems (particularly those that require urgent or emergency liaison with our hospital colleagues) can easily set us behind 30 minutes or more. The increasing number of problems that we may deal with in a single ten minute consultation certainly pressurises time and there are no signs of this abating. We also run late when patients themselves have run late as this has knock-on effects to other patients with later appointment times. We understand that life is not always predictable and makes allowance for this as best we can.

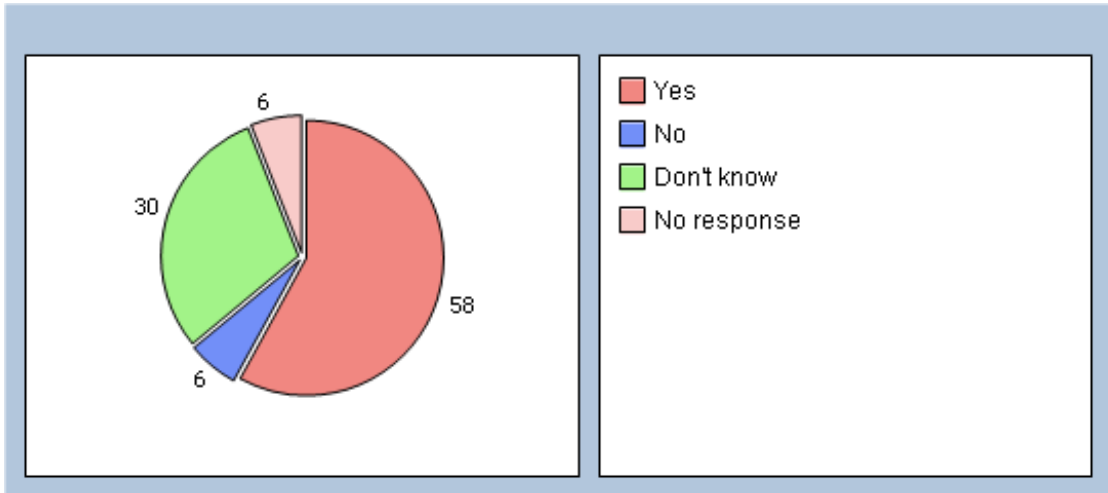
Are you aware that the practice provides pre-bookable Extended Hours consultations (starting from 7am most weekdays)?

Yes **68%**
No **30%**
No response **2%**



If you were aware of this service (Extended Hours Surgeries), do you find them a useful service?

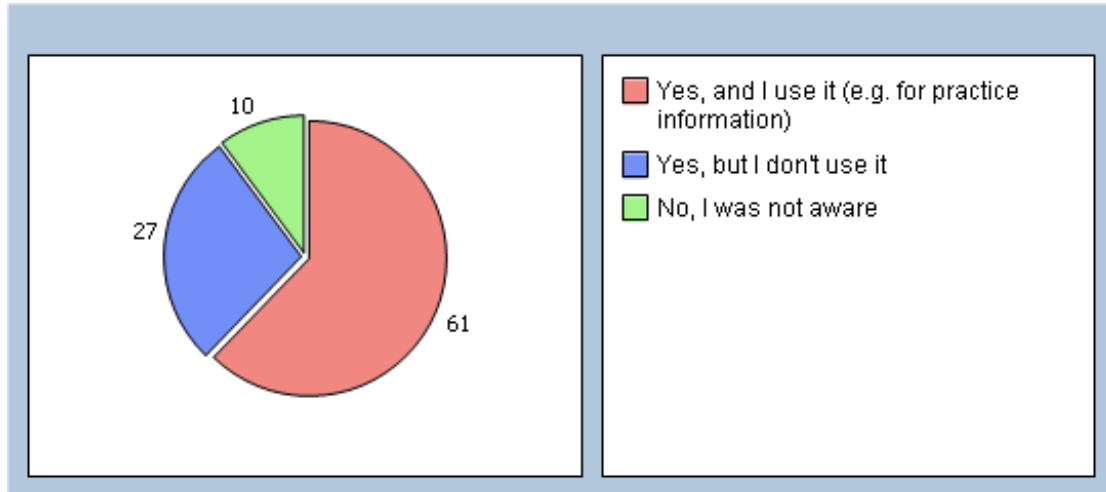
Yes **58%**
 No **6%**
 Don't know **30%**
 No response **6%**



It was good to see signs of increasing awareness (compared to last year) about the early morning / extended access surgeries that are currently in place to enhance access (particularly for those that work or may not be available during the day). The feedback is certainly that they are a useful and a well utilised service. We will continue to publicise the service and encourage people to make use of this.

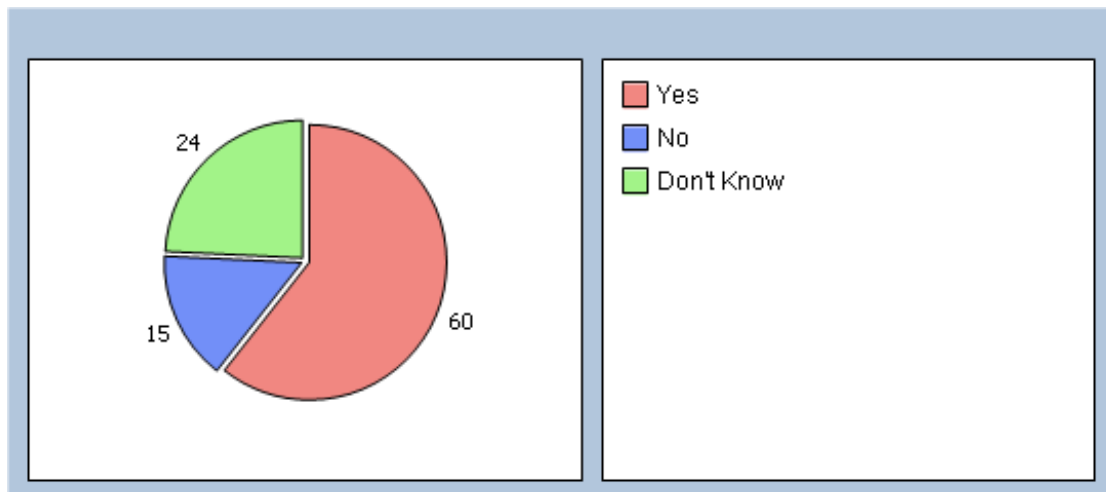
Before now, were you aware that the practice had a website?

Yes, and I use it (e.g. for practice information) **61%**
Yes, but I don't use it **27%**
No, I was not aware **10%**



If we were to introduce online services such as online repeat prescriptions and/or online appointment booking, would you use these?

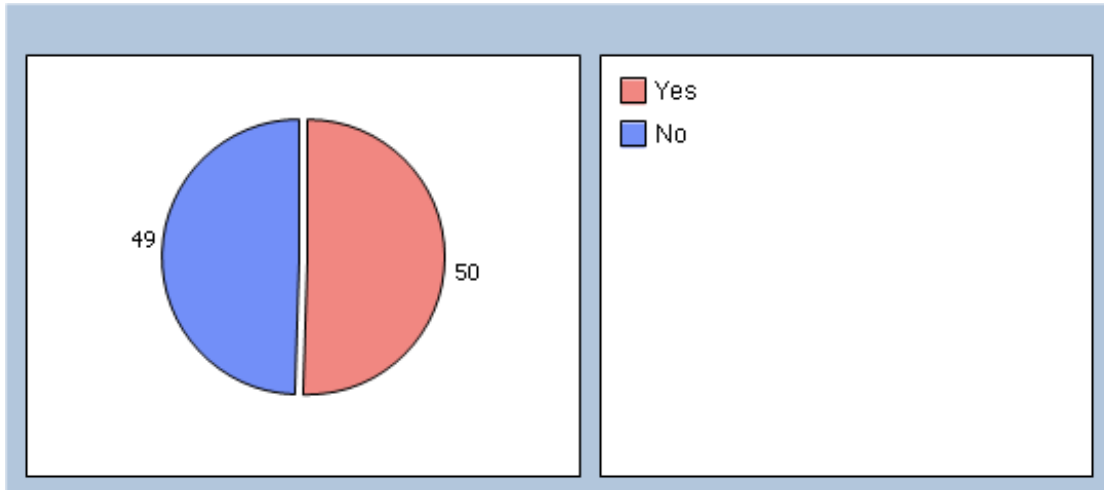
Yes **60%**
No **15%**
Don't Know **24%**



There is increased awareness of the website compared to previously (61% v 12%) and this is not surprising given current societal trends. We do use it (together with other routes) to provide important information to patients – eg Care.Data opt out forms and will continue to use it in the future. There is still appetite for online transactional activity (eg repeat prescriptions) and these are gradually being phased in.

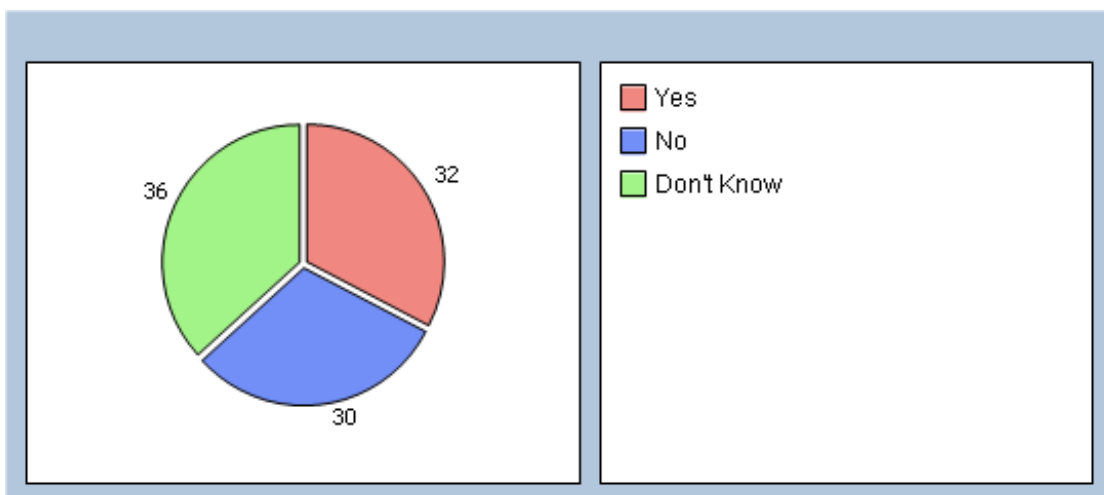
If available, would you use an automated check-in terminal (touch screen) for checking in for appointments (bypassing the need to tell reception that you had arrived)?

Yes **50%**
No **49%**



We are considering other options for paging patients into the Doctors' rooms from the Waiting Area (instead of the current buzzer system). Many surgeries use systems where the Patient's name comes up on a screen (e.g. "Mrs Smith to see Dr X"). Would you be happy with this kind of system (where your name flashes on the screen)?

Yes **32%**
No **30%**
Don't Know **36%**



Patient Comments

>> Breaks confidentiality <<

>> Don't think name should be given out <<

>> Dont trust online requests for medicine so wont use it <<

>> dont want my name on a board for everyone to see <<

>> Early morning start very helpful and makes more sense than late evening opening as in my previous surgery <<

>> happy as it is now <<

>> I don't think putting a name up on screen should be done <<

>> Maybe not name but time of your appt with Dr X <<

>> Much simpler aspecially for the old people. <<

>> The system used at the present time works very well - so why change it? <<

>> why not <<

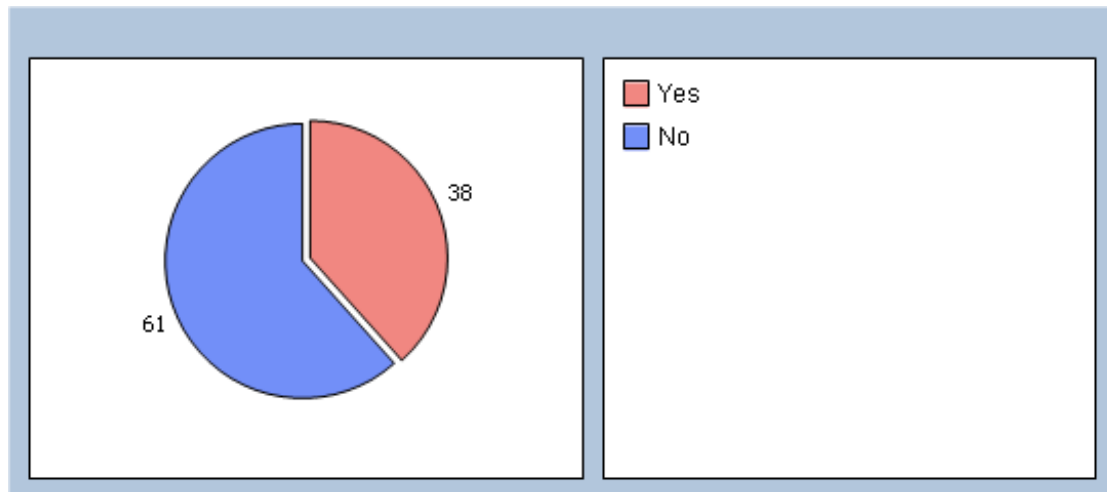
We are actively looking for ways to replace the ageing buzzer system. There is an obvious dilemma about maintaining as much confidentiality as possible whilst ensuring efficient running of the surgery. There is a relatively even split of opinions about this as above.

Having automated check in would also free our receptions a little to deal with incoming phone calls and more complex queries. We are working with our system supplier to facilitate this as best we can.

Were you aware that upcoming changes by the Government are likely to result in a 10-20% funding cut to the surgery?

Yes **38%**

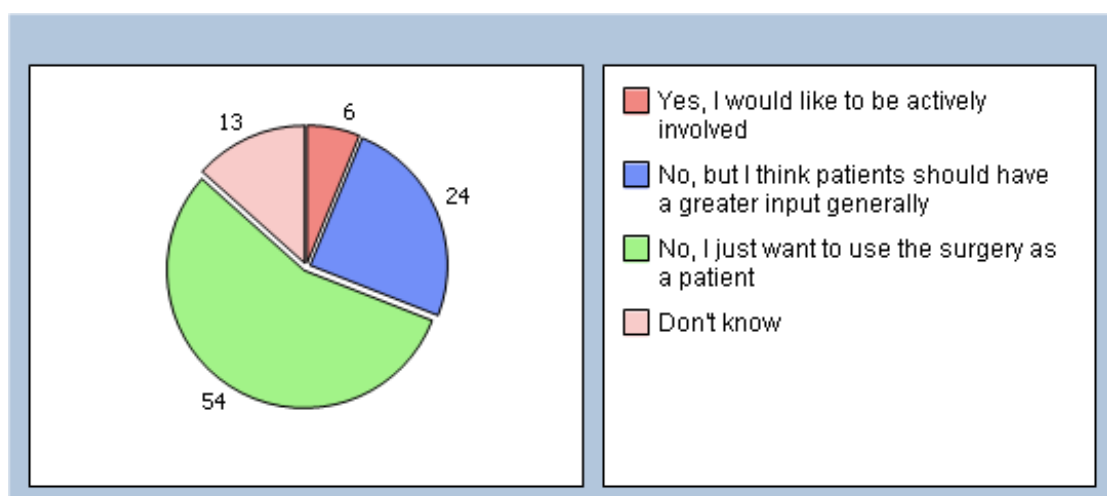
No **61%**



Unfortunately we are working in a climate where resources available to the surgery are declining due to external factors and yet there is increasing demand for healthcare. It would appear that there is sometimes only limited awareness of the pressures that are faced in delivering care and it is important for service users to understand some of the constraints that are faced. We will continue to try and deliver optimal care whilst maintaining services despite these changes.

Would you like the opportunity to be pro-actively involved in helping to shape the services that the surgery delivers?

- Yes, I would like to be actively involved **6%**
- No, but I think patients should have a greater input generally **24%**
- No, I just want to use the surgery as a patient **54%**
- Don't know **13%**

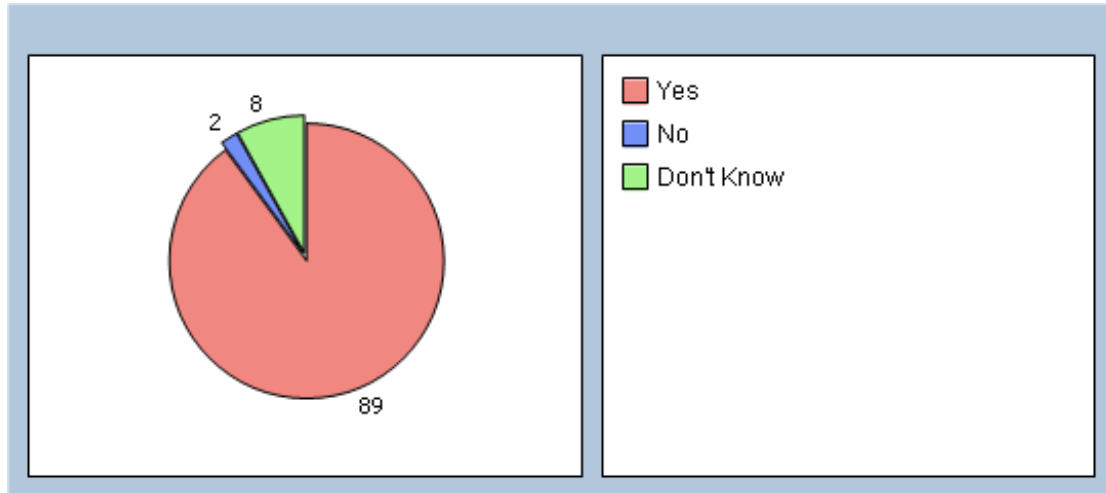


We are in the process look at PPG membership as the group has found it hard to meet at a time convenient to all. Some of the things taken

forward by the PPG have been well received (see separate comments below) and this continues to be a useful way of communicating with patients and patient representatives.

Would you recommend the Symons Medical Centre to a friend or family moving to the area?

Yes **89%**
No **2%**
Don't Know **8%**



Patient Comments

>> As previously said the service i receive is excellent <<

>> because it does what it says on the tin <<

>> BEST DOCTORS AND RECEPTIONISTS EVER ALWAYS KIND <<

>> But as iit is a busy surgery I would not like so many more to come here otherwise I it will get even busier <<

>> Coz its an ok place <<

>> Difficult to get through on phone and sometimes have to wait too long for an appointment <<

>> Drs and Staff are very helpful <<

>> Everybody seems helpful <<

>> everyone very kind and helpful <<

>> Excellent practice <<

>> Almost impossible to get an appointment. When you do get one, you often get fobbed off, mid diagnosed or not checked over properly. <<

>> get good service <<

>> good with children <<

>> Just a nice Surgery with nice D's and friendly staff. <<

>> Most definately -Super surgery friendly receptionist and lovely Dr's <<

>> Nice practice <<

>> Staff are helpful and friendly. Very happy with GP's. <<

>> The reception staff are very friendly and helpful <<

>> Those 'old miserable' ladies that are meant to be receptionist are so rude, especially on the phone, they should be made redundant or the job should be given to younger individuals that would make visiting the doctors a much more pleasurable experience. <<

>> well because its ok <<

>> Friendly staff and most helpful with any problems! <<

This question mirrored the notion of a 'friends and family' test as suggested by the Government. Whilst we would like to see data about how reproducible or validated this test is, it was reassuring to know that most would recommend us. There was one set of particularly critical comments from a single individual all of the way through the survey (evident in most of the free comment areas) and should this individual have any specific concerns we would advise them to contact the practice directly so that these can be considered in a more constructive manner.

Whilst we do our best it is obviously difficult to arrange services in a way to suit absolutely everyone given the current constraints we face.

Domain 3: About You

Please remember: Your responses are anonymous and cannot be traced back to you personally by the practice.

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

Are you male or female?

Male **43%**
Female **38%**
Other **0%**
Rather Not Say **17%**

What age are you?

16 or under **1%**
17 - 24 **5%**
25 - 34 **17%**
35 - 44 **23%**
45 - 54 **19%**
55 - 64 **9%**
65 - 74 **13%**
75 - 84 **8%**
Over 84 **0%**
No response **5%**

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

Regularly **31%**
Occasionally **38%**
Very Rarely **28%**
No response **3%**

The demographics suggest that the survey was completed by a broad mix of people.

Overall Comments and Ongoing Actions

The survey results were largely reassuring overall, with a high proportion of people who would recommend the surgery to others. There also appeared to be a reasonable degree of satisfaction with surgery areas and hygiene, although we will continue to improve things wherever possible.

One of the questions above did suggest a shift in overall happiness which is, perhaps, reflective of the increased time pressures and funding issues that we face.

There was also useful feedback for some of the planned services and improvements that we want to make at the surgery. We will continue to work on solutions for surgery patient flows (particularly check in and paging) and hope to have options for modern systems for this relatively soon. We will also speed up delivery of initiatives such as online prescriptions as there is continued demand for them.

Finally, we will continue to engage with the PPG and wide stakeholders when possible although of course if patients have any specific areas of feedback outside of these spheres we would be happy to hear about them.

Thank you

The Symons Medical Centre

The Symons Medical Centre
Patient Participation Group
Annual Update (March 2014)

Our Patient Participation Group has now completed another year supporting both the patients and surgery in our quest to 'make a difference' for us all.

This year has been quite difficult as increasingly our members are finding it difficult to meet as a group at a time that is convenient to us all. We are communicating increasingly by text, telephone and through the practice manager. However, I think we can congratulate ourselves on achieving some of the challenges we set ourselves based on last year's Patient Survey!

We did successfully instigate mid-day GP clinics and all feedback suggests this has been utilised and effective for patients.

The practice website appears to have been visited more frequently now and will, hopefully, be of more benefit when 'online prescription requesting' is fully functional. At the moment, we are developing (with the aid of the practice) the necessary forms to allow safe interaction for this purpose....watch this space!

In terms of access for disabled patients we have been instrumental in securing one 'disabled' parking bay. We have also installed a chair for the elderly / infirm in the waiting room.

Our plan for the coming year is to encourage more patients to join our group; to be more actively involved in finding out what the practice patients feel would benefit them and the practice (in a constructive and achievable way)

The aim of both the practice and the PPG is to try to improve services that will benefit all.

We look forward to hearing from you with any positive thoughts / ideas!

The results of the Practice Survey will be published by the end of March.

The Symons Medical Centre PPG