

Bexley Medical Group Local Patient Participation Report

26th March 2013

The Friends of Bexley Medical Group (PRG) current membership does not totally reflect its practice population. The current membership reflects those with free time and those with flexible working arrangements.

There are 7 members within the group 4 male and 3 female representatives.

Age profile:

3 x members 34-65 years

4 x members 66+ years

Our practice population is made of: -

Under 16 years: 23%

Work / Education: 61%

Retired: 16%

Our PRG membership is a fair representation of our practice population, although the retired population are more heavily represented. It is difficult to engage a group of volunteers that is truly a full reflection of the practice population, but within our current PPG membership we have a group that are open minded and pursue the interest of all of our patients.

The PRG has been formed for approximately two years and has struggled to maintain a core group members that were willing to engage fully, however over the last few months the group has reformed with a new membership that are passionate enough to give up their time to improve services for all, and have actively sought out potential new members. We currently promote the PRG on our website, on notice boards and on electronic messaging systems; we have now started to email potential PRG members, so as to improve the PRG membership to better reflect that of the practice population.

Bexley Medical Group wanted to establish a way of engaging patient opinion so as to tailor its services to the patients, so sought the advice of the PRG. At a PPG meeting the format of the patient questionnaire was debated, and different ideas as to the content of the questionnaire were discussed so as to find patient opinion on key issues regarding the following: -

1. Patient access
2. Patient treatment
3. Patient overall satisfaction
4. PRG membership.

The PRG recommended a survey that would fulfil the above criterion, and also identify if there were significant variations to patients experiences at the three surgeries that form Bexley Medical Group. To achieve this, a questionnaire containing 14 questions was agreed upon, and the results would be collated individually according to each surgery rather than being collated as one.

Once the questionnaire content had been agreed a discussion followed as to how best to distribute, collect and collate the questionnaires.

It was decided that a more robust approach was needed to distribute the questionnaires, the group formed the opinion that in order to obtain the best result would be to for the PRG members to canvass the patients at each surgery to encourage them to complete the questionnaire.

Patients were approached by PRG members with identifying name badges when they visited the surgeries, where they were encouraged to complete the questionnaires. There were also posters displayed informing patients of the survey and the involvement of the PRG

The PRG members collected and collated the data by entering the results on to a spreadsheet where the data could be analysed, and the findings summarised.

Summary

King Harold's Way Surgery

The participants in the survey broadly mirrored the practice population as far as age groups, but there was roughly a 69/31 split in favour of female patients, the survey comprised of 14 questions in total. The survey was conducted between January 2013 and March 2013. The survey sample was 244 patients.

Responses found to be positive

1. Waiting days for an appointment
 - 78% of patients surveyed were able to get an appointment within 5 days and 24% were able to get an appointment the same day.
2. Appointment System
 - 86% of patients surveyed were either satisfied or very satisfied with the current appointment system.
3. Time with a doctor or Nurse
 - 93% of patients surveyed were either satisfied or very satisfied with the consultation time given with a doctor or nurse.
4. Reception Performance
 - 95% of patients surveyed were either satisfied or very satisfied with performance of the reception staff.
5. Consultation satisfaction
 - 92% of patients surveyed were either satisfied or very satisfied with the outcome of their last consultation.
6. Information given by Dr/Nurse
 - 91% of patients surveyed were either satisfied or very satisfied they were given sufficient information regarding their treatment/medication.
7. Overall Satisfaction
 - 93% of patients surveyed were either satisfied or very satisfied with the service provided by King Harold's Way Surgery.

Areas of Concern/improvement required

1. Appointment System
 - 40% of patients surveyed indicated they were not aware of the 24 hour appointment cancellation service.
2. Waiting times at Surgery
 - A few patients highlighted in their comments that they had a long wait at the surgery to see the doctor/nurse although they were given a specific appointment time.
3. Repeat Prescriptions
 - Suggestions were made that repeat prescriptions should be able to be requested via email.

Actions

A PRG meeting was held to discuss the survey results and agree any actions required to improve the performance of the surgery.

1. Improve awareness of the 24 hour cancellation line, via notice boards, appointment cards and web site.
2. Improve communication between receptionists on update of waiting times. Try to keep to the appointment schedule where possible.
3. A feasibility study is to be conducted into more ways of requesting a repeat prescription.

Overall the PRG were pleased with the results of the survey as it had highlighted some unexpected issues as well as reassurance in providing a good service in most areas.

Hurst Place Surgery

The participants in the survey broadly mirrored the practice population as far as age groups, but there was roughly a 65/35 split in favour of female patients, the survey comprised of 14 questions in total. The survey was conducted between January 2013 and March 2013. The survey sample was 331 patients.

Responses found to be positive

1. Waiting days for an appointment
 - 78% of patients surveyed were able to get an appointment within 5 days and 24% were able to get an appointment the same day.
2. Appointment System
 - 90% of patients surveyed were either satisfied or very satisfied with the current appointment system.
3. Time with a doctor or Nurse
 - 94% of patients surveyed were either satisfied or very satisfied with the consultation time given with a doctor or nurse.

4. Reception Performance
 - 100% of patients surveyed were either satisfied or very satisfied with performance of the reception staff.
5. Consultation satisfaction
 - 94% of patients surveyed were either satisfied or very satisfied with the outcome of their last consultation.
6. Information given by Dr/Nurse
 - 94% of patients surveyed were either satisfied or very satisfied they were given sufficient information regarding their treatment/medication.
7. Overall Satisfaction
 - 96% of patients surveyed were either satisfied or very satisfied with the service provided by Hurst Place Surgery.

Areas of Concern/improvement required

1. Appointment System
 - 74% of patients surveyed indicated they were not aware of the 24 hour appointment cancellation service.
2. Waiting times at Surgery
 - A few patients highlighted in their comments that they had a long wait at the surgery to see the doctor/nurse although they were given a specific appointment time.
3. Lack of continuity with the same Doctor
 - A few patients indicated they did not have continuity of care with the same doctor.

Actions

A PRG meeting was held to discuss the survey results and agree any actions required to improve the performance of the surgery.

1. Improve awareness of the 24 hour cancellation line, via notice boards, appointment cards and web site.
2. Improve communication between receptionists on update of waiting times. Try to keep to the appointment schedule where possible.
3. Continuing care with the same doctor can be achieved if requested at the time of booking, this information needs to be conveyed to the patients via notices and verbal information.

Overall the PRG were pleased with the results of the survey as it had highlighted some unexpected issues as well as reassurance in providing a good service in most areas.

Erith Health Centre Surgery

The participants in the survey broadly mirrored the practice population as far as age groups, but there was roughly a 72/28 split in favour of female patients, the survey comprised of 14 questions in total. The survey was conducted between January 2013 and March 2013. The survey sample was 244 patients.

Responses found to be positive

1. Waiting days for an appointment
 - 76% of patients surveyed were able to get an appointment within 5 days and 30% were able to get an appointment the same day.
2. Time with a doctor or Nurse
 - 85% of patients surveyed were either satisfied or very satisfied with the consultation time given with a doctor or nurse.
3. Reception Performance
 - 92% of patients surveyed were either satisfied or very satisfied with performance of the reception staff.
4. Consultation satisfaction
 - 88% of patients surveyed were either satisfied or very satisfied with the outcome of their last consultation.
5. Information given by Dr/Nurse
 - 83% of patients surveyed were either satisfied or very satisfied they were given sufficient information regarding their treatment/medication.
6. Overall Satisfaction
 - 82% of patients surveyed were either satisfied or very satisfied with the service provided by Erith Health Centre Surgery.

Areas of Concern/improvement required

1. Appointment System
 - 71% of patients surveyed indicated they were not aware of the 24 hour appointment cancellation service.
 - 29% of patients surveyed indicated they were not satisfied with the current appointment system.
 - Some patients indicated there were often problems with the telephone system, either not being answered, engaged or waiting a long time to be answered.
2. Waiting times at Surgery
 - A few patients highlighted in their comments that they had a long wait at the surgery to see the doctor/nurse although they were given a specific appointment time.
3. Lack of continuity with the same Doctor
 - A few patients indicated they did not have continuity of care with the same doctor.

Actions

A PRG meeting was held to discuss the survey results and agree any actions required to improve the performance of the surgery.

1. Improve awareness of the 24 hour cancellation line, via notice boards, appointment cards and web site.
2. Carry out an appointment system analysis to identify exactly which areas require improvement and make changes as identified.
3. Make representation to the local health authority for changes to the telephone system as the building is owned by them.
4. Improve communication between receptionists on update of waiting times. Try to keep to the appointment schedule where possible.
5. Continuing care with the same doctor can be achieved if requested at the time of booking, this information needs to be conveyed to the patients via notices and verbal information.

Overall the PRG were pleased with the results of the survey as it had highlighted some unexpected issues as well as reassurance in providing a good service in most areas.

A review of all proposed actions is to be carried out in May 2013