

Laurel Bank Patient Survey 2013-2014

Introduction

This year, the priorities for the Survey were jointly decided by the Practice and by the members of the Patient Representation Group - several of the questions being designed specifically by the group.

The PRG

The group comprises 13 people - 3 males, 10 females. The maximum age is 83 yrs and the minimum age is 20yrs. We communicate with group via email and by post and we had our first in-person meeting in November 2013. We have specifically tried to boost membership of the group this year by both advertising within the Practice itself and with personal invitations from doctors to specific, motivated patients but we are still struggling a little to make the group larger - it remains a focus of ours. We have sent invitations to join to the group to Nursing homes as well as asking our student population and trying to make sure that ethnic minority groups are also represented.

The content of the Survey

As mentioned, the Survey was jointly designed. Firstly, with the CCG emphasising the role of Secondary care, we wanted to get information from our Patients as to their experiences of Secondary care - both good and bad - and also how Secondary Care interfaces with General Practice.

Our PRG then designed other questions. They wanted to focus on the Surgery environment, management of LTCs (Long Term Conditions), the call-in system, the online booking system and the possibility of a Quarterly Newsletter.

The Survey

The Survey was distributed within the Surgery in paper form - both in the reception area and by doctors themselves to ensure good take-up. There was also an online version accessible via a link for "Survey Monkey". Posters were put up in the waiting areas upstairs and downstairs advertising the Survey as well as by the reception/booking-in area. We received 174 copies of the Survey.

PLEASE SEE APPENDIX A FOR A COPY OF THE SURVEY

PLEASE SEE APPENDIX B FOR A COPY OF THE SURGERY OPENING HOURS AND SURGERY TIMES INCLUDING EXTENDED HOURS SURGERY TIMES

RESULTS

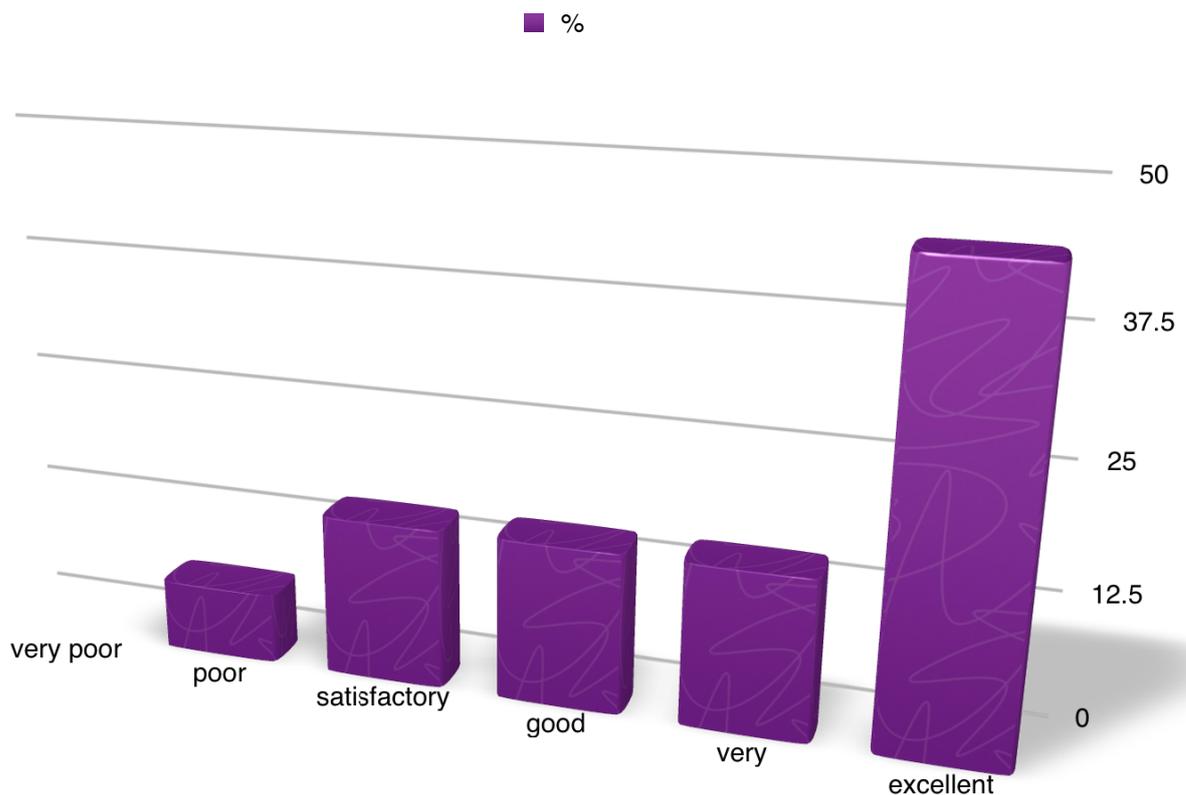
Q1 - Are there any improvements you would make to the environment within the Practice?

The majority - 78% - of patients were satisfied with the current environment and did not suggest any improvements.

Of the remaining 21%, the most common suggestions for improvements were:

A water dispenser
Better Music
Better/More Magazines

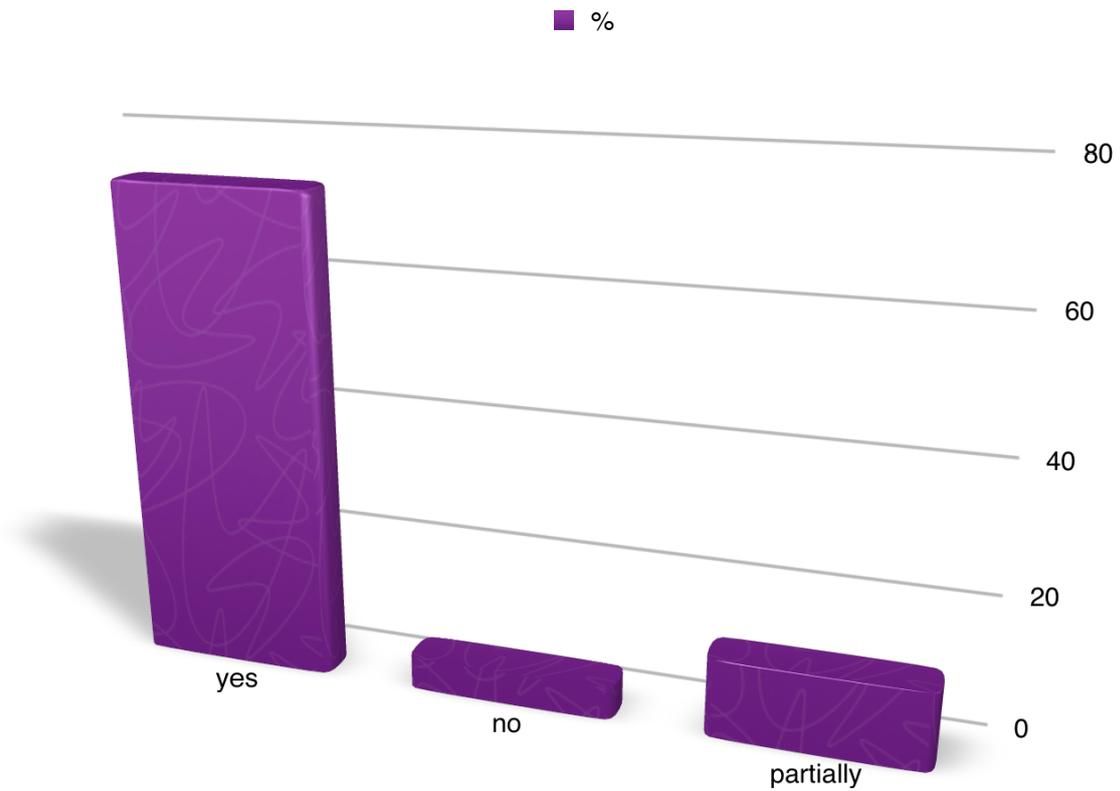
Q2 - If you have had any experience of Secondary Care in the last 12 months, how did you find this? (+ comments)



Comments:

“Not efficient when GP can’t see hospital test results”
“Lovely staff”
“Ward felt understaffed”
“Skin clinic refused me roaccutane”
“Found one hospital doctor patronising”
“Ward felt understaffed”
“Pleasant and helpful”
“Very fast, no long waits”
“Some communication difficulties”
“Wharfedale very good”
“A lot of effort to find the problem but also a bit isolating”

Q3 - If you have experienced Secondary Care in the last 12 months, do you feel there has been adequate support from your GP afterwards? (+ comments)



Comments

“All records up to date, GP knew what was happening”

“No GP appt. afterwards to discuss the events”

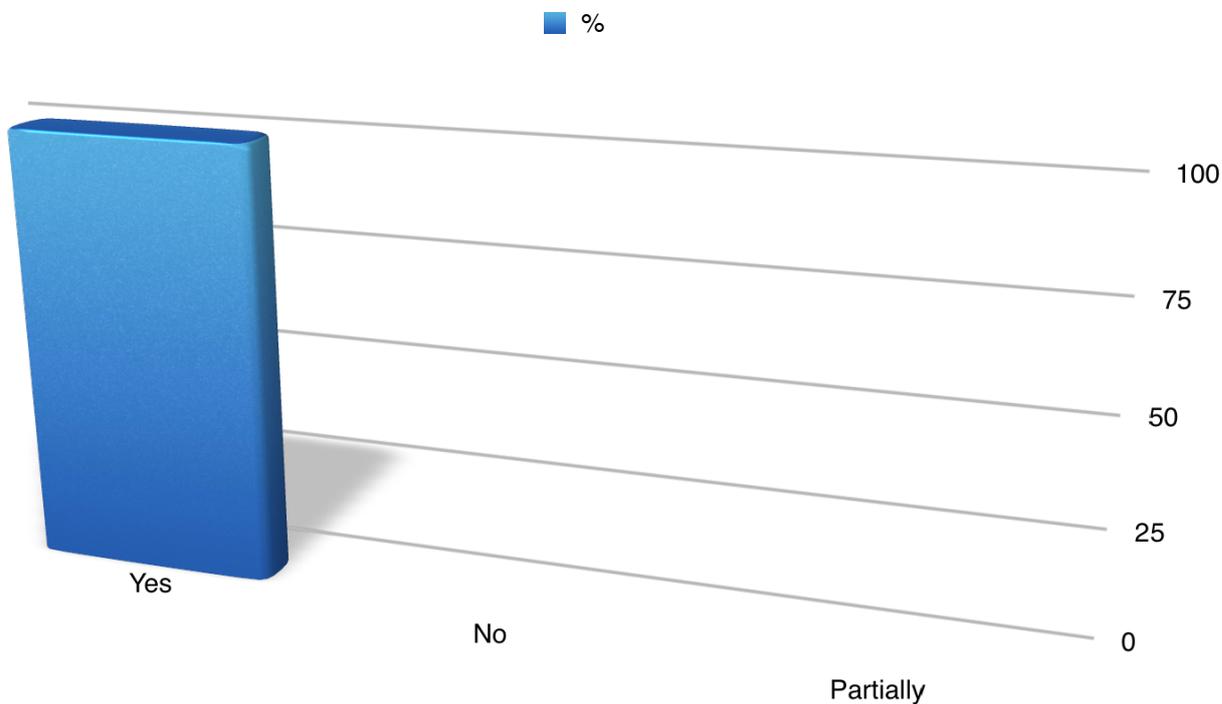
“Very supportive doctors”

“No follow-up offered but I didn't ask for one”

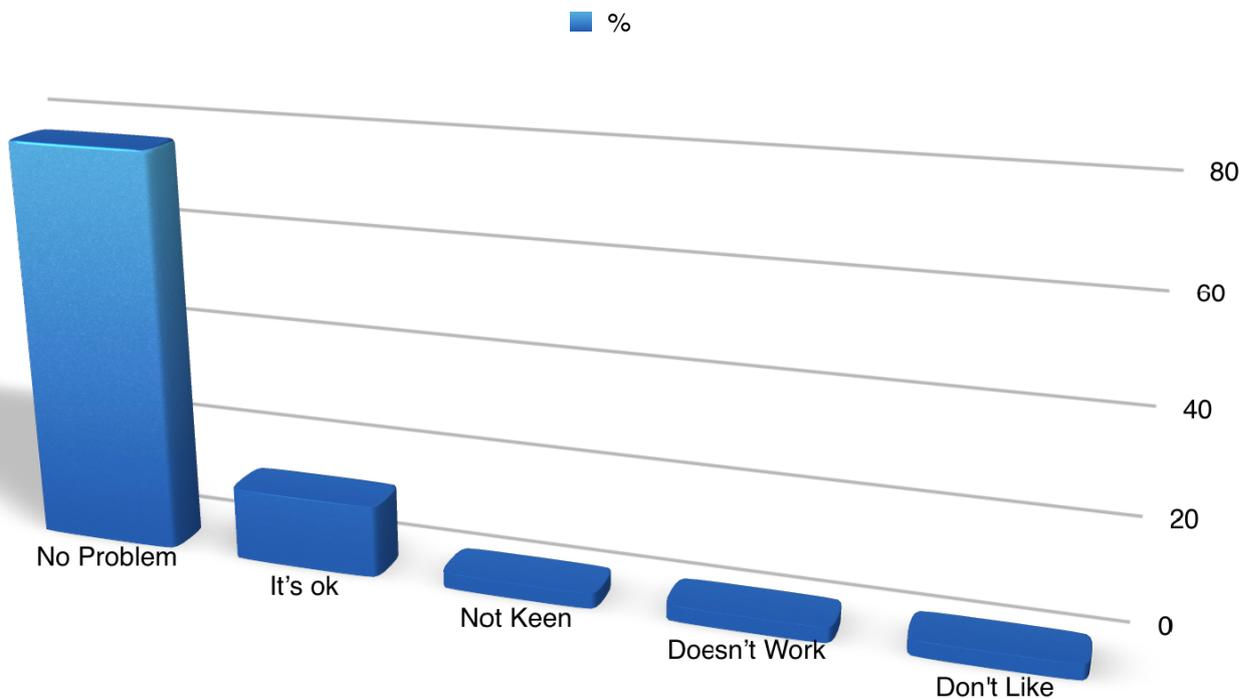
“It was a long process, not sure why some tests were done”

“phone call from doctor very good”

Q4 - If you have been diagnosed with a Long Term Condition (LTC) recently, do you feel you have received the appropriate information and support from the Practice?



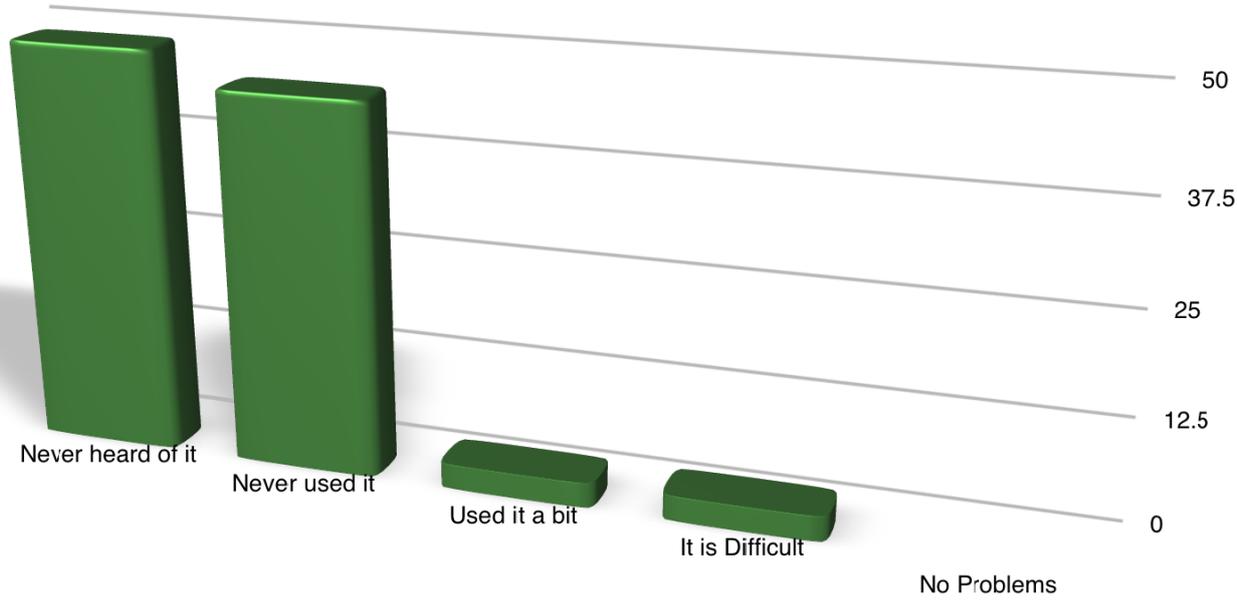
Q5 - How do you feel about the call-in system and the fact that your name is displayed on the screen in the waiting area?



Q6 - Are you aware of the EMIS ACCESS system for booking appointments and ordering prescriptions online?

Are you aware of EMIS access and have you had any problems with it?

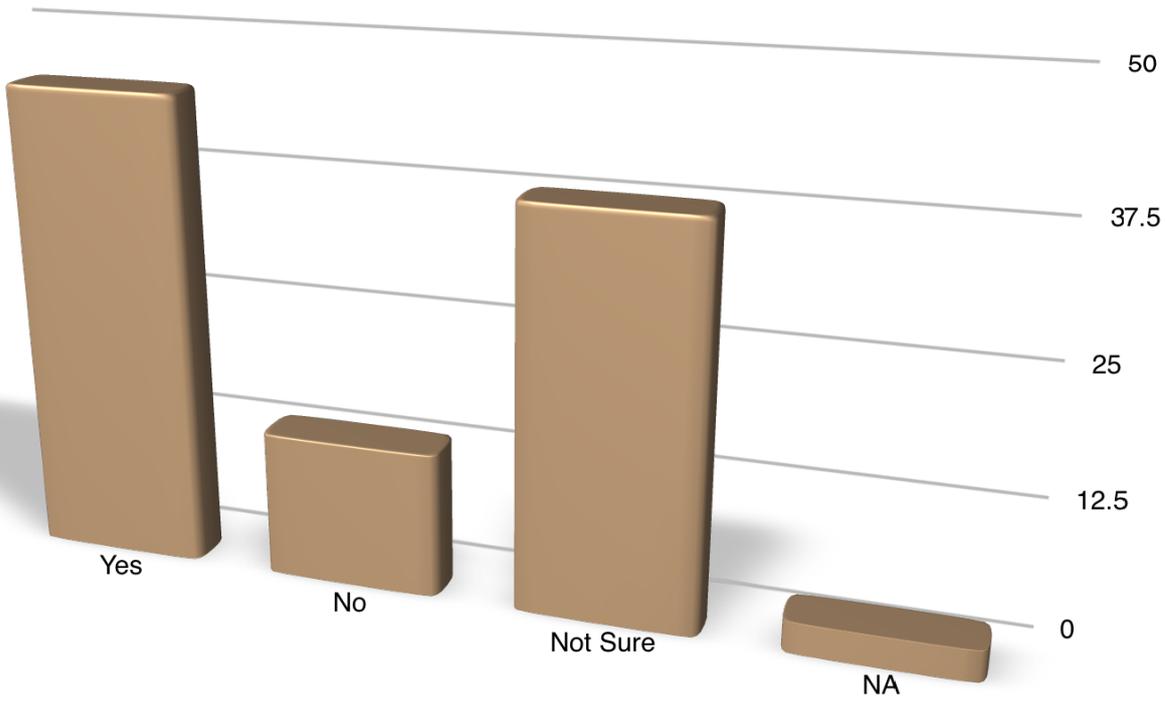
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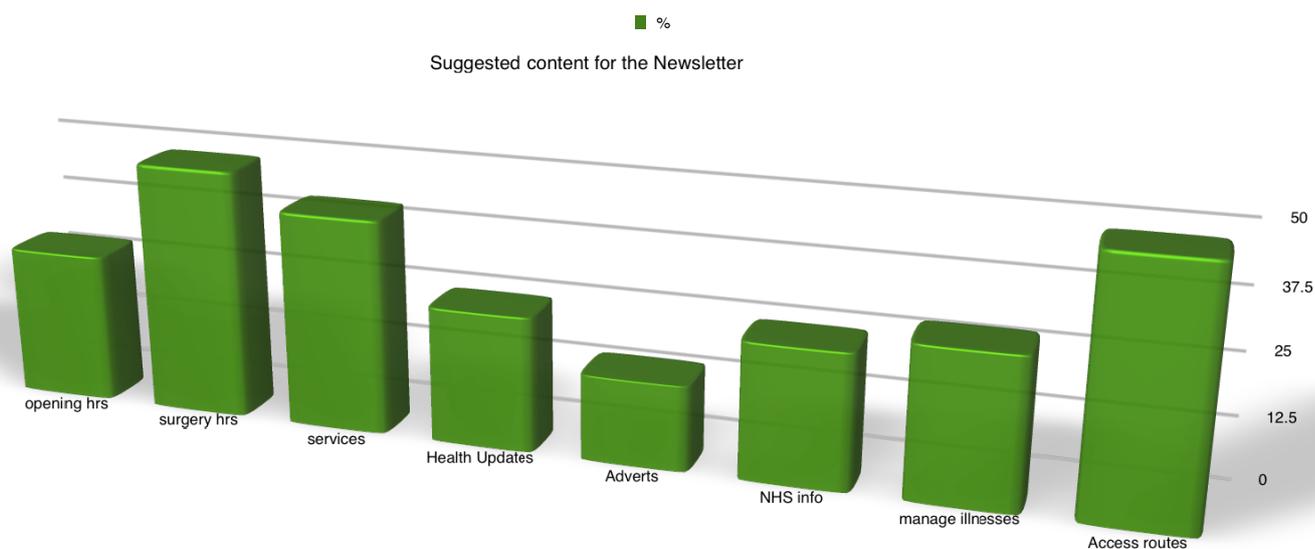
Q7 - Do you think a Quarterly Newsletter in the form of a leaflet distributed within the Practice would be a welcome or useful piece of information?

Do you think a Quarterly Newsletter would be useful?

■ %



Q8 - If there was a Newsletter, what would you like to see in it?



OTHER COMMENTS

The following are a selection of other comments that were handwritten onto the sides of some questionnaires - whilst not part of the Survey, we thought it would be useful to share these:

“Excellent surgery, intelligent doctors, treat you like a human being”

“the Surgery is efficient and takes great care of all of it’s patients”

DISCUSSION

Q1

Although the majority of patients are satisfied with the environment, there were some clear themes suggested for improvements. The addition of a water cooler was the most common suggestion which we will look into. We will also look to improve the quality of the music and try to “refresh” the magazines.

Q2

62% of the respondents of the Survey have had experience of Secondary Care within the preceding 12 months. Of these, around 85% reported their experience as either “good”, “very good” or “excellent” with only just under 15% reporting their care as “satisfactory” or “poor”. The comments were very varied with positive and negative comments featuring. These will be fed back to the Leeds West CCG.

Q3

With regards to GP support after their Secondary Care episode, 75% of patients felt it was good. 20% felt “partially” supported and comments for these patients were mainly around there being no scheduled follow-up appointment with the GP afterwards. Only a very small minority felt that GP support was lacking.

Q4

Only 20% of our patients have been diagnosed with a Long Term Condition (LTC) in the last 12 months - of these, all of them felt that the Practice had provided adequate support and information.

Q5

Despite some initial concerns about the call-in system, the overwhelming majority felt that it was fine and what they would expect in a GP Surgery. Less than 5% had any negative comments.

Q6

This question was about the online system for booking appointments and ordering prescriptions. Around 90% of patients either had never heard of the system or had never tried to use it. EMIS ACCESS could provide patients with a convenient and easy way to access the Surgery out of normal Practice hours so it seem sclera that we need to advertise this service more widely. Three respondents commented that they did not have internet access at home and so could not use the service.

Q7

With regards to the Quarterly newsletter, there were mixed results. Around 40% of patients said that they would like a Newsletter with a similar number not being sure. Only around 10% said that they did not think it would be necessary. it is possible that we will have a trial year for the Newsletter an then assess whether it is a valuable addition.

Q9

With regards to the content of the Newsletter, the most popular topics would be -

Surgery Hours

How to access Urgent Care

How to manage Minor Illnesses

NHS Information and Health Updates

Suggestions for actions were put to the PRG and following their feedback the following list of outcomes has been agreed:

1 - Investigate feasibility of installing a water cooler.

2 - Consider a "follow-up" phone call from GPs when patients have been discharged following "complex" episodes of care or where a patient is thought to be particularly vulnerable or frail and has been recently discharged. This may tie-in with the upcoming "over 75" scheme.

3 - Advertise EMIS ACCESS more widely and make more appointments available on the system.

4 - Start a 1yr trial of a Quarterly Newsletter to be distributed "in-practice" as well as published online.

5 - Feedback Secondary experience comments and figures to Leeds West CCG. This will take the form of an email containing specific secondary care feedback and is something the Practice will aim to keep providing on a regular basis going forwards.

APPENDIX A

Laurel Bank Patient Survey 2013-2014

Welcome to the 2013-2014 Patient Survey. This year, the questions have been devised under the direct guidance of the Patient Participation Group. If you would to join this group, please pass your details to the reception team. We hope you will spend the time to complete this questionnaire which will help inform and change what we do at the Surgery. Thank You.

1. With regards to the environment within the Practice, (i.e. the waiting room, the consulting rooms etc), are there any improvements or alterations that you would like to see?

2. If you have had any experience of Secondary Care (Hospital Care) in the past 12 months, how did you find this?

- Very Poor
- Poor
- Satisfactory
- Good
- Very Good
- Excellent

Do you have any specific feedback regarding your experience?

3. If you have experienced Secondary Care (Hospital Care) in the past 12 months, do you feel that there has been adequate support from your GP afterwards - whether the experience in Hospital was good or bad?

- Yes
- No
- Partially

Please let us know about any specific experiences here:

4. If you have been diagnosed with a Long Term Condition recently (for example, Diabetes, Chronic Lung Disease, Angina), do you feel you received the appropriate information and support from the Practice?

- Yes
- No
- Partially

If "partially", what could have been better?

5. How do you feel about the "call-in" system and the fact that your name is displayed across the screen in the waiting area?

- It's fine, I haven't got a problem with it
- It's ok, it's what I expect at a GP Surgery
- It's ok, but I'm not too keen on everyone seeing my name
- It's alright but it doesn't always work
- I don't like everybody seeing my name
- I don't like it - it's impersonal

Other comments:

6. Are you aware of the EMIS ACCESS system for booking appointments and ordering prescriptions online? If so, have you had any problems using this system?

- I have never heard of it
- I am aware of it but have never used it
- I have used it once or twice but I didn't like it
- I use it a lot but I find it difficult at times
- I use it all the time and have had no problems

If you have had problems, what are they?

7. Do you think a Quarterly Newsletter in the form of a leaflet distributed within the Practice would be a welcome or useful piece of information?

- Yes
- No
- Not sure

8. If there was a Newsletter, what would you like to see in it? (please circle all that apply)

- Opening Times
- Surgery Times
- A list of Additional Services Offered
- Important General Health Updates and Information
- Health-Related Adverts for Local Services
- NHS Information
- Advice of Managing Simple Illnesses
- Access routes to urgent or out-of-hours care
- Other (specify below)

Thank you for taking the time to complete this questionnaire - the results will be published in March both in the Surgery and on the Practice website.

APPENDIX B

	Practice Opens	AM Surgery Time	PM Surgery Time	Evening Surgery Time	Practice Closes
Monday	8am	8.30am - 10.30am	4pm - 6pm		6pm
Tuesday	8am	8.30am - 10.30am	3.30pm - 5.30pm		6pm
Wednesday	8am	8.30am - 10.30am	3.30pm - 5.30pm	6.30pm - 7.30pm	8pm
Thursday	8am	8.30am - 10.30am	4pm - 6pm		6pm
Friday	8am	8.30am - 10.30am	3.30pm - 5.30pm		6pm