



STREATHAM HILL GROUP PRACTICE

PATIENT SURVEY EVALUATION

The annual Patient Survey took place over a two week period in February 2013. The previous Patient Survey had taken place in the same period in 2012.

The questions on the previous years survey had been reviewed with the Patient Participation Group (PPG) in December and January and amended accordingly to reflect the views of the PPG. The Practice would like to thank members of the group for their help and assistance in the preparation and the evaluation of the survey.

The findings of the results have been analysed and compared to the previous years survey and an action plan has been implemented in areas where possible improvement can be made.

The action plan of improvement has been discussed with the Patient Participation Group for their views and ratification.

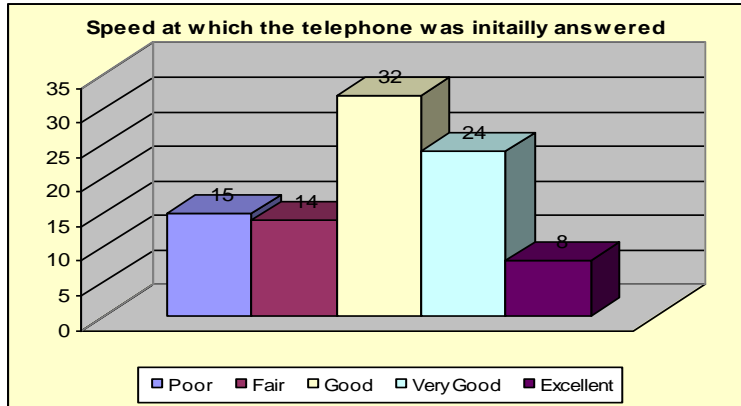
Despite the efforts of the reception staff encouraging patients to complete the questionnaires only 97 were submitted & completed to some degree, which is significantly lower than 2011-12 where 137 patients had taken time to complete the survey, which is disappointing as the survey only gave a small proportion (0.01%) of the registered list size views regarding the Practice and its' strengths and weaknesses.

Additional comments to the questionnaire are summarised at the end of the evaluation.

All questions were rated by 1=Poor, 2=Fair, 3=Good, 4+Very Good, 5=Excellent. There was also an additional option of no experience, which some participants used.

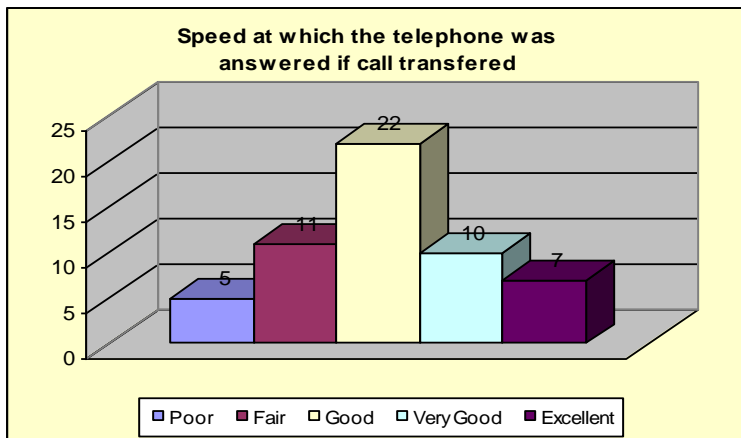
Section 1 - Access to a Doctor or Nurse

Question 1 - Speed at which the telephone was initially answered



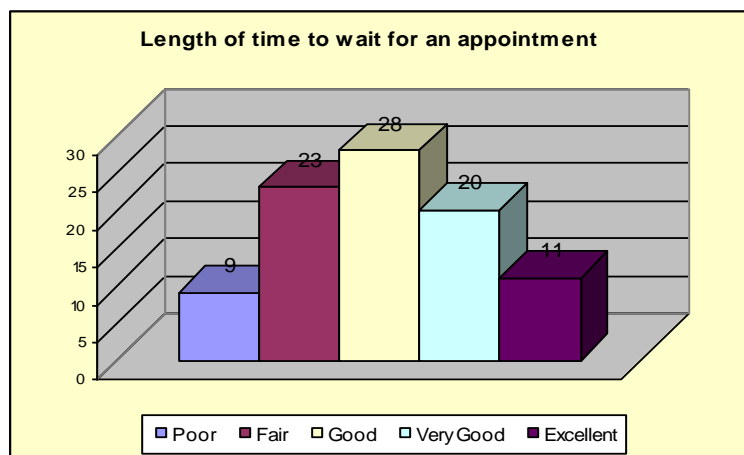
A total of 93 patients had answered this question, with 68.8% responding that the time to answer the telephone was good, very good or excellent. 16.1% felt the response time was poor, an increase of 12%. The surgery has reviewed the staffing ratio at busy times and has opened up an additional line for incoming calls to try to alleviate the waiting times on answering the telephone particularly in the mornings. The practice is aware of issues with the current telephone system and is working with the communication and ICT department on a better solution to help improve this indicator over the coming months

Question 2 - Speed at which the telephone was answered if the call had been transferred



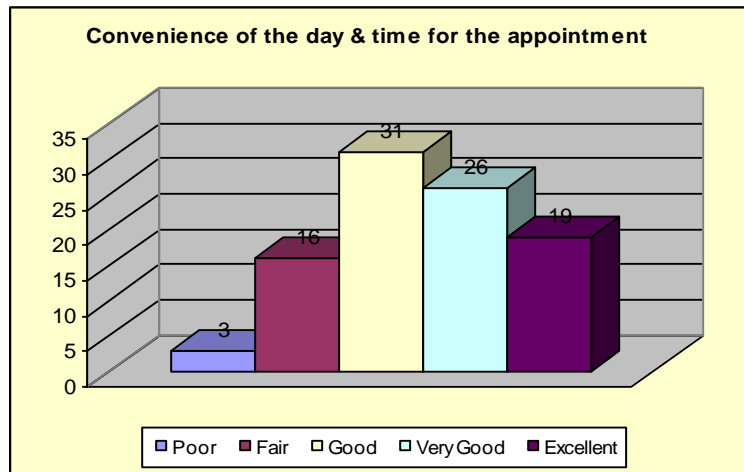
Of the 55 patients who had experienced a call transfer 70.9% stated that the time frame was either, good, very good or excellent, a slight decrease on last years survey. This could be contributed to a change of procedure where the clinicians now call back after surgery rather than taking calls during consultations, therefore no immediate access is available except in extreme emergencies.

Question 3 - Length of time that the patient had to wait for an appointment



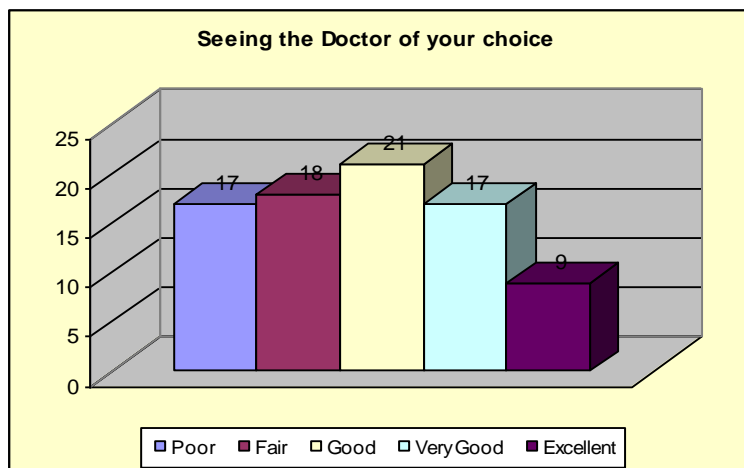
91 patients responded to the question. 9.1% felt that the length of time to wait for an appointment was too long, where 12.2% felt it was excellent, a significant decrease of 12% since the last survey. Currently the Practice has three types of appointments on a daily basis. There is an emergency clinic each morning, for patients with immediate health care needs, routine appointments bookable on the day or a routine appointment which are bookable up to four weeks in advance. Additional routine appointments were made available on the day, after last years survey and comments provided. The practice will review their appointment system on an annual basis.

Question 4 - Convenience of the day and time of appointments



A total of 95 patients supplied a response regarding the days and times of appointments. 79.1% were satisfied with the options available to them and rated the service good or above. Only 3.2% rated poor, a slight reduction on last years figure of 5.2%. The practice is open at 7.30am each weekday morning and until 7.30pm on a Wednesday evening. The Practice currently opens on a Saturday morning from 8.00-11.00am

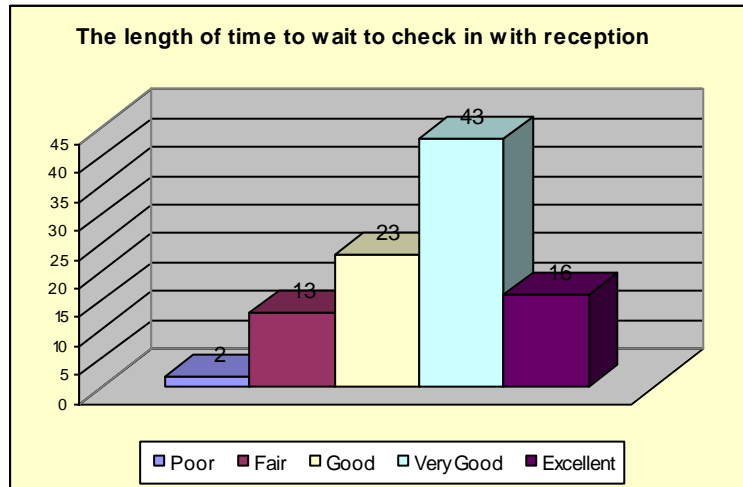
Question 5 - Seeing the Doctor of your choice



57.3% of patients were happy of the choice of Doctor being available to see them, but 20.7% suggesting the choice of Doctor was poor. This could be linked to Question 3. If a patient is requesting a particular Doctor they wish to see, they

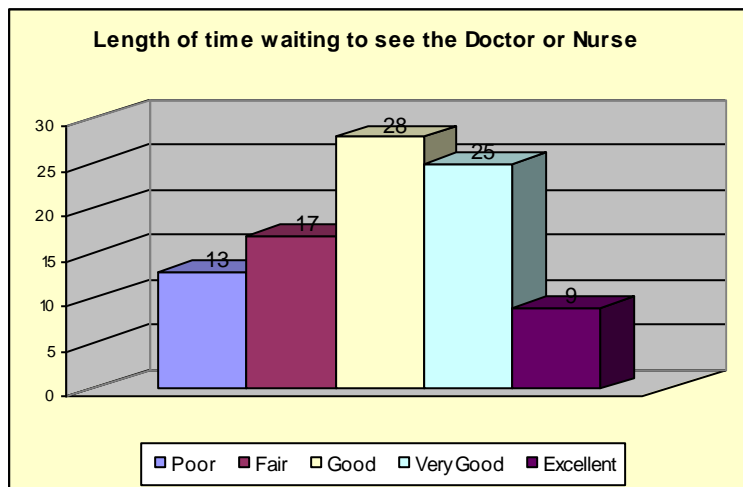
may have to wait longer rather than seeing the next available Doctor. All patients are offered the next available appointment.

Question 6 - Length of time waiting to be checked in at Reception



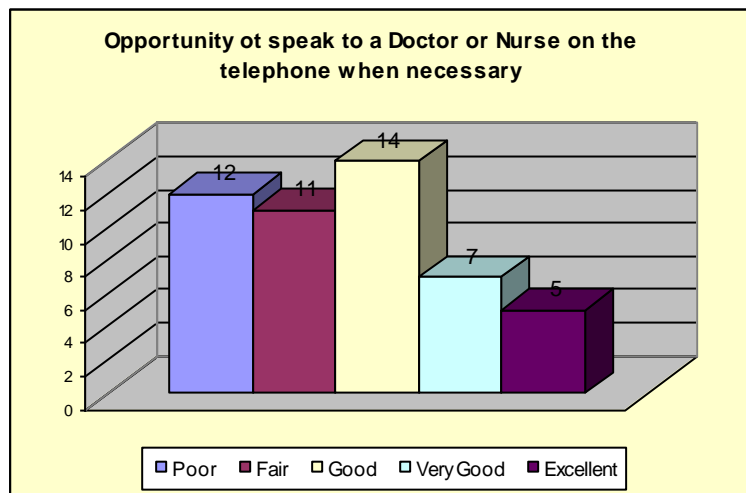
All participants of the survey answered this question, with 84.5% being happy with the check-in service at reception. Receptionists are available on each floor to respond to patients requests and are also able to check-in patients should the ground floor be busy.

Question 7 - Length of time waiting to see the Doctor or Nurse after booking in at Reception



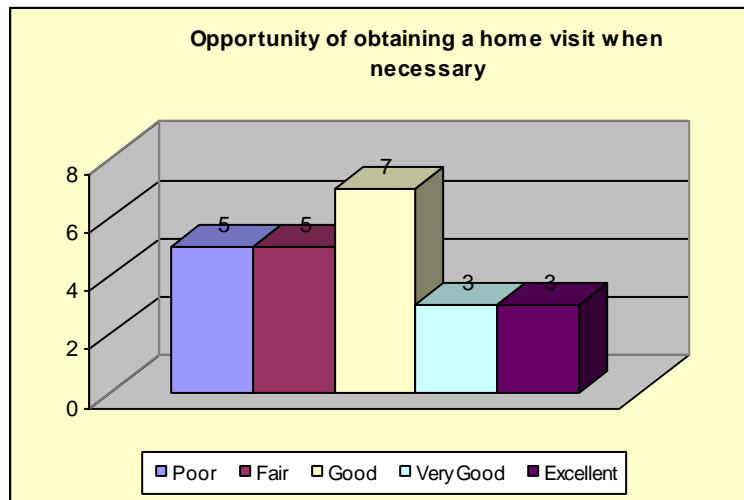
After check-in at reception, 67.3% of patients were happy with the wait to see the doctor. 14.1% felt they waited too long. The practice endeavours to see all patients at the time booked. However, there are times when clinical sessions run over due to the complexity of some of the patients presenting. At the time the survey took place, the practice had just introduced a new clinical system, which meant a longer time for the clinician to navigate around the system until they became familiar with it. Due to the system change, waiting times were slightly longer than expected at the time of the survey.

Question 8 - Opportunity to speak with a Doctor or Nurse when necessary



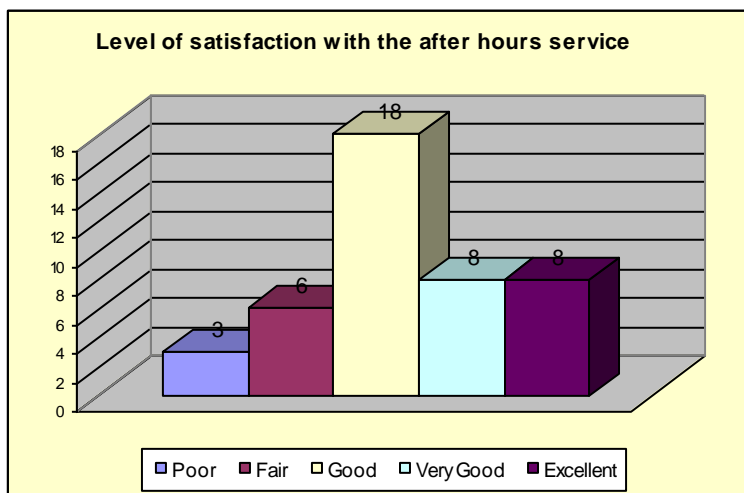
Only 49 of our patients had experience of requesting a telephone consultation with one of our Doctors. 53.6% were happy with the consultation. Unfortunately 24.4% who responded that the service was poor. This could be contributed to a change of procedure where the clinicians now call back after surgery rather than taking calls during consultations, therefore no immediate access is available except in extreme emergencies.

Question 9 - Opportunity of obtaining a home visit



Only 23 patients had experience of requesting a home visit. 56.5% had rated the service as good, very good or excellent. However, 21.7% still rated the request system as poor. When a request for a home visit is received, the Doctor will have a telephone consultation with the patient before attending at home. On a number of occasions following the telephone consultation it is indicated that a prescription is needed rather than a home visit. The Practice will need to continue to monitor this area of service.

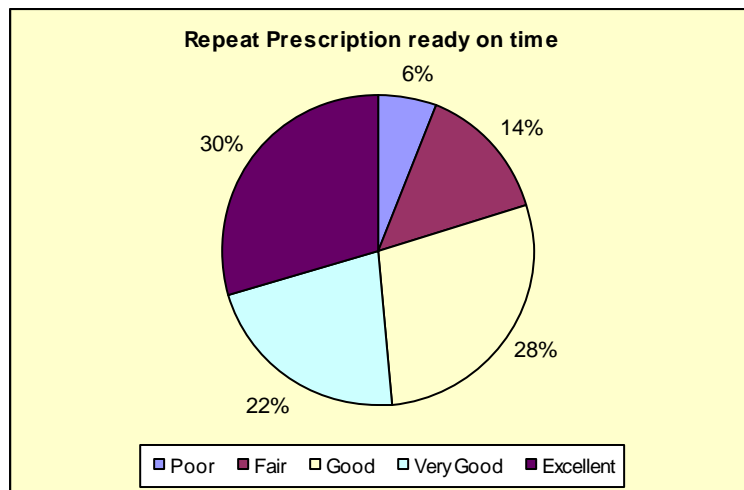
Question 10 - Level of satisfaction with the after hours service



43 patients had experienced accessing the out of hours service. 74.4% rated the out of hours provider as good, very good, or excellent. Only 6.9% had rated the service as poor. From this 4.8%, it was unclear as to whether patients found accessing the service difficult or whether than were unhappy in the actual consultation. The out of hours provided will be changing alongside the introduction of the new 111 service shortly and it will be interesting to see the overall figures in next years survey.

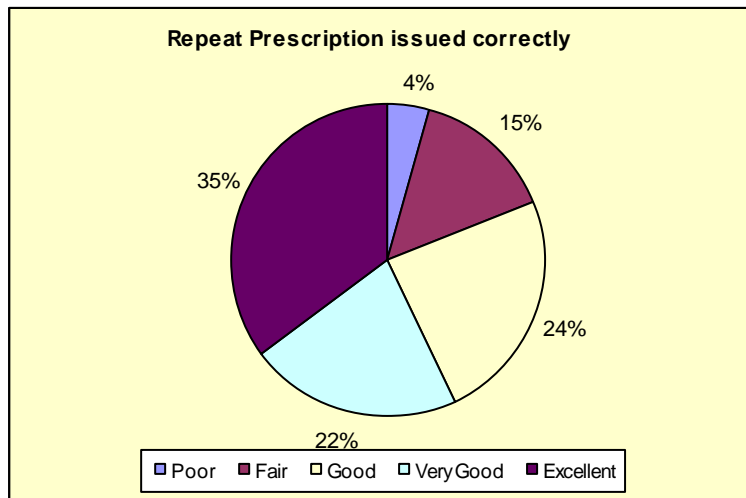
Section 2 Obtaining a repeat prescription

Question 11 - Was the Prescription ready on time



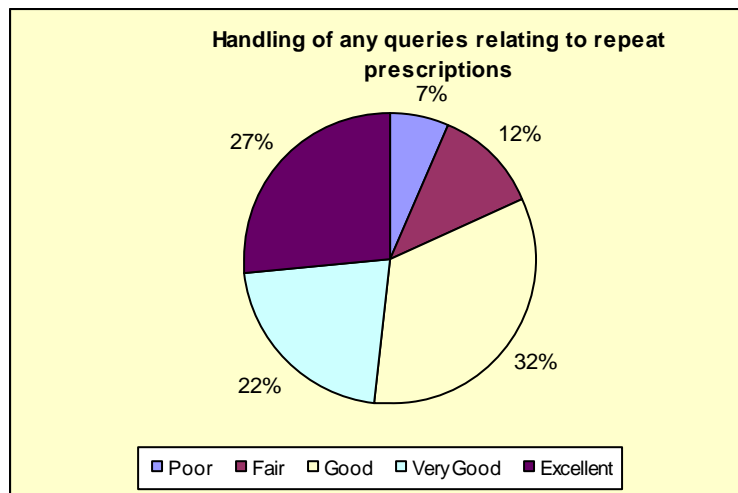
79.6% of patients asking for repeat prescriptions were happy with the service rating as good, very good or excellent. The surgery has a 48 hours policy regarding all repeat prescriptions and close links with local pharmacies that collect prescriptions directly from the surgery. The Practice has recently moved over to the Electronic Prescription Service (EPS) which allows repeat prescriptions to be electronically transmitted to a local pharmacy, speeding up the time taken to collect your prescription. This will also mean that there is an electronic audit trail to see when the script left the Practice and the Pharmacy receives it.

Question 12- Prescription correctly issued



80.9% of our patients were happy with the level of accuracy of repeat prescribing. Any issues that are raised are quickly resolved to ensure patients have the correct medication.

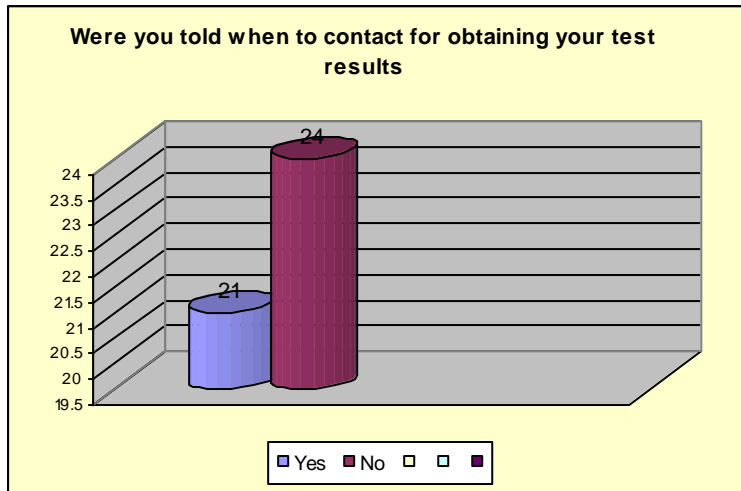
Question 13- Handling of any queries relating to Repeat Prescribing



If any issues or concerns were raised we look to resolve them quickly. 81.6% of patients who responded to the question were happy with the handling of queries and rated the service as good, very good or excellent.

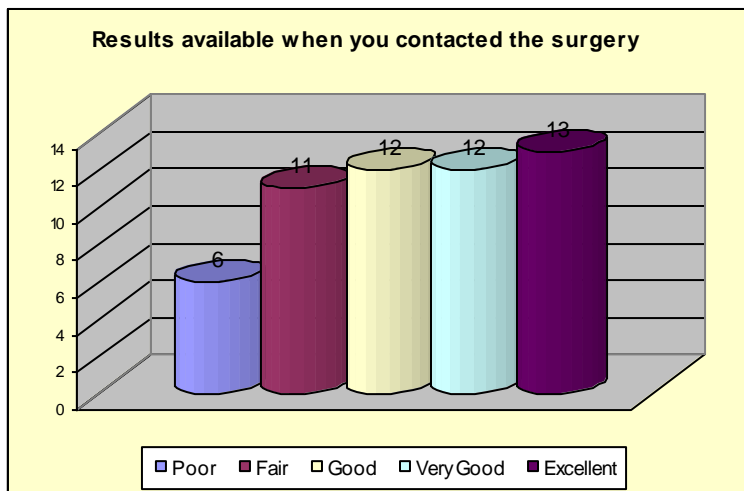
Section 3 Obtaining Test Results

Question 14 - Were you informed of when to contact us regarding your test results



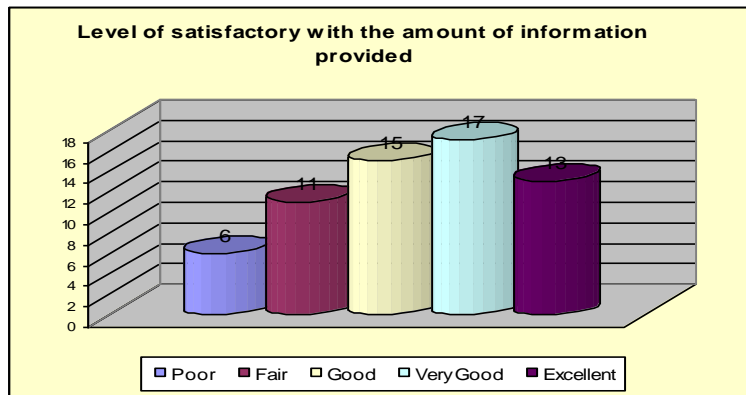
Of the 45 patients who supplied answers regarding test results, less than half (46.6%) of them had been informed of when to call for their results. This is a decrease of 12.2% from the last patient survey and an area for improvement. The practice will review the information supplied to patients when requesting tests.

Question 15 - Were the results ready when you contacted us



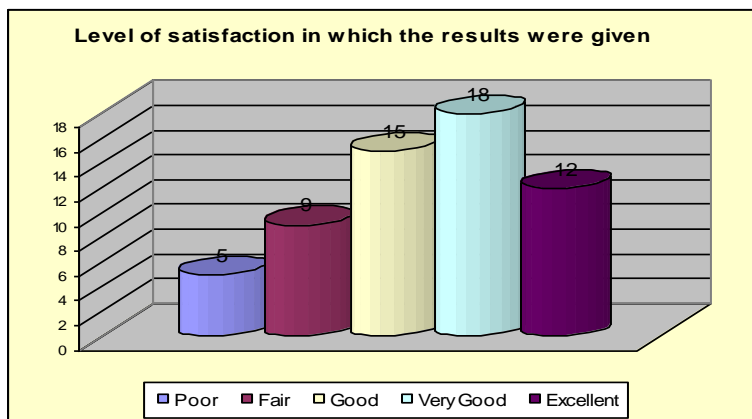
68.5% of patients who had samples/tests sent away confirmed that when they contacted the surgery, the results were in and were able to discuss them with the appropriate clinician. By working with local hospitals, a majority of results are now transferred by electronic links which enables results to be available quicker to ensure better continuity of services.

Question 16 - Level of satisfaction with the amount of information provided from the results



Of the 84 replies about the level of information provided, 72.5% rated good, very good, or excellent. However, there is still 9.6% who rated this question as poor and felt further improvement was required. The Practice needs to ensure all patients receive the same level of service when feeding back information regarding test results.

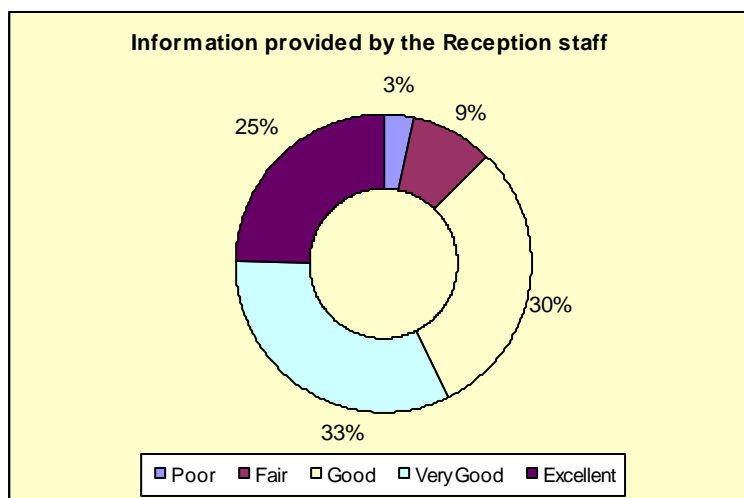
Question 17 - Level of satisfaction with the manner in which the test results are given



76.2% stated it was good, very good, or excellent. This is lower than the percentage 90.2% on the last patient survey. The Practice is aware that good communication techniques are paramount to a high level of satisfaction at the practice and will need to review and discuss methods of communication to raise satisfaction within the practice population.

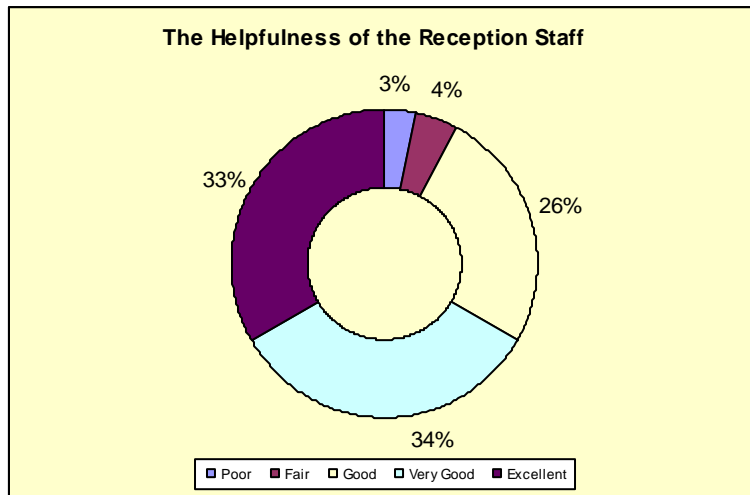
Section 4 About the staff

Question 18- The information provided by the reception staff



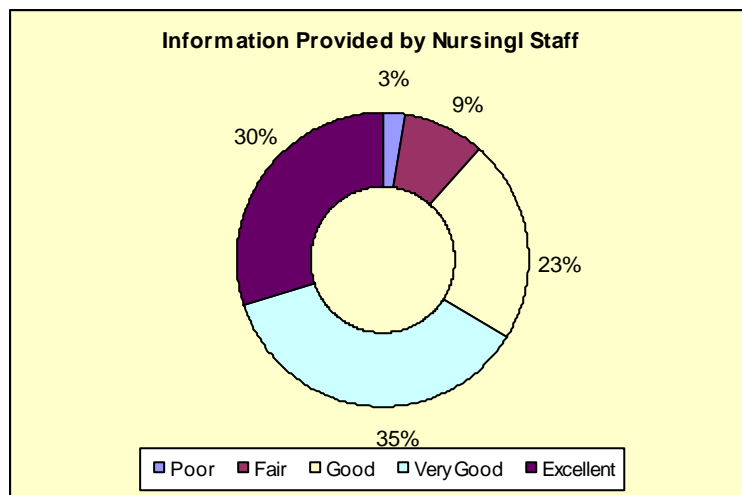
87.6% of the patients were happy by the level of information supplied by the reception staff. The 3% who rated it poor gave no indication as to why they had rated it poor. Following on from last years survey where some had indicated a lack of privacy regarding personal information, a notice has been placed on all floors stating that should they require to discuss matters in private, to make the receptionist aware so that they can accommodate the request.

Question 19 - The helpfulness of the reception staff



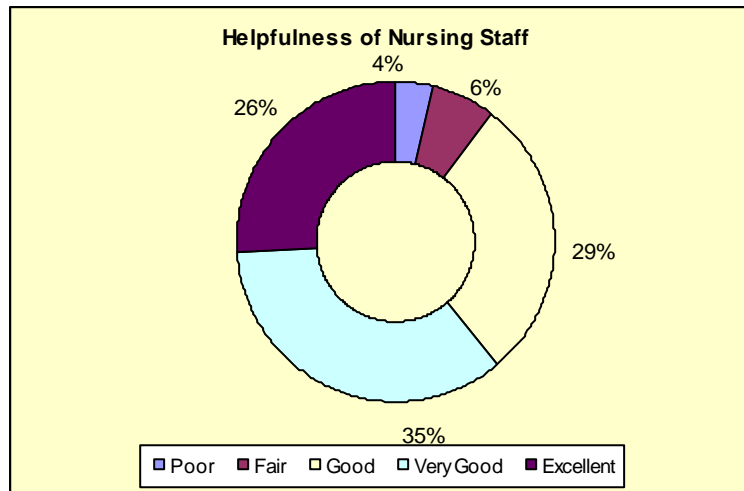
92.2% of patients that supplied a response were happy with the helpfulness of the reception staff. This significant majority shows a team with local knowledge with skills and experience to match

Question 20 - The information provided by Nursing Staff



Of the 80 responses received, 88.8% indicated that they were happy with the level of information supplied by the nursing staff.

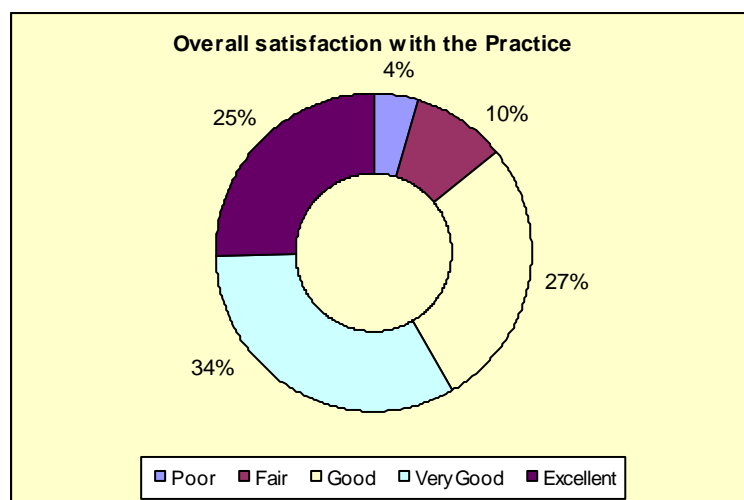
Question 21 - The helpfulness provided by Nursing Staff



89.6% of the responses were happy with the helpfulness of the Nursing staff. This shows a workforce of considerable knowledge, skills and experience

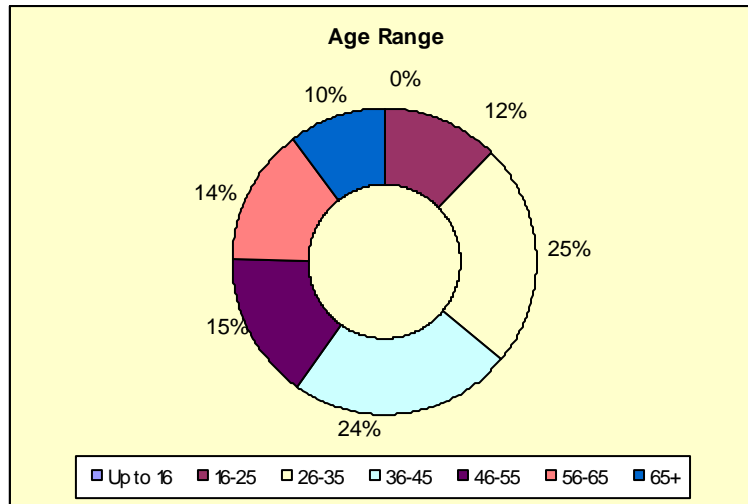
And finally

Question 22 - Patients overall satisfaction with the Practice



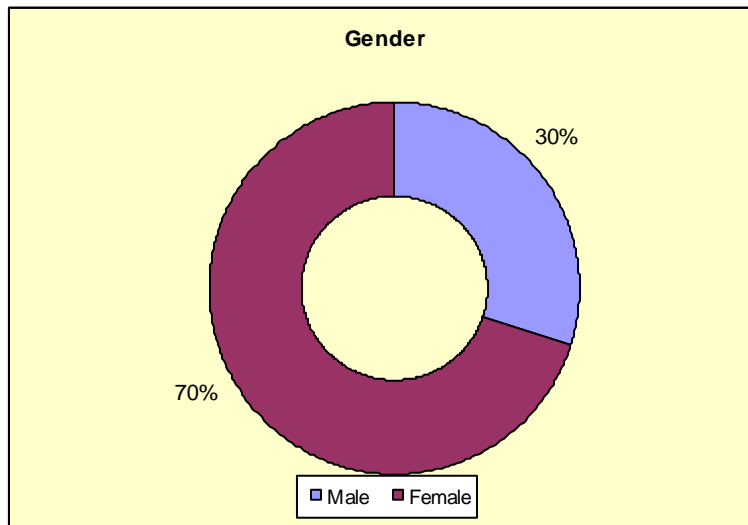
Patients overall satisfaction with the Practice was high. Unfortunately no indication was highlighted to where it was rated as poor to enable the practice to work towards the areas needed for improvement.

Age Range of patients completing questionnaires



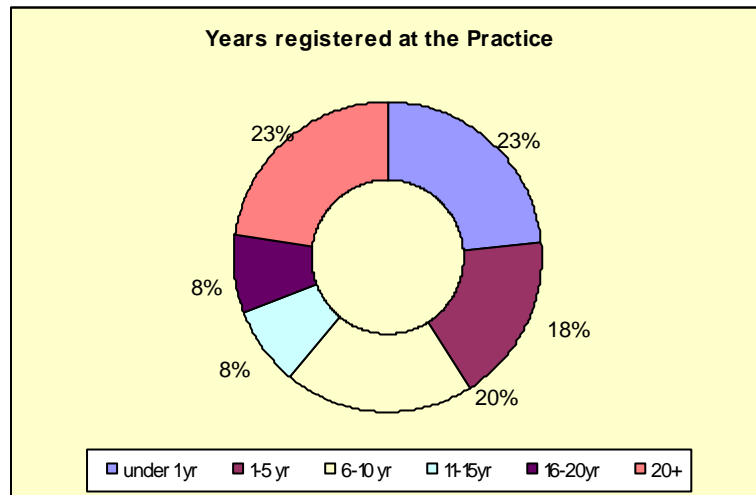
All of the patients completing the survey were happy to share the age range as indicated in the graph above

Gender of Patients completing questionnaire



70% of responders were female, an increase of 7% from last years survey

Number of years registered with the Practice



Breakdown of the number of years registered with the Practice. This year saw a significant increase of responders who have only been with the Practice for less than a year.

Conclusions

The survey takes places annually and patients can pick up a questionnaire from the practice throughout the period of the survey.

Overall, this years survey has seen the reduction of satisfaction responses in all areas. As a Practice, the outcomes have been disappointing as we aim as always to achieve the best standards available to us and for our patient population.

It is difficult to see why the changes have occurred this year, but note that it was difficult to encourage the practice population to complete the surveys, those that did respond were in a young age range bracket, and a significant amount of responders had been with our Practice for less than one year.

Changes to note during the past year include the reduction of clinical sessions of our Senior Partner, who has been with the Practice over 25 years and very popular with the elders registered with our Practice. Overall the number of clinical sessions have increased due to the appointment of an additional General Practitioner. Patients now wishing to speak with the General Practitioners are required to wait until after the clinical sessions are finished (except in an emergency), to ensure that appointment times are adhered to. The opening times have remained the same, and there are now more appointments available and bookable on the day.

The issues with the telephone system has been raised as a concern with the communication and ICT departments and we are hoping that shortly a solution will be found that will kept the caller better informed.

Last year in consultation with our Patient Participation Group we added open ended questions regarding additional services that patients would like to see available in the Practice should resources be available. When the responses were evaluated it became apparent that not everyone registered with the Practice were aware of the services already provided.

This year, we chose to list what the Practice already offers, but still gave the chance to itemise any other services that would be appropriate for a GP Practice, resources permitting. The suggestions are below. There are a number of areas currently being reviewed within the borough, which includes the possibility to bring some services from hospital into the community and wherever possible the Practice will work closely to ensure the best services for our patients.

There are areas where improvements need to be made and the surgery will need to identify how to manage the changes effectively to ensure continuity of the service in liaison with the Patient Participation Group.

Additional Services

- Physiotherapy
- Blood tests for other providers not just Guys and St Thomas Hospital
- Anxiety sessions
- Acupuncture
- Hypnotherapy
- Osteopath
- Minor accident/Injury clinic
- Massage
- Blood test on Saturdays
- Breast Screening
- Nutrition & Obesity

Additional comments added to questionnaire

'Would like it to be easier to book non-emergency appointments, even if several weeks before'

'The need for better communication regarding afternoon telephone calls'

'The only worry is trying to get an appointment with the doctor of my choice'

'Phone system needs looking at, keeps ringing and disconnecting, thought I was ringing the wrong number'

'Every time I make an appointment, I never get seen on time, always 10 minutes delay'

'Staff very friendly and helpful, I am very happy with the service'

'As in all organisations there is always room for improvement, you should never get complacent'

'Staff are very helpful'

'I am happy with the Practice and with the level of service and staff'

'It took me 7 phone calls before someone pick up the phone'

'Less medication and more understanding from a holistic point of view'

'Please answer the phones when we call the surgery'

'Children should be taken as first priority in the mornings'

'The reception staff are lovely, patient, polite, helpful & caring'

'Reception very helpful and friendly'

'Doctors could be better at offering sports injury advice'

'Could we have an answer machine service?'

'The doctors should take more time to listen to the patient, no matter what type of appointment, because you feel that the doctor is trying to get rid of you'

'Some doctors should be more caring, not just send you away saying nothing is wrong, ended up seeing 3 doctors before being diagnosis with what I was complaining about'

'Very difficult to get appointments, can we have more on the day'

'Receptionist on 2nd floor was extremely kind and efficient'

'Friendly reception staff'

'Thanks for all the staff working at SHGP, especially Dr Pariente and Dr Ung'

'I was spoken to rudely by one of the reception staff, they need customer service training'

'The doctors need to run to appointment times, I waited over an hour'

'Really happy with service and staff'

'Not having attended the practice for a long time, I was really impressed with all the improvements, both aesthetically and practical''

'Get the PCT to organise themselves professionally to make the working lifes easier for all the nice helpful staff at our practice'

'It is difficult to decide where the start of the responsibility lies; I think it starts wit the PCT.'

'You wait to long for an appointment'

'Many of the reception staff can be rude and unhelpful. I find the afternoon receptionist very helpful and pleasant, the blood person pleasant. Doctors always in a hurry and Practice Manager hard to contact'

'The doctors need to listen to the patient before writing a prescription & exam them first'

'My experience of the receptionist and Nurses has been helpful and convenient, but contact with the doctors largely negative, rude, inconsiderate and unhelpful'

'Everything is great, fantastic staff at all levels, couldn't be better'