

Parklands Patient Survey Report 2011/12

OPENING TIMES AT PARKLANDS SURGERY –

Practice premises opening –

8.00 am to 6.30 pm Monday to Friday

Extended opening hours

Appointments are available with some GPs in our extended access sessions at 7.00 am on Fridays and 7.30 am on Tuesdays and Thursdays. We are open on Saturday mornings from 8.30 – 11.30 am for prebooked appointments. There are phlebotomy appointments starting at 7.40 am, Monday to Friday.

Introduction

This survey is based on seeking views from practice patients to promote proactive engagement of patients through the use of our Patient Reference Group. Parklands Surgery wants patients to be involved in decisions about the range of quality and services provided.

The survey consisted of a four page questionnaire containing 18 questions using the guidance of other survey instruments such as GPAQ and CFEP.

The following were used as topics for the questionnaire –

Practice administration

- Contact with the surgery
- Appointments

Clinical Care

- GPs
- Nurses

Additional comments/improvements

Survey Sample Size and Frequency

The questionnaire was distributed through regular in-house clinics eg antenatal, child immunisation, diabetic and flu clinics with the help of members of the Patient Reference Group. They were also available on our website and at reception. We received 219 questionnaires in return after distributing over 1000 questionnaires, but felt that this response was not ideal but was enough to proceed with collating results. The practice consulted the PCT and a representative of the PRG and it was felt, although the practice recognised this was reasonable engagement, we would proceed with the next questionnaire sooner than the minimum twelve monthly interval to comply with the

wording and engagement of the enhanced service. The practice will take advice from the PRG to see what topics they suggest should go into our next survey, which may involve commissioning of services.

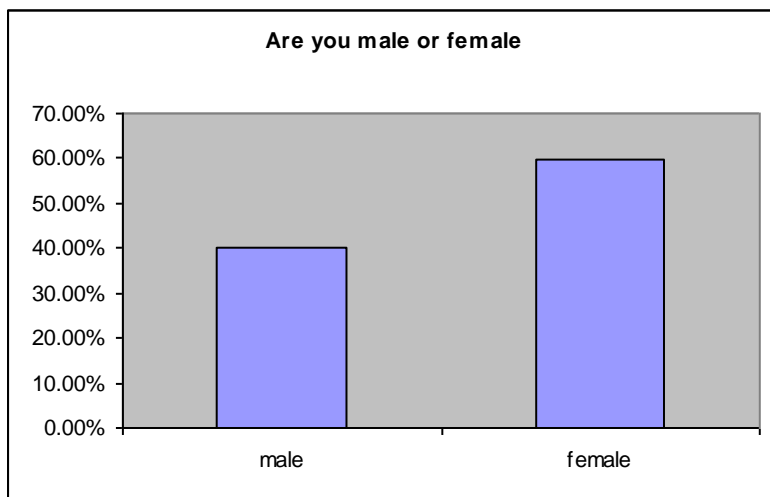
Methodology

The questionnaire was produced by Parklands Surgery in consultation with staff, GPs and a representation of some of the original Patient Participation Group. The questionnaire was presented to patients in paper format and as an on-line version for those with access to the internet.

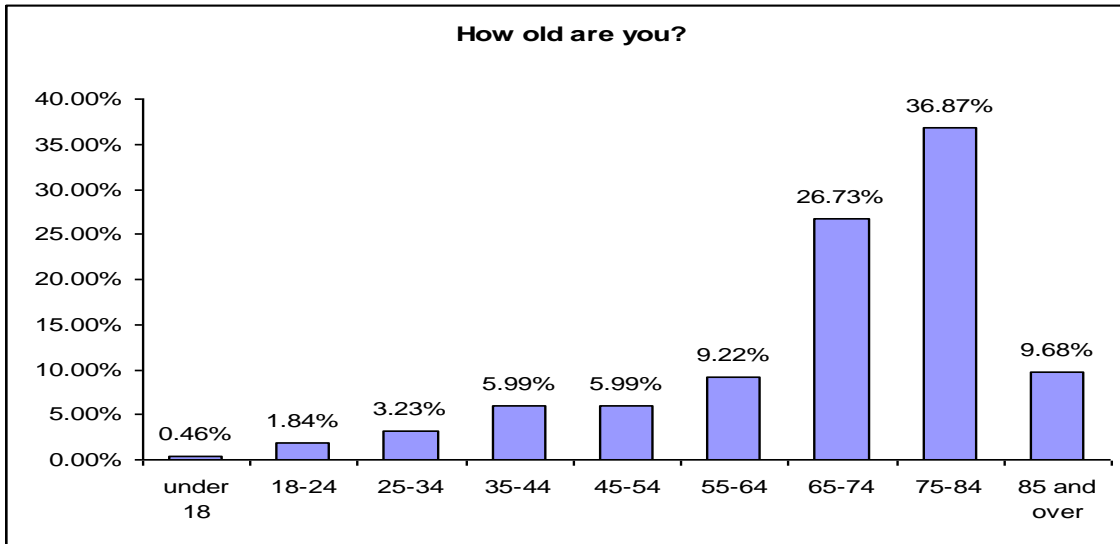
What happens after the survey?

The practice provides the PRG an opportunity to discuss the survey findings. An agreement is reached where changes are suggested to services and an action plan is implemented with achievement dates. All this will be publicised on our website and in the practice.

The gender of patients completing the survey

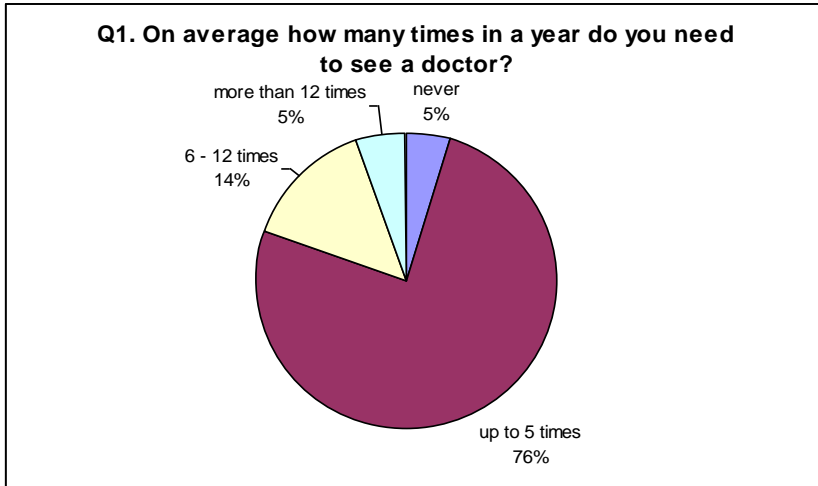


Age distribution of patients who completed this survey

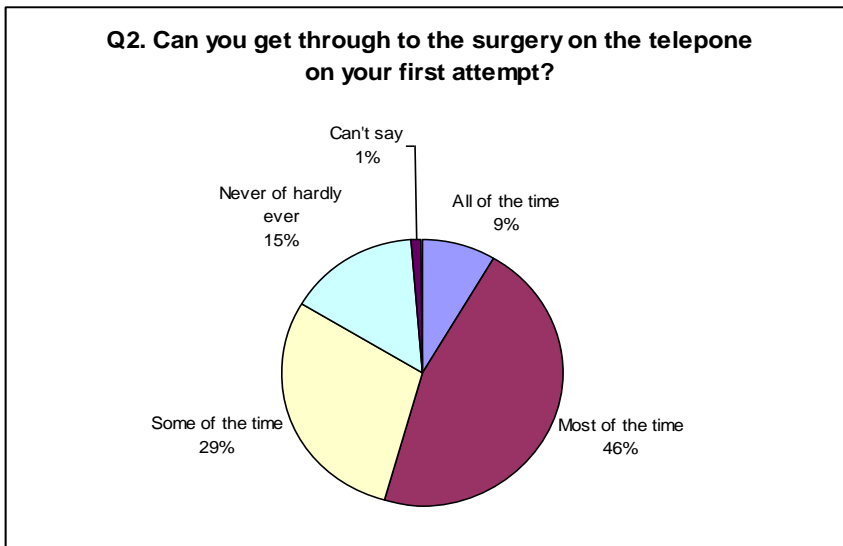


PARKLANDS QUESTIONNAIRE RESULTS

Q1. On average how many times in a year do you need to see a doctor?

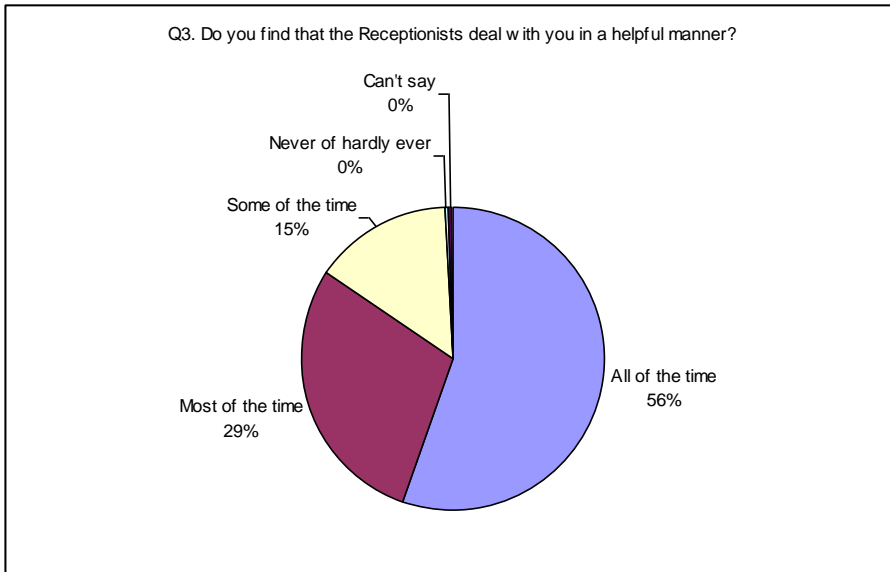


Q2. Can you get through to the surgery on the telephone on your first attempt?



It was felt this was a positive response as more than half of patients asked felt they could get through to the surgery on the first attempt

Q3. Do you find that the Receptionists deal with you in a helpful manner?



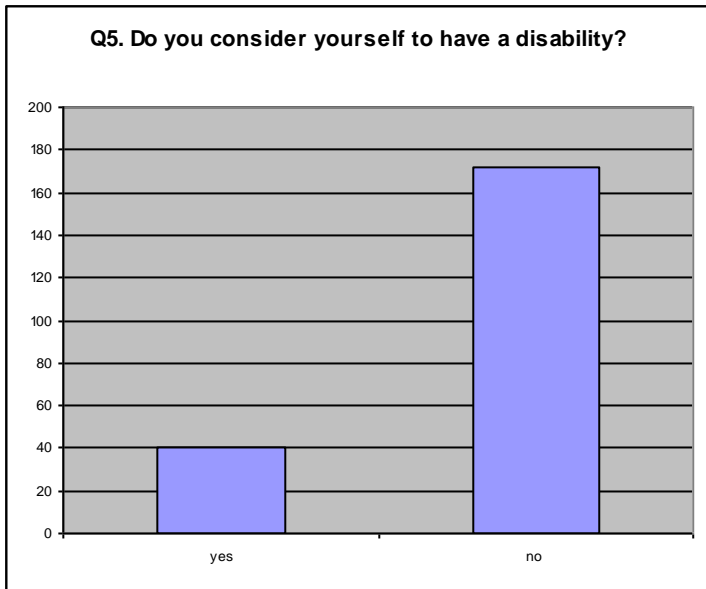
Parklands Surgery is always working on customer care and the figures prove this is well regarded

Q4. Are you able to get a seat in the waiting room at the Surgery?

	Downstairs	Upstairs
All of the time	159	80
Most of the time	29	21
Some of the time	4	1
Never or hardly ever	0	0
Can't say	3	12
	195	114

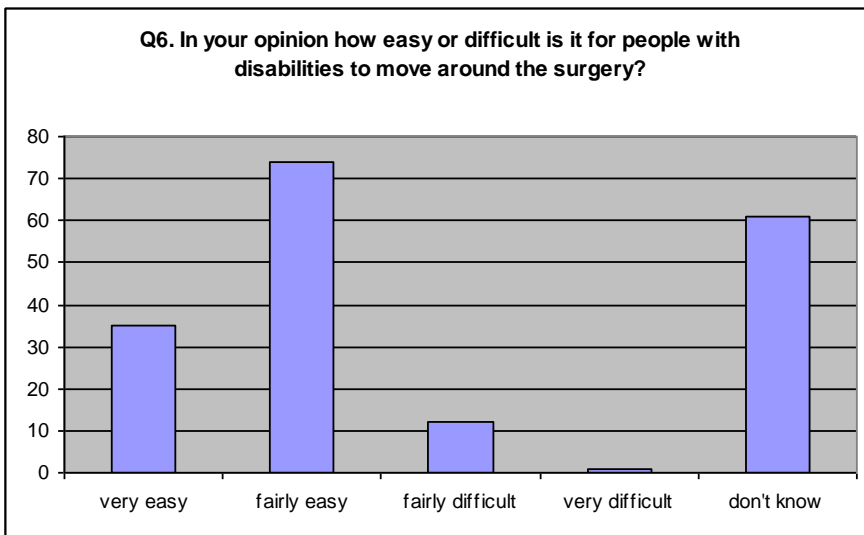
There is a generous waiting room downstairs and a small waiting room upstairs for patients. Any doctor seeing a patient upstairs would always be able to come downstairs to see a disabled patient who cannot manage the stairs.

Q5. Do you consider yourself to have a disability?



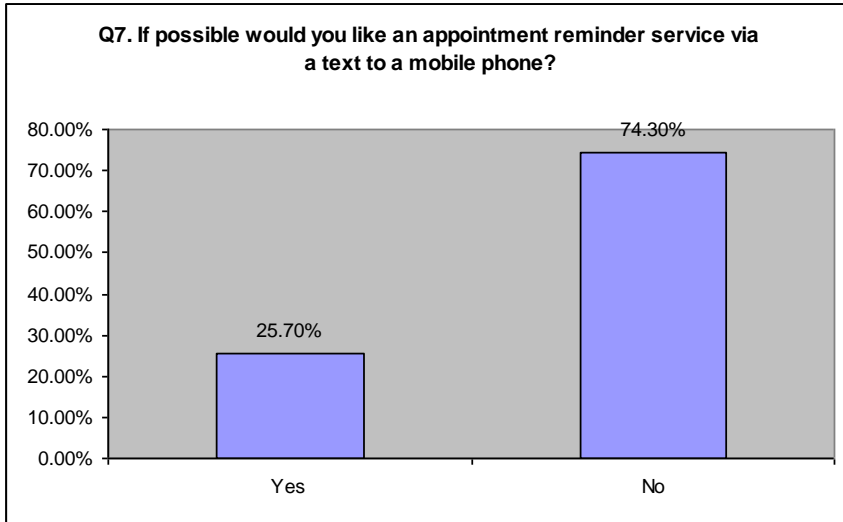
Forty patients out of one hundred and seventy, that replied, said they did have a disability

Q6. In your opinion how easy or difficult is it for people with disabilities to move around the surgery?



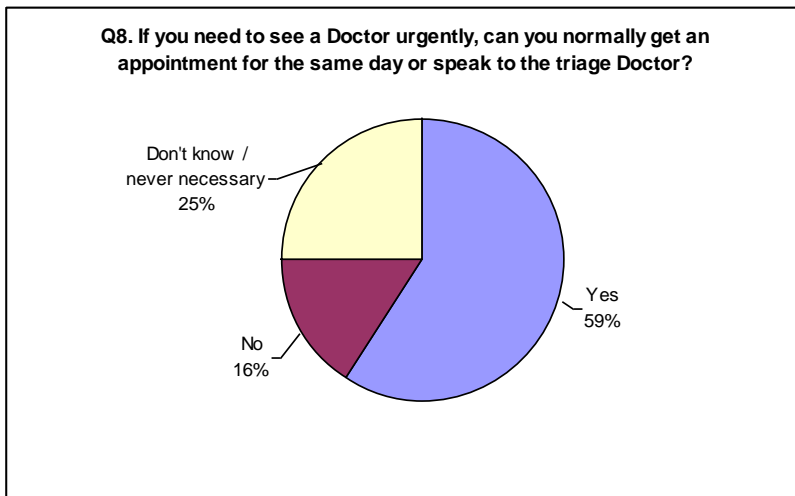
The majority of patients felt they could move easily around the surgery - only a small number found it very difficult to move around.

Q7. If possible would you like an appointment reminder service via a text to a mobile phone?



This is a service we may offer but would seek individual permission before commencement. This high negative answer may be related to the age range of the patients completing our questionnaire. The practice feels that this service would help reduce the high number of patients who do not attend their appointments, thus saving valuable clinician time and freeing more appointments.

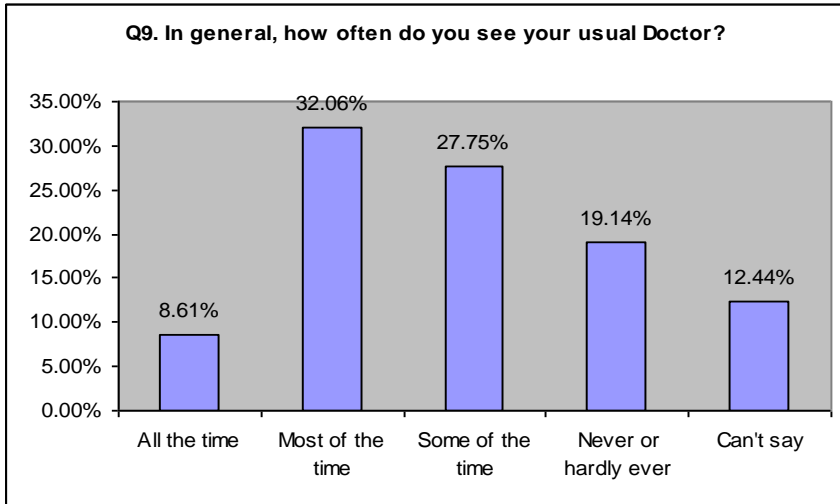
Q8. If you need to see a Doctor urgently, can you normally get an appointment for the same day or speak to the triage Doctor?



Yes	123
No	33
Don't know / never necessary	53
	209

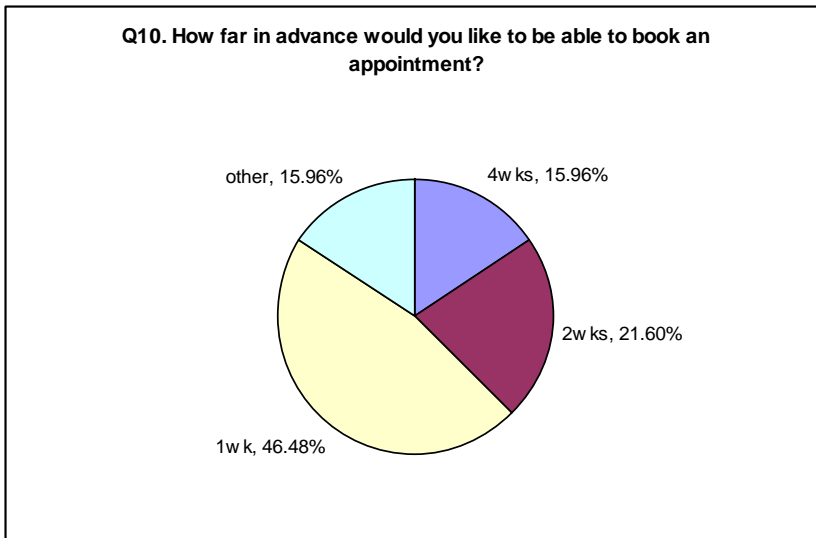
59% of patients feel they have same day access to a doctor – this has improved since the introduction of a “duty doctor” being available to see patients on each day, and only 16% felt they could not speak to a doctor on the same day. It is interesting to see in this survey that 53 patient said they did not know or did not find it necessary to speak to a doctor on the same day.

Q9. In general, how often do you see your usual Doctor?



Over 50% of patients feel they see their usual doctor most or some of the time. We are trying to encourage patients to see the same (or usual) doctor for continuation of treatment

Q10. How far in advance would you like to be able to book an appointment?

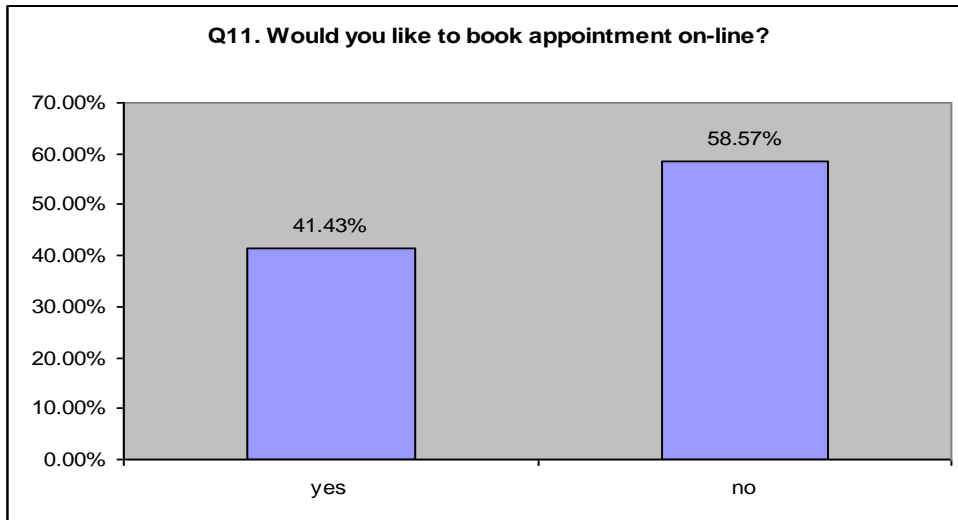


4wks	15.96%	34
2wks	21.60%	46
1wk	46.48%	99
other	15.96%	34

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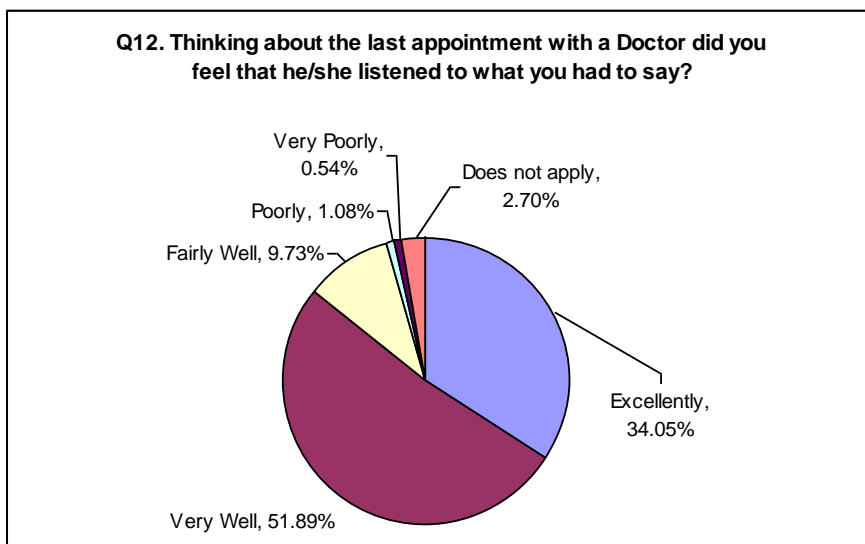
The surgery is currently looking at altering our appointment system and there is a pilot running to see if we can improve our access for daily requests for appointments and also for booking appointments in advance. This information will clearly help. We always try to have appointments bookable at least two weeks in advance and often longer.

Q11. Would you like to book appointments on-line?



Parklands Surgery will be offering on-line appointments soon as an option in the new clinical computer system but patients will still be able to book over the telephone and at reception

Q12. Thinking about the last appointment with a Doctor, did you feel that he/she listened to what you had to say?

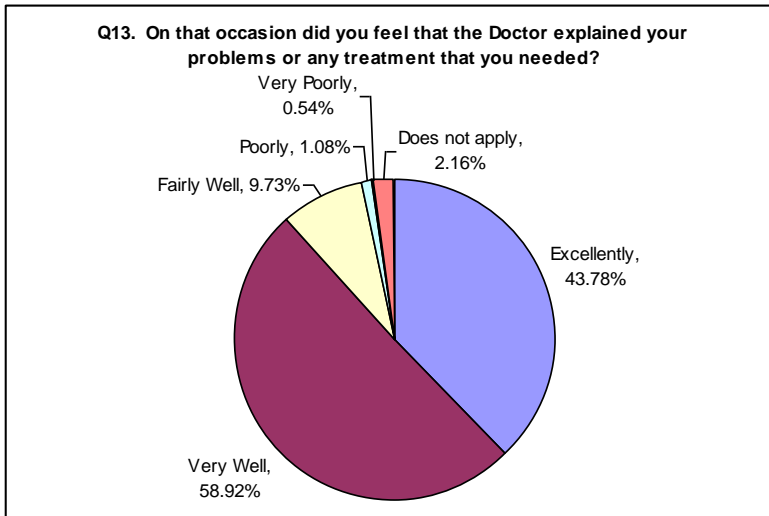


Excellently	34.05%	63
Very Well	51.89%	96
Fairly Well	9.73%	18
Poorly	1.08%	2
Very Poorly	0.54%	1
Does not apply	2.70%	5

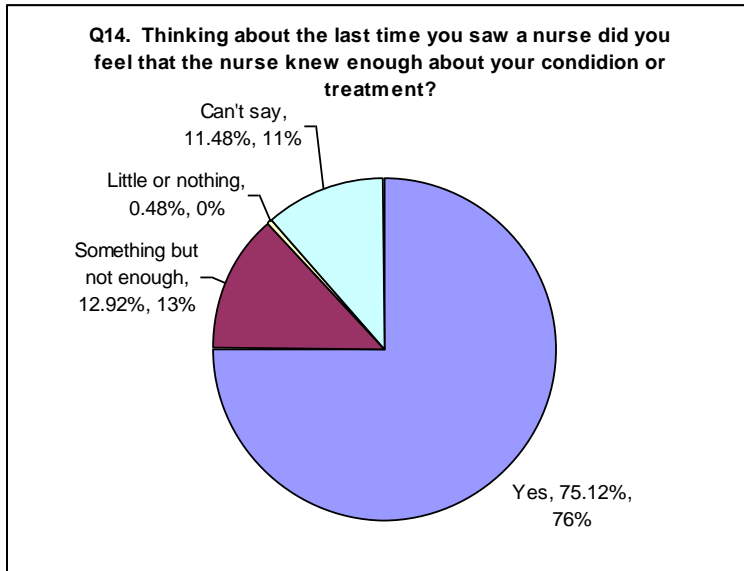
185

Over 85% of patients feel their doctor listened to what was said and only 3 patients out of 185 felt that they were not listened to.

Q13. On that occasion did you feel that the Doctor explained your problems or any treatment that you needed?



Q14. Thinking about the last time you saw a nurse did you feel that the nurse knew enough about your condition or treatment?

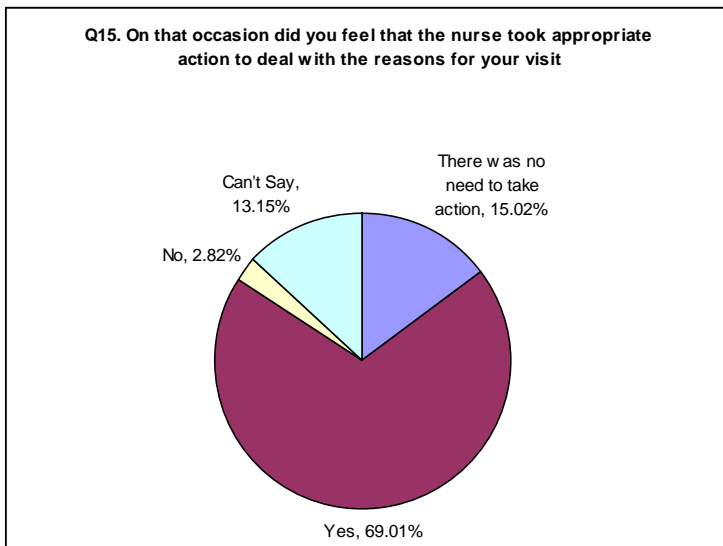


Yes	75.12%	157
Something but not enough	12.92%	27
Little or nothing	0.48%	1
Can't say	11.48%	24

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We offer nurse triage appointments every day for minor ailments as well as nurse led chronic disease clinics and feel this high percentage of positive answer is because our highly trained nurses provide such good care.

Q15. On that occasion did you feel that the nurse took appropriate action to deal with the reasons for your visit?



There was no need to take action	15.02%	32
Yes	69.01%	147
No	2.82%	6
Can't Say	13.15%	28
		213

It is reassuring to see that patients felt confident with nurses taking appropriate action for a visit to the surgery.

COMMENTS FROM THE QUESTIONNAIRES -

What is good about Parklands -

- Service from nurses
- It is of the very high and caring standard
- Helpful caring service
- I am very satisfied
- My wife & I are both satisfied with the service. Like the way Dr comes into waiting room to greet patients
- Nurses are very helpful
- Always found everyone very pleasant & helpful
- Nice & clean how busy doctor/nurse is that I see they always give me their full attention & I don't feel rushed. I have been a patient of Parklands since birth in the days of Dr Dick & Stanley. I believe it is without doubt the finest surgery in this area.
- Feel well looked after by designated doctor
- Always friendly helpful. We are fortunate to have you
- Service by nurses
- Find it a very well run set up and have always been treated with courtesy.
- Nurses are cheerful friendly & efficient, very good in injection techniques
- Efficient – pleasant- polite
- Nice atmosphere in waiting room with appropriate relaxing music
- Have been with parklands for over 40 yrs and have been very happy with service given. As with everything times change and improvements can be made
- In over 40yrs on the books of the practice I have never had any cause of complaint
- All staff very helpful compassionate
- It is very convenient as we live close by
- Friendly atmosphere
- Well organised
- Pleasant front of house

- How lucky we are to have a top rate surgery on our doorstep
- We consider we are very lucky to enjoy the top rate services of Parklands
- Computerised check in is an excellent system. Good doctors who are highly professional.
- Convenient location
- Very helpful
- Usually very helpful
- You have efficient system for repeat prescriptions
- Nurses used excellent. Outstanding in terms of approach, knowledge and efficiency
- Staff/Dr always helpful
- Nurses specially Sarah & Ellie give genuine support and show interest. Treated individually and with sense of interest in patient. Excellent friendly approach. I am told more of how I can help myself
- All very friendly & helpful
- General attitude and care of Drs and most of the nurses
- Friendly atmosphere and professional help from Dr/Nurse
- Very well run surgery. Impressed with Midwife care & service & you always keen to help if my daughter is ill and never made to feel silly about bringing her. Thank you
- 25 yrs always very pleased with service.
- All staff pleasant and friendly
- More of same
- Treatment I have received from nurses is great. They deal with most of the issues. I come to the surgery for excellent service.
- Friendly medical staff. Good checking in system for those of us which relieves the queues at the desk.
- Very caring & efficient
- Find very satisfactory and extremely well run. Particularly applaud forward planning in our invited for tests.
- Fantastically managed. Particularly like how reception often over the phone, can get into my notes to resolve a query and how well the nurses respond / help with a problem. The friendliness of all staff important where ones a bit stressed.
- In my experience mostly all has been satisfactory
- Friendliness
- Good humour and civility of everyone involved in the practice
- Seem to be high quality staff
- On the whole, very well run
- Everyone always pleasant and cheerful
- Staff always very helpful and friendly when visit
- The helpful attitude of all staff – Dr, nurses and reception
- Very good service. Staff always nice and helpful.
- Everyone is very helpful and friendly. I wouldn't want to change surgeries.
- I am delighted with treatment. The friendliness
- On the whole I am very happy with the service and treatment provided.
- Nice nurses.
- I'm always very happy with the service received
- NHS has made excellent progress and this is very much reflected in the excellent standards at Parklands
- Dr Mtharu was particularly attentive and helpful to my late husband.
- Highly competent. User friendly.
- Nurses are very good indeed.
- Nurses are always professional, helpful and friendly.
- Efficiency and cleanliness
- Very impressed with professionalism of Dr and nurses and have no complaints except appointments
- Surgery very good. Diabetic clinic excellent.
- I've been seeing the nurses 2 or 3 times a week and they've all been lovely

68 positive and complimentary comments about Parklands Surgery

Appointments

- Availability of usual doctor
- Sometimes I cannot see own doc but not too worried
- Easier telephone access.
- Difficult to see same doctor every time I attend there seems to be a change in the medical staff
- Often difficult to make appointment with registered doctor unless prepared to wait long periods of time. Happy to see anyone in emergency but prefer designated doctor when discussing ongoing med problem
- Very difficult to get a prompt appointment usually 10 day delay
- Seeing ones usual doctor regularly could be improved
- I would like to be able to book an appointment a week or two ahead as I have to arrange transfer. Most of my visits are not emergencies
- The delay time in seeing my registered doctor
- Booking very difficult at times to get an appointment follow ups not always easy to get – long waits for doctors can have poor liaison with results from hosp. Waiting 3 weeks to see a doctor who has written to see you is poor
- Very difficult to see the same doctor constantly without waiting a long time. Problem appears to be concerning doctor not working full time
- Prompt access to non urgent app
- Would like to be offered appointment within 24hrs
- Urgent appointment system needs to be reviewed. Patients should be able to get urgent appointment on the day they phone – my dentist provides this service why can't GP's. Patients should not be asked to phone again the next day for an appointment. It is a waste of everybody's time. A one stop appointment system should be adopted. Also if you computer system is down the onus should be on the surgery to ring the patient back this is just good manners.
- Improve - Waiting less time to get an appointment
- Improve – not waiting so long to get an appointment
- If asked to book appt in 4 wks staff can't or won't do it told to ring back.
- Appointment system for 4 wks time – can't make appointment told ring back. Staff approach / manner not very helpful with this.
- Shorter waiting time for appointments with the popular Drs
- Abolish rule that appt for urgent attention can only be made on day. Nonsense only way get same day / next day appt to turn up in person as never get through on phone before fully booked.
- Getting through quicker on phone
- Easier on the day appointment system
- Quicker appointment offers please
- Can hardly get an appointment quickly
- Difficulty in making appointment makes me feel insecure & vulnerable – no sense of care when most need it
- Could be improved. What point having own Dr if can't get to see for 2-3 wks
- More telephone appointments with own doctor
- More doctor appointment times
- Would be nice to see a doctor on a Sat
- Early morning, late evening and sat mornings for working people only
- Online appointment would be very helpful
- Like appointment with Dr of choice without long wait
- When usual doctor not available a choice of other Dr – not just Duty doctor
- Would like to have a walk in surgery
- No appointment available for the doctor who you are registered with. Not able to get follow on appointment with the same doctor for the condition.
- Appointments are not easy to obtain & being offered a triage nurse is not always the best course of action. Records need to be checked regularly to cross over happen (i.e family details). The number of new patients does not help.

These 36 comments and suggestions are in the process of being addressed and we will take advice from the Patient Reference Group. We are already running a pilot of a new appointment system and appreciate patients' views about availability of appointments. This is an ongoing problem we have recognised and will be improving.

What could be improved at Parklands?

- Reduce queue for flu vaccine by rearranging your lists of those attending. This was time consuming whilst nurses were waiting for patients
- Sometimes aware of being hurried through an appointment and of a dislike of multiple matters for the doctors attention
- Us oldies would very much appreciate a chiropody service every surgery should have one
- If perhaps once a year the over 70s could be called in for a general check up and how are you session. I think many would be willing to make a financial contribution towards this.
- Telephone booking
- Increase availability of doctor. Clearly state what days each doctor works.
- Would like there to be a doctor who specialises in diabetes – at moment am simply referred to hosp where it can take 6 months to get an appointment with consultant
- Without wishing to appear too critical the surgery's procedures appear to be focused on the needs of GPs rather than the patients
- It is possible to hear very clearly in the waiting room the personal conversations the reception have on the phone with patients. It can be very embarrassing
- Have greeters / helpers for elderly
- Re-instate BP machine in waiting room
- More staff in admin. Have always had to check and chase referral letters and get forms filled in.
- Feels right hand doesn't know what left hand doing.
- Area for pushchairs
- Need comfortable chairs in the waiting room
- Waiting room space
- Sometimes an open window wouldn't come a miss
- Not sure who registered with
- Make clearer if need to wait upstairs
- No music wanted in waiting area
- Pop music unwelcome – classic or nature music better
- Booking in screen needs to be stabilised so functions properly
- Screen doesn't input my name
- No radio. Noise undignified for Dr surgery
- More info on TV screen about practice, staff and services offered, rather than so many adverts
- Horrible music
- Would like to know who Dr is
- Mole clinics
- More routine health checks
- As well as text message there should be telephone calls
- When there are many people in the waiting room the chairs are positioned so close that the person directly opposite me coughs straight at me or right across the front of my face. If sitting at right angles to me.
- Mobile phone conversations should be conducted outside the waiting room

32 comments on services that could be improved and we will be taking these to our Patient Reference Group to obtain their comments and will process actions after a consultation

Reception

- Over many years this has been one of the strengths of the practice
- Reception is very helpful & friendly
- Prefer not to be asked my reason for needing to see doctor
- Reception should conduct telephone conversations with patients so that personal details cannot be heard in waiting room
- Some receptionists do help but some don't
- Of recent times the reception are getting more pleasant & helpful but there are some staff that are more aggressive & unpleasant than necessary there is room for improvement
- Always helpful
- Mostly find the reception helpful, kind & caring
- Depending on reception the answer to q3 can vary from all to hardly ever
- Some are better than others
- The possible arrangements are not always clear
- Yes most usually helpful
- It is practically impossible to see doctor in case of some emergency. Frequently the receptionists require a detailed prognosis before any positive action is taken. This all happens within the gaze of other patients
- They do their best but the appointment system they are stuck with is a mess
- Receptionists are always friendly & helpful
- Always helpful
- Find the receptionists are always very helpful
- I do not like the way the receptionist asks you for your reason to see the dr. It can be a very personal matter
- Receptionists at Parklands are always very friendly and helpful
- Sound warmer – make feel less guilty for calling
- Excellent recognising me
- Some of reception staff need a course on their manners/courtesy on speaking to patients on tel/surgery. Morning curt, afternoon helpful a complete different approach.
- Staff very abrupt in morning. Go on a patient handling course. Staff afternoon completely different kind and helpful,
- Unable to get through telephone – had to discuss problem in reception – then unable to see doctor – referred 3rd time to nurse
- Reception sympathetic, informed and efficient
- Staff very helpful
- Excellent friendly welcome
- Most apt & staff are very good
- Reception very good
- Very friendly
- Some receptionists take the time to get to know you. Some are still family dr. Some doctors give you time & listen to the whole picture instead of just looking at what the NHS are prompting at the moment
- Receptionists need to be more sympathetic towards offering apt
- Occasionally a little sharp
- Lots of changes some not as courteous as should be
- Is it really necessary for reception to know exactly why one is asking for appointment. One knows if wants to see Dr or nurse. Is it appropriate to say you must be prompt or you will miss apt.? I have never been late and well aware of inconvenience it could cause.
- Always helpful
- Kind and cheerful at all times despite some awkward requests at times
- Wish problem wasn't asked for
- Prefer not to be asked my reason for needing to see a doctor
- I much appreciate the helpfulness of the receptionists
- Receptionists need training in customer care. Also should not be allowed to ask medical questions at desk as no medical training.

- Do a splendid job
- Advice given by different receptionists is sometimes conflicting
- They are all excellent. Thanks
- Helpful and kind
- Seems relaxed and efficient although some of the receptionists do not always give accurate info.
- They are fantastic, but sometimes people who call them leave much to be desired – evidenced by calls I overheard while waiting, where they are very patient with them – that’s a skill, well done
- Prefer not to be asked why I want to see a Dr
- Need to be more sympathetic towards offering appt
- Don’t want to be told with 3000 patients we can’t make special arrangements for you – even though I seldom visit

50 comments about reception and the people who work there. Some comments contradict each other. Interesting to note, in an extremely busy, stressful environment where the mornings are much busier than the afternoons, it was thought the same staff come over as more abrupt in the mornings than the afternoons.

Parking

- More parking on road near the surgery during opening hours
- Parking facilities for such a large practice
- Parking
- Car park needs enlarging
- Parking
- Parking availability and sadly I have no positives as an alternative so I generally try to get an early appointment before the rush descends
- Parking
- Car parking?
- Parking
- Parking real issue, very stressful when have to live distance from surgery. Could council reserve more spaces in road?
- Parking?
- Car parking
- Car park, - improve
- Car park if possible
- Parking becoming a nightmare. Worrying and dangerous.
- Biggest outstanding issue is car parking. Many times I’ve not been able to get a place so risk a fine by parking in the street. Would it be possible to negotiate with the council to reserve street parking for patients?

The 16 comments about car parking at Parklands Surgery are noted. Our Business Manager replied to a recent questionnaire from the local council asking to look at future parking needs. She strongly requested more short term parking for patients. Previous requests have been declined. We have also tried to extend the car park in previous years but there is a company car park for Mercer’s on the far end and several trees with a protection order on them which is preventing us from expanding. We do feel lucky to have a car park at all being so near a city, as there is at least one other surgery in Chichester that has none at all.

Doctor

- I hate the doctor clock watching when you have an appointment with them
- Part-time doctor make it difficult to consistently see the same GP
- Under stress reception can be brusque and unhelpful
- A nurse making medical determinations very poor
- Main problem getting to see Dr of your choice eg Dr Orr is booked up 6 wks in advance. No chance to see her

- Never see Dr registered with prefer to see Dr of choice
- I would like to see doctor of my choice sooner than 2-3 wks. Like to be treated by either Dr Orr or Dr Clarke as they know me and my background. If see another Dr just treat problem not whole person. Surely have relationship with patient as good for the doctors too.
- Very difficult to see some Dr each time and build up a relationship where the Dr knows the history
- Continuity of treatment – 5 different Drs – 5 different explanations
- Delay in letter to MSU meant delay in treatment
- Continuity of seeing ones own doctor
- Appreciate more feedback after referral to a consultant or after samples are sent to lab in the form of detailed results or copies of the letters as some surgeries provide to their patients.
- Very difficult to make appt with chosen doctor
- Urgent problem keep being seen by nurse – not successful
- Appears doctors have too many patients. Cannot have appointment for at least 2/3 weeks or more
- It's just the old problem of if you have an ongoing problem it's a job to see your chosen Dr
- The main problem is my doctor is rarely available
- Doctors to work 100% for the practice, mine if often somewhere else resulting in long waiting times. He's very good when I eventually get to see him
- It is difficult to see doctor without a delay of 1 week to 10 days
- Dr Shipsey is excellent. I should like to see her regularly.
- Sometimes doctor can be a bit remiss in not giving you the full info in a consult letter about a problem referred to them for advice.

There is a theme of “continuity of seeing the same doctor” in several comments made above. This is something we are working on and will discuss this with the Patient Reference Group.