

Parklands Patient Survey Report 2012/3

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.

Introduction

This survey is the second year we have used our Patient Reference Group in order to plan future services and assess the current position of the practice by listening to suggestions and comments made by members of the PRG. Parklands Surgery encourages patients to become involved about decisions that involve the future of the practice and the services we provide.

The survey consisted of eight questions with several free text comment boxes. The questions were based on some of the findings in the 2011 survey that had been suggested by the PRG so that further information could be gathered. The following were used as topics for the questionnaire –

- The questionnaire itself
- Introduction of new appointment system
- SMS or text messages on patients' telephones
- Confidentiality in the reception area
- Choice of hospital when needing treatment

Survey Sample Size and Frequency

In this second survey the practice tried to improve on distribution and the number of returned questionnaires. The questionnaires were available online on the practice website, from which 27 were returned and there were approximately 1150 paper questionnaires distributed and 270 hard copy

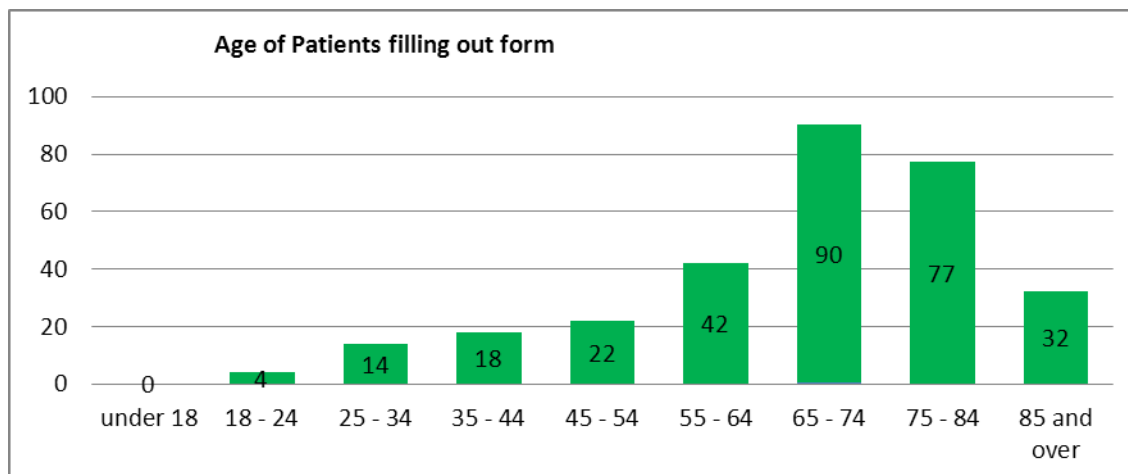
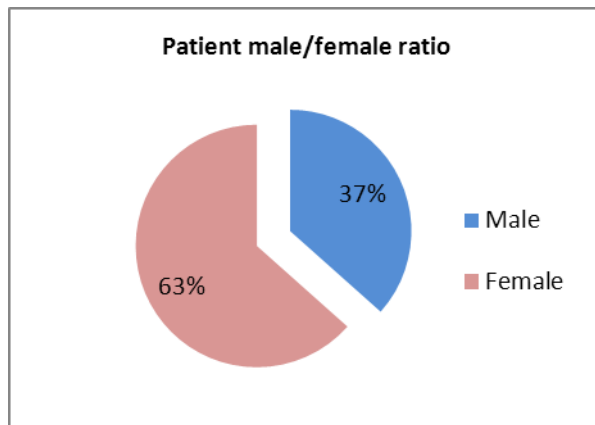
questionnaires returned which is an improvement on last year. They were available at the reception desk and all our clinics, antenatal, child immunisation, diabetic, flu clinic and smoking cessation sessions to try to reach as wide a demographic of patients as possible. The PRG helped in their distribution. The practice will take advice from the PRG after the meeting to discuss the questionnaire results.

Methodology

The questionnaire was produced by Parklands Surgery in consultation with staff, GPs and as a result of last year's meeting with the PRG and the resulting Action Plan.

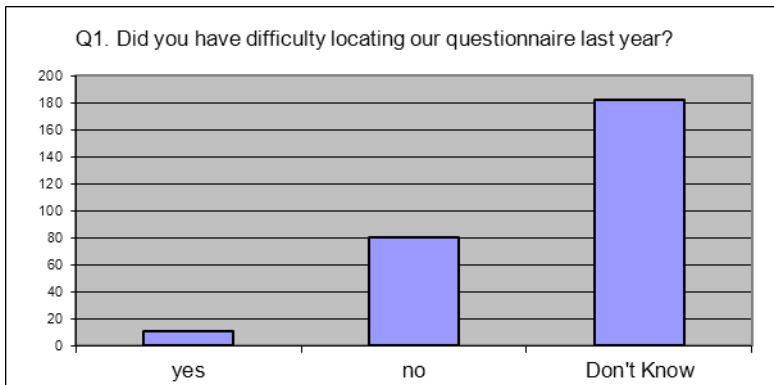
After the survey report is distributed amongst the PRG there will be an opportunity for the findings to be discussed and another Action Plan produced for 2013. The survey results and the Action Plan will be publicised on our website and in the practice.

Gender of patients completing the survey



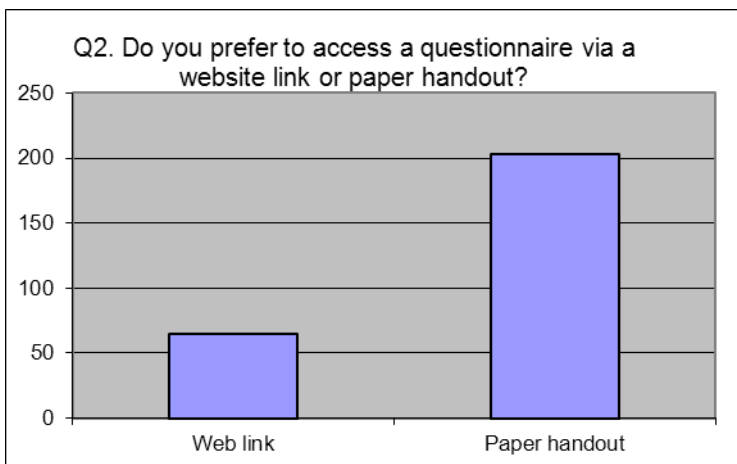
PARKLANDS PATIENT SURVEY - RESULTS

Q1. Did you have difficulty locating our questionnaire last year?

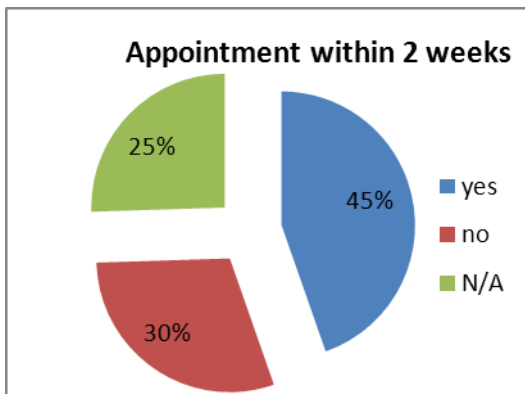
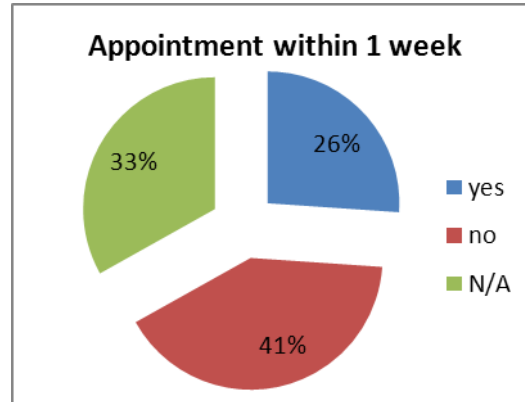
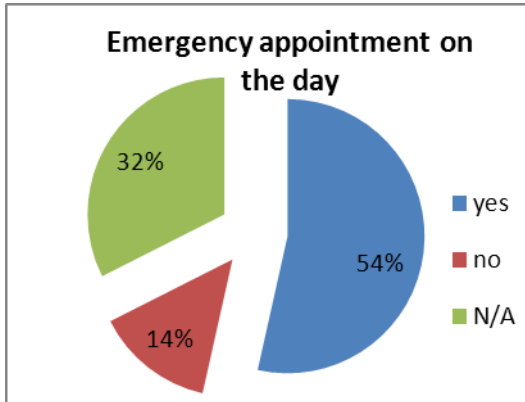


This is encouraging that more patients have responded this year to our questionnaire but we obviously did not work hard enough at publicising this last year.

Q2. Do you prefer to access a questionnaire via a website link or paper hand out?

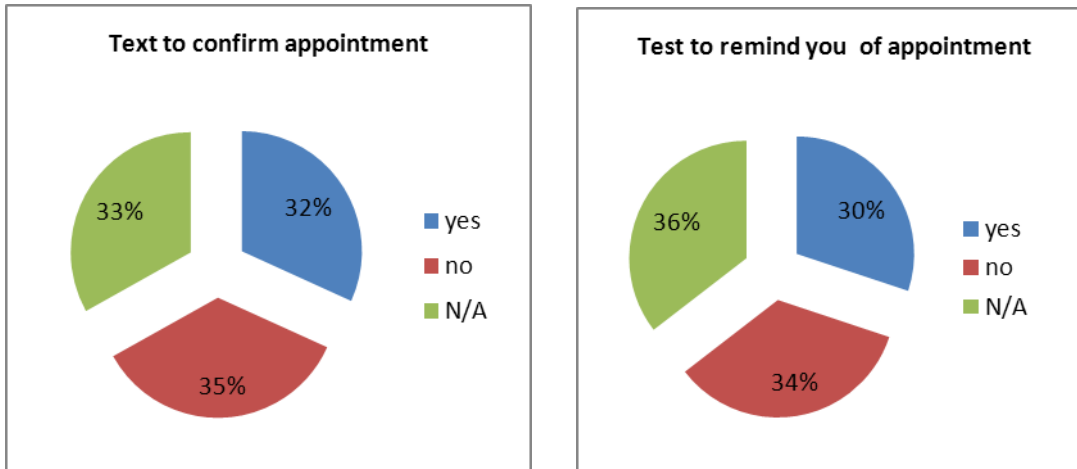


Q3. Do you find it easier to book a Doctor's appointment since our system changed on 1st April 2012?



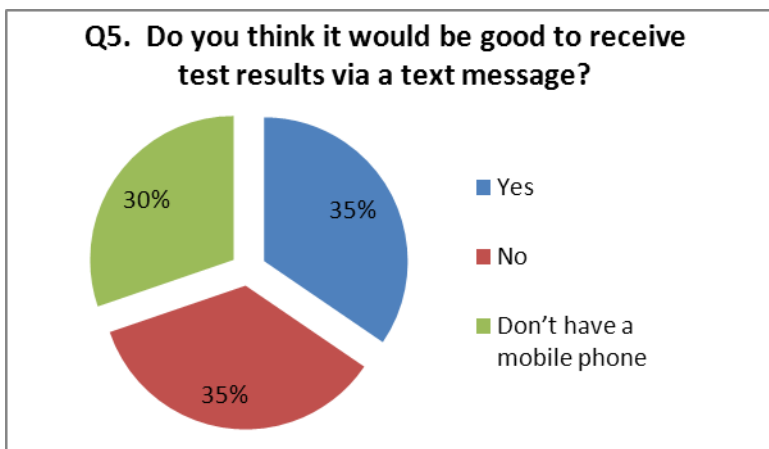
Since 1 April 2012 we have made more appointments available to book on the day on Mondays and Tuesdays which are usually the busiest times in the week, with the emphasis on pre-bookable appointments on Wednesdays, Thursdays and Fridays. This has shown in the above figures as over half the patients think it is now easier to get an on the day appointment. We realise we do not have a perfect appointment system and are now looking at adjusting it further. Since February 2013 we have increased the doctor sessions by two per week (approximately 30 more doctor appointments per week) which will obviously help with our high patient contact.

Q4. Do you find having a "text" (or SMS) message on your mobile sent to you confirming and reminding you of a booked appointment is an advantage?



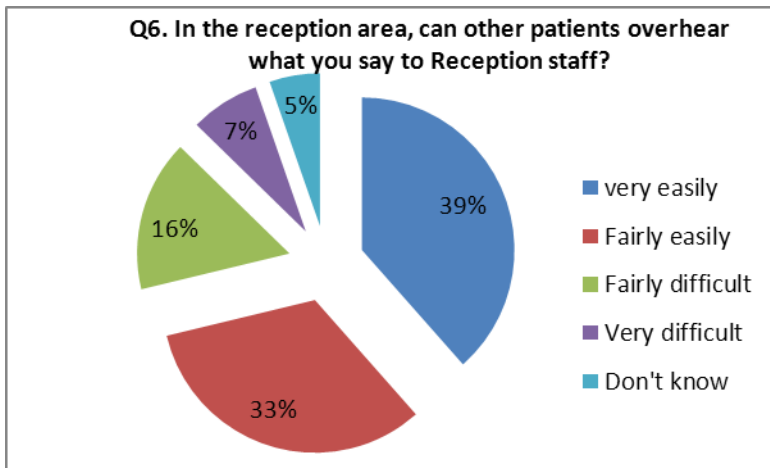
This is an interesting response. Since starting text message appointment confirmation we have had hardly any patients wishing to stop them, so we assume that all are happy to receive them. We are surprised that only 32% feel having a text message is an advantage. This may have something to do with the age demographic response to our questionnaire. Patients also receive a message when they have not attended an appointment and not told us to cancel the appointment. We feel SMS text messages are now an important part of our communication with patients.

Q5. Do you think it would be good to receive test results via a text message?



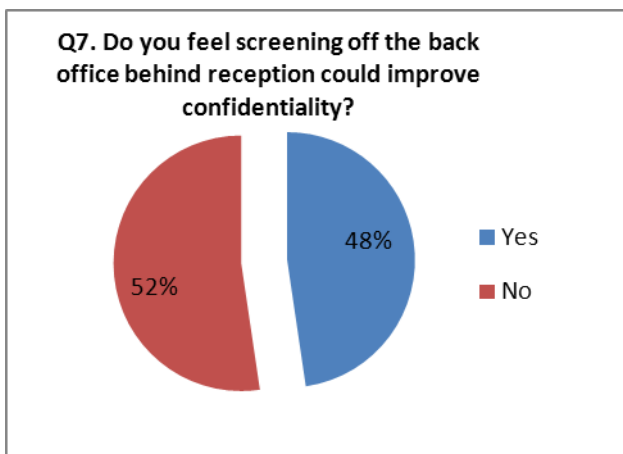
We thought the positive response to this would have been higher. We have used bulk SMS text messages to patients to remind them to book flu appointments and other important clinical reminders - this is an easy and cost effect way to reach people.

Q6. In the reception area, can other patients overhear what you say to Reception staff?



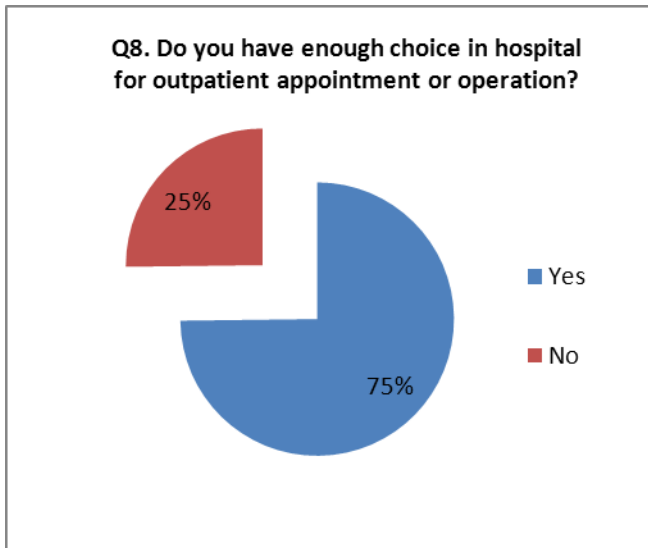
We are not surprised that 39% (very easily) and 33% (fairly easily) feel that confidentiality is compromised in the reception area. We are in the process of arranging an alteration to the reception area where the desk may be altered in size and where the “reception office” will be screened and hope this can be completed soon.

Q7. Do you feel screening off the back office behind reception could improve confidentiality?



We are surprised at this response. We actually thought the replies would be largely “yes”. See comment above about plans under way to improve the reception area.

Q8. Do you have enough choice in hospitals for outpatient appointment or operation?



75% of patients felt they had enough choice of hospital or were happy with the local hospitals. This is a good response but everyone should know what choices are available.

Below are a selection of responses when the question “Is there anything that can be improved” was asked -

- Parking
- Booking system
- Extractor ceiling fans in waiting area to withdraw bugs from atmosphere and dump them outside – I don’t want to come in and catch something airborne
- Preferred the old waiting area with seating around the room
- Friendlier reception staff
- Some of the staff are abrupt when I phone to make an appointment, I find it rather off-putting
- I don’t think so
- At times more ventilation
- Confidentiality
- I miss the blood pressure machine in the waiting room. 25 years ago it was available in Boots etc
- Entrance door a little heavy for the elderly
- Keep off radio 1 and similar for background music
- Clearer understanding on the parking restriction outside the practice
- A water cooler just beyond reception area
- Car park too small

Notify patient about flu jabs like other surgeries
Being able to see a doctor more easily
Appointments line open at lunchtime
Fix temperamental check in touch screen system
Could the 8.30 ring in time be slightly earlier, 8.15?
The appointment system is still problematic
Car parking
Booking by telephone could be easier
The parking
I regret the loss of the minor surgery service (for warts) – not available at hospital either
Availability of doctors/continuity of doctors – part-time doctors impede continuity
Friendlier staff at reception, quicker appointments, eg within a week
Yes, but it can't be done, can it? – a longer consultation time
Parking!!!
Booking times and someone to answer the phone a bit more promptly
Notification of available of flu vaccinations as I rarely attend the surgery
Access to a regular GP, even by phone would be an improvement
There are good phone packages these days whereby phone calls are free 24/7, one of these would allow receptionists to notify test results AS THEY ARE AVAILABLE
Waiting could be improved
I find the large screen TV intrusive, the radio is also intrusive, softly played orchestral music would be better
Keeping music to a lower volume so people can read
Receptionist's attitude
Some receptionists are not very friendly
Waiting times, please allow longer between appointments, especially as in work time, already been here 30 minutes
When I had a bad hip difficulty in getting upstairs this must affect many patients

We also asked “Is there anything you particularly like about the service at Parklands Surgery” – here is a selection of responses -

Doctors, when eventually get to the chosen ones
It has always been friendly
Usually get an appointment quite easily
Very efficient and friendly
It is close to home, the doctors have been decent on the half dozen times been there
Efficient
Always friendly and efficient
Doctors, staff who are there long term give continuity
Everyone is friendly
Very good
Friendly approach to patients. My doctor informs me well making me feel well at ease
How quickly appointments are available?
Friendly staff, easy booking in for appointments
Friendliness of staff
Good receptionists, excellent service
Useful walk for exercise, good to have particular, regular doctor for most of time

Friendly and keen receptionists and doctors

Open-minded nurses and doctors

Doctors

How friendly everyone is

Friendly staff

Friendly and helpful

When we have needed them, you have always been there to help us

The medical and general staffs are pleasant, give good service and always do their best

The doctors are excellent and it is conveniently situated

Always efficient and friendly

It is friendly and helpful

Some doctors still believe in family doctors and do not believe in 5 minute rule

Prompt and friendly

Helpful staff

The warm friendly staff in general

The nursing staff are particularly nice and helpful

Having a duty doctor available for emergencies, regular checks of blood tests for patients with conditions – very reliable

Always very helpful

The ease of flu vaccination appointments

Excellent doctors who listen to one's ailments and are sympathetic to them

Friendly and efficient

Nurses are excellent, helpful, friendly and informative

Very friendly, very helpful, easy to get a free health check appointment, advice received was excellent

Once you are able to see your GP everything is fine

I have been well looked after

Nursing staff are very good and very helpful

Everyone I have had contact with has always been very helpful and pleasant

The nurses – and the fact that they do not clock watch

Polite, professional service

Happy with the service

Very nice staff, particularly the nurses

Nurses are very pleasant

I like the kindness and the care of the doctors

Receptionists are very helpful; they try very hard to help you

No

Mostly some very fine doctors

The nurse input is valuable because of unavailability of medical appointments

All staff, doctors very good

The fact that the partnership retains long term partners and seems to be constantly seeking to maintain standards and improve them

It has always been excellent

Practice nurses are excellent

I have always had an excellent service

Currently very kind and welcoming

Has got a lot better in seeing doctor of choice

Yes, triage service with a nurse excellent

The administrative staff are always considerate and approachable

Pleasant cheerful atmosphere and staff

Good medical staff

Bright cheerful service

Friendly efficient pleasant staff at all levels, broad range of medical/nursing/advisory service is available – feel very fortunate

Always helpful, smiley and friendly

The above comments, complimentary and critical, are all important to us. We now intend to have a meeting with a representative group of the Patient Reference Group on Tues 19 March to discuss some of the points raised above such as possibly raise some money to purchase a new blood pressure machine for the waiting room (as these are expensive), . Some of the suggestions for improvement such as ventilation and music in the waiting room are easier to adjust and we hope by listening to you, our patients, that we can make Parklands a better place for you to visit.

Thank you for all your lovely positive comments such as “bright cheerful service” and “it has always been excellent”.

An Action Plan will follow after the meeting and everything will be posted on our website at www.parklandssurgery@nhs.net.