

The North London Health Centre

Annual Practice Survey Reporting for 2013/2014

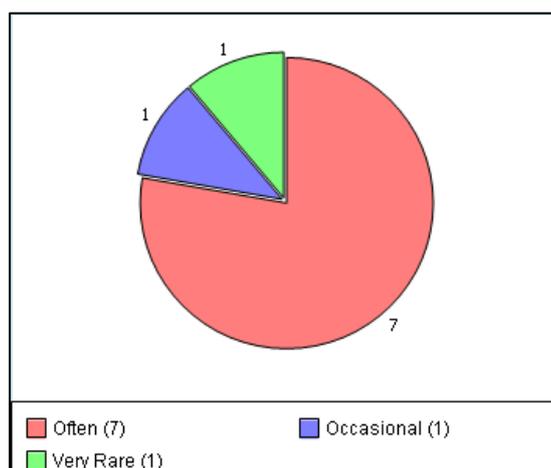
This report summarises development and outcomes of The North London Health Centre Patient Participation Group (PPG) during 2013/2014.

It contains:

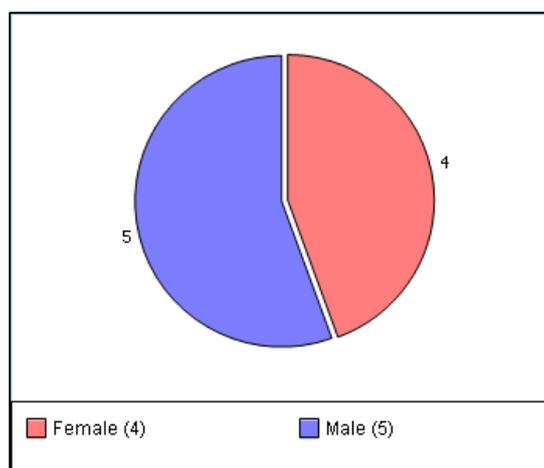
- 1- Profile of the members of the PPG.
- 2- Process used to recruit the surgery's PPG
- 3- Priorities for the survey and how they were agreed
- 4- Method and results of patient survey
- 5- Resulting action plan
- 6- Progress made with the action plan
- 7- Opening hours of the practice premises

1- Profile of the PRG members

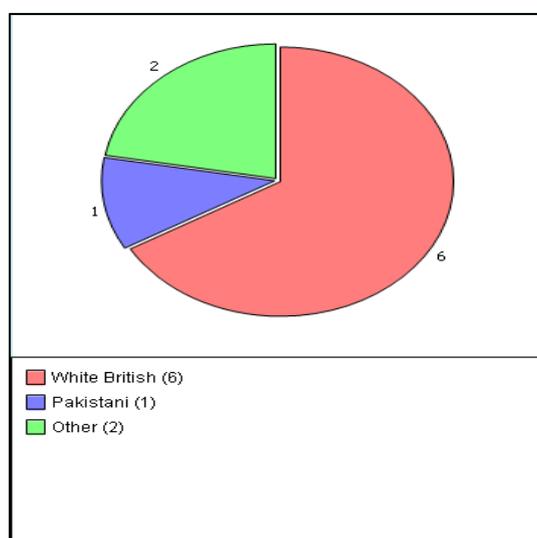
Attendance



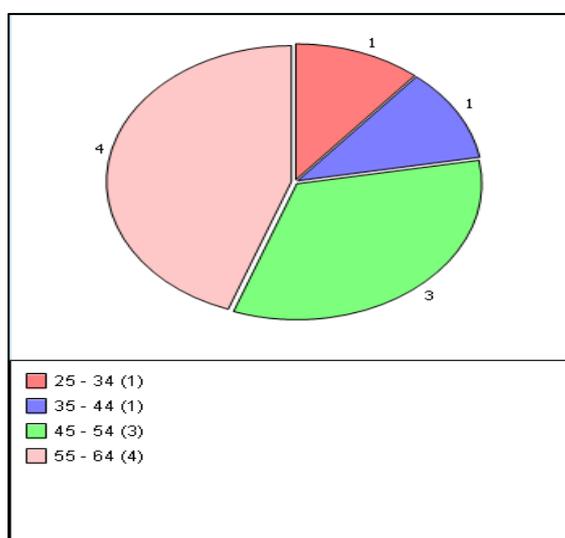
Gender



Ethnicity



Age



2- Process used to recruit the surgery's PPG

The surgery had a group of patients from previous years who are the surgery's PPG representatives. The surgery has looked into encouraging more patients to join its PPG by advertising on both the surgery website and in Reception. Patients were informed that this group was to attend meetings twice a year at the surgery where they would have the opportunity to express their thoughts about what is good at the surgery and what if anything could be done better. Over a period of months a selection of names were collected both on the internet and in person. The PPG meeting times were also advertised to invite patients to attend.

3- Priorities for the survey and how they were agreed

The practice held a meeting at the surgery in November 2013 with patients that had responded to the surgery's advertisement. The meeting was attended by seven patients and all Clinicians. The practice was keen to look at issues regarding patients' priorities with regards to appointments and telephone consultations. Practice issues such as surgery facilities, access to the surgery, telephone access, staff helpfulness, seeing a GP of their choice and the quality of care patients receive were discussed. In addition, practice development plans were discussed. Those present had a very interesting discussion about what was good and what could be done better at the surgery. The surgery had a chance to appoint a member of the PPG to be its Chair representative who was very keen to help with patient survey and represent the surgery's PPG in the local CCG Network.

The surgery then had an opportunity to review the different findings of this discussion and compiled a list of different questions which were reviewed by the PPG Chair to form the Annual Patient Survey for 2013/14

The PPG agreed on a survey that the surgery should give to its patients to complete upon them attending the surgery and through the surgery's website. The survey consisted of a set of questions that the surgery felt would help to inform both the Doctors and patients of areas of which the surgery could develop its service further. The surgery had 110 responses completed by patients attending the surgery and over the internet. A second PPG meeting was held in March 2014 to discuss the finding of the survey carried out by the surgery as well as the National survey carried out by IPSOS MORI. The findings will be displayed on the surgery's website and is included in this report.

Following from last year's recommendations and patients' highlights from this year's survey and PPG meetings, the following were recommended:

- 1- The surgery has changed all flooring in the clinical rooms to impervious non slippery flooring as part of infection control measures.
- 2- The introduction of direct online appointment booking through Emis patient access website. This will allow patients to book their appointment directly choosing their preferred time and Doctor.
- 3- Doctors will provide more telephone consultations during the day specially when "on day appointments" run out.

- 4- Due to the surgery sometimes experiencing a high number of DNAs it was suggested to add a reminder on the appointment cards to cancel the appointment if the patient cannot attend. It was found that the text reminder service is a good way to reduce this problem and it is popular with the surgery's patients.
- 5- As part of the surgery's development plans for next year, Summary Care Records and Electronic Prescription ordering will be introduced.
- 6- Liaison with representatives of community centres to find ways to promote independence and wellbeing for over 50 years old.
- 7- All results from the surgery's survey will be publicised on the surgery's website and where possible it will be made available to patients at Reception.
- 8- Results from the National Survey conducted by IPSOS MORI can be found here: [IPSOS MORI survey results.pdf](#)

4- Method and results of patient survey:

The surgery carried out the survey: a paper copy of the questionnaire was prepared at the surgery designed specifically to gain patients views about new services introduced last year and different patients' experiences when attending the surgery. A member of the PPG group volunteered to review the survey and communicate it to the patients upon arrival to the surgery. Patients were asked if they would be happy to participate in the local survey, explanation of the importance of carrying out the survey to the patients and surgery were explained. The practice tried when possible to target different groups of patients and at different times of the day. The practice also sent the survey electronically to patients who agreed to virtually participate in the survey, in total 110 patients responded to the survey.

Survey Results

All of the paper copy questionnaires were collated and analysed using the surgery website survey facility.

The results identified the areas where the surgery scored high and also the areas where the surgery can make some improvements.

The results from the survey were discussed in view of the priorities agreed with the PPG and an action plan was developed.

The survey results can be found at the end of this report.

5- Survey Analysis and Action Plan for 2013 – 2014

1. The overall view of the surgery was that patients were generally very happy with the services provided by the surgery. Patients were particularly happy with the surgery's opening hours, with Reception staff and the time given to them by the Doctor or Nurse. Patients felt it was relatively easy to get a routine or an urgent appointment.
2. Compared to last year's results for ease of access through the telephone, it was felt that there is some improvement since last year due to the increase in the

reception staff answering the telephone. The surgery will continue monitoring this and will look into ways on how to improve access through the telephone system.

3. The surgery has started the online appointment access and the online repeat prescription request. The uptake for this service is high although some patients find it difficult to register through the Emis access website. The surgery will look into ways on how to communicate with these patients either by text message or through emails. The surgery can then re-audit this and await subsequent survey results.
4. Patients remain very happy with the surgery's repeat prescription service and with obtaining test results. Patients are still not aware of the times they need to contact the surgery to obtain their results despite the surgery's best efforts to advertise that. Doctors and Practice nurse will be reminded regularly to inform patients of how and when to contact the surgery for results.
5. Patients were still not happy with not seeing their preferred GP 60% of patients were unhappy. As the surgery is a training practice it is likely that patients will see a different doctor each time. When patients request to be seen urgently again it is likely that they will be seen by any Doctor at the surgery. If patients are willing to wait for an appointment then they can see the Doctor of their choice.
6. Most patients had confidence in the surgery's GP and Nurse and will recommend the surgery to their friends and relatives.
7. All other aspects of the very detailed questionnaire were completed and responses were felt to be exceptional. No other areas were particularly highlighted for concern and the surgery did have an array of very good compliments as well as some criticism obtained through the Patient Questionnaire comments and the surgery is looking into these comments and will try to improve where possible.

7-Opening hours of the Practice:

Opening hours of the surgery are displayed outside the building, inside at Reception and on the website. All patients joining the practice are informed of the surgery's hours of opening by providing them with the surgery's booklet and are given access to the surgery's website. The surgery offers two late surgeries per week, Monday night till 8pm and Thursday night till 8pm.

Surgery opening hours:

Monday	8.00-20.00
Tuesday	8.00-18.30
Wednesday	8.00-18.30
Thursday	8.00-20.00
Friday	8.00-18.30

Out of hours service: if you need a doctor urgently when the surgery is closed, please phone NHS services 111

The North London Health Centre Patient Satisfaction Survey 2013

Number of Responses: **110**

Patient Satisfaction Survey

**You can help the surgery to improve its service to you:
The doctor and staff welcome your feedback
Please read and complete this survey**

**On a scale of 1 - 5 choose: (1) poor, (2) fair, (3) good, (4) very good and (5) excellent;
except where noted.**

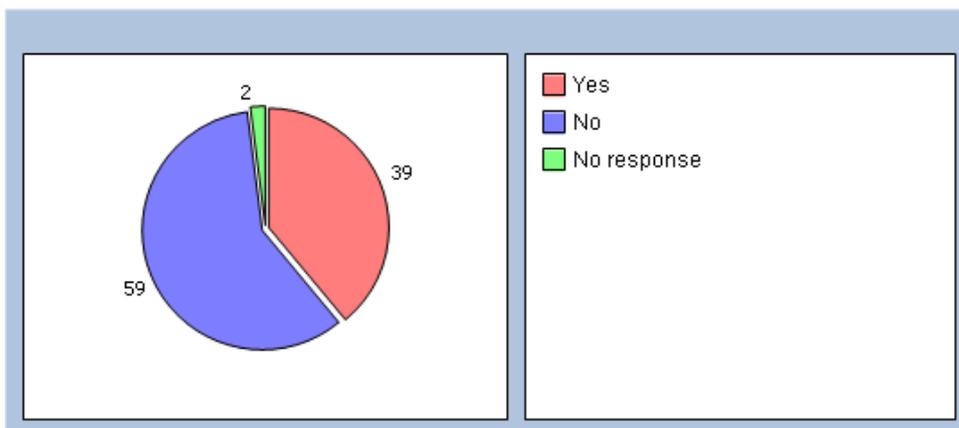
About the surgery

1- How would you prefer to book your appointment?

In person **15%**
By phone **66%**
Online **29%**

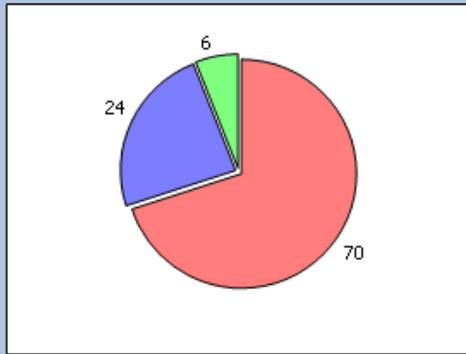
2- Do you know that now you can book your appointment online?

Yes **39%**
No **59%**
No response **2%**



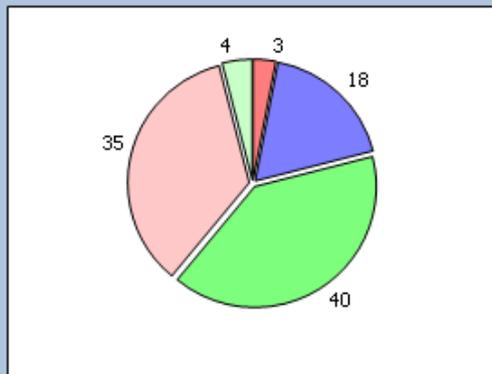
3- Are you able to book online?

Yes **70%**
No **24%**
No response **6%**



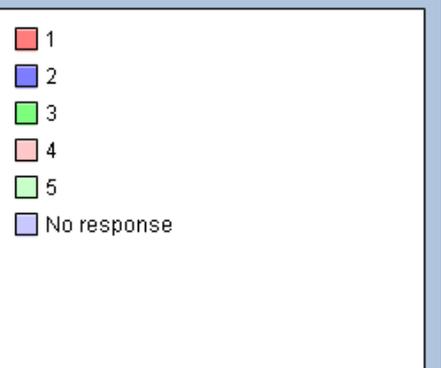
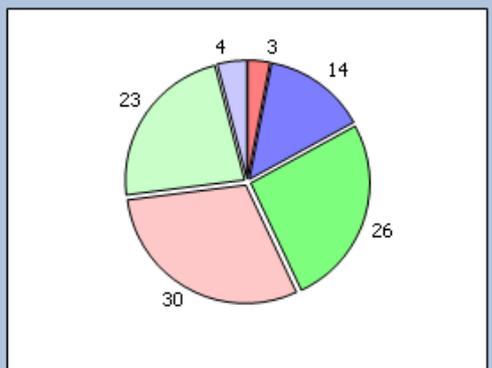
4- Your level of satisfaction with the surgery opening hours

- 1 **0%**
- 2 **3%**
- 3 **18%**
- 4 **40%**
- 5 **35%**
- No response **4%**



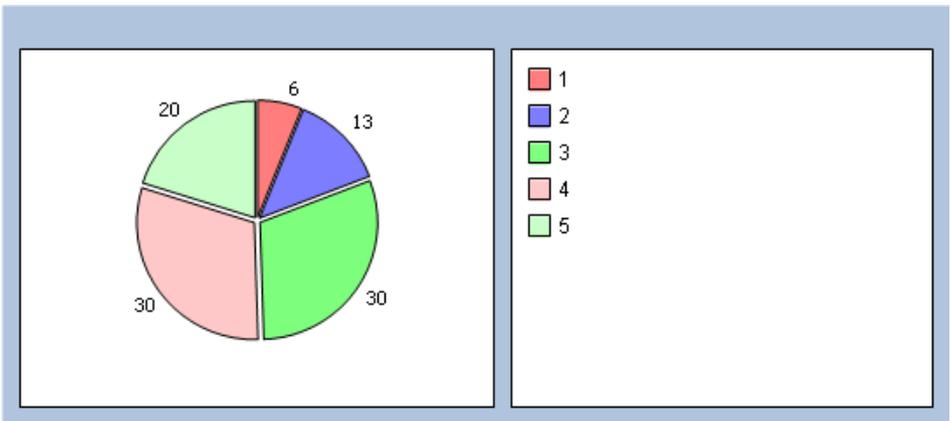
5- The ease of contacting the surgery by telephone

- 1 **3%**
- 2 **14%**
- 3 **26%**
- 4 **30%**
- 5 **23%**
- No response **4%**



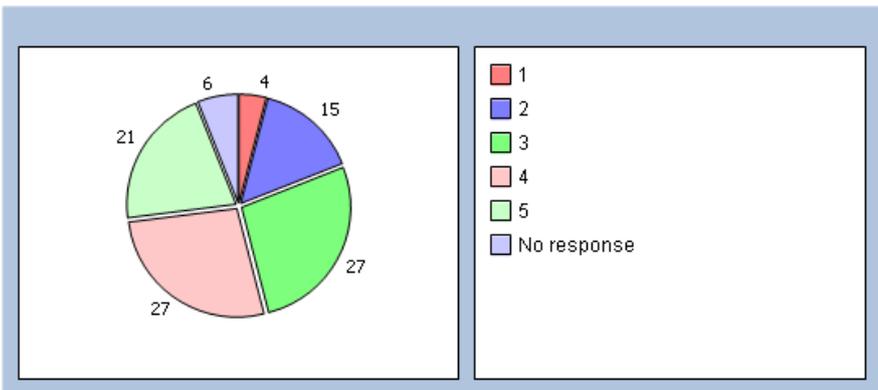
6- The speed at which the telephone was answered initially when you called

- 1. **6%**
- 2. **13%**
- 3. **30%**
- 4. **30%**
- 5. **20%**



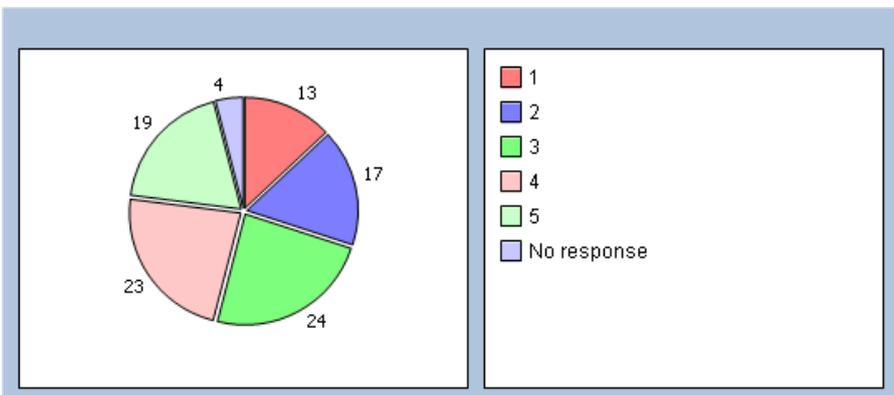
7- Seeing the doctor of your choice

- 1 **4%**
- 2 **15%**
- 3 **27%**
- 4 **27%**
- 5 **21%**
- No response **6%**



8- Chance of seeing a doctor/nurse within 48 hours

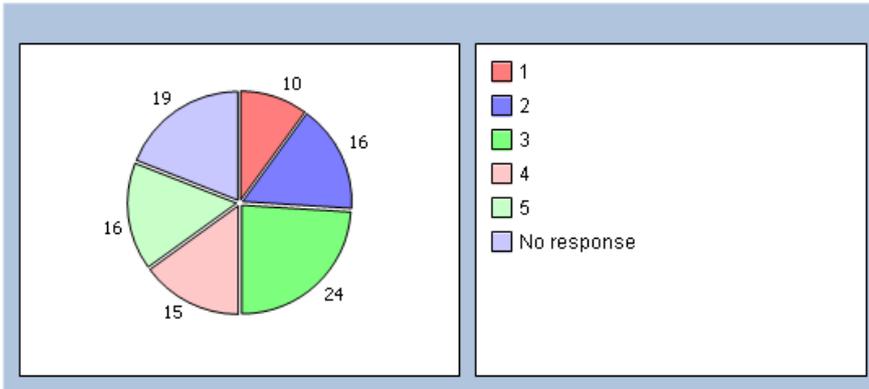
- 1 **13%**
- 2 **17%**
- 3 **24%**
- 4 **23%**
- 5 **19%**
- No response **4%**



9- Opportunity of speaking to a doctor/nurse on the telephone when necessary

- 1 **10%**
- 2 **16%**
- 3 **24%**
- 4 **15%**

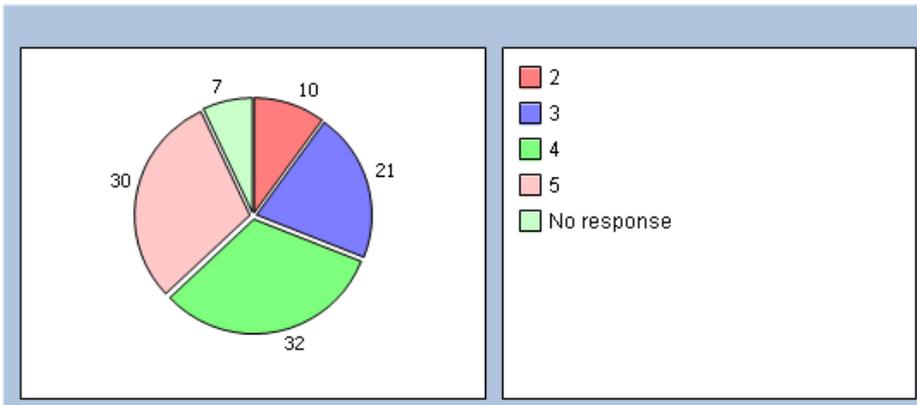
5 **16%**
No response **19%**



About the Reception Area

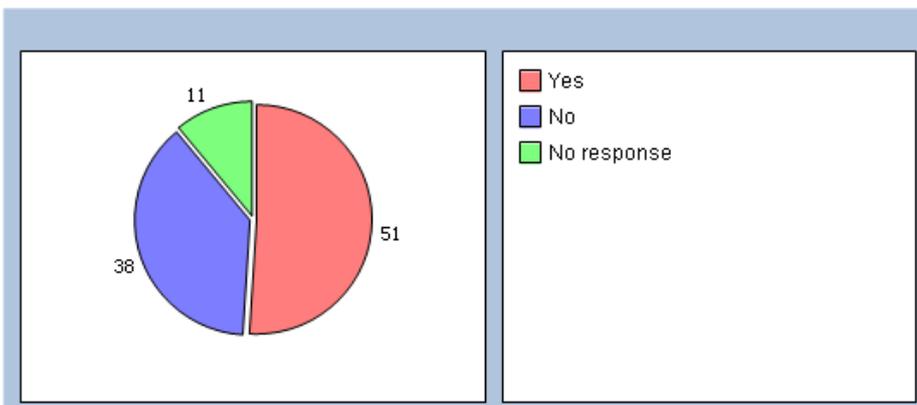
10- Length of time waiting to check-in with reception

1 **0%**
2 **10%**
3 **21%**
4 **32%**
5 **30%**
No response **7%**



11- Did you use the new check-in screen?

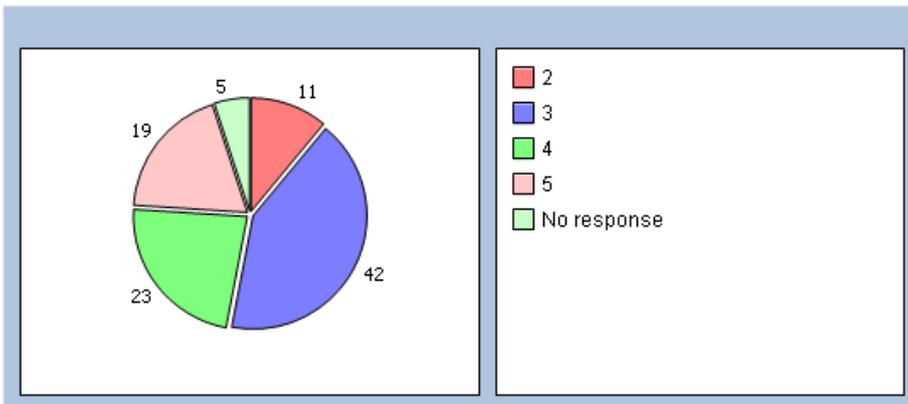
Yes **51%**
No **38%**
No response **11%**



12- Comfort level of the waiting room

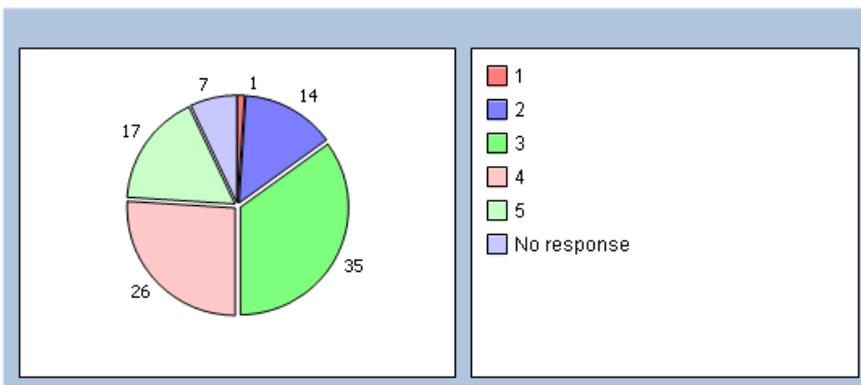
1 **0%**
2 **11%**

- 3 **42%**
- 4 **23%**
- 5 **19%**
- No response **5%**



13- Length of time waiting in the surgery to see the doctor/nurse

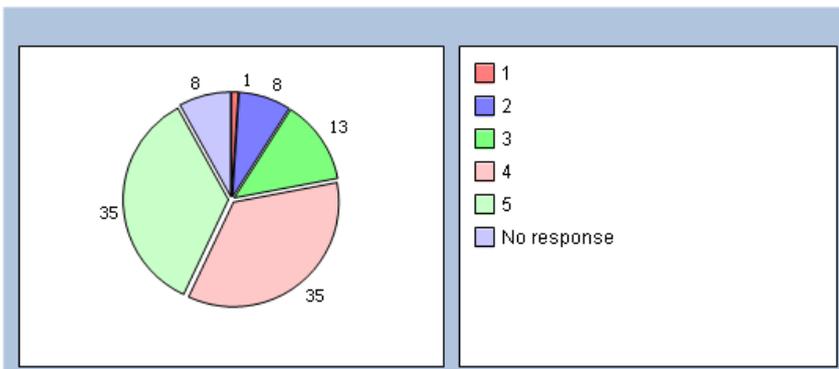
- 1 **1%**
- 2 **14%**
- 3 **35%**
- 4 **26%**
- 5 **17%**
- No response **7%**



About the doctors/nurse

14- Your overall satisfaction with the doctors/nurse at the surgery

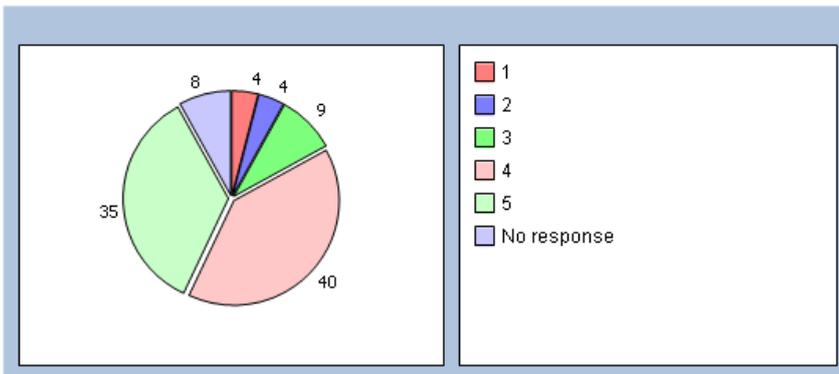
- 1 **1%**
- 2 **8%**
- 3 **13%**
- 4 **35%**
- 5 **35%**
- No response **8%**



15- The doctor/nurse explanation of things to you

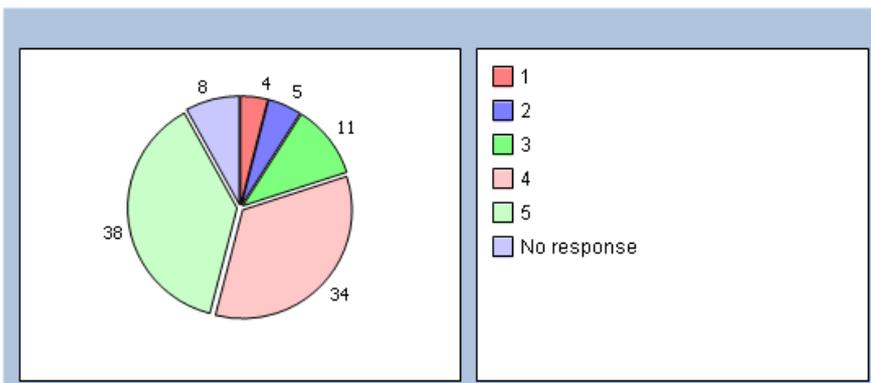
- 1 **4%**
- 2 **4%**

- 3 **9%**
- 4 **40%**
- 5 **35%**
- No response **8%**



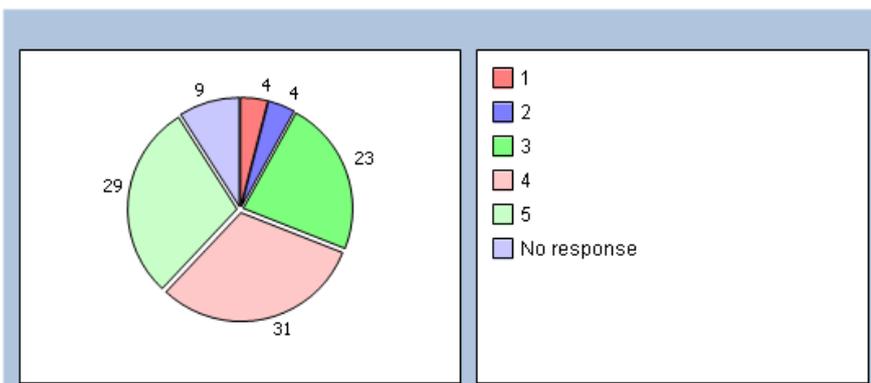
16- The extent you felt reassured by the doctor/nurse was

- 1 **4%**
- 2 **5%**
- 3 **11%**
- 4 **34%**
- 5 **38%**
- No response **8%**



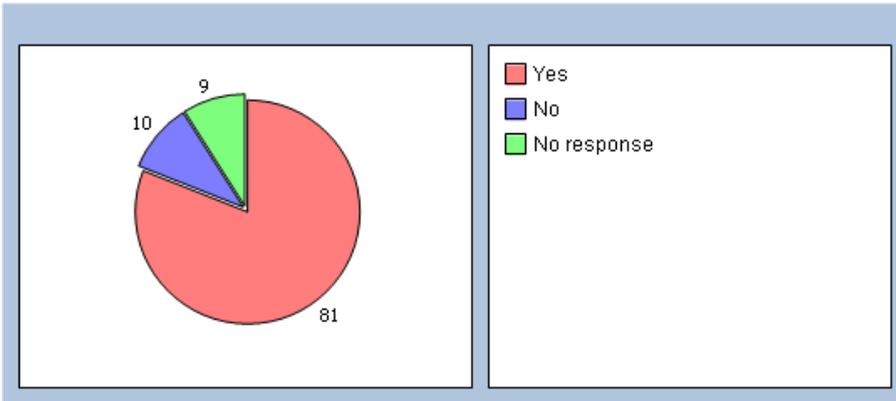
17- The amount of time given to you when you visit the doctor/nurse

- 1 **4%**
- 2 **4%**
- 3 **23%**
- 4 **31%**
- 5 **29%**
- No response **9%**



18- Would you recommend the doctors/nurse at the surgery to your friends?

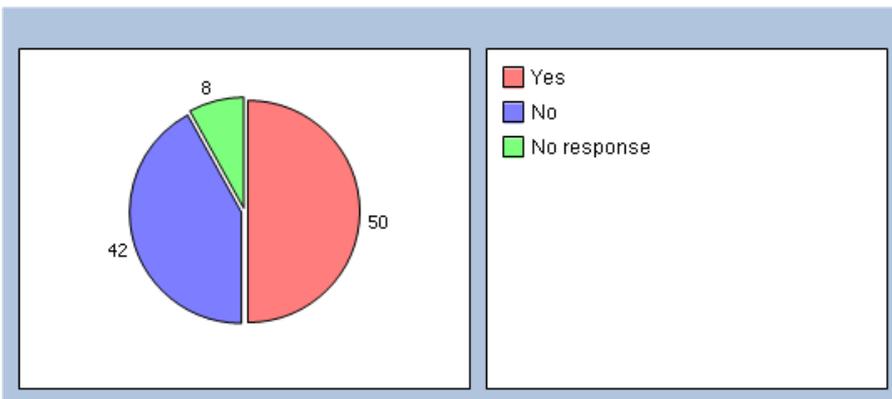
- Yes **81%**
- No **10%**
- No response **9%**



Obtaining a Repeat Prescription

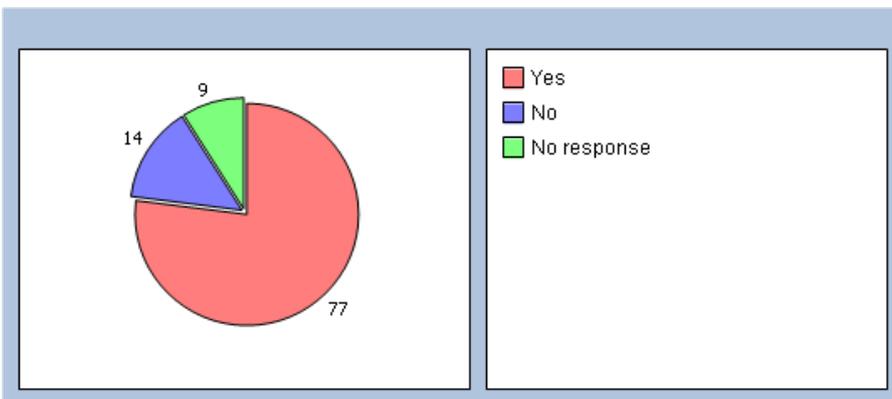
20- Do you know that you can order your prescription online?

Yes **50%**
 No **42%**
 No response **8%**



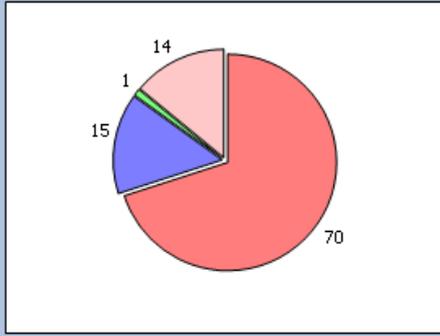
21- Do you have the computer facilities to order a prescription online?

Yes **77%**
 No **14%**
 No response **9%**



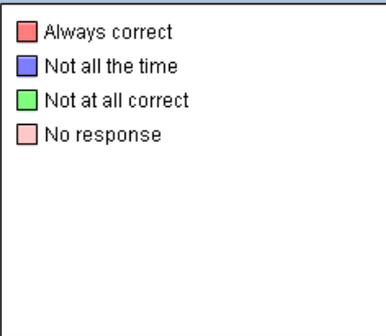
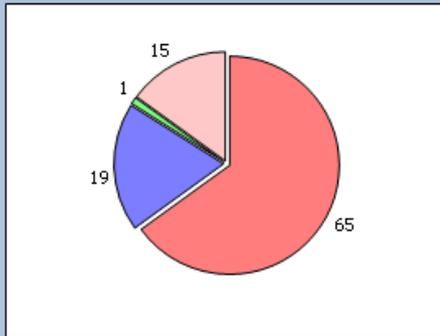
22- Is your prescription ready on time?

Always ready **70%**
 Not all the time **15%**
 Not at all ready **1%**
 No response **14%**



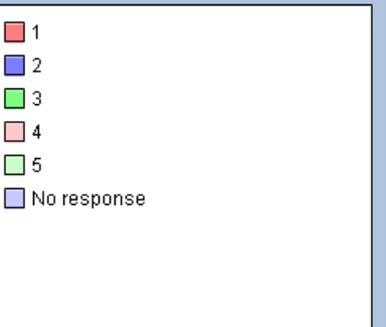
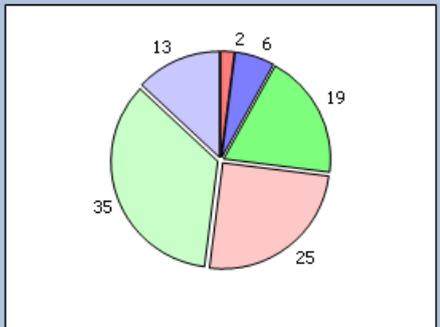
23- Is your prescription correctly issued

Always correct **65%**
 Not all the time **19%**
 Not at all correct **1%**
 No response **15%**



24- Reception handling of your prescription queries

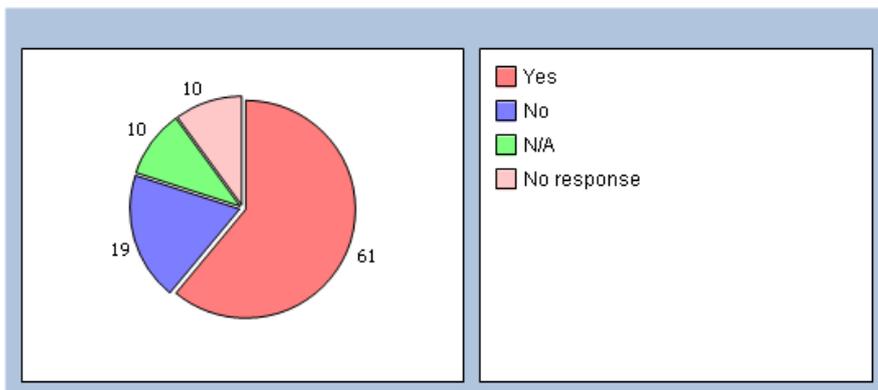
1 **2%**
 2 **6%**
 3 **19%**
 4 **25%**
 5 **35%**
 No response **13%**



Obtaining Test Results

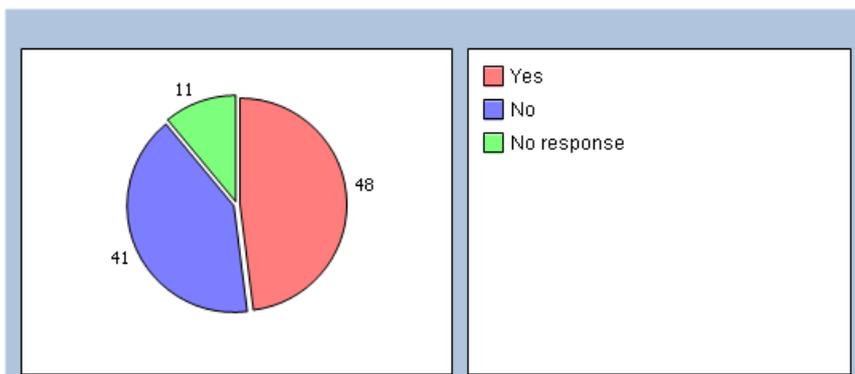
25- Were you told when to contact the surgery for your results?

Yes **61%**
No **19%**
N/A **10%**
No response **10%**



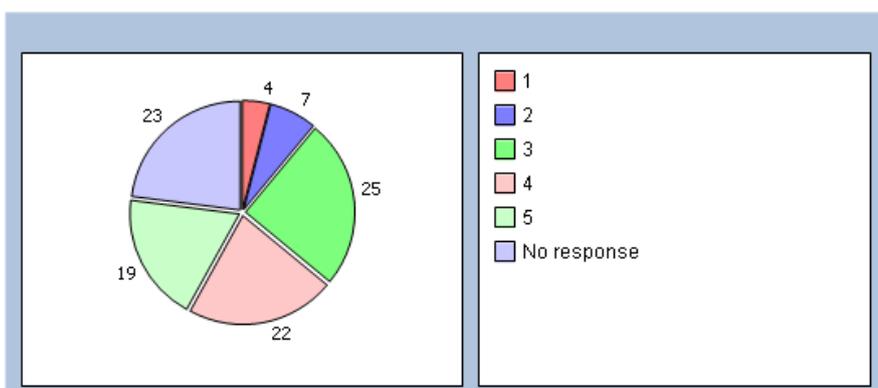
26- Did you know that you can only obtain your results between 2:00 - 4:00 pm ?

Yes **48%**
No **41%**
No response **11%**



27- Your level of satisfaction with the amount of information you received about your results

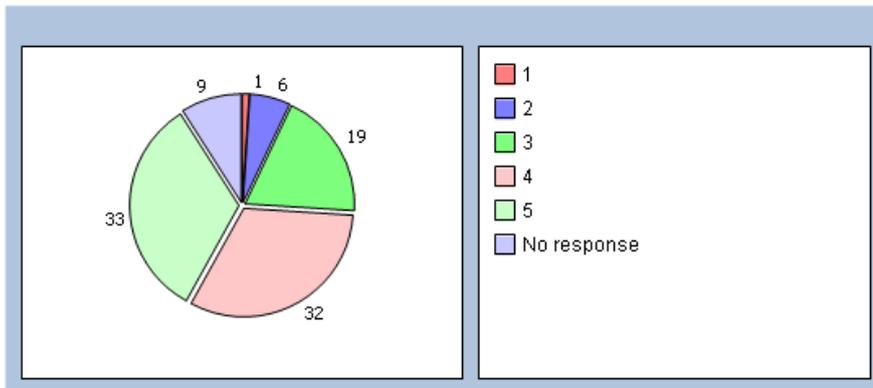
1 **4%**
2 **7%**
3 **25%**
4 **22%**
5 **19%**
No response **23%**



About the Surgery Staff

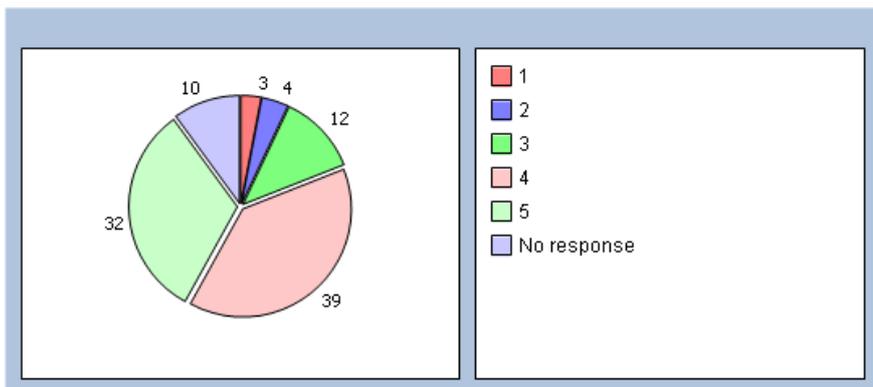
28- The manner you were treated by reception staff

- 1 **1%**
- 2 **6%**
- 3 **19%**
- 4 **32%**
- 5 **33%**
- No response **9%**



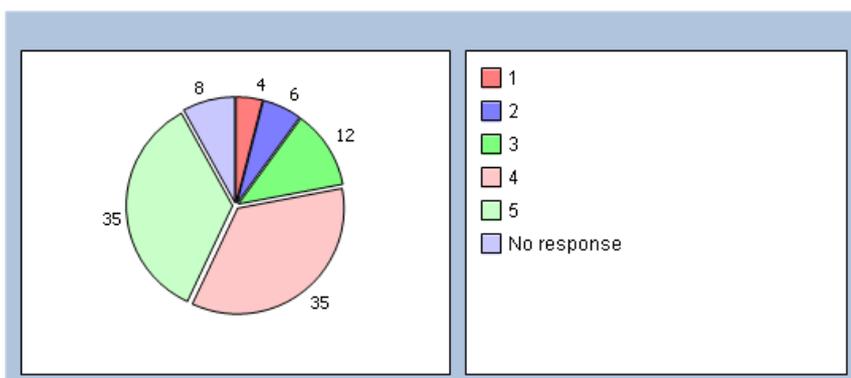
29- Respect shown for your privacy and confidentiality

- 1 **3%**
- 2 **4%**
- 3 **12%**
- 4 **39%**
- 5 **32%**
- No response **10%**



30- The helpfulness of the reception staff

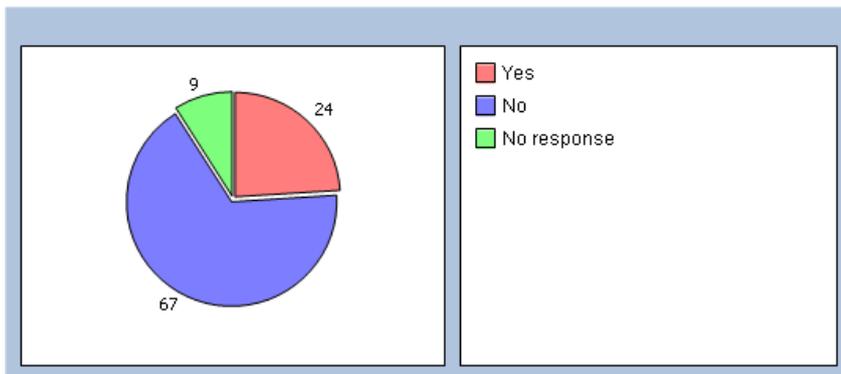
- 1 **4%**
- 2 **6%**
- 3 **12%**
- 4 **35%**
- 5 **35%**
- No response **8%**



Finally

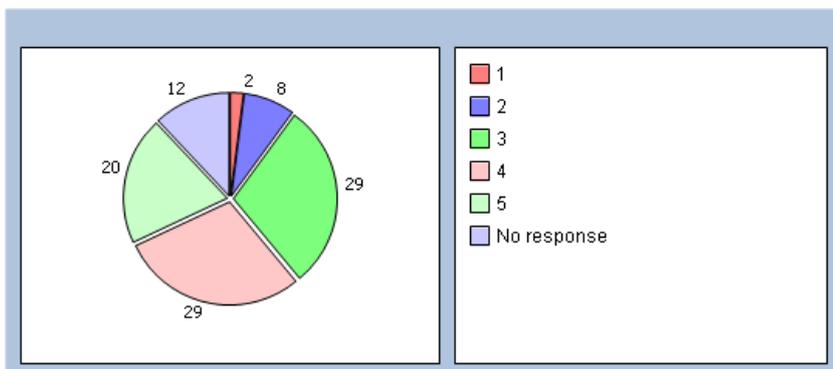
31- Do you know how to compliment or make a complaint to the surgery about its service and quality of care

Yes **24%**
 No **67%**
 No response **9%**



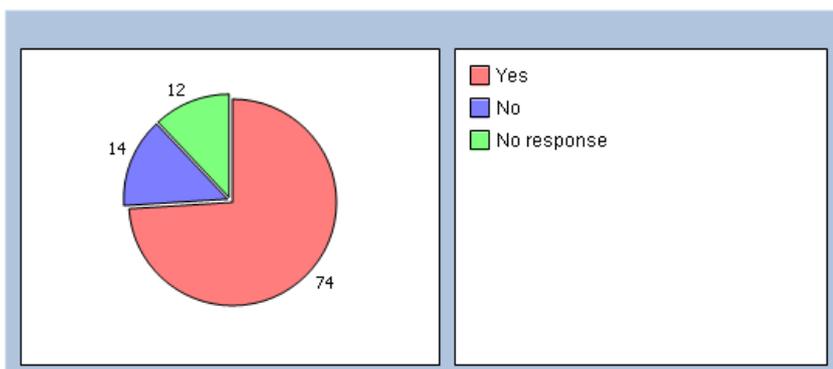
32- How good is the information provided by the surgery about how to prevent illness and stay healthy (e.g. smoking cessation, diet habits, alcohol use or any other health promotions)

1 **2%**
 2 **8%**
 3 **29%**
 4 **29%**
 5 **20%**
 No response **12%**



33- Do you have the facility to receive text reminder services.

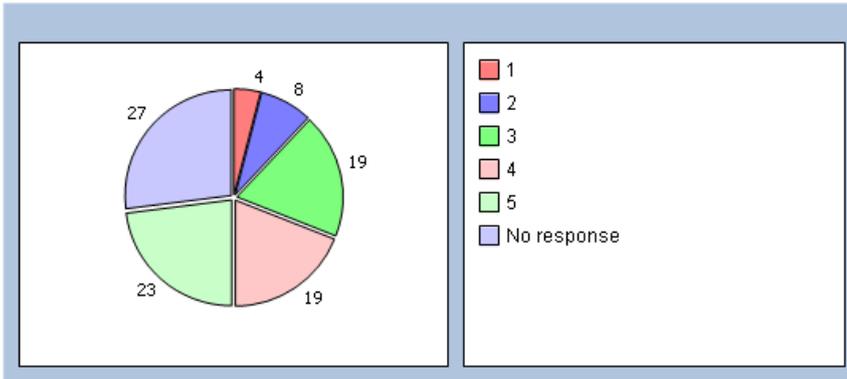
Yes **74%**
 No **14%**
 No response **12%**



34- The availability and administration of the text reminder system for appointments, outstanding vaccination or health questions

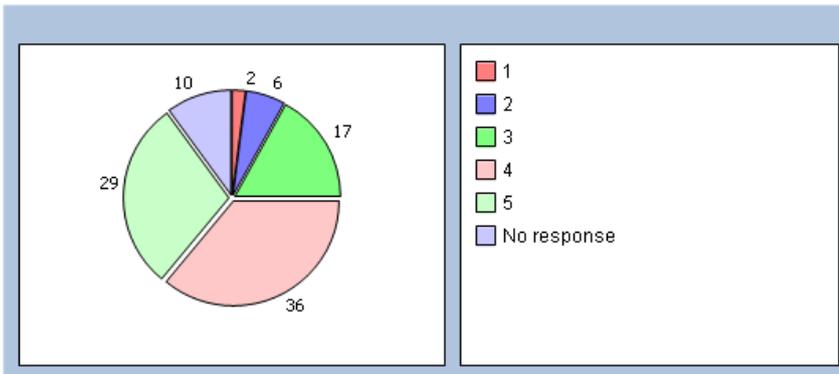
1 **4%**
 2 **8%**
 3 **19%**

4 **19%**
 5 **23%**
 No response **27%**



35- Your overall satisfaction with the surgery

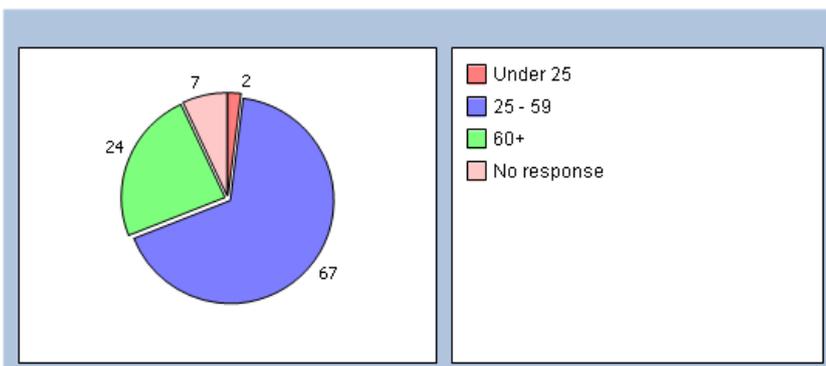
1 **2%**
 2 **6%**
 3 **17%**
 4 **36%**
 5 **29%**
 No response **10%**



About You

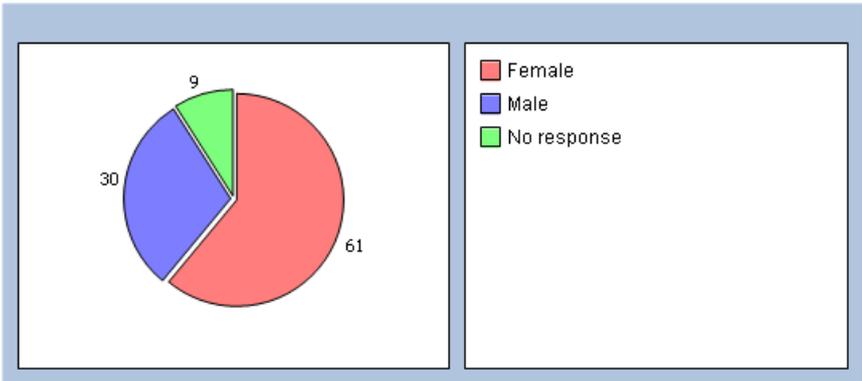
How old are you

Under 25 **2%**
 25 - 59 **67%**
 60+ **24%**
 No response **7%**



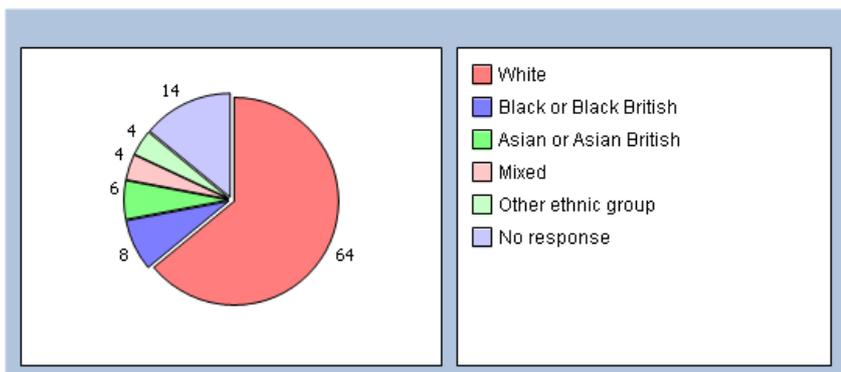
Are you

Female **61%**
 Male **30%**
 No response **9%**



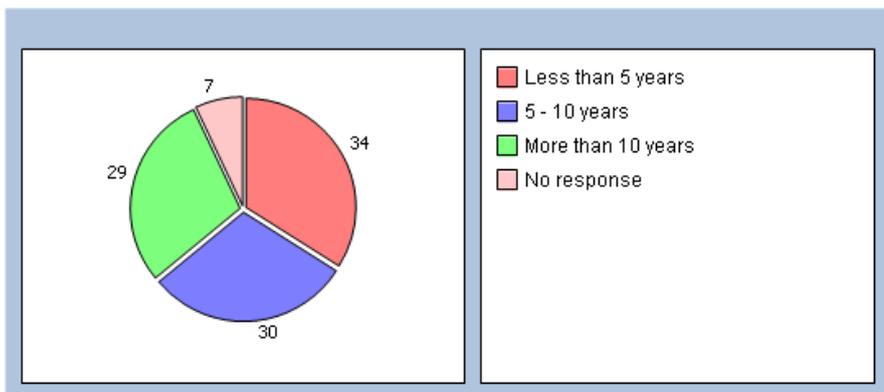
What is your ethnic group?

White **64%**
 Black or Black British **8%**
 Asian or Asian British **6%**
 Mixed **4%**
 Chinese **0%**
 Other ethnic group **4%**
 No response **14%**



How many years have you been attending this practice?

Less than 5 years **34%**
 5 - 10 years **30%**
 More than 10 years **29%**
 No response **7%**



Thank you very much for your time and assistance

