

# The North London Health Centre

## Practice Survey Reporting

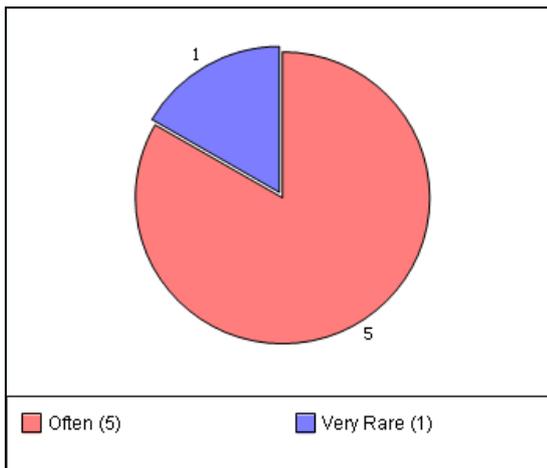
This report summarises development and outcomes of The North London Health Centre patient reference group (PRG) in 2011/2012.

It contains:

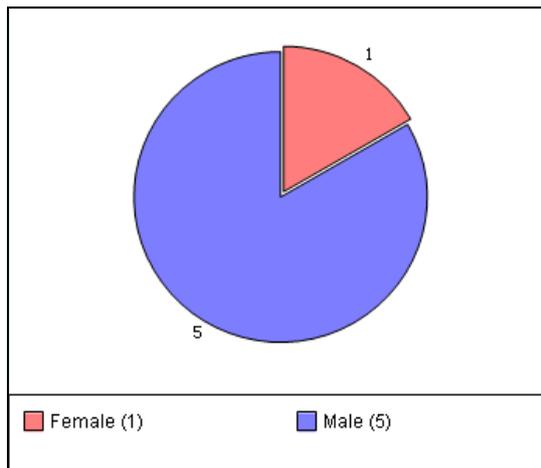
- 1- Profile of the members of the PRG.
- 2- Process used to recruit the surgery's PRG
- 3- Priorities for the survey and how they were agreed
- 4- Method and results of patient survey
- 5- Resulting action plan
- 6- Progress made with the action plan
- 7- Opening hours of the practice premises

### 1- Profile of the PRG members

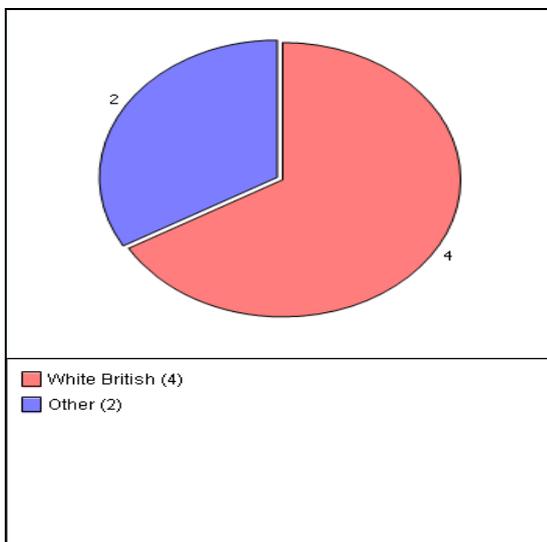
#### Attendance



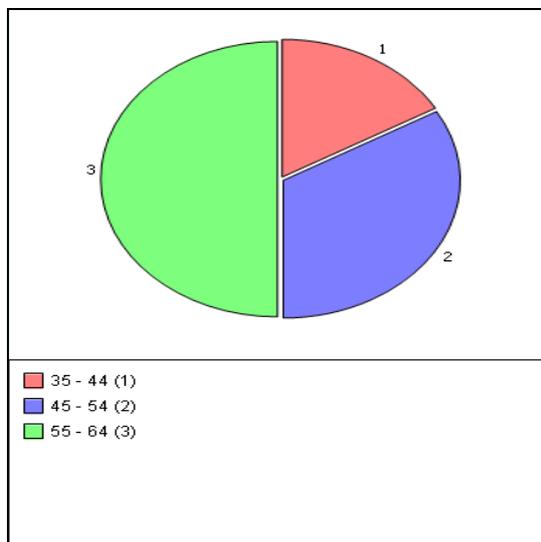
#### Gender



#### Ethnicity



#### Age



## **2- Process used to recruit the surgery's PRG**

The surgery advertised both on the internet and in Reception about a request for patients to become a part of a Patient Reference Group. They 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.

## **3- Priorities for the survey and how they were agreed**

The practice held a meeting at the surgery in February 2012 of those patients who had responded to the surgery's advertisement. The meeting was attended by five patients and all Clinicians. The practice were keen to look at issues regarding patient's experience with regards to appointments, surgery facilities, access to the surgery, telephone access, staff helpfulness, seeing a GP of their choice and the quality of care patients receive. Those present had a very interesting discussion about what was good and what could be done better at the surgery. The surgery then had an opportunity to review the salient findings of this discussion and gave all those who agreed to be a part of the patient reference group the opportunity to review different questionnaires to choose the most relevant to the priorities agreed. The PRG agreed on two surveys that the surgery should give out on to be carried out by patients attending the surgery and the other one through the surgery's website. These was a detailed 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 survey carried out in the surgery had 104 responses and the internet survey was completed by 14 patients and the findings will be displayed on the surgery's website.

The patients highlighted three areas of recommendation:

- a) a-To review the surgery's telephone service so that if possible the surgery could respond to phone calls by offering various options using an automated service, this would then direct patients to appropriate Reception or Managerial staff where appropriate.
- b) b-To look at the surgery possibly opening on Saturday mornings for routine surgery. The meeting had an interesting discussion around this and it was agreed that the surgery's long term plan would be open up more late evenings and possibly look into the possibility of opening on Saturday mornings.
- c) The possibility of on-line booking was recommended. Dr Daitz informed the patients that at present the surgery's website does allow for on-line booking and for on-line prescriptions and that what the surgery could possibly do is look at marketing this service better and encourage patients to use this where appropriate.

- d) At the first meeting the surgery agreed on those three areas that the surgery would develop and hopefully introduce within the next year.
- e) All of this will be publicised on the surgery's website and where possible it will be made available to patients at Reception.

#### **4- Method and results of patient survey:**

The surgery carried out two surveys: a paper copy questionnaires done at the surgery designed specifically to gain patient's views about the surgery appointment system. Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey. The practice tried when possible to target different groups of patients and at different times of the day. A hundred and four patients responded to the local survey carried out at the practice.

The practice provided a second more detailed survey online. This gave patients visiting the website the opportunity to participate and provide their views. The online survey was advertised for through the website, at the surgery and a note was added at the back of repeat prescription to encourage patients to take part in the online survey. Fourteen patients responded to the online survey.

#### **Survey results:**

All of the paper copy questionnaires were collated and analysed using an excel sheet. The results identified the areas where the surgery scored high and also the areas where the surgery can make some improvements.

The online survey through the website is automatically collated the data and provided an analysis of the results.

The results from both surveys were discussed in view of the priorities agreed with the PRG and action plan was developed.

[Patient Questionnaire appointment Results.pdf](#)

The online survey results are at the end of this report.

#### **5- Resulting action plan.**

- a) The overall view of the surgery was that patients were very happy with the service provided. Patients were happy with Reception staff and felt it was easy to see a Doctor both urgent and routine.
- b) One area identified from the surveys analysis was that it was not felt easy to speak to a Doctor or Nurse at the surgery. This was surprising as all Doctors have the option of telephone consultations and Dr Daitz wondered if what the surgery needs to do is advertise this service more widely. This can be done through the surgery's website and through Reception.

- c) An area identified from the survey was that 18% of patients surveyed felt that it was not very easy to book ahead for an appointment in the practice. The surgery felt that it should review the appointment system and that all Reception staff should meet and discuss the appropriate use of both 'on the day' and 'routine' appointments, hopefully this would then allow patients to book appointments well ahead.
- d) Another area identified from the survey was that 36% of patients said they had to wait more than ten minutes for their appointment although the Clinicians felt this was not unacceptable the Doctors will all be informed of this and will do their best to try and keep to time as best as possible. Interestingly this was something discussed at the PRG meeting and Dr Daitz explained to patients that there are occasions when the complexity of a medical case determines the duration of consultation and on occasions may take longer than ten minutes where necessary. All Doctors will do their best to keep to the ten minute appointments and will try to not run over time. It was accepted that at times this may be impossible.
- e) Most patients were happy with the surgery's opening times and only very small percentages were dissatisfied. The surgery had already discussed this at the PRG, all that attended the PRG were very happy with the surgery's opening times and were impressed with the surgery's two nights per week late evening surgeries and as mentioned before possible implementation of a Saturday morning was being considered within the year.
- f) 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 obtained on the website and through the Patient Questionnaire.

### **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. As already mentioned, the surgery is looking into opening on Saturday mornings.

#### 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 BarnDock on 03000 333 777

# Online Survey Results Report

## GPAQ V3 (copy)

Number of Responses: 14

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

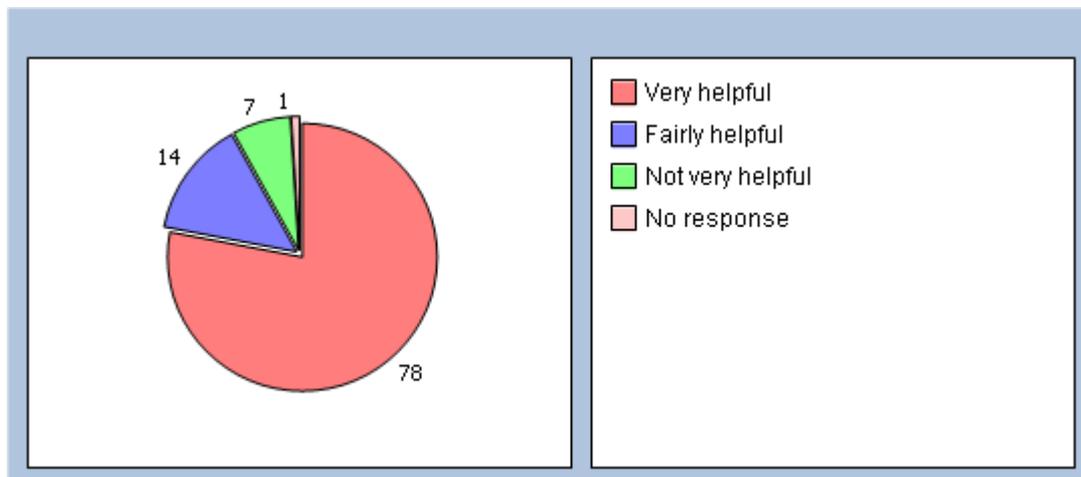
**Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.**

Thank you.

## About Receptionists and Appointments

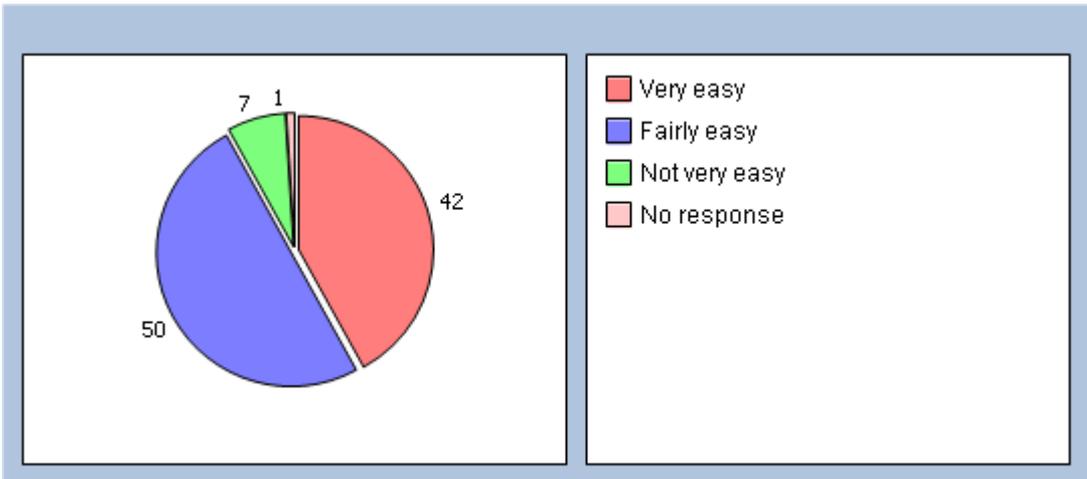
### Q1 How helpful do you find the receptionists at your GP practice?

Very helpful 78%  
Fairly helpful 14%  
Not very helpful 7%  
Not at all helpful 0%  
Don't know 0%



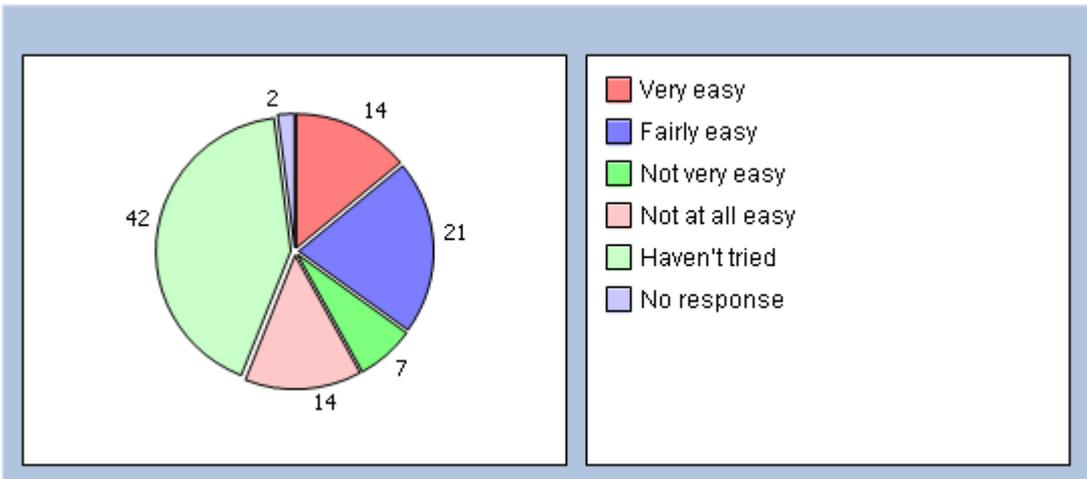
### Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy 42%  
Fairly easy 50%  
Not very easy 7%  
Not at all easy 0%  
Don't know 0%  
Haven't tried 0%



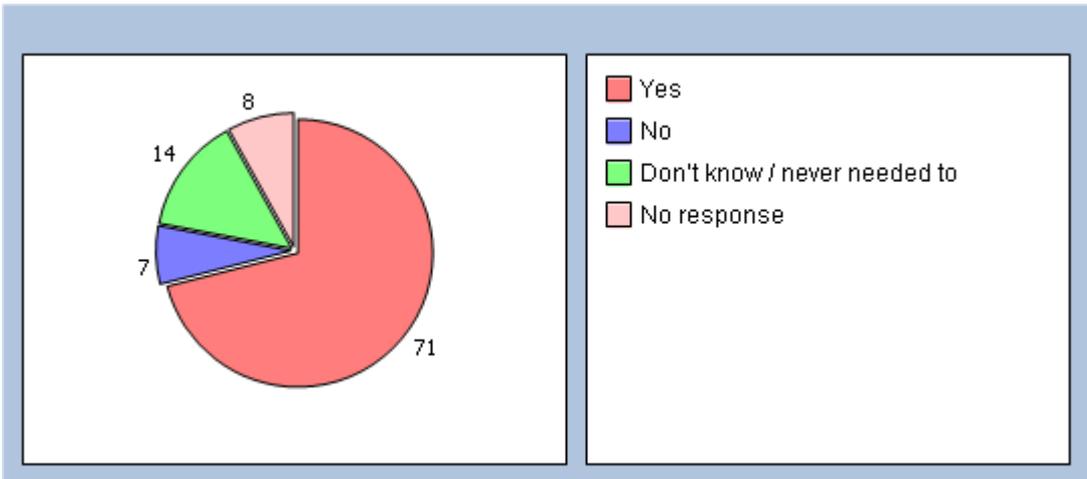
**Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

Very easy 14%  
 Fairly easy 21%  
 Not very easy 7%  
 Not at all easy 14%  
 Don't know 0%  
 Haven't tried 42%



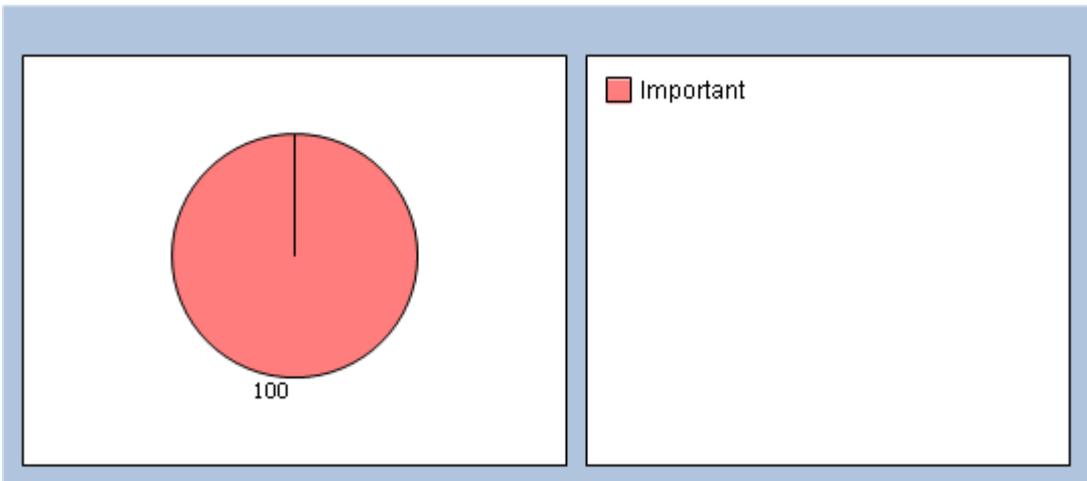
**Q4 If you need to see a GP urgently, can you normally get seen on the same day?**

Yes 71%  
 No 7%  
 Don't know / never needed to 14%



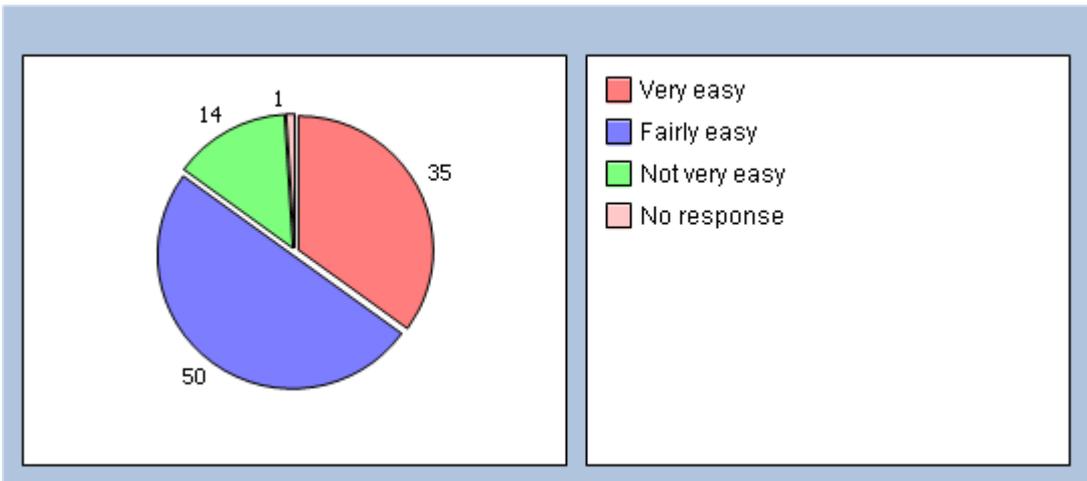
**Q5 How important is it to you to be able to book appointments ahead of time in your practice?**

Important 100%  
 Not important 0%



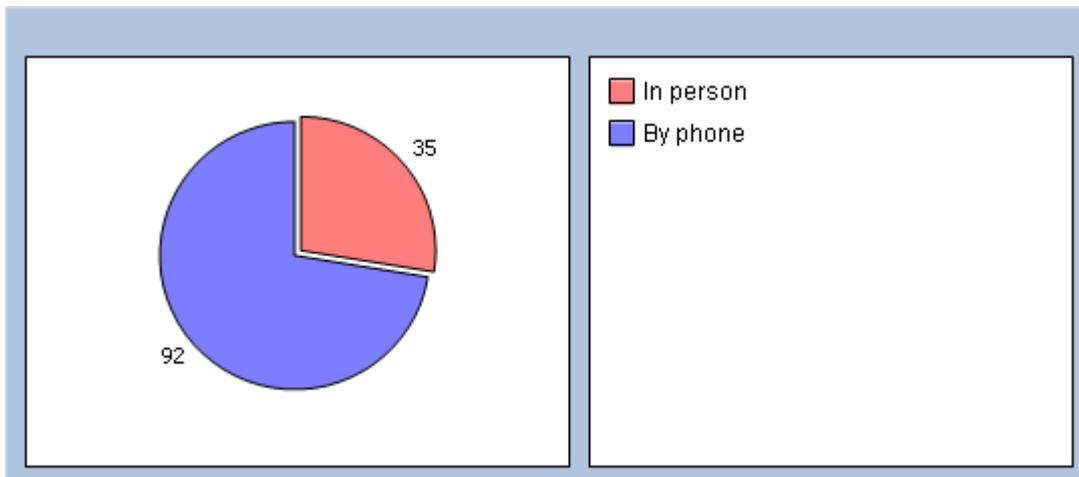
**Q6 How easy is it to book ahead in your practice?**

Very easy 35%  
 Fairly easy 50%  
 Not very easy 14%  
 Not at all easy 0%  
 Don't know 0%  
 Haven't tried 0%



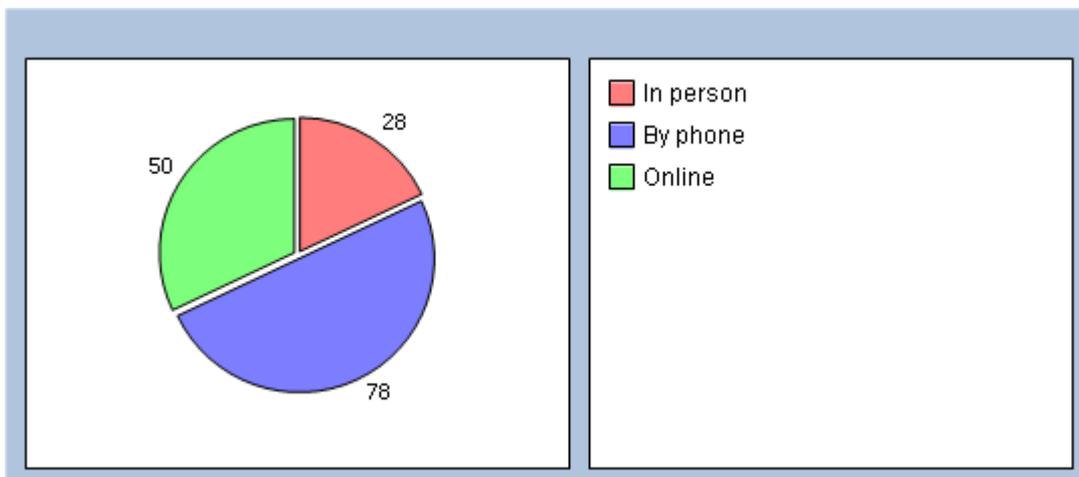
**Q7 How do you normally book your appointments at your practice? Please tick all boxes that apply.**

In person 35%  
By phone 92%  
Online 0%  
Doesn't apply 0%



**Q8 Which of the following methods would you prefer to use to book appointments at your practice? Please tick all boxes that apply.**

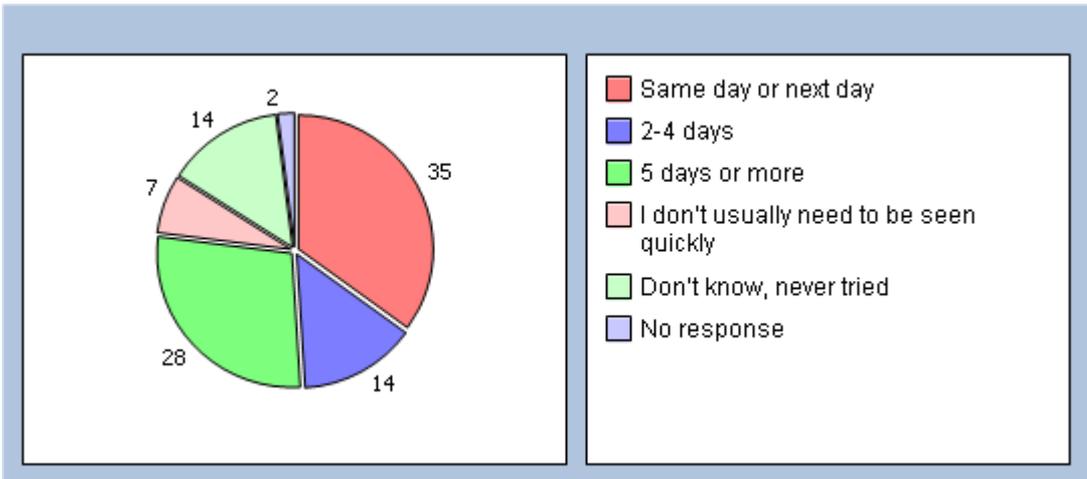
In person 28%  
By phone 78%  
Online 50%  
Doesn't apply 0%



**Thinking of times when you want to see a particular doctor:**

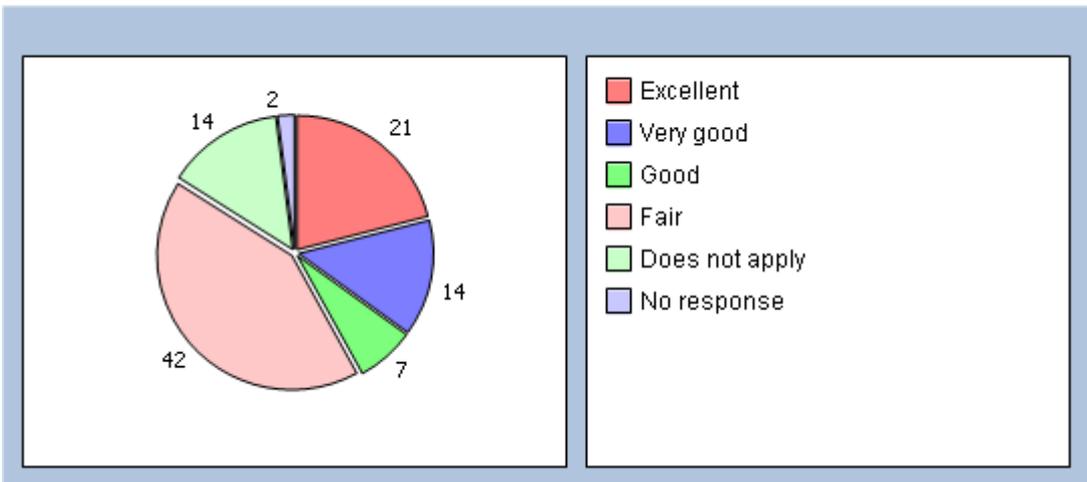
**Q9 How quickly do you usually get seen?**

Same day or next day 35%  
2-4 days 14%  
5 days or more 28%  
I don't usually need to be seen quickly 7%  
Don't know, never tried 14%



**Q10 How do you rate this?**

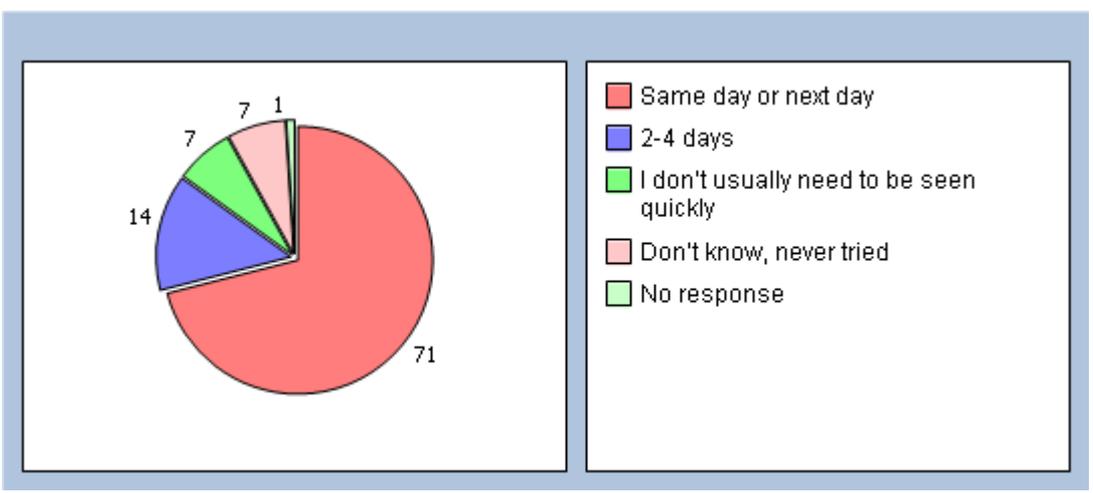
Excellent 21%  
 Very good 14%  
 Good 7%  
 Fair 42%  
 Poor 0%  
 Very poor 0%  
 Does not apply 14%



**Thinking of times when you are willing to see any doctor:**

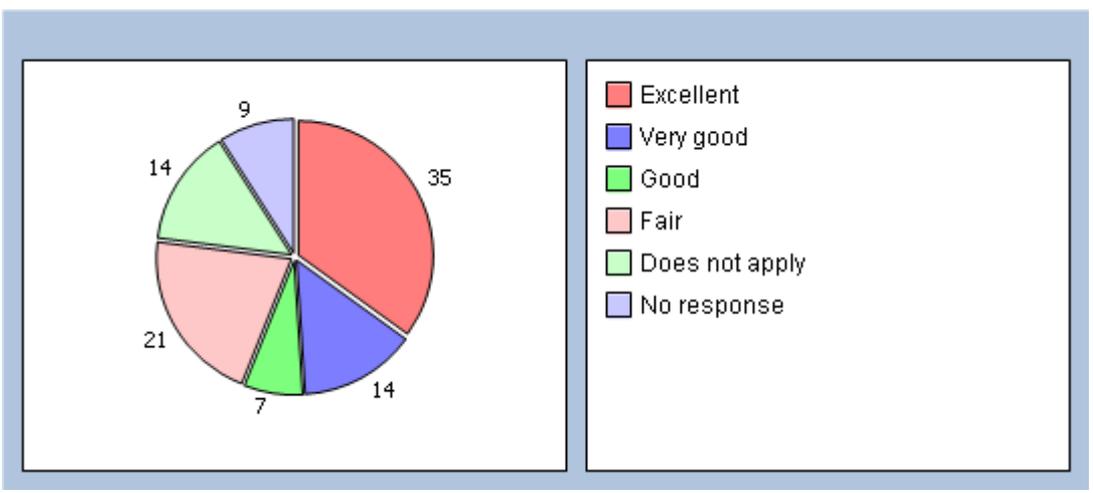
**Q11 How quickly do you usually get seen?**

Same day or next day 71%  
 2-4 days 14%  
 5 days or more 0%  
 I don't usually need to be seen quickly 7%  
 Don't know, never tried 7%



**Q12 How do you rate this?**

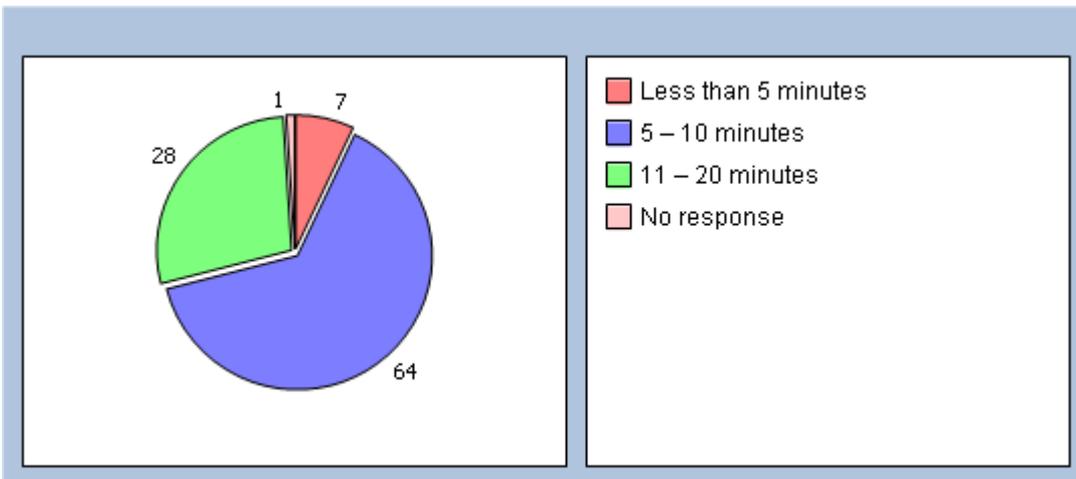
- Excellent 35%
- Very good 14%
- Good 7%
- Fair 21%
- Poor 0%
- Very poor 0%
- Does not apply 14%



**Thinking of your most recent consultation with a doctor or nurse**

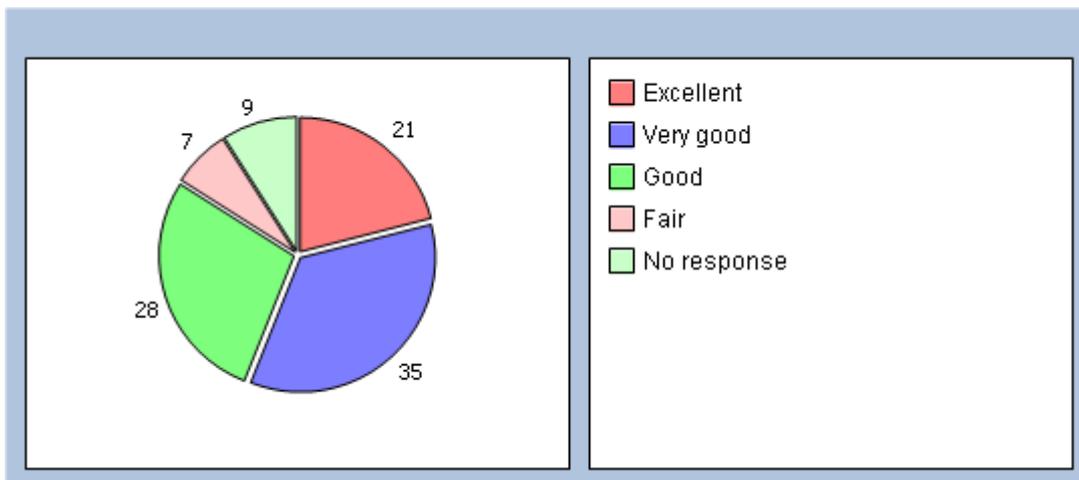
**Q13 How long did you wait for your consultation to start?**

- Less than 5 minutes 7%
- 5 – 10 minutes 64%
- 11 – 20 minutes 28%
- 21 – 30 minutes 0%
- More than 30 minutes 0%
- There was no set time for my consultation 0%



**Q14 How do you rate this?**

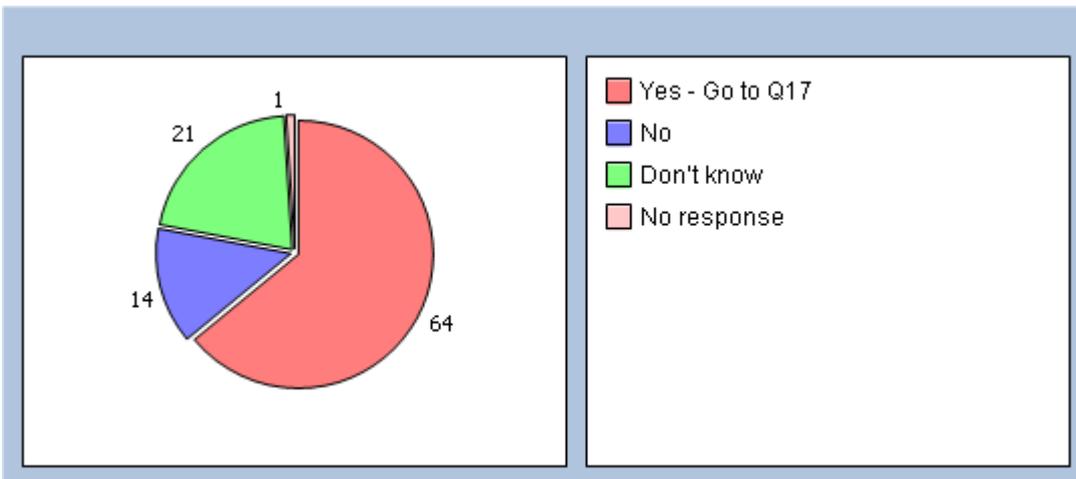
Excellent 21%  
 Very good 35%  
 Good 28%  
 Fair 7%  
 Poor 0%  
 Very poor 0%  
 Does not apply 0%



**About opening times**

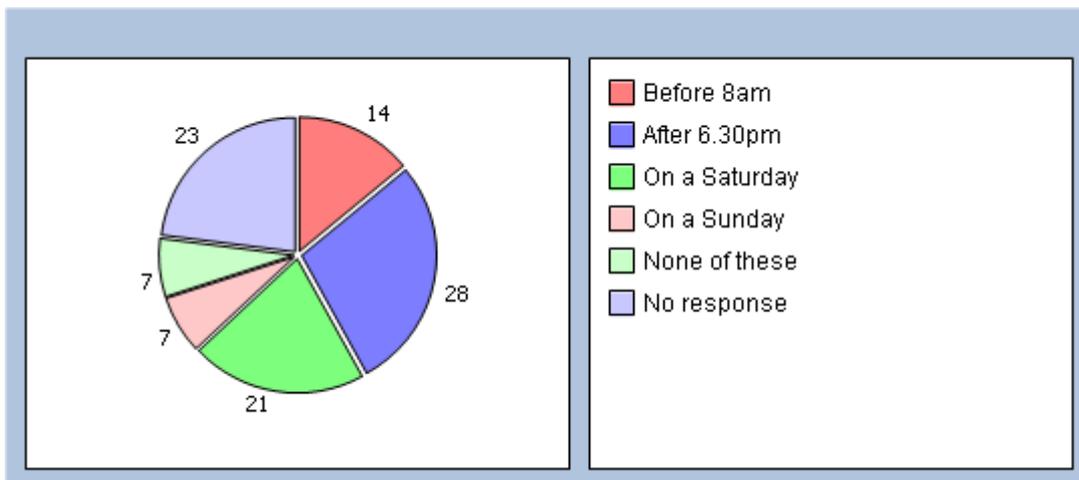
**Q15 Is your GP practice currently open at times that are convenient to you?**

Yes - Go to Q17 64%  
 No 14%  
 Don't know 21%



**Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.**

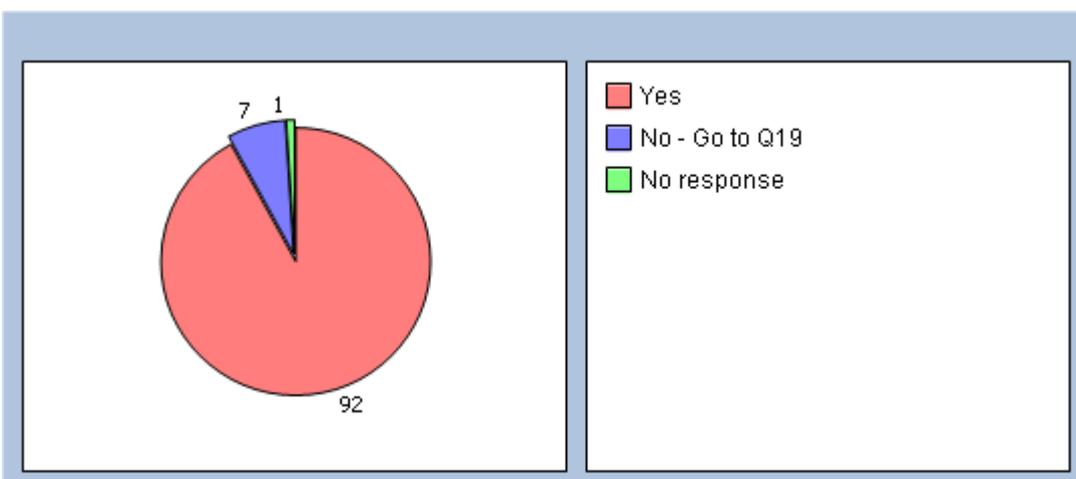
Before 8am 14%  
 At lunchtime 0%  
 After 6.30pm 28%  
 On a Saturday 21%  
 On a Sunday 7%  
 None of these 7%



**About seeing the doctor of your choice**

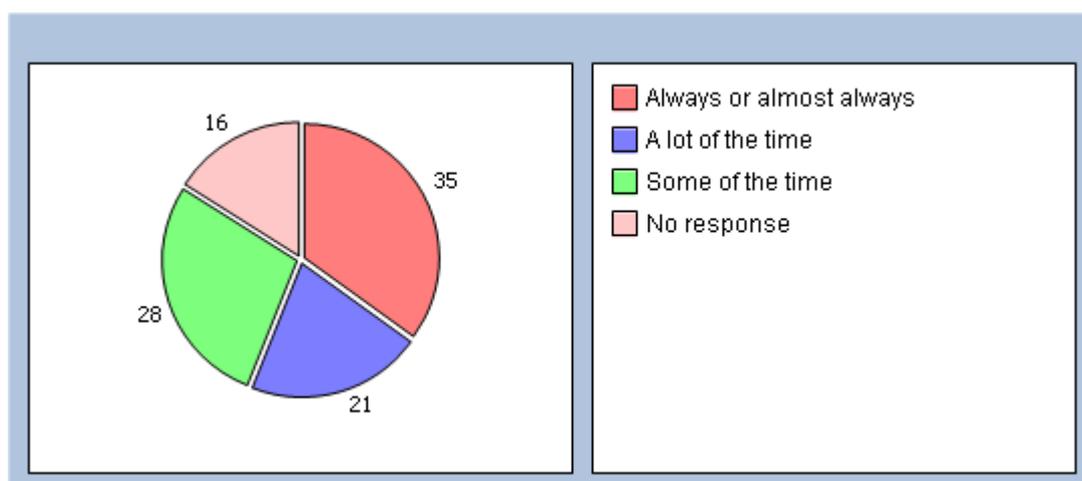
**Q17 Is there a particular GP you usually prefer to see or speak to?**

Yes 92%  
 No - Go to Q19 7%  
 There is usually only one doctor in my surgery - Go to Q19 0%



**Q18 How often do you see or speak to the GP you prefer?**

Always or almost always 35%  
 A lot of the time 21%  
 Some of the time 28%  
 Never or almost never 0%  
 Not tried at this GP practice 0%

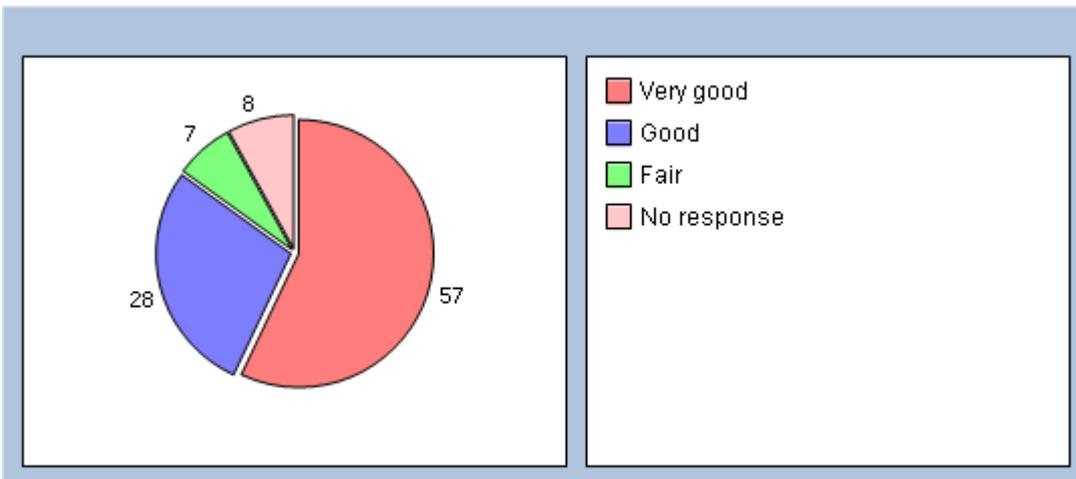


**How good was the last GP you saw at each of the following?**

**(If you haven't seen a GP in your practice in the last 6 months, please go to Q25)**

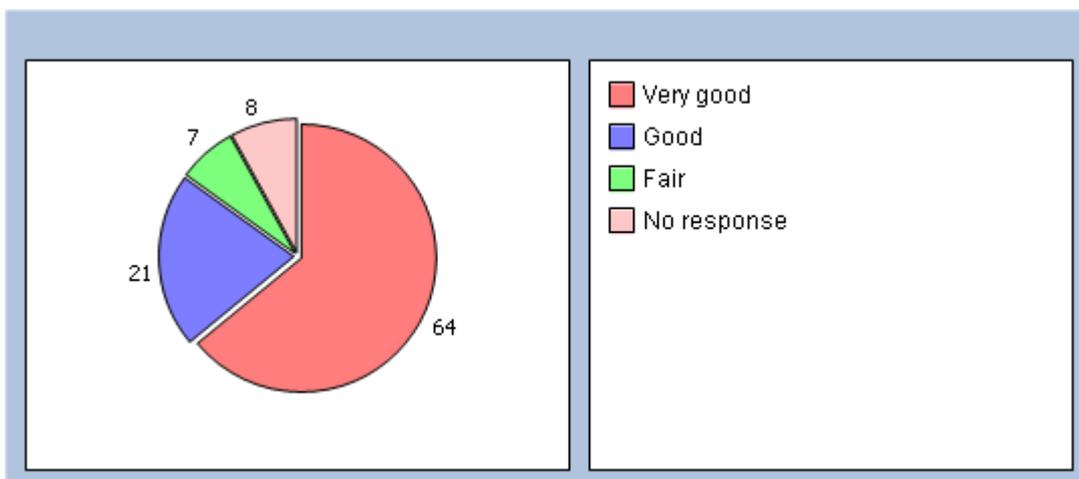
**Q19 Giving you enough time**

Very good 57%  
 Good 28%  
 Fair 7%  
 Poor 0%  
 Very poor 0%  
 Does not apply 0%



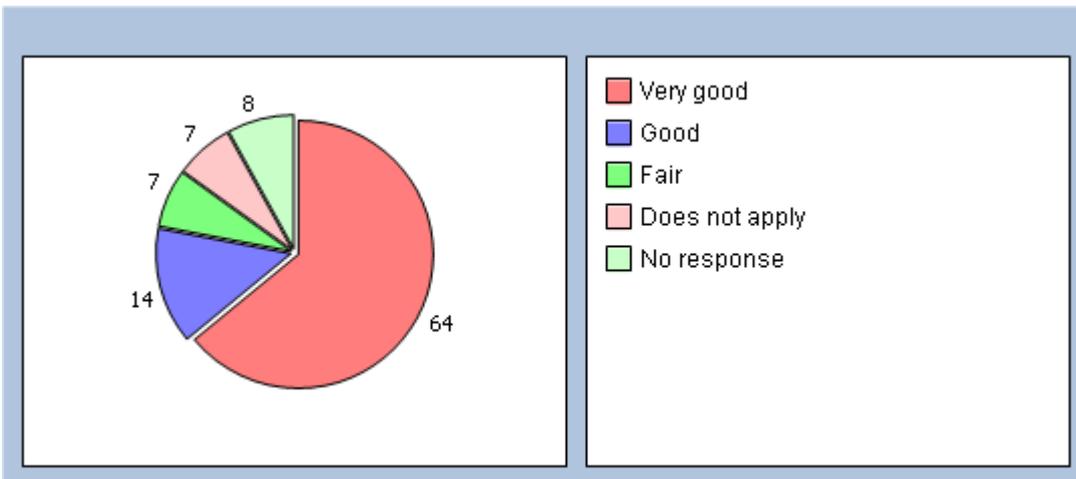
**Q20 Listening to you**

Very good 64%  
 Good 21%  
 Fair 7%  
 Poor 0%  
 Very poor 0%  
 Does not apply 0%



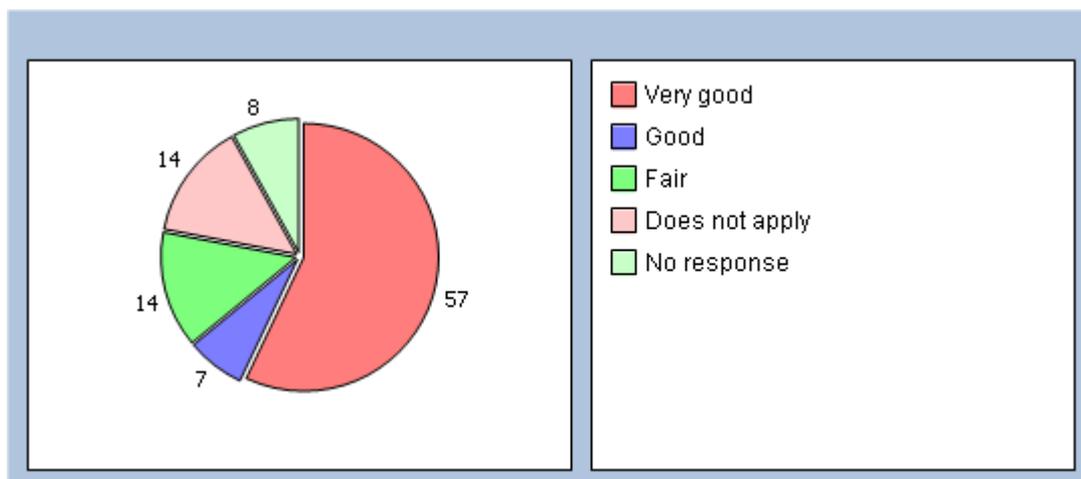
**Q21 Explaining tests and treatments**

Very good 64%  
 Good 14%  
 Fair 7%  
 Poor 0%  
 Very poor 0%  
 Does not apply 7%



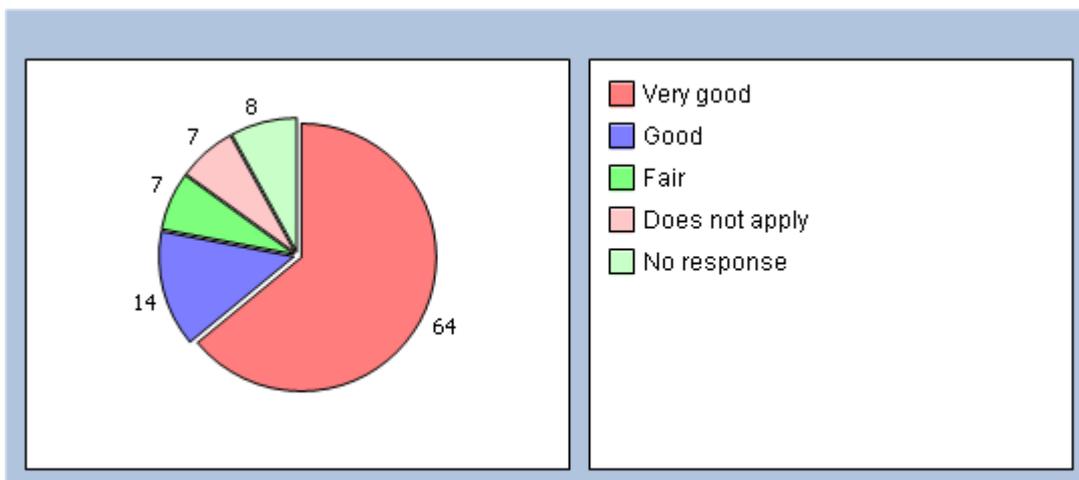
**Q22 Involving you in decisions about your care**

Very good 57%  
 Good 7%  
 Fair 14%  
 Poor 0%  
 Very poor 0%  
 Does not apply 14%



**Q23 Treating you with care and concern**

Very good 64%  
 Good 14%  
 Fair 7%  
 Poor 0%  
 Very poor 0%  
 Does not apply 7%



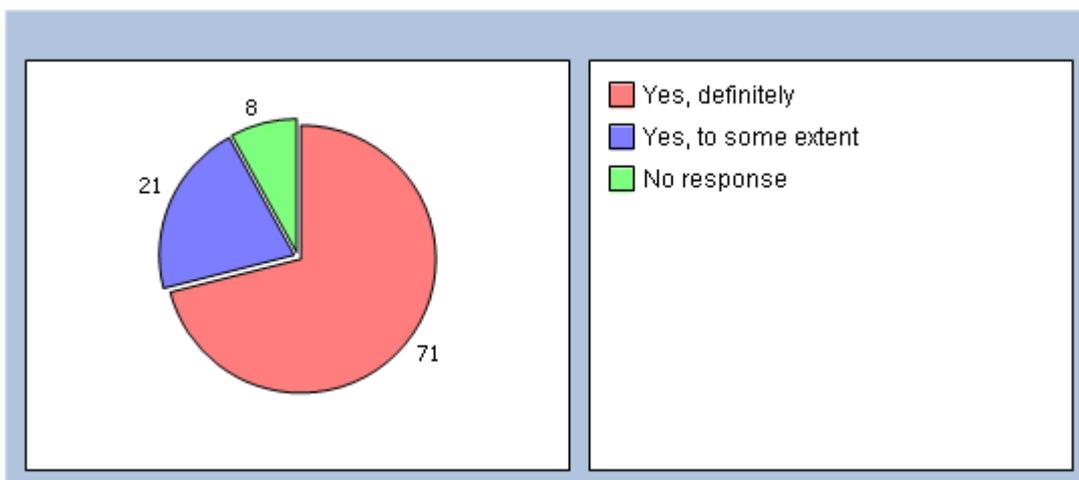
**Q24 Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely 71%

Yes, to some extent 21%

No, not at all 0%

Don't know / can't say 0%



**If you know the name of the GP you last saw, please write it here:**

**How good was the last nurse you saw at each of the following?**

**(If you haven't seen a nurse in your practice in the last 6 months, please go to Q31)**

**Q25 Giving you enough time**

Very good 64%

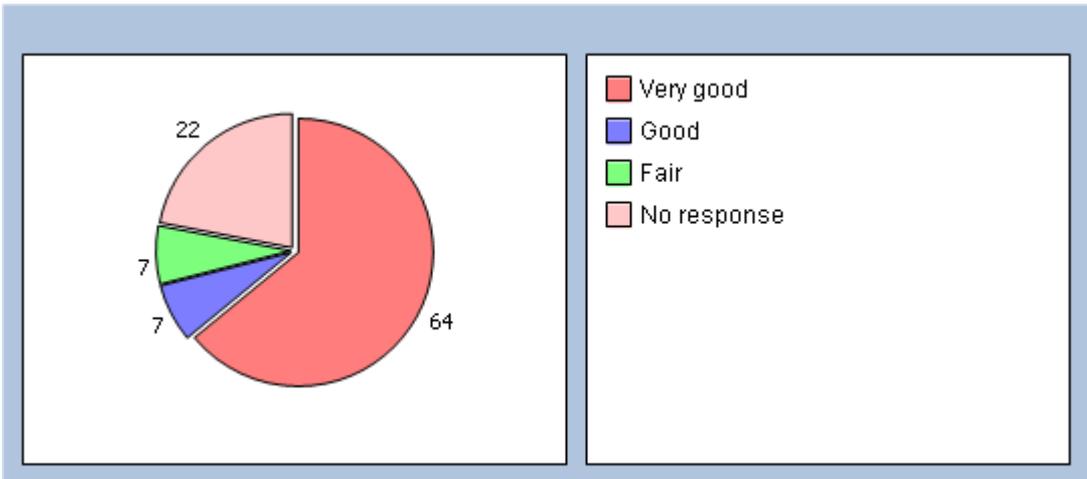
Good 7%

Fair 7%

Poor 0%

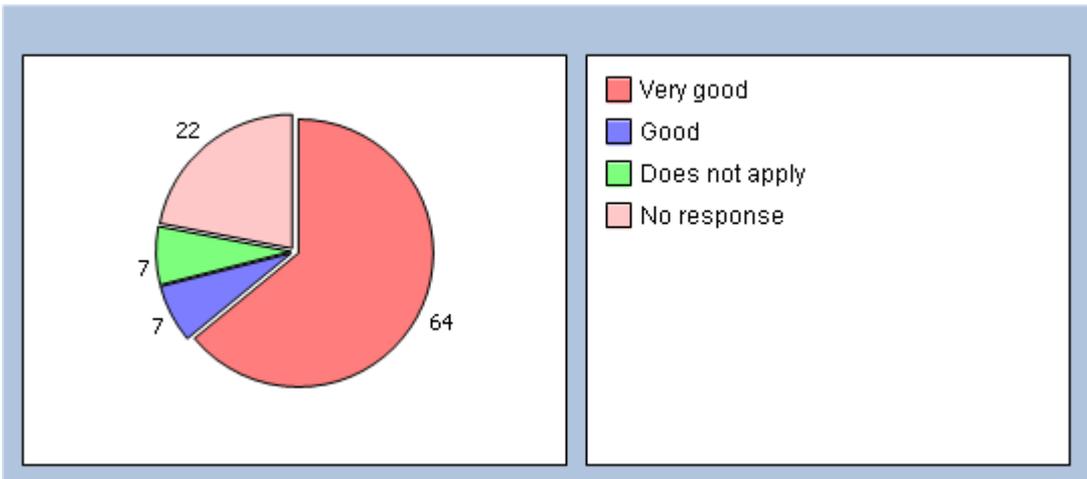
Very poor 0%

Does not apply 0%



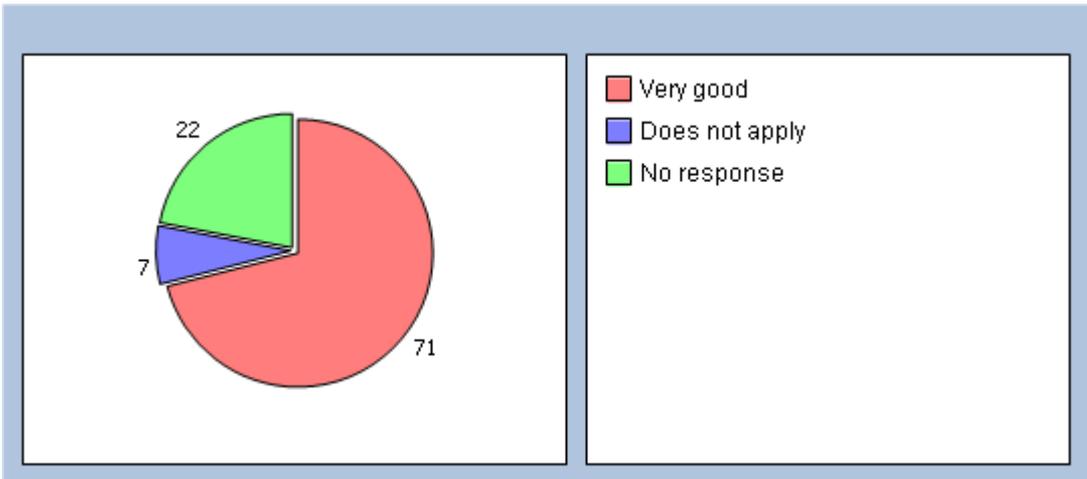
**Q26 Listening to you**

Very good 64%  
 Good 7%  
 Fair 0%  
 Poor 0%  
 Very poor 0%  
 Does not apply 7%



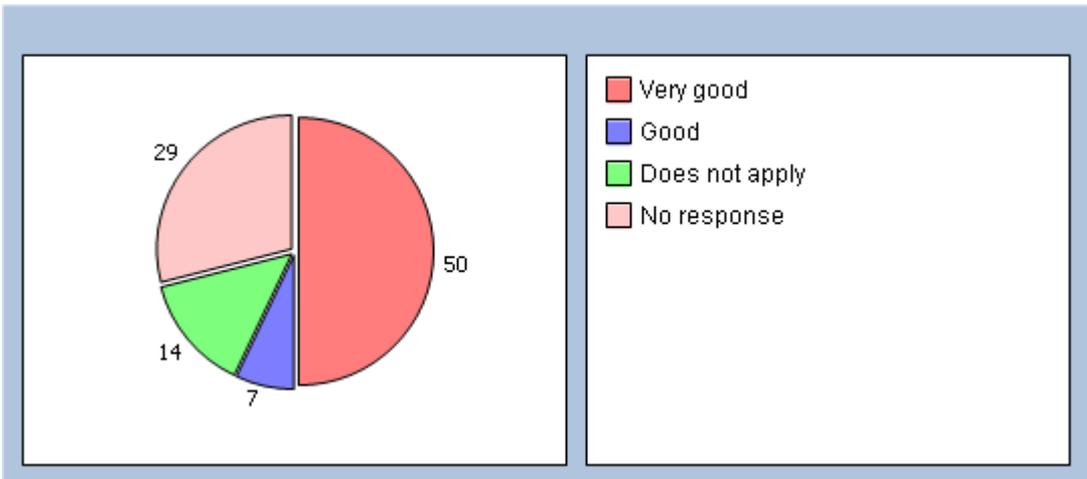
**Q27 Explaining tests and treatments**

Very good 71%  
 Good 0%  
 Fair 0%  
 Poor 0%  
 Very poor 0%  
 Does not apply 7%



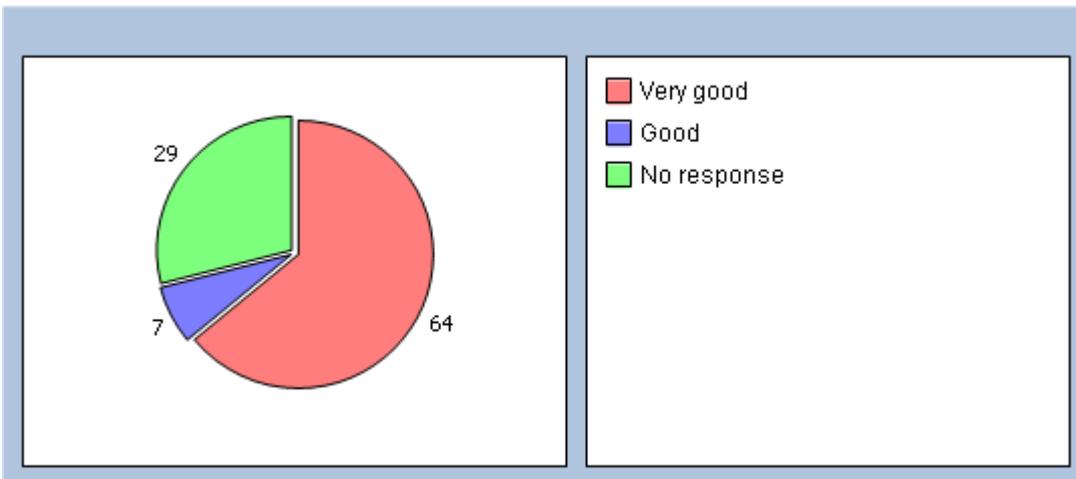
**Q28 Involving you in decisions about your care**

Very good 50%  
 Good 7%  
 Fair 0%  
 Poor 0%  
 Very poor 0%  
 Does not apply 14%



**Q29 Treating you with care and concern**

Very good 64%  
 Good 7%  
 Fair 0%  
 Poor 0%  
 Very poor 0%  
 Does not apply 0%



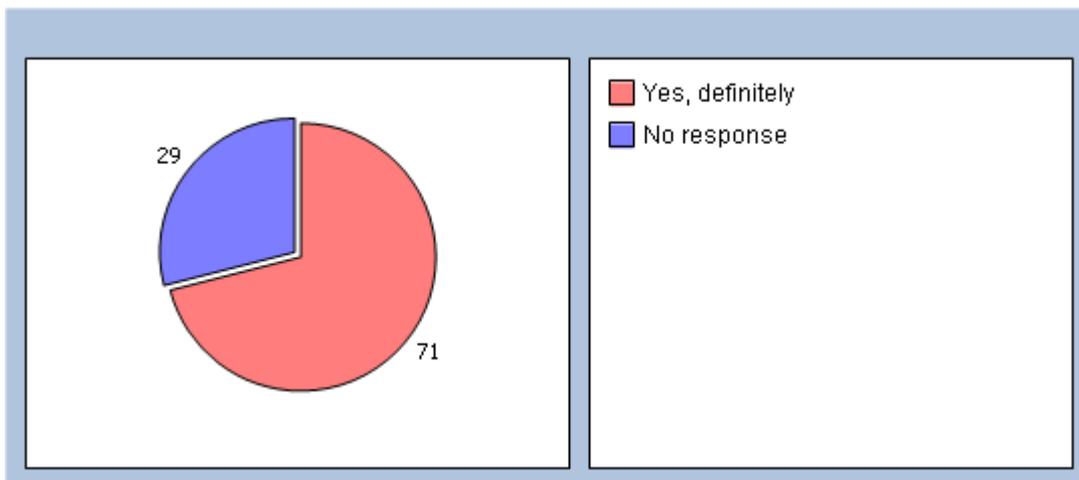
**Q30 Did you have confidence and trust in the nurse you saw or spoke to?**

Yes, definitely 71%

Yes, to some extent 0%

No, not at all 0%

Don't know / can't say 0%



**About care from your doctors and nurses**

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

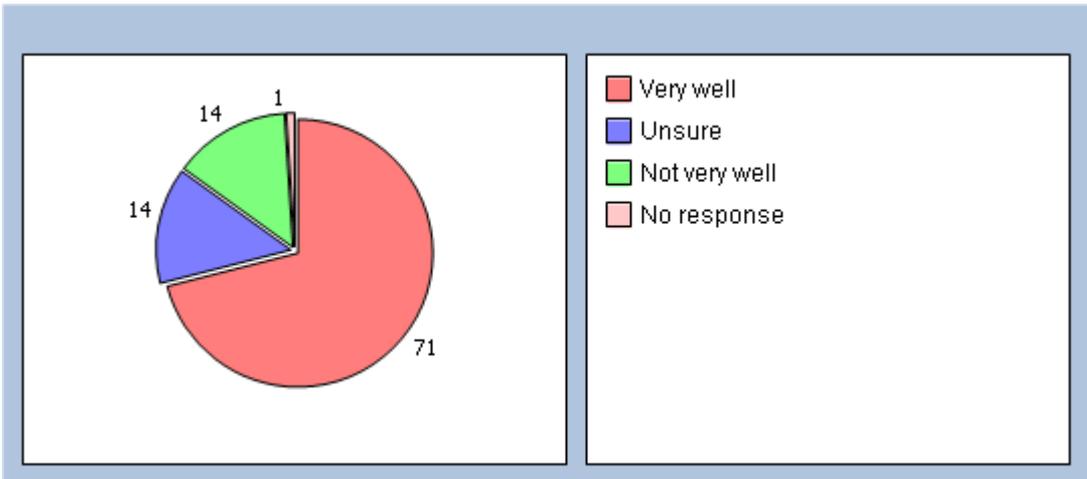
**Q31 Understand your health problems?**

Very well 71%

Unsure 14%

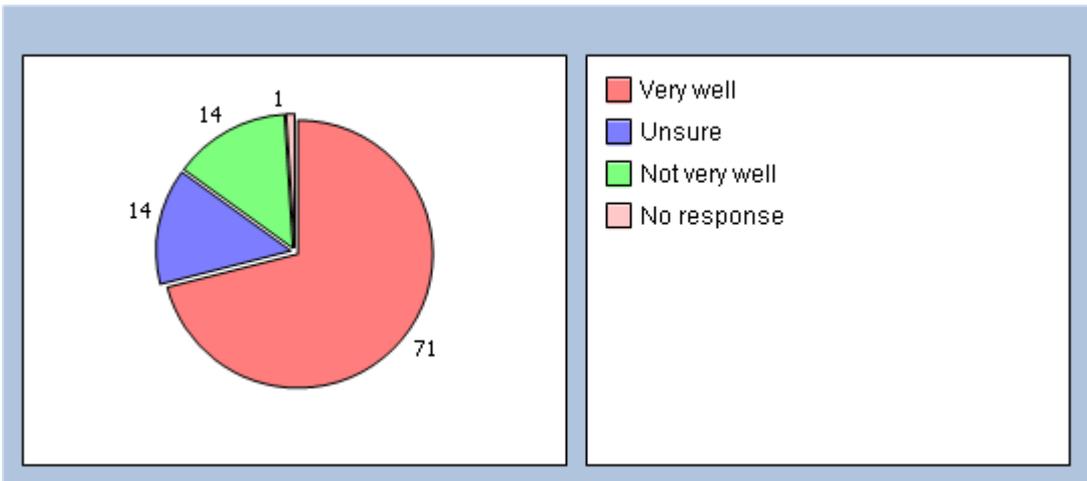
Not very well 14%

Does not apply 0%



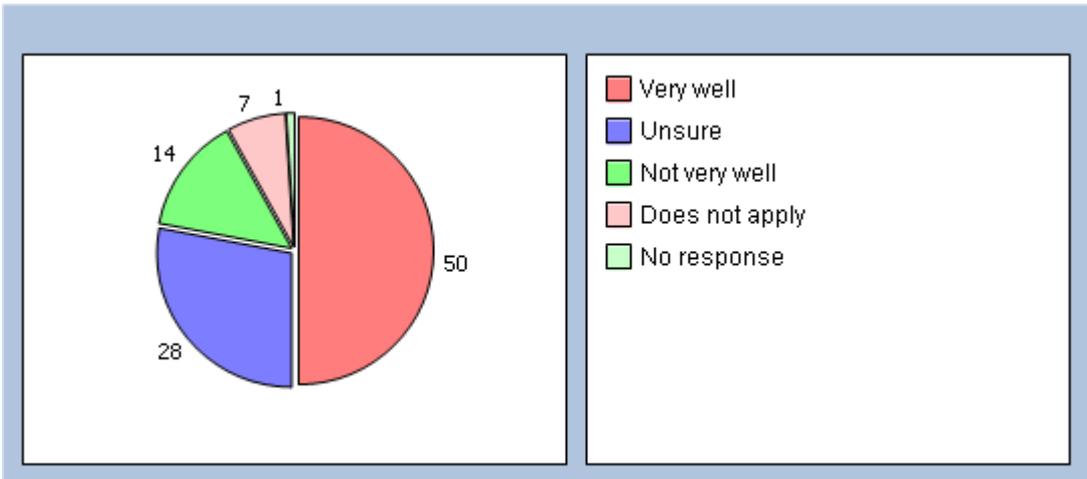
**Q32 Cope with your health problems**

Very well 71%  
 Unsure 14%  
 Not very well 14%  
 Does not apply 0%



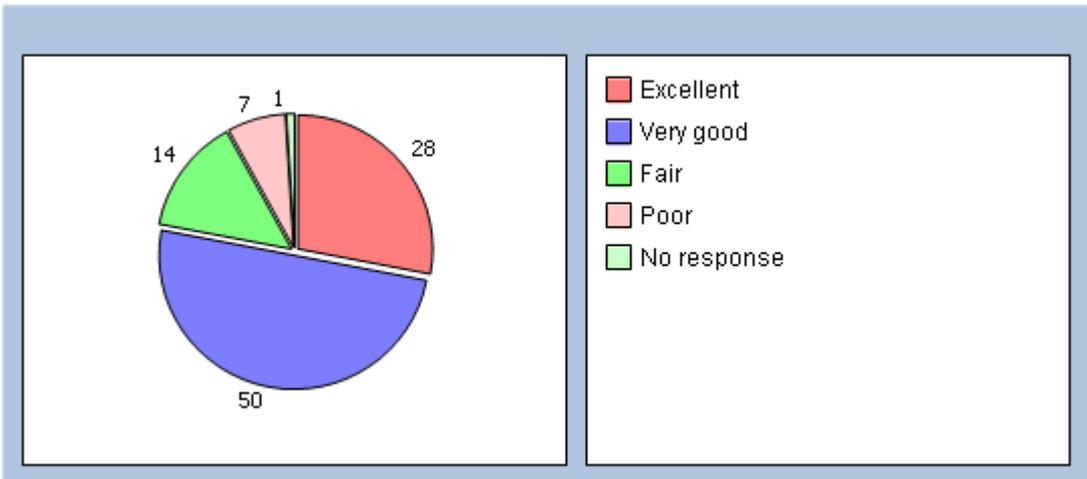
**Q33 Keep yourself healthy**

Very well 50%  
 Unsure 28%  
 Not very well 14%  
 Does not apply 7%



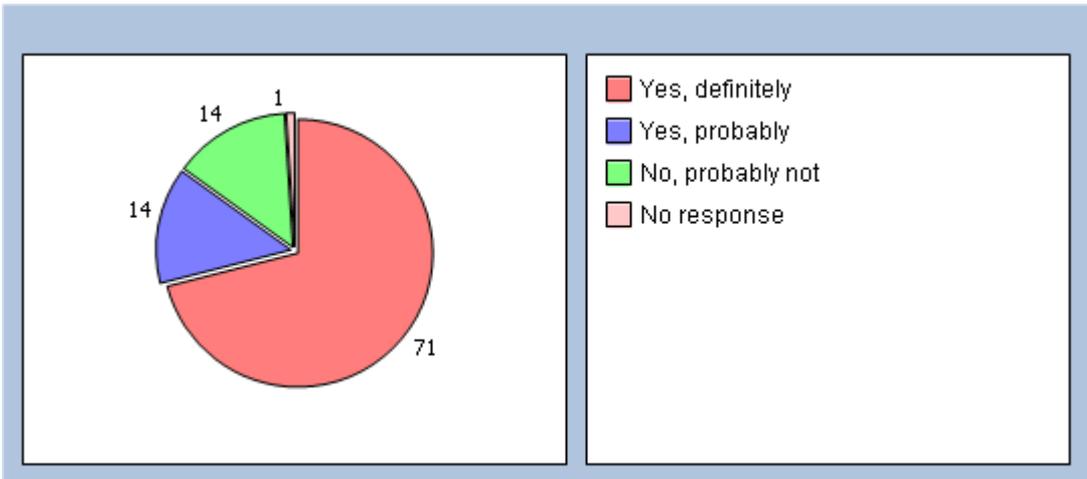
**Q34 Overall, how would you describe your experience of your GP surgery?**

Excellent 28%  
 Very good 50%  
 Good 0%  
 Fair 14%  
 Poor 7%  
 Very poor 0%



**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

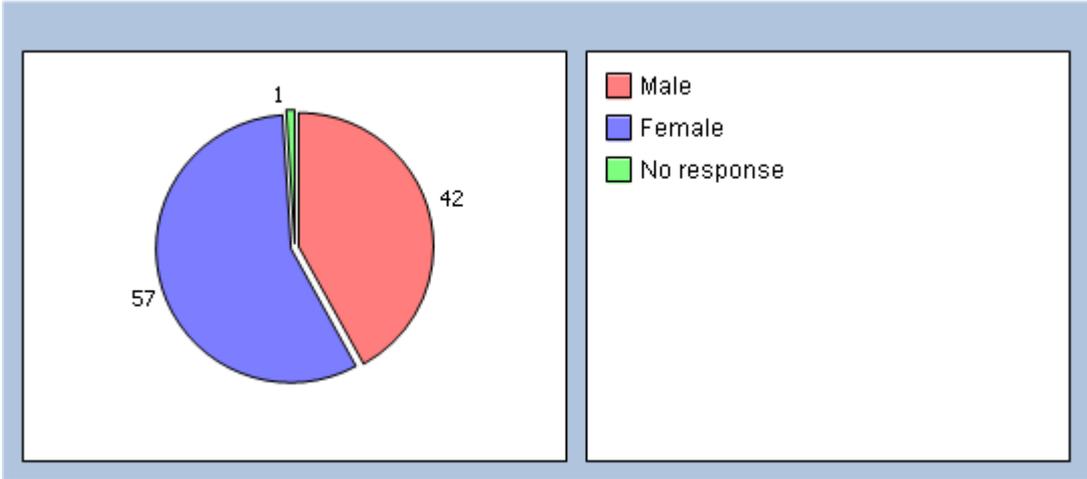
Yes, definitely 71%  
 Yes, probably 14%  
 No, probably not 14%  
 No, definitely not 0%  
 Don't know 0%



**It will help us to understand your answers if you could tell us a little about yourself**

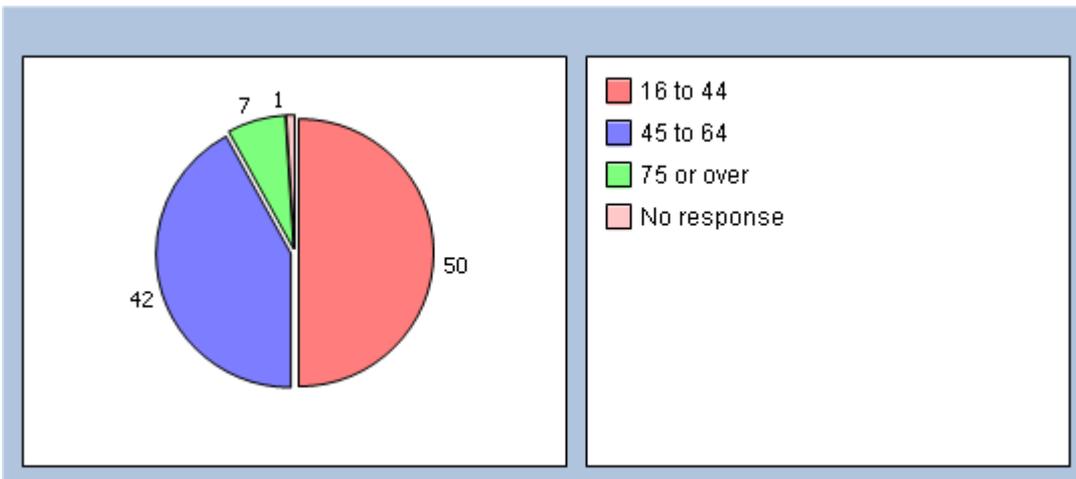
**Q36 Are you?**

Male 42%  
 Female 57%



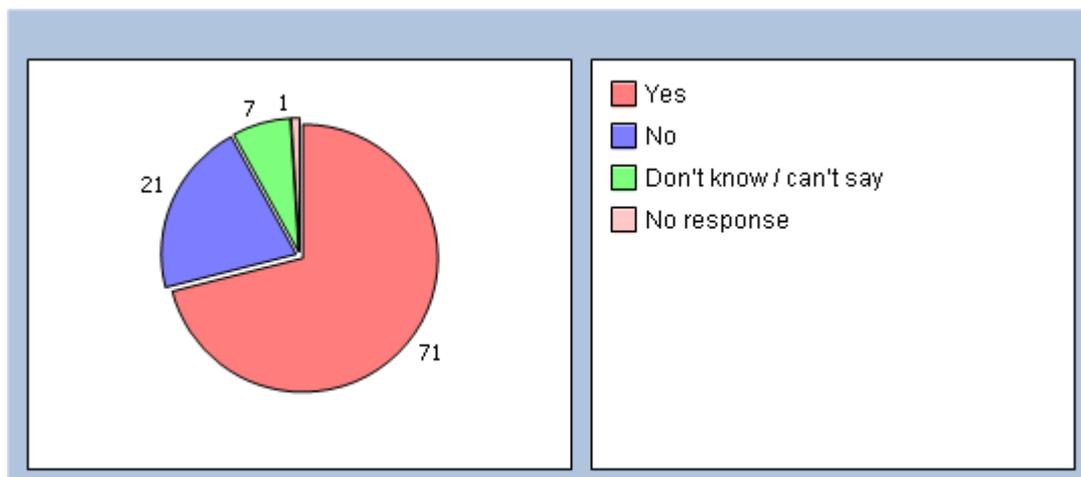
**Q37 How old are you?**

Under 16 0%  
 16 to 44 50%  
 45 to 64 42%  
 65 to 74 0%  
 75 or over 7%



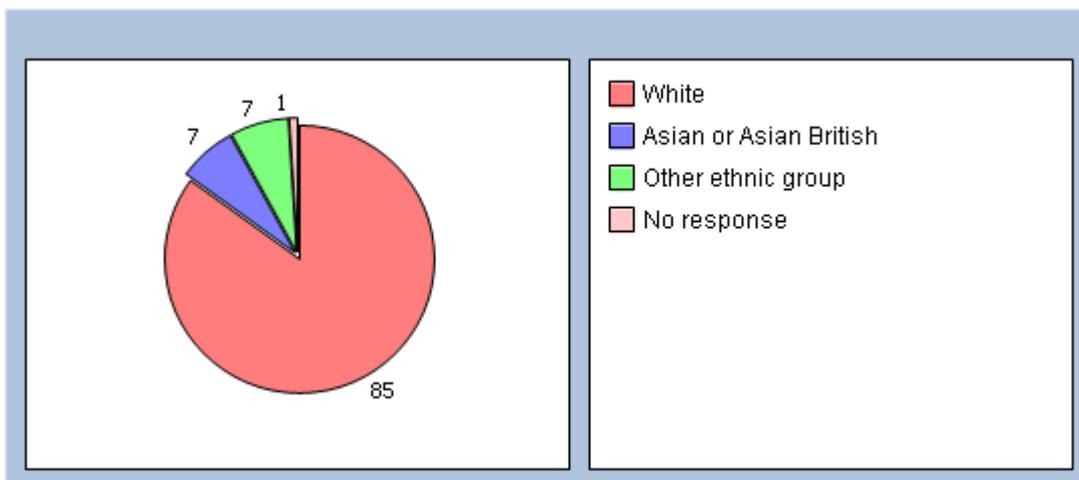
**Q38 Do you have a long-standing health condition?**

Yes 71%  
 No 21%  
 Don't know / can't say 7%



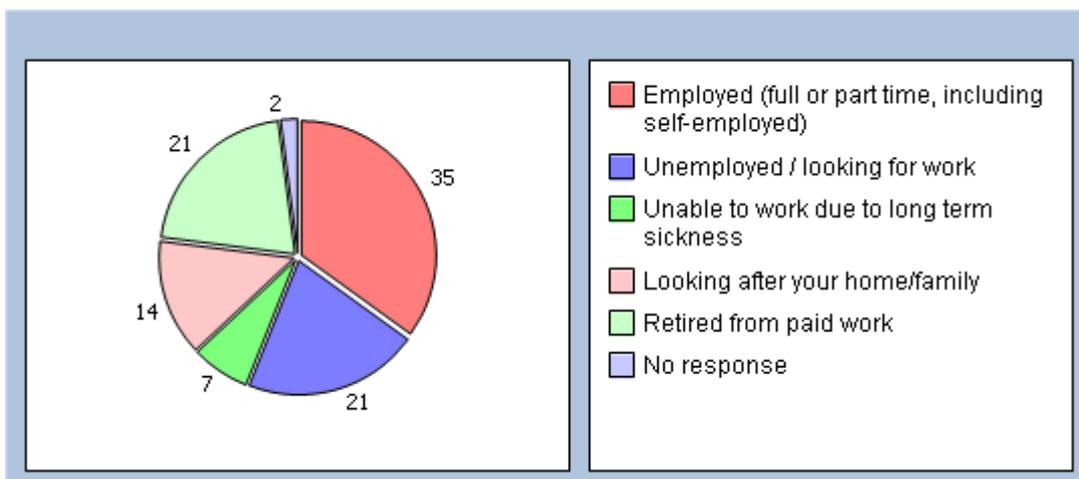
**Q39 What is your ethnic group?**

White 85%  
 Black or Black British 0%  
 Asian or Asian British 7%  
 Mixed 0%  
 Chinese 0%  
 Other ethnic group 7%



**Q40 Which of the following best describes you?**

Employed (full or part time, including self-employed) 35%  
 Unemployed / looking for work 21%  
 At school or in full time education 0%  
 Unable to work due to long term sickness 7%  
 Looking after your home/family 14%  
 Retired from paid work 21%  
 Other 0%



**Finally, please add any other comments you would like to make about your GP practice:**