

The North London Health Centre

Practice Survey Reporting

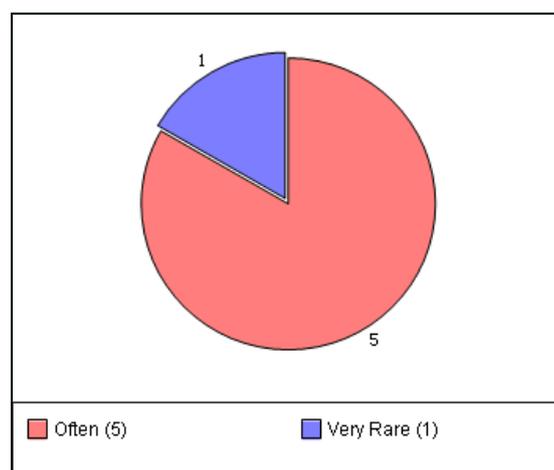
This report summarises development and outcomes of The North London Health Centre patient reference group (PRG) in 2012/2013.

It contains:

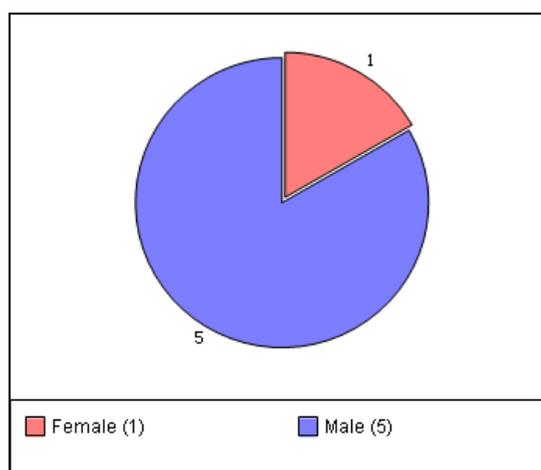
- 1- Profile of the members of the PRG.
- 2- Process used to recruit the surgery's PRG
- 3- Priorities for the survey and how they were agreed
- 4- Method and results of patient survey
- 5- Resulting action plan
- 6- Progress made with the action plan
- 7- Opening hours of the practice premises

1- Profile of the PRG members

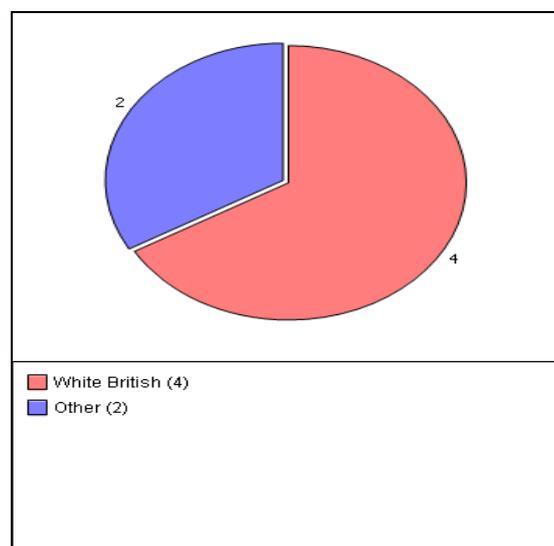
Attendance



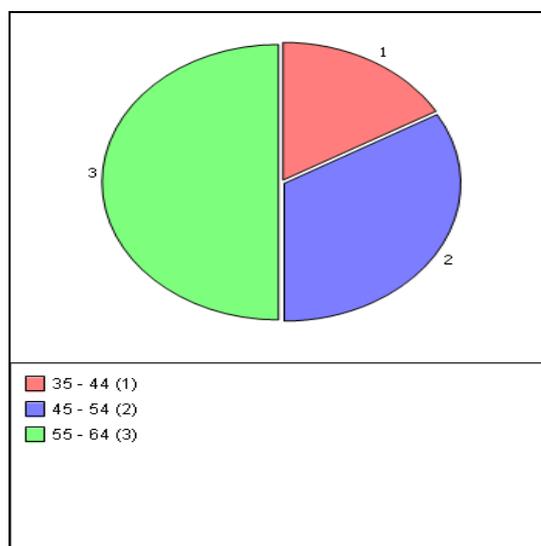
Gender



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 April 2012 and a follow up meeting in January 2013 with the patients who had responded to the surgery's advertisement. The first meeting was attended by five patients and all Clinicians; the second meeting was attended by seven patients and the practice team. The practice were keen to look at issues regarding patients 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 e.g. repeat prescription experience, blood tests and patients awareness of the new health services available to them. An interesting discussion was had 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 a survey that the surgery should give out to be carried out by patients attending the surgery and through the surgery's website. The survey consisted of 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 95 responses. The findings will be displayed on the surgery's website and is included in this report.

Following our meeting the areas below were highlighted for further development:

- (1) In light of CQC recommendations the surgery will ensure that all clinical areas are properly covered in the correct flooring and this will be in some way part supported by PCT funding.
- (2) As an attempt to improve available appointments, the surgery has recently introduced text messaging. The intention of this is that all patients will receive a text message 24 hours before their appointment giving them time to either keep the appointment or appropriately cancel. The surgery is introducing the system at present and the surgery will update this and its findings at the next meeting.
- (3) The surgery spoke about the introduction of a new Health Check Clinic and how this is a way of identifying previously undiagnosed conditions such as hypertension, hyperlipidaemia, diabetes and obesity. Two Health Care Assistants have been appointed for this and the surgery will again report back on the success of this service at the next meeting.

- (4) The surgery continues to review the telephone service presently provided by BT and the surgery will look to see if other providers can provide a more 'all inclusive' service to include automated telephone service and thus redirecting patients depending on what their need is.
- (5) The possibility of on-line booking was discussed again and Dr Daitz informed the patients that at present the surgery's website does allow for indirect on-line booking and for on-line prescriptions and the surgery is looking at marketing this service better and encourage patients to use it where appropriate before introducing on-line access to appointments in the near future.
- (6) All of the findings of the survey 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 the survey: a paper copy of the questionnaire was prepared at the surgery designed specifically to gain patients views about different patients experience in the surgery. A member of the PPG group volunteered to communicate the survey to 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. Ninety five 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 survey were discussed in view of the priorities agreed with the PRG 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 2012 – 2013:

- 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. Most patients were happy with the surgery's opening times and only 8% 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 will be considered.

- C. The surgery is aware that not all patients can easily contact the surgery. Patients often have to hold on for some time before they get through to Reception staff and patients' concerns were expressed in the Patient Survey. The surgery sees this as a major problem and will look into increasing the number of Receptionists and hours provided particularly in the mornings.
- D. The surgery is going to introduce on-line access to appointments. The surgery has an indirect on-line service at the moment, having recently upgraded the surgery's system to EMIS Web, this will provide better patient direct access to appointments and hopefully will facilitate better patient satisfaction of being able to choose and book a more suitable appointment with immediate effect and free up the telephone lines. The surgery can then re-audit this and await subsequent survey results.
- E. The surgery will continue to look at better provision of telephone service by either BT or other providers. The surgery will continue to review and develop this service.
- F. From last year's survey analysis, the surgery identified the problem that, it was not felt easy to speak to a Doctor or Nurse at the surgery. This was surprising to all doctors as all have the option of telephone consultations. The surgery then encouraged staff to book more patients for telephone consultation and made patients aware of this facility. The satisfaction of patients when asked about the opportunity to speak to a doctor or a nurse during this year's survey was much higher.
- G. Another area identified from last year's 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 were all informed of this and this year's survey patient satisfaction with regards to waiting time increased significantly.
- H. Patients were very happy with the surgery's repeat prescription service and with obtaining test results although some reported that they were not informed of when to contact the surgery to obtain the results. Doctors and the nurse were reminded of that and a note is displayed at Reception of how and when to contact the surgery for results.
- I. Most patients were highly satisfied with the overall services provided by the surgery.
- J. 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. 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 NHS services 111

Online Survey Results Report

Patient Satisfaction Survey

Number of Responses: **95**

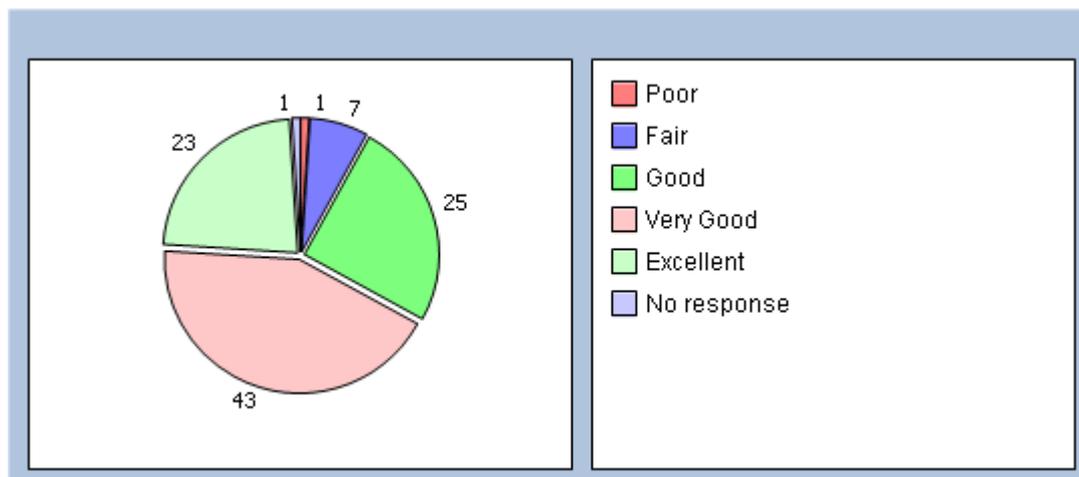
Patient satisfaction Survey

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

About the surgery

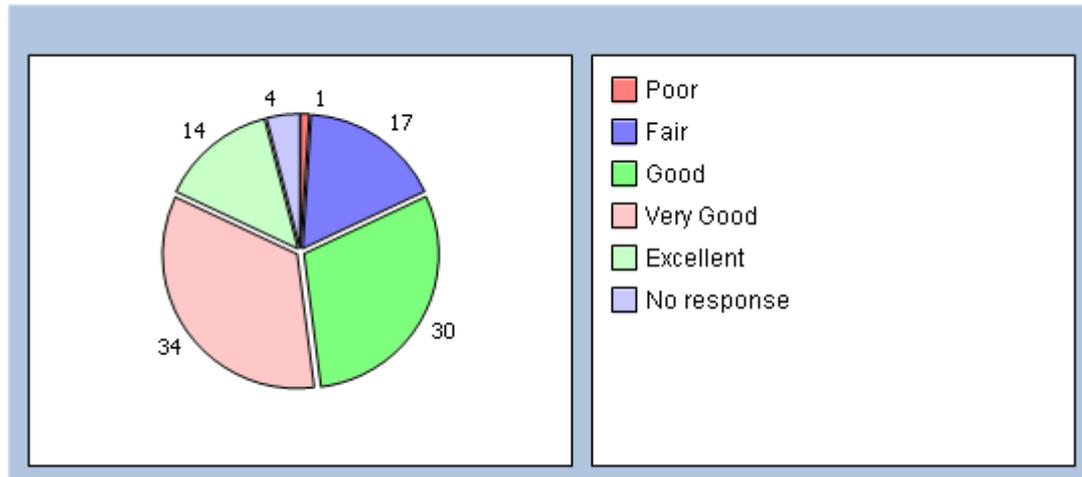
Your level of satisfaction with the surgery opening hours

Poor 1%	Fair 7%
Good 25%	Very Good 43%
Excellent 23%	No response 1%



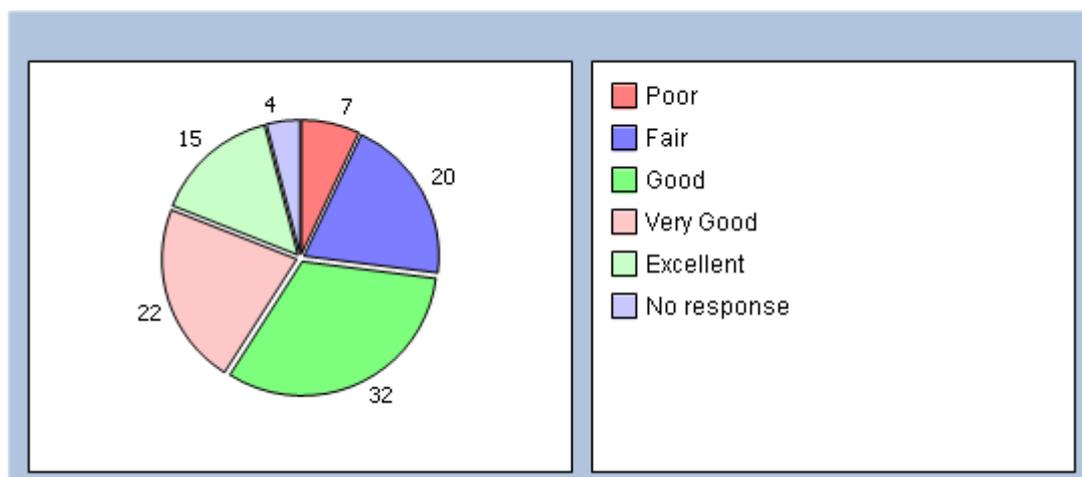
Ease of contacting the practice on the telephone

Poor **1%** Fair **17%**
Good **30%** Very Good **34%**
Excellent **14%** No response **4%**



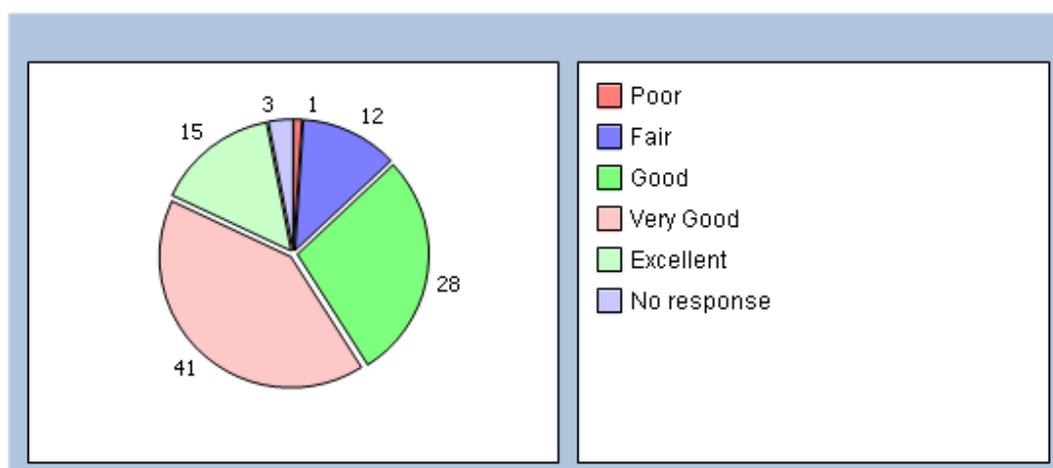
Speed at which the telephone was answered initially

Poor **7%** Fair **20%**
Good **32%** Very Good **22%**
Excellent **15%** No response **4%**



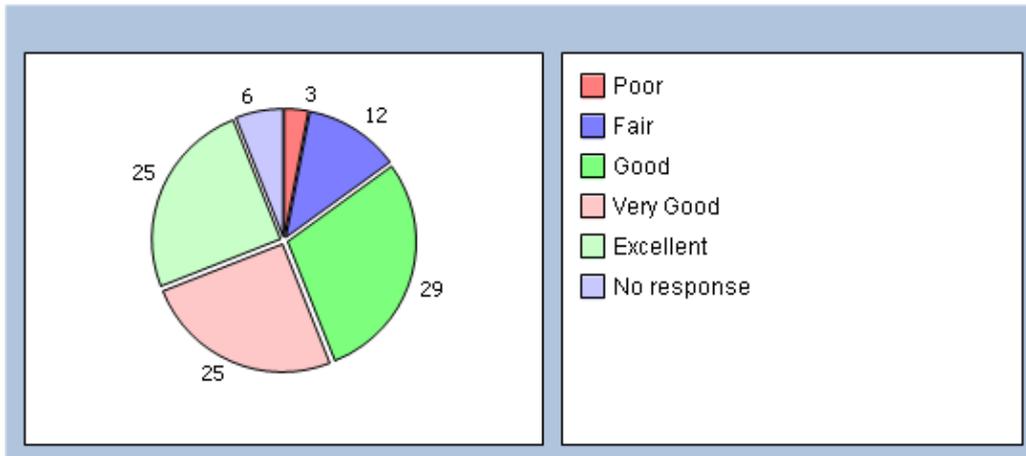
Satisfaction with the day and time arranged for your appointment

Poor **1%** Fair **12%**
Good **28%** Very Good **41%**
Excellent **15%** No response **3%**



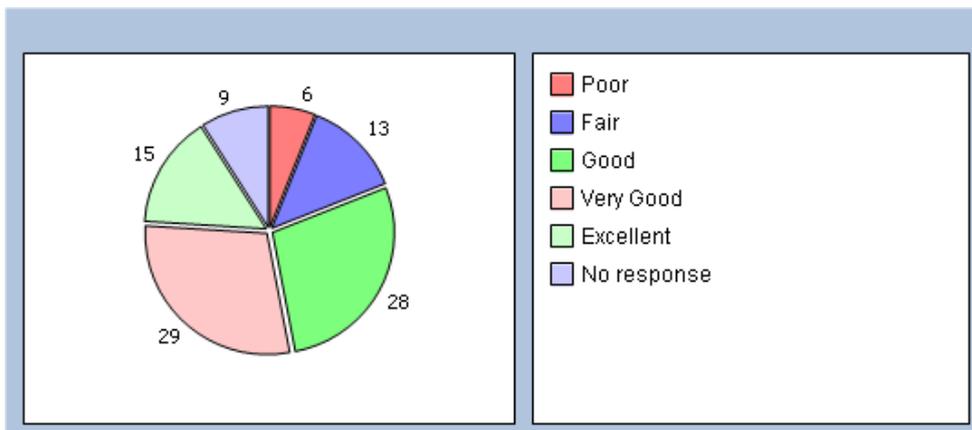
Seeing the doctor of your choice

Poor **3%** Fair **12%**
Good **29%** Very Good **25%**
Excellent **25%** No response **6%**



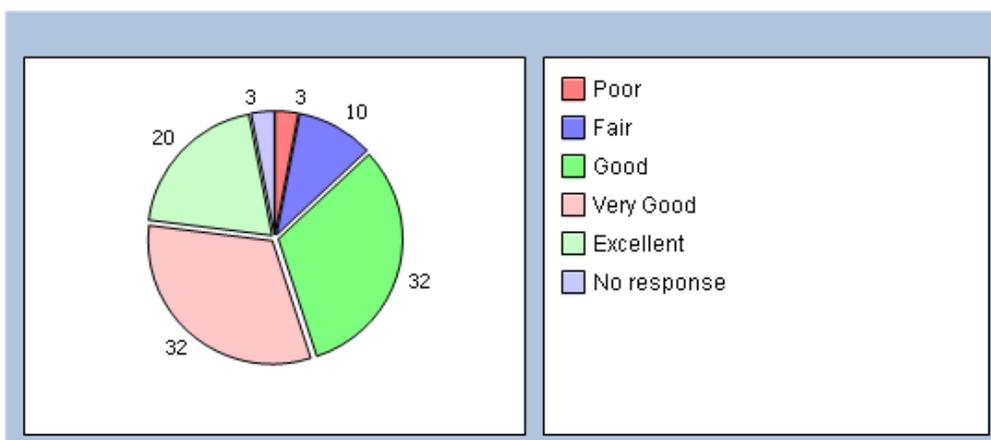
Chance of seeing a doctor/nurse within 48 hours

Poor **6%** Fair **13%**
Good **28%** Very Good **29%**
Excellent **15%** No response **9%**



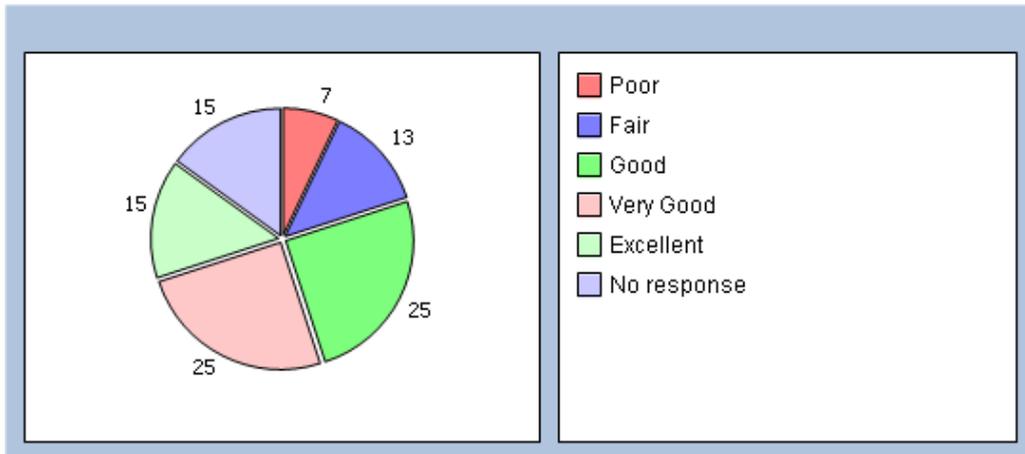
Length of time waiting to check in with reception

Poor **3%** Fair **10%**
Good **32%** Very Good **32%**
Excellent **20%** No response **3%**



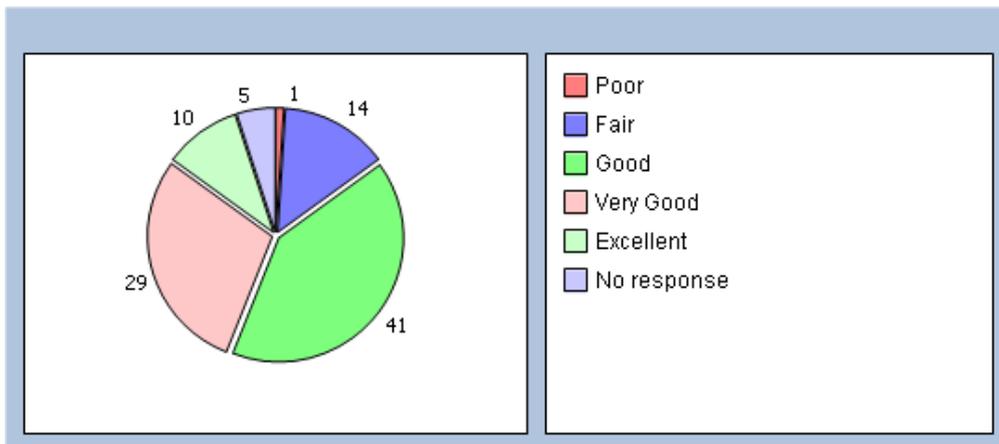
Opportunity of speaking to a doctor/nurse on the telephone when necessary

Poor **7%** Fair **13%**
Good **25%** Very Good **25%**
Excellent **15%** No response **15%**



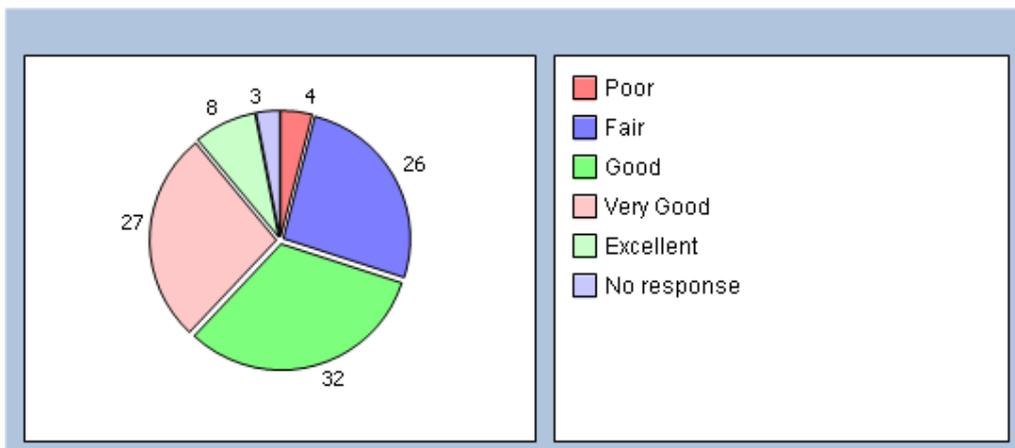
Comfort level of the waiting room

Poor **1%** Fair **14%**
Good **41%** Very Good **29%**
Excellent **10%** No response **5%**



Length of time waiting in the practice

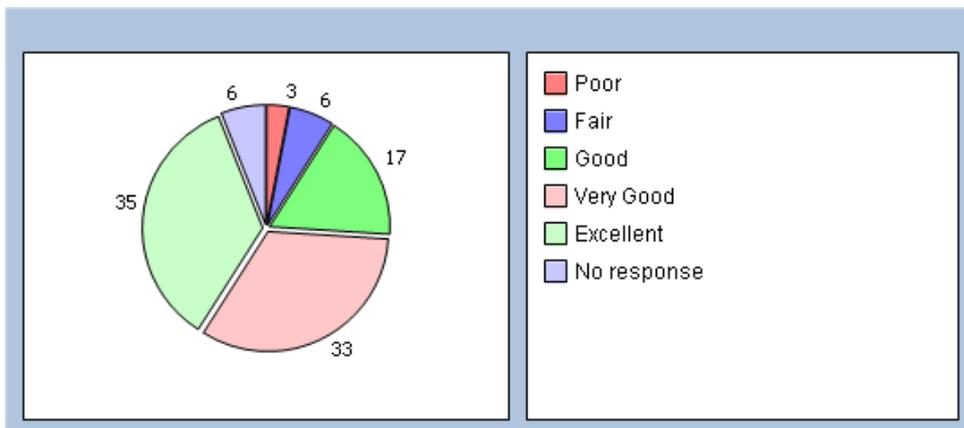
Poor **4%** Fair **26%**
Good **32%** Very Good **27%**
Excellent **8%** No response **3%**



About the doctors/nurse

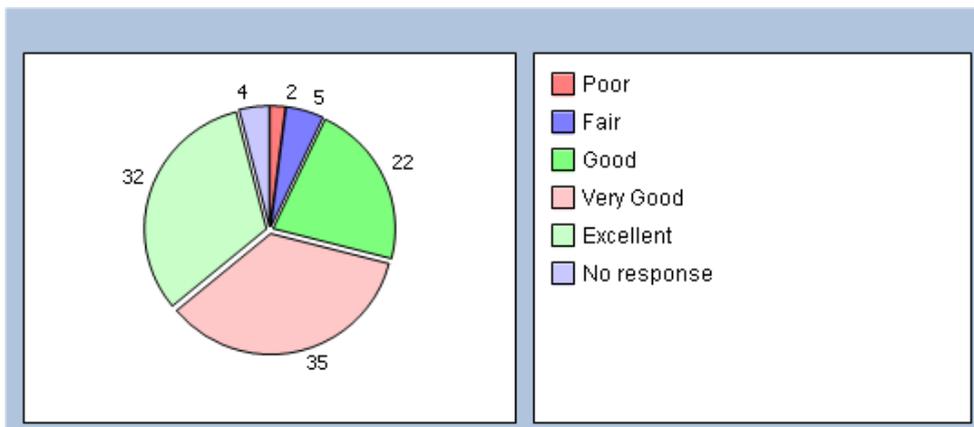
Your overall satisfaction with the doctors/nurse at the surgery

Poor **3%** Fair **6%**
Good **17%** Very Good **33%**
Excellent **35%** No response **6%**



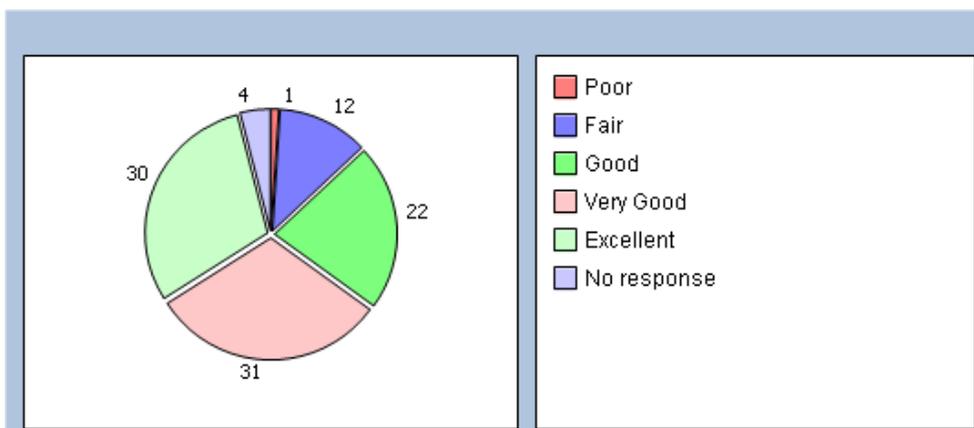
The doctor/nurse explanation of things to you

Poor **2%** Fair **5%**
Good **22%** Very Good **35%**
Excellent **32%** No response **4%**



The extent I felt reassured by the doctor/nurse was

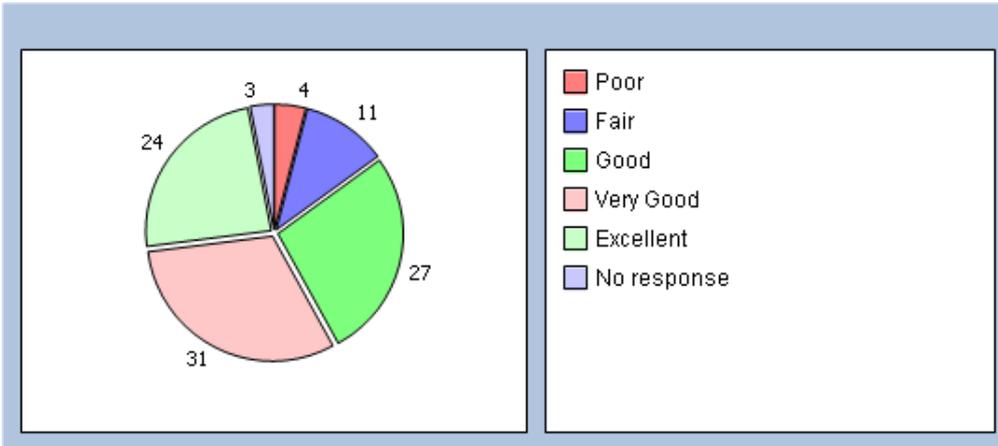
Poor **1%** Fair **12%**
Good **22%** Very Good **31%**
Excellent **30%** No response **4%**



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

Poor **4%**
Good **27%**
Excellent **24%**

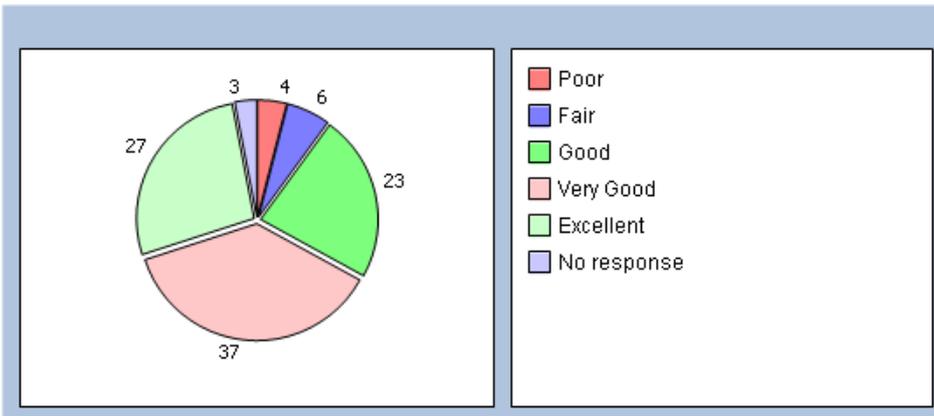
Fair **11%**
Very Good **31%**
No response **3%**



The recommendation you would give to your friends about the doctors/nurse at the surgery

Poor **4%**
Good **23%**
Excellent **27%**

Fair **6%**
Very Good **37%**
No response **3%**

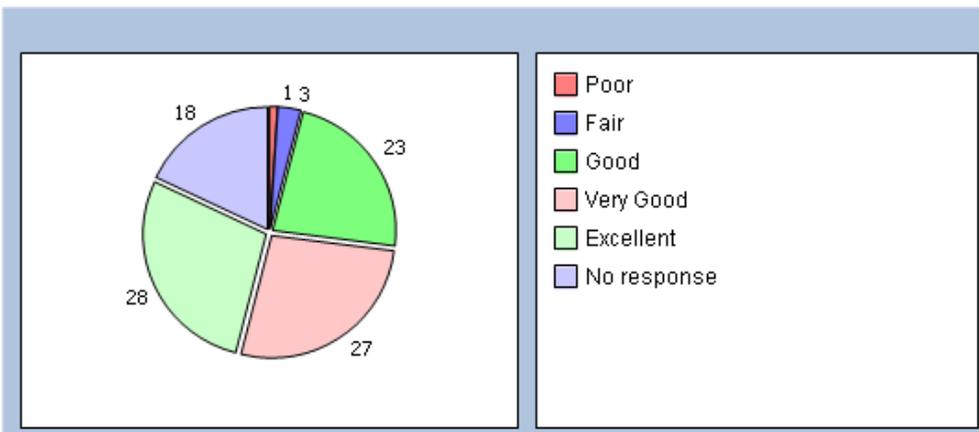


Obtaining a repeat prescription

Prescription ready on time

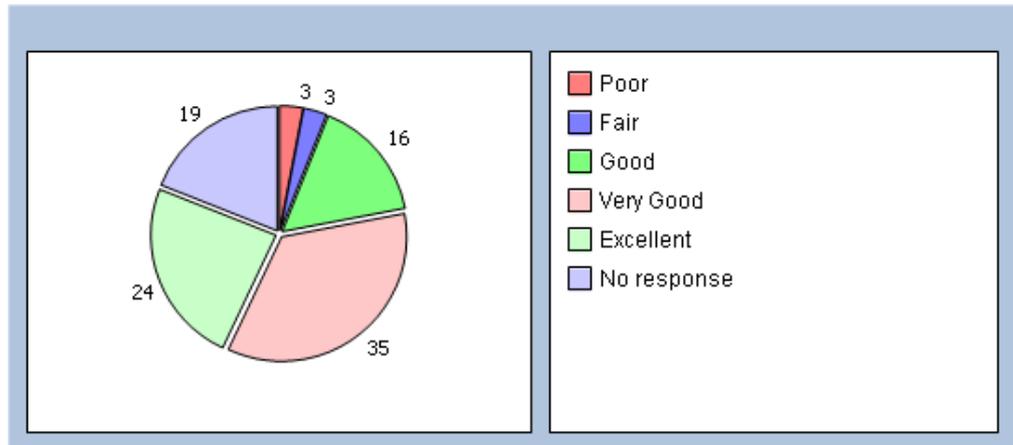
Poor **1%**
Good **23%**
Excellent **28%**

Fair **3%**
Very Good **27%**
No response **18%**



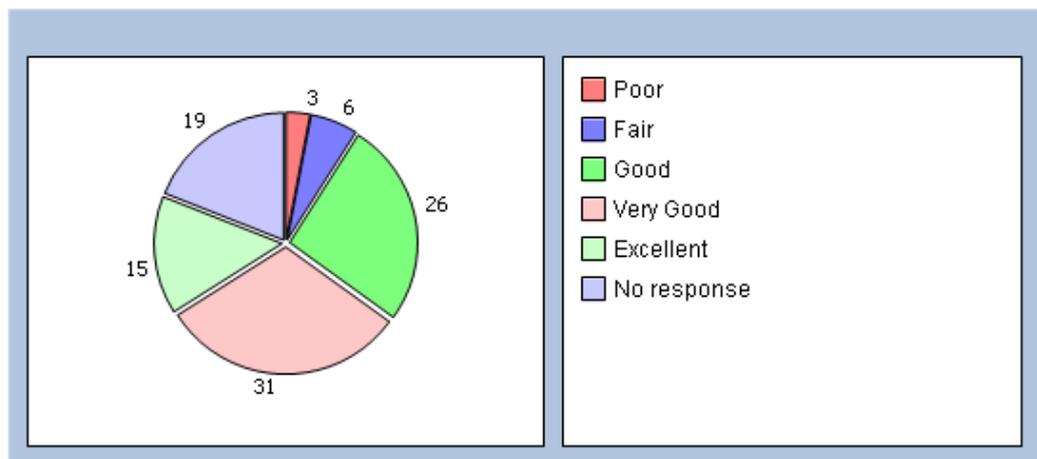
Prescription correctly issued

Poor **3%** Fair **3%**
Good **16%** Very Good **35%**
Excellent **24%** No response **19%**



Handling of any queries

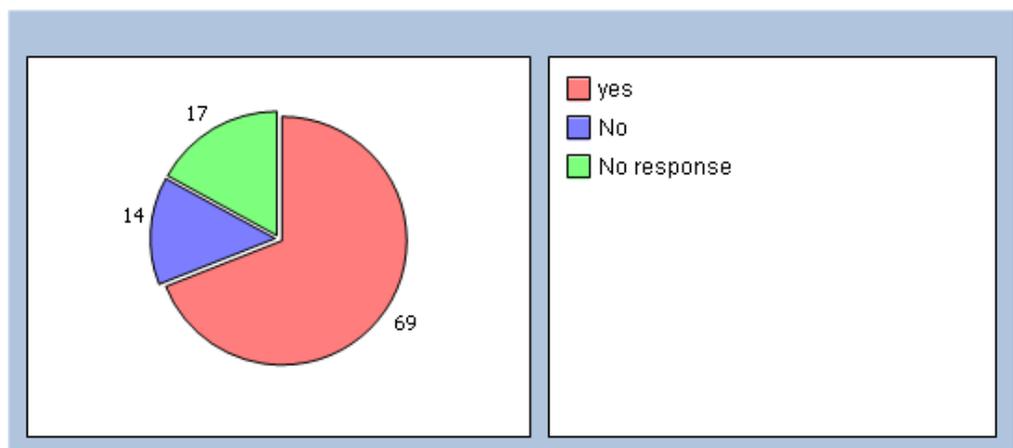
Poor **3%** Fair **6%**
Good **26%** Very Good **31%**
Excellent **15%** No response **19%**



Obtaining test results

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

yes **69%** No **14%** No response **17%**

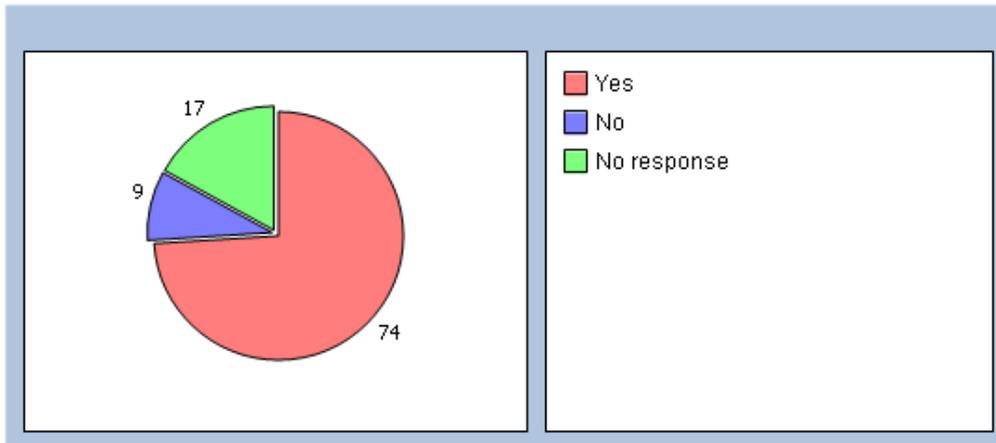


Were the results available when you contacted?

Yes **74%**

No **9%**

No response **17%**



Level of the satisfaction with the amount of information provided

Poor **1%**

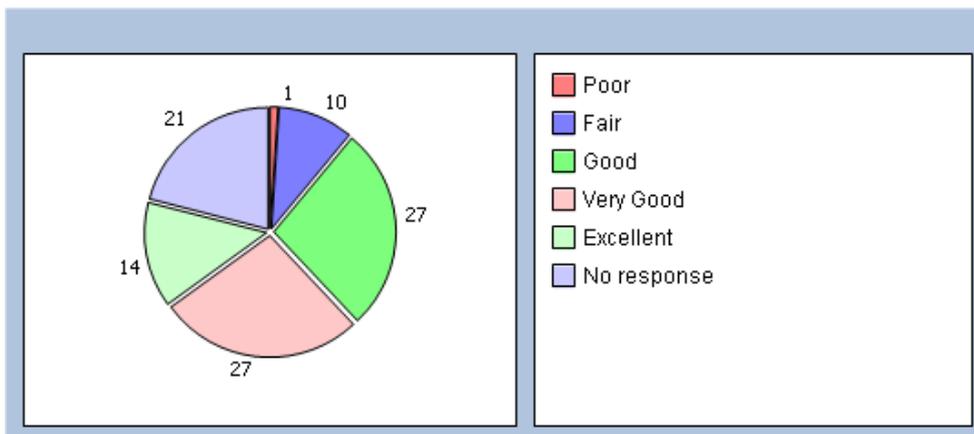
Fair **10%**

Good **27%**

Very Good **27%**

Excellent **14%**

No response **21%**



Level of satisfaction with the manner in which the results was given

Poor **2%**

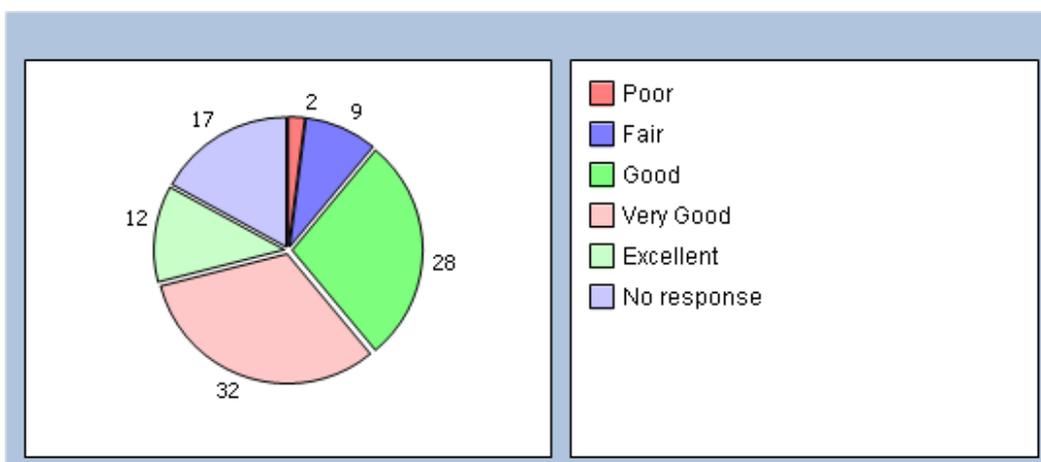
Fair **9%**

Good **28%**

Very Good **32%**

Excellent **12%**

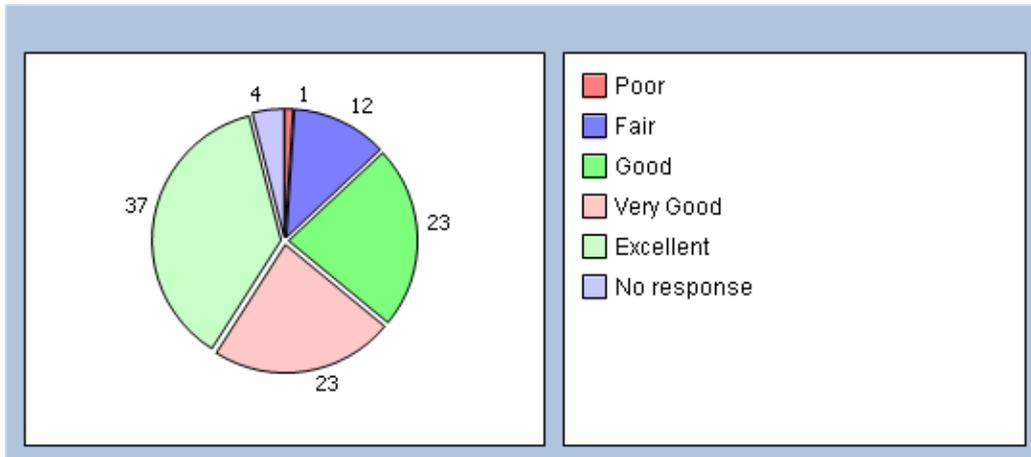
No response **17%**



About the staff

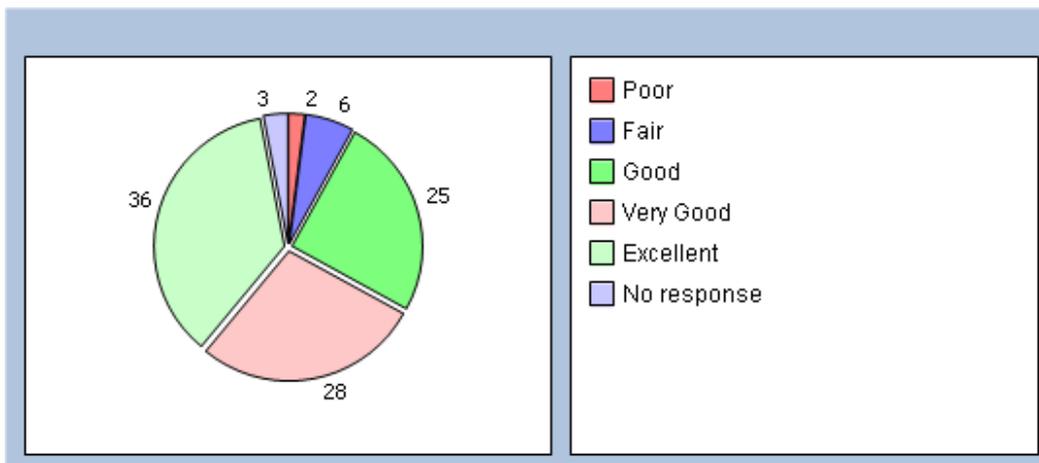
The manner you were treated by reception staff

Poor **1%** Fair **12%** Good **23%**
Very Good **23%** Excellent **37%** No response **4%**



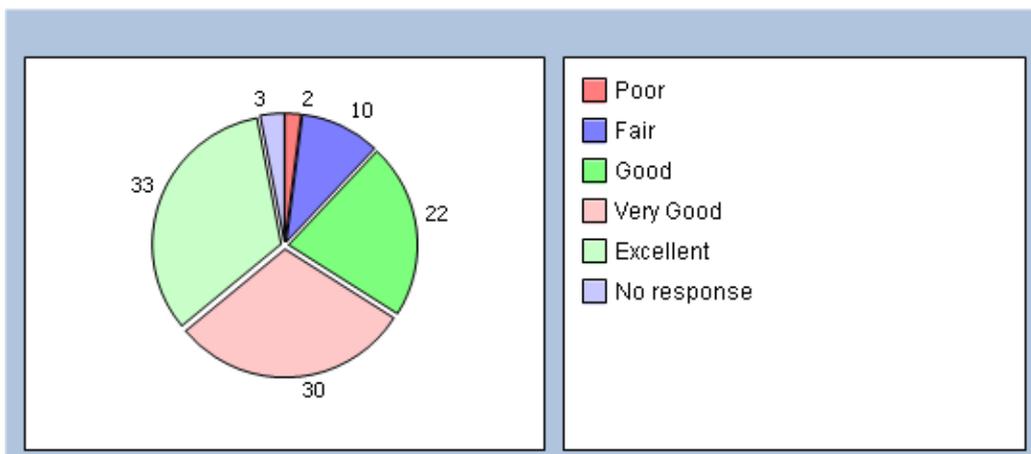
Respect shown for your privacy and confidentiality

Poor **2%** Fair **6%** Good **25%**
Very Good **28%** Excellent **36%** No response **3%**



The helpfulness of the reception staff

Poor **2%** Fair **10%** Good **22%**
Very Good **30%** Excellent **33%** No response **3%**



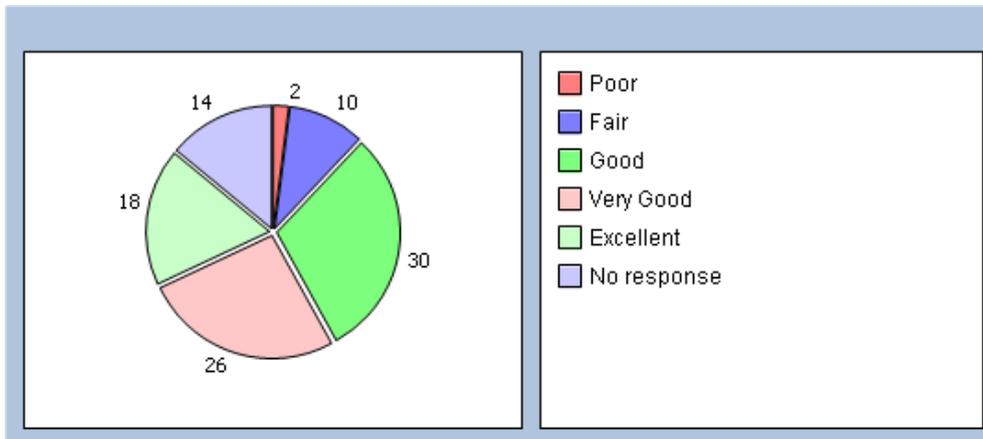
Finally

The opportunity for making compliments or complaints to the surgery about its service and quality of care

Poor **2%**
Very Good **26%**

Fair **10%**
Excellent **18%**

Good **30%**
No response **14%**

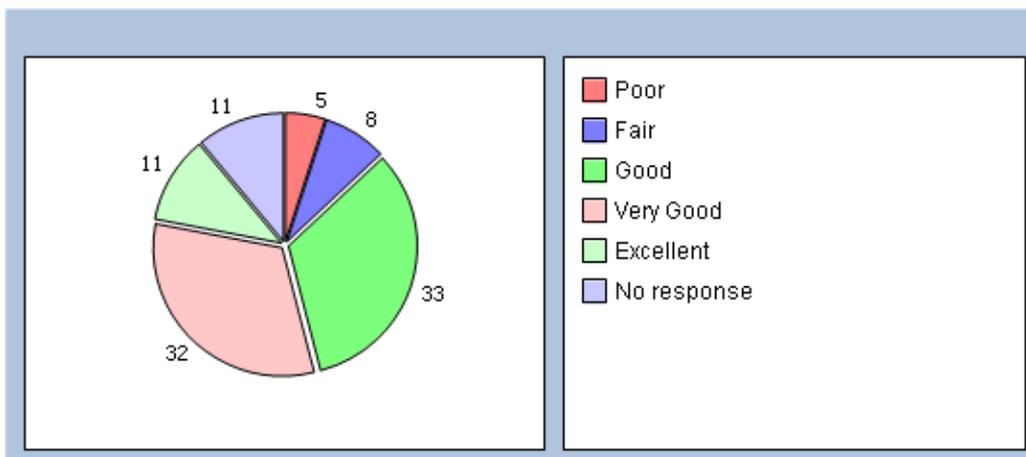


The information provided by the surgery about how to prevent illness and stay healthy (e.g. smoking cessation, diet habits, alcohol use)

Poor **5%**
Very Good **32%**

Fair **8%**
Excellent **11%**

Good **33%**
No response **11%**

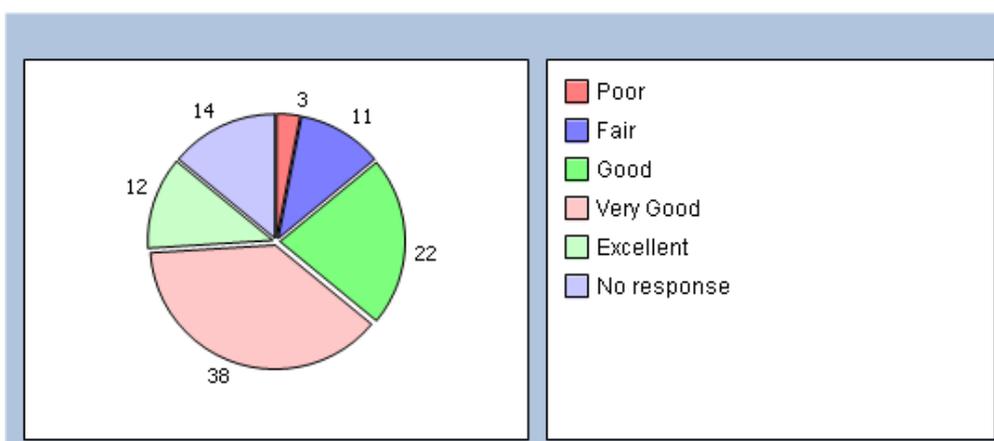


The availability and administration of reminder systems

Poor **3%**
Very Good **38%**

Fair **11%**
Excellent **12%**

Good **22%**
No response **14%**

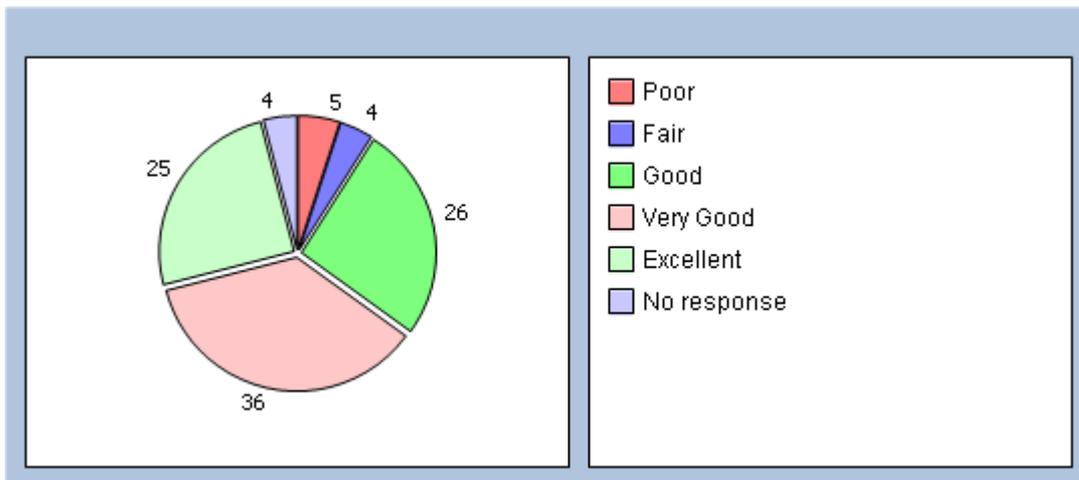


Your overall satisfaction with the surgery

Poor **5%**
Very Good **36%**

Fair **4%**
Excellent **25%**

Good **26%**
No response **4%**



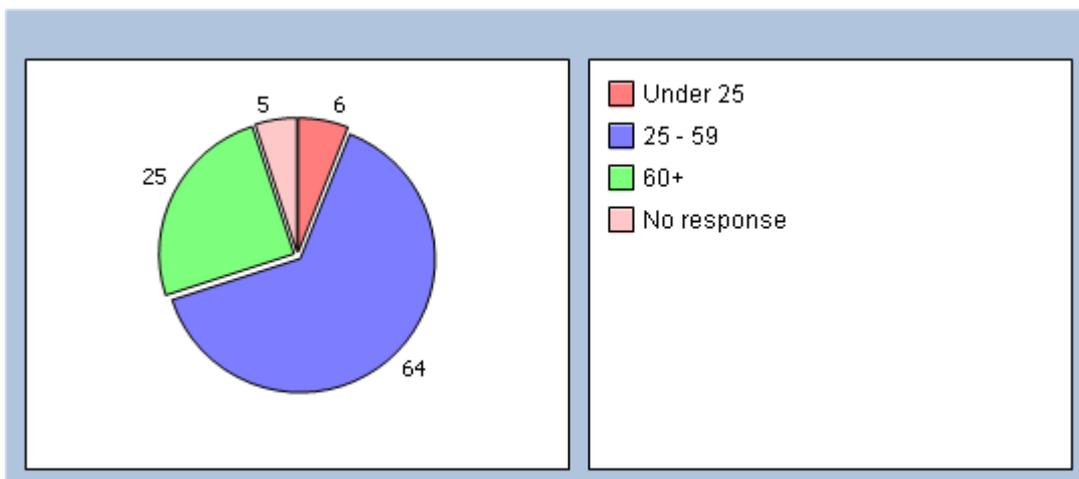
How old are you

Under 25 **6%**

25 - 59 **64%**

60+ **25%**

No response **5%**

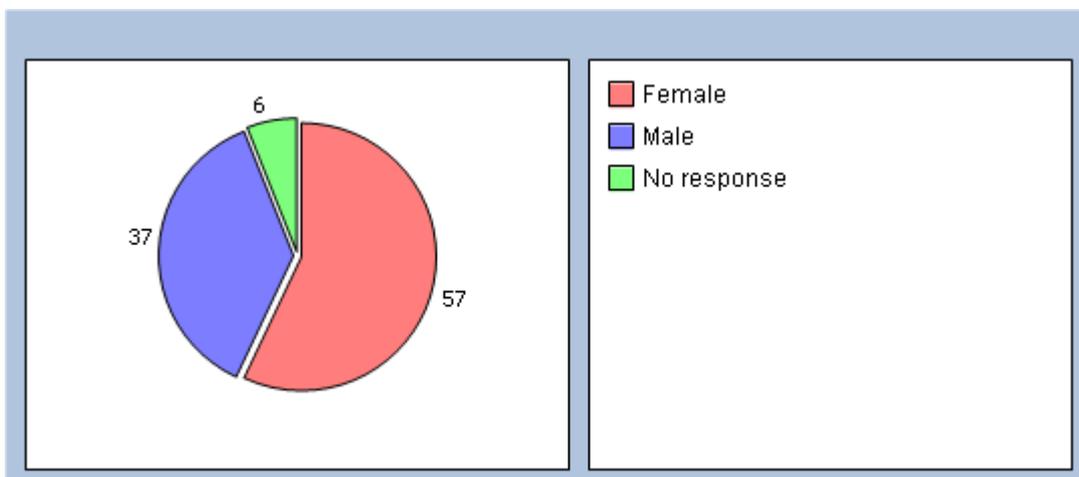


Are you

Female **57%**

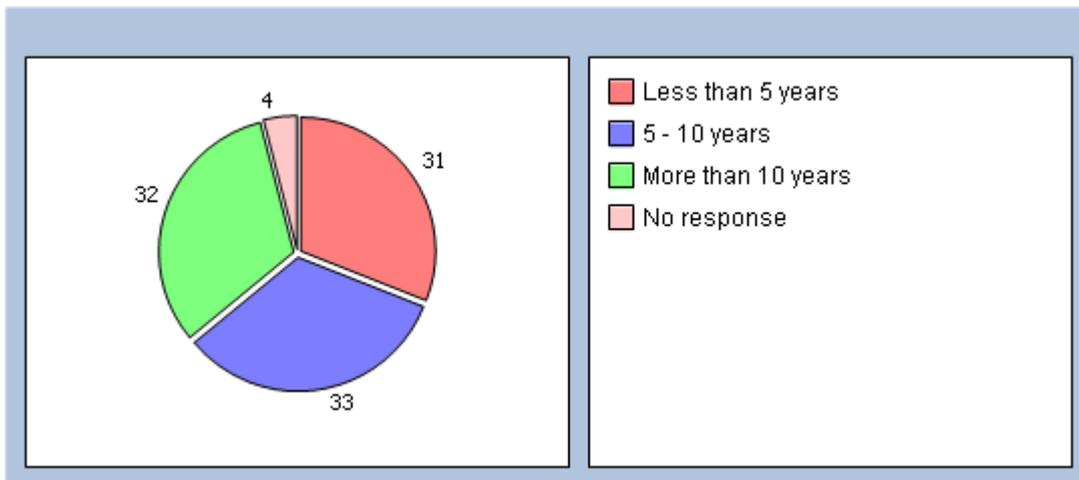
Male **37%**

No response **6%**



How many years have you been attending this practice?

Less than 5 years **31%** 5 - 10 years **33%** More than 10 years **32%** No response **4%**



Thank you very much for your time and assistance