

PATIENT DIRECTED ENHANCED SERVICE REPORT

BISHOPS WALTHAM SURGERY

January 2014

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1. INTRODUCTION

1.1. OVERVIEW

Bishops Waltham Surgery has set up the process for the Patient Participation Directed Enhanced Service (DES) with the aim to get patient feedback about the quality and range of services provided by the Surgery. There are different stages to this process which are outlined below.

1. After discussions at the Surgery PPG on 11th September 2013 it was agreed to run with broadly similar survey questions as last year. This was felt to be important so that comparison and tracking could be carried out. However, a few questions were removed where it was felt that feedback could not have been acted upon (such as the question on out-of-hours services).
2. A new survey went live on the Surgery website and via paper surveys distributed by the Surgery in October 2013. Specifically information inviting participation in the survey was given out to 800 patients who attended the 2 “Flu Vaccination” days in October. Fieldwork ran until December 2013 and 151 patients responded.
3. Previous years’ data figures are shown in brackets where appropriate.

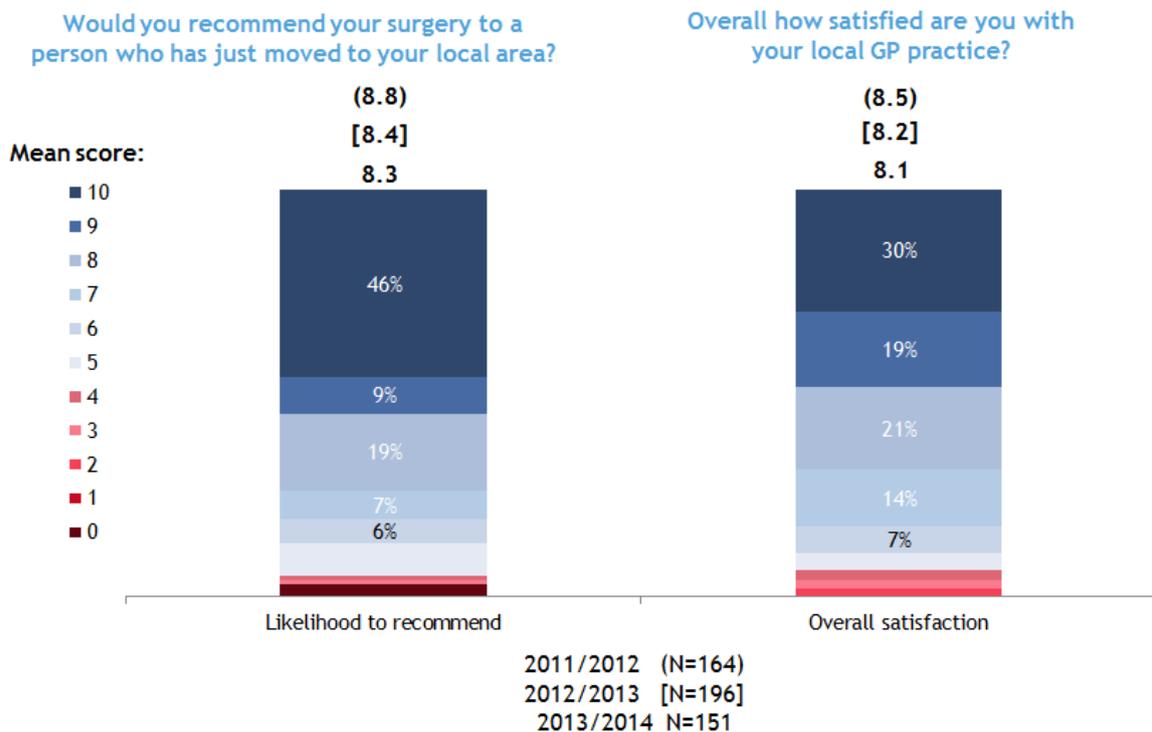
This report details the findings from the feedback survey and the proposed actions by the Surgery for discussion with the PPG.

1.2. OPENING AND EXTENDED HOURS

Bishops Waltham Surgery has a practice population of 12,890 (8th January 2014). Our core opening hours are 8 am to 6.30 pm Monday to Friday.

The practice offers extended hours from 7.40 am - 7.00 pm on a Mondays and from 7.40 am to 6.30 pm on Wednesday and Fridays. We are open from 8 am - 6.30 pm on Tuesday and Thursday.

2. OVERALL VIEW OF THE SURGERY

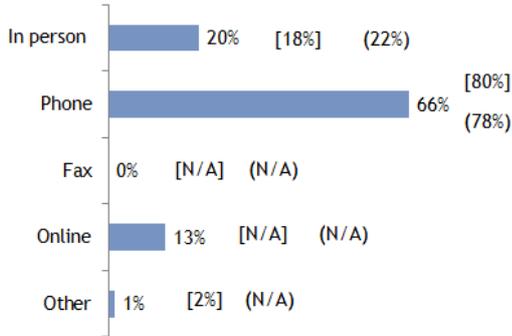


Overall, the satisfaction with the Surgery is high with over two thirds of patients being extremely happy (70% scored 8-10). A similar proportion of patients are extremely likely to recommend the Surgery to a person who has just moved into the local area (74% scored 8-10). However, the likelihood to recommend the Surgery and the overall satisfaction rate have both fallen since 2011/2012.



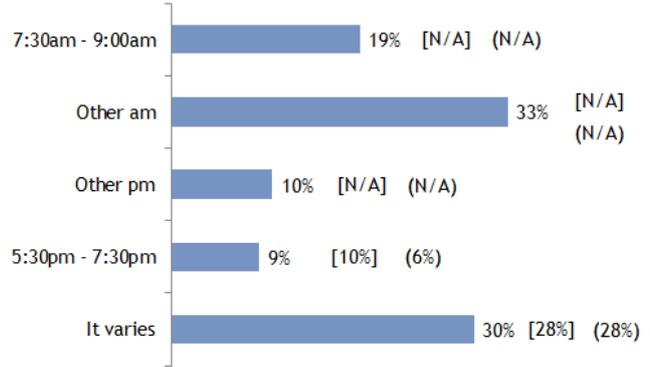
Many patients find it easy to get an appointment at the Surgery, with over half (52%) scoring between 8 and 10 on the satisfaction scale. This is a slight increase on last year's figure.

Which of the following methods did you use to book your appointment?



2011/2012 (N=164)
2012/2013 [N=196]
2013/2014 N=151

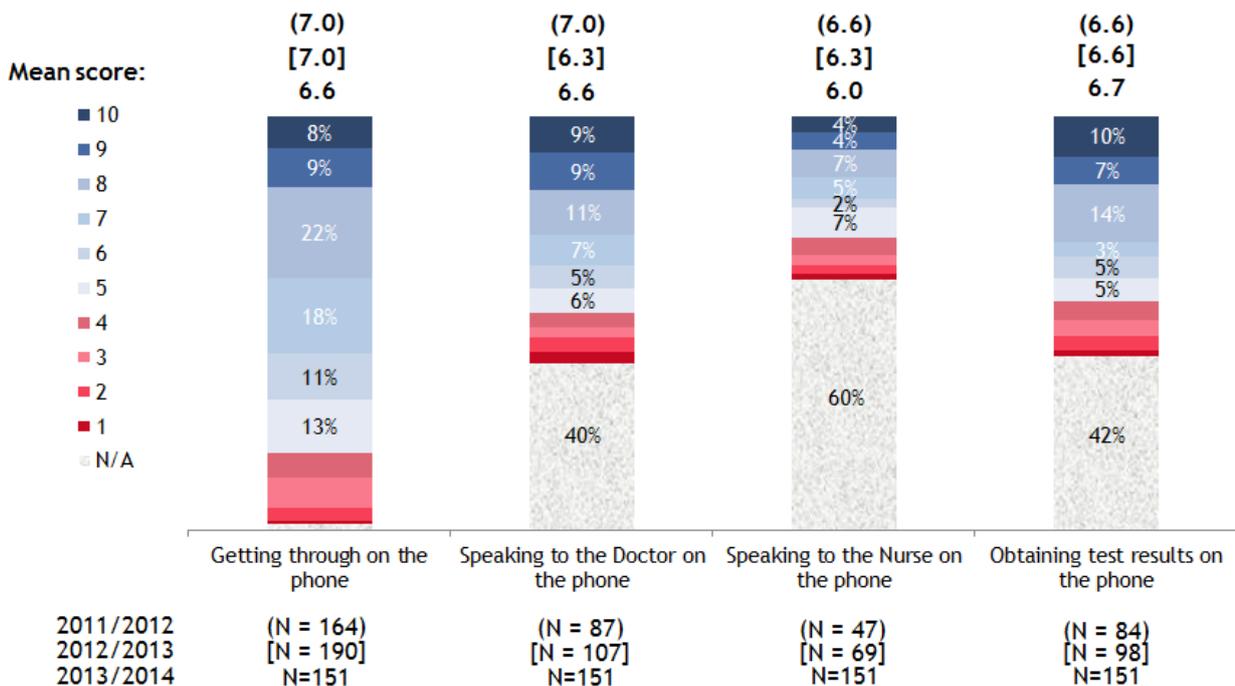
What would be the best time for you to visit the Surgery?



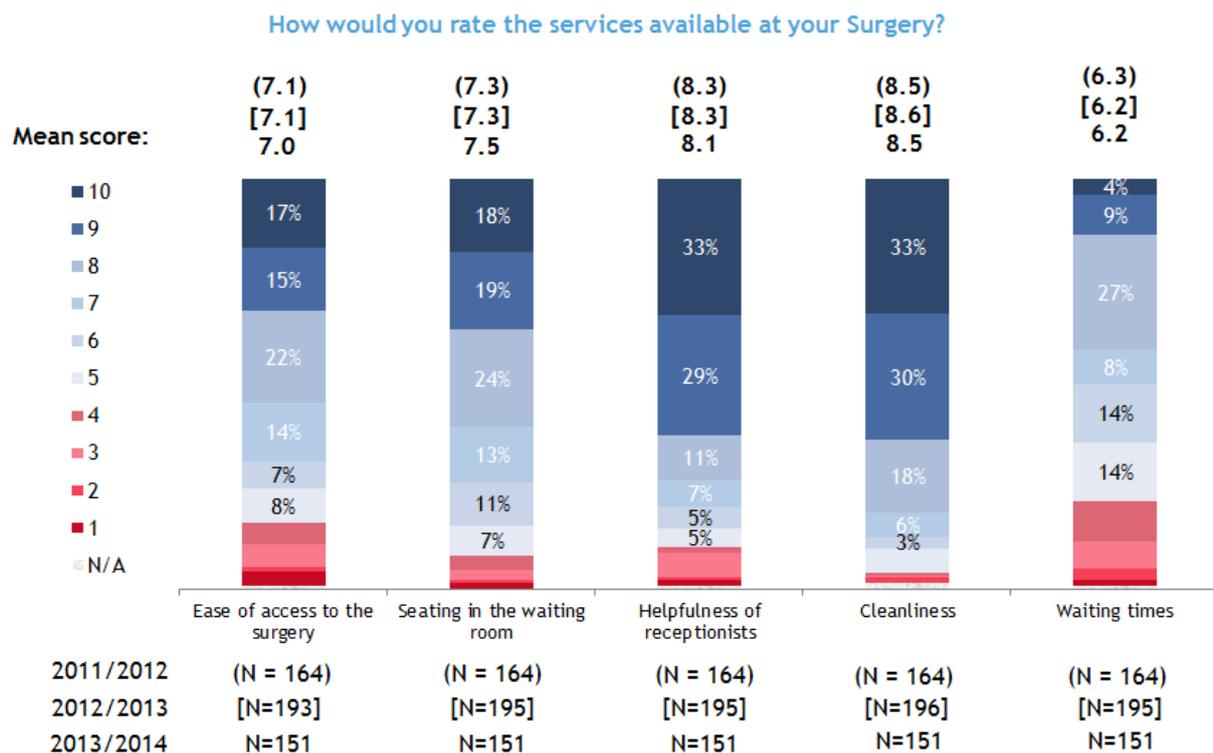
2011/2012 (N=155)
2012/2013 [N=196]
2013/2014 N=151

As in previous years, the majority of patients still book appointments over the phone. However, the total proportion booking over the phone has fallen due to the increasing popularity of the online booking system. The proportion of people who book 'in person' has slightly increased since last year. The majority of patients prefer to visit the Surgery in the morning, although nearly a third of patients have no particular preference regarding which time they visit.

How would you rate the Surgery on the following criteria?



The majority of patients do not speak to Nurses on the phone (60% responded with N/A to this option), and those who do are not completely satisfied with the service they receive as the mean score is 6.0 and has declined since 2011/2012. 40% of patients haven't spoken with a Doctor on the phone and those that have are only fairly satisfied with the experience (mean score 6.6). Many patients (42%) do not obtain test results over the phone, but of those who do most are fairly or extremely satisfied with the process. Satisfaction with getting through on the phone has slightly declined, however.

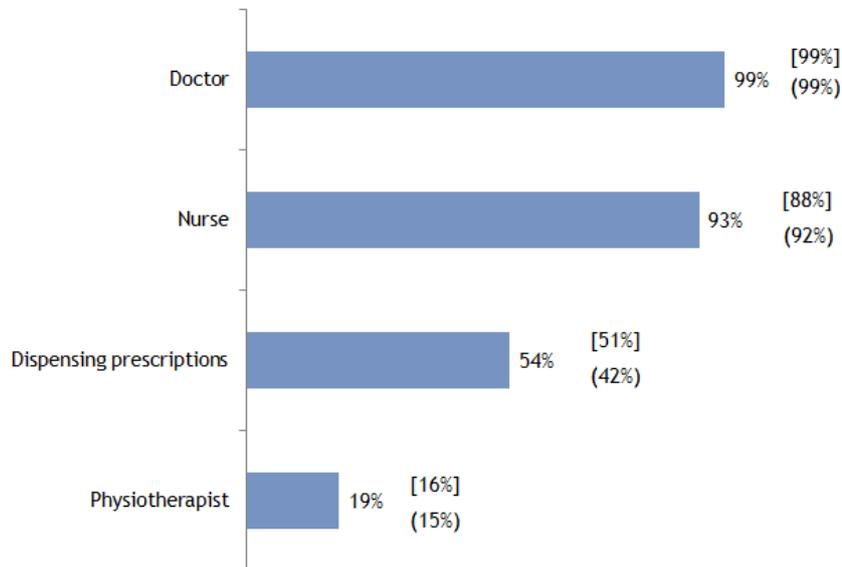


Overall, all criteria were rated with very similar or the same ratings as in the previous years. As in the previous waves, 'Cleanliness' received the highest rating (an 8.5 mean score). 'Waiting times' have once again received the lowest rating and should remain a priority for improvement.

Patients were asked for other feedback they would like to provide to the Surgery via an open-ended question. The following points were raised:

- Lovely Surgery and caring, friendly staff (others, however, commented that the receptionists make you feel rushed and could be more polite)
- Long wait to dispense medicines
- Long wait to get an appointment
- Delays to see doctors, especially your usual doctor
- Building in need of renovation
- Patients should be phoned to be informed about test results; they shouldn't have to phone the Surgery
- Variation in experience/expertise of both nurses and doctors; some can be presumptuous
- Public car park plus hill up to the Surgery is not ideal
- Website needs to be more user-friendly; online prescription service is difficult to use
- Prescribe long-term prescriptions for longer than a month
- Lack of privacy in the waiting room; can hear everything said at the reception desk

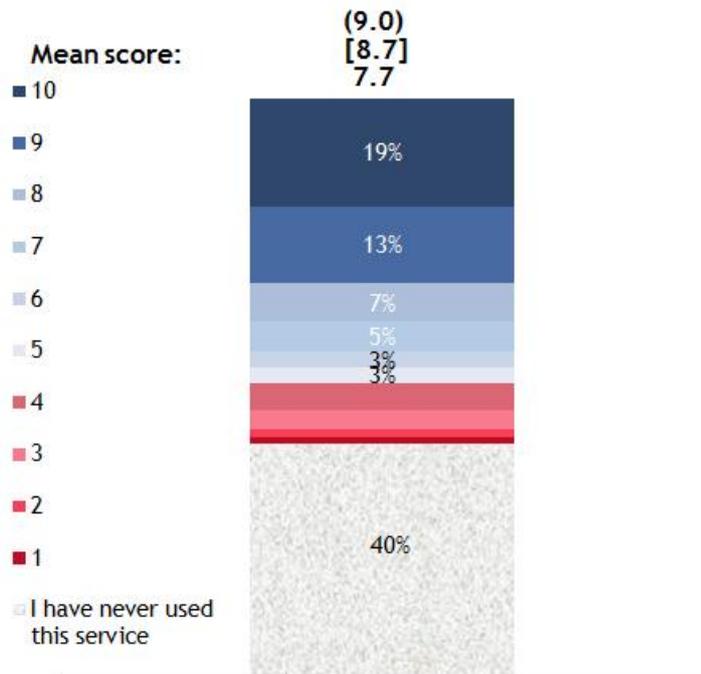
Which of the following services have you used at your Surgery?



2011/2012 (N=164)
 2012/2013 [N=196]
 2013/2014 N=151

Apart from seeing a Doctor (99%) or Nurse (93%) when visiting the Surgery, 54% of patients used the dispensing prescriptions service and 19% saw a Physiotherapist.

How satisfied were you with the Surgery's Dispensary service?

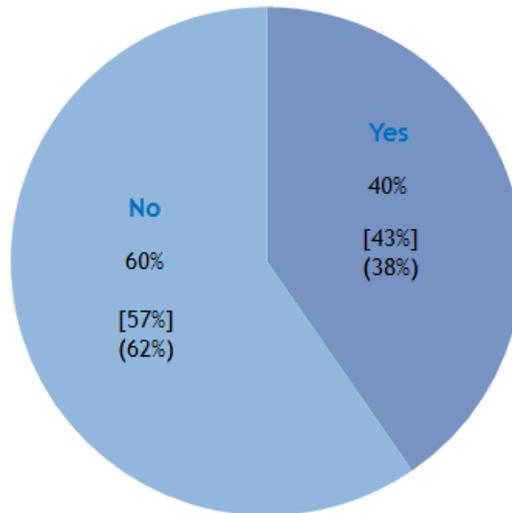


Satisfaction with Surgery's Dispensary Service

2011/2012 (N=75)
 2012/2013 [N=117]
 2013/2014 N=151

Satisfaction with the Surgery's dispensary service remains high (mean score 7.7), although it has declined quite significantly since 2011/2012. Perhaps it is this factor which has caused overall satisfaction with the Surgery to decline slightly since 2011/2012. Many patients do not use this service; government regulation forbids the dispensing of medication to patients who live less than a mile from their nearest pharmacy.

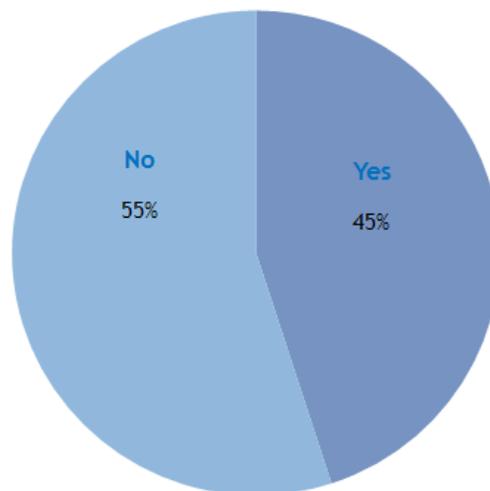
Are you interested in registering your mobile phone number with your Surgery so that you can be reminded of appointments and other matters via SMS messages?



2011/2012 (N=164)
2012/2013 [N=196]
2013/2014 N=151

Overall interest in registering mobile numbers with the Surgery remains fair; this time around, the prospect appealed to two-fifths of patients.

Do you know how to make compliments or complaints to the Surgery?

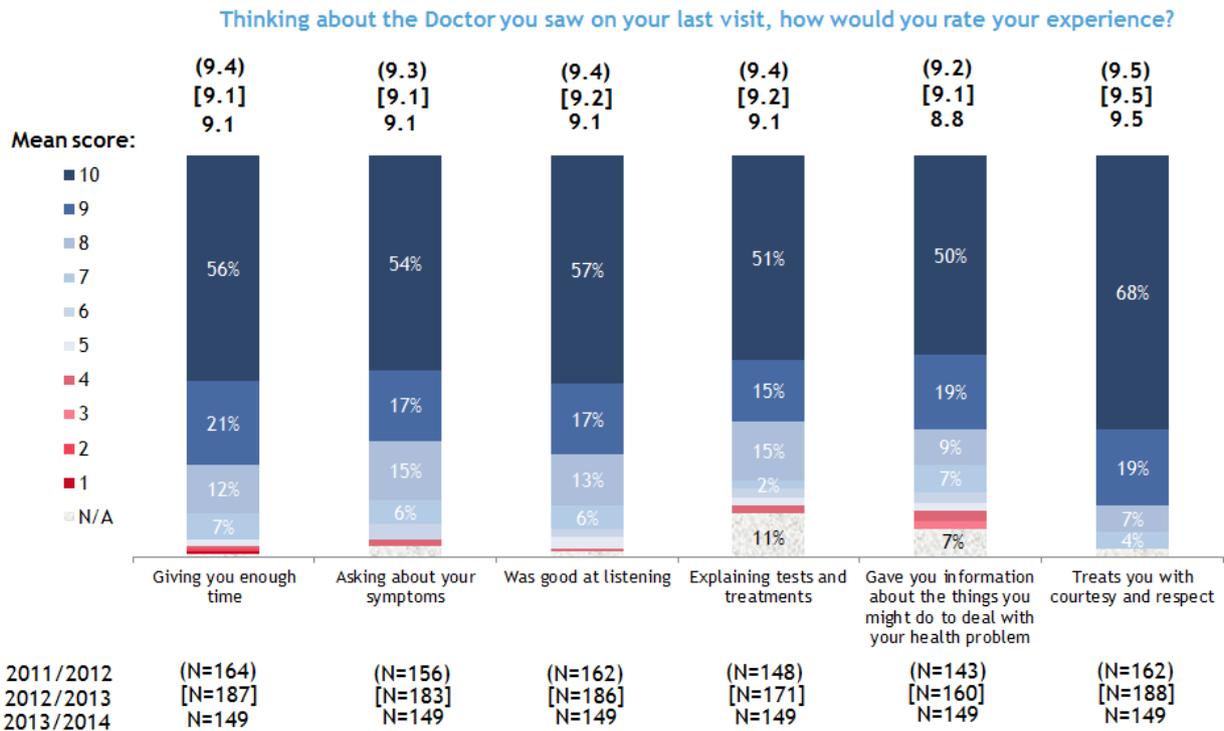


2013/2014 N=151

New question

Although over two-fifths of patients know how to make compliments or complaints to the Surgery, the majority of patients do not. There is a clear need to inform patients about how to do this.

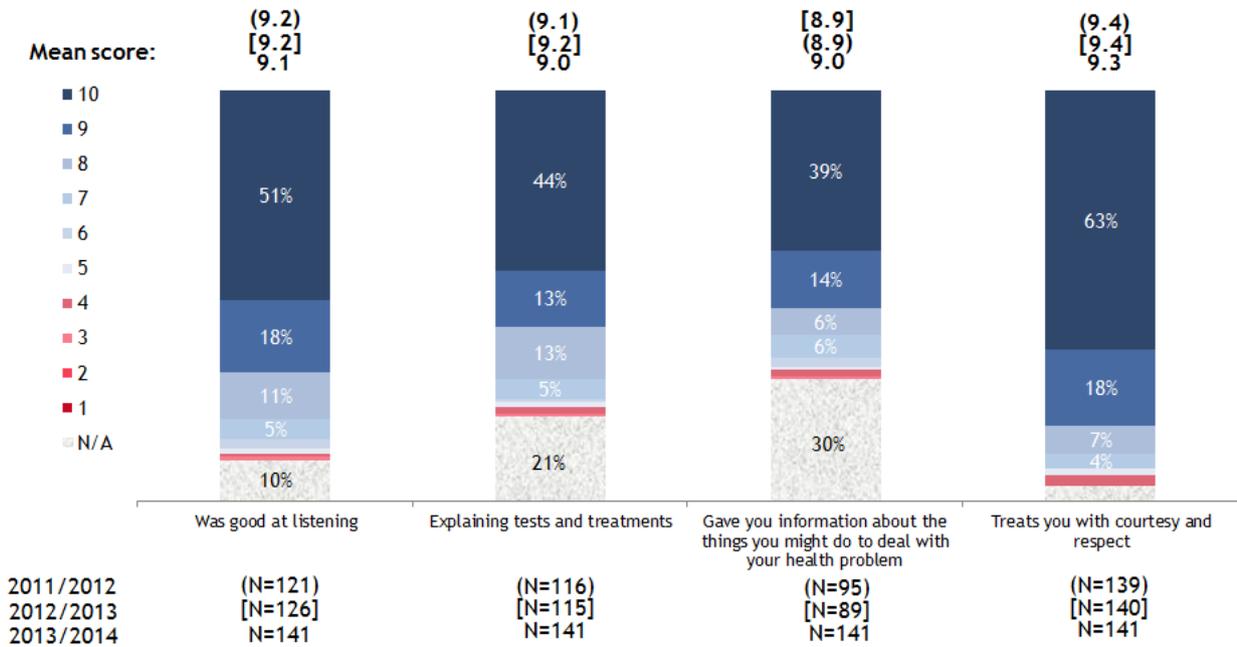
2.1. VIEWS ABOUT DOCTORS AT THE SURGERY



Overall, the satisfaction with the Doctors is high. The highest rated criteria are ‘Treats you with courtesy and respect’ (9.5 mean score). Perhaps, however, Doctors could provide patients with more information about how they might deal with their health problem as this received the lowest mean score (8.8) and the mean score for this factor has declined every year since 2011/2012.

2.2. VIEWS ABOUT NURSES AT THE SURGERY

Thinking about the Nurse you saw on your last visit, how would you rate your experience?



The ratings for the experience with the Nurses remain high, with the ‘Treats you with courtesy and respect’ option receiving the highest mean score (9.3). It can be concluded that the majority of patients are extremely satisfied with the service they receive from both the Doctors and Nurses at the Surgery.

3. ACTIONS FOR DISCUSSION WITH THE PPG

2013/2014

Action 1: Vision-on-line has now been operational for a little over 6 months. The percentage of patients using it to make appointments is 13% and we have approximately 12% of all appointment slots available for on-line booking. The ultimate objective is about 25%. We shall give more publicity to vision-on-line and as the number of patients registered increases, we shall increase the appointments available on line.

Action 2: We plan to provide more self-help information and will investigate the best way(s) to do this e.g. web and/or booklet

Action 3: We are slightly surprised at the number of patients who do not know how to make a complaint so we shall publicise this more.

4. FINALISED ACTIONS AFTER PPG DISCUSSION AND TIMELINES

2012/2013

Action 1: Improve waiting times for patients or communicate with them how long they will have to wait

It was agreed that the Surgery will investigate ways to improve this and find ways patients can be advised of any delays as they check in. The new check-in screen when settled in will provide a facility to advise patients of any delays.

Timescale: On-going

When patients check in at the desk, receptionists advise them of number of patients ahead of them. We are awaiting a software update to advise on number of patients ahead for those who use the automatic screen check in.

Action 2: Parking

Although access to the Surgery and parking came in for some criticism, PPG members agreed that there's little that can be done until Surgery moves to the new premises. Some modification of disabled spaces is in hand.

Target Timescale: 2014

Since the latest communication from Sainsburys is that building will commence in the spring this year, no further action will be taken on parking at the current premises.

Action 3: Look into the improvement of ringing up for results and communication with Nurses over the telephone

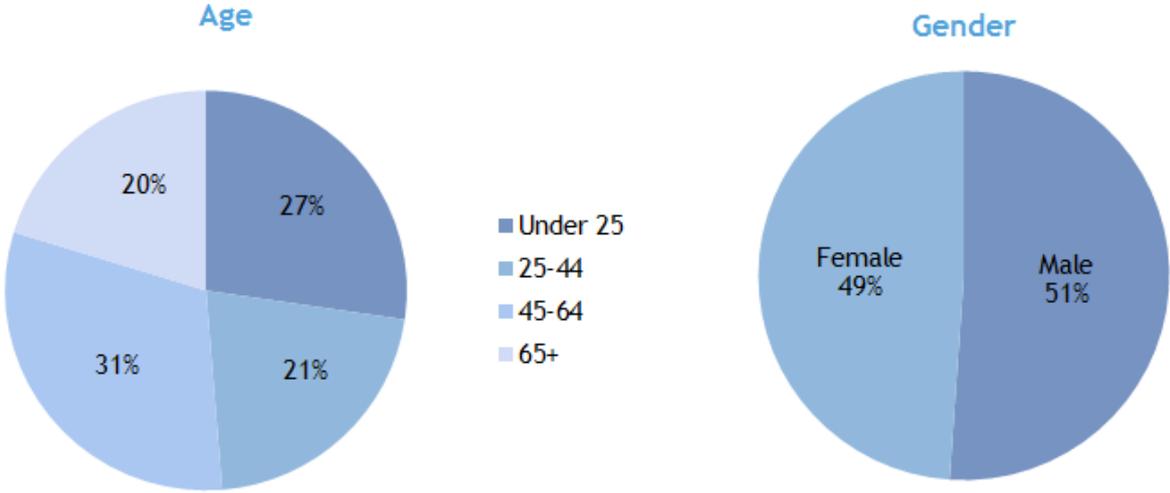
One of the biggest issues which was rated unsatisfactory by 22% of patients was the ability to obtain test results by phone - as a general rule the Doctor will telephone a patient if further action is required but it is appreciated that some people would like to receive "an all clear message" if that is the situation. Bishops Waltham Surgery is looking to see if the current system can be improved.

Timescale: On-going

The hours are being extended from 12-5 when individuals can call for results. However the practice of most Doctors & Nurses is to tell the patient that they will be contacted if there is an issue otherwise they can assume all is in order.

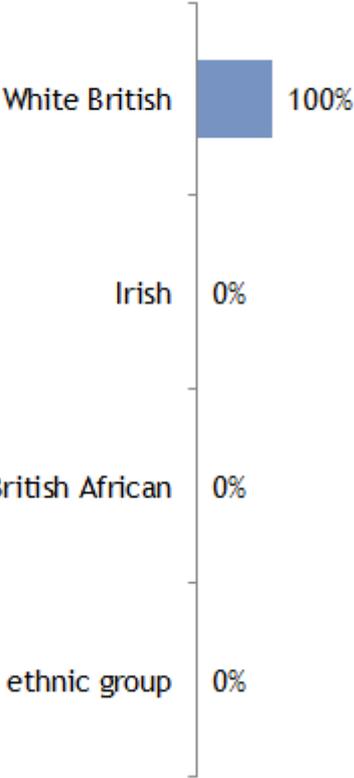
5. PROFILES

5.1. SURGERY PROFILE



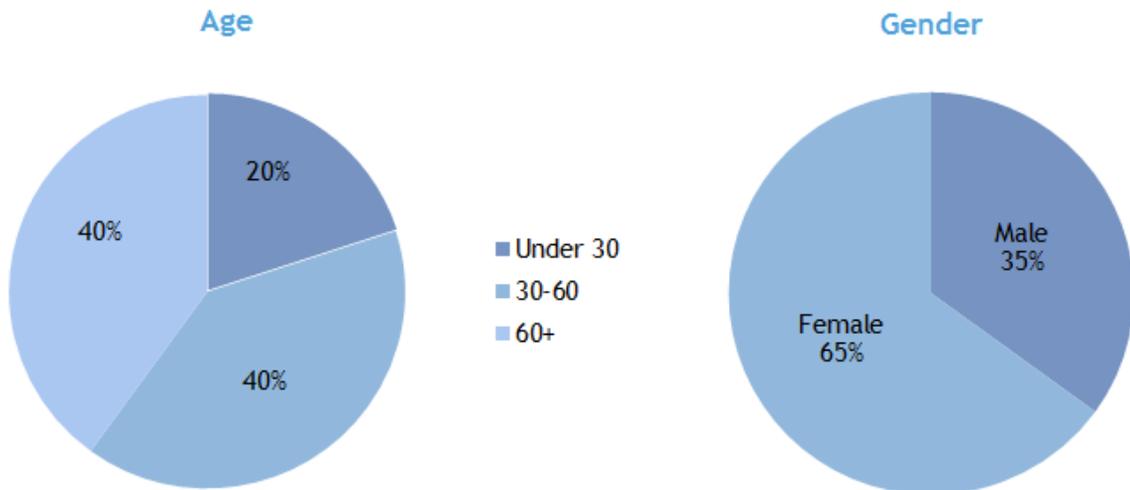
N=12,890

Ethnicity



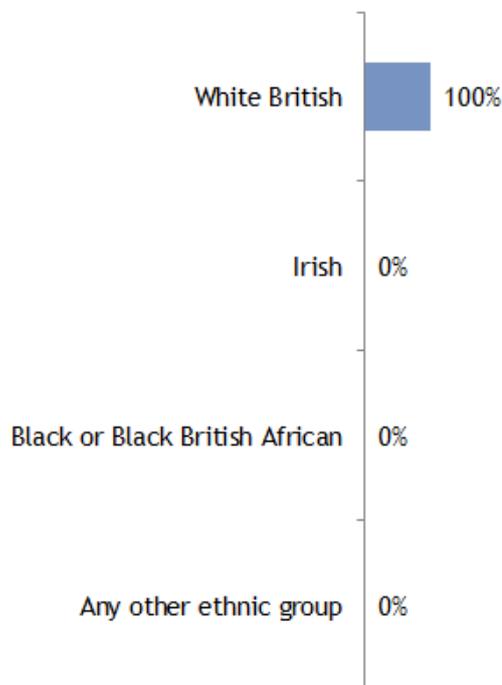
5.2. PPG PROFILE

There were 18 members of the PPG when the survey meeting on 11th September 2013 took place (of which 15 were present). The charts below show the demographics of the now 20 members (as at 14/1/2014) in the PPG.

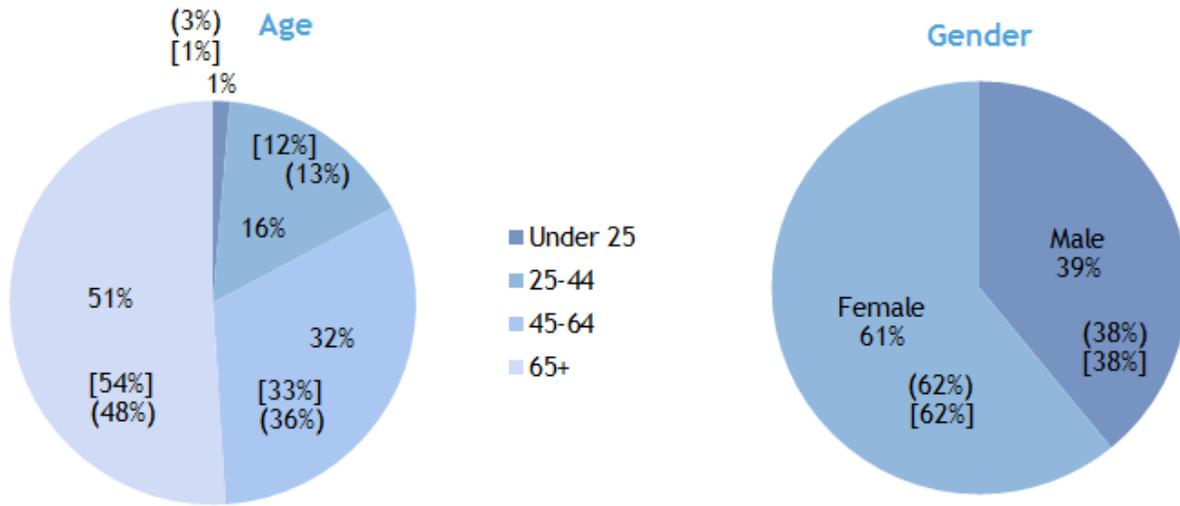


N=20

Ethnicity

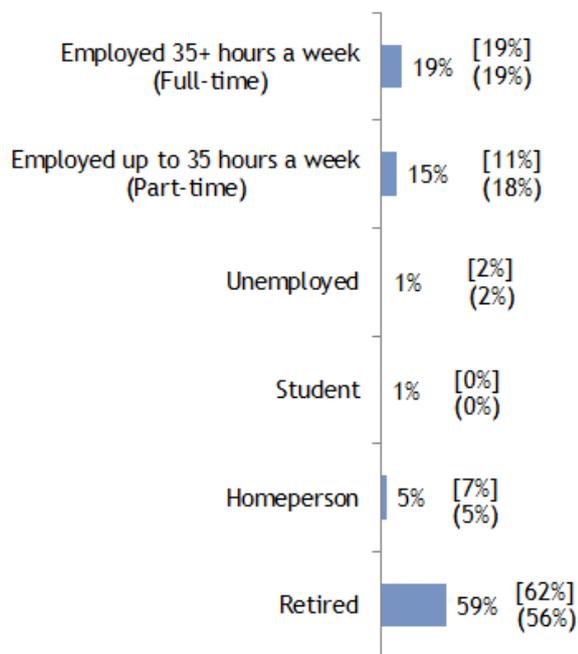


5.3. SURVEY PROFILE



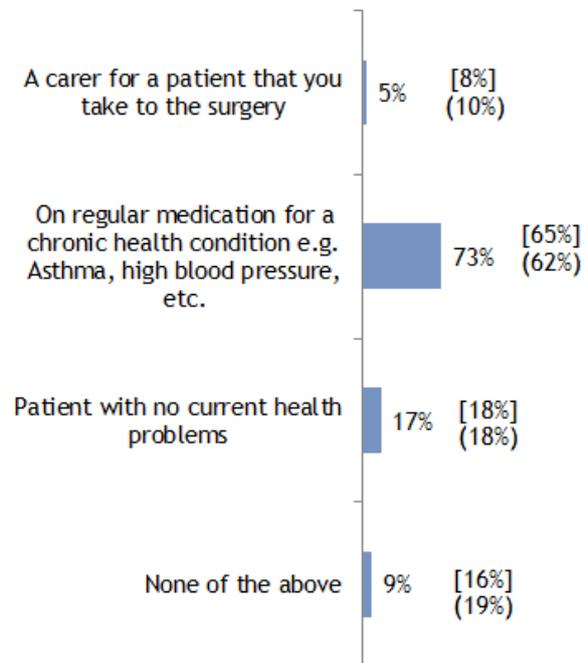
2011/2012 (N=164)
 2012/2013 [N=196]
 2013/2014 N=151

Employment Status



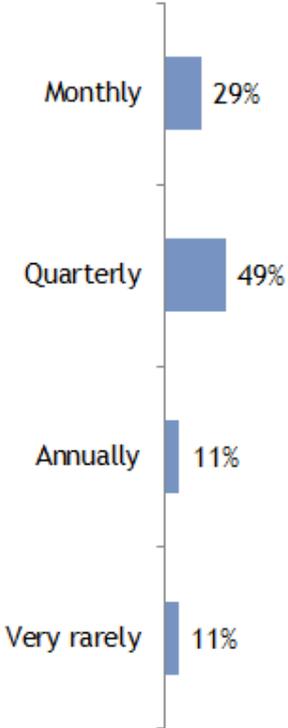
2011/2012 (N=164)
 2012/2013 [N=196]
 2013/2014 N=151

Carer / Patient Description



2011/2012 (N=164)
 2012/2013 [N=196]
 2013/2014 N=151

How would you describe how often you come to the Surgery?



2013/2014 N=151

New question

6. METHOD AND PROCEDURES

Bishops Waltham Surgery used the following method and procedures in order to complete the Patient Participation Directed Enhanced Service (DES):

6.1. STEP 1 - DEVELOP A WAY OF GAINING THE VIEWS OF PATIENTS AND ENABLING FEEDBACK

Bishops Waltham Surgery has an established Patient Participation Group. Of this group we continue to have a steady turnover of members leaving and new members joining. The group meeting in September 2013 agreed to retain broadly the same survey as used in 2012 with a few amendments. It was felt important to be able to track from year to year. However a number of questions were felt to be irrelevant e.g. we know from the census returns that there is less than 1% ethnic minorities in the area; we also cannot do anything about 'out-of-hours services so we dropped that question. The objective was to try and shorten the questionnaire to encourage less 'survey fatigue' and greater participation.

15 out of 18 regular members of the PPG participated in the meeting (although there are now 20 members of the PPG).

The PPG attended the Flu clinic to speak to patients and to encourage new members to join. The surgery has also decided to add a noticeboard in Reception to enable the PPG to keep the patients up-to-date with what is taking place within the practice throughout the year. The noticeboard would also be used as a tool to encourage new members. The PPG group is also in discussion about introducing a quarterly patient newsletter.

6.2. STEP 2: AGREE AREAS OF PRIORITY WITH PPG

Topics brought up in the PPG meeting became the basis for the development of the survey for the wider Surgery population.

6.3. STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

The Patient feedback survey was released on the 5th October 2013 and was available until 6th December 2013. A total of 151 responses were collected using online and paper versions of the questionnaire.

Patients were encouraged to take part in the survey in the following ways:

- A survey link was placed on the Surgery website
- Paper copies of the survey were available in the waiting room
- Information about the survey was provided in the local parish newsletter

6.4. STEP 4: PROVIDE PPG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRACTICE ON CHANGES TO SERVICES

This occurred at a PPG meeting on 10th February 2014. Please refer to Section 4 to see the agreed actions and planned timescales for implementation.

6.5. STEP 5: AGREE ACTION PLAN WITH THE PPG AND SEEK PPG AGREEMENT TO IMPLEMENTING CHANGES

This occurred at a PPG meeting on 10th February 2014. Please refer to Section 4 to see the agreed actions and planned timescales for implementation.

Actions Taken	Location of section in report
a. A description of the profile of the members of the PPG	5.2 & 6.1
b. The steps taken by the contractor to ensure that the PPG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category	6.1
c. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey	6.2
d. The manner in which the contractor sought to obtain the views of its registered patients	6.3
e. Details of the steps taken by the contractor to provide an opportunity for the PPG to discuss the contents of the action plan	6.4 & 4.0
f. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented	6.5 & 4.0
g. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey	2.0 - 2.2
h. Details of the action with the contractor	4.0
i. And, if relevant, the PCT, intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey	4.0
ii. Where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2014, has taken on issues and priorities as set out in the Local Patient Participation Report	4.0
iii. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours	1.2
j. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.	1.2

7. ABOUT TPOLL

Bishops Waltham Surgery has been supported in the process by Tpoll Market Intelligence Limited (Tpoll), a leader in online customer feedback, which was established in 1999. For more information about Tpoll please go to www.tpoll.com.

Tpoll has supported Bishops Waltham in the following ways:

- Questionnaire design
- Setting up and hosting the online survey
- Data collection via online and paper survey
- Chart and report production