

# PATIENT DIRECTED ENHANCED SERVICE REPORT

## BISHOPS WALTHAM SURGERY

February 2013

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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 6<sup>th</sup> September 2012 it was agreed to run with the same survey questions as last year. This was felt to be important so that comparison and tracking could be carried out.
2. A new survey went live on the Surgery website and via paper surveys distributed by the surgery in December 2012. Fieldwork ran until February 2013 and 196 patients responded.
3. Last 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

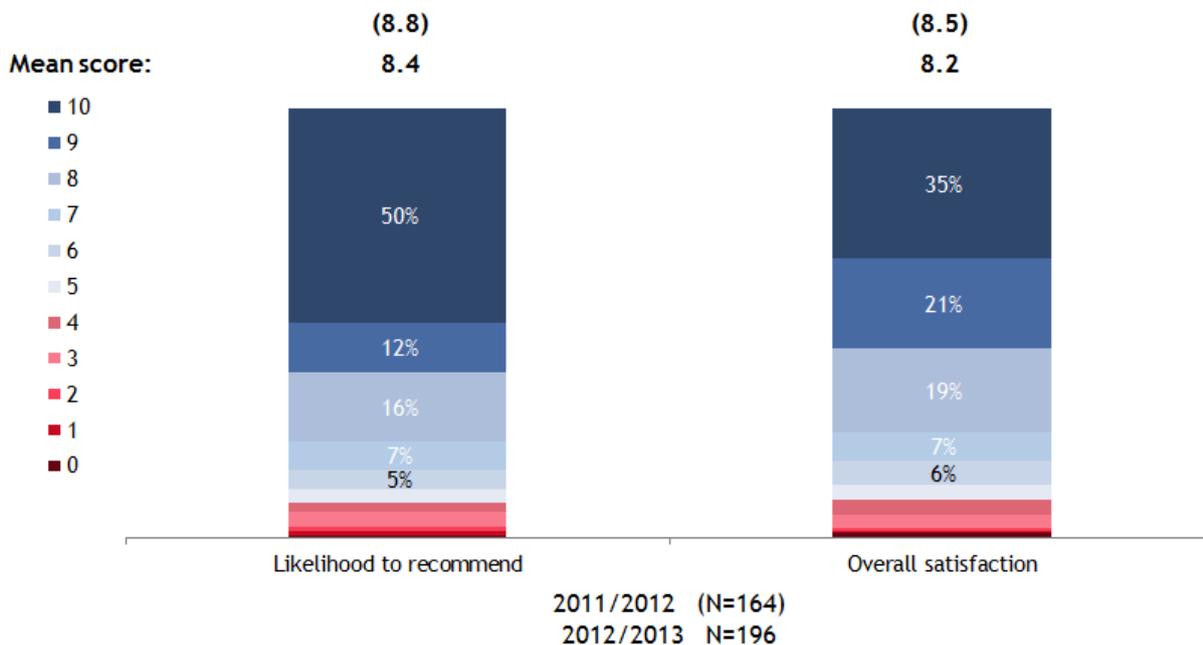
Bishops Waltham Surgery has a practice population of 12,842 (March 2012). Our core opening hours are 8 am to 6 pm Monday to Friday.

The practice offers extended hours from 7.40 am - 7.00 pm on a Monday, to 6:30 pm on Tuesday and Thursday, from 7.40 am to 6.30 pm on Wednesday and Fridays.

2. OVERALL VIEW OF THE SURGERY

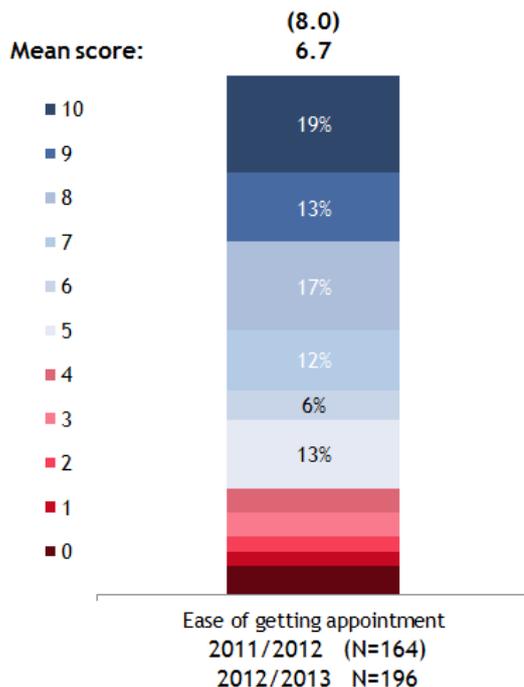
Would you recommend your surgery to a person who has just moved to your local area?

Overall how satisfied are you with your local GP practice?



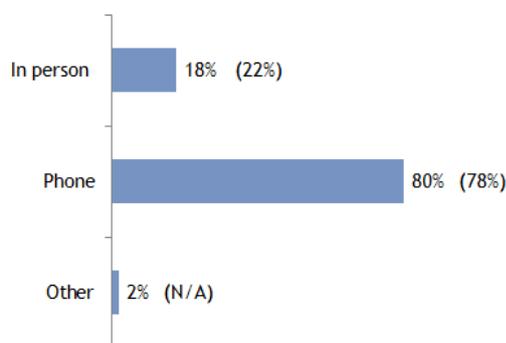
Overall, the satisfaction with the Surgery is high with three quarters of patients being extremely happy (75% scored 8-10). A similar proportion of patients are extremely likely to recommend the Surgery to a person who has just moved into the local area (78% scored 8-10), although both have fallen since 2012 survey.

How easy was it to get an appointment at the time you wanted on your last trip?



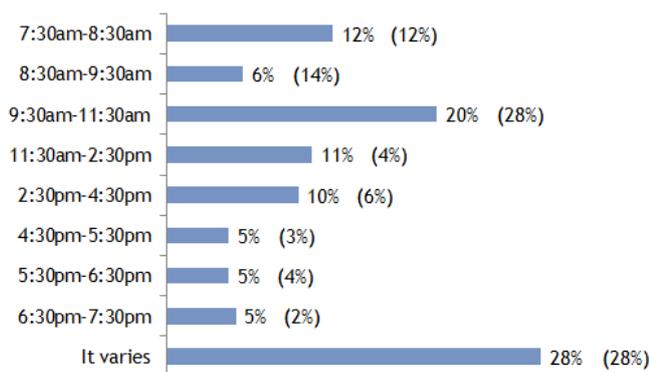
Many patients find it easy to get an appointment at the Surgery, with nearly half (49%) scoring between 8 and 10 on the satisfaction scale. However there is a 13% fall in the total satisfied (scores 8-10) from 72% to 59%.

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



2011/2012 (N=164)  
2012/2013 N=196

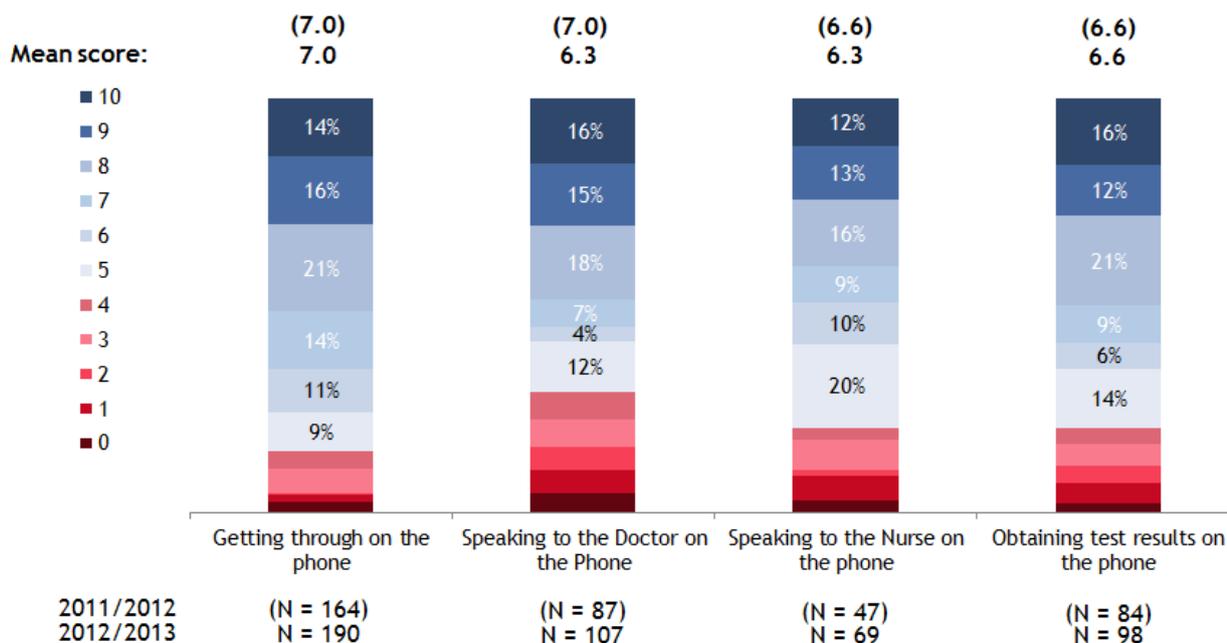
What would be the best time for you to visit the Surgery?



2011/2012 (N=155)  
2012/2013 N=196

Eight out of ten patients choose the phone as the most used method of booking an appointment. There has been a slight decline within 'in person' booking. Just over a third of patients stated that the best time to visit the surgery is in the morning (38% preferred 7:30am-11:30am). Over a quarter of patients believe the preferred time of using the Surgery services varies.

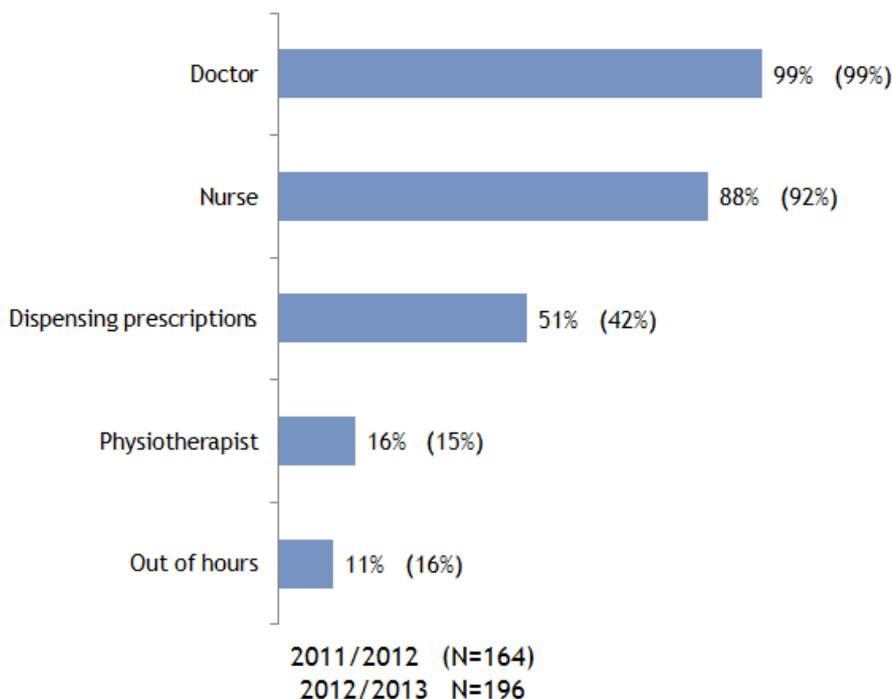
How would you rate the Surgery on the following criteria?



The satisfaction with the Surgery relating to phone contact remains relatively low (6.6 average mean score). Patients evaluated 'Speaking to the Doctor on the phone' and 'Speaking to the Nurse on the phone' lower than last year - an area to look into. 'Getting through on the phone' has remained at the same level as last year overall, however there is an increase in the dissatisfied for getting through (11%-

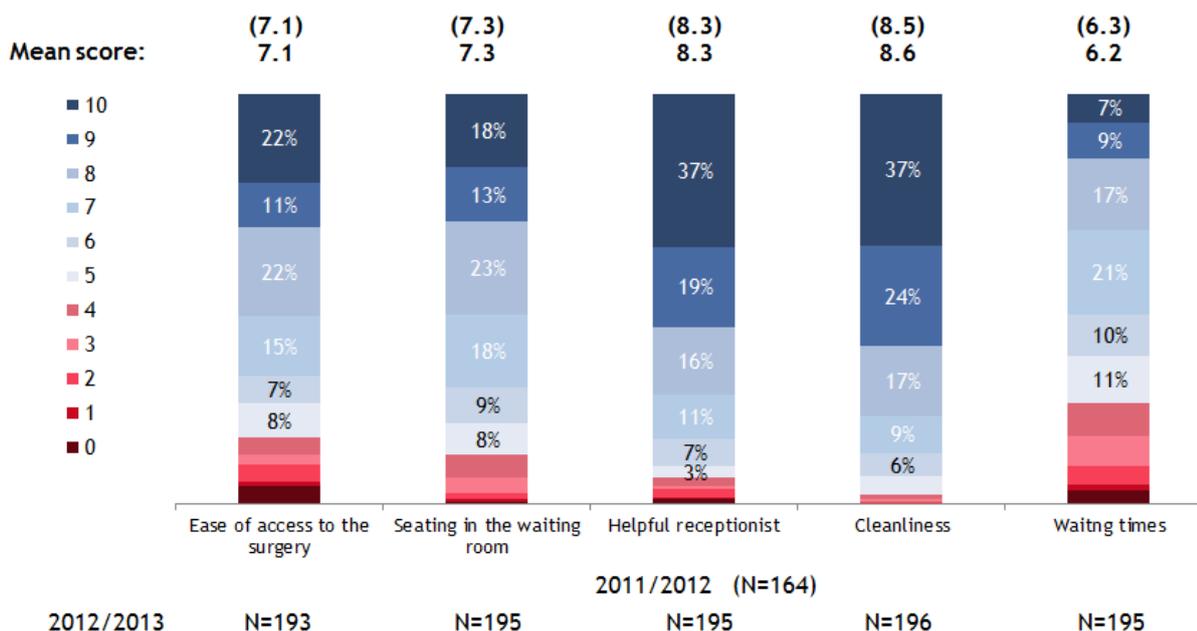
15%) and speaking to a Doctor (19%-28%) whilst the dissatisfied for nurses and test results are basically the same.

## Which of the following services have you used at our Surgery?



Apart from seeing a Doctor (99%) or Nurse (88%) when visiting the Surgery, 51% of patients used the dispensing prescription service (but see comments under rating of dispensary), 16% saw a Physiotherapist and only 11% used the out of hours service.

## How would you rate the Surgery on the following criteria?



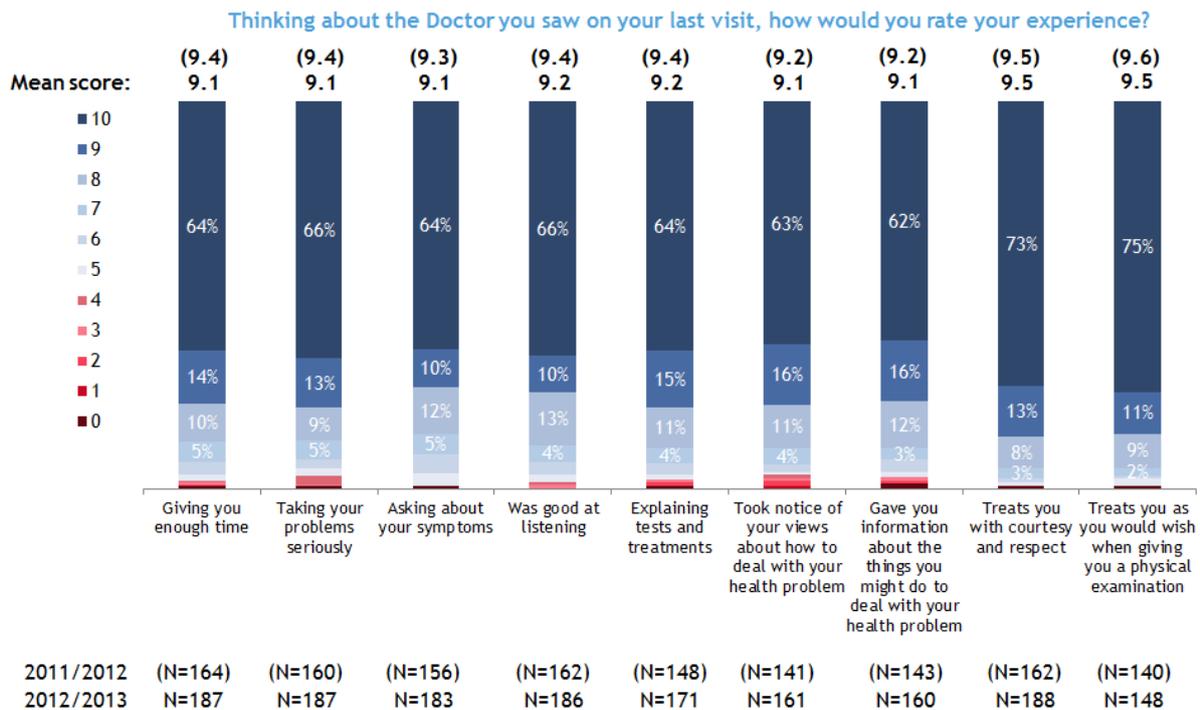
Overall, all criteria were rated in line with the last year (7.5 average mean score), with ‘cleanliness’ being rated at the highest level (8.6 mean score). ‘Waiting times’ have again been evaluated at the

lowest level (6.2 mean score). ‘Waiting times’ should remain the focus for improvement this year, particularly as the dissatisfied increased significantly from 14% to 25%.

Patients were asked if there is anything else they would like to see at the new Surgery via an open ended question. Here are the points that have been raised:

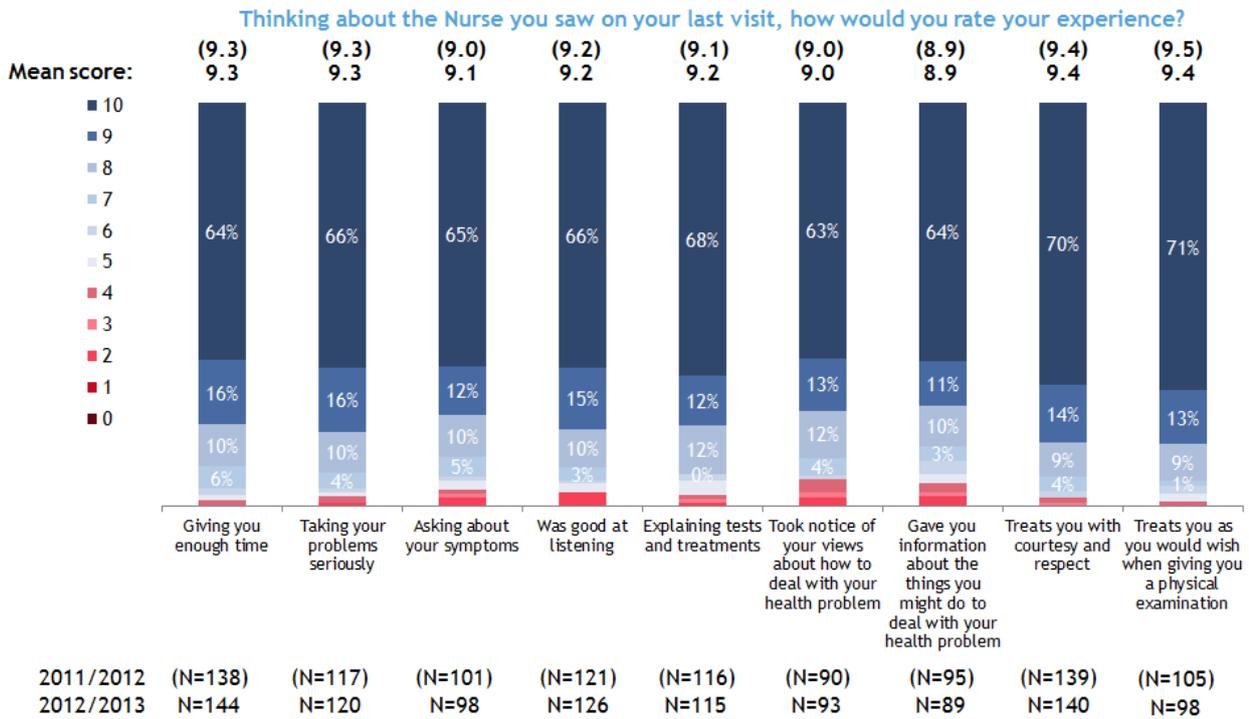
- Better waiting area
- Easier access to online booking system
- Separate reception desk and waiting room
- Part-Time social Worker
- Improved Dispensary / Improved Pharmacy
- An improved patient call system
- Car Parking Facilities
- Water dispenser/Drinks dispenser
- Chiropracist

2.1. VIEWS ABOUT DOCTORS AT THE SURGERY



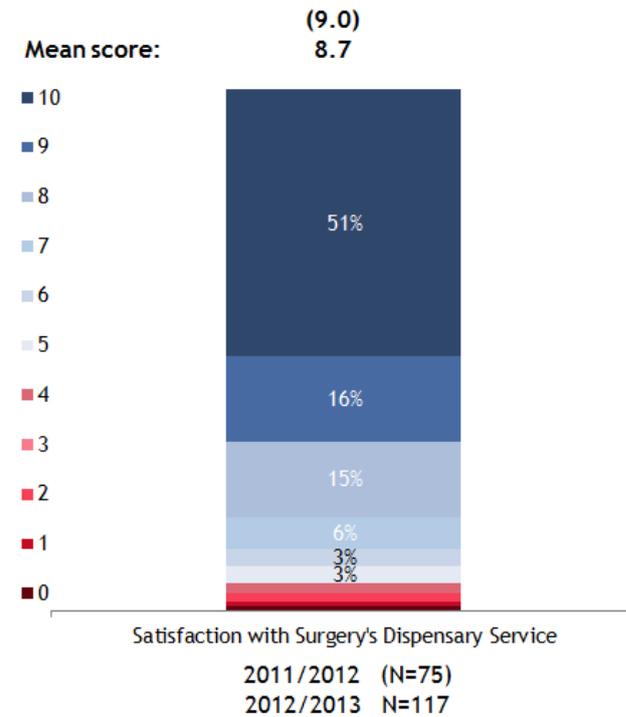
Overall, the satisfaction with the Doctors is high. The highest rated criteria are ‘Treats you with courtesy and respect’ (9.5 mean score) and ‘Treats you as you would wish when giving you a physical examination’ (9.5 mean score). The weakest areas (compared to last year) may have been influenced by staff changes i.e. retirements and new hires.

2.2. VIEWS ABOUT NURSES AT THE SURGERY



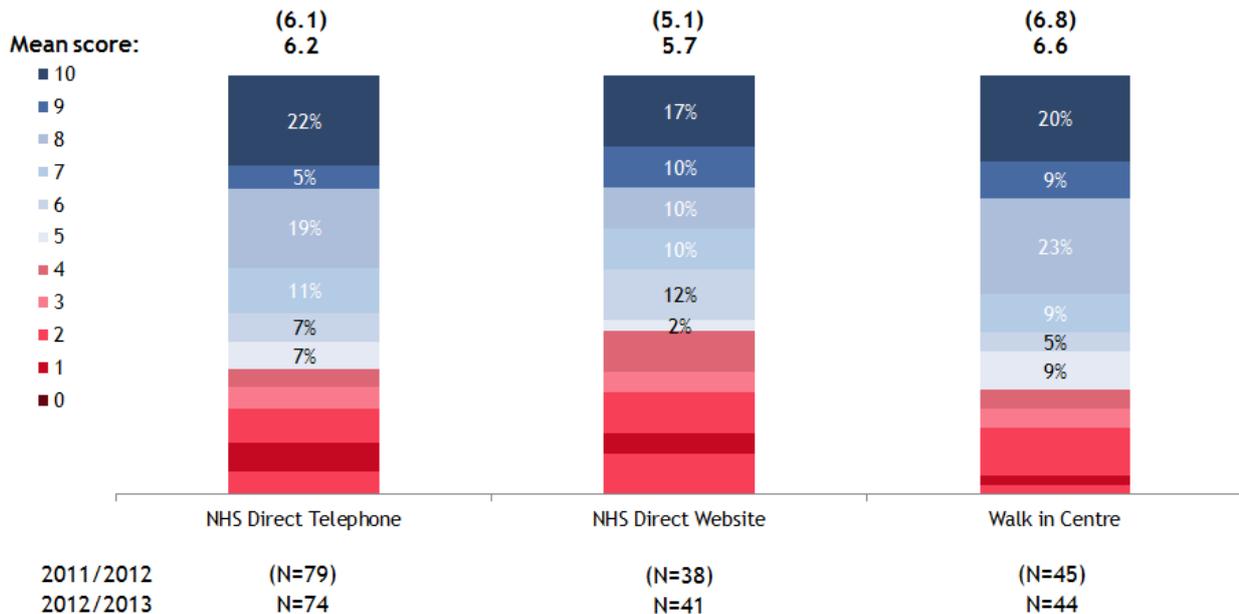
The ratings for the Nurses remain at a high level this year with the average mean score of 9.2 (out of 10) across all criteria (the same level as for the Doctors). The strongest areas for Nurses are ‘Treats you with courtesy and respect’ (9.4) and ‘Treats you as you would wish when giving you a physical examination’ (9.4). It is worth noticing that the Doctors and Nurses both achieved the same high evaluation on these criteria which demonstrates a good and consistent approach within the practice.

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



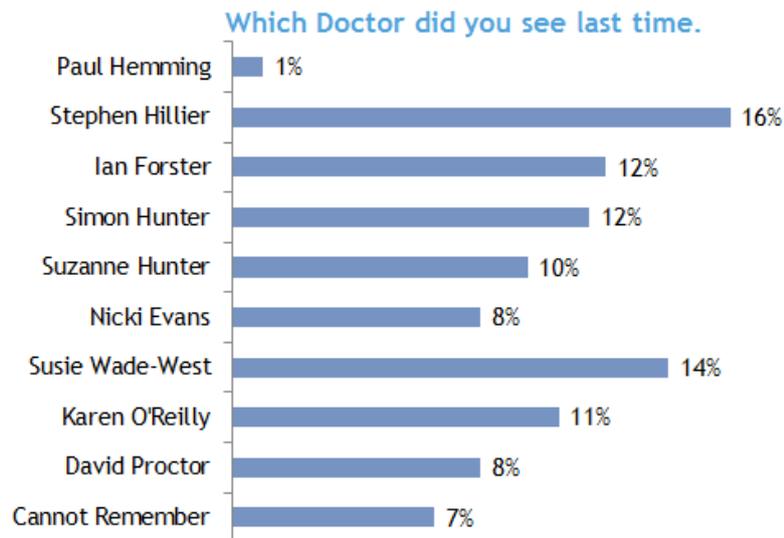
The satisfaction with the Surgery's dispensary service has remained at a very high level (mean score 8.7 vs 9.0 last year). However it should be remembered that many patients cannot use this service - only those that live more than 1 mile from the surgery (Government rules) or for emergencies when the local pharmacies are closed.

How satisfied are you with the out of hours services?



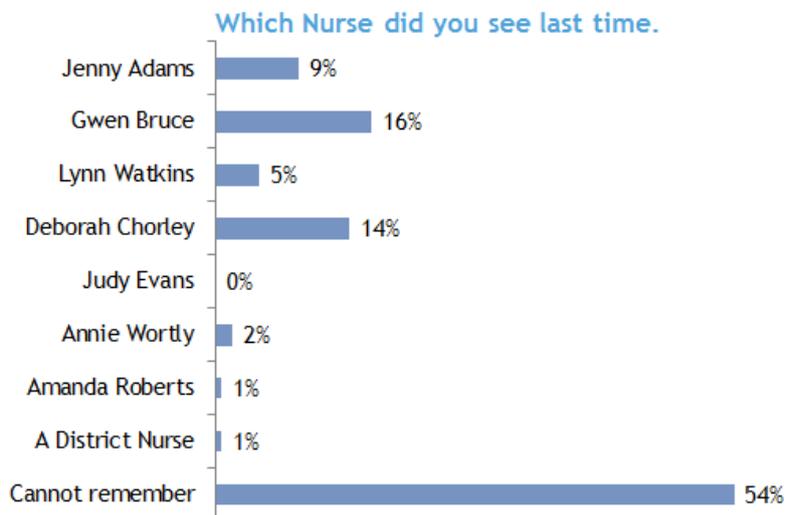
'Out of hours services' have scored low in comparison with the other services offered by the Surgery. It would appear that the NHS services demonstrated the weakest performance, with the NHS Direct

website being rated particularly low (5.7 mean score) with 39% of patients giving a rate of 4 or lower, an increase from 22% last year and 10% of patients giving the website the lowest possible score. The NHS Telephone also showed a dissatisfied increase from 22% to 29%. The 'Walk in centre' has shown the strongest performance (6.6 mean score) though the score has decreased since last year and dissatisfied has increased from 16% to 25%.



2012/2013 N=194

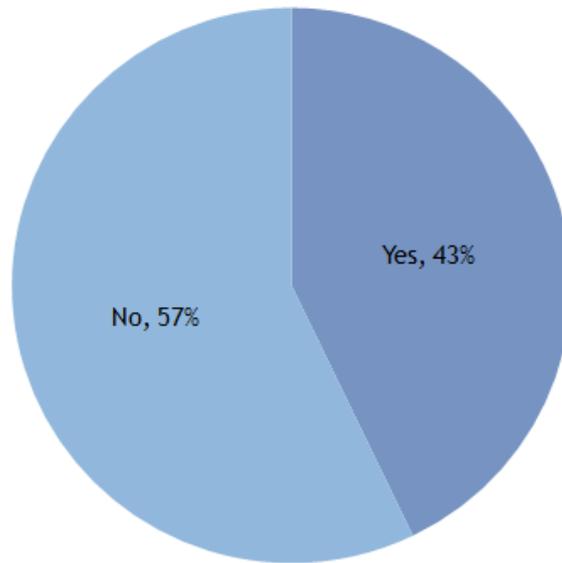
Out of all Doctors at the Surgery, the most used are Stephen Hillier (16%) and Susie Wade-West (14%).



2012/2013 N=173

Over a half of the patients couldn't remember the name of the Nurse they saw. Out of the Nurses specified, Gwen Bruce (16%) and Deborah Chorley (14%) achieved the highest ratings.

Are you interested in registering your mobile phone number with your surgery?



2011/2012 (N=164)  
2012/2013 N=196

Overall interest in registering mobile numbers with the Surgery is fair and it appears to slightly less than half of the patients (43%), which is an increase from last year (38%).

### 3. ACTIONS FOR DISCUSSION WITH THE PPG

**2012/2013**

Action 1: Waiting Times

- Improve waiting times for patients or communicate with them how long they will have to wait to manage their expectations.

Action 2: Parking

- Try to improve parking as patients mentioned a lack of available spaces.

Action 3: Communication

- Look into the improvement of ringing up for results and communication with Nurses over the telephone.

### 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**

**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**

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

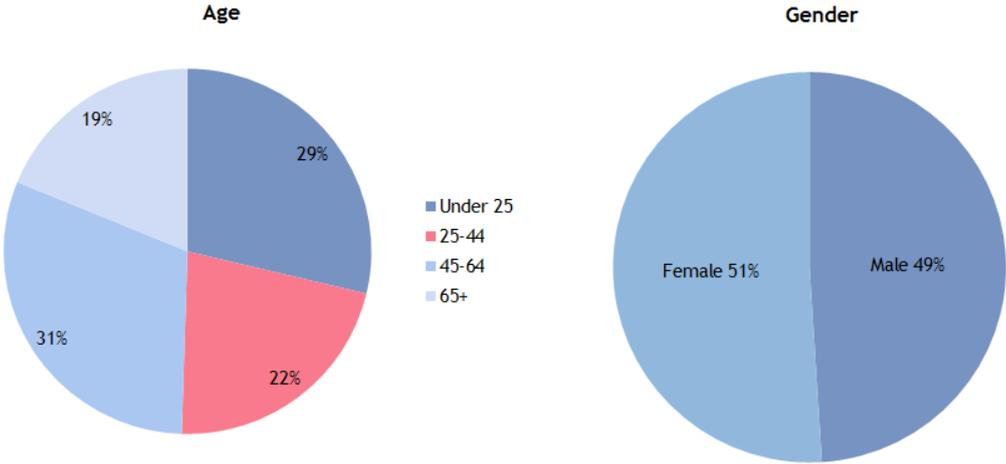
One of the biggest issues which was rated unsatisfactory by 22% of patients was the ability to obtain test results by phone - as a general rule the Doctor will telephone a patient if further action is required but it is appreciated that some people would like to receive "an all clear message" if that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

**Timescale: On-going**

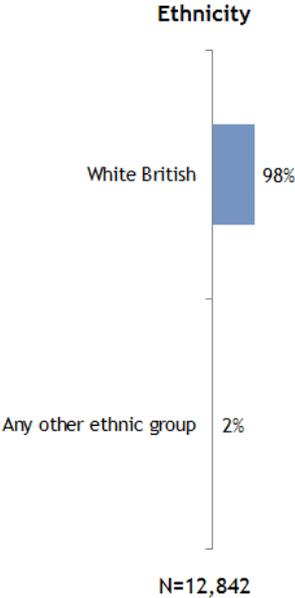
5. PROFILES

5.1. SURGERY PROFILE

Demographic breakdown

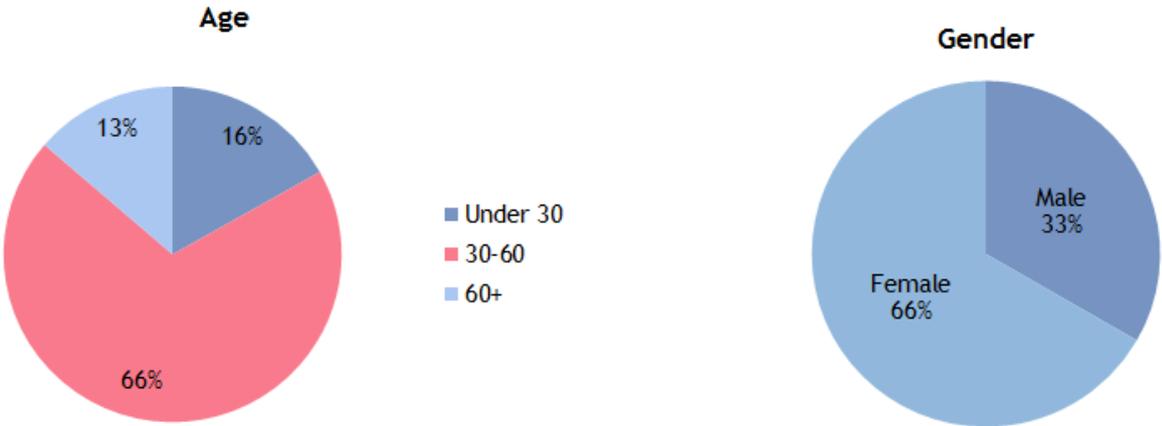


N= 12,842

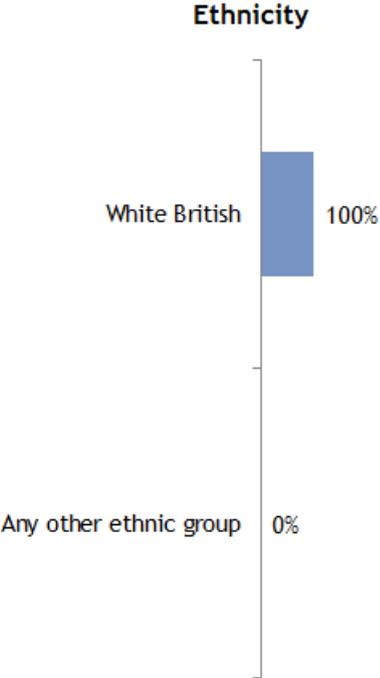


5.2. PPG PROFILE

Demographic breakdown

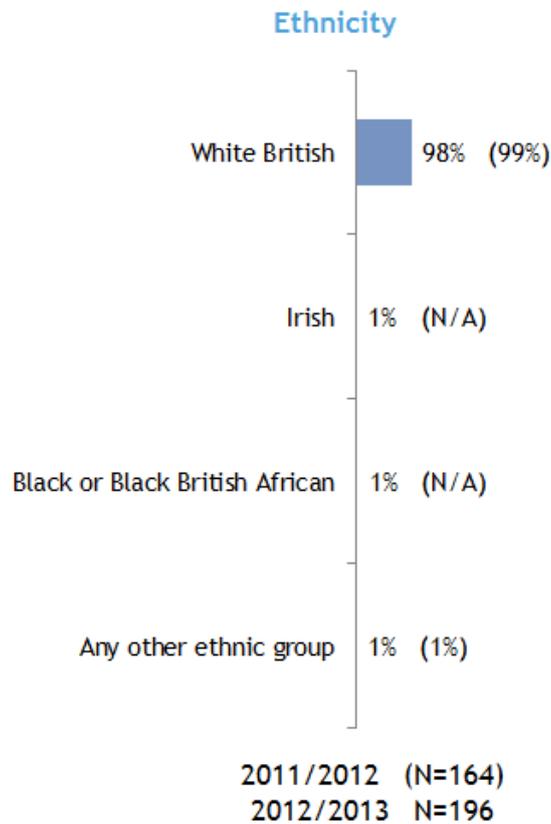
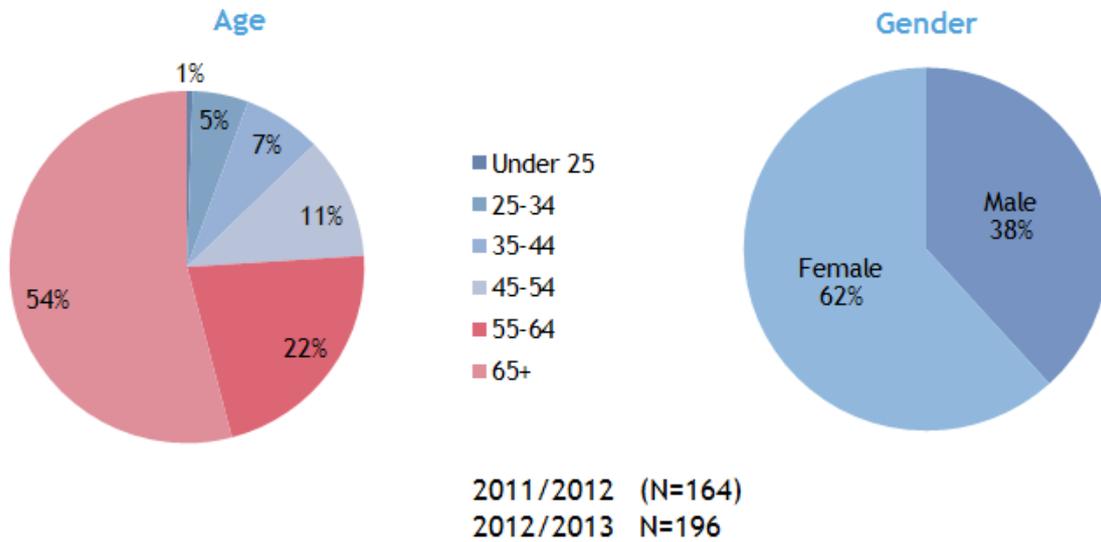


N=11

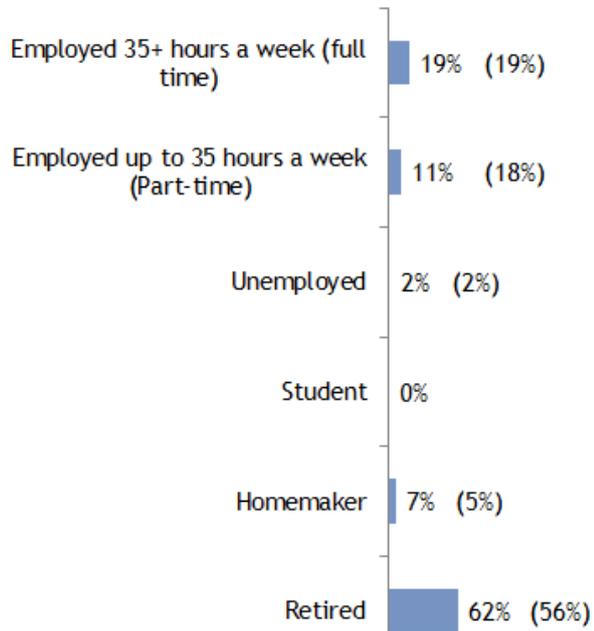


N=11

5.3. SURVEY PROFILE



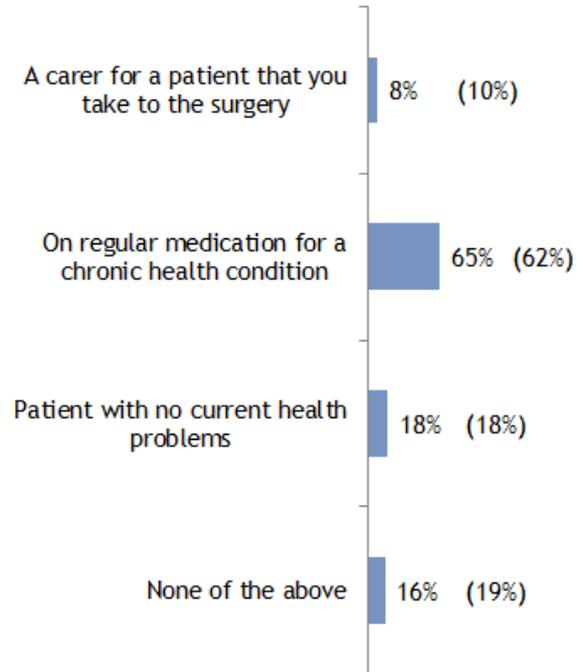
Employment Status



2011/2012 (N=164)

2012/2013 N=196

Carer / Patient Description



2011/2012 (N=164)

2012/2013 N=196

### 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 - PATIENT PARTICIPATION GROUP

Bishops Waltham Surgery has an established Patient Participation Group. The group meeting in September 2012 agreed to retain the same questions as in 2011.

12 out of 18 regular members of the PPG participated in the meeting.

#### 6.2. STEP 2: AGREE AREAS OF PRIORITY WITH PATIENT PARTICIPATION GROUP

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 12<sup>th</sup> December 2012 and was available until 22<sup>nd</sup> February 2013. A total of 196 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 PPG ON CHANGES TO SERVICES

To be confirmed and discussed by the Surgery.

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

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	6.1
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
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 which the contractor	
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 2013, has taken on issues and priorities as set out in the Local Patient Participation Report	4.0
i. 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](http://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