

ACTION PLAN 2012

SURVEY INTRODUCTION

The 2012 Patient Survey was completed by Great Staughton Surgery patients at random during January and February 2012 using a variety of collection methods: an online survey; telephone calls; discussion groups; and paper copies of the survey completed by patients visiting the surgery. The patient survey was designed to collect statistics on current services, together with suggestions, ideas and feedback relating to potential improvements to further enhance patient care and the overall patient experience.

SURVEY OVERVIEW

The survey concentrated on the services provided by the Doctors, Nurses, Dispensary and Reception staff based within the surgery, and patients were also asked to feedback on decor, cleanliness and improvements which could be made within the practice.

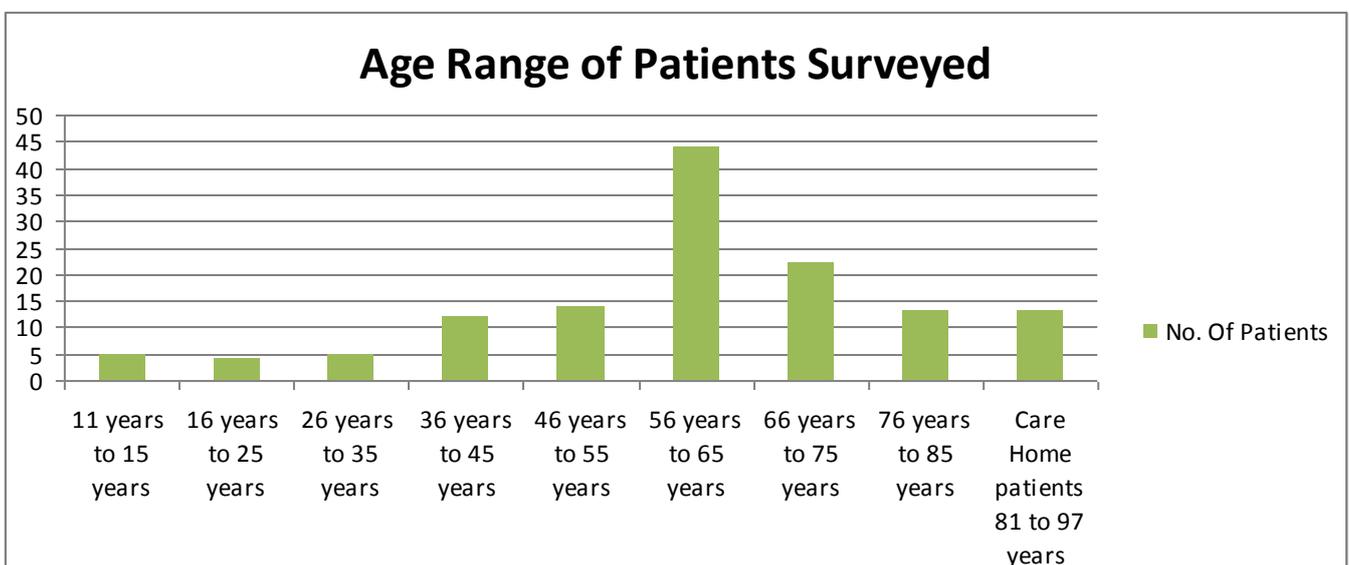
SURVEY QUESTIONS

The questions were prepared and the survey was presented and agreed within team meetings with Doctors and Practice Management, Nursing staff, Dispensary staff and Receptionists and Secretary's and within Patient Participation Group Committee meeting.

QUESTION 1 asked patients to complete personal details about themselves.

A total of **133** patients, **74** female and **59** men completed the survey using a number of methods, which ensured patients were not excluded from providing their views, regardless of disability, age or circumstances. Of the patients surveyed, **13** patients based in a Residential Care Home were included within this figure surveyed, however feedback was provided on their behalf by Management and carers within the home from discussion group meetings. Below are the ages of patients surveyed, covering a cross section of the demographic population.

- 5 patients 11 years to 15 years
- 4 patients 16 years to 25 years
- 5 patients 26 years to 35 years
- 12 patients 36 years to 45 years
- 14 patients 46 years to 55 years
- 44 patients 56 years to 65 years
- 22 patients 66 years to 75 years
- 13 patients 76 years to 85 years
- 13 patients Care Home patients aged from 81 to 97 years



From the patient group surveyed, **26** respondents considered themselves to have a disability, which covered both physical and mental disabilities. Additionally the **13** patients within the Residential Care Home had varying stages of disabilities, including Dementia.

The majority of patients surveyed were White British, with one respondent declining to answer. A breakdown of nationalities represented is listed below:

- **127** White British patients
- **2** French patients
- **2** Dutch patients
- **1** Turkish patient
- **1** Canadian patient

Patients were asked to give details of their employment or education status, with details of responses listed below:

- **6** patients in Education
- **47** patients working (including part time work and 1 patient on sick leave)
- **7** patients not working (full time Mother / disabled patients included)
- **71** patients retired or semi-retired
- **2** responded as other status

Of the total number of patients responding, **10** patients confirmed they were carers for family members or friends.

QUESTION 2 asked patients to give feedback on the Surgery Reception staff.

From the **133** patients surveyed, **116** respondents felt calls and enquiries were answered promptly and politely by Reception staff, **1** patient did not feel calls were answered politely and **2** patients had not used the facility yet. Additionally, Residential Care Home staff felt very happy with the response and service provided by Reception staff and this represented **13** patients. **1** patient did not respond to the question.

A selection of patients gave additional feedback regarding the Reception service:

Feedback

- 10 patients felt no improvements were necessary and were happy with existing services.
- 2 patients use the online service to book appointment and felt this was effective and worked well for them.
- No need for improved - excellent service!
- It is already helpful, efficient and friendly.
- I have always been very satisfied with both the speed and quality of your response time.
- The Reception staff are excellent.
- Can't improve on perfection - it's a great service.
- Residential Home staff had worked with the surgery Reception over a 12 year period and had always felt staff were polite, giving a really good service.

Improvements & Suggestions

- 1 patient felt certain members of Reception staff could be a bit more polite.
- 1 patient suggested an appointment reminder sent by mobile phone or email would be useful for patients.
- 1 patient felt hours could be extended / telephone speaking to a Doctor prior to an appointment (emergency) being made by Receptionist.

QUESTION 3 asked patients to feedback on Surgery Dispensary staff.

129 responses were received, 115 patients (including the 13 Care Home patients, represented by the Care Home Manager and Carer), felt Dispensary staff responded promptly, politely and efficiently, 3 patients felt they did not receive a prompt service, and staff were not polite or efficient, 4 patients had their medication collected by friends and family, and 7 patients had not used the service. 4 patients did not answer the question.

Patients gave the following additional feedback regarding the Dispensary staff:

Feedback

- Patients felt the service was good and staff are helpful.
- Dispensary staff are not very polite or friendly
- It would be hard to improve it.
- Emergency drugs are given quickly
- I am 100% satisfied with the service
- Residential Care Home staff felt the Dispensary staff are flexible, happy to fax scripts to their meds provider and the Home are happy with the service provided.

Improvements & Suggestions

- The dispensary staff always make you feel as if you are an inconvenience. They are however polite and helpful.
- 2 patients would like to be reminded when there are coffee breaks and provide cover during this time.
- Alphabetical spacing to ease finding prescriptions - often have to come back for missed prescription. More storage space?

QUESTION 4 asked patients for views on 'Routine' appointments for Nurse or Doctor, the availability and times appointments are offered.

129 patients responded (including the 13 Care Home patients, represented by the Care Home Manager and Carer), 122 were happy with the appointments offered, 5 patients were not happy and 2 patients had not used the routine service. Residential Care Home staff were happy with the response from Doctors when requesting routine visits to patients. 4 patients did not answer the question.

QUESTION 5 asked patients for their views on the 'Urgent' appointment system for Nurse or Doctor, availability and times appointments offered.

129 patients responded (including the 13 Care Home patients, represented by the Care Home Manager and Carer), 101 were happy with the appointments offered, 4 patients were not happy and 11 patients had not used the duty call urgent appointment service. 13 patients had home visits. Residential Care Home staff were happy with the response from all of the Doctors when requesting urgent visits to patients with health concerns, and received a prompt notification of timescales. 4 patients did not answer the question.

Additional comments below relate to further waiting times for appointments, and suggestions or improvements which could be made to the existing system:

Feedback

- 1 patient went into appointments on time
- 12 patients waited between 5 to 10 minutes
- 6 patients waited between 10 to 20 minutes

- 3 patient waited for up to 30 minutes
- As long as you get as needed with the Doctor
- Things could be improved slightly if the Doctors were on time.
- I work in St Ives so early & late in the day are most convenient
- Happy to wait as this means that Doctor is giving time and attention to patient needs.
- I do not have a problem waiting as being seen is often more important and waiting to be seen eventually is satisfactory / than not being offered an appointment.
- Occasionally the wait time is rather long
- The Doctor I see always has time for me. I would prefer waiting to feeling rushed when I see a Doctor.
- I don't mind waiting (as it usually means that the current patient has more problems than anticipated) provided that when I do see the doctor I am not hurried either. I would comment that I am not often kept waiting long, and have never felt rushed by whomever I am seeing.
- Perhaps I have been lucky, cancelled appointments being available.
- System good IF you can call before 10am.
- The length of the wait varies from Doctor to Doctor but I understand that some patients need more time than others. Nurse appointments are usually on time
- Up to date magazines would be nice

Improvements & Suggestions

- It is understandable that both Doctors and Nurses run late, but unless you ask you are never kept in the picture.
- If there are times when appointments are running behind, either a board indicating the waiting time or Receptionist advice on arrival.

QUESTION 6 asked patients, when seeing a Doctor or Nurse, if they:

	No	Yes	Not sure
Listened to concerns carefully	1	128	
Put at ease and are patient and calm	1	127	1
Explain answers to queries thoroughly	2	125	2
Involve you fully in decision making	2	123	4
Reflect a caring and concerned approach	1	126	2

The list below indicates who patients taking part in the survey had seen during their most recent visit to the Surgery:

Dr David Roberts	26
Dr Stephanie Johnson	31
Dr Heinz Van Raemdonck	25
Dr Deryn Evans	7
Tracey King	8
Sasha du Bois	11
Claire Pryar	8

A total of **17** patients did not specify the Doctor seen on the day, including staff based at the Residential Care Home. **4** patients did not answer the question.

QUESTION 7 asked patients to feedback on privacy and dignity of patient care, if patients felt all staff at the surgery treated patients fairly.

125 patients (including the 13 Care Home patients, represented by the Care Home Manager and Carer) felt staff treated patients with respect and discretion at all times, 4 were unsure.

Feedback

One patient felt the reception area was too open, particularly when staff deal with patient enquiries over the phone.

Care Home Staff confirmed that patients living at Hardwick Dene were treated with dignity and were seen by Doctors in their own rooms, or in the dedicated treatment room.

QUESTION 8 related to the general appearance and cleanliness levels within the surgery.

13 from Residential Care Home do not visit the surgery and were unable to feedback (however staff working there who collect medication etc were happy with the appearance on the communal areas such as the Reception, Waiting Room and Dispensary area).

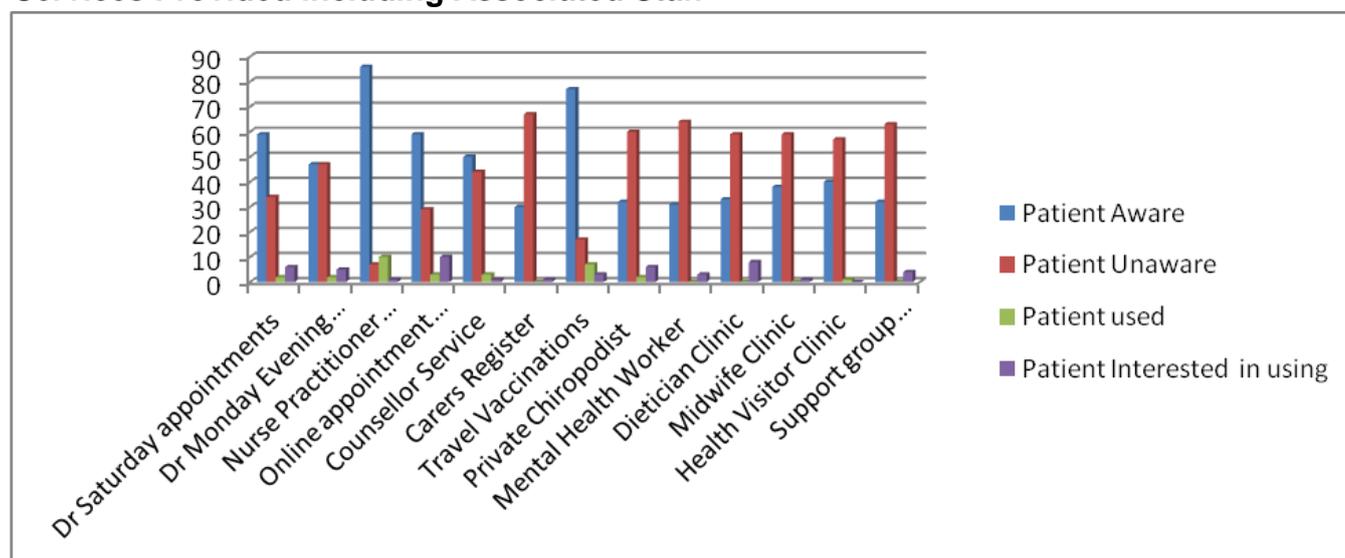
116 patients responded, 4 patients did not respond to the question.

	Yes	No	Not seen
Reception Area	120		13
Waiting Room	118	2	13
Doctors Consulting Rooms	120		13
Nurses Consulting Rooms	117	2	14
Dispensary Area	119		14
General Décor	116	3	14

QUESTION 9 asked patients if they were aware of the additional services provided within the Surgery.

Staff representing the 13 patients based within the Residential Care Home, represented by Managers and Carers stated they work closely with the District Nurse team, and were interested in specific support group information. 13 patients did not fully answer the question.

Services Provided including Associated Staff



Service	Yes	No	Have used	Interested in using	Not answered
Doctor monthly Saturday AM appointments	59	34	2	6	32
Doctor monthly Monday evening appointments	47	47	2	5	32
Nurse Practitioner appointments	86	7	10	1	29

Service (cont'd)	Yes	No	Have used	Interested in using	Not answered
Online appointment booking system	59	29	3	10	32
Counsellor Service	50	44	3	1	35
Carers Register	30	67	0	1	35
Travel Vaccinations	77	17	7	3	29
Private Chiropodist	32	60	2	6	33
Mental Health Worker	31	64	0	3	35
Dietician Clinic	33	59	0	8	33
Midwife Clinic	38	59	0	1	35
Health Visitor Clinic	40	57	1	0	35
Support group info for illnesses / conditions	32	63	0	4	34

The final **QUESTION 10**, asked patients to provide any additional comments, service improvements and suggestions regarding Great Staughton Surgery.

Surgery Staff

- Midwives could do with being weekly as we had problems and would have been easier if they were weekly, but apart from that, they were great!
- Another female Doctor on afternoons and evenings.
- Re. question 6 – would like update weekly Doctor schedule print out
- Please try to make sure that all new reception staff are trained and confident to give out test results. My personal experience was I was told by the receptionist I needed to return for a fasting blood test for celiac, when in fact I needed a non fasting for blood sugar, I made the nurse aware of what the receptionist had told me and feel that this could have been quite upsetting for some people. This would not have occurred if I was allowed to speak with the nurse as I asked to do on the nurse's request by an answer phone message, but the receptionist said she could deal with it from my notes, but obviously she didn't have sufficient knowledge to deal with this.
- For residents of Colmworth a person to collect prescriptions?
- The service is very good and the spread of GP expertise is also very good and I expect not many people realise the strengths of the individuals. Communications could be better. What is a Nurse Practitioner for? Why leave it to patients to make appointments for clinics? How is a patient expected to know what procedures may be needed before attending a clinic? What is the purpose of a medication review if the dispensary does not explain to individuals what they need to do before their next repeat prescription? Perhaps there should be more use of email where possible. I really have no complaints the service works well and is very responsive - all I would ask is more direct communication of what is going on rather than leaving it to patients to find out. Thank you for all your hard work and for providing an excellent service.

Surgery Decor

- Nurses Rooms seem very cluttered with lots of things left out which must make it difficult to keep clean and hygienic. I like the new look to the Reception area. Disabled parking area in front of Surgery much appreciated by less mobile people.
- The Reception area has been greatly improved recently. Perhaps the Waiting Room could be redecorated with a primrose yellow for instance to brighten it up - the pink and brown decor gives it a dark appearance. Patients want to be able to see or speak to a doctor or practice nurse when they are ill and are actually not much interested in the surroundings, but to it's credit Great Staughton Surgery has a homely feel unlike some surgeries which are very "clinical" it has a nice garden which is always well kept and

upon entering the staff are always pleasant and show concern for the patients which is all a patient can ask for.

- The waiting room could be more brighter for children and it's dark.
- The surgery, doctors and nurses excellent. Only thing is the waiting room area could do with a fresh coat of cream paint (personal preference)

Additional Services

- I wanted to ask for a password to book an appointment online. It would be great if the surgery took details of my email address and the password could be provided that way! I'm so busy at work I rarely get a chance to make a phone call and it's usually when the reception is closed that I find the time.
- Interested in contact with Physio Direct.
- Having been to Patient Group meeting once I was very disappointed at the level of participation for future developments via the PCT (or whatever it is now called). An ideal opportunity has been lost to develop further services i.e. dedicated physiotherapy / occupational therapy sessions etc and to enable a progressive surgery to challenge decisions made by the hierarchy. Perhaps another group could be set up instead of just raising money for the surgery (which is very laudable) but in 2012 with ever changing NHS funding etc the surgery needs to up the anti!!
- Staff based at the Residential Care Home included within the survey would like to have a supply of urine sample bottles for dipping, to enable them to diagnose suspected urinary tract infections as short notice.
- Staff based at the Residential Care Home included within the survey discussed specific issues relating to the District Nurse support provided by the surgery.
- I sometimes get the feeling when I bring my child in to be seen that I am being made to feel over reactive. I don't like to waste Doctors time, they do a great job.

General Feedback

- I have always been looked after very well at the Surgery, the staff have always been very helpful.
- Collectively, 8 patients wrote similar feedback and felt the Surgery and services provided are an excellent standard in all areas
- Really happy with the current level of support and services provided.
- I am new to the Surgery and I am very impressed by the warm and kind greeting I receive here on every visit or even over the phone. I feel very lucky to be part of Great Staughton Surgery.
- They do the very best for you, all of the staff.
- After 20 years I have never had any problems with the surgery at all. Always been seen quickly and can get my prescriptions the same day. 10/10 for such a great surgery. I feel I'm a patient and not a number.
- I think that local residents are fortunate in their surgery and medical team. My thanks to all of them.
- I feel very lucky to have the benefits of the surgery. The staff cannot be faulted, thank you so much.
- Very pleased with the treatment I have received on all occasions.
- Please carry on with the way you are doing things and involve patients like you are.
- As a new patient, I would like to see a new video 'library' in the waiting room, similar to the reading books, also interested in joining fund raising initiatives.
- After a town surgery, this is fantastic service you give to the patients. Very happy with the service

- I don't think you can improve much on a well run surgery as this is. I am very happy with the care and treatment (when needed) that I receive.
- Very good surgery, keep it up!
- I have always been treated extremely well by all members of staff and have always been seen in a calm and safe environment, thank you to all members of staff for being just super. P.S. The medical secretary is brilliant!
- The service that I'm provided is exactly what I require.
- Doctors, nurses and Receptionist in an emergency they can be very caring and helpful. Especially in an emergency like a heart attack which happened to me on the 3rd January 2012. I was very poorly but with their help I am here to tell the tale.
- I have always found the staff considerate and understanding and helpful.
- Staff all helpful and friendly. Dr Johnson especially reassuring
- I have always been happy with the service and care provided by all staff at the surgery.
- A well-trained, friendly and efficient team who work well together to provide the best possible care for their patients.
- You're all a pleasure to deal with.
- One of the best practices in the area - would like to see more opportunity for local surgery but other than that delighted to be in this practice.

SURVEY CONCLUSION

On completion of the survey, the results were distributed amongst each staff group meeting to view and discuss the feedback received, and to discuss an action plan for improvements to be made within each department.

The Patient Participation Group will be presented with the survey findings at their next meeting in April 2012, and an action plan will then be jointly agreed across the groups to take forward suggestions and ideas from patients.

The points to be taken forward within the action plan are listed below. Key actions outcomes will be included within the Surgery Newsletter 2012, **and are highlighted below in red.**

ACTIONS FOR FURTHER CONSIDERATION

Question 2 Reception Improvements & Suggestions

- Reception staff could be a bit more polite - **noted by all Reception staff to take forward.**
- Suggestion for appointment reminders sent by mobile phone or email would be useful. **- unable to action at present as equipment not in place.**
- Extend hours speaking to Doctor prior to urgent appointments made by Receptionist. **- unable to action at present due to workload, Duty calls taken between 9am and 10am, appointments after this time are set aside for patients who may need to be seen by the Duty Doctor.**

Question 3 Dispensary Improvements & Suggestions

- Dispensary staff make you feel an inconvenience - **noted by Dispensary staff to action.**
- Coffee break reminders and staff cover during this time - **Dispensary staff have statutory breaks, usually between 10am to 10.30 each morning. Raise awareness of the break within the Surgery leaflet and on the website to avoid inconveniencing patients.**
- Alphabetical spacing to ease finding prescriptions (return for missed prescription) **- Medication is stored alphabetically, however there are different sections for acute drugs (medication prescribed on the day by Duty Doctors, repeat medication (some of**

which is refrigerated), and also **control drugs**, which must be securely stored in a separate area. We apologise for any inconvenience caused by waiting for medication, but hope you understand the need to separate the different categories.

- More storage space - unable to action at present due to lack of available space.

Question 5 Doctor / Nurse Appointment Improvements & Suggestions

- When Doctors and Nurses run late, patients are informed by Reception on arrival or when delays occur. - noted by all Reception staff to keep patients informed when delays.
- have a board indicating the waiting time on arrival - unable to action at present as this changes constantly throughout the morning and afternoon, however Reception will advise patients when Doctors are running late.

Question 7 - Patient Privacy and Dignity

- Reception area was too open, particularly when dealing with patients over the phone - Reception staff to use patient reference numbers when transferring calls in future and be aware of patients in Reception area when answering the phone.

Question 10 Patients feedback / suggestions to any area of the Surgery

Surgery Staff

- Midwives could do with being weekly – Midwife services are provided by NHS Cambridgeshire, the Surgery is unable to change the frequency of appointments.
- Another female Doctor on afternoons and evenings. We currently have an additional salaried female Doctor surgery on Tuesday afternoons, and Dr Johnson is included within the monthly Saturday morning surgery rota, in turn with Dr Roberts and Dr Heinz.
- Question 6 – would like update weekly Doctor schedule print out. Details of all Doctor and Nurse rotas are available on the website, however these may vary occasionally during holiday times or illness.
- New reception staff are trained and confident to give out test results. New Reception staff booked onto Blood Test training course.
- For residents of Colmworth a person to collect prescriptions? Reception staff are establishing a volunteer service with patients for patients across all surrounding villages and towns. This will help patients to collect medication, collect urine samples and associated Surgery services, with agreement with the patients involved.
- What is a Nurse Practitioner for? Our Nurse Practitioner (Tracey Kind) is a member of the nursing team, who can assess patients, offer advice and refer and prescribe medication. Minor illnesses or minor injuries can be booked directly into her Clinics, which include colds, ear pain, bad backs, twisted ankles, eye problems, etc.
- Why leave it to patients to make appointments for clinics? – We set aside a number of clinics, such as Vascular Clinic and Diabetic Clinic, to enable a Doctor and Nurse to set aside time dedicated for specific conditions. We make appointments available within the Clinics for patients to book at their convenience, and avoid appointments being missed. If specific times and dates were arranged by the Surgery, patients may fail to arrive or be missed if appointments are posted to addresses, which are incorrect or out of date. If you are moving or change your contact information, please inform the Surgery of your new addresses and contact information.
- Information on procedures before attending a clinic? When patients are invited to attend a specific clinic, an invitation / reminder letter is normally sent out to patients giving an overview of the procedures which will take place on the day, and any preparation necessary.

- What is the purpose of a medication review - A medication review is requested for patients with long term conditions or to check patients are receiving the correct medication. Reception will normally arrange a simple blood test with a nurse in the first instance. When the results return from the Hospital, the Doctor will check them and send a message to the Reception staff to book an appointment if necessary. If the results returned are 'normal' we are happy with the medication and will arrange another review dependent on the condition. If you have any concerns, please ask at Reception.
- More use of email. – With the launch of our new website, we are trying to promote the use of online services, which are available to our patients with computers access. Patients can register to access our EMIS system, and can then book appointments, update personal information such as addresses and phone numbers, order repeat medication and send messages directly to the Surgery. For more information, please ask at Reception or use the website link to contact the Surgery.

Surgery Decor

- Nurse's rooms seem cluttered - difficult to keep clean and hygienic? – to be discussed in future Nurse meetings to look at reducing the appearance.
- The Waiting Room is dark, could do with being brightened up / painted in a lighter colour – to be taken forward at the next Patient Participation Group meeting.

Additional Services

- Email access to book appointments online. It would be great if the surgery took details of my email address and the password could be provided that way! – see feedback above regarding email access, this is available from the website or by contacting Reception.
- Interested in contact with Physio Direct. – Information available from the website links or from Reception staff.
- Concerns over level of participation for future developments via the Primary Care Trust. In 2012 ever changing NHS funding etc the surgery needs to up the anti – concerns passed onto the Doctors and Practice Managers, who work closely with the changes currently being implemented across the NHS to take forward.
- Residential Care Home staff would like option to have supply of urine sample bottles for dipping, to enable them to diagnose suspected urinary tract infections as short notice – this can be coordinated with Reception staff at the Surgery at the Care Home.
- Ensure patients bringing in children are not made to feel over reactive – Reception staff to be sensitive to parents calling to make appointments and arranging Duty Doctor calls.
- Add a video 'library' in the waiting room – unable to action currently, due to lack of available space within the waiting room.

Report presented by: Loraine Harris, Reception Manager
Date: 29 February 2012