

# GREAT STAUGHTON SURGERY LOCAL PATIENT PARTICIPATION ACTION PLAN 2013

## SURVEY INTRODUCTION

The second Patient Survey was completed by patients at random during January and February 2013 using: online survey; confidential phone calls; discussion groups; and paper copies of the survey completed by patients visiting the surgery.

## SURVEY OVERVIEW

The 2013 survey aimed to feedback on service improvements within the survey, and patients were asked to provide further feedback on decor, cleanliness and improvements which could be made, using the results from 2012 as a benchmark.

## 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 meeting.

## QUESTION 1 Personal Information

A total of **140** patients, **96** female and 44 men completed the survey, which ensured all genres of patients were given the opportunity to give their views, regardless of disability, age or circumstances. **16** patients living in a nearby Residential Care Home were included in the survey, and their views were provided by carers and managers from discussion groups.

Listed below are the ages of patients included:

3 patients	11 years to 15 years
8 patients	16 years to 25 years
11 patients	26 years to 35 years
16 patients	36 years to 45 years
13 patients	46 years to 55 years
32 patients	56 years to 65 years
23 patients	66 years to 75 years
16 patients	76 years to 85 years
18 patients	81 years to 95 years (including Care Home patients)

**42** patients considered themselves to have a disability, which consisted of both physical and mental disabilities. **10** patients who responded were carers for family members or friends.

A breakdown of nationalities represented is listed below, 1 patient skipped this section:

- **133** White British patients
- **1** French patients
- **1** Dutch patients
- **1** Indian patient
- **1** Italian patient
- **1** Turkish patient
- **1** New Zealand / British patient

Patients provided details relating to employment and educational status, as detailed below:

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

### **QUESTION 2 Surgery Reception Service**

**138** respondents felt calls and enquiries were answered promptly and politely by Reception staff and **1** patient had not used the facility yet. Representatives from Care Home staff felt very happy with the response and service provided by Reception staff and this represented **16** patients. **1** patient did not answer the question.

#### **List of suggestions received listed below: Surgery feedback listed from page 7 onwards.**

- The text alerts are too early. Several days too early.
- I think you all have a great awareness with patients and cannot think of any further improvements at present
- Very happy with reception
- Yes, calls and enquiries are answered promptly and politely
- Always pleasant, satisfied
- They do a great job
- On arrival it should be possible one a patient has said who they are for the receptionist to know who they have come to see
- Service is already excellent
- I think we have an A1 reception team
- Always good / All ok to me
- Very happy, thank you
- At Eaton Socon Health Ctr and Hinchingsbrooke, I have met electronic reception for patients, would this assist you reception staff?
- Prettier staff would be good!
- Would like non-runny sanitiser
- Good service - reception could be a bit more private.

### **QUESTION 3 Surgery Dispensary Service**

**123** patients felt Dispensary staff responded promptly, politely and efficiently. **10** patients had not used the service, **6** had medication collected, and **1** patient skipped the question.

#### **List of suggestions received listed below: Surgery feedback listed from page 7 onwards.**

- One is told not to interrupt the pharmacist but one can wait so considerable time until one is noticed. Can we have a discrete bell or the like to announce we are there
- Excellent service / All very good and helpful.
- when the dispenser is on a coffee break - it would be helpful if cover could be provided as on occasions I have had to wait until the dispenser returns from break and having to hang round or come back later is not always convenient
- Staff of behalf of HD residents - recently changed meds provider, Dispensers now fax prescriptions directly to the new chemist used, which is much faster and really helpful.
- Quite happy / Service great / I think everything is fine
- availability to chip & pin to make payment
- keep forgetting to put repeat form in, possible to order over the phone
- I put my prescription in at Buckden and this is a very slow service. Usually we are waiting over a week. Can we find a way to speed this up?
- When prescriptions are sent to my local pharmacy to be filled, I;m never sure if they have been sent, how long to wait before collection - it seems to take a long time and its not always clear where my scripts are.

### **QUESTION 4 Routine Appointment Service**

**135** were happy with appointments, **1** patient was unhappy and **3** patients had not used the routine service. Care Home staff were extremely happy with the service provided by Doctors. **1** patient skipped the question.

**List of suggestions received listed below: Surgery feedback listed from page 7 onwards.**

- I normally go for an early appointment to avoid the risk of delays. However on later appointments, and when there are unavoidable delays, it would be very useful if reception could give an idea of how far behind the doctor or nurse is. That would enable the patient do to something else in the delay time (eg go to the butchers or post office)
- Patient visits are not always straightforward and simple so I know delays are possible. As such I accept this as I hope others would accept without question if I was the cause/reason for their delay.
- Not a regular visitor 2 to 5 mins max waiting time. An emergency and a complex problem are priority and if there is a long wait so long as the waiting patient is kept informed they should be understanding or offered another appointment.
- Don't have to wait long usually, and very happy with the service provided. It is fine if I have wait as I know if I need the extra time/attention I will receive it as well.
- Usually very prompt / not had to wait long / Most appointments I attend run to time
- Turn around time is within acceptable limits of a few days.
- it would be perhaps better if the appointments were scheduled for slightly longer. If a patient arrives early and gets seen early this is a win win but if a patient makes an effort to get there on time or early and then has to wait past scheduled appointment time this is less satisfactory. All in all though the service is exemplary and what is a few minutes anyway? Though the impression can be given by public services and this seems particularly true in Hospitals that appointments are made for the consultant/doctor/staff convenience to ensure a steady flow of work and no hiatuses- not true at GS surgery
- Have waited for up to an hour which I don't mind but it would have been helpful to know of the delay, it is rare to be told.
- Can be quite long, but I don't mind as I never feel rushed out of the room when I have my appointment
- 5 responses 10-20 minutes
- 10 responses 5-10 minutes but I'm usually early
- 30 mins
- 5-10 mins. Patients (hopefully) are aware of the fact that the Doctors and Nurses are human beings - doing a brilliant job. They are always ready to listen/advise and one never feels pressurised to not ask for help
- The longest I waited is around 15mins but I was told there was a delay
- Sometimes 10-15 mins, not a problem when retired
- Waits tend to be short / I've never had to wait, thank you
- Generally ok, however sometimes no availability to see a specific doctor for a week
- 1-3 days / about 2 weeks
- Last week I waited 45 mins, then I have to wait another week for blood tests & ECG. This seems a long time and although I'm not anxious, I'm sure this would be a problem for others that are.
- Without having checked, I reckon I have not waited more than 10 minutes, if that
- Midwife is normally 20 mins wait. Please adjust appointment times/length to resolve this - Doctors 5 mins average
- 20 mins, If GP running more than 20/30 mins late, text message patients to come later
- The same day in an emergency
- Sometimes seen very quickly, sometimes wait! But happy to do so.
- I'm happy with service, I know that if there is a wait it is for a good reason

**QUESTION 5 Urgent Appointment Service**

111 were happy with appointments offered, none were unhappy and 27 patients had not used the duty call service. 16 patients had home visits at the Care Home, and were happy with response from Doctors. 2 patients skipped the question.

### QUESTION 6 Doctor Care & Involvement

	No	Yes	Not sure
Listened to concerns carefully	0	134	2
Put at ease and are patient and calm	1	134	1
Explain answers to queries thoroughly	1	132	3
Involve you fully in decision making	0	128	7
Reflect a caring and concerned approach	1	135	0

Details of which Doctor was seen by patients involved in the Survey:

Dr David Roberts	<b>38</b>	Dr Stephanie Johnson	<b>51</b>
Dr Heinz Van Raemdonck	<b>27</b>	Dr Deryn Evans / Tracey King	<b>8</b>

A total of **16** patients did not specify the Doctor seen, not all sections were completed, and **4** patients skipped the question.

### QUESTION 7 Patient Privacy and Dignity

**131** felt staff treated patients with respect and discretion at all times and **4** were unsure. **5** patients skipped the question.

#### List of suggestions received listed below: Surgery feedback listed from page 7 onwards

Reception very open and close to waiting room, so with the best will in the world there is not a lot of privacy

I feel all that can be done is. Accommodation / layout causes some problems, but staff try their best to be discrete.

Quite happy / Everything is good, thanks

No experience of this. Should patients use their own patient numbers when phoning / speaking at the reception desk?

### QUESTION 8 General Appearance and Cleanliness

**16** patients at the Care Home hadn't visited (however their carers were happy with the appearance on the communal areas such as Reception, Waiting Room and Dispensary.

**115** patients responded, **4** patients skipped the question.

	Yes	No	Not sure
Reception Area	135	1	
Waiting Room	134	2	
Doctors Consulting Rooms	135		1
Nurses Consulting Rooms (care homes not seen)	118		2
Dispensary Area	131		5
General Décor	126	4	6

### QUESTION 9 Additional Services

Awareness of other patient services and if used, not all categories were answered by patients.

Additional Service Information	Yes	No	Interested in using
Doctor monthly Saturday AM appointments	73	40	10
Doctor monthly Monday evening appointments	63	49	10
Nurse Practitioner appointments	99	11	3
Online appointment booking system	85	29	9
Counsellor Service	79	37	3
Carers Register	44	74	3
Travel Vaccinations	104	12	2
Private Chiropodist	64	53	3
Mental Health Worker	53	67	2

<b>Additional Service Information (cont'd)</b>	<b>Yes</b>	<b>No</b>	<b>Interested in using</b>
Dietician Clinic	56	61	4
Midwife Clinic	55	62	2
Health Visitor Clinic	60	55	1
Support group info for illnesses / conditions	53	63	3
Medication deliveries to Perry patients	22	44	3
Medication deliveries to other locations?	24	39	4
<b>New Services available since Survey 2012</b>			
Text reminder service for clinics/appointments	80	27	12
Female Doctor afternoon clinic (normally Tuesday)	38	70	8

### **QUESTION 10, Additional Comments, Service Improvements and Suggestions**

The following comments were made in the free text area of the survey, and was not completed by all those taking part. Responses to the comments can be found from page 7 onwards.

I am happy with the service provided and the action taken.

May be a list of Minor operations which can be done in the surgery to save unwonted hospital appointments ie Toe nail removal!!

I wonder whether it would be a good idea if people could collect prescriptions from somewhere other than in the waiting room. I have not personally had a problem, but it is easy to hear if a patient is discussing medication etc with the dispenser while one is waiting to see the doctor / nurse, so it is not very private.

Drinking water dispenser for staff and patients

Just keeping up the high standards you have now.

I just think the whole operation is superb.

No Physio or Occupational Therapy sessions forthcoming. Larger premises in the future to accommodate extra services. Strategy for unnecessary Hospital admissions. Sexual health, alcohol and drug abuse sessions for adolescents in the evenings or weekends. Respite Care available via surgery arrangements for carers who care 24hrs for long term people with chronic illnesses. Patients who need to improve their health re disabilities, are finding costs at local Gym or swimming pool too expensive. Negotiate with local council too improve prices. This would save NHS services and costs long term long term. These ideas may appear "far out" but are essential to negotiate within the new NHS changes.

The only grouse I have is that the last time I ordered a repeat prescription on line it appeared not to reach the surgery, even though I went through the procedure step by step as I have done in the past. Not sure how this can be improved if the dispensary is not aware of my request until I attend to collect my non existent prescription.

Provide a short leaflet in reception of the services mentioned in the previous question to take away and use for future reference. It might minimise enquiries at reception.

recently had to use the Highwayman Car Service - excellent idea etc BUT the vehicle reeked of tobacco as the driver was a smoker: indeed driver even smoked in the vehicle while I was having the appt. so the return journey was equally polluted.

I am usually satisfied with the service provided by the Great Staughton Surgery

Replace benches with comfortable chairs in the waiting room

All services I have taken advantage of have always been up to a high standard, no complaints.

Just keep up the good work! / Very satisfied

Thank you for all you have done to maintain the very satisfactory service. Patient communications are good and top to bottom ethos of care is very evident. The task for the next year though is to maintain this high standard. Complacency can creep in - beware. The dispensary has improved but there is still room to improve further to reach the high standard of the rest of the services. This one area still has a feel of being there for the dispensers benefit and not the patients - this is an individual personal attribute but as I say I have seen an

improvement over the past 12 months. Perhaps they could be asked what it is that hinders them from being patient aware and caring?

Always room for improvement

I am more than satisfied with the service provided

When I have been, which is luckily not too often, the music has been very sombre, I would like a slightly more cheerful and upbeat kind of music.

Only a minor one, my consultant at Hinchingsbrooke has written to the surgery a few times recommending blood tests every quarter, I used to get reminders but haven't for about eighteen months - it was very helpful getting the reminders so if it is possible to restore them it would be brilliant.

I find the practice fantastic, after living in a town and everyone is in a rush, this is excellent service. Long live the rural practice. .

Care Home feedback - Since late 2102, using email to communicate information, such as Preferred Priorities for Care forms etc.

Nurses are really good, and go out of their way to be helpful.

Only improvement would be to put padding to the back of the bench seats in waiting area

Was surprised to see that so many services available! Would be worth making clearer that they're available in the waiting room for infrequent visitors, will not visit website

Very happy with the service I am getting, thank you - a very friendly and helpful team

TV screen highlighting services and practice information

Am happy with everything / Happy with services

We are delighted to have such a friendly service of staff, always feel welcome and that matters

More lighting in the waiting room, seating cushions slip

I have much difficulty accessing EMIS since its change - weight loss clinic - a regular one, not the periodic one which is rarely available

As a therapist in the area, I have mentioned a ref. Service I am happy to provide for stress, back conditions, pregnancy etc - I'm a massage therapist

Definitely need more light in waiting room - brighter paintwork

I take monthly meds. I would like them automatically ordered at the end of the month so I can pop in to collect when I get low.

All happy with the staff / very friendly service, thank you

Music is soothing to listen to whilst waiting, but could we please have some classical music.

What else could you do? Everything is fine to me. Thank you

Personally receive excellent service with staff and all appointments, but can't do online service

## **SURVEY CONCLUSION**

Following the results from the second survey, results will be disseminated amongst all staff to view and discuss feedback received. The points raised are addressed below with actions where possible to further improve services received across the Surgery.

The Patient Participation Group will be presented with the survey findings at their next meeting in March 2013, and an action plan with then be jointly agreed across the groups to take forward suggestions and ideas from patients.

The points to be taken forward from 2013 are listed below. Key actions outcomes will be included within the April Newsletter 2013, **and feedback is highlighted in red, as follows:**

**We would like to thank all of our patients, who took the time to complete the survey and provide this valuable feedback, helping us to improve and enhance our services to you.**

## ACTIONS FOR FURTHER CONSIDERATION

### Question 2 Reception Improvements & Suggestions

The text alerts are too early. Several days too early This is a new service and we apologise for any teething problems incurred by patients.

On arrival it should be possible once a patient has said who they are for the receptionist to know who they have come to see. The Receptionist sometimes has 5 separate patient lists and names are not always visible, apologies if this causes an inconvenience at times.

At Eaton Socon Health Ctr and Hinchingsbrooke, I have met electronic reception for patients, would this assist you reception staff? This is something which was considered by patients and staff, however the patients unanimously preferred to talk to a friendly face on arrival.

Would like non-runny sanitiser. We will do our best when re-ordering.

Good service - reception could be a bit more private. Apologies for the lack of privacy, but we do our best with the restrictions our building causes and hope this is not too much of a problem.

Prettier staff would be good! Sorry about this, nothing we can do....

### Question 3 Dispensary Improvements & Suggestions

One is told not to interrupt the pharmacist but one can wait so considerable time until one is noticed. Can we have a discrete bell or the like to announce we are there. Please feel free to call the dispenser, they may not be aware a patient is waiting, although they may be taking a phone call, but we appreciate your patience.

When the dispenser is on a coffee break - it would be helpful if cover could be provided as on occasions I have had to wait until the dispenser returns from break and having to hang round or come back later is not always convenient. The statutory morning break is between 10am and 10.30am each morning. We are a small surgery and only have one dispensary on duty at a time. Apologies if this causes any inconvenience, however we like our staff to have a comfort break.

Care Home staff outlined service improvements made recently, as they changed their medication provider. Dispensers work closely with their new chemist, providing a faster and efficient service.

Availability to chip & pin to make payment. We have looked into this service recently, but due to machine rental and ongoing additional costs per transaction, we are unable to put this into practice. Apologies for any inconvenience caused.

I keep forgetting to put repeat forms in, possible to order over the phone. Patients can order repeat medication using the repeat form box in reception, and also by using the online service (please ask at Reception for EMIS log in details).

I put my prescription in at Buckden and this is a very slow service. Usually we are waiting over a week. Can we find a way to speed this up? The dispensary try to provide a prompt service, however by submitting your medication request a little earlier, the Dispensary can fax your script to Buckden and then post it afterwards to reduce the waiting time.

When prescriptions are sent to my local pharmacy, I'm never sure if they have been sent, how long to wait before collection - it seems to take a long time and its not always clear where my scripts are. This is a similar problem where we have to allow for the post,, which can be a week. Please allow more time, alternatively Boots in St Neots collect their scripts from the Surgery daily, however others have to wait slightly longer. You can also use the online order service.

### Question 5 Doctor / Nurse Appointment Improvements & Suggestions

I normally go for an early appointment to avoid the risk of delays. However on later appointments, and when there are unavoidable delays, it would be very useful if reception could give an idea of how far behind the doctor or nurse is. That would enable the patient do to something else in the delay time (eg. go to the butchers or post office) Reception staff do inform patients when the doctors or nurses have been unavoidably delayed by emergencies or unforeseen problems, and we will try to ensure we communicate this as soon as we are aware there is a problem.

It would be perhaps better if appointments were scheduled for slightly longer. If a patient arrives early and gets seen early this is a win win, but if a patient makes an effort to get there on time or early and then has to wait past scheduled appointment time this is less satisfactory. **All clinicians endeavour to keep to their allotted appointment schedule, however we apologise if delays occur from unexpected emergencies which arise from time to time. Appointments with Doctors are 10 minutes in the morning and 15 minutes during afternoon surgery.**

Have waited for up to an hour which I don't mind but it would have been helpful to know of the delay, it is rare to be told. **Reception staff now try to inform patients when delays occur and we apologise if you have waited and not been informed of a delay.**

I waited 45 mins, then I had to wait another week for blood tests & ECG. This seems a long time and although not anxious, I'm sure this would be a problem for others. **We try to fit in blood test appointments as soon as we have a free appointment. Delays occur when we require a double appointment, and also our blood samples are collected by hospital couriers each day, which limits the number of appointments we have to offer patients.**

Midwife is normally 20 mins wait. Please adjust appointment times / length to resolve this. **Our midwife tries to run her appointment schedule to time, however when complications arise, delays sometime occur and we apologise if you were inconvenienced.**

Doctors 5 mins average 20 mins, If GP running more than 20/30 mins late, text message patients to come later. **Unfortunately we don't always receive notice when there is an emergency, however Reception will notify you whilst waiting or on arrival of the situation to allow for rescheduling.**

#### **Question 7 - Patient Privacy and Dignity**

Reception very open and close to waiting room, so with the best will in the world there is not a lot of privacy. **Unfortunately due to lack of space within the Surgery, we try to make the Reception and Dispensary as private as possible for patients and visitors.**

Should patients use their own patient numbers when phoning / speaking at the reception desk? **We transfer calls to the dispensary and doctors/nurses using patient numbers to ensure confidentiality, but patients do not need to know their patient numbers.**

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

##### **Surgery Décor**

Definitely need more light in waiting room - brighter paintwork **We have a plan to redecorate the surgery and are awaiting new waiting room light fitting.**

When I have been, which is luckily not too often, the music has been very sombre, I would like a slightly more cheerful and upbeat kind of music.

Music is soothing to listen to whilst waiting, but could we please have some classical music. **We try our best to cater for the majority of our patients taste in music and apologise if you don't enjoy our choice.**

More lighting in the waiting room, seating cushions slip.

Only improvement would be to put padding to the back of the bench seats in waiting area Replace benches with comfortable chairs in the waiting room. **The seating was refurbished approx 4 years ago and we will review this again when it is replaced next time, but quite agree.**

Drinking water dispenser for staff and patients. **We are limited for waiting room and reception areas and are unable to install a water dispenser in the waiting room, however drinking water is available on request from the dispensary hatch for patients and staff.**

Personally receive excellent service with staff and all appointments, but can't do online service I have much difficulty accessing EMIS since its change - weight loss clinic - a regular one, not the periodic one which is rarely available. **Please contact Reception to obtain a new password, you may need to register on EMIS website as a new user.**

### **Surgery Services**

Provide a short leaflet in reception of the services mentioned in the previous question to take away and use for future reference.

Was surprised to see that so many services available! Would be worth making clearer that they're available in the waiting room for infrequent visitors, will not visit website TV screen highlighting services and practice information **We have a 'Surgery Information Leaflet' available highlighting our services, please ask reception for a copy at your convenience or take a look at our website.**

### **Dispensary Services**

The last time I ordered a repeat prescription on line it appeared not to reach the surgery, even though I went through the procedure step by step as I have done in the past. Not sure how this can be improved if the dispensary is not aware of my request until I attend to collect it. **If you are submitting repeat requests using EMIS, you may need to reregister as they have re-launched their website, causing a lot of problems. We do apologise for problems caused by these changes, and ask you to contact Reception to obtain your log in information, to register as a new user.**

I take monthly meds. I would like them automatically ordered at the end of the month so I can pop in to collect when I get low. **Unused prescription medicines cost the NHS an estimated £300million a year, and we ask patients to order medicines as needed to help reduce this cost.**

Would it be a good idea if patient collected prescriptions from somewhere, other than the waiting room? It's easy to hear if a patient is discussing medication etc with the dispenser while one is waiting to see the doctor / nurse, so it is not very private. **Unfortunately we are somewhat challenged for space within the Surgery, however our staff are as discreet as possible when discussing medication, when there are patients in the waiting room.**

### **Additional Services**

My consultant at Hinchingsbrooke has written to the surgery a few times recommending blood tests every quarter, I used to get reminders but haven't for about eighteen months - it was very helpful getting the reminders so if it is possible to restore them it would be brilliant. **We send out a number of reminders for appointments, however due to NHS cuts, we are unable to send reminders for all procedures and apologise if this causes any inconvenience.**

A list of Minor operations carried out in the surgery to save unwanted hospital appointments. **We carry out minor surgery appointments, which include: skin lesion / mole removal, and removal of in-growing toenails. Your GP can advise you.**

No Physio or Occupational Therapy sessions forthcoming. Larger premises in future to accommodate extra services. Strategy for unnecessary Hospital admissions. Sexual health, alcohol and drug abuse sessions for adolescents in the evenings or weekends. Respite Care available via surgery arrangements for carers who care 24hrs for long term people with chronic illnesses. Patients who need to improve their health re disabilities, are finding costs at local Gym or swimming pool too expensive. Negotiate with local council to improve prices. This would save NHS services and costs long term. These ideas appear "far out" but are essential to negotiate within new NHS changes. **Feedback noted and passed to Partners for further discussion.**

Highwayman Car Service - excellent idea BUT vehicle reeked of tobacco as driver was a smoker: indeed driver even smoked in vehicle while I was having the appt. so return journey was equally polluted. **This has been noted and will be feed back to the Highwayman Service.**

**Report presented by:** Loraine Harris, Reception Manager  
**Date:** 5 March 2013