

GT STAUGHTON SURGERY PATIENT SURVEY ACTION PLAN 2014

SURVEY INTRODUCTION

The 2014 Patient Survey was completed by patients during February 2014 using: an online survey; phone calls; a website link; and paper copies distributed to patients visiting the surgery.

SURVEY QUESTIONS

The survey questions were jointly discussed and agreed by the Partners, surgery staff and our Patient Group members at their respective meetings.

QUESTION 1 Personal Information

135 patients completed the survey, **94** females and **41** males, enabling patients a variety of methods to provide their views, regardless of disability, age or location. **16** patients living in a Care Home are represented in the survey, with their views being provided by care managers in discussion with the Reception Manager.

Listed below are the ages of patients included:

4 patients	16 years to 25 years
3 patients	26 years to 35 years
9 patients	36 years to 45 years
21 patients	46 years to 55 years
38 patients	56 years to 65 years
32 patients	66 years to 75 years
18 patients	76 years to 85 years (including Care Home patients)
10 patients	85 years to 95 years (including Care Home patients)

33 patients surveyed had disabilities, and **12** patients were carers for family members or friends.

A breakdown of nationalities is detailed below:

- **131** British patients
- **1** Welsh patient
- **1** American patient
- **1** French patient
- **1** Turkish patient

Patients provided details relating to employment and educational status:

- **2** patients are in Education
- **45** patients are working (including part time work/semi-retired and full time carers)
- **6** patients are not working (full time Mother / disabled patients included)
- **82** patients are retired

QUESTION 2 - 4 Doctor's Feedback

41 patients saw **Dr David Roberts**
(some patients answered more than 1)

10 patients	To ask for advice
9 patients	Because of a one-off problem
18 patients	Because of an ongoing problem
1 patients	For a routine check
4 patients	For treatment
2 patients	Another reason

From the **41** patients seen:

39 felt Dr Roberts was polite, honest and trustworthy

39 felt he listened to you and made you feel confident in assessing your condition

38 felt he made you feel at ease and involved you in decisions

37 felt he explained your condition fully and arranged for treatment

39 Were happy to see Dr Roberts again, and **31** normally saw Dr Roberts.

Additional comments made by patients who saw Dr Roberts included:

- The doctor re-assured me about the problem that I consulted him about and said that no treatment was necessary at that time. I don't mind which doctor I see, I have confidence in all three at our practice and regard none of them as my usual doctor.
- Came away feeling a lot happier.
- I have only been with the practice for a relatively short period of time, so do not feel I have a usual doctor. However both the doctors and the nurse that I have seen have been polite, professional and caring. I'm so glad we made the move to this surgery as it has restored my faith in the over stretched NHS.
- I find all Doctors at this surgery considerate and helpful.
- Constantly grateful that we have such an excellent surgery especially when I know of others who do not have the same positive experience.
- Well done Great Staughton Surgery 100% satisfied
- Dr Roberts is incisive and knowledgeable

56 patients saw [Dr Stephanie Johnson](#)

(some patients answered more than 1)

5 patients	To ask for advice
9 patients	Because of a one-off problem
20 patients	Because of an ongoing problem
17 patients	For a routine check
3 patients	For treatment
4 patients	Another reason

From the **56** patients seen:

56 felt Dr Johnson was polite, honest and trustworthy

56 felt she listened to you and made you feel confident in assessing your condition

56 felt she made you feel at ease and involved you in decisions

56 felt she explained your condition fully and arranged for treatment

56 Were happy to see Dr Johnson again, and **31** normally saw Dr Johnson.

Additional comments made by patients who saw Dr Johnson included:

- Easy to get an appointment.
- I am happy to see any of the doctors
- visited for bone density scan results
- I always find all staff to be welcoming, polite and helpful! They go above and beyond, we are very lucky
- Dr Johnson actually listens to what the carers and managers say!

35 patients saw [Dr Heinz Van Raemdonck](#)

(some patients answered more than 1)

5 patients	To ask for advice
11 patients	Because of a one-off problem
17 patients	Because of an ongoing problem
3 patients	For a routine check
3 patients	For treatment
0 patients	Another reason

From the **35** patients seen:

35 felt Dr Heinz was polite, honest and trustworthy

34 felt he listened to you and made you feel confident in assessing your condition

35 felt he made you feel at ease and involved you in decisions

33 felt he explained your condition fully and arranged for treatment

34 were happy to see Dr Heinz again, and **23** normally saw Dr Heinz.

Additional comments made by patients who saw Dr Heinz included:

Dr Heinz was and always has been extremely helpful

Dr Heinz always attentive and concerned

3 patients visited **Dr Deryn Evans** for treatment and ongoing problems and:

3 felt Dr Evans was polite, honest and trustworthy.

3 felt she listened to you and made you feel confident in assessing your condition.

3 felt she made you feel at ease and involved you in decisions

3 felt she explained your condition fully and arranged for treatment

3 were happy to see Dr Evans again.

QUESTION 5 Opening Hours Feedback

Regarding our opening hour changes, which offer early appointments to patients with less impact to their working day:

51 patients have used the service / would find it useful;

63 patients prefer routine / duty Doctor calls;

16 patients don't attend appointments in the Surgery (Care Home patients); and

The remaining patients passed on this question.

QUESTION 6 Dispensary Feedback

The Dispensary now offer an additional service selling 'over the counter' medication. Patients were asked if the service would be useful:

70 patients replied they would find this useful

35 patients replied they did not need this service

The remaining patients did not come in to collect my medication and don't use the dispensary, which included the Care Home managers, who have their own arrangements.

Patients would like to be able to purchase the following medication:

Paracetamol / Aspirin / Benylin / Gripe Water

This information will be passed onto the Dispensary for action.

QUESTION 7 Hospital / Out of Hours Service Feedback

Patients were asked if they had visited Hinchingsbrooke, Addenbrookes or Bedford Hospital A&E departments or the St Neots Walk-In Centre for non emergencies:

34 patients had attended **Hinchingsbrooke** A&E department

6 patients had attended **Bedford** A&E department

0 patients had attended **Addenbrookes** A&E department

9 patients had attended St Neots Walk In Centre when the Surgery was **open**

16 Had attended St Neots Walk In Centre when the Surgery was **closed**

60 Hadn't used any of these services

The care home staff have dedicated arrangements with regard to emergency admissions.

QUESTION 8 Dispensary – waste medicines question

We asked patients to work with us to reduce waste by only ordering the medicines you need.

15 patients agreed to consider only ordering the repeat medicines I need in future

90 patients agreed that they already only order what they needed

The remaining patients do not use the dispensary or have dedicated arrangements

QUESTION 9 – Nursing Services

Patients were informed of the additional nurse appointments with the Nurse Practitioner, who provides treatment for minor illnesses and injuries. The following patients responded that they would be interested in:

45 patients would be interested in using these appointments

58 patients have already used Nurse Practitioner appointments

3 patients replied that they were not interested in using Nurse practitioner appointments

The 16 Care Home staff were not included in this question.

The remaining 13 patients were undecided

QUESTION 10 Additional Suggestions and Feedback

Our final survey question asked patients to provide additional suggestions regarding services and improvements within the surgery. Each point has been received from patients. **(Great Staughton Surgery replies are marked in red under each comment where an answer is required)**

I still think patients need more information on where to go for various treatments. I raised this many years ago and at last the NHS seems to be waking up to the waste. But people still need more information and reinforcement of information they have already been told. Where do I go for a very bad graze? Pharmacist, Walk in centre, Surgery, Out Patients and when. I have been criticised by out patients for not coming sooner with an injury. We are not our own triage nurse. We need more advice

Perhaps more services for home-care or after-care from hospital. Small trauma treatment, cuts / stitches etc or advice on A&E requirement

Our Doctors and Nurses can help provide information regarding treatments of your conditions, however there is also information available on the website:

<http://www.patient.co.uk/>

Our Nurse Practitioner, Tracey can assess patients, offer advice and refer to secondary care. She can prescribe medication if necessary. Minor illnesses or minor injuries can be booked directly into her clinics; these include colds, ear pain, bad backs, twisted ankles, eye problems, bad grazes etc. If Tracey has any concerns she will always ask the doctor to assess the patient. The Duty Doctor will also book patients in with Tracey if it is more appropriate for them to be seen by her.

If the Surgery is closed, patients are welcome at St Neots Walk in centre, which is open on weekends from 9am to 4pm and until 8pm each weekday evening.

With regard to the home-care or after care services, Great Staughton Surgery has a dedicated notice board for care information in the reception area. All of the nurses are able to provide treatment for removal of sutures and to dress cuts and grazes.

I do not consider the blood pressure monitor situated in the waiting room an improvement. I do consider this to be a much greater infection risk than the toys that have been removed and an invasion into patient confidentiality. I should not like to use this machine.

Unfortunately we have had to remove toys from the waiting room due to the risk of infection as we are now regulated by the Care Quality Commission. The new blood pressure machine has been welcomed by a number of patients visiting the surgery without an appointment to check their blood pressure levels. The machine is disinfected each evening by our cleaning staff, however the Surgery will also be placing additional disinfectant wipes for the button control panel if you have any concerns of infection risk.

The waiting room seems a little dark and could do with brighter seating or curtains / blinds. **We are planning to redecorate the Surgery. We will also take this request to our next Patient Participation Group meeting on Wednesday 19th March, to discuss how we can make improvements to the waiting room décor.**

I really value the 'phone the doctor service' you operate as I have transport problems getting beyond my village – please do not axe this valuable service!

Thank you for the feedback, we have no plans to stop providing this service.

As we said earlier – we consider you all as a very good team. Thank you!

I would like to see doctors rotating on an out of hours service and also providing evening surgeries and not just nursing staff.

From September 2013 the surgery opening times changed to include additional early morning clinics on Tuesdays, Wednesdays and Fridays. Each Wednesday, you can book a Doctor appointment from 7.30am, and the Doctors run the clinics on a rotational rota. The Health Care Assistant and Nurse Practitioner also have early morning clinics on Tuesday and Friday mornings. We did hold late Monday clinics for some time, but these were regularly not fully booked, and the early morning appointments have been very well received. We continue to monitor this arrangement for the benefit of patients.

A brilliant team!

Why have you removed the nurses from the online appointments? I would find it useful to have them reinstated. A method of letting the pharmacist know you are waiting would be a good idea. Would a discreet bell or buzzer be acceptable perhaps? Otherwise I think you are doing a good job, well done, and I can't think of any improvements

We are sorry we had to remove the nurse online appointments. Unfortunately we have certain nurses who carry out certain procedures– such as smears and dementia reviews - and these can not be carried out by all nursing staff. By removing the online appointments, we have reduced the number of incorrectly booked appointments for nurses, however we apologise if this has caused you any inconvenience.

We have put a bell on the dispensary hatch to patients to use.

Nothing to add. You're doing pretty well

No additional suggestions. I think the service and facility is excellent.

No great ideas, but the surgery is always bright and friendly. We moved recently from a nearby health centre and are extremely glad that we did.

Everything is OK. I have filled in this section previously suggesting physio and OT services amongst other things i.e. cost savings but to no avail. This time is the last as this is not achievable probably due to politics coming first and the patient second.

Thank you, your comments have been noted.

When I talk to family and friends about their relationship with their surgery, I consider myself very lucky to have such a great bunch of staff at Great Staughton.
Thanks and well done to everybody!!

Some of the questions did not allow me to answer fully. For instance, I have most recently seen Dr Stephanie, but I am just as happy to see Dr David, and the list of questions did not allow for this.

Apologies for the structuring of the questions, I will look to make the questions more flexible in future surveys.

I understand the removal of the toys but some children's books would be appreciated. Or even some interesting pictures on the wall which I could distract my toddler daughter with for a few minutes would be appreciated. We never have to wait long but she finds all the leaflets on the low table rather tempting! A huge thank you to all the doctors, Tracy and reception (and anyone else) I'm so grateful for the fantastic service you provide.

Due to more stringent risk assessment processes within the NHS, Great Staughton Surgery have had to make some difficult decisions, however we may add some slightly higher leaflet racks, thank you.

I am sure you do not need telling, Dr Roberts is in serious need of retraining. He is not only arrogant but incompetent. Your acceptance of him continuing to practice makes you equally responsible for his failures.

Your comments have been passed on to Dr Roberts for perusal. If you would like to discuss the matter further, please contact the Practice Manager.

I recently called to find out whether some results had come back. Without me asking for the content of the results, the receptionist told me over the phone. I don't like this. Please only tell people their results when they ask to know them. The question "have my results come back?" is not the same as "what are my results?" This is especially important as the reception is open and anyone could listen to the conversation. Thanks

We apologise for this and your comments will be fed back to the reception team to review. We take patient confidentiality very seriously and are always aware when giving results over the telephone to not use patient names to ensure anonymity. We have also removed the honey and cards from reception to ensure patients are welcomed and asked to take a seat in the waiting room as promptly as we can.

Can the Dispensary take the answer phone off on the telephone when someone is there?

Our new phone system allows the Dispensary to have an answerphone. We leave this on to help the dispensary staff serve patients in collecting medication after seeing a clinician. Dispensers can then call you back when they are free and able to give you their full attention. Apologies if this has caused any inconvenience.

I think you are doing an excellent job.

I am very satisfied with the service you provide. Thank you

Very happy with all the services provided, thank you all so much.

There's only one thing that I think may be improved, being seen closer to the appointment time, sometimes been half an hour wait AFTER appointment time before being called in to see Doctor...that's the only thing, otherwise I am very happy with the Doctors and Surgery

We apologise if the Doctors occasionally run over their appointment time with patients. We ask the Reception staff to keep you informed if there has been an emergency situation or unforeseen delay with the previous patient being seen.

For those people who commute to London 7.30am is not early enough to assist and so I would say that the ability for telephone consults and later evening appointments are more helpful.

We will pass on your comments regarding evening appointments to the clinicians for discussion at their next meeting in March. At the moment, we are monitoring the patients using the early morning appointments and understand that telephone consultations are a vital service, which we will continue to provide.

No longer toys for children so perhaps a fish tank or TV playing children's programmes to keep them occupied while waiting.

Apologies again, but due to the restricted space in the waiting room, we are unable to have a fish tank or television. We would ask parents to bring along a toy or book when coming along with children for an appointment to keep them occupied.

The staff are always helpful and polite.

**On behalf of Great Staughton Surgery,
thank you to all those patients who took the time to
give your valuable feedback, views and suggestions.**

**If you found this a useful and would like to me more involved in the
services we provide, please feel free to come along to our next
Patient Participation Group meeting
at 12.30 on Wednesday 19th March 2014 at the Surgery.**