

# Patient Participation Report 2014

Our patient population for Weston Lane and Harefield Surgeries is broken down by ethnicity and age range, (recorded on 6<sup>th</sup> February 2014) as follows:

Age range	Patient Count	Percentage of the total
0-16	1061	40.1 %
17-24	254	9.6 %
25-34	379	14.3 %
35-44	235	8.9 %
45-54	255	9.6 %
55-64	239	9.0 %
65-74	121	4.6 %
75-84	61	2.3 %
85 +	43	1.6 %

Ethnicity	Patient Count	Percentage of the total
British or mixed British - ethnic category 2001 census	2151	81.2 %
Irish - ethnic category 2001 census	10	0.4 %
Other White background - ethnic category 2001 census	233	8.8 %
White and Black Caribbean - ethnic category 2001 census	25	0.9 %
White and Black African - ethnic category 2001 census	28	1.1 %
White and Asian - ethnic category 2001 census	16	0.6 %
Other Mixed background - ethnic category 2001 census	13	0.5 %
Indian or British Indian - ethnic category 2001 census	28	1.1 %
Pakistani or British Pakistani - ethnic category 2001 census	8	0.3 %
Bangladeshi or British Bangladeshi - ethnic category 2001 census	14	0.5 %
Other Asian background - ethnic category 2001 census	23	0.9 %
Caribbean - ethnic category 2001 census	4	0.2 %
African - ethnic category 2001 census	22	0.8 %
Other Black background - ethnic category 2001 census	4	0.2 %
Chinese - ethnic category 2001 census	5	0.2 %
Other - ethnic category 2001 census	43	1.6 %
Ethnic category not stated - 2001 census	21	0.8 %

**Total population: 9095**

Men: 4533 (49.9%)

Women: 4560 (50.1%)

**Our current opening times are:**

**Harefield Surgery:**

Monday – Friday mornings: 8.30am-12pm

Monday afternoons: 3pm-6pm / Tuesday – Friday afternoons: 2.30pm-6pm

**Weston Lane Surgery:**

Monday – Friday: 8am-6.30pm

**Extended Hours:**

These are run at Weston Lane every Monday until 8pm and 2 Saturday mornings, 9am-11am by appointment.

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Our Patient Reference group is a tiny representation of our patient population due to a lack of interest amongst existing patients. However, we seem have gained a couple through the patient survey.

We do appreciate that our PRG is still not completely representative of our patient population but will continue to encourage as many as possible to join. We have also encouraged patients to become part of a virtual group via email for those who do not wish to attend meetings.

## **Steps we have taken to recruit:**

- We have offered patients to join our group on registration forms at the first point of joining our practices.
- We have advertised through posters and leaflets in the waiting areas of both surgeries.
- Any suggestions made verbally, staff have promoted and suggested joining.
- We have uploaded an application and explanation of what the PRG is all about on our website.
- We have asked patients on the recent patient survey if they would like to be part of the group.

We have discussed previous survey findings with the members of the PRG. Our questions were originally tailored to gain feedback when we moved buildings. The questions are not representative as we have now settled and made amendments after listening to the previous feedback. We have changed our focus to gain feedback on patient access as we are working towards changing and increasing patient access to our services and hope this feedback will enable us to work together with patients.

## **How, when and what methods we have taken to conduct the patient survey:**

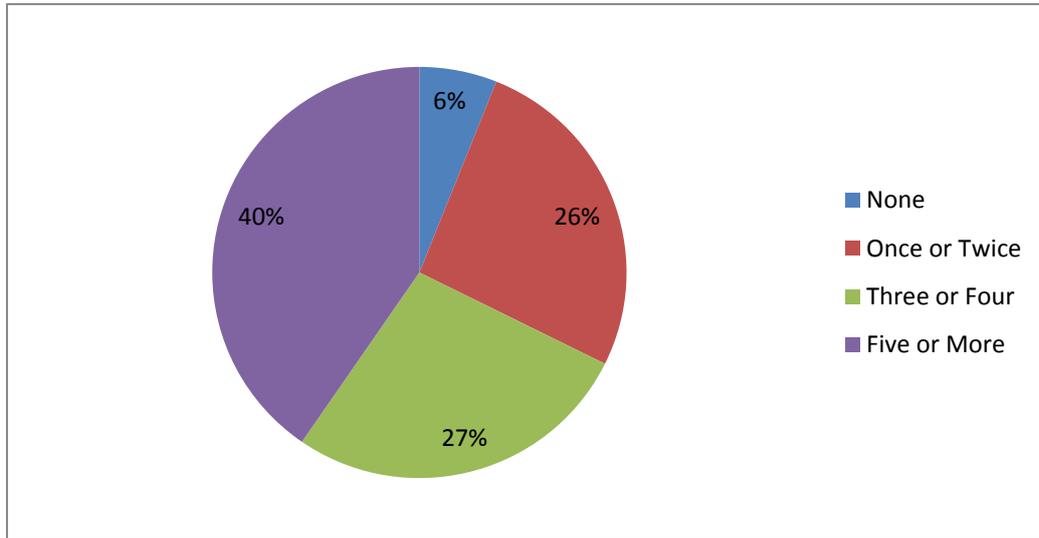
- We agreed on questions reflective of the information needed from our survey and produced a paper questionnaire.
- We posted out 100 questionnaires to randomly picked patients who attended both of our surgeries in December, enclosing stamped addressed envelopes for the attention of the Patient Services Manager.
- We emailed a handful of patients who had attended in December with electronic copies (we have only just started to collect email addresses, so there were not many)
- We emailed the members of our PRG with electronic copies.
- We started to hand out 200 questionnaires at both surgeries from reception.
- We invited a member of the PRG to come in and sit and talk with patients to help them fill out the questionnaires.

Our survey opened on Friday 31<sup>st</sup> January and closed on Friday 14<sup>th</sup> February 2014. The results were collated and presented to the PRG, posted on our website and displayed on our noticeboards.

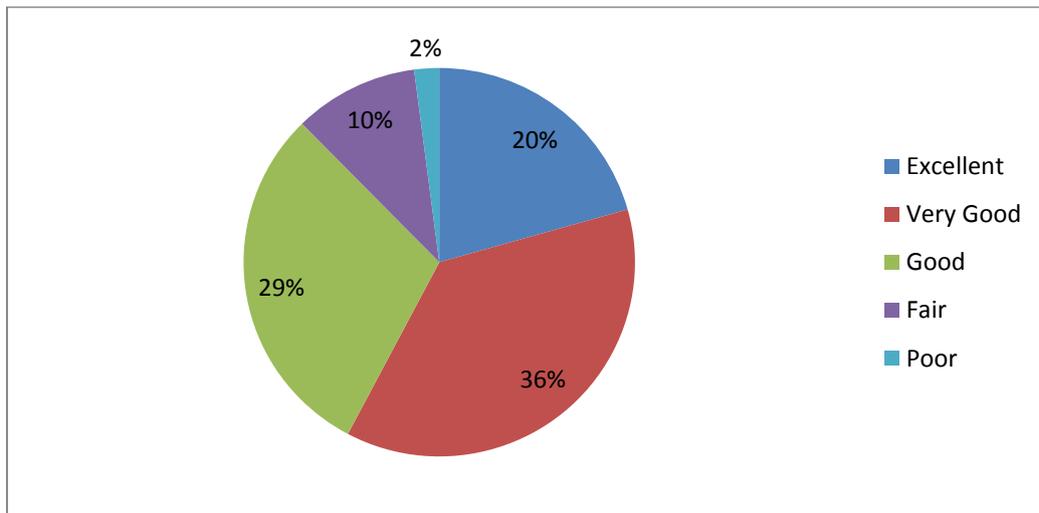
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We collected in a total of 368 questionnaires, our results are as follows:

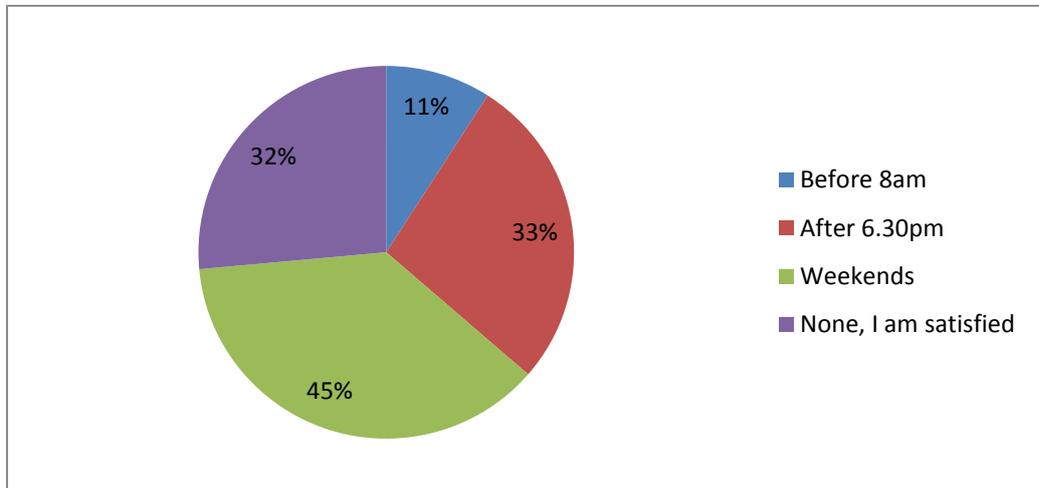
**In the past 12 months how many times have you seen a doctor at the practice?**



**How do you rate the hours that the practice opens?**

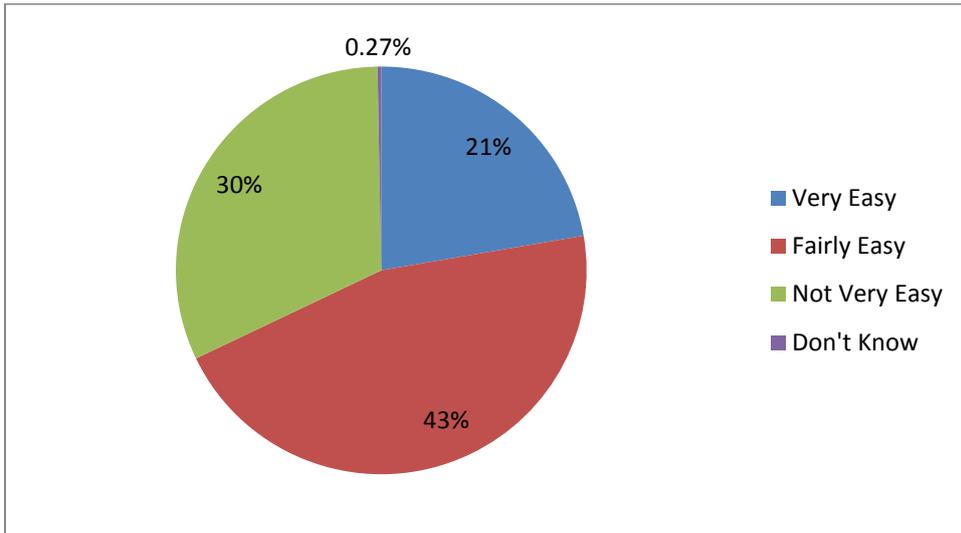


**What additional hours would you like the practice to be open?**

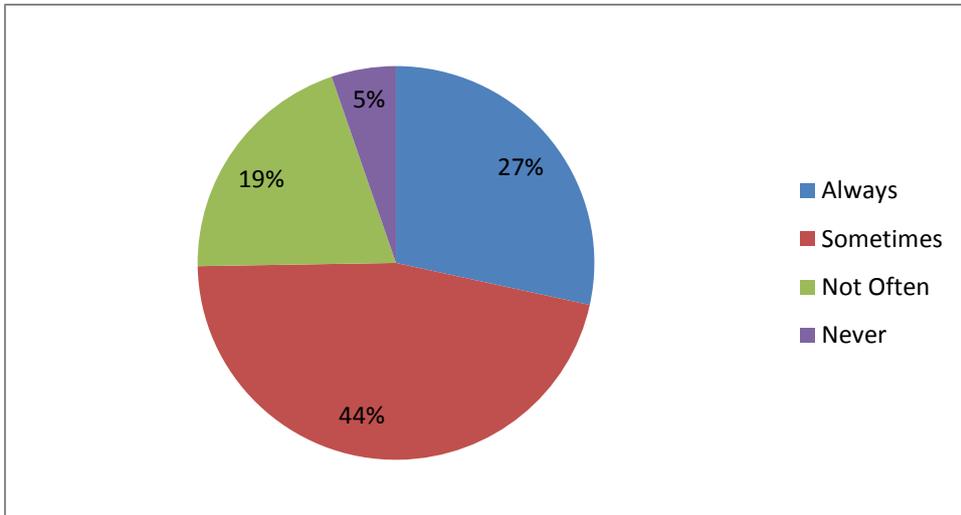


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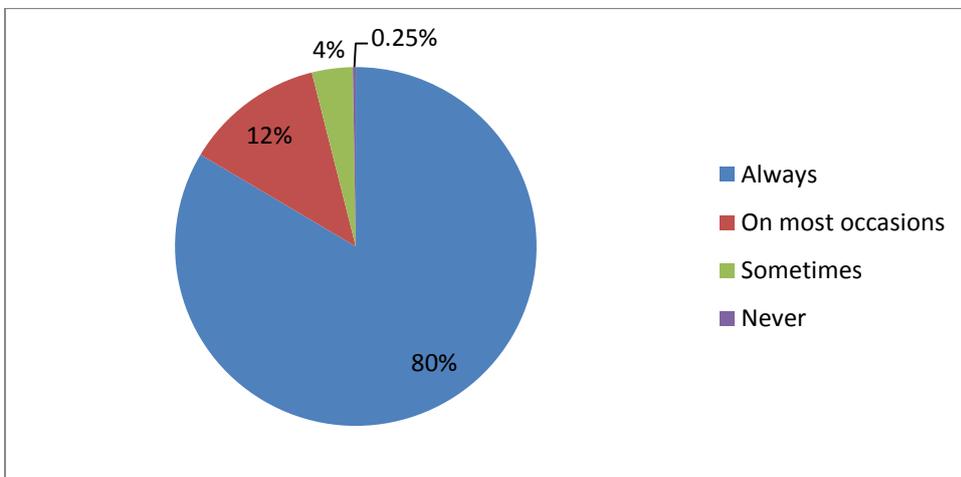
How easy do you find getting through on the telephones?



Are appointments available within a reasonable time?

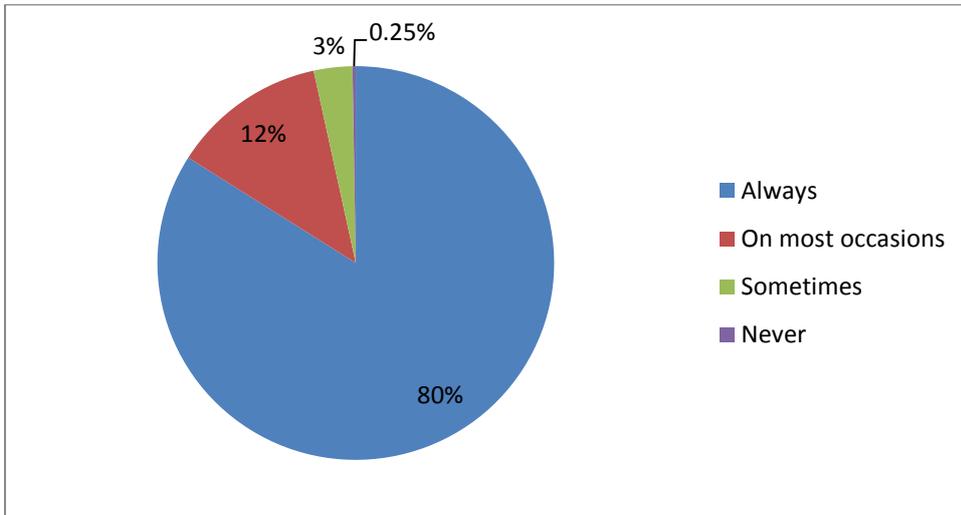


Thinking of recent visits, did the reception staff deal with you in a courteous, polite and welcoming manner?

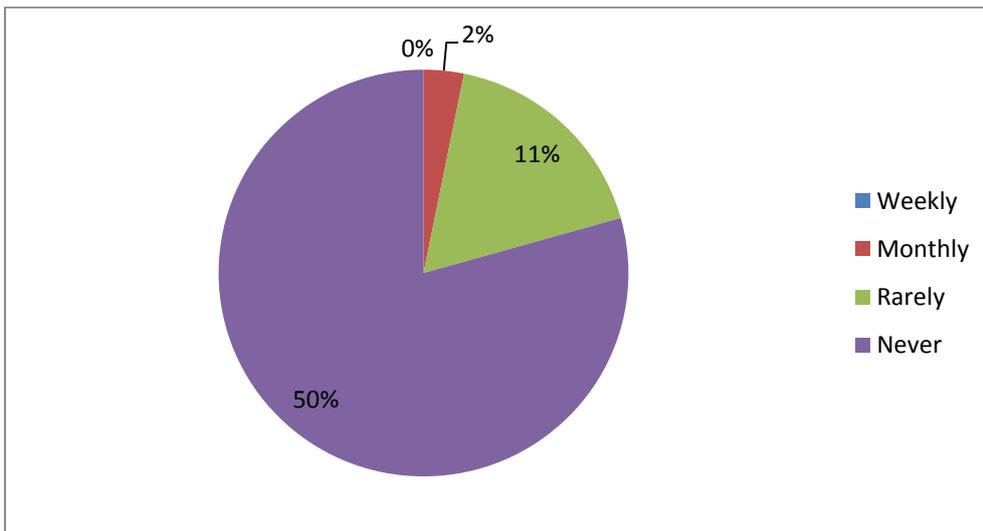


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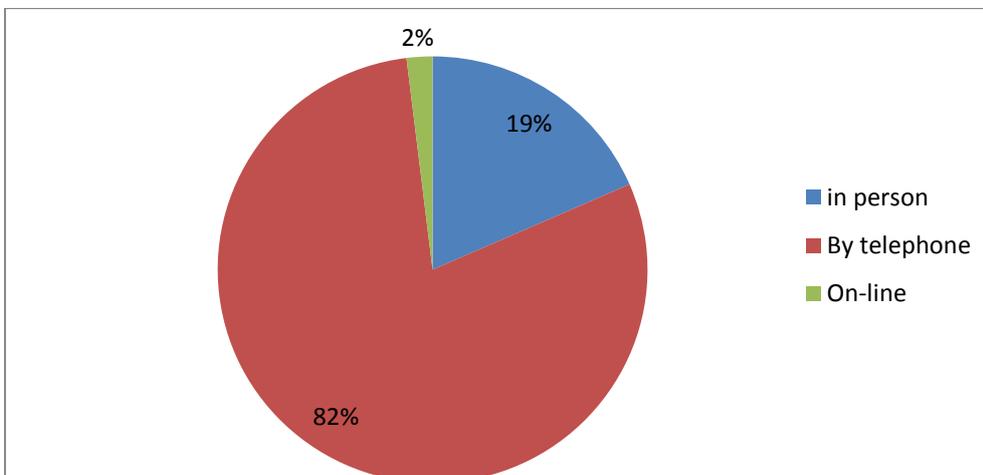
Thinking again about recent visits, did the clinical staff (GP's and nurses) deal with you in a courteous, polite and welcoming manner?



Have you ever used the surgery website?



How do you mainly book your appointments?



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From the survey we have managed to recruit 16 new members for the PRG from Weston Lane surgery and 10 new members from Harefield surgery.

## Findings from our patient survey questions:

- We have learnt from those we surveyed, that 40% accessing doctors' appointments re-attend 4-5 times in a 12 month period.
- The majority of our surveyed patients were happy with our current opening times, however if additional hours were available weekends and appointments after 6.30pm proved most popular.
- From our surveyed patients there seemed a divided opinion on the ease of getting through on the phone lines, further comments included dependant on the time of day they were ringing as to the ease of getting through.
- 80% of our surveyed patients felt that both our reception and clinical teams were courteous, polite and welcoming.
- The majority of our surveyed patients did not know about our website or had not accessed it.
- 82% of our surveyed patients booked their appointments by telephone.

## Summarisation of additional comments made by our surveyed patients:

The general feedback was positive towards the staff at both surgeries; however there seemed a common theme regarding the current structure and accessibility of our appointments. It was felt that more appointments were needed, the ability to be able to pre-book appointments earlier than 2-3weeks away and more flexibility for workers to access around their working day.

Although the questions revealed a divide over the ease of getting through on the phone, the comments didn't reflect such an ease particularly in busy times with the suggestion of more available lines and staff to answer them.

Some felt for continuity of care being able to see the same doctor when they wanted would help with on-going conditions.

### Harefield Surgery:

Additional comments regarding Harefield surgery included a need for sound-proof doors and opening in the afternoon before 2.30pm.

### Weston Surgery:

Additional comments regarding Weston Lane Surgery included improvement for parking and the length of waiting when coming down to sit and wait on the urgent care appointments.

Following the collation of the results, we prepared to present them to the Patient Reference Group at a meeting to discuss and make a plan of action.

The meeting was attended by 6 members of the group a doctor and the Patient Services Manager, apologies were sent from 3 new members, the Practice Manger and a doctor.

## Feedback from the PRG:

40% of the patients who re-attend five or more times to see a doctor in a 12 month period – could they be re-attending for separate issues? Could it be a parent with a small child, re: immunisations etc? It was decided that the question needs to be more specific to determine the reasons for visiting the doctor five times or more in a 12 month period.

There was a long discussion regarding the phones, from how long it takes to get through to the way we field our calls. Suggestions to use an automated message with information and encouraging patients to phone at particular times for different things i.e. after 2pm for results. To maybe have a separate line for appointments. To look at our current structure with appointments for the sit and wait and book on the day appointments, we

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presently encourage patients to ring at 8am for these appointments, they are usually booked by 8.45am and we have encouraged a high volume of calls first thing in the morning.

When in a doctor's appointment and they insist on following up in a week's time or similar, that the doctor books the appointment there and then. By the time the patient comes out and goes to the reception desk the availability of the appointments are not as the doctor requested and they struggle to fit the patient in as requested.

A member of the PRG volunteered to offer time to come into the surgeries and promote the website. To look into adding a message on the prescriptions to promote the website.

A member of the PRG volunteered their son to come in and help sort out the television screens to make them easy to read and informative with up to date information.

A suggestion for the next survey is to ask "Would you recommend the surgeries to friends and family?"

## **Action Plan:**

- To take suggestions from the PRG regarding the phones when implementing our new phone system in the next few months.
- To feedback to the Patient Access Group the concerns and suggestions from the PRG regarding appointments and patient access for the planning and implementation.
- To suggest the rebooking of future appointments with the doctor upon their request are booked by the doctor for continuity of care and consistency.
- For the Patient Services Manager to look into a message on the prescriptions to promote the website.
- The Patient Services Manager will contact both volunteers to arrange for the television screens to be sorted and the promotion of the website.
- In the future when rolling out the next patient survey to be more specific as to how many visits within a 12 month period and to include the "would you recommend" question.