

Bedford Hill Family Practice

Patient Participation Report

1. Key Areas of Priority

The “Patient Participation Enhanced Service” was explained to patients at a Patient Group Meeting on 26 September 2013. The enhanced service is being continued from 2012/13 and the practice will use the same reference group from last year. We discussed the need to seek the views of the surgery population through the use of a local patient survey.

We had a discussion about what the patient group thought the key areas of priority at the practice were. Patients gave their thoughts and the following key areas were identified and agreed for the patient survey:

- Overall Experience with the Surgery
- Telephone Consultations
- Website Information
- Online Services
- Opening Hours

2. Patient Survey

The patient survey questionnaire was compiled by the practice and agreed by the patient group before being distributed to patients. The questionnaires were handed out to patients as they arrived for their appointments and also appeared as a “pop up” on the practice website with a link to survey monkey. Two hundred and thirty four patients participated in the survey over a 4-week period in January 2014.

The results were collated and analysed using the “Survey Monkey” website. Copies of the results were distributed to the patient group members and the practice team for analysis, discussion and the production of an action plan.

Patient Demographics		
Gender	No.	%
Male	75	32.60
Female	155	67.39
Skipped Question	4	
Age		
Under 25	22	9.57
25 – 45	107	46.52
46 – 64	51	22.17
Over 65	50	21.74
Skipped Question	4	
Period Registered at Practice		
Less than 1 year	44	19.38
1 – 3 years	42	18.50

3 – 5 years	25	11.01
More than 5 years	117	51.54
Skipped Question	7	
Ethnicity		
Bangladeshi	6	2.71
Pakistani	6	2.71
Indian	12	5.43
Chinese	2	0.90
Other Asian	6	2.71
Mixed White / Asian	5	2.26
Black African	6	2.71
Black Caribbean	22	9.95
Black, Other Mixed	8	3.62
Black, Other, Non-Mixed	1	0.45
Other Black	4	1.81
Other Ethnic Mixed Origin	6	2.71
White British	111	50.23
White Irish	10	4.52
Other White	19	8.60
Prefer Not to say	10	4.52
Skipped Question	13	

3. Action Plans

At a follow-up patient group meeting on 27 February 2014, the patient survey results were discussed and summarised. Most of the comments were positive, however, feedback in the comments section was highlighted a few areas for improvement.

The survey questions below show the breakdown of patients' responses and the practice / patient group action plan.

Q1- Overall, how would you describe your experience with your GP Surgery?

Answer Options	Response %	Response Count
Very Good	55.56%	130
Fairly Good	37.18%	87
Neither Good nor Poor	4.70%	11
Fairly poor	2.56%	6
Very Poor	0%	0
Answered Question		234
Skipped Question		0

As shown in the above table most patients were satisfied with the overall experience with the surgery.

Action Plan

- Produce a condensed practice leaflet promoting the surgery services.

- To investigate the problems around Electronic Prescribing as a number of prescriptions are still being printed locally instead of being electronically sent to the Pharmacy.
- Make it clear in the practice booklet how requests for repeat prescriptions work.
- Ensure that there are at least two receptionists at the front desk during the Extras Clinic at the end of surgery to help with the queue.
- To change the telephone option sequence so that patients are given the appointments option first.
- Receptionists to attend regular customer services training.
- To explore with telephone supplier about auto-connecting to the patients' demographics when calls are made to the surgery.

Q2. Would you recommend your GP surgery to someone who has just moved to the local area?

Answer Options	Response %	Response Count
Yes, would definitely recommend	68.10%	158
Yes, would probably recommend	21.55%	50
Not sure	7.76%	18
No, would probably recommend	1.29%	3
No, would definitely not recommend	0.86%	2
Don't know	0.43	1
Answered Question		232
Skipped Question		2

89.65% of respondents would recommend our surgery to new patients in the area. No action plan required for this question.

Q3. If you have made use of the GP telephone consultation service, how would you rate it?

Answer Options	Response %	Response Count
Excellent	23.48%	54
Very Good	19.13%	44
Good	13.48%	31
Fair	6.52%	15
Poor	2.17%	5
Haven't used Telephone Consultations	31.30%	72
Don't know how Telephone Consultations work	3.91%	9
Answered Question		230
Skipped Question		4

Although most patients have used telephone consultations and think that the service is good, very good or excellent, there is concern by the number of patients that have not used the service. This could be due to patients preferring a face-to-face consultation.

Action Plan

- GPs are to ensure that telephone consultations are dealt with at the booked time. Patients are to be made aware that GPs may sometimes run late due to emergencies.

- To increase the number of telephone consultations towards mid-morning for patients calling after 9.30am.
- To ensure that receptionists offer all patients telephone consultations as a first choice when booking an appointment, if appropriate.
- To advertise telephone consultations in the waiting room, practice booklet and website.

Q4. The practice has a website with lots of useful information about the services we provide at www.bedfordhillfamilypractice.co.uk. Have you accessed the website before?

Answer Options	Response %	Response Count
NO, I have not accessed the website before	60.96%	139
YES, I have not accessed the website before	39.04%	89
<i>Answered Question</i>		228
<i>Skipped Question</i>		6

The majority patients have accessed the surgery website before but there are still a large proportion of patients that have never accessed the website.

Action Plan

- To advertise and promote the website more to patients at time of registration.
- To ensure that posters are visible in the waiting room.
- All patients should be made aware of the website when coming for an appointment and details must be included in the practice booklet.
- Update the website regularly and ensure changes are made as information changes.
- Send out a bulk text message to patients advertising the practice website.

Q5. The surgery offers online services, where patients can book appointments, request repeat medication and send brief messages to the surgery via a secure website. Have you registered and made use of this service?

Answer Options	Response %	Response Count
NO, I have not registered for online services	75.65%	174
YES, I have not registered for online services	24.35%	56
<i>Answered Question</i>		230
<i>Skipped Question</i>		4

Most of the respondents have not registered for online services such as appointment booking, repeat prescription requests and non-urgent messages.

Action Plan

- Increase the number of registrations at the New Patient Check (NPC) appointment. A prompt to be put on the NPC template.

- The Health Care Assistant and Practice Nurses to receive training on how to register patients for online services.
- To include information about online services in the new condensed practice leaflet.
- Send out a bulk text message to patients advertising the online services.

Q6. How satisfied are you with the hours that the surgery is open?

Answer Options	Response %	Response Count
Very satisfied	57.21%	131
Fairly satisfied	30.13%	69
Neither satisfied nor dissatisfied	7.42%	17
Fairly dissatisfied	3.06%	7
Very dissatisfied	0.44%	1
I am not sure when my GP surgery is open	1.75%	4
Answered Question		229
Skipped Question		5

The majority of patients seem to be satisfied with the opening hours.

Action Plan

- Change the answer phone message to promote late night and Saturday clinics. Also include surgery opening times.
- Receptionists to promote late night and Saturday clinics, especially when patients call at 8.00am.
- Produce a condensed practice leaflet promoting the surgery services.
- A new external sign with surgery opening hours to be placed at the surgery entrance.

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