

IMPROVING PRACTICE PATIENT SURVEY REPORT

THE MIDWAY MEDICAL AND WALK IN CENTRE

February 2014

THE MIDWAY MEDICAL AND WALK IN CENTRE

Patient Survey

The Midway Medical and Walk in Centre Patient Participation Group agreed the “Improving Practice” patient survey questionnaire as it represented their key priorities regarding the services to patients registered with the practice encompassing clinical care, getting an appointment, reception issues, opening times etc. The random survey was undertaken in the surgery over a two weeks period from Monday 03.02.14 to Sunday 16.02.14. The survey was carried out during each day between 8.00am and 8.00pm to allow for an even spread across the two weeks. The Chairman of the Midway PPG suggested that we sampled 25 patients per 1000 registered population. There were 3168 patients registered as at 03.02.14 and therefore 75 questionnaires were given out during the two weeks period. A total of 60 questionnaires were returned completed, 8 samples were returned but could not be counted as they were not completed and/or spoilt and 7 were not returned at all. We are very grateful for the time our patients took to give us the feedback.

Once the questionnaires had been distributed they were posted into a secure sealed post box located in the waiting area which was emptied on a daily basis by the Senior Administrator the completed forms were sent to the Practice Manager for analysis. The IPQ (Improving Practice Questionnaire) was originally designed by CFEP UK.

Patients attending the surgery were asked to grade their satisfaction in 22 different areas using a scale of 1 (poor) to 5 (excellent); they were also invited to give general comments.

We ran this survey in addition the national GP patient survey in order to give an accurate picture of our performance. This is in key areas such as reception, appointments, access, communication and continuity It also gives patients the opportunity to feedback on their personal experience whilst offering us suggestions to improve the delivery of our services.

We now have the results from the survey. The results were generally good with over 98% of patients expressing satisfaction in most areas covered, many of those rating their experience at the practice as excellent, good, or very good. Their comments were generally very

supportive and greatly appreciated. We take pride in the service that we provide and we are keen to provide the best service possible within the resources available to us.

A summary of the results is attached at Appendix 1 followed by a list of the additional comments made by patients.

Areas for improvement and Actions Taken

The results of the survey were discussed with the Patient Participation Group on 03 March 2014. One of the group's main priorities is to continually look at ways of improving the patient experience.

Overall the group were very pleased with the majority of these results. However, they did feel that there is always room for improvement and will work with the practice to ensure that the best possible service is delivered to the patient population.

We welcome comments on our service from patients. So the practice has a suggestions box on the waiting area for written comments. Patients are encouraged to add their name and contact details to their comment so that we can get back to them if appropriate.

We also monitor and respond to comments made by patients on the NHS Choices website.

Further surveys will be carried out during the next 12 months in an effort to improve on the services we provide to our patients

The Midway Medical and walk in Centre Improving Practice Questionnaire 2014

During the period between 03 February and 16 February 2014 the practice carried out a survey of patients views on “Improving the Practice”.

A sample of 75 questionnaires was distributed during that period to registered patients only at random. Walk in Patients will have a separate survey undertaken by the practice at a later date. 68 questionnaires were returned; 8 of which was incomplete or spoilt and not counted.

The results are detailed below. Ratings for the questions are as follows:

No Experience or N/A 0 Poor 1 Fair 2 Good 3 Very good 4 Excellent 5

Your level of satisfaction with the practice with the speed at which the telephone was answered

No experience or N/A	9
Poor	0
Fair	1
Good	4
Very Good	11
Excellent	35

Speed at which the telephone was answered if the call was transferred

No experience or N/A	37
Poor	0
Fair	1
Good	2
Very Good	0
Excellent	20

Satisfaction with the length of time you had to wait for an appointment

No experience or N/A	0
Poor	0
Fair	1
Good	4
Very Good	8
Excellent	47

Satisfaction with the convenience of the date and time of your appointment

No experience or N/A	0
Poor	0
Fair	1
Good	4
Very Good	4
Excellent	51

Chances of seeing a doctor/nurse of your choice

No experience or N/A	0
Poor	0
Fair	0
Good	0
Very Good	28
Excellent	32

Opportunity of speaking to a doctor/nurse on the telephone

No experience or N/A	51
Poor	0
Fair	0
Good	0
Very Good	1

Excellent	8
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Length of time to check in at reception

No experience or N/A	0
Poor	0
Fair	0
Good	5
Very Good	5
Excellent	50

Length of time waiting in the practice

No experience or N/A	0
Poor	0
Fair	1
Good	1
Very Good	16
Excellent	42

Opportunity of obtaining a home visit

No experience or N/A	51
Poor	0
Fair	0
Good	0
Very Good	1
Excellent	8

Level of Satisfaction with the OOH Service

No experience or N/A	45
Poor	0
Fair	1
Good	0

Very Good	2
Excellent	12

Are repeat prescriptions ready on time:

No experience or N/A	0
Poor	0
Fair	0
Good	6
Very Good	22
Excellent	32

Prescription issued correctly

No experience or N/A	0
Poor	0
Fair	0
Good	0
Very Good	18
Excellent	42

Handling of any queries

No experience or N/A	15
Poor	0
Fair	0
Good	0
Very Good	10
Excellent	35

Following any blood tests or investigations were you told when to contact us for the results:

No experience or N/A	10
Poor	0

Fair	1
Good	1
Very Good	5
Excellent	43

The results were available when you contacted the surgery

No experience or N/A	10
Poor	0
Fair	1
Good	1
Very Good	5
Excellent	43

Level of satisfaction with the information provided

No experience or N/A	10
Poor	0
Fair	0
Good	2
Very Good	6
Excellent	42

Level of satisfaction with the manner in which the results were given:

No experience or N/A	10
Poor	0
Fair	0
Good	1
Very Good	4
Excellent	45

The information provided by the reception staff regarding the practice

No experience or N/A	0
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Poor	0
Fair	0
Good	1
Very Good	4
Excellent	50

The helpfulness of the reception staff:

No experience or N/A	0
Poor	0
Fair	0
Good	0
Very Good	5
Excellent	55

The information provided by other staff:

No experience or N/A	20
Poor	0
Fair	0
Good	5
Very Good	15
Excellent	20

The helpfulness of other staff:

No experience or N/A	22
Poor	0
Fair	0
Good	8
Very Good	10
Excellent	20

Overall satisfaction with this practice

No experience or N/A	0
Poor	0
Fair	1
Good	1
Very Good	9
Excellent	49

Additional Patient Comments from Improving Practice Questionnaire

Patients' comments on telephone access included:

"Phone is constantly engaged"

"Staff helpful and polite even when busy"

"More difficult at when ring at 8.00am "

"I have started to use the online appointments and find it helpful"

Patients' comments on opening times included:

"Working patients appreciate the late evening and Saturday morning appointments"

"Gives plenty of choice"

"The Practice seems more busy now than when it first opened and you could always been seen straight away"

"I like this practice because they are open until 8.00pm every day of the week and the doctors are really good"

Patients' comments on treatment and clinical care included:

"The lady doctor is not there every day and I like to see a lady doctor"

" I feel like I am always treated with respect"

"100% better than my last doctors"

Patients' comments on recent visits to the Medical Centre included:

"The surgery is always seems very busy and the staff work hard"

"Could do with security some patients are very rude and aggressive to the receptionists"

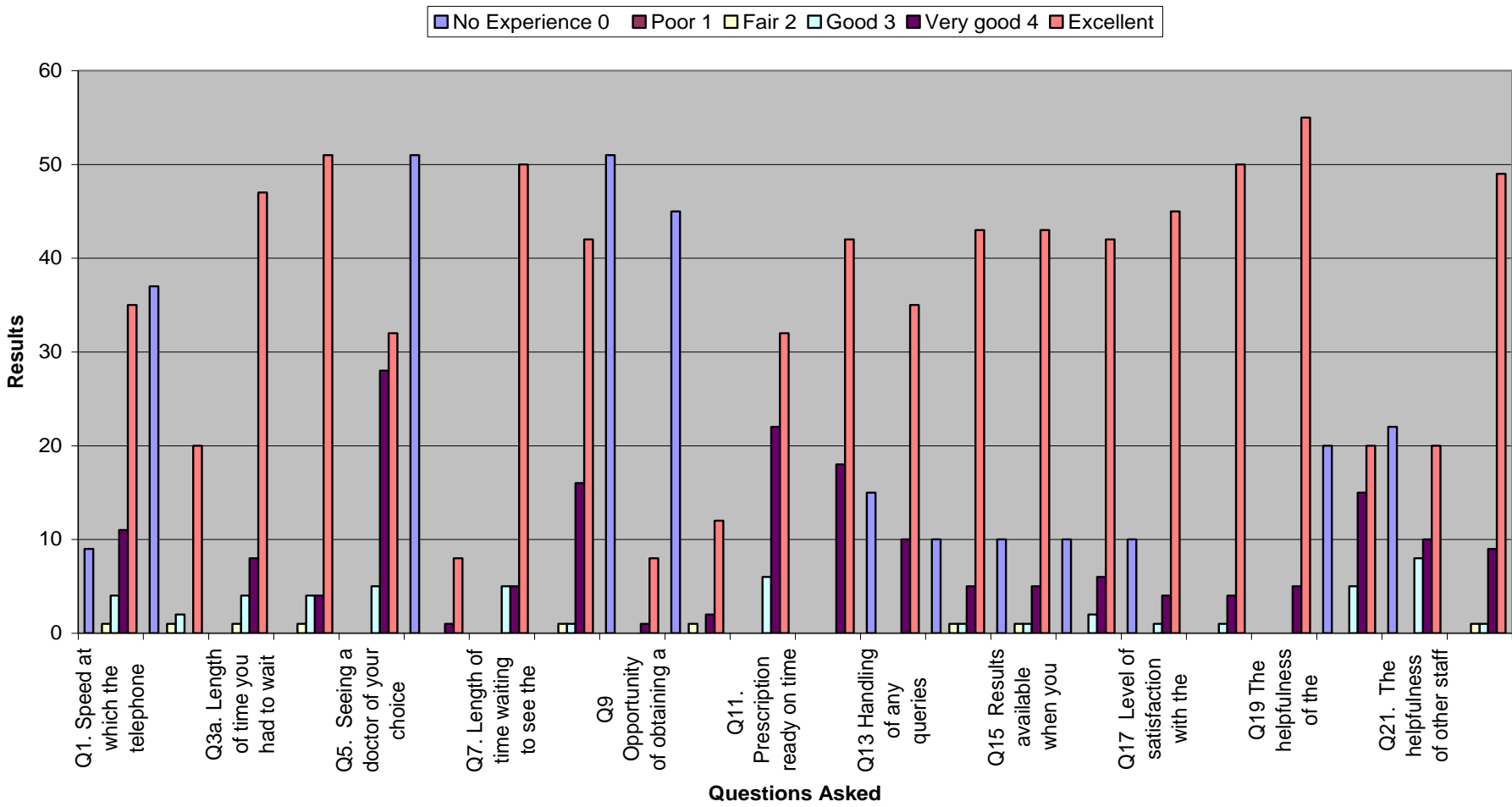
"Doctors and Nurses are excellent "

"The service is good but the appointments sometimes over run and you have to wait"

Conclusion

The survey results and patients' comments were analysed and with the help of the Midway PPG , we were able to compile an Action Plan to address as many of the issues raised as possible. Please see our Action Plan for 2014/15 on the following pages. The survey results will be published on the practice website.

Patient Survey



The Midway Medical and Walk in Centre

Patient Survey Action Plan 2014/15

The PPG met on 3rd March 2014 to review the survey findings and after some discussion it was decided that our action plan would concentrate on the following:

Action Agreed	By Whom	Time-frame	Report to	Update
To continue to recruit more patients to the PPG as the practice increases in size whether this is for face to face meetings or via a Virtual Panel .	Practice Manager will lead	To report progress at the next PPG Meeting in June	PPG	Little success but will endeavour to recruit to either and will also encourage Virtual Panel Posters and leaflets in waiting area and advert I newsletter
Self help and illness prevention: we would continue to promote and encourage patients to attend their chronic disease appointments and NHS health checks being offered to patients aged 40 – 75. We would update our list of complimentary therapists and provide more website links to information sources such as www.patient.co.uk , as well as how to access advice from our Pharmacist, out of hours care etc. We will also continue to update the self-help folder available in the waiting area	Nursing Team will lead	To report progress at the next PPG Meeting in June 14.To be fully implemented by the September meeting of PPG	PPG	Ongoing Project , new Practice Website to Include lots of self-help information NHS Heath Checks Campaign in 2013 had a very good response.
Telephone	Practice Senior Administrator will lead will lead	To report progress at the next PPG June 2014	PPG	We have already tried to have the Telephones on the “hunt” system but this Put additional pressure on existing staff in their ability to answer phones promptly and caused more complaints from patients. We have spoken to our telephone provider who is going to visit the practice and see what can be done to improve the access.

