

TRENT VALE MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
REPORT and results of the survey
MARCH 2014

Our Patient Participation Group met again on the 17th of October 2013.

We started by discussing the role of the CQC and the forthcoming inspection.

Since the path lab in the UHNS has closed, access for walk-in blood tests for patients of our practice has been affected. Despite many walk in centres opening since, none of them are within walking distance or with easy public transport access for our patients. A PPG led petition has been started to request more phlebotomy appointments in our practice. The plan was to continue with this until December 2013 and to discuss the results at the next meeting. We have later discussed the telephone access, appointment system, DNA policy and the waiting time at the reception.

Since the October meeting our Practice has gone through some significant staff changes. To improve the efficiency of the reception work as well as waiting times at the reception, two new receptionists have been appointed: senior receptionist Julia and apprentice receptionist Lucy. We hoped that this will show an improvement in waiting times at the reception in the new survey.

Our senior nurse Marian retired in February 2014 and 2 other nurses also left the practice. As this happened over a quite short period of time, it caused problems with booking appointments for chronic disease reviews (delays). Questions about appointments and availability of nurses, HCA, phlebotomist were therefore added to the new survey.

The survey was distributed over the first two weeks of March 2014 through the practice reception, nurses and doctors.

Survey results

1) Who did you want to book an appointment with when coming into the surgery today?

- 13% wanted to book an appointment with a health care assistant
- 36% wanted to book an appointment with a nurse
- 42% wanted to book an appointment with a doctor
- 9% visited the reception for other reason which included collection of prescription, letter etc

2) Were you able to book the appointment that you wanted?

- 88% were able to book the appointment they wanted
- 12% were not able to book the appointment they wanted

3) If you were not able to book an appointment that you wanted what was the reason?

Among the patients that were not able to book the appointment they wanted;
25% of cases were due to the time or the date of the appointment offered being unsuitable

75% of cases were due to an appointment not being available for a particular doctor or nurse

4) How many minutes were you waiting at the reception desk for assistance today?

- 0-5 min: 82%
- 5-10 min: 18%
- 15-20 min: 0%
- 20+ min: 0%

5) How would you describe the telephone access to the practice within opening times?

- Very good, good and satisfactory: 78%
- Poor: 18%
- I don't know: 4%

6) Are you aware that the appointments can be booked, altered and cancelled online?

- Yes: 90%
- No: 10%

7) Are you aware that prescriptions can be ordered online?

- Yes: 82%
- No: 18%

8) Did you know that local pharmacies can arrange collection of repeat prescriptions on your behalf?

- Yes: 92%
- No: 8%

Demographics of responders:

- 60% of responders were female
- 40% of responders were male
- 96% were white British
- 4% were ethnic minorities
- 14% were between 18 and 34 years old
- 29% were between 35 and 54 years old
- 33% were between 55 and 74 years old
- 24% were 75 years old or older

The survey results were discussed at the next PPG meeting which took part on the 17th of March 2014.

We were pleasantly surprised with the feedback regarding the waiting time at the front reception in the practice, where the majority of patients waited from 0 to 5 minutes for assistance. We also noticed that patients are more aware of the online booking system (from 77% improved to 90%), ordering prescriptions online (from 63% to 82%) and collection of prescriptions by pharmacy (from 60% to 92%).

It was commented that the telephone access, especially in the morning hours is quite difficult, which was confirmed by the PPG members. The survey showed that 18% of patients think the telephone access is poor; therefore it was decided to make this a priority area for improvement for the next 12 months.

Unfortunately our phlebotomy petition did not bring the desired effect of more phlebotomy appointments in the practice.

Action plan

<u>You said</u>	<u>We will</u>
The telephone access, especially in the morning hours is poor. This it to be the top priority for the practice to improve.	We will discuss it at the next practice business meeting and discuss the ways how this could be improved. Another telephone line will be considered.
More appointments to be available to book 'on the day' when we call in the morning.	We will consider rearranging the appointment system to fulfil patients' preferences and 'free up' more appointments to be available on the day
Improving the online booking system and the practice website to be more 'user friendly'	We will focus on the practice website, possibly to have it completely redesigned to make it easier to use for our patients. We will ask the patients what information they would like to see on the practice website by using a survey.