

DRS PMA SIMPSON AND PARTNERS 2014 PATIENT SURVEY RESULTS

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INTRODUCTION

Please find the results of our most recent patient survey in this document. We have also included the results from the previous surveys we held in 2012 and 2013 for comparison. Compared to previous years, we have had a much better response. We appreciate that over the course of a year we send many letters and questionnaires to patients and so would like to thank so many patients for replying.

The results continue to be very positive, with the vast number of respondents being very happy with the services provided and the comments we have received from patients is very encouraging.

2013 also saw the introduction on online appointments and repeat prescriptions and these new services have been well received with now approximately 10 per cent of our patients registered for this.

We are also due to implement electronic prescriptions in 2014. **If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription.** Instead, your GP will send the prescription electronically to the place you choose, **saving you time.**

The prescription is an electronic message so there is **no paper prescription to lose.**

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop.**

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips.**

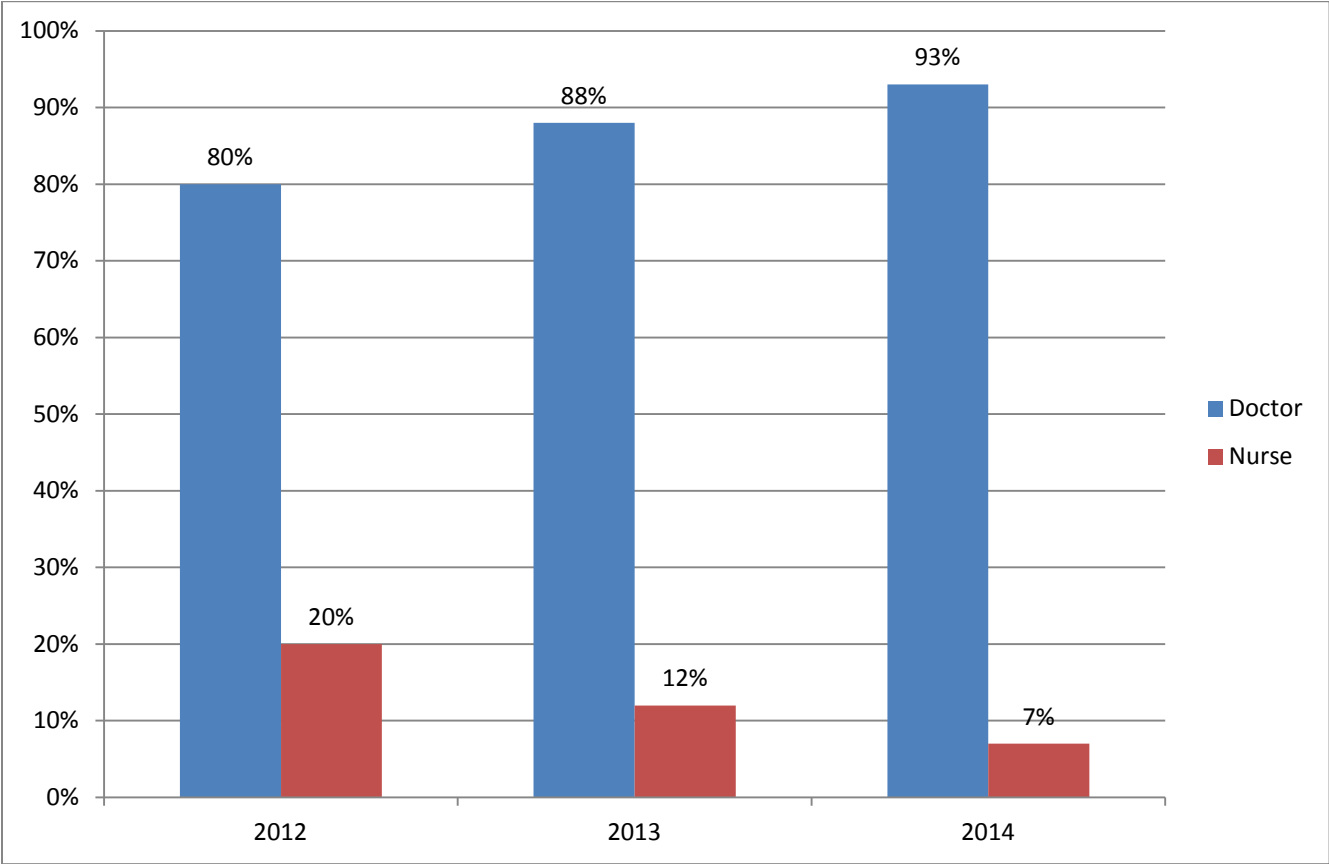
You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

In addition, we should also be able to send patients appointment reminders by SMS text messages in 2014.

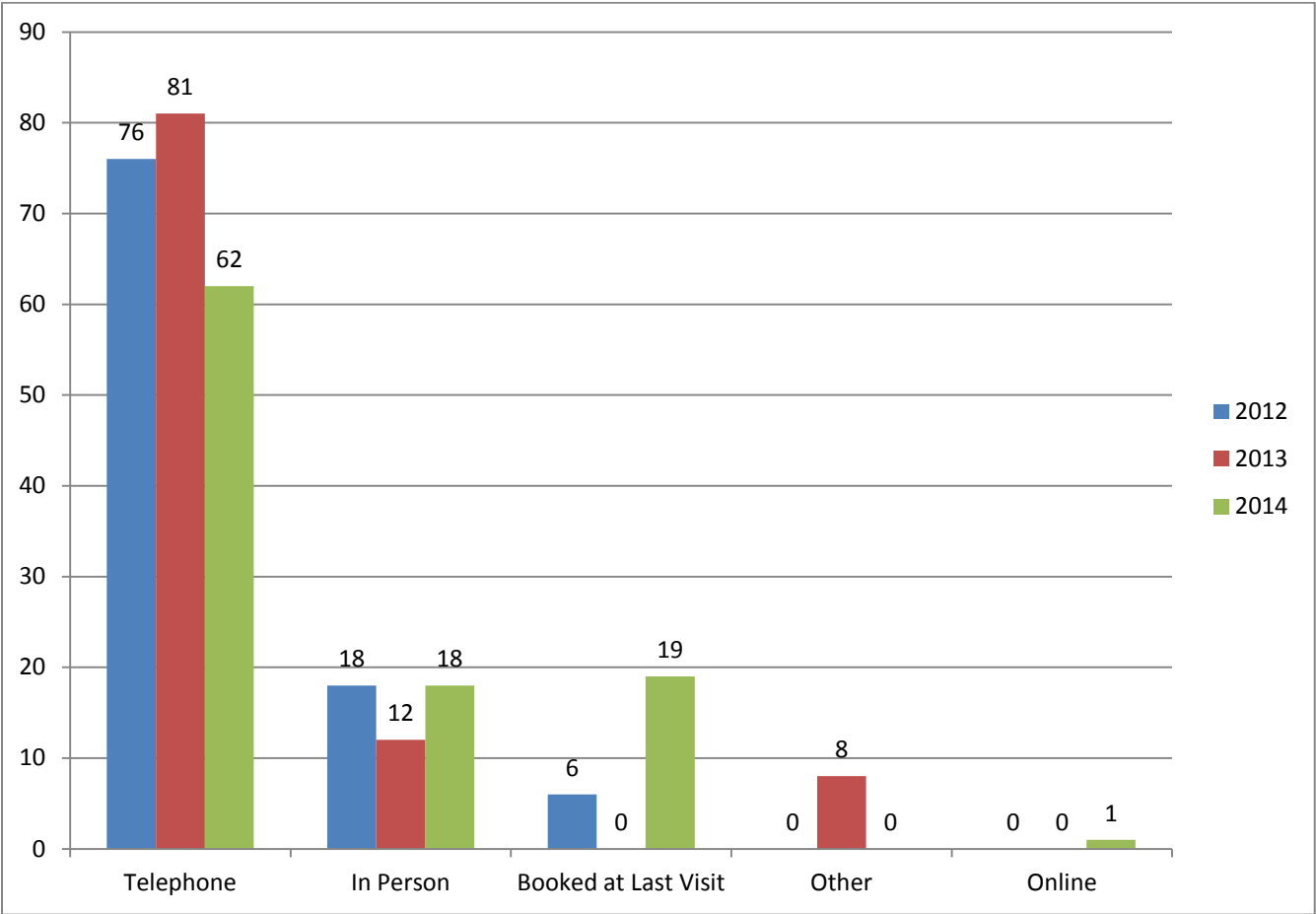
As you will see from the results, our patients are still very positive about the services provided by Bodmin Road Health Centre. There is some criticism regarding the availability of appointments and the booking on the day system. Since August 2013, we have been 1 registrar short resulting in 7 fewer surgeries per week. This, combined with quite a significant increase in patient numbers brought about by the closure of a practice in Altrincham, and negative press concerning another practice in Sale, has meant we have experienced extremely high demand for appointments. We have provided as much locum cover as we can afford to try and alleviate the situation, but unfortunately, the demand for appointments remains extremely high.

RESULTS

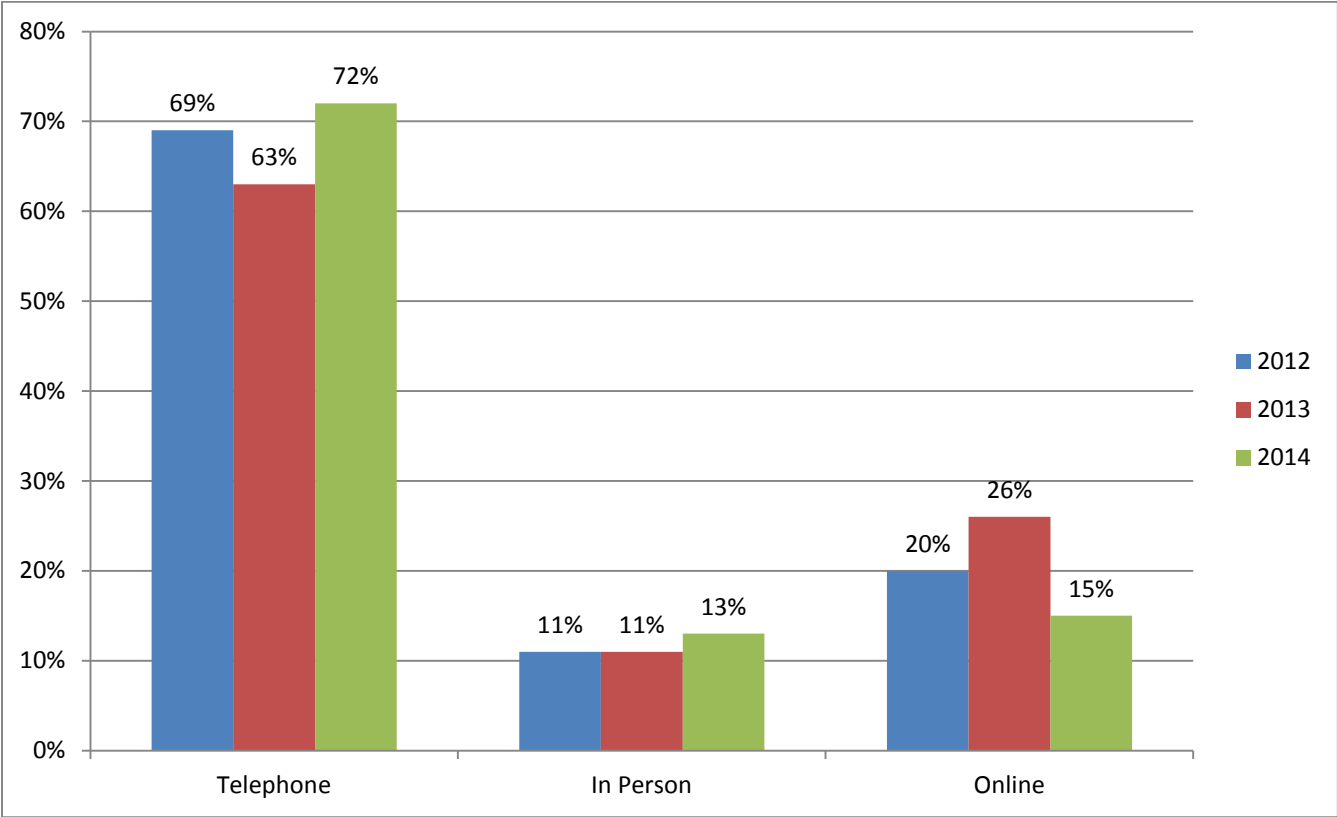
Q1. Who did you see at the surgery today?



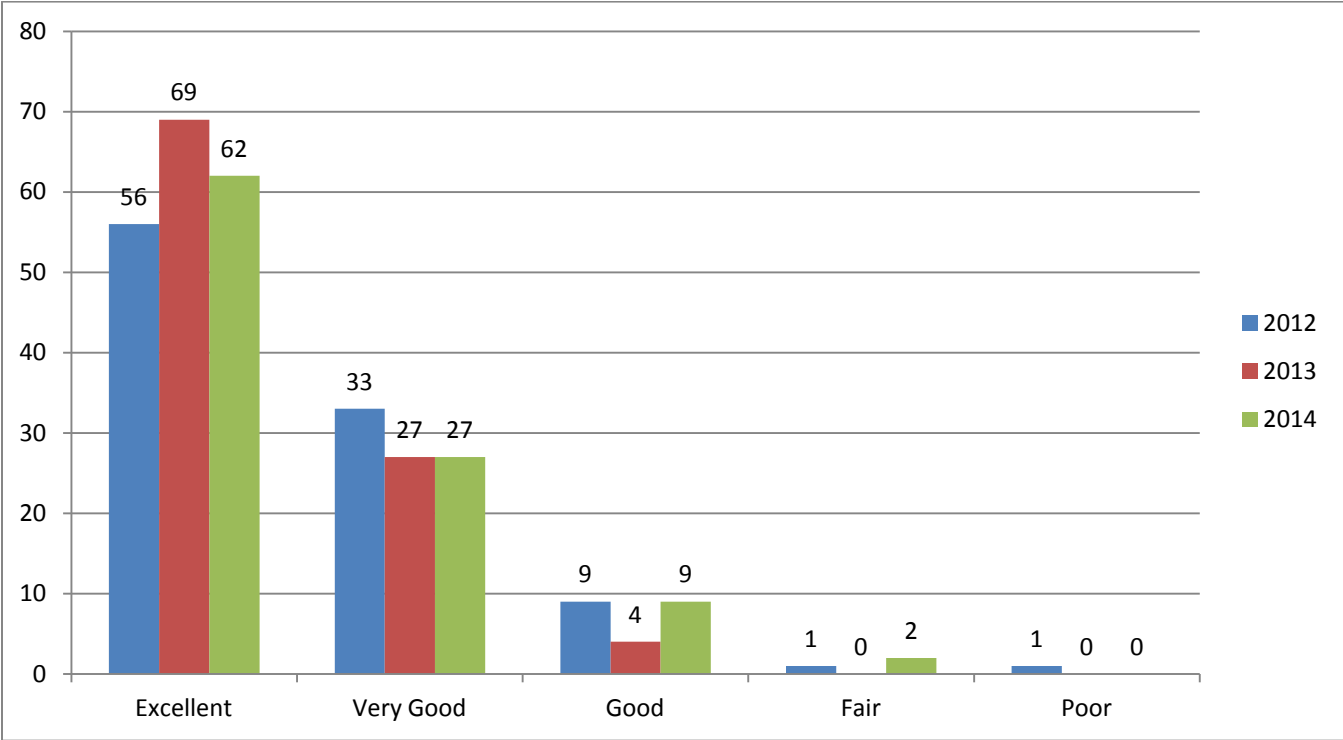
Q2. How did you make this appointment?



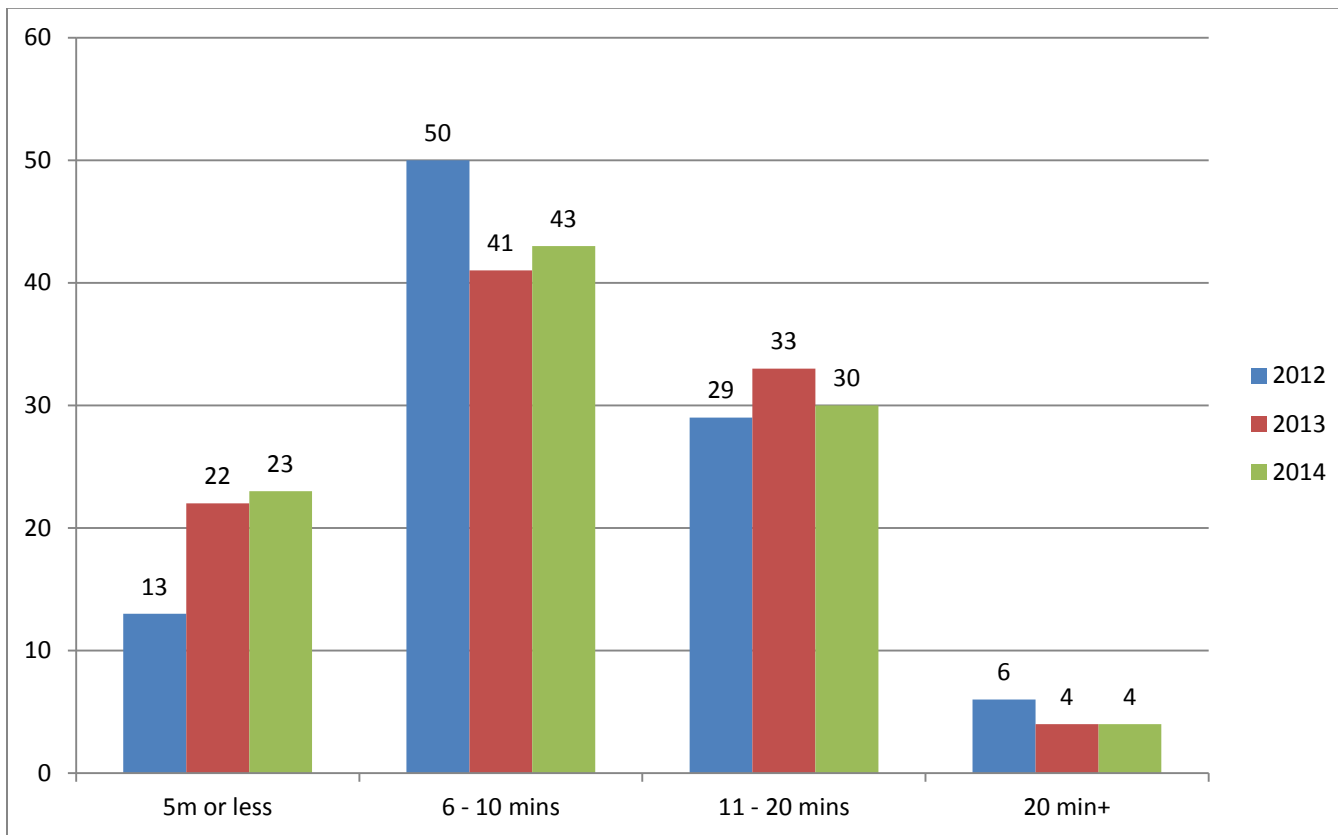
Q3. How would you prefer to book your appointment?



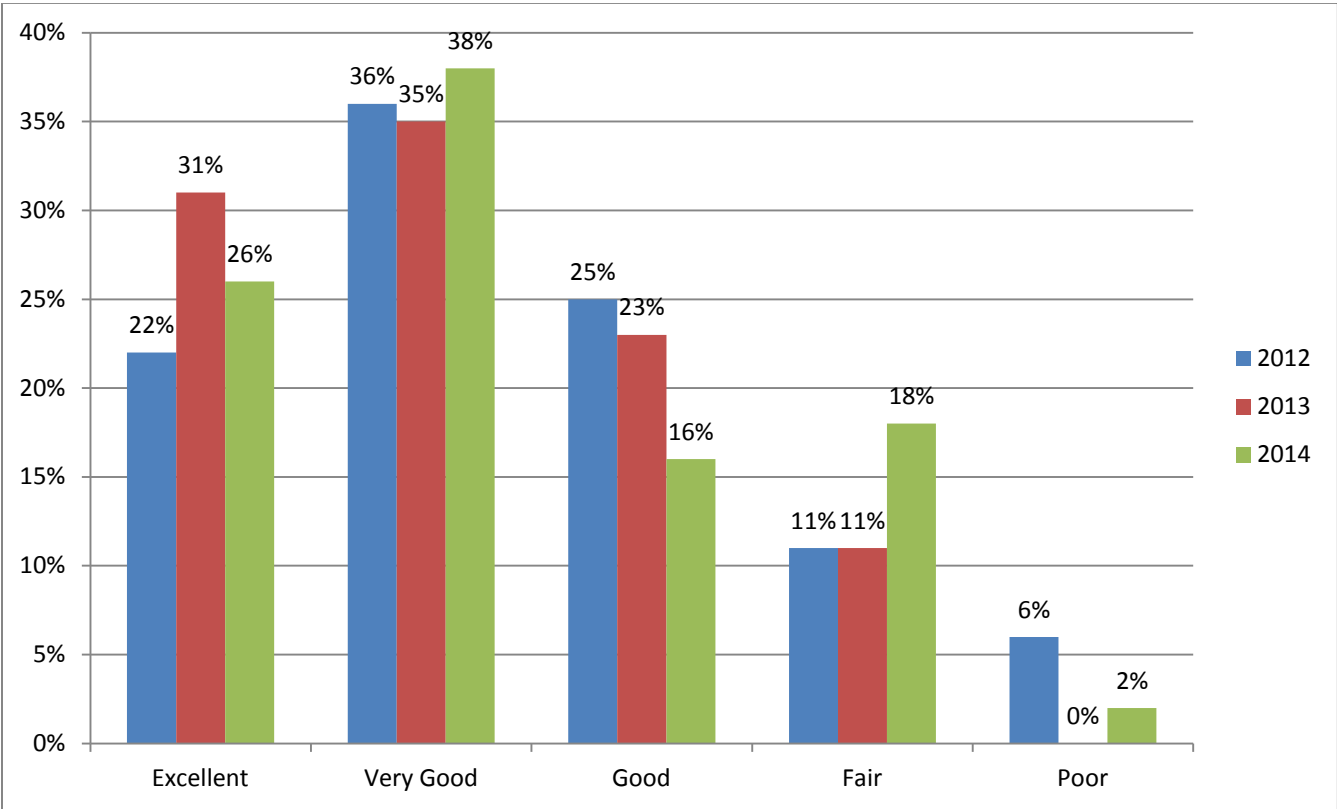
Q4. How helpful have you found the receptionists?



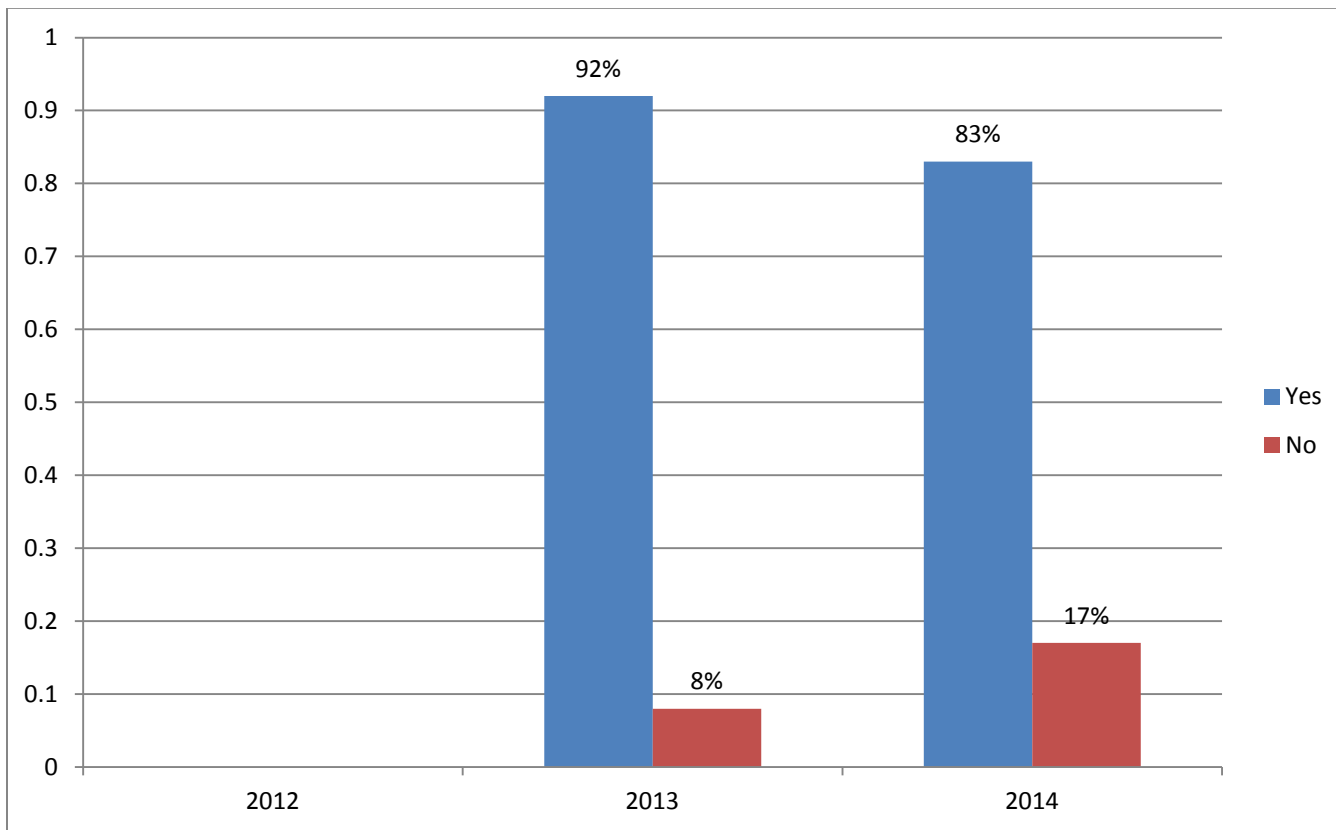
Q5.a) On Average, how long do you have to wait to be seen?



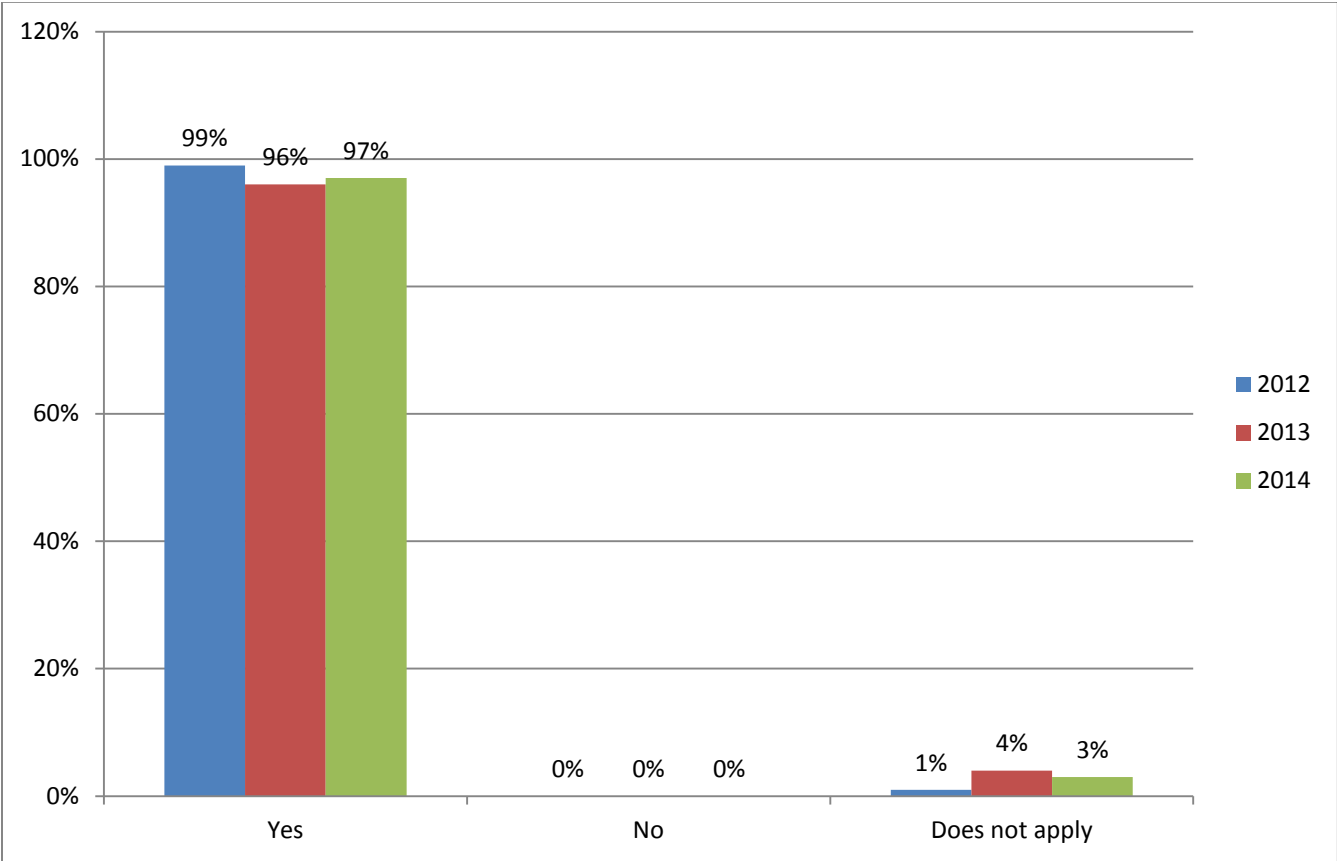
Q5: b) How do you rate this?



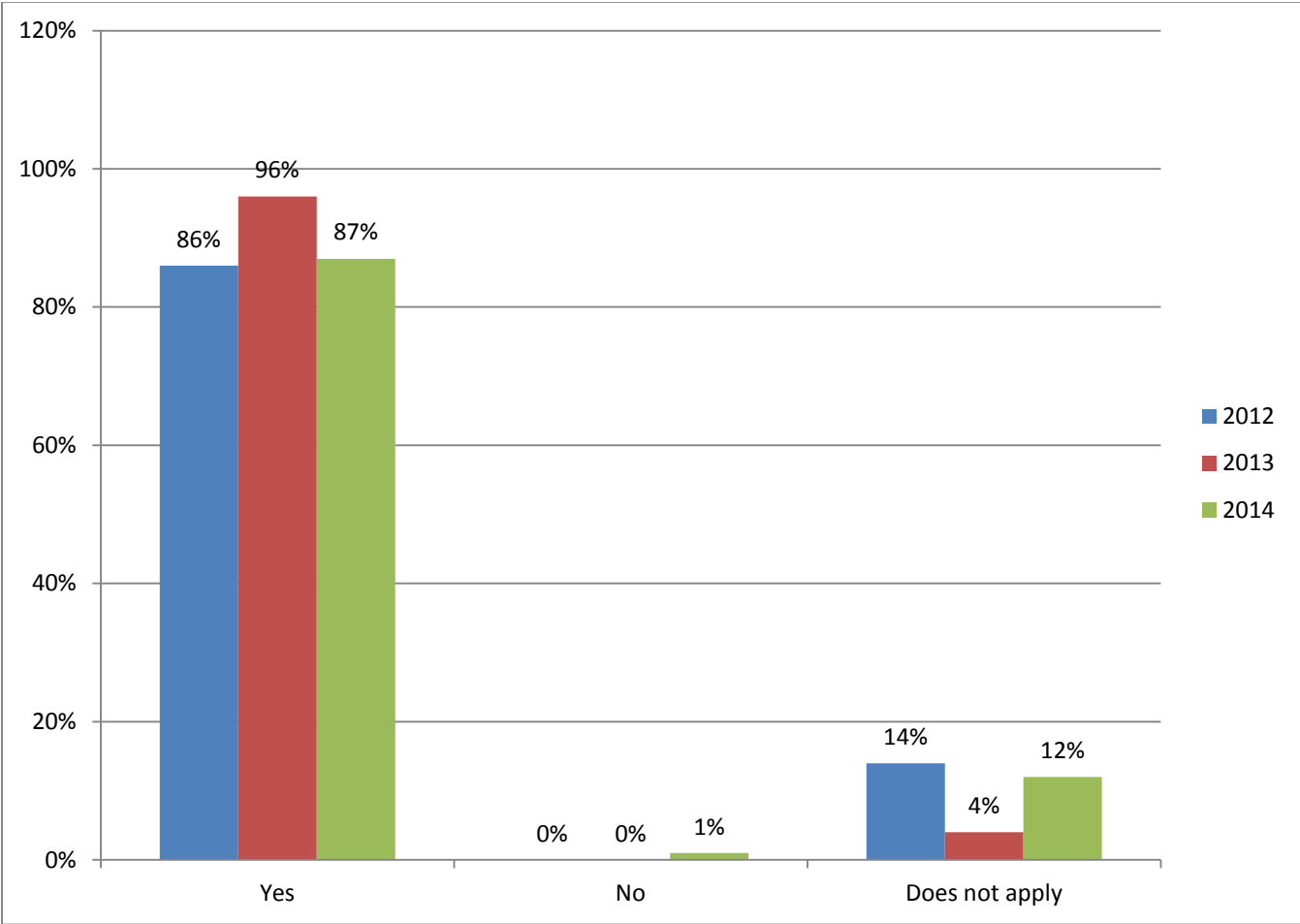
Q6: Did you get an appointment when you would have liked?



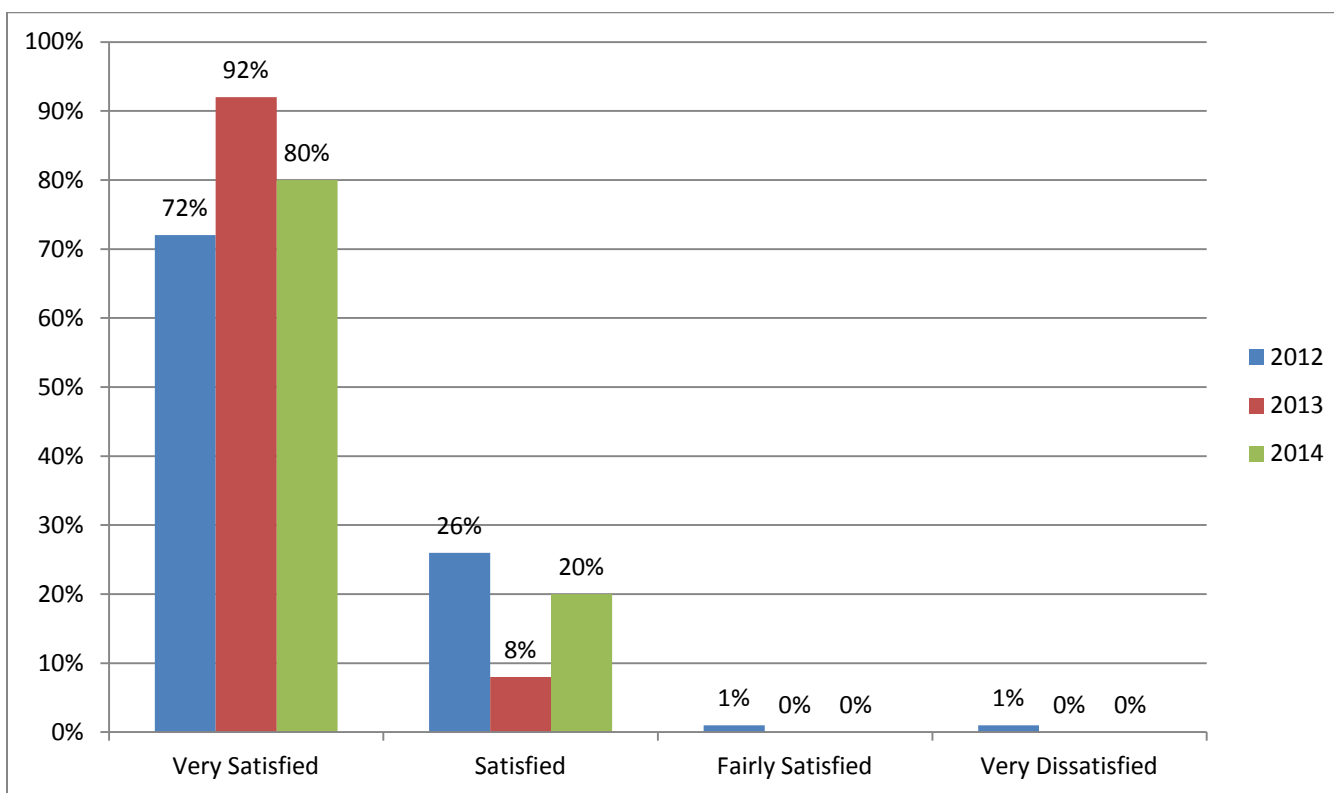
Q7: Do you feel the clinician listened to you?



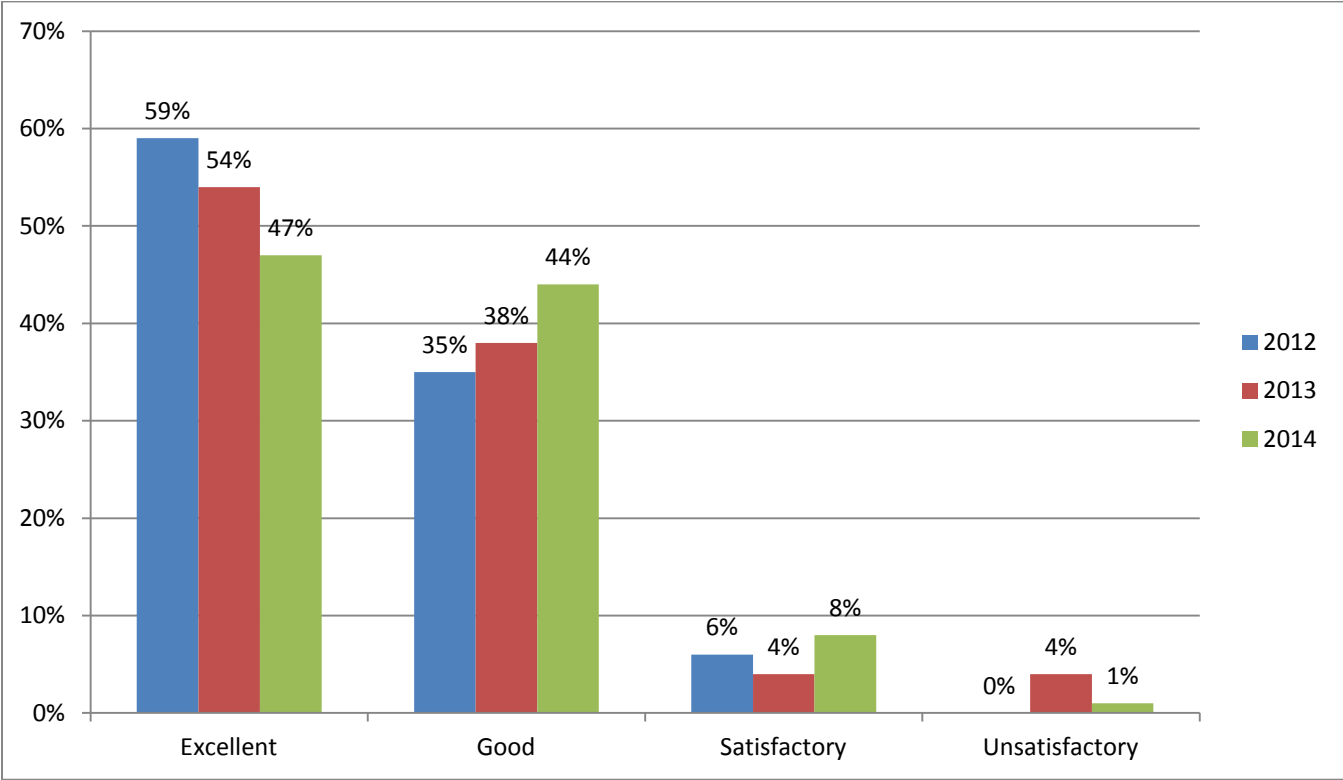
Q8: Do you think the clinician involved you in decisions about your care?



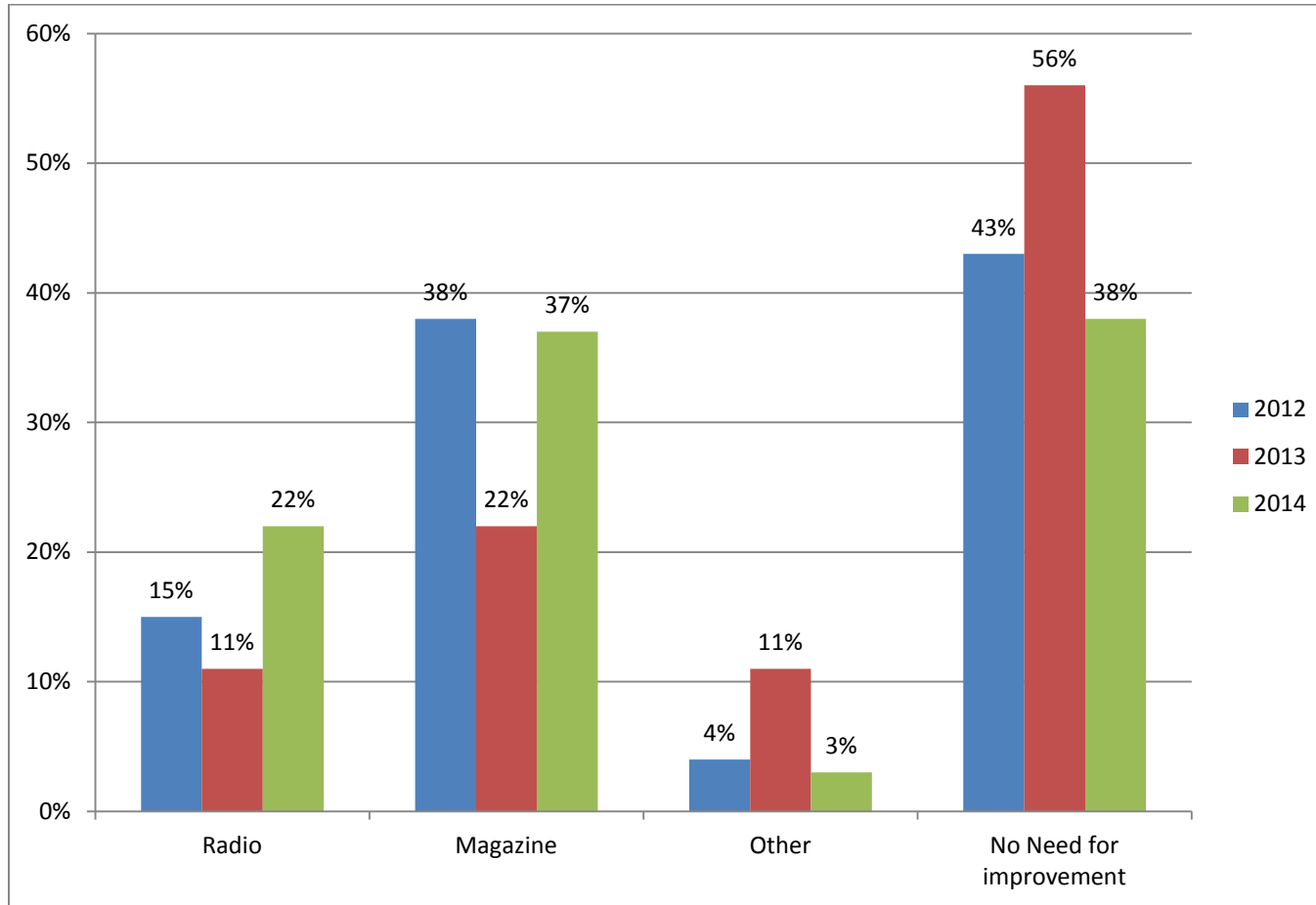
Q9: Overall, how satisfied are you with your consultation today?



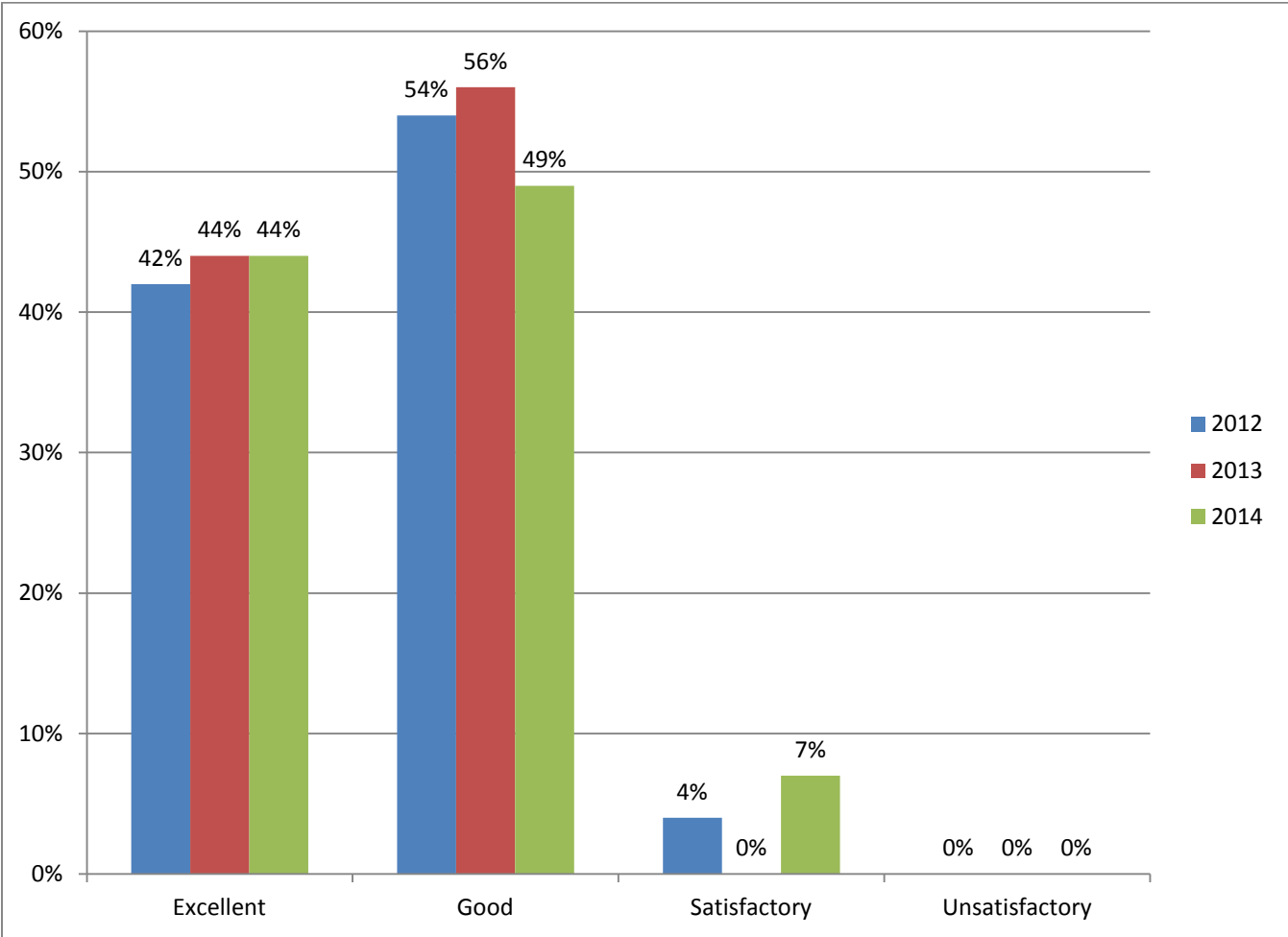
Q10: How do you rate the waiting area?



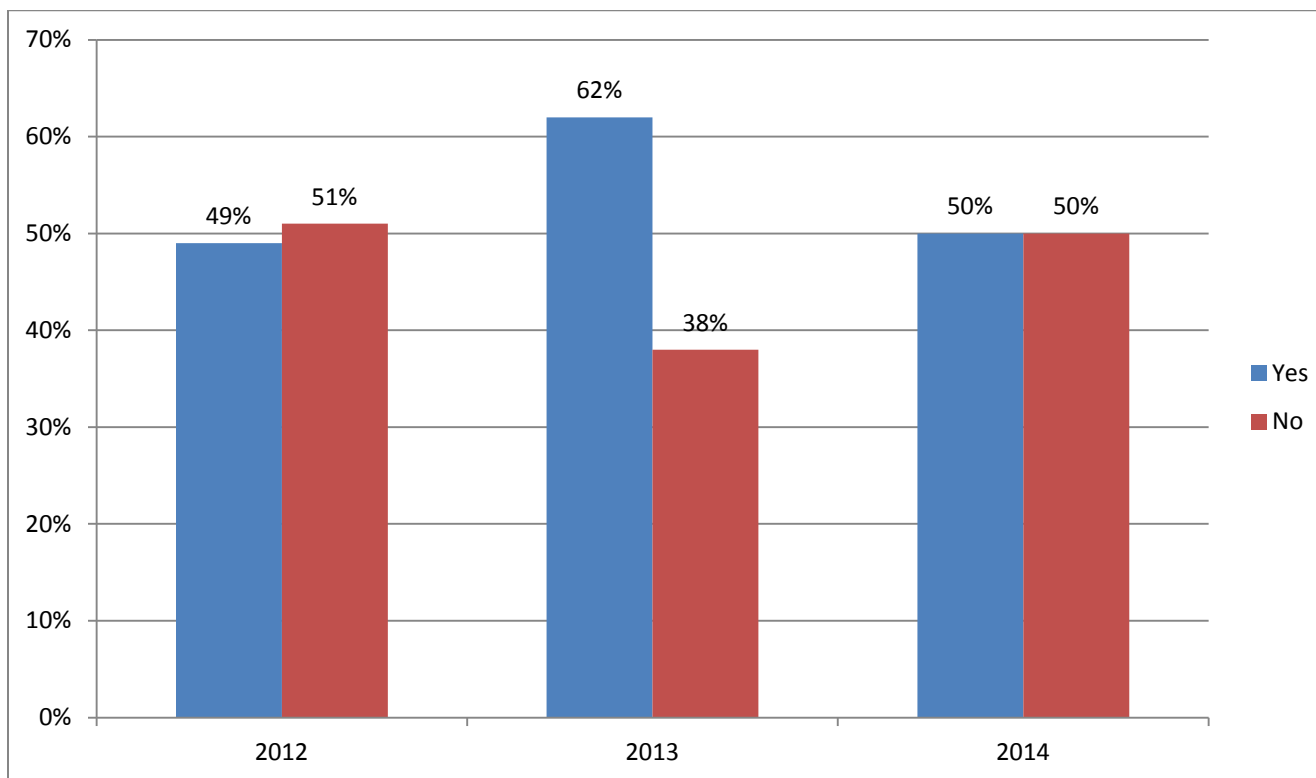
Q11: Which of the following would improve the waiting area for you?



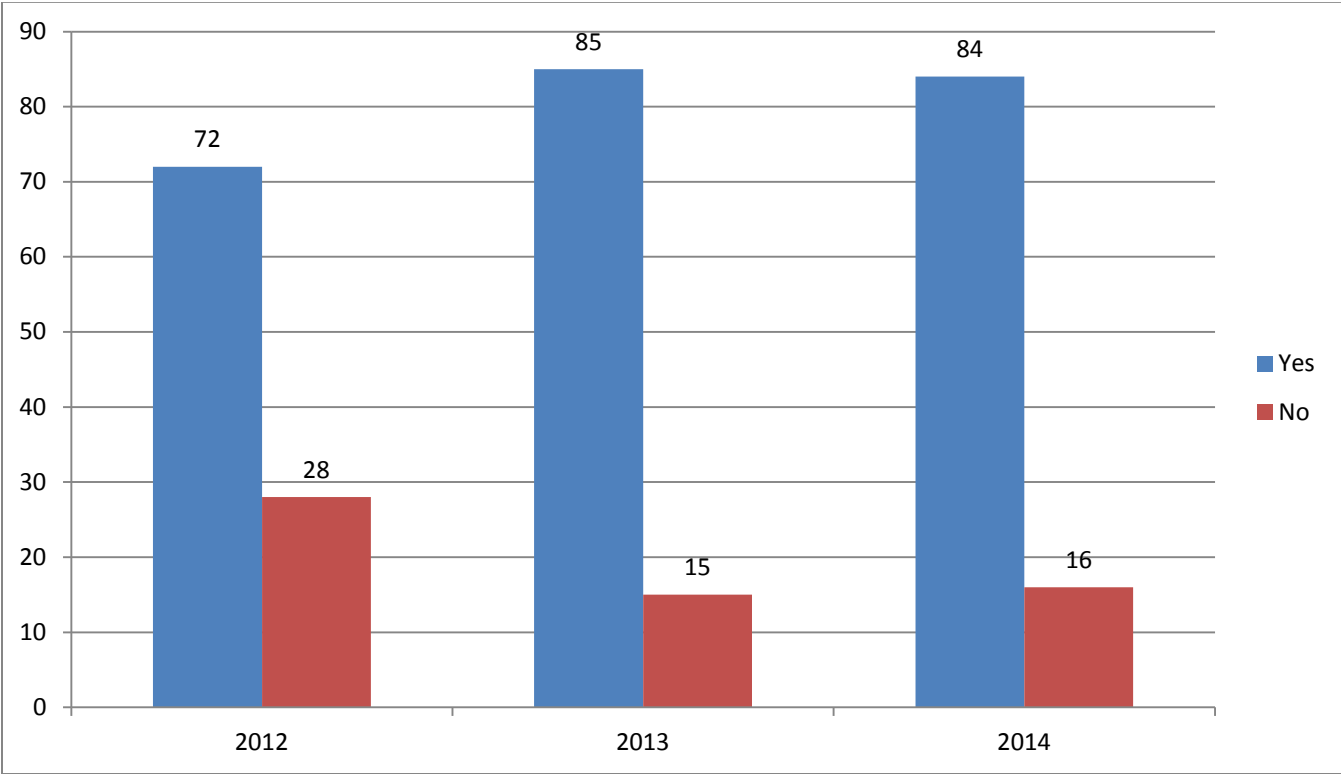
Q12: How do you rate the other areas of the surgery?



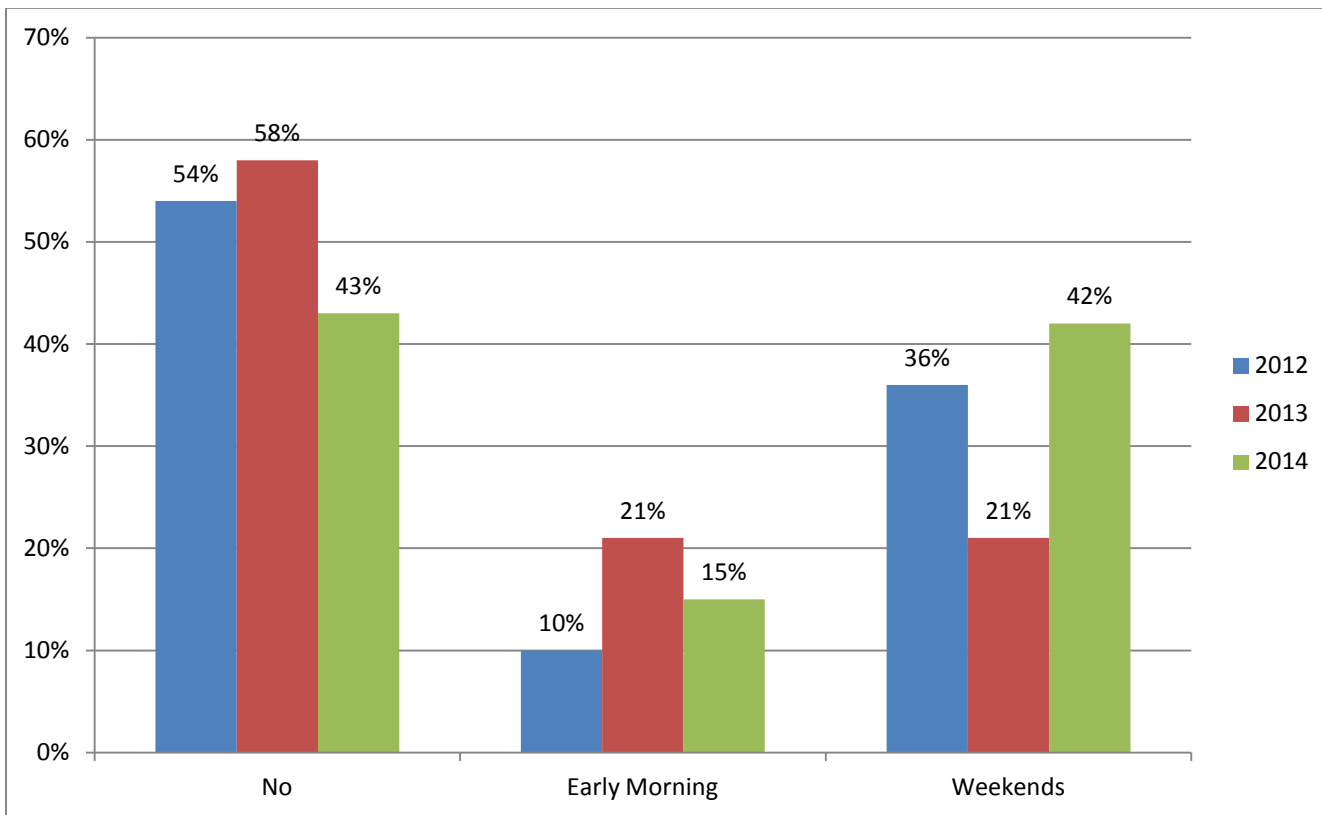
Q13: Were you aware that the surgery offers GP appointments from 6.30pm on Tuesday evenings?



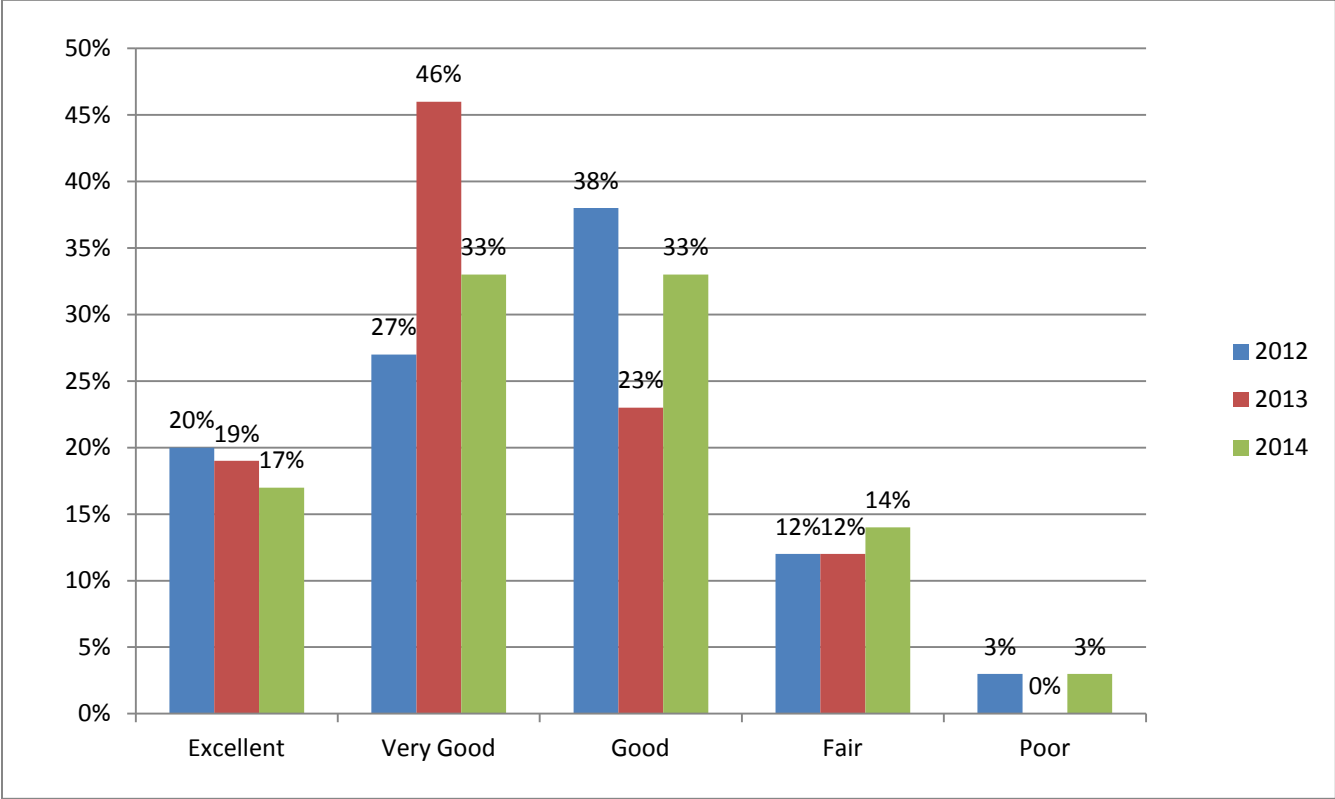
Q14: Would you make an appointment at this time of day?



Q15. Are there any other opening times you would like?



Q16. How do you rate our phone system?



Q17: Anything we do well?

- staff all excellent
- privacy
- listen
- the doctors deal with children and patients very well
- receptionists are very helpful and not dismissive
- everyone so friendly and helpful
- receptionists helpful in finding urgent appts and prescriptions
- informative doctors nice staff
- health care for over 60s, cardio vascular etc
- on the day appts
- can usually get an appt quickly
- lovely doctors always fit my son in at short notice
- very good at seeing children urgently when required
- I've had to have doctors notes and reports written for employment reasons and have been done efficiently
- always feel receptionist listen to you when you ring up
- friendliness and care
- prescriptions are always early/on-time never lost or late
- friendliness of staff
- generally everything is fine
- in my case the practice is really great
- client calling system
- Keep surgery nice and clean
- Cryogenic clinic excellent saves going to the hospital
- All areas good
- Always helpful when I phone
- Patient care excellent

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- This surgery and the staff (Dr Hynes, Dr Brand, Dr Foskett have been involved in my care) have been phenomenal. My care has always been incredibly thorough and wonderfully sensitive and human. I firmly believe that without this level of care and consistency (which is not available at other surgeries) I would not have had my health improved to the level whereby I can manage my condition and return to work. At a time when many NHS services are scrutinised into negative outcomes, it should be celebrated that there are such fantastic public health surgeries as that at Bodmin Rd. In addition, the nursing and support staff have always been caring and helpful and skilled at what they do. Please pass on my thanks to all staff involved in my care. Thank you for this opportunity to relate my gratitude.
- Your all nice and friendly

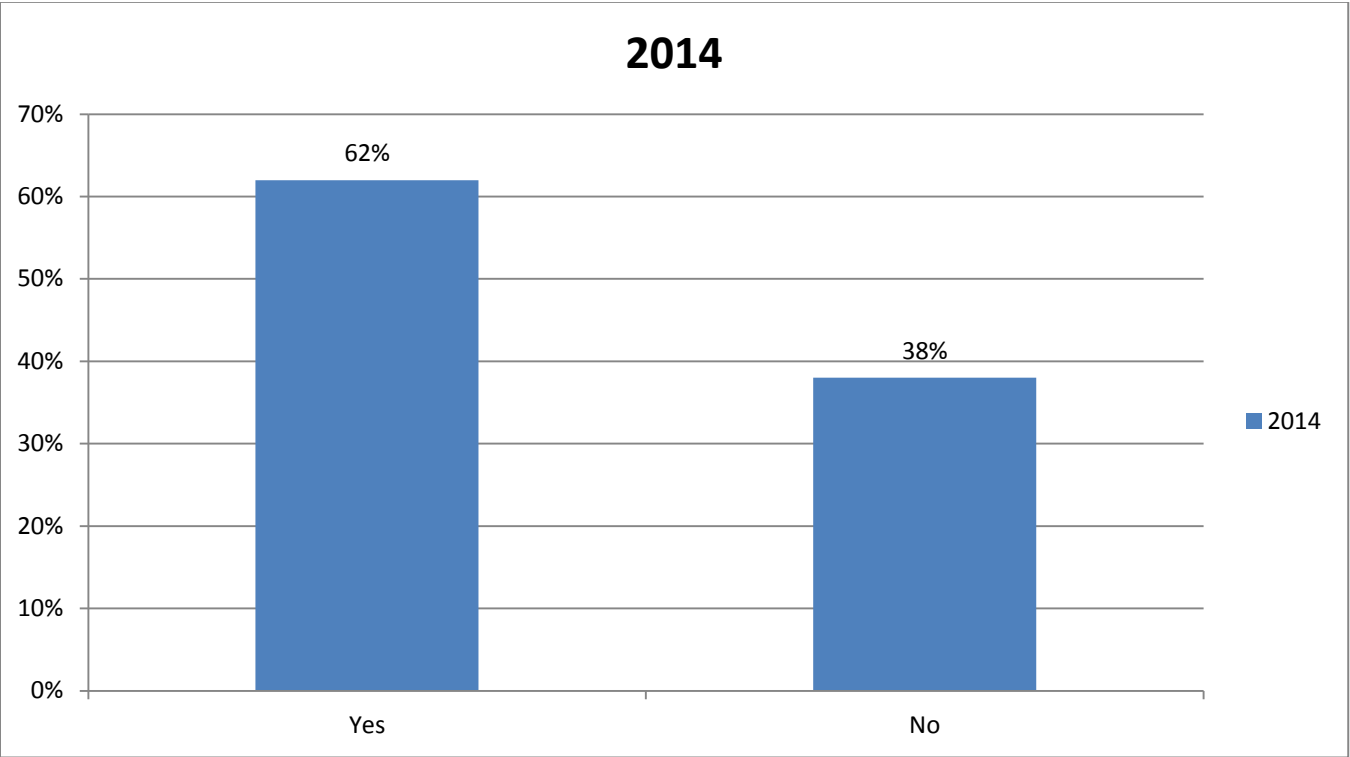
Q18. Anything we can improve on?

- punctuality, slow prescription service - 2 days too long
- its very difficult to get through for an on the day appt
- more appts available for people who work and no mor on the day appts
- not at this time
- ? Toilets
- not sure if repeat scripts can be ordered by phone, they need to be
- waiting room
- more appointments
- getting appointments quicker
- clerical staff and management
- I would prefer to book appts in advance rather than on the day
- reduce waiting time for appts with gp. My appt was 6day wait
- more on the day appts
- designated early morning and evening appts for working people who cannot take time off
- you used to put the clinic title on the front of your envelopes I found this handy to spot amongst the junk mail
- Just the phone (American lady a bit OTT!)
- Change the scrolling message! Same one for a year at least (prescription info)
- It is sometimes difficult to get and apptment when you want - with the Doctor you want
- More telephone flexibility

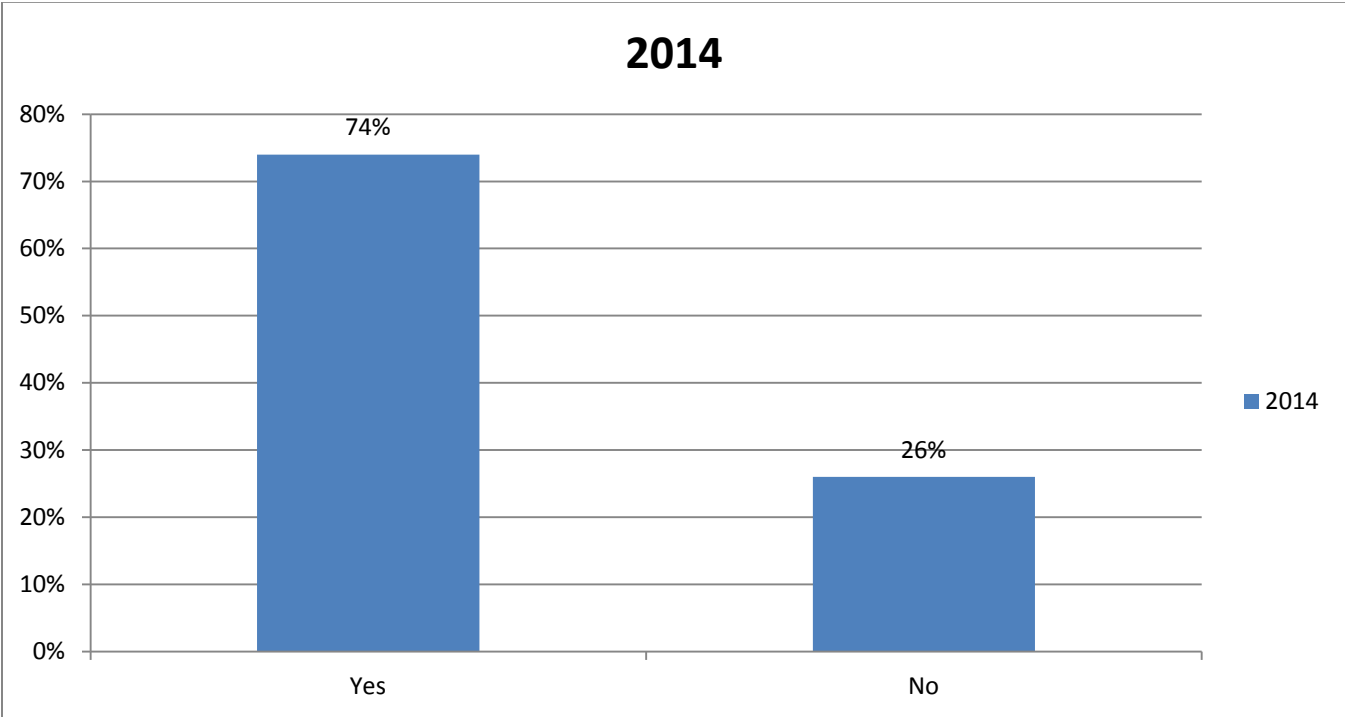
Q19: Other comments

- sometimes unable to book appt for 2-3 days- advised to ring at 8am and book on the day appt
- would like more than one morning for blood tests
- has always been a well run practice
- keep doing what you are doing
- Everyone I come into contact with are very friendly
- Very pleased with service far better than previous practice in Urmston
- Always friendly and helpful
- Good service, nice staff, clean and tidy
- Never had a problem yet
- Would like to make advanced appointments rather than having to ring at 8am for the same day

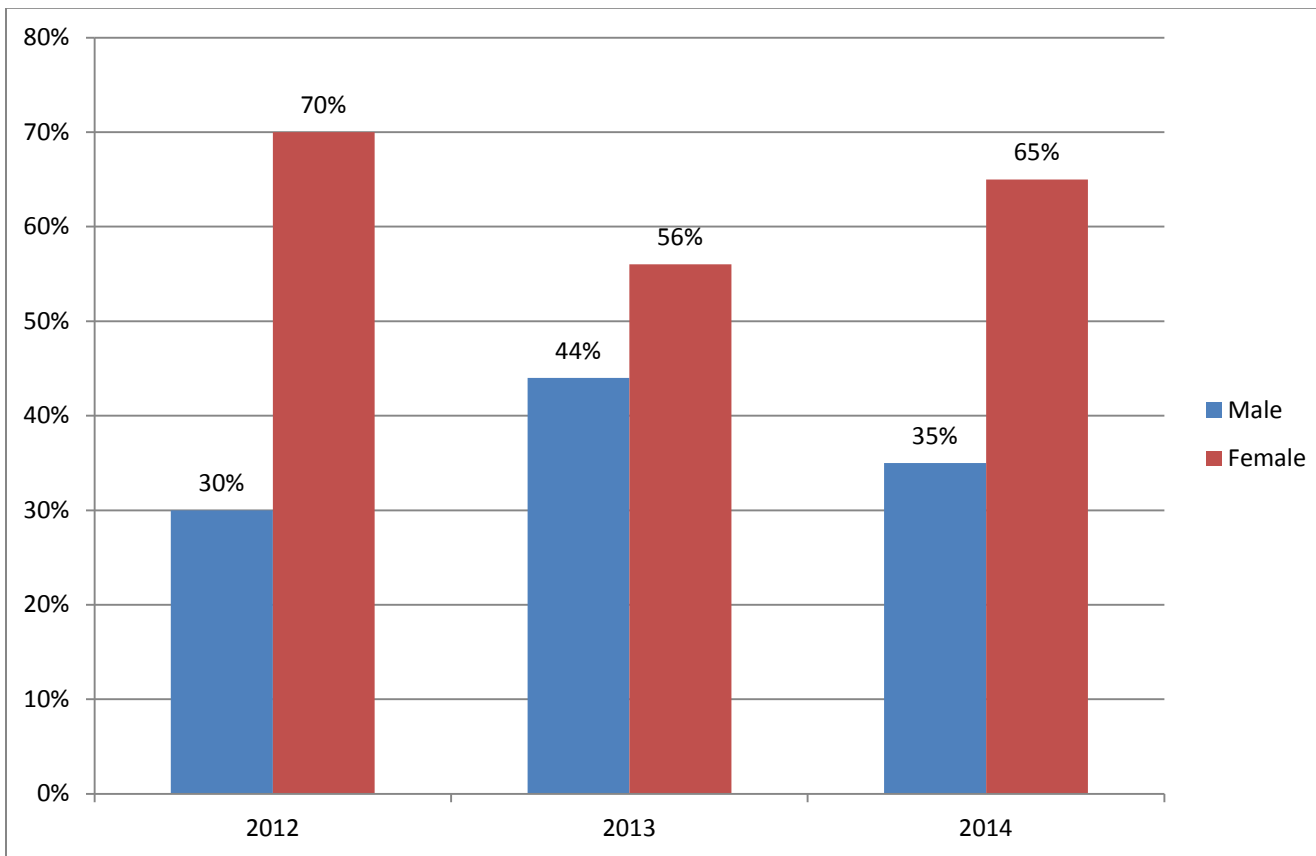
Q20: New Question. Where you aware that you can now register online?



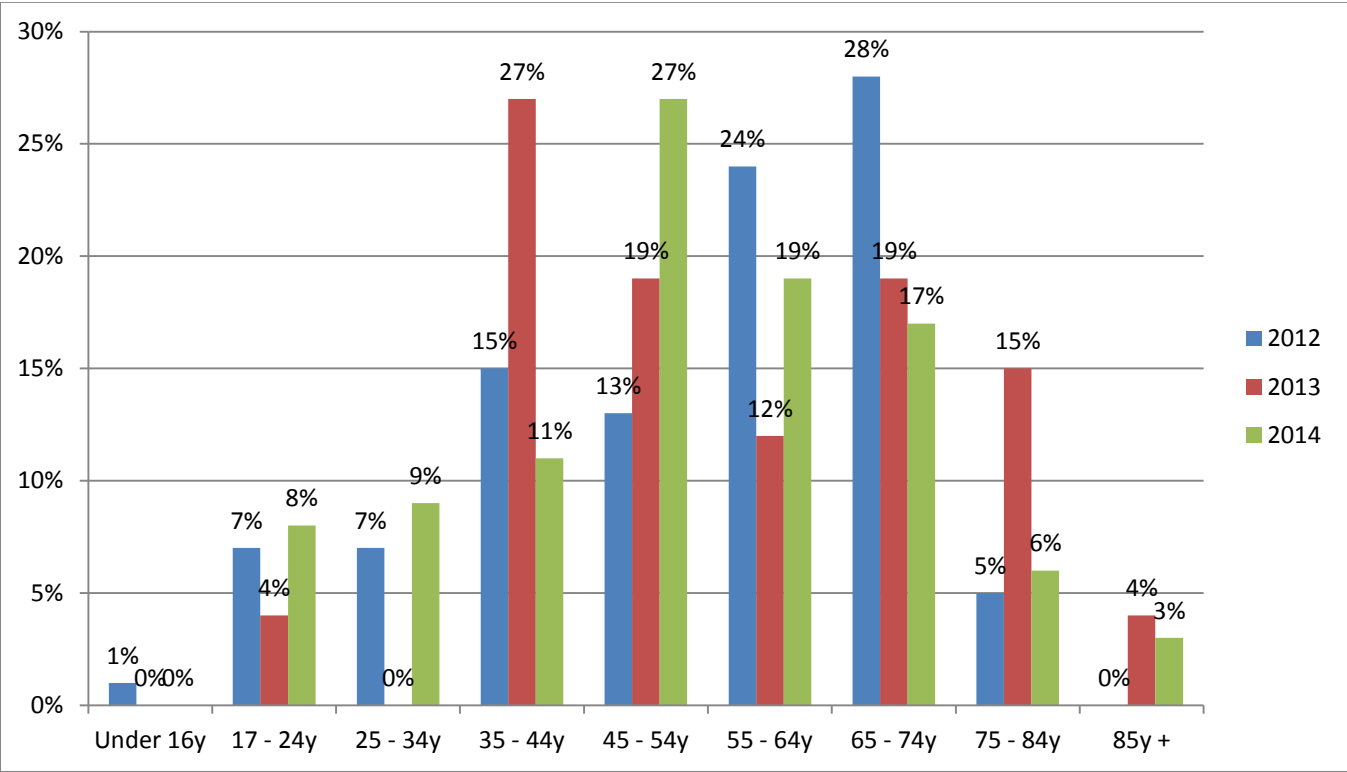
Q21: New Question. Would you use this service?



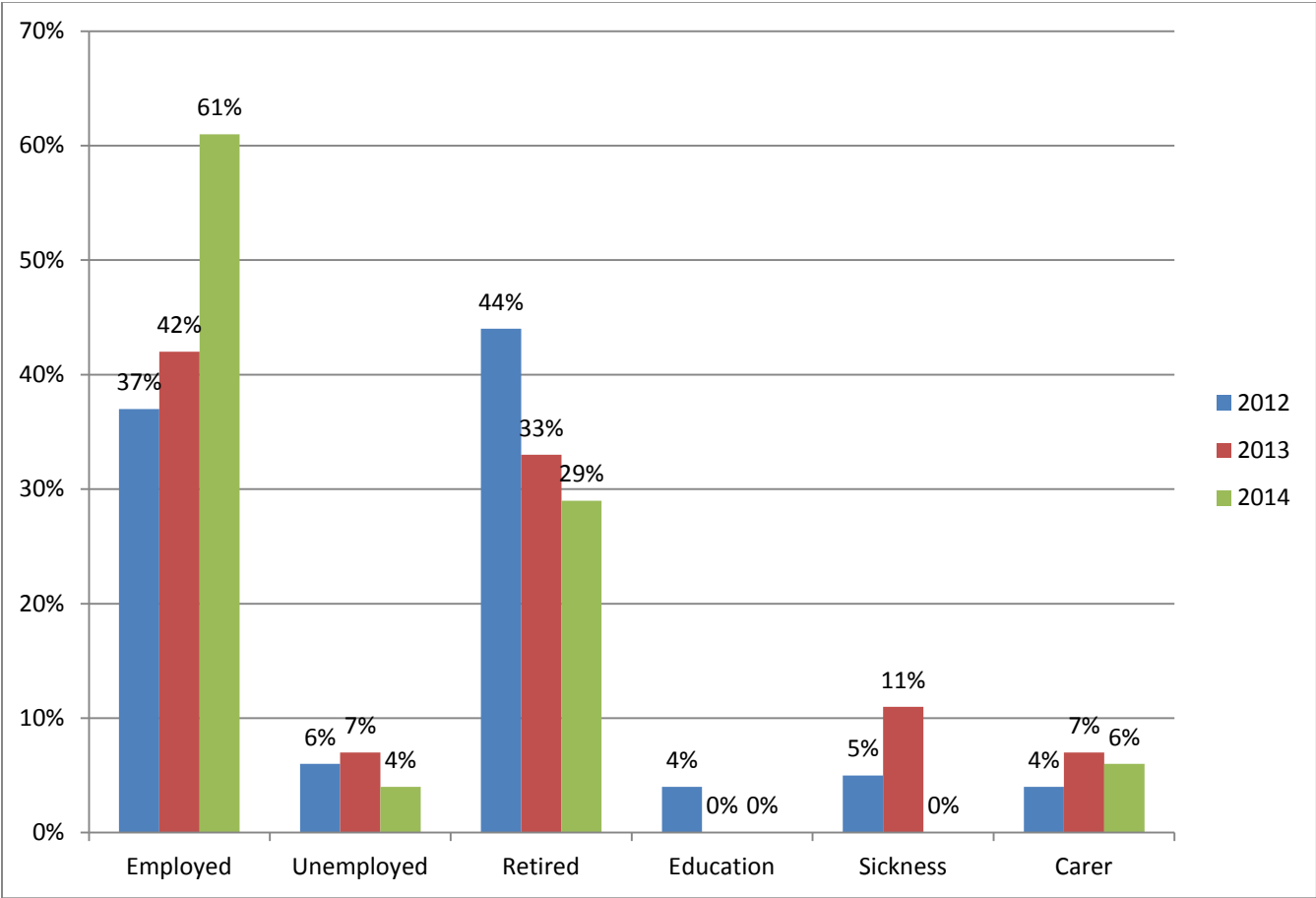
Q22: Are you Male or Female?



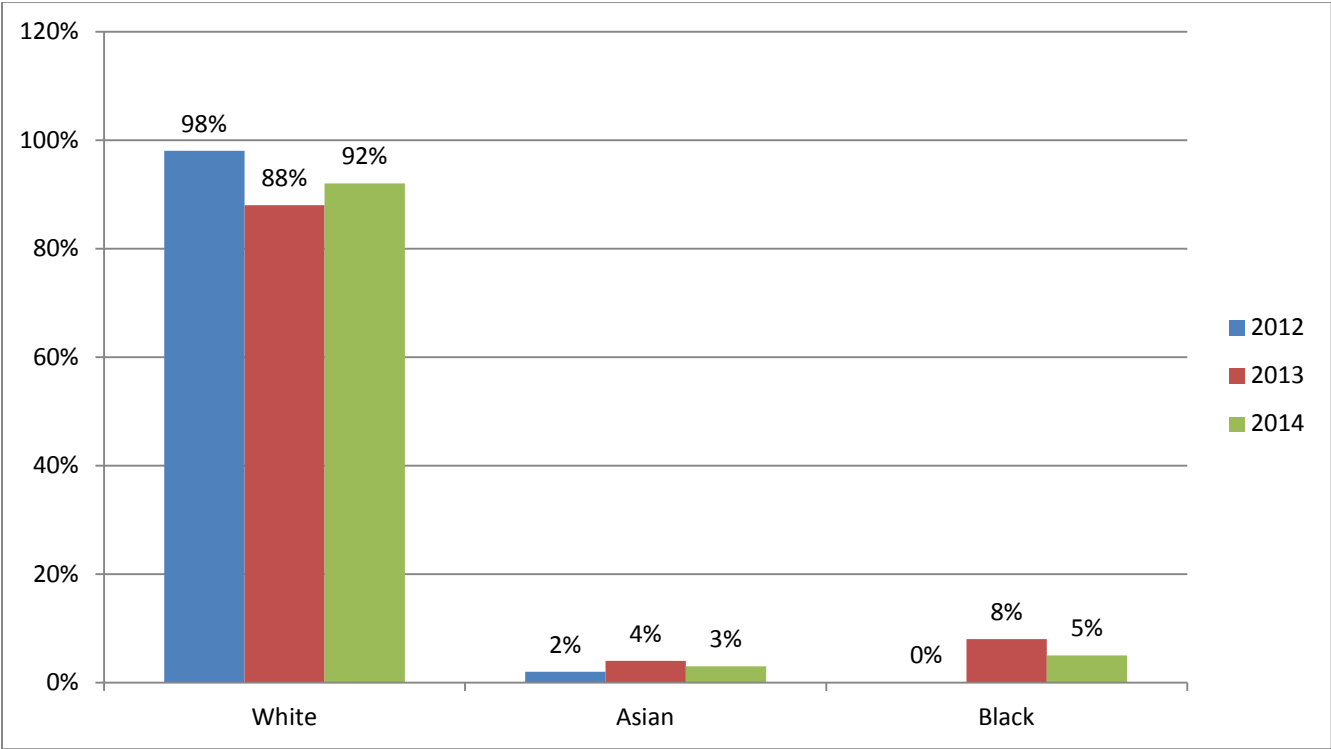
Q23: Age Range.



Q24: Employment Status



Q25. Ethnicity



ACTION PLAN AND PROGRESS TO DATE FROM 2012 MEETING

ACTION	PROGRESS TO DATE
On-Line Appointments	Completed. This was introduced in December 2012
On-Line Repeats (not on initial action plan)	Completed. This was introduced in December 2012
Communication - Newsletter	Completed. We introduced this in both paper and electronic formats in 2012. Two issues have currently been published and we aim to continue this in future.
Jayex Machine – To inform patients of the need to book a double appointment if they have more than one problem.	Completed.
Receptionists to ask patient’s mobile number so patients who regularly miss appointments can be targeted.	In progress. The DNA Rate has fallen sharply with the introduction of same day appointments. The new Online appointment system we have in place will eventually send patients SMS Text reminders of appointments.
Practice Website.	This now includes links to patient information leaflets and travel information, but still requires updating to provide a better look and feel.
Weekend Openings	No progress as there are no additional public funds available to permit this.

ACTION PLAN FROM 2013 VIRTUAL MEETING

ACTION	PROGRESS TO DATE
SMS Texting	<p>2014. This is being introduced to our clinical system as standard functionality.</p> <p>March 2014. We have been informed by our clinical software provider that those patients registered for Vision online services will receive both SMS and email reminders of their appointments in April 2014.</p>
EPS Phase 2	2014 We are having training in March 2014 and so this will be introduced in spring 2014
Waiting Room Improvements	The Care Quality Commission (CQC) has recently produced guidance that appears to lessen the infection control restrictions on practices providing magazines and childrens' toys in waiting areas. The practice will consider introducing these.

ACTION PLAN FOR 2014

ACTION	PROGRESS TO DATE
Extended Access	<p>Bodmin Road is currently in discussion with the other Sale Practices and Trafford CCG concerning applying for additional funds from the Prime Ministers Challenge Fund. Please see http://www.england.nhs.uk/ourwork/qual-clin-lead/calltoaction/pm-ext-access/challenge-fund-qa/ for details.</p> <p>Latest News In February 2014, the Sale Practices submitted a bid to the PM Challenge fund. Our proposal is for an extended hours primary care service in Sale operating 8am to 8pm, 7 days a week.</p>
Clinical System	Several Patients have commented on the fact that our clinical

	<p>system has been suffering from many glitches over the past few months. This is been very stressful and inconvenient for the Health Centre staff and patient alike. We felt that this situation was so serious that it warranted raising this as a clinical risk with Trafford Clinical Commissioning Group. They have raised this with our Clinical Systems provider, In Practice Systems Limited. There are two possibilities currently. We may migrate to a hosted solution provided by our current systems provider or we may change to a competitors' product known as EMIS Web. Both solutions will offer considerable advantages over the existing system.</p>
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