

Dr. G. ALLAN & PARTNERS

PRACTICE REPORT 2013

INTRODUCTION

This is the second year that the soon-to-be redundant PCT (Primary Care Trust) have been encouraging a greater involvement of patients in shaping their GP practice. Last year we established a core 'virtual' Patient Reference Group (PRG) to provide constructive feedback to us ('virtual' in the sense that all contact /communication was to be primarily online). This year we have improved our channel of communication with the PRG by appointing a chairperson. A further survey, as required by the PCT, was subsequently agreed and sent out to over a thousand patients. This report details the findings of this survey, and the changes that we propose to make as a result.

RECRUITING THE PRG

As explained in last year's report, our patient database was established by collecting e-mail addresses from a variety of sources including the following:

- New patient registrations.
- Repeat prescription requests.
- Advertising in the waiting room.
- Completing an online form on our website.
- During surgery consultations.

In total, over 1000 e-mail addresses were collected, representing a significant percentage of our adult practice population. GP's were then asked to identify those patients who might contribute best to a PRG: a core group of around 60 patients was thus created. We have tried to ensure that the PRG is a true reflection of our practice population by including patients from all genders, age groups, racial groups etc. The PRG has not been without its problems and this is something that we hope to work on going forward, with the help of our new chairperson.

WORKING WITH THE PRG

As already noted, Mike McDonald, a patient of our practice for a number of years, has been asked to be a chairperson / spokesperson for the PRG. Mike comes with lengthy experience at senior level with British Airways, as well as taking on projects with the BBC and at the Palace of Westminster post-retirement. He is currently chairman of the local OPAG (Older Person's Action Group) and is our patient representative with the Chiltern PCT. We are confident that he has the necessary skills and background to liaise effectively between the PRG and us. With the help of Mike, areas needing further exploration were identified and included in our annual practice survey. Many of the issues raised were the same as identified last year, but some newer ideas were also brought up.

THE SURVEY

The survey was again constructed using a paid, advert-free, online template provided by www.kwiksurveys.com . It was available to complete over a 2-3 week period spanning February and March 2013. A total of 43% of patients completed the survey sent to them, some from such diverse locations as New Zealand, South Korea and the Philippines – presumably by patients on holiday or business overseas! The uptake was less than last year but this may have been partly due to a software glitch that sent illegible e-mails to some recipients. The full numbers were as follows:

- ✚ **Total Number E-mails Sent : 1165**
- ✚ **Invalid E-mail Addresses : 152**
- ✚ **Total Number Surveyed (with valid e-mail addresses) : 1013**
- ✚ **Total Number Completing Survey : 434 (43%)**
- ✚ **Total Number Not Returning Survey : 579 (57%)**



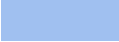
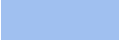

The full survey results follow below : the comments and suggestions that were also made (the vast majority positive) are too numerous to publish, but have been made available Mike McDonald.

THE RESULTS

The full results returned were as follows:

OPENING HOURS

How would you rate the opening hours at the practice?

Very Good	148		34.1%
Good	223		51.4%
Fair	53		12.2%
Poor	8		1.8%
Very Poor	2		0.5%

PREMISES

How easy is the parking at Calcot?

Very easy	38		9.0%
Easy	153		36.1%
Neutral	133		31.4%
Difficult	80		8.9%
Very difficult	10		2.4%
I do not drive	10		2.4%

How would you rate our reception staff?

Excellent	165		39.5%
Good	209		50.0%
Fair	36		8.6%
Poor	6		1.4%
Very Poor	2		0.5%

APPOINTMENTS

When you call for a routine appointment, how quickly can you usually see YOUR OWN GP?

Same day	33		7.9%
Next day	73		17.4%
2-3 days	185		44.2%
4 days or more	95		22.7%
Don't know	33		7.9%

When you call for a routine appointment, how quickly can you usually see ANY GP in the practice?

Same day	116		27.7%
Next day	119		28.4%
2-3 days	51		12.2%
4 days or more	14		3.3%
Don't know	119		28.4%

Are you able to see a GP on the same day for an URGENT problem?

Yes	282		68.1%
No	24		5.8%
Don't Know	108		26.1%

We are changing our GP software provider later in the summer and this may allow us to offer online booking of routine appointments. Would you consider such a facility useful?

Yes	378		98.1%
No	17		4.1%
Don't Know	20		4.8%

THE DOCTORS

Who is your usual registered doctor?

Dr. G. Allan	104	26.0%
Dr. S. Bray	49	12.3%
Dr. G. Dhesi	85	21.3%
Dr. S. Bailey	94	23.5%
Dr. P. Natarajan	68	17.0%

How many times have you contacted your GP in the last 12 months?

Never	17	4.2%
1-2	151	37.6%
3-6	161	40.0%
6-12	57	14.2%
More than 12	9	2.2%
Not sure	7	1.7%

How long do you normally have to wait before being seen by your GP?

Less than 5 minutes	92	23.3%
6-10 minutes	220	55.7%
11-20 minutes	71	18.0%
21-30 minutes	11	2.8%
More than 30 minutes	1	0.3%

Please rate your GP on the following:

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
The doctor listens well	63%	30%	5%	1%	1%
The doctor puts me at ease	60%	30%	7%	2%	2%
The doctor gives me adequate time	58%	31%	7%	2%	1%
The doctor shows caring and concern	61%	26%	10%	1%	2%
The doctor explains things well	61%	31%	6%	1%	1%
The doctor involves me adequately	60%	31%	6%	2%	1%
I trust my doctor's judgement	57%	32%	8%	2%	1%

THE NURSES

Please rate the practice nurse on the following:

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
I am able to speak to the nurse by telephone	18%	24%	51%	5%	1%
The nurse puts me at ease	41%	47%	11%	1%	0%
The nurse listens to me well	41%	46%	12%	1%	0%
The nurse gives me adequate time	44%	44%	12%	0%	0%
The nurse explains things well	43%	43%	13%	0%	0%
The nurse understood my problem well	42%	42%	16%	0%	0%
I have confidence in the nurse	41%	45%	12%	0%	1%

How long do you normally have to wait before being seen by the practice nurse?

Less than 5 minutes	88		28.9%
6-10 minutes	173		56.7%
11-20 minutes	38		12.5%
21-30 minutes	5		1.6%
More than 30 minutes	1		0.3%

THE SECRETARIAL STAFF

Do you find the personal list system (where you mostly see your own doctor (useful)?

Very helpful	256		65.0%
Helpful	87		22.1%
Neutral	27		6.9%
Unhelpful	11		2.8%
Very unhelpful	1		0.3%
No opinion	12		3.0%

How often do you manage to see the same GP for an existing problem?

Always	201		52.5%
Almost always	156		40.7%
Sometimes	17		4.4%
Almost never	6		1.6%
Never	3		0.8%

Are you happy with the way test results are fed back to you?

Yes	256		67.0%
No	56		14.7%
Don't know	70		18.3%

Please rate your own doctor's secretary out of ten.

	1	2	3	4	5	6	7	8	9	10
	1%	1%	2%	1%	4%	5%	10%	19%	17%	39%

REPEAT MEDICATION

How do you normally request any repeat prescriptions?

Online via website	277		70.7%
Repeat slip via pharmacist	34		8.7%
Repeat slip via reception	31		7.9%
Repeat slip by post	0		0%
Faxed request	4		1.0%
Not applicable	46		11.7%

Are you happy with how long it usually takes to process a request for a repeat prescription?

Yes	442		96.93%
No	14		3.07%

Are you happy with the quantity issued for a regular repeated medication?

Yes	260	66.7%
No	77	19.7%
Not applicable	53	13.6%

OVERALL

Taking everything into account, please rate our practice out of ten.

	1	2	3	4	5	6	7	8	9	10
	0%	1%	1%	1%	1%	3%	8%	24%	28%	34%



PATIENT PARTICIPATION GROUP

Our Patient Participation Group is still very much in its infancy. We are trying to identify patients who would like to actively contribute to this group with constructive ideas that would help improve the practice for everyone. If you feel that you can help and would like to do so, then please indicate this below. We are trying to construct a balanced and representative Patient Participation Group, so we may not necessarily be able to involve all those who volunteer. You can also express your interest by e-mailing us at survey.calcotmedicalcentre@nhs.net.









Yes please, I would be interested in joining the Patient Participation Group	77	22.2%
No, thank you	270	77.8%

DEMOGRAPHIC DATA









Are you male or female?

Male	171		43.8%
Female	219		56.2%

How old are you?

16-24	5		1.3%
25-34	23		5.9%
35-44	60		15.5%
45-54	78		20.1%
55-64	93		24.0%
65-74	82		21.1%
75-84	40		10.3%
Over 85	7		1.8%

Please indicate your employment status.

Employed	138		35.8%
Self-employed	48		12.4%
Looking after family / home	43		11.1%
School or Full-time Education	1		0.3%
Long Term Sickness	2		0.5%
Unemployed	3		0.8%
Retired	145		37.6%
Other / I'd rather not say	6		1.6%

Which ethnic background best describes you?

White British	304	78.6%
White Irish	14	3.6%
White Other	26	6.7%
Indian	21	5.4%
Pakistani	1	0.3%
Bangladeshi	2	0.5%
Chinese	2	0.5%
Other Asian	1	0.3%
Black Caribbean	0	0.0%
Black African	1	0.3%
Black Other	0	0.0%
Mixed White & Black	0	0.0%
Mixed White & Asian	1	0.3%
Mixed Other	9	0.0%
Other	5	1.3%
I'd rather not say	9	2.3%

Please indicate if any of the following apply to you.

I am a carer	304
I have a long term illness / take regular medication	14
I have a disability	9

COMMENTARY ON RESULTS

“The Allan Practice is highly regarded by its patients. Their frustrations – and there are few – focus on the time clinicians can give them. They know 68% can get to see their GP within 3 days. They know how this compares favourably with other practices in the suburbs.” Not our words, but taken from the summary assessment made by our PRG Chairman, Mike McDonald, himself a patient at our practice. We think that this again shows we are performing well compared to our peers although, as in every organisation, there are things that could be improved.

ACCESS

- The survey again indicates high levels of satisfaction with our opening hours with over 85% of patients rating them as ‘Very Good’ or ‘Good’.
- The main gripe amongst those not so satisfied was about the lack of evening or weekend opening. As a practice, we have already embraced ‘Extended Hours’ which offers early morning appointments (from 7.00am). This has proved very popular, particularly with our commuting patients (as evidenced by a separate survey). Until those responsible for commissioning out of hours services (the PCT until the end of this month) are able to offer additional resources, we do not see that weekend or evening opening will be possible in the foreseeable future.
- Parking also remains a slight concern although, again, there is little that we can do to improve this. We are fortunate that the hospital car park nearby can be used for overflow parking. Dedicated mother and baby parking was suggested but again this would have an impact upon the number of regular places available.
- Some patients feel that the closure over the luncheon period is too long. It is worth clarifying that this does not represent the time actually taken by staff for their lunches! Rather it allows the secretaries some uninterrupted admin time for typing letters, scanning, preparing repeat prescriptions etc. It is always possible to get hold of them via the main switchboard if it is something that cannot wait until the telephone lines open again. It also allows the doctors a brief lunch, and time to get on with their home visits and other paperwork.
- There was one request for background music in the waiting room, the individual obviously not having noted that it already exists! (see ‘Action Plan’ below).

APPOINTMENTS

- Of those patients who expressed an opinion, 75% were able to see their own GP within 2-3 days. 95% were able to see ANY GP within 2-3 days – both quite creditable figures and favourably comparable with other GP surgeries. Similarly, 92% were able to see a GP on the same day for an urgent medical problem.
- Unsurprisingly, the vast majority of patient would favour the introduction of the ability to book routine appointments online. This is discussed again in our ‘Action Plan’ below.

DOCTORS

- Again a high percentage of patients – almost 80% - were seen within 10 minutes of their appointment time. Quite often delays arise when patients arrive late for their appointment. Even arriving 5 minutes late has a knock on effect upon all subsequent appointments in that session, and we would therefore ask all patients to allow adequate time for the journey, parking etc before setting off for their appointment.

- The doctors were rated highly on all aspects of the consultation asked about in this survey. Note has been made of the suggestion that the doctors should spend more time looking at the patient, and less at looking at the computer screen!
- There appears to be a high level of awareness of the time constraints that modern GP's face. It is certainly difficult to properly deal with more than one problem in a 10 minute appointment. We do therefore ask that you either request a 'double appointment', or else book another appointment when this is so.
- Continuity of care, particularly with the use of the personal list system, is highly valued.

NURSES

- A high percentage of patients in this survey had not needed to see the practice nurses.
- Those that had met our practice nurses rated them highly, although the inability to speak to them by telephone was judged less well. Unlike in some surgeries, our nurses are not 'nurse practitioners', meaning that they do not have prescribing rights, thus somewhat limiting their medical role.
- Some patients commented that it was less easy to get an appointment with the practice nurses than with the doctors, something that has been noted. (see 'Action Plan' below).

SECRETARIES

- We are pleased to see that our personal secretaries are highly valued and rated. A number of very positive individual comments were gratefully received. Like us, the secretarial team was seen as an important interface between the doctor and their patients, something that is fairly unique to the way that we operate at Calcot.
- Whilst over 80% of patients were happy with the way test results are fed back to them, a few patients wished to receive more detail (e-mail was mentioned in this regard), and some said they were left unsure whether follow-up with the doctor was still required. Note has been made of these points (see 'Action Plan' below). Please also remember to leave at least one week to before calling about test results. We will always contact you immediately if ever an urgent result is received by us.

PRESCRIPTIONS

- The majority of our patients are unlikely to be aware of the 28-day prescribing policy promoted by many PCT's, including our own. Further details can be found by following this link: <http://www.buckinghamshire.nhs.uk/your-pct/policies-and-procedures/28-day-prescribing/>. We thought that this survey would be a good opportunity to highlight this local policy, and to answer the frequent concern about doctors not issuing more than 1-2 months of medication at a time. The survey actually showed that the vast majority of patients were happy with the quantity of medication that they receive.
- It was good to see that the vast majority of patients now request repeat prescriptions via our website. We feel that this is the most reliable and efficient method and would like to encourage all patients to adopt this as much as possible. Sent-in repeat slips occasionally go missing, and they also perhaps encourage the tendency to tick all items, even if some are not immediately required. It may also be worth noting that, if you allow cookies to be accepted from our website, then your requested items should be saved for when you next generate a repeat prescription request. This should allow the process to be much easier and quicker each time.
- Although not specifically surveyed this year, we remain a little concerned about prescriptions occasionally going 'missing' somewhere between their point of issue, and the medication being collected from the pharmacy. To be fair, this does seem to have lessened somewhat, but we would like to remind all patients to allow a full 48 hours between the request and going to the pharmacy. We will always try to accommodate urgent requests more quickly.

- A few commented that they were unsure as to when and who should instigate a review of their repeat prescriptions. We would like to both reassure and clarify that all repeat prescriptions are carefully monitored by the doctors before signature. Patients will be asked to come in for a medication review as and when necessary.

ACTION PLAN

The 'raw' survey results were reviewed by our PRG Chairman and an opportunity to comment offered to the rest of the PRG members. Again, the feeling was that we are a practice that operates well and not requiring wholesale system change. Nevertheless, the following areas were identified for possible change:

TV in Reception Area: We are aware that the waiting room music is not universally popular but it is worth again highlighting that it is there primarily to reduce the risk of GP consultations being overheard in the waiting area, not as an entertainment. We are currently exploring the possibility of siting 2 TV panels in the reception area to display health-related local information and to advertise the services that we provide. This also will serve to reduce the 'clutter' on the notice boards and provide an additional distraction to what continues behind closed doors in the consulting rooms.

Nurse appointments: The relative difficulty in securing a nurse appointment has been noted and recently addressed by welcoming a new member to our nursing team. Lucy runs our childhood immunisations clinic and has a general clinic on Thursdays.

New software: We hold high hopes that the introduction of a new GP clinical software system later this year (September at the latest) will better embrace modern technology and improve communication with patients. In the first instance, we will explore the possibility of limited advance booking of routine appointments. In due course, we hope that it will allow 2-way e-mail communication, e-mailing of test results and possibly even patient access to their full medical records. Patients need to be aware that there will inevitably be some temporary disruption to our service provision when this new system goes live. We do ask you to bear with us over this period.

Practice Brochure / Website : A few people highlighted that the Practice brochure and website need revamping and updating in some areas. This has been taken on board and already being actioned as we write!

THE FUTURE OF THE PRG

Significant progress has been made this year with the appointment of a chairperson to our PRG. With the help of Mike, we would like to refine the PRG membership to including more patients who feel that they can actively contribute with ideas to improve our practice. We will, of course, need to ensure that the group remains representative of all sections of our practice population. In this regard, this survey identified 77 responders who wished to be considered. Unfortunately, the anonymity of the collected survey data has meant that we cannot extract the contact details for these patients. However we will send out another e-mail in due course to allow patients a second chance to offer themselves to this role.