



Oaklands Surgery Local Patient Participation Report



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Oaklands Surgery - Local Patient Participation report

Oaklands Surgery has an active Patient Participation Group that has been functional since 2005 and at present has 8 members who regularly attend.

The Practice has tried to encourage patients to join the group by the following measures:

- advertising on the Practice website and NHS Choices
- advertising in the Practice leaflet
- display on the Practice Noticeboard located in the waiting room
- handing out leaflets in reception
- by Practice staff personally asking patients whether they would be interested in joining

The Practice continues to encourage all members of the practice population to join the PPG, but is experiencing immense difficulties in achieving a status within the group that represents this.

As at 1st April 2013 the Practice had a list size of 9075 excluding all patients 15 and under.

A description of the profile of the members of the Patient Group

The profile of the Patient Participation Group that attends the meetings, is 8 British White females aged 40 years – 84 years but the practice has a Virtual Patient Reference Group (VRG) so that the views of a larger group of patients more representative of the Practice population can be sought. The Virtual Patient Group described themselves as 96% British white, 2% African and 2% White black. 49% male and 51% female.

	No of patients in this age group on Practice list	No of Patient Group Members face - face	Virtual Patient Group – represented via email	% represented
16-25	1172	-	4	0.3%
25-34	1326	-	10	0.75%
35-44	1260	-	11	0.87%
45-54	1417	-	12	0.84%
55-64	1460	2 (including 1 patient who is a carer)	6	0.54%
65 +	2440	6	15	0.86%

Patient Survey

The Practice, after seeking views from patients took suggestions for the survey to the Patient Participation Group who met on 16th January 2014 and discussed development of the survey. After this discussion it was decided that the survey should include:

- access to the surgery including practice opening times

- appointment system
- overall care received from clinical staff
- Nurse Practitioner Role (One of the Surgery's practice nurses has recently gained Nurse Practitioner status and it was suggested that patients may not be fully aware of the role she would play within the surgery so patient views were sought on this subject and whether the Practice should advise patients more fully on the health care she could supply)

The questionnaire was emailed to the VPG, handed out in reception and placed on the Practice Website for patients to download and return. There was a 4 week timeframe for completion of the survey between 28th January 2014 and 25th February 2014.

Of those surveyed the Practice received 11 completed surveys from the Virtual Patient Group and 47 completed surveys from patients attending in the waiting area of the Practice or downloaded from the website.

The results of the survey were discussed at the Patient Participation Group on 6th March 2014.

Appendix 1 shows survey results. **Appendix 2** shows the Action Plan arising from the 2014 survey, **Appendix 3** shows Action Plan/achievements from 2013 survey and **Appendix 4** shows a selection of patients comments from the survey and resulting actions/implementations.

Practice Opening Hours:

The Practice is open during core hours Monday – Friday 8.00am – 6.30pm during which patients are able to access GP, Nurse and Health Care Assistant clinics throughout the course of the day. The Practice does not close at lunchtime.

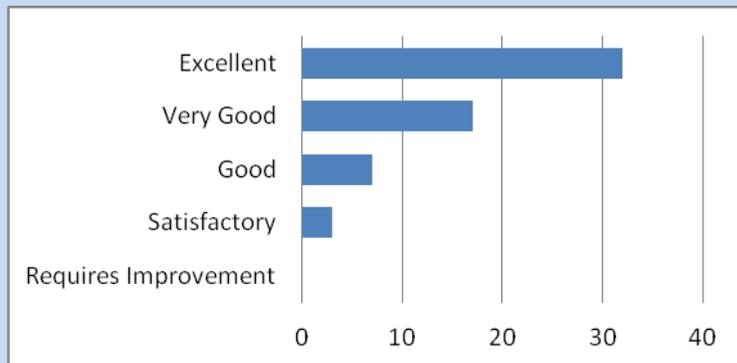
In addition the Practice offers extended hours Monday – Friday from 6.30pm – 7.40pm. These appointments are pre-bookable with a GP. On some evenings after 6.30pm, there are also appointments available for a Nurse and a Health Care Assistants.

Website address: <http://www.oaklandssurgery.net>

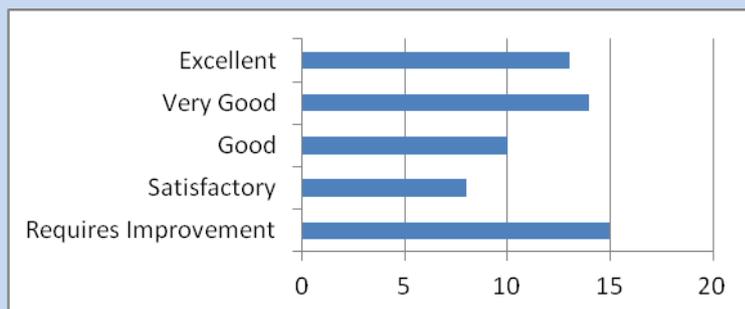
Oaklands Surgery 2014 Patient Survey Results

The results of the Oaklands Surgery 2014 Patient Survey are shown below. The responses provide information about patients' experiences of Oaklands Surgery.

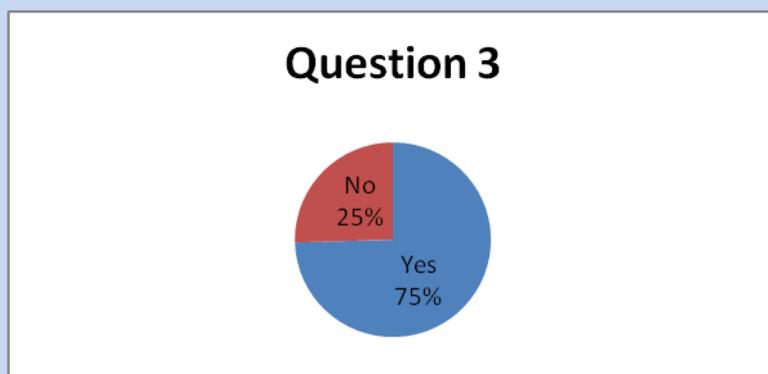
Q1. Please describe your overall satisfaction with the surgery opening hours. (8.00am – 7.40pm weekdays. We don't close at lunchtime)



Q2. Please describe your overall satisfaction booking an appointment with the doctor or nurse.

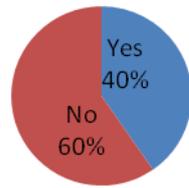


Q3. Are you aware of what a Nurse Practitioner can do?



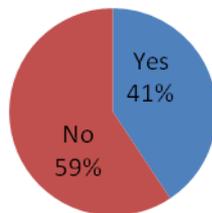
Q4. And do you feel you need more information on Nurse Practitioners?

Question 4



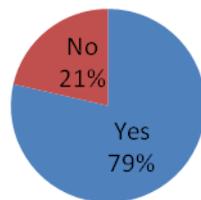
Q5. Do you feel there is a need to change the routine booked appointments surgery every weekday?

Question 5



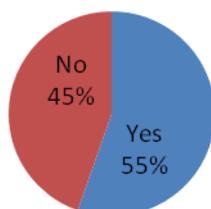
Q6. Are you happy with reception issues:

Question 6



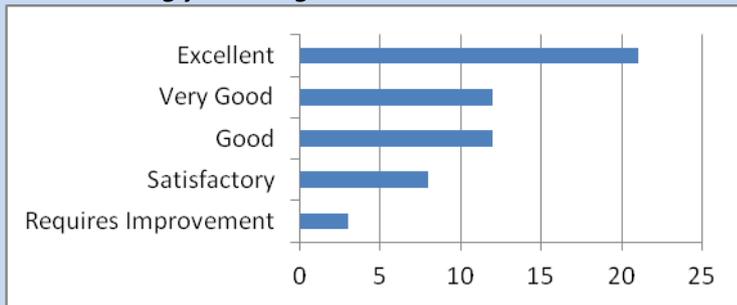
Q7. Have you encountered any problems when booking appointments?

Question 7

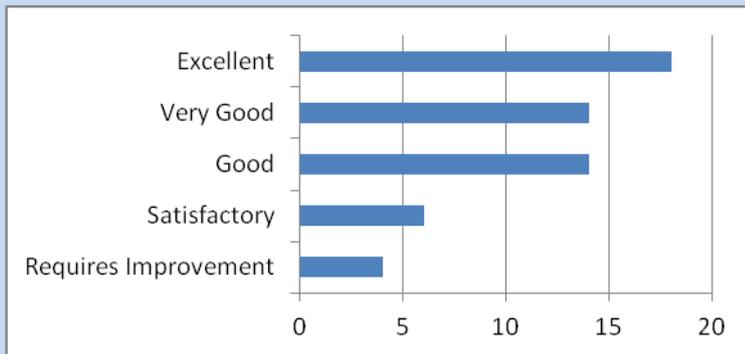


Q8. What is your feeling about the overall care you have received from the surgery, how good were they at the following?

a. Giving you enough time?



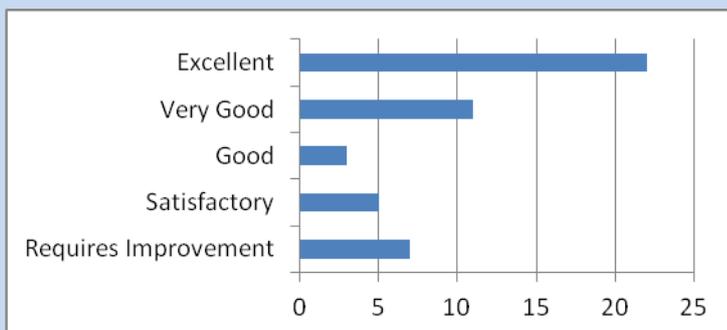
b. Asking about the symptoms?



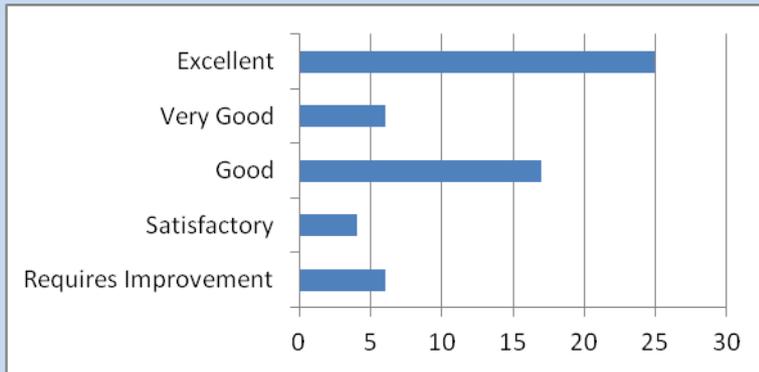
c. Listening to you?



d. Explaining tests and treatments?



e. Involving you in decisions about your care?



f. Treating you with care and concern?



**Q9. How do you rate your last appointment with:
Doctor**



Nurse Practitioner



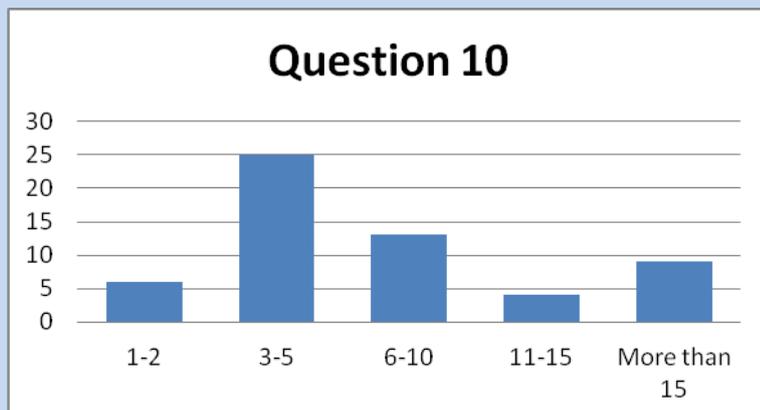
Practice Nurse



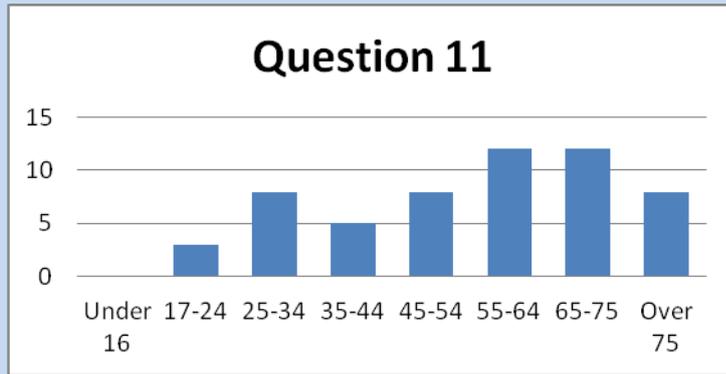
Healthcare Assistant



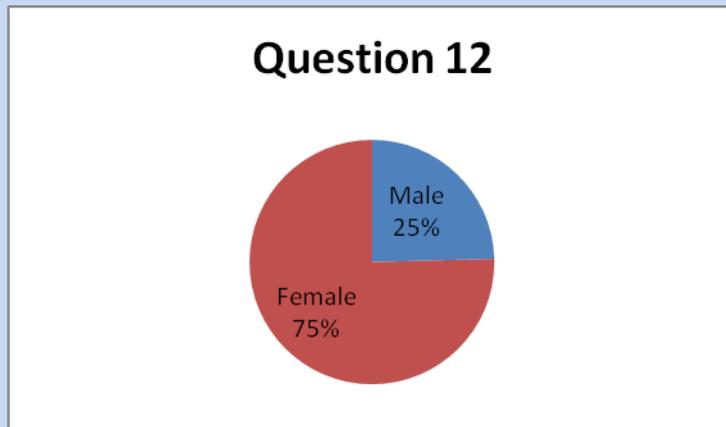
Q10. How many times do you visit the surgery in a year?



Q11. Please indicate your age range?



Q12. Please indicate which box applies to you:

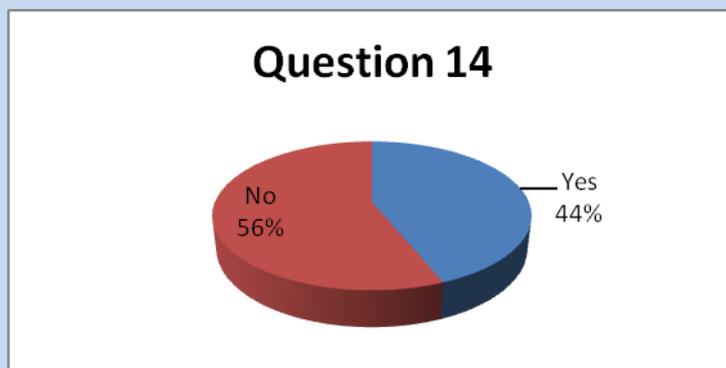


Q13. Ethnicity

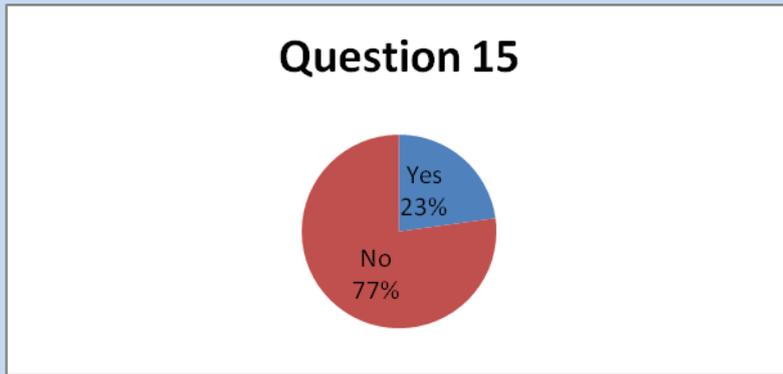
Please indicate your ethnicity:

White British	White European	Black British	Black Caribbean	Black African	Asian British
55	2				
Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other

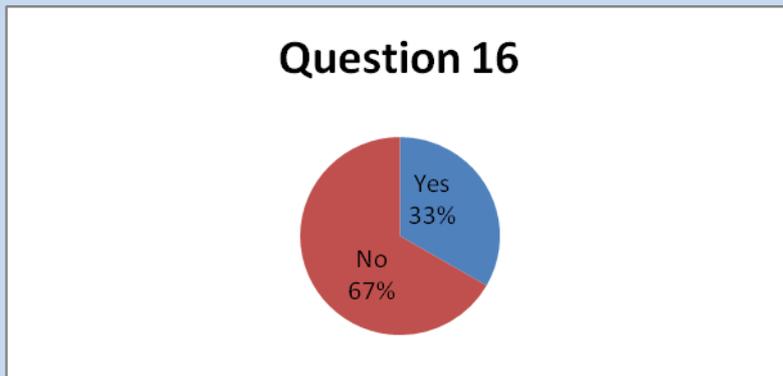
Q14. Before you took this survey, did you know the practice had a Patient Group?



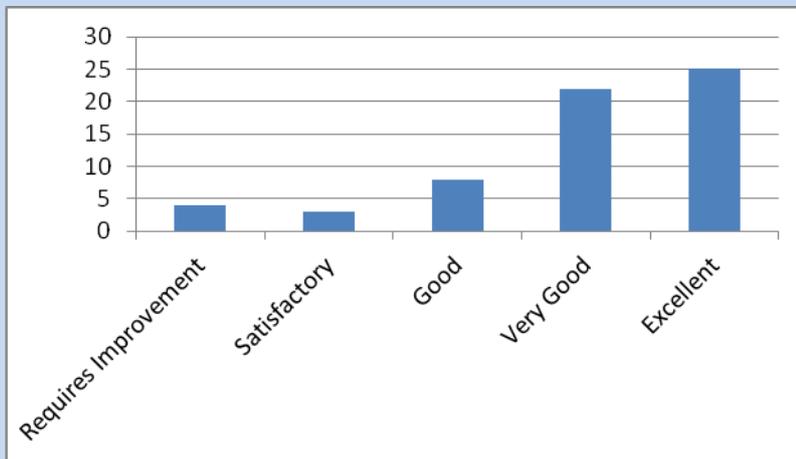
Q15. Do you use the NHS Choices Website



Q16. Do you use the Oaklands Surgery Website



Q17. What is your overall opinion of the surgery



Action Plan arising from Local Patient Participation Survey 2014

Problem	Solution	Person responsible	Review	Agreed/Discussion PPG	Completed/Ongoing
Trouble with the telephone system	The practice is actively trying to improve the telephone system. If improvements cannot be made by the current provider then the Practice will seek an alternative solution.	Practice Manager	Review in 3 months	6 th March 2014	
Booking an appointment with a doctor or nurse on the day	More appointments need to be made available. Practice is seeking to recruit GP and Practice Nurse. As from 1 st February 2014 the Practice has a Nurse Practitioner and Nurse Prescriber insitu who will see patients in the emergency on the day clinic. Make available more appointments on-line.	Practice Manager	Review in 3 months	6 th March 2014	
A proportion of patients did not know that the Practice had a Patient Group.	To ensure that the Patient Group is advertised more in the waiting area, Jayex Board, Patient Leaflet etc, website, NHS Choices, mailshot etc.	Practice Manager	Review in 3 months	6 th March 2014	
NHS Choices and Practice website.	The practice will continue to advertise NHS choices and Practice website through different media ways, including Practice Leaflet, Notice Board, Jayex Board, mailshot.	Practice Manager	Review in 3 months	6 th March 2014	

Action Plan arising from Local Patient Participation Survey 2013

Problem	Solution	Person responsible	Review	Agreed/Discussion PPG	Completed/Ongoing 6th March 2014
Telephones	The Practice is currently undergoing discussions with building manager, Ian Mortimer on the best ways to use the current system with some improvement. Complaints seemed to have decreased over recent weeks so hopefully there has been a positive change.	TH (Practice Manager)	Review in 3 months	20 th February 2013	Ongoing
Getting an appointment on the same day	Walk in Clinic was cancelled last year due to mis-use. Same day's appointments are available but it is recognised there are generally too few appointments. New 9session GP is to be appointed to try and alleviate problem.	TH (Practice Manager)	Every effort will be made to have a new GP in situ by end March	20 th February 2013	Practice still waiting to recruit full time GP. Nurse Practitioner and Nurse Prescriber in situ
There are no appointments on the same day	Routine appointments are not always available and it is recognised that there are generally too few appointments. However, on the day urgent appointments are currently available, in excess of 35 slots per day depending on the number of clinicians available on any specific day.	TH (Practice Manager)	Full review of appointments system will take place in April/May 2013 after year end is completed	20 th February 2013	Nurse Practitioner and Nurse Prescriber in situ

Problem	Solution	Person responsible	Review	Agreed/Discussion PPG	Completed/Ongoing 6th March 2014
Patients could not book ahead more than two days	Patients are currently able to book 4 weeks in advance for Drs/Nurses/HCA Practice to become more proactive in communicating advance booking availability via reception/NHS choices/website/patient leaflet/posters/during telephone contacts/reception/Jx board	TH (Practice Manager)	Review in three months	20 th February 2013	Ongoing
Patient want to book 1 week in advance	Patients are currently able to book 4 weeks as above	TH (Practice Manager)		20 th February 2013	Ongoing
Patients have to wait 4-7 days for an appointment some 8 days or longer	Patient wait longer to see a specific Dr Practice. In order to make 'urgent on the day appointments' available, this decreases available routine appointments. An increase in appointments needed and new GP to be sought	TH (Practice Manager)	Every effort will be made to have new GP in situ by end March	20 th February 2013	Practice still waiting to recruit full time GP. Nurse Practitioner and Nurse Prescriber in situ
Patients waiting too long in waiting room for their appointment	In order to cope with demand for appointments, slot times need to be kept at 10mins. On occasions, Clinicians do over-run and every effort is made to avoid this.	TH (Practice Manager)		20 th February 2013	Ongoing
Patients would like to be reminded re their appointment by personal call/text	Practice to encourage patients to register their mobile phone number and give consent to be reminded re their appointment.	TH (Practice Manager)	Review is on-going	20 th February 2013	Achieved

Randomly selected comments and subsequent actions arising from the Local Patient Participation Group Survey 2014

Question 1: Please describe your overall satisfaction with the surgery opening hours. (8.00am – 7.40pm weekdays. We don't close at lunchtime.

The majority of patients who completed the survey indicated that the opening hours were either excellent or very good. With a small indicator for good or satisfactory.

Question 2: - Please describe your overall satisfaction booking an appointment with the doctor or nurse.

From those patients who completed the survey it was indicated from the results that this area needed further improvement.

Comments:

"The phones are not answered. The system does not work at all. It is a disgrace".

Question 3: - Are you aware of what a Nurse Practitioner can do? & Question 4: Do you feel you need more information on Nurse Practitioners?

75% of patients who completed the survey were aware of the Nurse Practitioner role and 60% of patients did not feel they needed further information.

Comments:

Question 5:- Do you feel that there is a need to change the routine booked appointments surgery every weekday?

41% of patients felt that there was a need to change the routine booked appointments surgery.

Comments:

"More routine daily".

Question 6: - Are you happy with reception issues?

29% of patients completing the survey indicated that they were happy with reception.

Comments:

"phones must be answered. It can take hours to contact anyone."

"Fairly happy receptionists all very nice and helpful but reason for your visit to doctor should be private".

Question 7: - Do you feel there is a need to change the routine booked appointments surgery every weekday?

From those patients who completed the survey it was indicated that 55% had trouble booking appointments. The Practice offers emergency appointments between 9.00-10.00am and between 16.00-17.00. 3 slots are made available in the afternoon for the duty doctor. The practice is in the process of recruiting a GP which will help to alleviate the some of the problems for patients booking appointments.

Comments:

"Never can get through on phone. Only way to get same day emergency appoint is to come in person at 8.00am. Not always possible".

"Excellent"

"Too long to wait"

"Receptionists always polite and helpful".

"The phones are not answered. The system does not work at all. It is a disgrace".

"Cannot always get an appointment when required. Have had to sometimes wait 2 weeks".

"Cannot make bookings on phone"

"Can never get through, have spent on hour at times waiting".

"Can't always get an appointment"

"Wait too long for receptionist to answer"

"Very hard to get through to reception to book by phone"

"Have tried for over a week at different times of the day and the phone is not answered. "Hang on for 5 mins and then get cut off".

"Never any appointments when needed".

"Had to wait too long for appointment"

"Wait too long for appointment, can't get one for few days"

"Calling repeatedly for an emergency appointment is frustrating"

"Far too long to wait for appointment and ringing every morning is not always convenient and not always successful"

"There is always a long wait"

"Sometimes waiting too long for phone to answer"

Question 8: What is you feeling about the overall care you have received from the surgery, how good were they at giving you enough time, asking about the symptoms, listening to you, explaining tests and treatments, involving you in decisions about your care, treating you with care and concern?

Of those patients who completed the survey the indicator showed that they were in the good, very good or excellent marker with a few patients indicating the service was satisfactory or required improvement.

Question 9: How do you rate your last appointment with clinicians:

From the patients who completed the survey the results are excellent. Doctors, nurses and Nurse Practitioner all had a very minor indicator where improvement was needed and clinicians will be approached individually to discuss the findings.

Comments:

"I am very grateful for the help my doctor gave me across several appointments during a recent illness. I feel we are privileged to have access to such good healthcare"

Question 10: How many times do you visit the surgery in a year?

From the findings of the survey it indicates that the majority of patients visited the surgery 3-5 times per year.

Question 11: Please indicate your age range?

From the findings of the survey it indicates that the majority of patients are in the 55-65 and 65-75 age group. 2 boys in the under 16 age group completed a survey during the time the survey was made available for completion.

Question 12: Patient Gender?

75% of the patients who completed the survey described themselves as female.

Question 13: Ethnicity

3.5% of the patients who completed the survey described themselves as White European and 96.5% White British.

Question 14: Before you took this survey did you know the practice had a Patient Group?

54% of patients who completed the survey did not know that the practice had a Patient Group.

The practice will continue to advertise the Patient Group through various media ways, including Practice Leaflet, Jayex Board, notices in reception to make patients more aware of the service.

Question 15: Do you use the NHS Choices Website?

77% of patients who completed the survey did not use NHS Choices website.

The practice will advertise NHS choices through various media ways, including Practice Leaflet, Jayex Board, notices in reception to make patients more aware of the service.

Question 16: Do you use the Oaklands Surgery Website?

67% of patients who completed the survey did not use Surgery website.

The practice will advertise Patient Website through various media ways, including Practice Leaflet, Jayex Board, notices in reception to make patients more aware of the service.

Question 17: What is your overall opinion of the surgery?

47.8% of patients who completed the survey found the service provided by the surgery to be excellent and 7.01% felt that it needed improvement.

"I feel the surgery provides a good service. My only negative comment is that the surgery seems over busy at times, maybe too many patients on the books"

"Not happy about the limit of call out by doctors. You should be able to get a doctor to come out more on home visits".

“Phones – invest in a new system”.

“Doctors and nurses are exceptional and the only reason I stay”

“Very good and professional. However, appointments wait is too long. Also phone lines are very frustrating”. More emergency appointments”.

“Excellent service it is just a problem with the booking times”

“Find all reception staff, prescription clerks, practice nurses etc very helpful”.