

Potteries Medical Centre

Patient Participation Report **2012 – 2013**

Patient Group Information

Potteries Medical Centre participates in a Direct Enhanced Service for Patient Participation. The Surgery has a small group of Patient representatives who currently meet every 2 months. To discuss the current service provision, propose changes, provide feedback and importantly give patient viewpoints and identify areas that may require discussion or review.

The Group is established and the Surgery have put a lot of effort this year into recruiting new members by advertising during the New Patient check, in the patient leaflet, on Posters displayed in the Surgery and also on the Envisage information screen. The Group is facilitated by Claire Woodfint, Practice Manager. The meetings are all kept very informal and the Manager invites people along that she may feel would be beneficial. Members of the Reception team and clinical team are also invited to attend for a brief time to make it a productive meeting.

Practice information

The Practice Opening Times

Normal Opening Hours and telephone access hours are:
8am to 6.30pm Monday, Tuesday, Wednesday & Friday
8am to 1.00pm Thursday

Extended Opening Hours

The Surgery is open on Tuesdays until 8.30pm. There is no telephone access after 6.30pm but patients can ring prior to this and book an appointment for the late Surgery.

Current Group Profile

Patient Members: The Group currently has 9 patient members and the group is always open to new members as mentioned above.

Member Background: We encourage diversity amongst the group and as mentioned previously, the group is open to growth and expansion.

We have 3 young members in their early to mid 30's. All are female. One has recently joined the Surgery from another area and has 3 young children (aged 0 to 6 years). One has a young disabled child and one has an older, grown up child. We felt it very important to

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get all of these members' viewpoints in order for us to know if any specialist physical access is required as well as admin and to see if our facilities for young mums is appropriate.

Two of the members of the Surgery have moved with the Surgery from the previous premises many years ago and so can give a good perspective of any changes made and whether they have made the Surgery better or not.

One member of the Group has complex needs for themselves and their partner, it is important to get their view point in order to ensure we are supplying as much information as possible in relation to Carers access etc.

The Practice Manager has experience of working in Primary care, building up from starting as a receptionist in 2005. She has completed a Graduate Certificate in Leadership and Management and graduated in July 2013. She has a keen interest in Customer Satisfaction as her 17 year career since leaving full time education has been based around Customer Service.

Overall the group represents Patients who are Carers, patients who are retired, long standing patients and new patients. The Surgery has a very small number of Ethnic patients and as yet does not have any members from this representation. However, the Surgery is continuing to promote the Group to all new patients as well as existing ones and will continue to strive to achieve an even better mix of patients.

Patient Representation

We have made every effort possible to recruit patients in order for it to reflect the demographics of our patient population. During our recruitment process we:

1. Advertised the Group in the surgery waiting room by poster as well as a displaying a ticker message on the patient call in screen
2. Created a Surgery Website with an additional tab about the Patient Participation Group, its background and how to join the group.
3. Promotion of the new website to all new patients as well as attaching a small information leaflet to repeat prescriptions leaving the Surgery.

The Patient Survey

Last year the Group decided to use a Registered Company in order for us to be able to produce a comprehensive, constructed and approved form of questionnaire.

This year the Group didn't think it necessary to use that extent of questionnaire but worked to produce a survey that included some of the key questions about the overall service of the Surgery, the ability of the Staff (Admin and clinical) as well as about the Premises.

100 questionnaires were given out to patients over a 2 week period in February 2013. All surveys were kept confidential and results were correlated by a member of the reception team.

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The Group didn't think it necessary to produce a Survey in a specific area at the current time but plans to look at this in future months.

The Patient Survey Results

The results of the Survey were fed back to the patient group for feedback and comments and also published onto the Surgery Website, together with a copy of the questionnaire. The results are shown below and are self explanatory.

About the Clinical Staff

Over 80% of Patients were very satisfied (Very Good or Excellent) with the knowledge of the GP, their ability to listen, explain, reassure and respect the patient, as well as the amount of time given to the patient about during their appointment.

All of the Clinicians strive to ensure patient satisfaction by them being happy and comfortable with the outcome of their appointment. Should a patient be unhappy with their consultation in any way a Complaints procedure is in place which is documented in the Practice Leaflet as well as on the Website and on posters around the Surgery.

About the Admin Staff

Over 80% of patients were very satisfied (Very Good or Excellent) with the manner in which they were treated by the receptionist and the respect and confidentiality shown by them. All admin staff receive an annual appraisal and attend any training courses they may be relevant or necessary. Staff are all very well trained and have long standing experience. New Members of staff are taught in the same manner and receive appropriate training and arte mentored by the Practice Manager as well as a member of the existing admin team.

About the Practice Access and Overall

78% of Patients were very satisfied (Very Good or Excellent) with the Practice Opening Hours.

68% of Patients were very satisfied (Very Good or Excellent) with the chance of being able to see the clinician of their choice and within 48 hours.

The Surgery strives to ensure that the Patient can see their chosen GP within 48 hours.

However, this is not always possible as some of the GP's work part time. If their chosen GP is not available within 48 hours due to their working pattern, they are always offered an appointment with an alternative GP within this timescale.

42% of Patients were very satisfied (Very Good or Excellent) with the Comfort Level of the Waiting Room. This is something that the Surgery is looking to put into action this year by making some basic re-decoration plans.

Action Plan

The results of the Survey appear to be an improvement on last year. The Group were happy with these results but agreed that the Comfort Level of the waiting room needed to be addressed.

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Last Year's action Plan

- Last Year the Group wanted the Surgery to maintain a female GP. This was adhered to by welcoming Dr. Cat Anderson for 2 sessions a week.
- The ability to talk to a GP on the Phone was discussed at the Clinical Meeting and the GP's felt it more appropriate for a patient to be seen to enable face to face consultation and if necessary examination. The GP's however did not dismiss the idea and would be happy to talk to patients on the phone with specific questions.
- The Waiting Room Comfort was raised and whilst it was an action plan for the Surgery, unfortunately, the Surgery had to look at alternative amendments to the Surgery as priority due to a burst pipe in a clinical room which has now been resolved.

Informing Patients

The Survey results and this report have been discussed with members of the Patient Group and will be displayed on the Surgery Website.

The results will also be available to patients visiting the Surgery by way of advertising on the ticker message on the patient call in screen. The Survey results will be available from a folder in the waiting area.

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Question	Poor	Fair	Good	Very Good	Excellent	No Answer
Q1. Satisfaction with Opening Hours	0	2	20	43	35	0
Q2. Telephone Access	0	1	21	38	40	0
Q3. Appointment Satisfaction	0	5	18	37	40	0
Q4. Appointment within 48 hours	0	7	21	25	43	4
Q5. Clinician of Choice	1	5	23	40	28	3
Q6. Clinician telephone ability	1	11	33	29	14	12
Q7. Comfort Level of Waiting Room	2	18	38	27	15	0
Q8. Waiting time	4	20	30	26	16	4
Q9. Satisfaction with Visit	0	0	16	29	55	0
Q10. Clinician ability to listen	0	0	11	31	56	2
Q11. Clinician ability to explain	0	0	12	34	54	0
Q12. Clinician ability to reassure	0	0	12	34	50	4
Q13. Respect shown by Clinician	0	0	12	33	55	0
Q14. Time given during appointment	0	0	12	36	52	0
Q15. Reception Staff Attitude	0	3	14	39	41	3
Q16. Reception Staff respect for privacy	0	2	13	43	40	2
Q17. Reception Staff knowledge of Services	0	4	20	36	38	2
Q18. Complaints/Compliments Service	0	3	26	29	29	13
Q19. Reminder Systems for Health Checks	0	5	27	30	29	9

How The Practice Could be improved or how the Clinician Could Improve?

- Can't fault
- Practice Works well and can't find any faults
- Very satisfied with the attention of both
- Water cooler in the waiting room
- He couldn't be better
- All plugs in the waiting room should be child proof
- Happy with the Practice, very efficient and reliable
- Comfortable Chairs and Magazines needed
- I feel on occasions one of the GP's can be abrasive and unwilling to listen. I have found that with certain symptoms I do not want to see him as I already know that I will leave feeling frustrated and unheard. I would point out that this is only on some occasions
- Arrived for my appointment on time, no-one else waiting, waited ?? (*illegible*) minutes before being called in. Doctor apologized for the delay
- Only been with practice a short time. Very happy with the service so far.
- Last appointment with Doctor, had to wait an hour despite appointment
- Waiting room needs a coat of paint
- Don't really interact – electronic check in
- 2 GP's I have seen were excellent – unfortunately one was very rude and lacked empathy
- The Practice has already improved tremendously since my family first registered 2005, myself and family members are very happy with the Practice

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- Very understanding and helpful – fully satisfied
 - I would recommend this Practice to my Friends and Public
 - No improvements – all services are excellent
 - The Doctors are all very good
 - Excellent Service Overall
 - Excellent Doctor
 - I have always been happy with the Doctors
 - Doctor was 15 minutes late for my appointment
 - Longer Opening Hours
 - Maybe a clock in reception area, more information on your appointments time displayed i.e. in case an emergency has come in and your appointment has been delayed.
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POTTERIES MEDICAL CENTRE
PATIENT SATISFACTION QUESTIONNAIRE – FEBRUARY 2013

- Help your Practice Improve its service
- Please read and complete AFTER you have seen the GP / Nurse
- Please mark a tick in the appropriate box

ABOUT THE PRACTICE		Poor	Fair	Good	Very Good	Excellent
1	Your level of Satisfaction with the Practice Opening Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Ease of Contacting the Practice on the Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Satisfaction with the day and time of the appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Chances of having an appointment within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Chances of seeing a clinician of your choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Opportunity to speak to a GP/Nurse on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Comfort level of the waiting room (e.g. Chairs, magazines etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Length of time waiting for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABOUT THE GP/NURSE YOU HAVE JUST SEEN		Poor	Fair	Good	Very Good	Excellent
9	My overall satisfaction with this visit to the GP/Nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	On this visit I would rate the Doctors ability to listen as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	The Doctor / Nurses explanation was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	The extent I felt reassured by the GP / Nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	The respect shown to me by this Doctor was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABOUT THE STAFF		Poor	Fair	Good	Very Good	Excellent
22	The manner in which you were treated by the reception staff was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy / confidentiality by the reception staff was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the reception team about its services (e.g. Repeat prescriptions, test results etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINALLY / OVERALL		Poor	Fair	Good	Very Good	Excellent
25	The opportunity for making complaints / compliments to the Practice about its Quality of Service or Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for on-going health checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue questions overleaf

**POTTERIES MEDICAL CENTRE
PATIENT SATISFACTION QUESTIONNAIRE – FEBRUARY 2013**

Any Comments on how the PRACTICE could be improved

Any Comments on how the Doctor / Nurse could improve?

How old are you in years?

- Under 25
- 25 - 59
- 60+

Are you

- Male
- Female

How many Years have you been attending this Practice?

- Less than 5 years
- 5 – 10 Years
- More than 10 Years