

BENNFIELD SURGERY

Patient Representative Group report 2013-2014

Contents:

- 1 Profile of Practice
- 2 Patient Reference Group
- 3 The Survey and Additional questions
- 4 Summary of Survey results
- 5 Action Plan
- 6 Additional comments from Survey that Patients made
- 7 Survey Results (separate document)

1 Profile of Practice

Bennfield Surgery is on the edge of Rugby town centre with approximately 8000 patients on the practice list. The patient list has been closed to new patients since February 2013 but this is due to reopen in February 2014. The Surgery moved from the previous site at Warwick Street in June 2003 to our current purpose built practice which is suitable for access to both disabled and able bodied patients alike.

The Surgery is open Monday to Friday between 8.30 am and 6.00 pm Monday – Friday, and available as part of 'extended hours' on Saturday morning for pre-booked appointments only. The Coventry & Rugby Clinical Commissioning Group commissions the Out of Hours Service for patients to access urgent care when the Surgery is not open.

2 Patient Reference Group

The Patient Reference Group was established in 2011 to help to understand the views patients have on the services that we provide. We advertised the group on our web page www.bennfieldsurgery.co.uk, put posters up in the waiting areas at the surgery and wrote to a number of patients who we thought would be interested in joining the group. We have made attempts to include patients who may be carers, disabled, ethnic groups and tried to cover as broad an age span as possible. However in spite of this the group has only grown by 2 this year. In addition to an annual meeting, information is sent to the group by e-mail and post and we encourage members to participate with their views via e-mail too.

At any PRG meeting the Patient Services Manager, Practice Manager and if possible, a Doctor attends. We have also tried to arrange the meetings over the last few years at different times of the day to enable different members the opportunity to attend. Some members of our group also attend the Rugby Patient Panel Group which meets approximately every two months at a venue in the Rugby area. There are also Group Health Summits and these are advertised locally for all to attend.

3 The Survey and additional Questions

We conducted our recent survey throughout October 2013. Prior to this we contacted members of the group with a copy of the survey and also asked if they had any additional questions they wished us to include. We used the same GPAQ survey, as in the previous two years, however this year it concentrated on the surgery as a whole rather than individual doctors as in previous surveys.

We included one extra question requested from the group which asked if the patients would prefer an automated check in system rather than booking in with the receptionist.

Question 1

A member of the PRG asked for the following question to be included:

If available, would you wish to use an automated check in system rather than booking in with the receptionist?

YES 99 NO 89 No response 10 Not sure 6

The CCG Patient Panel Group had also asked us to include the question:

‘What is your experience of GP out of Hours Service?’ which included access, treatment and discharge with the opinion range covering ‘very good’ to ‘very poor’.

Question 2

The Clinical Commissioning Group (CCG) requested we ask the question below:

	What is your experience of GP out of hour's service? (Please rate each area below)		
	Access	Treatment	Discharge
Very good	41 (20%)	39 (19%)	39 (19%)
Good	47 (23%)	42 (20.5%)	41 (20%)
Poor	16 (7.8%)	19 (9.3%)	14 (7%)
Very poor	4 (1.95%)	2 (0.9%)	3 (1.5%)

On question 2 we also had the following responses:-

Don't know 3 (1.5%)

Not used 69 (34%)

No response 23 (11.25%)

The results of the survey were collated and analysed in November 2013 by InTime Data. Their report was circulated to the PRG members who were asked for their views and comments on the results.

In December the doctors, practice manager and patient services manager reviewed the results of the report and proposed an action plan to address some of the issues raised.

A meeting of the PRG was called for Monday 20th January 2014 at 11.00 am at Bennfield Surgery at which 7 members of the group attended. Trish Thomas (Patient Services Manager), Jane Rourke (Practice Manager) and Dr Warburton represented the practice.

Apologies were received from 5 members. The views of those who could not attend and who had sent comments were discussed.

4 Summary of Survey Results

It was noted that there were subtle differences to the survey conducted in 2013 to the previous surveys. This year the emphasis was on the practice as a whole rather than the individual doctors and it was also noted that the survey had been carried out slightly earlier in the year, all of which may have affected the overall results.

In summary: patients appeared to be generally happy with the doctors at the practice. They felt at ease, and were treated politely and considerately, were likely to assess conditions and be honest and trustworthy. They were confident of the doctors' confidentiality with regard to the consultation.

Receptionists were found to be helpful and scored above the mean. With regard to appointments, 34% found they could book an appointment fairly easily but the remainder had difficulty in getting through on the telephone.

In the survey some patients thought additional opening hours would be beneficial.

A member who was unable to attend the meeting had sent some comments by e-mail and these were discussed. One point raised was regarding the question of management consultants looking at the appointment system. The doctors had actually considered this some time ago, however, this would have involved a complex triage system and none of the doctors felt that this was an option they were keen to pursue at the time. A discussion took place about how some doctors do not feel comfortable in making assessments using telephone triage and this was one of the reasons why it was decided not to consider this option.

Telephone triage was discussed at length. The question was asked about how much time it takes to do this and whether a patient may still have to be seen after the telephone call. This may result in a longer overall appointment. It was asked if a Nurse Practitioner could triage and whether another Nurse Practitioner would be beneficial to the practice. Employing additional staff would be a financial consideration for the practice and is not possible at the present time.

A question was asked about how many appointments there were available daily: each doctor has 32 booked appointments per full day, plus any extras which may be added when necessary. In addition to the appointments, a doctors' day includes carrying out home visits, administration with regard to referrals, check investigation results and action where necessary, they respond to telephone calls and messages and deal with all other relevant paperwork.

Dr Warburton did inform the group that when Dr Crighton had retired in the summer last year, Dr Behura joined the practice and works extra sessions which has increased the number of appointments which are available.

5 Action Plan

At the PRG Meeting action points were raised.

- Getting through on the telephone

Action Taken:

Since November 2013 the telephone answering for main incoming lines has been moved to the general office instead of at the front desk. It is hoped that this now gives a quicker response to incoming calls. The receptionist on the desk is now able to deal solely with patients who visit the surgery which is less stressful for both the receptionists and for patients who attend the surgery. Since this change, the feed back from the staff and patients has been positive.

- Opening Hours

The Surgery is open Monday - Friday 8.30 am – 6.00 pm and there are pre-bookable appointments to book every Saturday.

Proposed Action: The Doctors are reviewing the possibility of changing the timings of some surgeries that we currently have, but need to ensure that any changes provide sufficient time throughout the day to deal with home visits and paperwork.

6 Additional Comments from Survey

- Almost impossible to make an appointment by phone 8.30 - too many others phoning. Best way to guarantee an appointment with a specific doctor on the day is to come early in person and queue until surgery opens. Otherwise all excellent.
- The noise in reception is terrible - constant bleeping (where lights are not working) which drive me up the wall. Telephone is never answered because there is only one person on reception.
- Signs up everywhere telling you to only bring one complaint with you and do not stay too long in with the doctor. A very unsatisfied patient!
- Bennfield Surgery and its staff are fantastic! Polite and understanding reception staff. Dr Barnes is the best doctor I have ever had!
- Better car park or cameras so can see which registration has hit your car - this has happened several times to me! Easy system to call in - 8am would be better as taking kids to school at 8.30am proves difficult at times.
- Nothing wrong with the service but getting to see someone is hard. I work in Birmingham and I have come across many different women on reception. I have found all to be most polite, efficient, most caring also. I feel at ease and have never thought that any don't try to accommodate you. You are most looked after. Wish I came to this practice when I was younger. However very lucky that I came here several years ago and my family
- The main difficulty is making appointments on the day. Getting through at 8.30 impossible (especially as I am at work).
- Don't agree with receptionists giving phone appointments away before patients waiting in a morning.
- This is probably one of the few medical practices who have failed to employ even one 'dragon' on reception. The girls are all helpful, cheerful and do their best to put you at your ease. Congratulations!
- It is always a very pleasant experience attending.
- The staff are friendly and very helpful. They get to know who you are and your name. Just wish that the surgery would be open longer maybe Thursday or Fridays. They respect people and I would always recommend them.
- Amazing receptionists and brilliant doctors.

- First class, friendly service given in a thoroughly professional way.
- Unable to get through on the phone for appointments. Limited appointments left.
- The practice is very good, but getting to see the doctor of your choice can be difficult. Also, getting an appointment on the day can be a bit frustrating waiting on the phone for up to 15 minutes or turn up early and wait from 8.10am to book appointment in person.
- To have more telephone operators to answer the phones at 8.30am as you cannot always get appointments on the same day if your lines are always busy.
- I find that getting an on-the-day appointment is impossible despite ringing up from 8.30am till 8.50am.
- Sometimes it is very difficult to see any doctor on the same day even though you phone constantly from 8.30.
- Frustrating to try to get an appointment. Cannot get through on the telephone unless you ring and ring for 20 minutes or so. The car park seems full although there's few people in the waiting rooms.
- Generally doctors and nurses are very helpful and professional. Had one negative experience with reception staff - was misinformed about pick prescriptions up at weekend. Would prefer more out of hours service including referrals to hospital. As a teacher it is very difficult to get to the hospital in the middle of a weekday.
- It is very frustrating to book an appointment by telephone.
- A better phone answering service.
- All the people I come into contact with at my surgery are lovely - really helpful and caring.
- Trying to book a 'same day' appointment is very difficult; I leave for work before 8.30am and do not get a chance to phone until after 9am and as I work out of town usually the only appointments left are for the middle of the day. The option to phone after 2.00pm is not helpful as I am usually unable to leave work.
- Not enough appointments available daily. I suspect oversubscribed patient quota.
- Some doctors are better than others and hence I prefer to be seen by same doctor.
- Excellent practice, always try to meet needs of myself and my family. Professional reception staff who always offer a warm welcome.
- The appointment booking system is a pile of rubbish. It is hard to get an appointment if you work full time.
- Some of the doctors in the practice are much better at timekeeping than others. One is usually half an hour late.
- Don't really agree with the appointment system where you have to ring on the day. And it can take a long time to get through and still not get in to see a GP.
- When having to phone at 8.30 if you have children of school age it is the same time that you have to leave for them to attend school, so it proves a difficult time of the morning to ring.
- The biggest problem is getting through on the phone and not knowing what doctors are on duty that day.
- Although surgery opening hours are OK, late evening opening or Saturday morning would be beneficial to me as I work full-time and not always easy to come out of work due to work/client commitments.
- Rarely seen on time, often waiting up to 30-45 minutes past time. Telephone appointments for same day require constant redial for around 15 minutes.
- It is very hard to hear over the PA system who is being called to their next appointment - it's very 'woolly' and quiet sounding.
- Generally a very good surgery. Receptionists are the most helpful I've come across! Dr Barnes is excellent but that does mean I have to wait an average of 6 weeks for an appointment with her.
- Other doctors don't look at your notes properly. This means repeated phone calls and me getting upset and frustrated.
- Excellent!
- The most difficult and frustrating thing I find is very rarely being able to get appointment with one's own doctor.

Comments collated by InTime Data Ltd 13th November 2013