

BENNFIELD SURGERY

PATIENT REPRESENTATIVE GROUP REPORT 2012 – 2013

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1 Profile of Practice

Bennfield Surgery is situated on the edge of Rugby town centre and has approximately 8000 patients on the practice list. The surgery was purpose built in June 2003 so is fully able to deal with disabled and able bodied patients alike.

The practice is open between 8.00 am and 6.00 pm Monday to Friday and in addition has an extended hours' surgery with pre-booked appointments on Saturday mornings. When the surgery is closed, the Out of Hours Service commissioned by the Primary Care Trust provides appropriate care for patients.

The practice encourages patients to share their views on services provided and we takes account of any suggestions made by patients to see if these would be beneficial and contribute to the smooth running of the surgery for patients and staff.

2 Patient Reference Group

The Patient Reference Group was established in 2011 to help to understand the views of patients on the services that the practice provides. It is an open membership group and patients generally contribute and participate via email. The group comprises 17 patients of which 6 are male and 11 females. Members were recruited in a number of ways, via our web page www.bennfieldsurgery.co.uk, posters were put in waiting areas and we also wrote to a number of patients who we thought may be interested in participating in the group. We have made every effort to include patients who may be carers, have disabilities, members of ethnic groups and attempted to include a variety of different ages to help provide a broader spectrum to the group. Currently the age range is between 28 and 90 years. Since establishing the group in 2011 the number of patients expressing an interest in taking part has only increased by one.

At Patient Reference Group meetings the surgery is usually represented by the Patient Services Manager, Practice Manager and where possible a doctor will be in attendance.

Over the last year the practice has liaised with the Patient Reference Group when appropriate; for example the group were informed that the practice intended to apply to close the patient list as the doctors felt that this would help to ease the current pressures on existing workload. The group were asked for their view on this application and those that responded were in support of the application. The practice

list was therefore closed when the Primary Care Trust approved this application in February 2013.

The practice has within the last year liaised with Faheem Sheikh, Senior Patient and Public Engagement Officer from the Arden Commissioning Support Service and representatives from the practice and the PRG attended the Patient Participation Group Health Summit held in March 2013 in Rugby.

3 The Survey and Additional Questions Included

Prior to conducting the Patient Satisfaction Survey in November 2012, the practice had liaised with members of the PRG both by e-mail, letter and by telephone to ask if they were happy to use a similar survey to the one used previously in 2011. They were also asked to consider any additional questions they thought would be useful to be included.

From those who responded, one extra question added to the survey used and related to on-going problems regarding delays in hospital letters reaching the surgery.

The doctors at the practice had also requested an additional question be included in the survey regarding telephone appointments. They asked for feedback from patients on the introduction of telephone appointments, following last years' action plan, and whether this had been beneficial.

It was decided to use the GPAQ survey again and this project commenced in November 2012. Over a 2-week period patients were asked at random to complete a questionnaire when they were in the surgery. A total of 250 patients agreed to participate and they were invited to complete the questionnaires while they were in the surgery.

Additional questions included are as follows:

We asked if there are delays in hospital letters arriving at the surgery?

20 said 'yes', 209 said 'no' and 10 did not respond

We asked if telephone consultations were useful?

103 said 'yes', 7 said 'no' and 129 did not respond

We asked if patients were happy with a telephone consultation?

157 said 'yes', 54 said 'no' and 5 were not sure, 23 did not respond

Results from the survey were collated and sent to an independent company, InTime Data, to be analysed. Their report was received in January 2013 and this was immediately circulated, either by email or by post, to members of the PRG who were asked for their views and comments on the results. The Doctors, Patient Services Manager and the Practice Manager also reviewed the report and held a meeting to discuss the results and suggest proposals for an action plan to address some of the issues which had been identified.

A meeting of the PRG was arranged and held on Tuesday 26th February at Bennfield Surgery at which the Patient Services Manager, Practice Manager, Dr Warburton and 7 members of the group attended. Discussion at the meeting was generally centred around the results of the survey, but included other related issues including progress made from actions taken in the previous year. Some members of the PRG unable to attend had sent in their comments on the report and these were reviewed and included in the discussions.

4 Summary of Survey Results

The report showed that patients were generally happy with the doctors at the practice.

Receptionists were found to be helpful, and this area achieved an above average score.

Getting through on the telephone was one issue raised as a concern. This issue is included in our action plan. As a result of this, the decision was made to increase reception/admin hours and in December 2012 a new member of staff was recruited. We hope that during busy times, particularly early morning, this will help to improve the time patients have to wait for the telephone to be answered.

Concern raised that some patients are having difficulty **booking urgent appointments**: If a patient needs to be seen urgently and there are no appointments available to offer, the staff will 'task' the doctor with a request to triage. There is also a cancellation list in operation where patients are able to leave their contact details in case an appointment becomes available throughout the day if someone else cancels.

As an action from last year it had been agreed to keep the **telephone lines** open throughout the entire day (Monday to Friday) to enable patients who are at work to be able to contact the surgery over the lunchtime period. As a result the telephone lines stay open between 8.30 am and 6.00 pm and do not now close between 12.30 and 2.00 pm.

The practice has initiated **telephone appointments** at times throughout the day to enable patients to have the option to speak to the doctor about their medical issue, rather than attending for a face to face consultation, if they prefer. This has proved popular with a large number of patients since this was introduced.

Patients surveyed this year felt they had difficulty **booking an advanced appointment**. Following discussion following the survey results and with the PRG the doctors have included in the action plan this year an intention to add an additional doctor session each week from July 2013.

Patients surveyed asked for more **internet access appointments** than are currently available. As part of our action plan we will consider increasing the number of appointments available to book on line. We will also encourage more patients to access this facility.

With regard to **waiting times** to see a Doctor or Nurse, 80% of patients surveyed felt waiting times were satisfactory or better and 20% felt waiting times were poor. As part of the on-going action plan posters have been put in waiting areas to encourage patients to remember that appointments are for 10 minutes and generally should be for one problem as over-running appointments for some patients are necessarily

contributing to longer waiting times for others. Patients are able to request a longer appointment if they consider their problem will take longer than 10 minutes to discuss.

Opening hours: 91% of the patients surveyed were happy with opening hours. Currently extended hours are on Saturday mornings; 29.4% of those surveyed said they preferred extended hours on a Saturday.

Regarding choice: 72.5% of patients surveyed said that they see the GP of their choice a lot of the time, or more.

Satisfaction with Nurses at the practice scored high throughout the survey.

91% of the patients surveyed felt that the GP or Nurse helped them to understand their health problems.

Patients rated their overall experience as follows:

55%	Excellent
38.3%	Very good
6.4%	Good

Of patients surveyed the vast majority described their experience as good or better. Only 1 patient said they would not recommend Bennfield Surgery.

5 Action Plan

The results of this years' survey were largely in line with the previous surveys carried out. The areas of concern were discussed both by the doctors at the practice and at the Patient Reference Group and an action plan devised.

- Getting through on the telephone was raised as a problem:

Action: decision made to increase reception/admin hours. A new member of staff has been recruited and is undergoing training. It is hoped that during busy times, particularly early morning, an additional member of staff will help to improve the time patients have to wait for the telephone to be answered.

- Patients needing urgent attention:

Action: reception staff to send task to doctor to request triage if no appointments available.

Action: continue with action from last year to offer 'cancellation list' as an option to patients requesting to be seen on the day when no appointments are available to book. This can often be a solution to a number of patients.

- Telephone Line at lunchtimes:

Action: to continue with keeping the telephone line open at lunchtime in the practice to enable patients to make contact between 12.30 – 2.00 pm. This will be reviewed in another 6 months.

- Doctor Appointments:

Action: additional doctor session to be added from July 2013.

Action: Practice patient list has been closed in an effort to help existing patients be able to access appointments more easily.

- Internet Appointments:

Action: review number of appointments offered to book on line and consider increasing.

- Waiting Times:

Action: reiterate to patients via posters that appointments are for 10 minutes.

6 Additional Comments Patients Made

- Always patient and caring HCB
- Trying to telephone for appt is frustrating waiting to get through for an appointment that day just to find when you do get through, there are no apps left. However we live nearer now and can come in person. We are very happy with all Doctors we have seen. We prefer to see same Doctor for continuity, but it is important to be seen by any GP.
- Excellent initial consultation HCB
- Excellent in every way HCB
- The Receptionists are always polite and friendly and go beyond their job description to help you. Doctors give you time to talk, ask questions and do not rush you.
- Although no diagnosis was made, I feel I received good care and that all avenues for a possible answer were explored. I feel that my concerns were listened to and every effort has been made HCB
- The only thing I would say is the intercom is not always clear and if the waiting room is full/noisy patients can't hear their name.
- EXCELLENT HCB
- Always has time for you and is always very pleasant, and really seems to care about your condition and does all she can to help HCB
- Very satisfied with the Practice and with the Doctor concerned.
- Very empathetic and caring, a very good GP HCB
- Well run and caring.
- Only comment I have is the appointment access in the morning. Very hard to see doctors, some things have got worse for the lack of access to my doctors but I appreciate the care. NJD

- Been here all my 26 yrs, only factor is the process getting an appointment other than that excellent, maybe having my fiancé and future child here. Thank you and never close.
- Very kind listens to you and explains what is happening NJD
- I find it not bad at all, always treated kindly and helpful.
- Dr Nick Doherty is very competent and very polite am very happy with his service.
- One of the best GP's I've seen in many years. Time and care – rare in many cases. RDC
- The receptionists are not good. Some exceptions, but generally an incredibly poor public-facing first experience of the surgery.
- Dr Crighton is a fantastic GP. I couldn't recommend her more highly! RDC
- The Surgery and receptionists are all very pleasant and helpful. Always listen and willing to help. Whenever I have needed a doctor there has always been a doctor available.
- Dr Crighton is caring and makes you feel that your medical needs are a top priority. RDC
- I personally only see Dr Crighton or Dr Barnes and I think they are both very caring doctors. I do think it is a struggle to get through to the doctors in the morning.
- Telephoning for appointment can take up to 30 mins to get to the receptionist to arrange an appointment. It is very difficult to get an appointment to see the doctor who normally deals with you.
- An excellent overall practice.
- Need more than 1 phone line when ringing for an appointment at 8.30am Can take 20 mins to answer phone to be then told all appointments have been allocated and told to ring at 8.30am the following day. I don't like the idea of not being able to make an appointment the following day and hope for the best. I do not have access to a computer for booking appointments in advance.
- I've always found Dr Warburton a lovely Doctor to see, very understanding. CJW
- Very professional, understanding, caring etc etc etc CJW
- Been with the surgery for years (20+), never had any problems, always looked after well. All the 'staff' at reception and the office are top draw.
- Difficult, first time I've seen this GP as far as I can remember EJC
- Working out of town, total of 90 mins away, it is rather difficult to ring in the morning for an appointment that day. Recently I tried and was told the last appointment is at 16.50. So, in order to make that last appointment I would need to finish work at 15:00, not always easy! It would be nice if I could make an appointment 2/3 days in advance, rather than ringing on day.
- Very good

- Overall I am very happy with the attention I have had. My only complaint is getting through on the phone very frustrating.
- We moved to Rugby in 2009 and have always found the surgery helpful and responded to treatment needs appropriately. Thank you
- Listens very well allows myself to explain all ailments NJD
- No problems with the staff and doctors, all very nice. It is just hard to get an appointment.
- My preferred doctor – always understanding and compassionate. HCB
- Most definitely an excellent surgery – only criticism is trying to get through on the telephone.
- It's a nightmare to try and get a same day appointment, especially when you work full time and cannot come in to reception when it opens. As you have to wait on the phone at work at least 20 minutes and then the appointments have gone when you get through, so you have to try again in the afternoon or following day! Also, there doesn't seem to be enough doctors, as when there's no appointments, the receptionist will say 'sorry there's only 2 doctors in this afternoon' etc.
- Takes time to get through by phone for an appointment.
- Very difficult to obtain an appointment by telephone. 36 minutes today waiting as phone lines always busy.
- Dr Warburton is very understanding and excellent at making you feel at ease. She shows genuine concern for my well being and is by far the best GP I have ever had. CJW
- Very reassuring and very clear CJW
- Difficult to get through on phone at 8.30am!
- Lovely lady CJW
- It is frustrating when you cant book in advance, it is ring on the day. You then take pot luck trying to get through on the phone. It is easier to drive here and wait at the door. Some background music would be nice.
- Always very helpful and listens to what we have to say. It's a pleasure to see her.RDC
- Very thorough and patient RDC
- Always polite, helpful, understanding.
- Have always had the best attention from both Doctor and Nurse. RDC
- As a deaf person I found it difficult to hear my name being called, the reception help when quiet but very difficult when busy. Electronic board which display name and board would help a great deal for me or any other hard of hearing/deafness
- Always found Dr Crighton to be a top Doctor. Will definitely miss her. RDC

- I think the doctors and staff always try to accommodate people at this surgery. I have been here when some patients have been very rude, and my personal experiences have always been very good.
- My GP is kind and caring and has in the past rang me at home to ask how I am coping which she doesn't have to do but does. RDC
- Point out to patients there is a notice on wall that ALL mobile phones should be switched off.
- The surgery needs to recognise that people who work full time fund the NHS, something that is rarely available to them because the service is geared up to help those at home during the day.
- I think the Doctors and Nurses and reception staff are excellent, but you can never get through on the phone, or get a same day appointment. I find this very worrying when I have two small children and find myself having to go to the walk-in centre more than visiting my own GP.
- Can't get through when making appointments on the Day – Need better system.
- Very professional but friendly! RDC
- The only criticism I have it is so difficult to get through from 8.30, and then often when you do get through there are no appointments left.

7 GPAQ Survey results Separate document