

BENNFIELD SURGERY

PATIENT REPRESENTATIVE GROUP REPORT 2011-2012

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1 Profile

Bennfield Surgery is situated on the edge of the town centre in Rugby and has over 7900 patients on its practice list.

As a Surgery we have always encouraged patients to talk to us and put forward any suggestions that would improve services for the benefit of both the patients and the staff. All work hard to run the Surgery as smoothly as possible for everyone.

However, over last year it has been decided to establish a Patient Reference Group to give patients a more formal way of airing their views.

2 Process to Recruit Members for the Patient Reference Group

We were keen to ensure the group was representative of all patients, ie people of all ages, male/female, ethnicity, carers and those with disabilities.

In order to encourage patients to join the group we wrote to a cross section of patients, posters were displayed in the waiting area and information was posted on to the practice web site (www.bennfieldsurgery.co.uk).

Despite our best efforts the level of interest shown was a little disappointing; but we will continue to try to attract more patients and will welcome new members at any time. Ideally we hope that a larger group will be more representative of the patients.

Currently we have 16 group members consisting of 6 gentleman and 10 ladies. These include a patient who is a carer, 3 patients with a disability, 1 person under the age of 30, 2 under the age of 40, 3 under 60's and 8 over 60. Of the 16 members, 15 are white British and 1 is of mixed ethnic origin.

3 Priorities of the Survey

To start the ball rolling with this project, we initially sent out a letter to those who had agreed to be part of the group to ask for their views on what they felt should be included in the survey:

Topics included:

- Quality of care
- Availability of GP's & Nurses
- Telephone System
- Appointment Availability
- Waiting times
- General satisfaction
- Accessing care Out of Hours
- Age & gender groups for the survey (to ensure a representative sample)
- Communication between primary and secondary care

A copy of the questionnaire used in the survey is included at the end of this report. This was called the GPAQ survey (Appendix 3). Additional questions relating to the communication between the hospital and surgery was included at the request of a member of the group (Appendix 1).

Over a period of a few weeks in November/December 2011, 300 GPAQ surveys were available in the waiting area at the surgery for patients to complete; patients were also invited to add any other comments they wished and these are included at the end of this report (Appendix 2).

The completed questionnaires were collated and a report was compiled by the company who had supplied the questionnaires, Intime Data. (Appendix 4).

4 Consultation with the Patient Reference Group

When we had the results of the survey we discussed them at a practice meeting. Our suggested actions and the survey results were distributed to the members of the PRG for their opinions. We then invited all to attend a meeting, held on 23 February 2012 at the practice to discuss in full. Those who could not attend were encouraged to send in their views by email.

The meeting was attended by the Patient Services Manager and the Practice Manager along with 9 members of the PRG.

The overall view expressed at the meeting was that on the whole, everyone is positive about the Surgery and this was very encouraging.

There were several issues raised at the meeting and these were discussed:

- the lunchtime telephone system
- appointment spread throughout the day
- automated booking-in system when attending for appointments
- Saturday appointments
- telephone consultations with doctors.

5 Resulting Action Plan and How Agreed

Telephone system at lunchtime - currently the telephone switches over to a message handling service (except for emergencies) between 12.30 and 2.00 pm each day. It was agreed that this system should be reviewed in order to help patients (who may be at work) to be able to get through to the surgery over the lunchtime period as this may be a more convenient time for them.

To action by: 30 April 2012

Appointment spread throughout the day - it was suggested that the Surgery consider having appointments available at lunchtime and in the evening to help those patients who are at work and find it difficult to attend during the current surgery opening hours. It was agreed to put this to the Doctors as a suggestion for them to consider.

To action by: 30 April 2012

Automated booking-in system – this was suggested because sometimes there is a queue at the Reception desk, or the Receptionist may be busy on the telephone dealing with another patient. It was explained that these systems are expensive and are not always reliable. The group was reassured that efforts are made to try to put two members of staff on the reception desk both at expected busy times (ie first thing in the morning) but also at other times when it was needed to try to avoid patients having to wait for a long time to book in for an appointment.

No action currently planned

Saturday Appointments – although we do operate a Saturday morning surgery as extended hours, some felt we should be more selective on which patients are offered these appointments – for example they should be offered to those patients who are unable to attend in the week.

It was explained this would be difficult because if someone wanted an appointment and there was one available on a Saturday morning why should they not have it?

No action currently planned

Telephone Consultations with GP's - this suggestion was made by the Doctors as a result of the Survey. The patient list size is growing all the time and it is becoming more difficult to offer appointments to all who want them. The Doctors are looking in to ways of managing this increased demand appropriately. Any changes would be advertised via the web site and notices will be displayed in the waiting area.

It was felt that on the whole telephone consultations would help ease pressure on both patients and clinicians

To action by: 30 April 2012.

6 Surgery Opening Hours

Opening hours are as published in the Practice Booklet and on the Practice website:

Monday to Friday - 8.30 am - 6.00 pm
Saturday - 8.30 - 12.00 Extended Hours (for pre-booked GP Appointments only)

The Surgery is closed on Public holidays. Saturday afternoons and all day Sunday.

There are occasions when the surgery closes during the afternoon (usually Thursday) for county-wide staff training. These dates are published well in advance both at the practice and on the website.

All our consultations with GP's and nurses are by appointment only.

To make an appointment patients can either ring the surgery, call in or book through our internet access.

We have appointments up to six weeks ahead to book (when available) in advance.

If the surgery is closed patients can ring the Out of Hours Service (Harmoni) on 0300 130 3040.

For accidents and emergencies only, there is a local minor injuries unit at St Cross hospital, Rugby and a full Accident and Emergency Department at UHCW in Coventry.

Patients who need advice can contact NHS Direct on 0845 46 47 or Warwickshire Health line on 03000 247111.

A copy of this report is available on our practice website and is displayed on our notice board in the waiting area.

A notice has been put up in the Reception advising patients of its existence and where they can view it. They can also request a copy if required.

Appendix 1 – Additional Questions added to GPAQ

Appendix 2 – Comments noted from completed questionnaires

Appendix 3 Copy of General Practice Assessment Questionnaire (GPAQ)

Appendix 4 – Patient Survey Results Analysis Detail provided by InTime Data

Appendix 1

Additional Questions to Supplement the GPAQ Questionnaire

Q Have you been treated by a hospital in the last year?

YES NO

If yes, were you happy with the communication between the hospital and the surgery:

YES NO

Any Comments:

From the 300 completed questions issued, the following replies were noted:

- 141 Not treated by hospital
 - 103 Treated and not happy
 - 3 Treated and no comment
 - 20 Treated with comments
 - 2 Not treated with comments
 - 23 Did not respond to the question
-

Example of comments received include:

- Fantastic surgery throughout. My specialist has absolute confidence in them.
- Not sure yet waiting to hear about some test results, it has been a while.
- I was sent to A&E with swollen glands (put on Amoxycillin) it was diagnosed as quinsy at Walsgrave when transferred.
- Confusion at hospital as to which test was needed – had to go back twice!
- Sometimes.
- A lack of communication in some instances, definite delays!
- Good communication between midwives.
- Very good.
- Is there any!!!
- All information from hospital consultant was received quickly and accurate by doctor, very pleased.
- Been asked by hospital to see a doctor for referral and appt to see doctor who requested to see me is over a month away.
- I was lost in system, waiting for operation for 12 months.
- Would have been nice to track test results more easily.
- Very happy with the surgery and hospital.
- Still waiting for another treatment at hospital (5 months)
- The default of 'no problem' (eg test results) = no phone call to patient. Leaves feeling of uncertainty.
- Not sure of the speed of communication between two.
- Don't know!
- Communication between choose & book service and surgery and hospital could be improved.

Appendix 2

COMMENTS NOTED FROM SURVEY - NOVEMBER 2011

Could not ask for better

Difficult to make appointments. Can't get through at 8.30, when you do appointments have gone, first pre-book appointments was in 6 weeks.

Service has been good ever since we first knew of it.

Used to be a race to get an appointment by phone in the mornings, however the new on line system will be excellent.

Thanks very much. God bless you!

Dr Warburton is very nice and she is the best doctor I have ever had. She is kind, caring, understanding and she has helped myself & my children a lot. A big Thank You.

Dr Barnes is fantastic. Very understanding & caring.

The day I get off from college is usually a Friday, and if I have a problem I have to take a day off from college as I cannot ring in advance for a Friday.

I would like to praise the GP's at this surgery. I have always experienced excellent care and feel this is the most competent practice I have been registered with. Thank you.

This is the first time I have been to see a doctor here, sorry if this form may not be very helpful.

On the whole a pleasant & efficient service is provided by all at the practice.

Can be very difficult to make same day appointments by phone as the phone line is very busy – 20-30 mins is average time it takes to get through in the morning to book appointment.

Overall extremely pleased & satisfied.

Lucky to have such a good practice from, GP, Nurses, Receptionists.

Phone booking system needs more resource or phone left to ring until someone available. How can you run out of book on the day by 8.45!

Main difficulty is inability to make contact by telephone from 8.30am. By the time contact is made all appointments taken. Telephone system is awkward. It cuts you off rather than establishing a queue.

Q14 more important you get in on the day needed than the time you have to wait.

Not impressed with the difficulty of getting a doctors appointment by phone – so much so that, if I urgently need an appointment, I queue at the surgery door at 8.30am.

Getting a reply to the phone at 8.30 onwards by which time all the appointments have gone and you have to start again the next day.

I preferred it when you were able to call up at 2 different times of the day to book appointments for that day. The way it is now its hard to get seen.

Very helpful & polite – wouldn't hesitate to recommend.

This surgery is much better than my last in Rugby but it is frustrating when my children are ill and its over an hour before I can get through. Your receptionists are very pleasant, definitely a lot nicer and understanding than other surgeries.

The practice might benefit from another male doctor, although current female doctors are very good in general.

All of the medical care I have received myself has been excellent, but I have a newborn baby and have been in twice with her and the advice from the Doctors has either been not very informative or not correct after then having to take her to a health visitor for a second opinion about the issue.

The waiting times are very bad! Please improve this, and also it's hard to get a emergency appointment, please improve this as well

Excellent, although difficult to get through for appointments on the phone & need to keep calling for about 20 minutes until I get through.

The main problem I have with the surgery is being unable to phone before 8.30 for an appointment other than that I fine the doctors, nurses & receptionists excellent.

Doctors good and caring, lovely nurse but she gave me poor advice which led to 2 hospital visits.

Fabulous!

I have Type 2 diabetes and I find the treatment excellent.

Fantastic, excellent GP Surgery. Waiting times for appointments are terrible (always running about 30 minutes late) but the doctors make the wait worthwhile.

There is good service and treatment from the doctors and nurses when I get to see them, however, a number of times I have been unable to get an appointment with any doctor on the day, and if I do get one it is often a 30+ minutes wait to get seen.

Would prefer a first come, first seen system as opposed to appointments which are rarely met.

Trying to get on day appointment at 8.30 is AWFUL by time you get through NO appointments left.

The biggest problem is getting an appointment for that day. You wait on the phone for ages. Then when you get through the appointments have gone. I find if I come to the surgery for 8.30 that is the best way of getting an appointment that day but I haven't got transport so that isn't always an option.

This practice is excellent. No complaints by me at all. They work very hard and listen.

Very good.

When arriving for appointments would be easier if you could log yourself on/in, via computer, (simplest form).

I cannot thank everyone at the practice enough for all you do. Your care towards my mum during her dementia and all the way you talk to myself and my dad about her care is exemplary. We are so lucky to have an exceptional practice such as yours.

Always very helpful.

Phoning for appointments at 8.30 can be difficult to get through. A good service provided by all.

Being retired opening hours are ok with us – but do think other opening hours lunchtime, evening would be useful.

Everyone is always courteous and helpful

I think it isn't fair that if you have a very sick child (but not sick enough for hospital) that a doctor won't do a house call, not everyone has a car or money for a taxi.

More practitioner nurses & receptionists, (or someone who answers the calls for them)

The receptionists do not stop & have to constantly rush when Booking in & taking calls.

I do not normally see a nurse so my comments about the nurse relate to my experience when I go with my wife when she sees the nurse.

Well done!

I have found it increasingly difficult to obtain appointments over the last year especially out of work or school hours.

Always clean & tidy. Would recommend to others.

When it is busy it can be difficult getting to see a doctor. I only get in touch when I have immediate health problems so future appointments are not of use at the moment.

I can't imagine moving myself or any of my family away from this practice.

The only problem I have is phoning for appointments in the morning as I am on school run and I cannot get an appointment.

Doctors & nurses excellent.

Trying to get through on phone – nightmare. App same day – virtually impossible. Receptionists always pleasant.

Phone system is out of date. Cannot get through early morning! I have witnessed reception struggling to answer the phones during this time & because the phone system does not tell the caller how many in front they often give up!
|Phones don't respond to +44 numbers which most mobiles have stored!

End of Comments