

Bethesda Medical Centre

Patient Participation Group

Review of Patient Questionnaire 2014 - 21 January 2015

Apologies: 3 Members

Present: 8 members, Sue Clarke, Rachael Cousins.

Results of Patient Questionnaire 2014

The purpose of this meeting was to discuss the 2014 Patient Questionnaire and agree an action plan for improvement for 2015.

Rachael firstly thanked the members of the group who had helped distribute the questionnaires in the Surgery.

Q1. How do you rate the way you are treated by the Receptionists at the Surgery?

A. 146 Good, 37 Satisfactory, 4 Poor.

The group said that they felt this was a good result, xx said that she had found the younger members of the team to have good manners with the patients.

Q2. How do you rate the hours that the surgery is open for appointments?

A. 116 Good, 66 Satisfactory, 8 Poor

The group agreed this was a good response.

Q3. Thinking about when you want to see your usual doctor:

a) How quickly do you usually get to see the doctor?

A. 109 Same day, 20 Next working day, 19 within 2 working days, 27 within 3 working days

b) How do you rate this?

A. 108 Good, 49 Satisfactory, 27 Poor

The group felt that this was a very good response.

Q4. Thinking of times when you have phoned the practice, how do you rate the following?

a) Ability to get through to the Practice?

A. 87 Good, 82 Satisfactory, 58 Poor

The poor response of 58 was disappointing and it was agreed that this area needed to be investigated further as it had been highlighted in previous surveys. Rachael said that she would discuss this with the Partners. It was also agreed that there was a need to advertise alternate ways of making appointments as there was still relatively low uptake with on-line appointments and the automated phone system.

b) Ability to make an appointment to speak to a Dr on the phone?

A. 71 Good, 78 Satisfactory, 31 Poor.

The group felt that as the good and satisfactory responses were similar and it may be that the wording of the question might need to be altered as some patients might have found it unclear.

Q5. How did you make your most recent appointment at the Surgery?

A. 104 on the Telephone, 45 at Reception, 9 On automated phone system, 11 On-Line

As with the previous question the group felt that we need to look at ways to promote the automated system and on line booking facilities. Post Meeting note –Sue suggested using the text reminder service to advertise these ways of booking appointments.

Q6. Thinking of the times when you are willing to see any doctor:

a) How quickly do you usually get seen?

A. 113 same day, 20 next working day, 14 within 2 working days, 7 within 3 working days.

b) How do you rate this?

A. 109 Good, 29 Satisfactory, 6 Poor

The group thought that this was a good response.

Q7. If you need to see a GP urgently, can you normally get seen on the same day?

A. 104 Yes, 21 No, 25 Don't know, 10 Other

The group felt that don't know and other should be replaced by not applicable

Q8. If you have had a telephone consultation with a GP how do you rate this system?

A. 68 'This system suits my need' 15 'I can request a call at a convenient time/place i.e. work' 15 'I don't like to have to speak to a Dr before being seen' 46 'I prefer a face to face consultation'

The group discussed the fact the Dr Martin does all his appointments via telephone and Dr Sohail does all afternoon as telephone consultations. Patients are able to request to switch GP if they do not like the way in which their GP works.

Q8 a) How long do you usually have to wait at the surgery for your appointment to begin?

A. 10 - 5 mins or less, 67- 6-10 mins, 69 - 11-20 mins, 20 - 21-30 mins

b) How do you rate this?

A. 50 Good, 75 Satisfactory, 23 Poor

Rachael said that this year there had been a two new GPs start at the Surgery and whilst the GPs get to know their patients there may be some increase in waiting times. It was agreed though that waiting times would need to be reviewed next year to identify that the increased waiting time isn't an on-going trend.

Q9. Thinking about repeat prescriptions, how do you rate the following?

a) Availability of completed prescriptions within 48 hours of receipt?

A. 104 Good, 37 Satisfactory, 16 Poor

The group said that this area has improved a lot as prescription turnaround times used to be an area of concern. xx said that on occasion when something was missed off a script the admin ladies bent over backwards to help and the Pharmacy next door were also good at helping patients.

Q10. How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

A. 60 Extremely likely, 56 Likely, 17 Neither likely or unlikely, 9 Unlikely, 1 Extremely unlikely, 8 Don't know.

The group felt that this was response was quite good.

At the end of the questionnaire patients were asked if they knew about various systems the surgery offers and the responses were as follows:

	YES	NO
Automated Phone system- available 24 hours a day	114	21
On-line booking of appointments	108	22
On-line prescription requests	92	30
Text message reminders for appointments	81	46
Surgery website-bethesdamc.co.uk	93	31

The group discussed that a high proportion of patients are still not aware of the different ways of booking appointments. xx said he was happy to go to places like Darwin Court to show patients how to use on-line booking system. There are leaflets and posters in Reception promoting automated system and both systems are advertised on the Plasma Screen.

It was suggested that a message be put on the telephones about both systems for patients to hear whilst waiting on the line. xx suggested that a poster be put on the front doors advertising the systems. Also as previously suggested, use the text messaging service to advertise the systems and the family and friends test.

Comments Made about The Surgery.

86 comments were made about the surgery and just over half were patients who were happy with the doctors/nurses/reception staff and said we provided a good service.

Just under half of the comments were made by patients not happy with the appointment/telephone system. Patients complained about the length of time they waited to get through to the surgery in the morning and there not being enough pre-bookable appointments.

Patients expressed they would like the surgery to be open later in the evenings and on Saturdays.

The overall consensus was that the surgery had improved its service to patients.

Actions

After discussion on the outcome of the Questionnaire 3 target areas were agreed.

Improving patients' ability to contact the Surgery

Following the meeting it was agreed

- That all staff in the main office at the Surgery would answer the phone in the morning from 8.30 to 9.00am – improving patient access via the phone.
- That posters are put up to advertise the alternate ways of booking appointments
- That a message be put on the telephone system advertising on-line appointments and the automated phone system.

Improving access to Appointments

- Rachael to discuss with Partners the outcome of the Patient Questionnaire and the need to review our current appointment system, giving more flexibility to booking appointments. Rachael to schedule this discuss for the next Practice Meeting.

Waiting Times

- Rachael to do an audit over the last two months and repeat this in two months times to ensure that there has been no increase in waiting times at the Surgery.

AOB

xx asked if it would be possible for the list of DNA patients to go up on ther board in Reception as has previously been done to highlight how many wasted appointments we have each month.

xx said he was going to a meeting at Northdown House on Thursday 22 January regarding Patient Transport and will feedback at the next meeting about this.

xx asked if any other member/Rachael/Sue knows of any forthcoming meetings that may be of interest to other group members.

xx said that if we cannot continue having the meetings at Darwin Court Holy Trinity has a room that people are able to use. Post Meeting note: xx the Manager of Darwin Court has agreed that we can continue to use the room. Rachael is going to put together a poster for their notice board asking for new members to join the group.

xx said that xx had asked him to pass on that the Macular Degeneration Society have been given £1200 for the group to use for trips out etc.

Next Meeting Scheduled for 8 April 2015 @ 10.30am at Darwin Court.

Mission Statement
“Good Communication “