

# Chilcote Surgery Patient Consultant Group RESULTS of the Patient Satisfaction Survey 2016

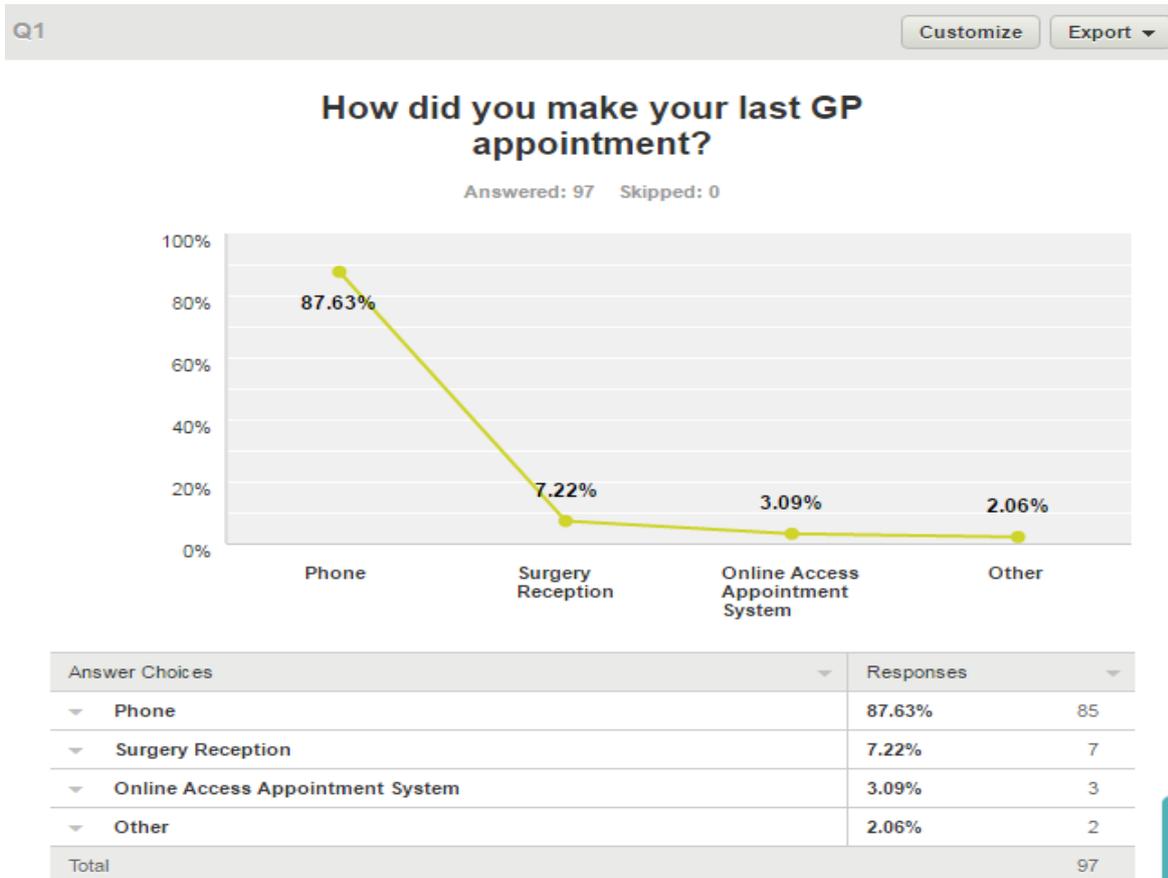
December 2016

Dear Patient

Thank you for completing our online survey and providing us with your invaluable feedback. Your time and co-operation is very much appreciated.

Out of 824 surveys sent via SurveyMonkey, we received 98 completed patient questionnaires. The results were then analysed and discussed in our staff meetings on Tuesday 22 November at Chatto surgery, and on Thursday 24 November 2016 at Dewerstone surgery.

The following graphs illustrate a summary of the survey:



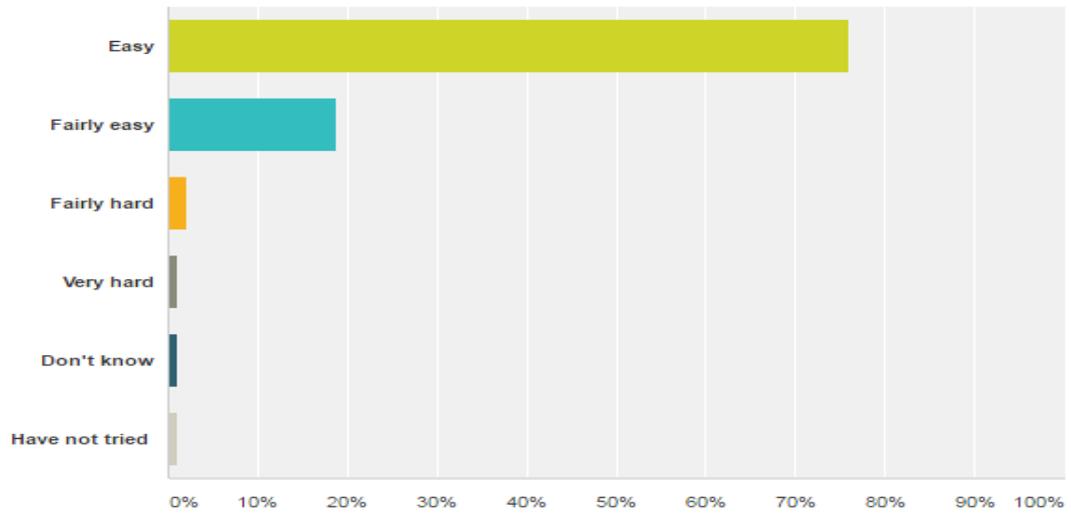
Q2

Customize

Export

### How easy did you find this to do?

Answered: 96 Skipped: 1



Answer Choices	Responses
Easy	76.04% 73
Fairly easy	18.75% 18
Fairly hard	2.08% 2
Very hard	1.04% 1
Don't know	1.04% 1
Have not tried	1.04% 1

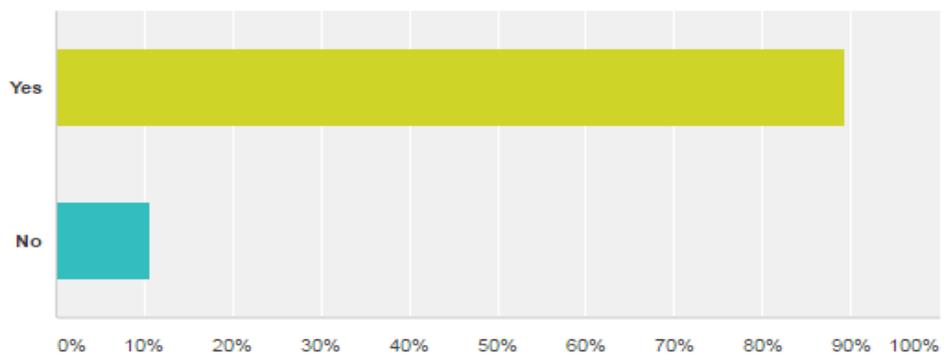
Q3

Customize

Export

### Can you make an appointment to see a GP on a day and time that suits you?

Answered: 94 Skipped: 3



Answer Choices	Responses
Yes	89.36% 84
No	10.64% 10
Total	94

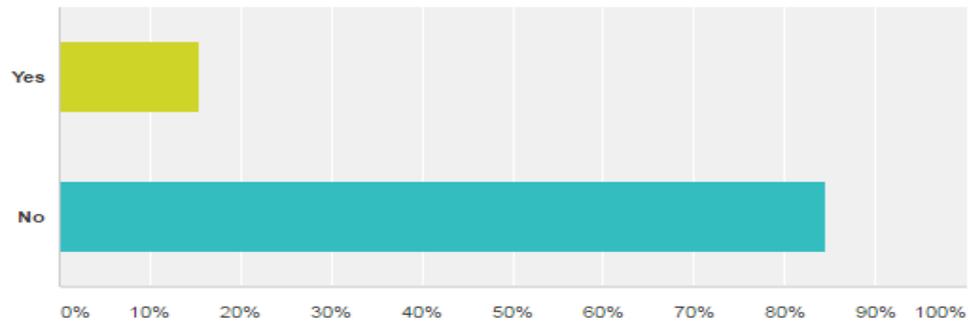
Q4

Customize

Export

### Have you seen our nurse clinician Julia Avery who specialises in Chronic Obstructive Pulmonary Disease (COPD), Asthma, and is the Respiratory Specialist Nurse?

Answered: 97 Skipped: 0



Answer Choices	Responses	Count
Yes	15.46%	15
No	84.54%	82
Total		97

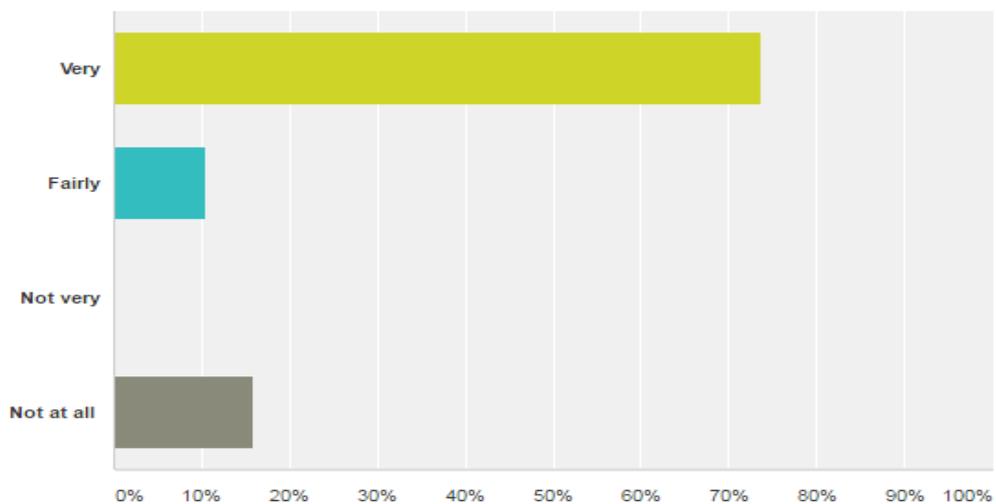
Q5

Customize

Export

### If you have seen Julia after requesting a GP appointment how happy have you been with her care?

Answered: 19 Skipped: 78



Answer Choices	Responses
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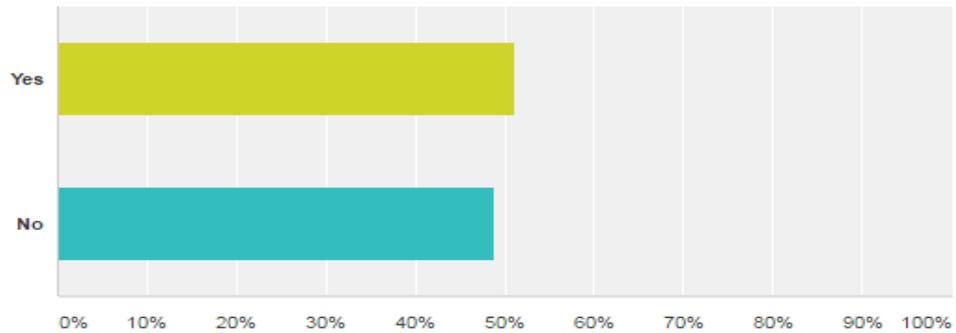
Q6

Customize

Export

**Are you aware that NHS patients with a sensory impairment and/or learning disability, as well as parents and carers, can have access to information in an appropriate format for their needs?**

Answered: 94 Skipped: 3



Answer Choices	Responses	
Yes	51.06%	48
No	48.94%	46
Total		94

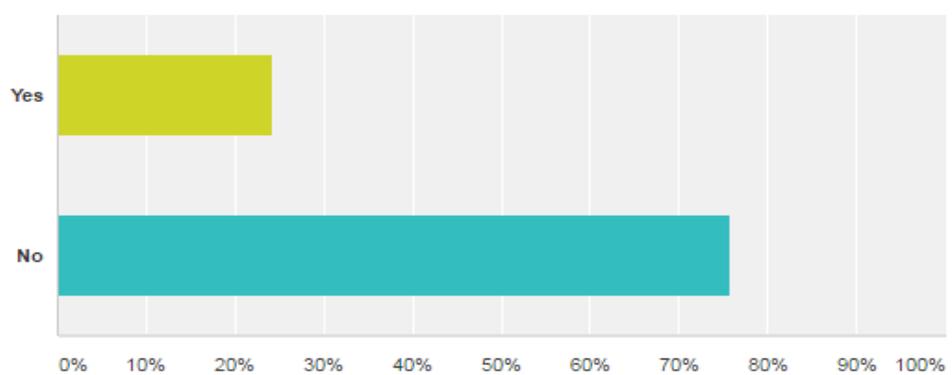
Q7

Customize

Export

**Do you consider yourself to be disabled in any way, including having limited eyesight/hearing, a learning disability, mobility difficulty, other?**

Answered: 95 Skipped: 2



Answer Choices	Responses	
Yes	24.21%	23
No	75.79%	72
Total		95

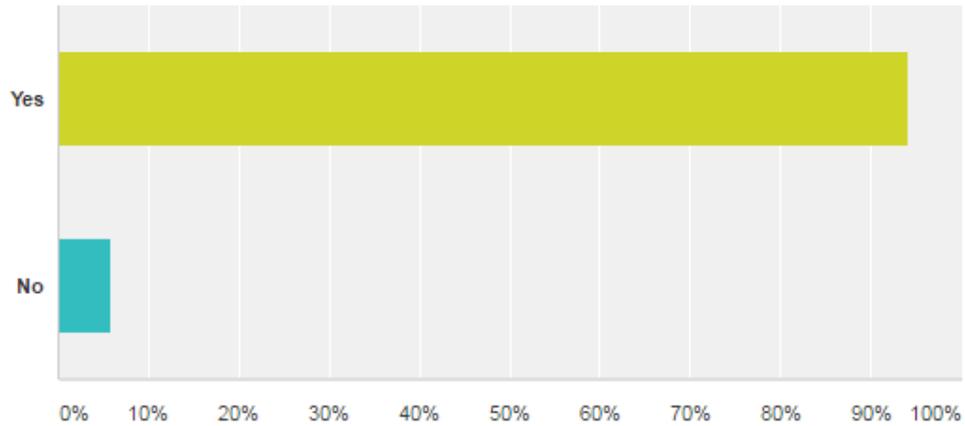
Q8

Customize

Export ▾

### Do you feel we provide support where required for patients with disabilities?

Answered: 69 Skipped: 28



Answer Choices	Responses	Count
Yes	94.20%	65
No	5.80%	4
Total		69

Q9

Export ▾

### If 'No' how could we improve this service?

Answered: 6 Skipped: 91

Q10

Export ▾

### Would you like to tell me anything else about the surgery - could we improve on something, and if so how? Or if you feel that you have had a bad experience - what actions/solutions can we take to avoid it happening again?

Answered: 47 Skipped: 50

## **KEY AREAS FOR SERVICE DEVELOPMENTS**

87.63% of GP appointments were booked by telephone, however only 3.09% of patients were booking their appointments via our online appointments system. The 'EMIS Access on-line Service' is available 24/7 and has a number of features. For example, it enables patients to book and cancel their appointments online, order repeat medication, and change address, which should provide greater convenience for you, and reduce the waiting times for calls to be answered. If you have not yet registered for our online services please ask our receptionists when you are next in the surgery for details of how to register.

89% of patients were able to make a suitable appointment to see a GP. As mentioned in No.9 above appointments can be made on other days but will always be available on the day you ring us/online booking date.

15% of patients said that they had seen Julia Avery, our nurse clinician and that 86% were happy with her care.

Julia has Diplomas in both COPD and Asthma and is the Respiratory Specialist Nurse. She also has Diplomas in Coronary Heart Disease and Family Planning. She is an Independent Supplementary Nurse Prescriber and sees patients with minor acute and routine illnesses.

Due to Julia's breadth of knowledge, there will therefore be times when patients who have appointments booked initially with the GPs, will be passed to Julia. This helps to share the rising workload of the GPs. Julia also sees far more patients with COPD and Asthma than the GPs do.

Two more nurses Alison Shephard and Ros Palmer will be helping our GPs at times once they complete their course in minor illness/injuries. Suitable patients will be booked in with Alison or Ros for things like sore throats, rashes, sprains and strains.

51% of patients are aware of information that can be provided in a format for their needs if they have a sensory impairment or learning disability.

24% of responders have some type of disability – sight/hearing/learning/mobility.

94% feel we provide support for patients with disabilities.

Our policy, support request form and further information are available on our website or can be obtained via reception. If you need any communication support, please let any of the surgery staff know or complete a request form, so we can add this information to your medical record.

As a group that provides NHS care we are legally required to follow the Accessible Information Standard.

This standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand so they can communicate effectively with health and social care services.

We have received some very encouraging and positive feedback about our Doctors, Receptionists, and other members of staff, which has been shared with staff. One of the comments made by a patient said that their 'experience of Chilcote surgery was excellent, and that it was by far the best surgery they had ever attended anywhere in England'. Other comments included:

- I am very impressed with the service at Chilcote – we are trying to import some of the practice routines to our surgery.
- We moved to the area 5 months ago and at my first appointment was immediately referred to hospital for further tests for what could have been a life threatening illness. Thankfully I was given the all-clear. I have nothing but praise for the treatment I have been given at Chilcote. It is an exceptional practice.
- I am very pleased with all my dealings with the surgery. The system has been efficient for me, particularly appointments and advice with Doctor Mather.
- I have been under the care of Dr Mather who has been very understanding and helped me a great deal and to whom I would like to say a very big thank you. Emma Allsop makes you feel instantly better just by being her, she is gentle, always seems to really listen to you and never makes you feel that you are taking up too much of her time.
- I've been in the last year registered with 3 surgeries, Minehead, Barnstaple and yourselves, I've got to say you are the best by far.
- A lovely caring surgery who treat you in a friendly manner and offer expert advice.

The survey revealed no trends but showed 10 different constructive criticisms raised by patients, to whom we have responded individually, as follows:

1. **New patient appointment felt rushed** – a patient felt that their appointment was rushed and therefore did not feel that they had the opportunity to discuss another issue. We suggested that they made another appointment.
2. **Parking difficulties at Dewerstone Surgery** - A lady brings her disabled neighbour to Dewerstone surgery and is unable to park.

She is afraid to park on yellow lines in case of being issued with a parking ticket, but also that the patient may fall coming in alone. She suggested the parking is used only for those with disabilities. We suggested that in the winter patients can park on the near side of Hampton Avenue on double yellow lines between the months of October to April inclusive or she could double park the disabled bay briefly to bring the patient inside.

Alternatively, patient parking at Chatto is greater and may be easier to park in. Signs have been erected in windows closest to the disability parking bay advising patients to be considerate when parking. We will review whether to limit parking as the patient has suggested.

3. **Delay in getting MRI scan** – a patient advised that they had a wait of 9 months for an MRI scan and was in a lot of pain. We empathized with their situation.
4. **Later opening hours for workers** – we advised of the current opening hours and of our Doctor First system (see our website for information in How do I – make an appointment?) that extended opening would be kept under review (Mon 6.30 – 7pm and Tue-Fri 7.30 – 8am).
5. **Nicer chairs at Dewerstone surgery** – we responded by saying that we hoped patients would not have to wait long for their appointments, and that the chairs at our Chatto surgery may be more suitable.
6. **More pro-active when informing patients of results or hospital consultant reports** – Unfortunately we do not have the resource to contact patients with all results. We will however contact you if a test result is unexpectedly abnormal, or a change of treatment is required. On the other hand, we are of course more than happy to let patients know their test results, if they make an enquiry. To ensure we are able to maintain our patient confidentiality obligation we would ask that you phone in personally for your test results on 01803 316333 (pressing option 3). The results line is open between 1pm and 5pm Monday to Friday. We also encourage patients to be fully involved in their healthcare.
7. **Difficulties when trying to get through to our switchboard** – a patient said that on two occasions it took them over twenty phone calls to get through to speak to one of our receptionists. This matter was discussed at length at our staff meetings and it was agreed that we need to ensure sufficient cover is provided whenever possible.
8. **Could employ another male GP to replace Doctor Young** – we responded to the patient who raised this matter by saying that Doctor Young was extremely popular amongst our patients and is still very much missed by everyone concerned. Whilst we have six female GPs we do currently have three male doctors. They are Doctor Charlie Daniels, who has been with our surgery since 1987, Doctor Richard Mather, and Doctor Tim Butler. All of them are highly motivated, committed to, and passionate about patient welfare, and care. We are also required to abide by Discrimination legislation and would not be able to advertise for a GP of a specific sex unless perhaps we had no GPs of that sex working at the surgery.

9. **Complaint from Patient that they were asked by our receptionist for brief details as to why they wished to speak to a GP and repeat it again to the GP** – We are keen to ensure that patients have a consultation with the most appropriate person when they ask for an appointment. For this purpose receptionists ask for brief information about the nature of your problem, although of course you do not have to pass on details about yourself, or your condition, if you do not wish to do so. However, please bear in mind that the information you do give can also assist the GP in identifying any calls that may need to take priority, for example chest pain. Patients can also book GP appointments online. This matter was raised and discussed at our staff meetings. The patient also said they were unable to make an appointment for the next day but this can be done.
10. **Patient injured their hand and was advised by our GP to go to A&E for treatment, where they waited 3 hours rather than having stitching at the surgery** – the injury was fully described to the doctor and in view of its location and extent it was felt better that they attended A&E due to the possible nerve tendon injury that could result if improperly treated. We went on to say that we do not provide a minor injuries service at the surgery as we have neither the skill level nor the resource for this. We advised of the minor injuries units at Brixham, Dawlish, Newton Abbot, Paignton, and Totnes and the Emergency Department at Torbay Hospital, plus information regarding opening and current waiting times which could be found by visiting <http://www.torbayandsouthdevon.nhs.uk/services/urgent-and-emergency-care/minor-injuries-units/>.

#### **Outcome and changes agreed following the survey:**

Following comments in No.2 signs will be displayed at Dewerstone surgery asking patients to leave car parking spaces for those with mobility difficulties to use.

It was suggested that we make nurse appointments online. We are looking into this to see if it is feasible.

We will be reviewing our telephone answering in order to minimise patient difficulties in getting through to receptionists.

As a result of the comments made in No.9 we will be including in our automated telephone message that patients will be asked for information for GP appointments.

We will be providing information to patients in the New Year regarding the EMIS access online service which may be more convenient for patients to use.

#### **On a final note**

**Thank you once again for completing our Patient Satisfaction Survey. We will do everything possible to continue to provide a high level of service to you.**