

# Patient reference group

August 2014

Liz Moulton

- Summary of last year's survey
- Progress by the practice since then
- Changes in the practice
- Working together in 2014-5

# Survey

- 350 questionnaires, 285 returned
- Booking appts – 98% book on the phone
- Getting through on the phone – 47% G,VG, Ex
- Opening hours = 80%
- Extended hours – 52% aware of these
  - 82% find them convenient

- Seeing a GP the same day – 84% able to do so
- A and E - 21% attended when surgery open
- Telephone consultations – 72% aware of these

# Quality of the consultation

- the ability of the doctor/ nurse to really **listen** to what you had to say
- how well the doctor or nurse **put you at ease** during the consultation
- How well the doctor or nurse **explained** your problems or any treatment that you need
- How much the doctor or nurse **involved** you in decisions about your care
- The doctor or nurse's **caring and concern** for you

**95-97% positive**

# How quickly do you get to see a particular doctor?

- 28% can see a particular doctor the same day
- 34% - within 2 days
- 64% within 3 days
- 100% within 5 days

(n=219)

# How do you rate this?

- 10% poor
- 27% fair
- 19% good
- 14% very good
- 13% excellent

**46% 'good, very good or excellent'**

# How quickly can you see any doctor?

- 277 patients answered this question
  - 67% can see any doctor the same day
  - 83% - within 2 days
  - 93% within 3 days
  - 100% within 5 days

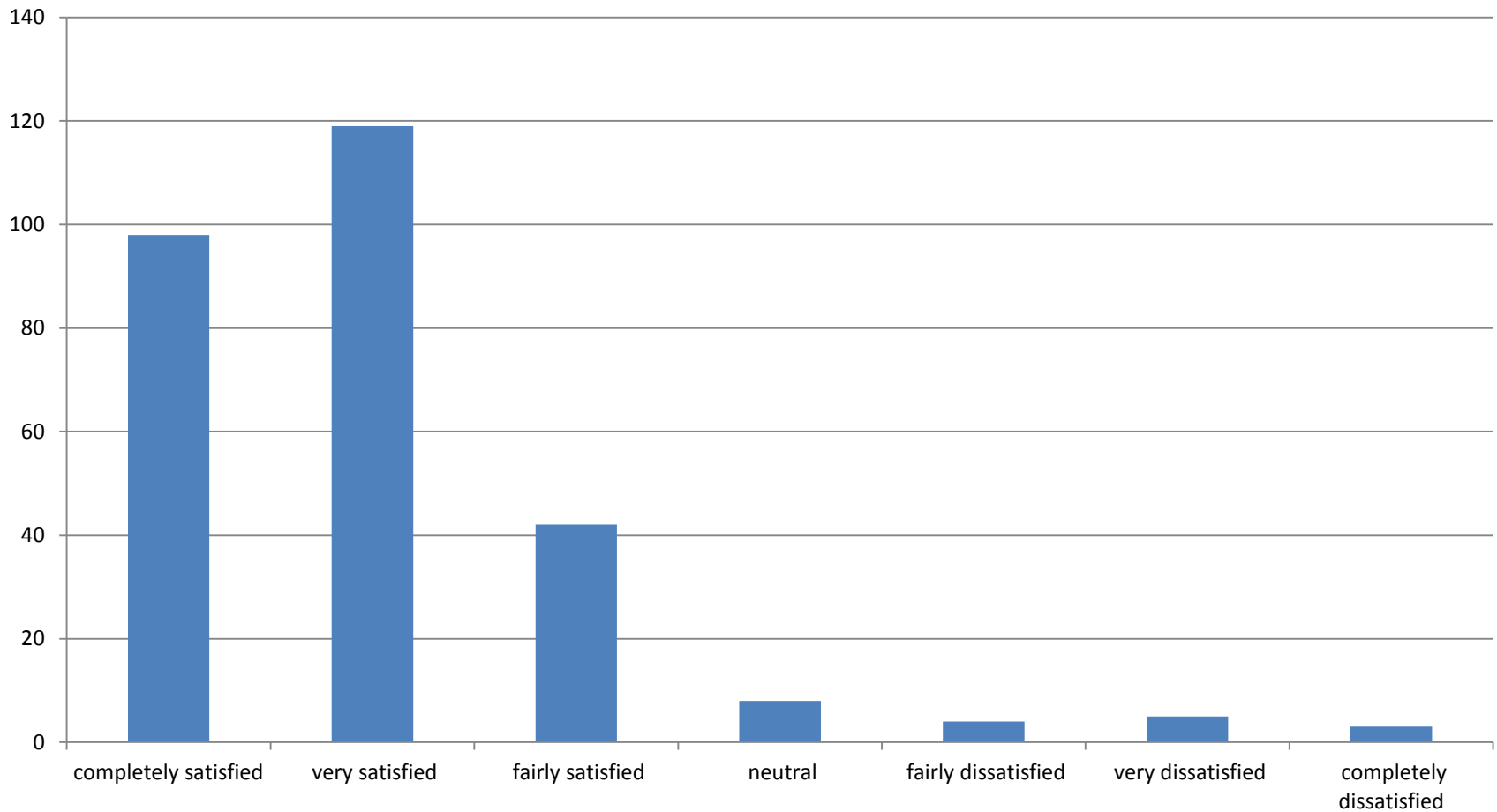


# How do you rate this?

- 2% poor
- 13% fair
- 31% good
- 24% very good
- 29% excellent

**84% 'good, very good or excellent'**

# 11. All things considered, how happy are you with the practice?



# Is there anything particularly good about your health care?

- 86 positive comments:
  - Excellent service, friendly nurses, doctors informative
  - Being able to ring up in the morning and see a doctor the same day
  - I like the way the doctors are more human and on the same level as patients and include them in decisions
  - Continuity
  - Nice doctors and staff, easy to get appointments, really good with children and babies at giving appointments

# Is there anything that could be improved?

- 77 comments
  - More time with the doctor
  - Opening hours – weekends and evenings
  - Parking
  - Order prescriptions on line
  - Yellow stair markers
  - Quicker cryo service
  - The sound on the TV in the waiting room
  - Useful to know which days the doctors are on duty
  - A hand cleaning service utility on entering the surgery
  - How can you ensure that all patients (frequent or infrequent) are aware of the provisions for them?

# Any other comments

- I feel quite satisfied with the surgery
- A very caring clinic
- Everyone I encounter is always friendly polite and courteous and the waiting room always looks fresh and clean
- Fortunate to have this surgery
- Well done – a great practice
- A caring and informative practice
- On the whole I feel our surgery and doctors are very good and provide some of the best health care and services in the area
- Service is very excellent

# Any other comments...

- Your service is crap for a top doctors
- I would prefer our own doctors for out of hours
- Quicker appointments
- I have never seen the same doctor twice it is always a different one
- I work full time and find it difficult to get early or late appointments which do not fall in the working day

# Progress since April

- Stair markers purchased and in place
- TV sound has been changed
- More publicity of opening hours
- Working towards booking appointments on line

# Changes in the practice

Comings and goings in the last 12 months–

Dr Hanney has left

New salaried doctors

– Gill Deeley and Jordache Myerscough

New practice nurses – Tracy and Mel



# New GP registrars and Foundation doctors

- Dr Steph Edgar
- Dr Adam Richardson
- Dr Carly Watson
- Dr Elliott

# Primary Care First

- CLS is the Hub practice for Wakefield, co-ordinating all primary care nursing placements
- Student nurses now placed in 7 'spokes'
- Nurse Lesley Carlile awarded 'Mentor of the Year'

# Opening hours

- Early mornings on Tuesday and Friday  
(formerly Tuesday and Wednesday)

# Changes in the wider world

- Locality group – working with 4 local practices:
  - The Grange
  - Church View Practice
  - Dr Diggle
  - White Rose Surgery

# A and E



# Working to reduce A and E attendances

- Wakefield still has some of the highest A and E attendance rates in the country
- Some patients (of CLS) attend A and E with minor illness and injury during working hours or when GP out of hours would be a better option
- Letters to patients

# Working to reduce unplanned admissions

- Identified 200 patients most at risk of admission
- Developing care plans for each of these patients to help them stay out of hospital

# New services

- Hearing aid service is up and running
- Ultrasound service in the practice – quick and excellent
- Bullenshaw integrated care team (community nursing, social care, Help the Aged, pharmacy etc)



# Working together in 2014-5

- How can we get effective feedback from patients?
  - Survey
  - Complaints / suggestions
  - Community / voluntary groups
  - Healthwatch
  - Friends and family test (from December 2014)

# Innovative ways of communicating

Eg:

- Improving communication and insight between the practice and patients to co-design services
- Improving communication with people who may not get the opportunity to engage, eg vulnerable patients

- Developing patient 'champions' to support particular issues, or particular patient groups eg patients with mental health problems
- Supporting patients so that they can manage and make decisions about their own care
- Annual events with the practice population to showcase progress achieved / future plan

- Opportunities for patients to find out more about how the practice and the wider health economy works

Over to you!