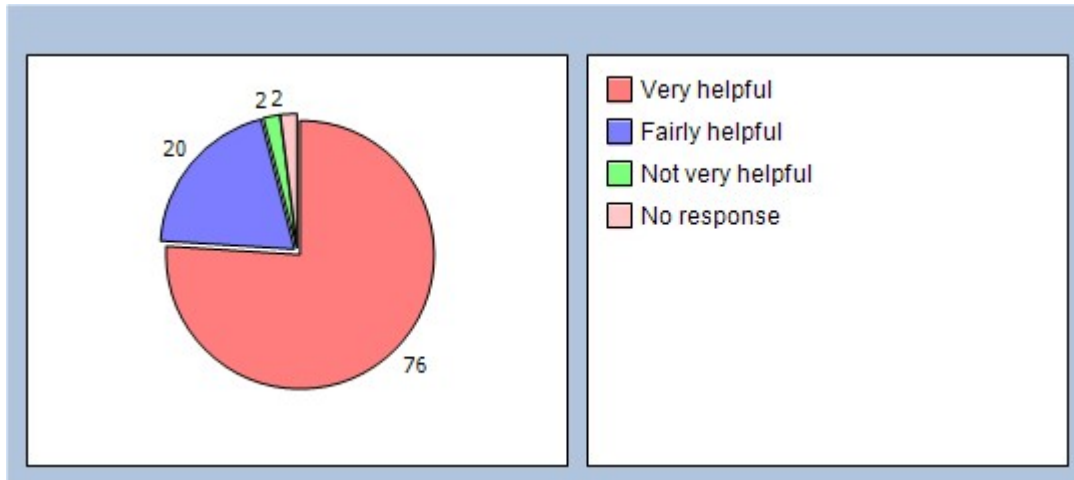


Practice Survey and Report 2014/2015

About Receptionists and Appointments

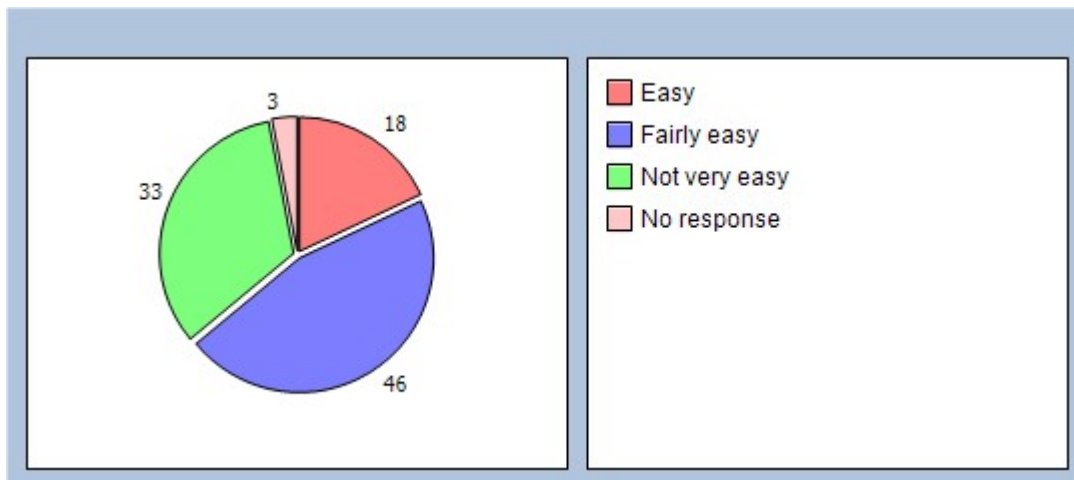
Q1 How helpful do you find the receptionists at your GP practice?

Very helpful **76%**
Fairly helpful **20%**
Not very helpful **2%**
No response **2%**



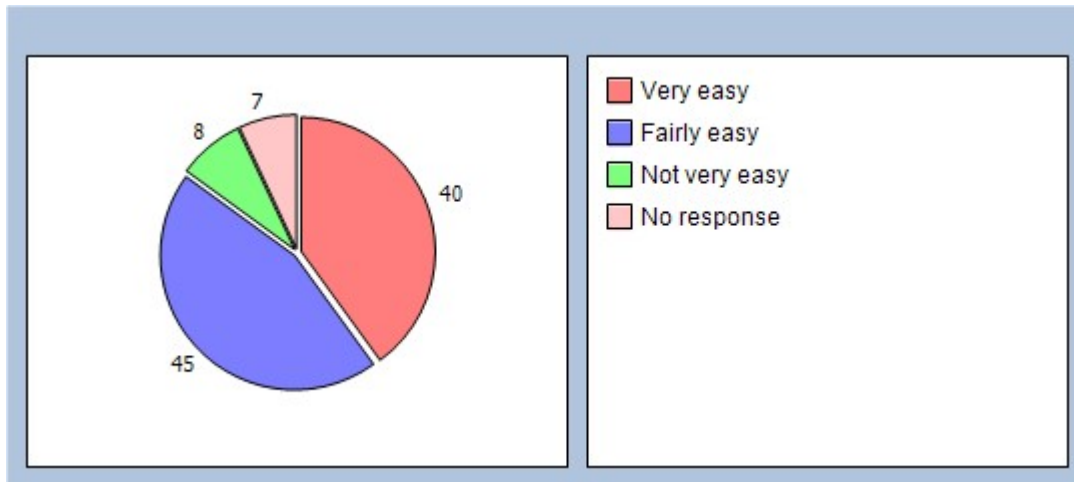
Q2 How easy is it to get through at your GP practice on the phone?

Easy **18%**
Fairly easy **46%**
Not very easy **33%**
No response **3%**



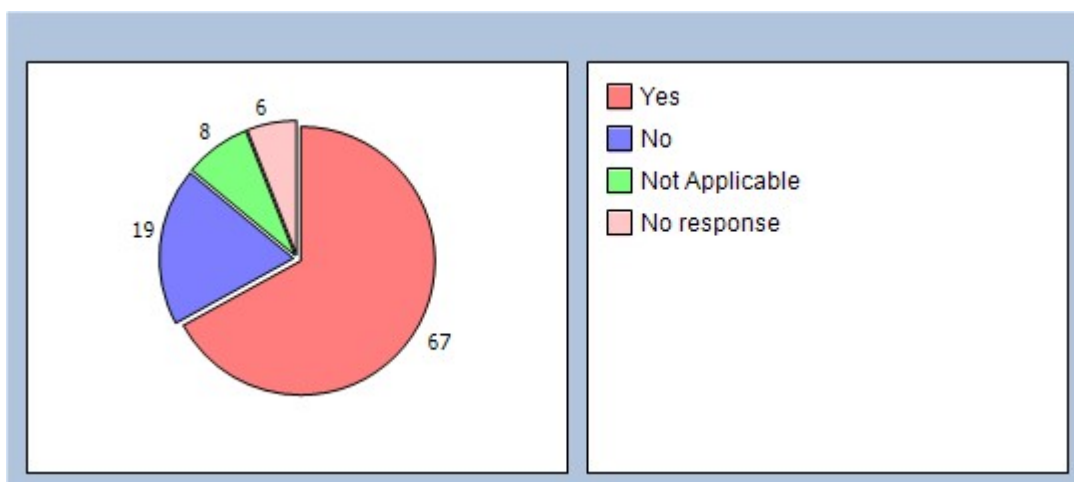
Q3 How easy is it to request a call back from a doctor or nurse on the phone at your GP practice?

Very easy **40%**
Fairly easy **45%**
Not very easy **8%**
No response **7%**



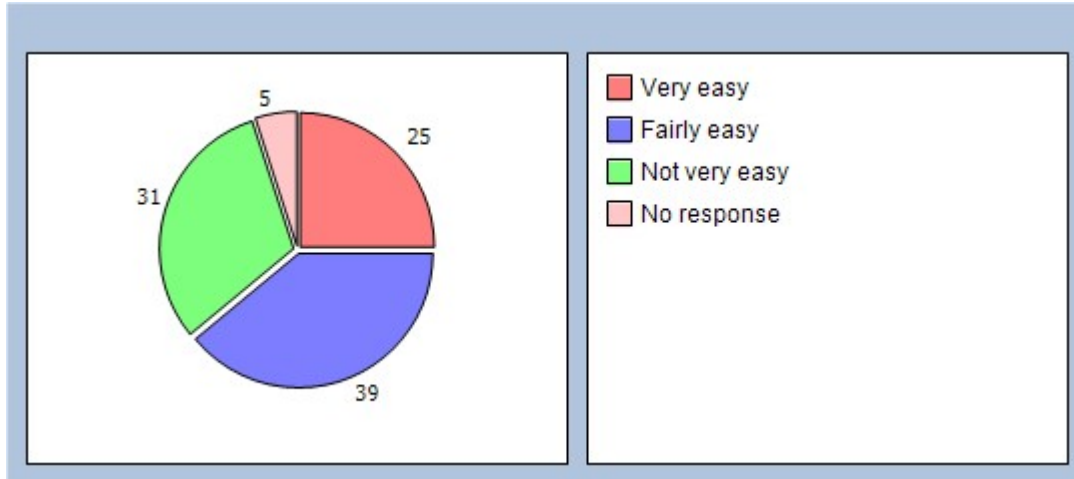
Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes **67%**
No **19%**
Not Applicable **8%**
No response **6%**



Q5 How easy is it to book an appointment in advance at your practice?

Very easy **25%**
 Fairly easy **39%**
 Not very easy **31%**
 No response **5%**



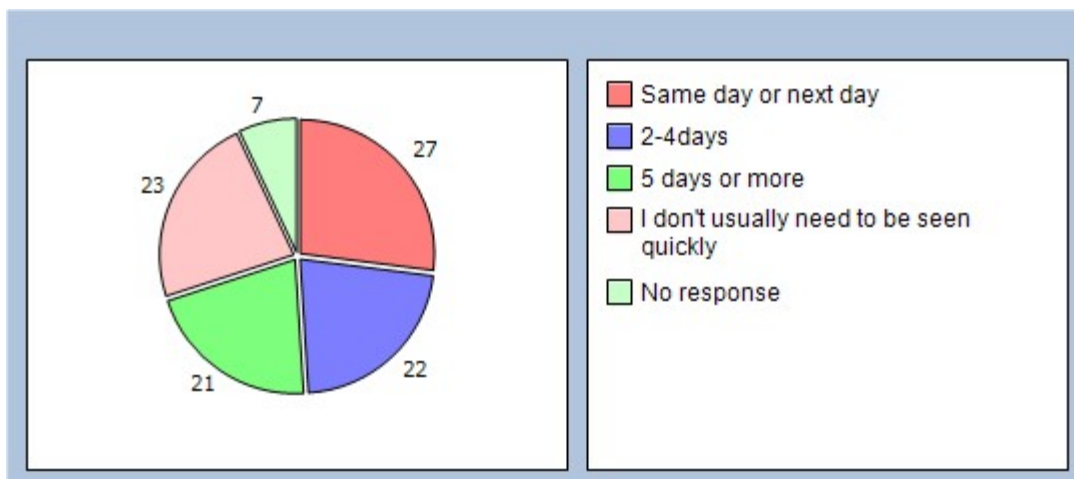
Q6 How do you normally book your appointments at your practice? Please tick all boxes that apply.

In person **35%**
 By phone **83%**
 Online **9%**
 Doesn't apply **0%**

Thinking of times when you want to see a nurse

Q7 How quickly do you usually get seen?

Same day or next day **27%**
 2-4days **22%**
 5 days or more **21%**
 I don't usually need to be seen quickly **23%**
 No response **7%**



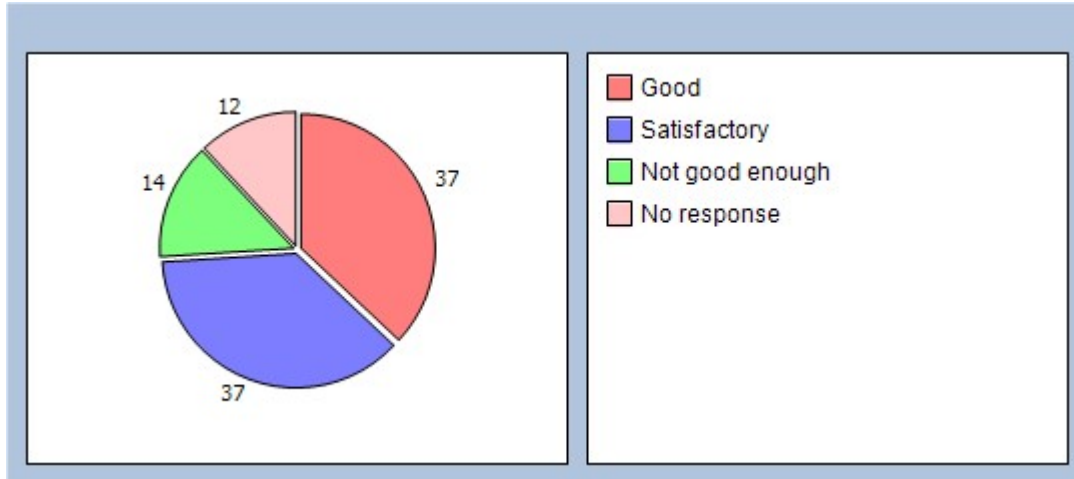
Q8 How do you rate this?

Good **37%**

Satisfactory **37%**

Not good enough **14%**

No response **12%**



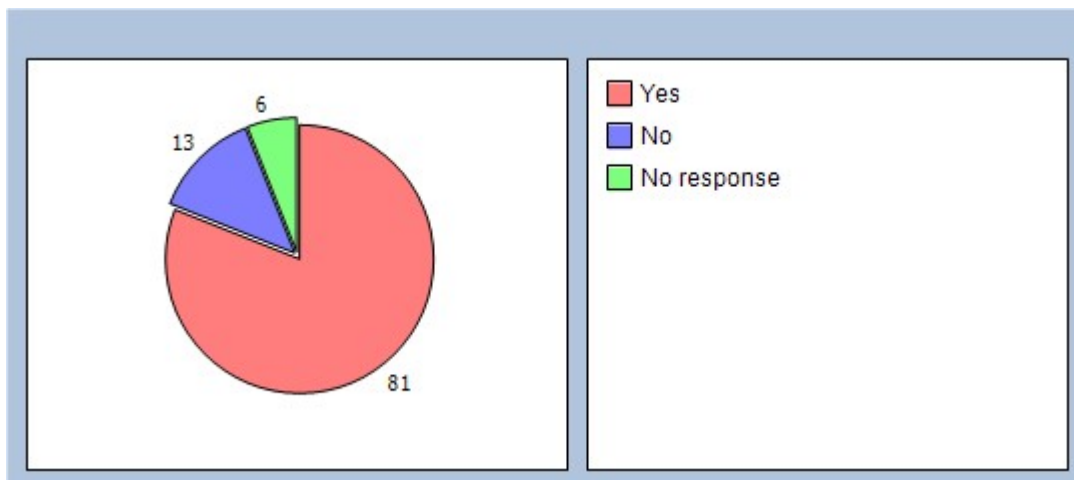
About opening times

Q9 Is your GP practice currently open at times that are convenient to you?

Yes **81%**

No **13%**

No response **6%**

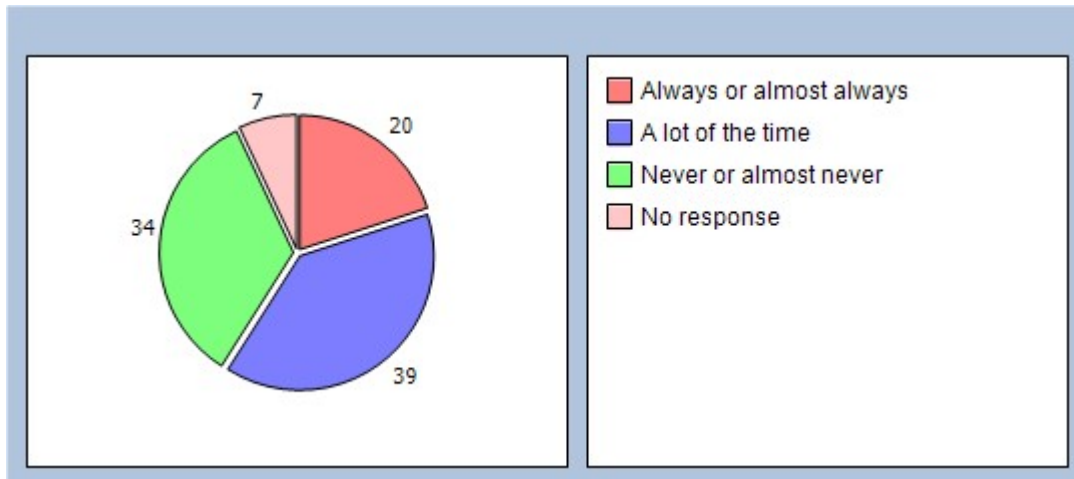


Q10 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.

- Before 8am **26%**
- At lunchtime **20%**
- After 6.30pm **34%**
- On a Saturday **52%**
- On a Sunday **21%**

Q11 How often do you see or speak to the doctor you prefer?

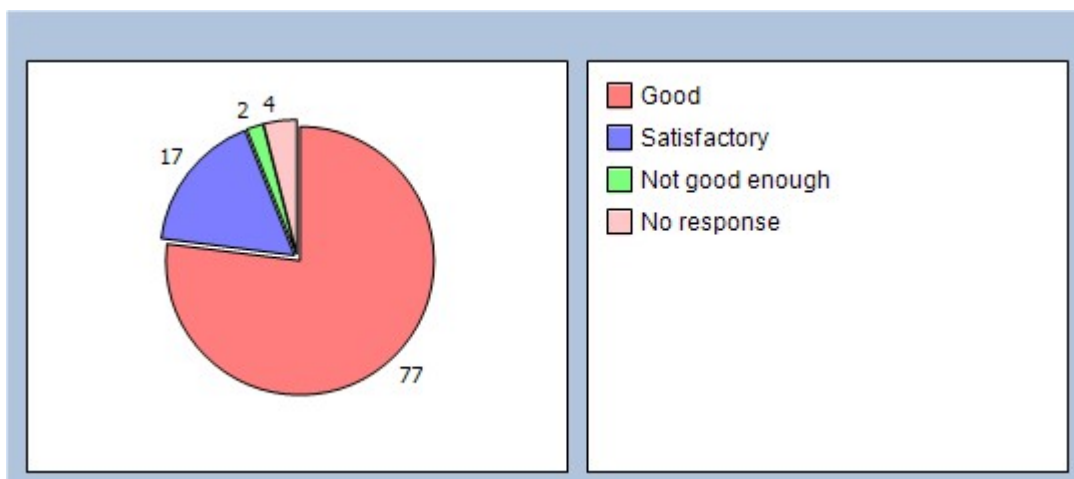
- Always or almost always **20%**
- A lot of the time **39%**
- Never or almost never **34%**
- No response **7%**



How good was the last GP/Nurse you saw at each of the following?

Q12 Giving you enough time

- Good **77%**
- Satisfactory **17%**
- Not good enough **2%**
- No response **4%**



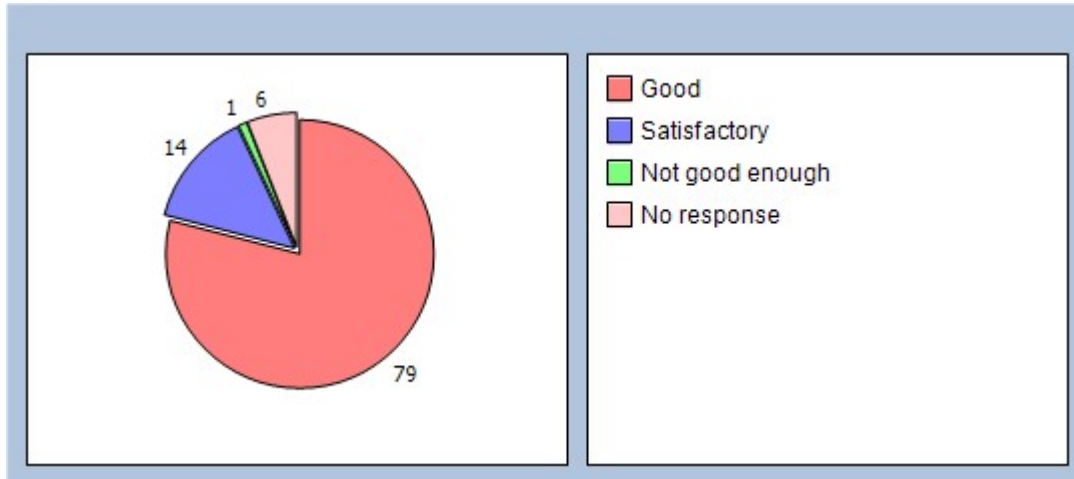
Q13 Listening to you

Good **79%**

Satisfactory **14%**

Not good enough **1%**

No response **6%**



Q14 Explaining tests and treatments

Good **74%**

Satisfactory **18%**

Not good enough **1%**

No response **7%**



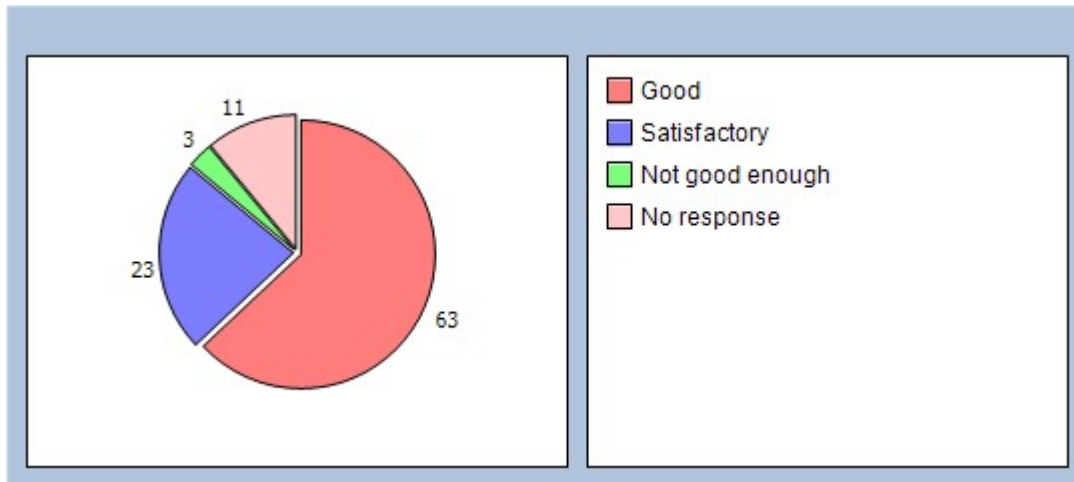
Q15 Involving you in decisions about your care

Good **63%**

Satisfactory **23%**

Not good enough **3%**

No response **11%**



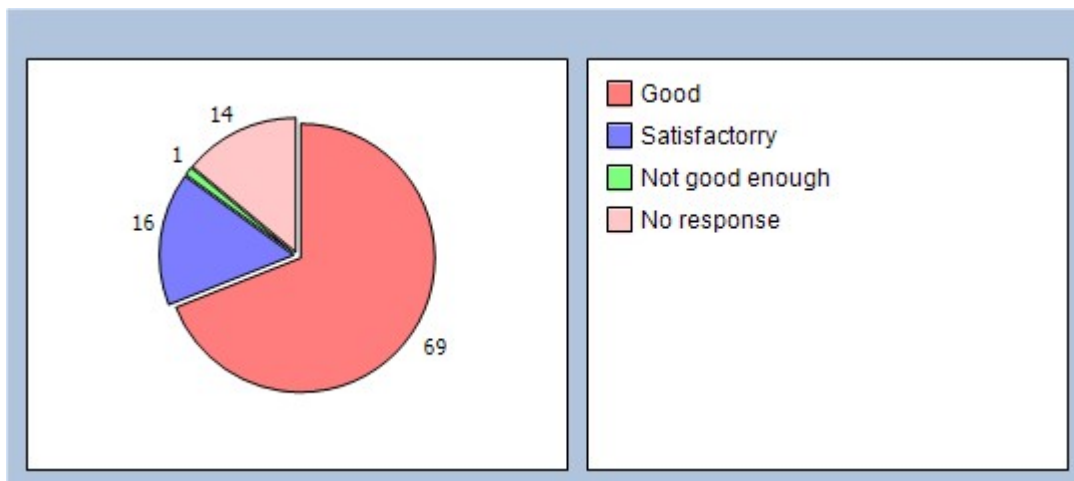
Q16 Treating you with care and concern

Good **69%**

Satisfactory **16%**

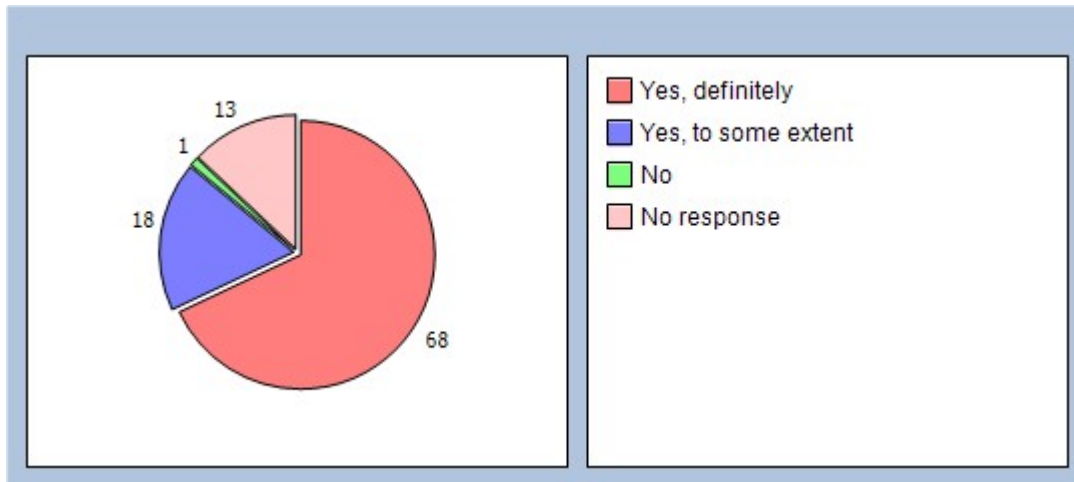
Not good enough **1%**

No response **14%**



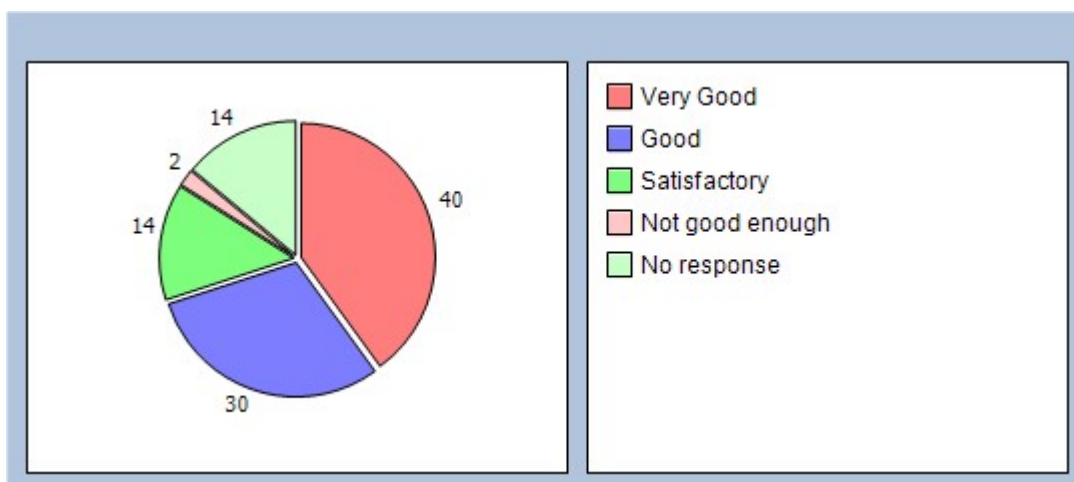
Q17 Did you have confidence and trust in the GP/Nurse you saw or spoke to?

Yes, definitely **68%**
Yes, to some extent **18%**
No **1%**
No response **13%**



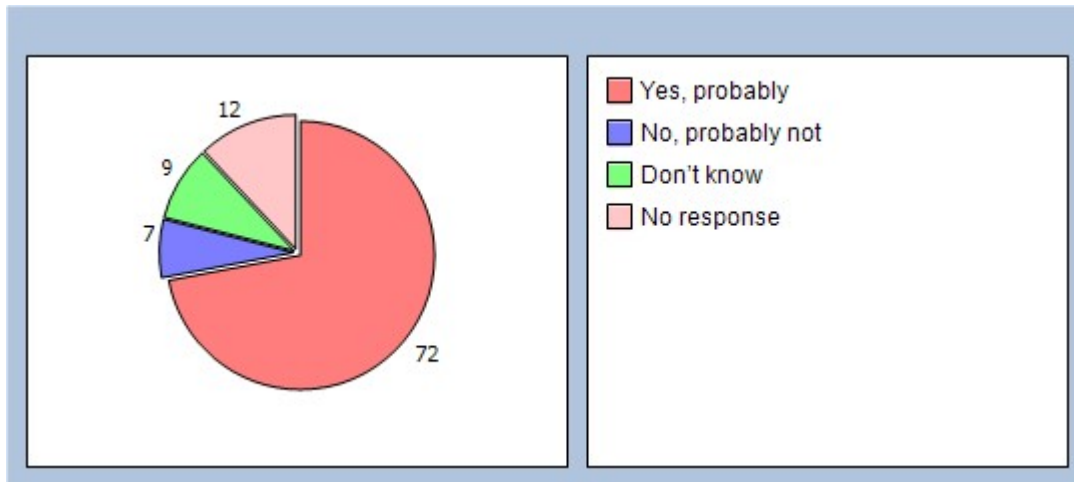
Q18 Overall, how would you describe your experience of your GP surgery?

Very Good **40%**
Good **30%**
Satisfactory **14%**
Not good enough **2%**
No response **14%**



Q19 Would you recommend your GP surgery to someone who has just moved to your local area?

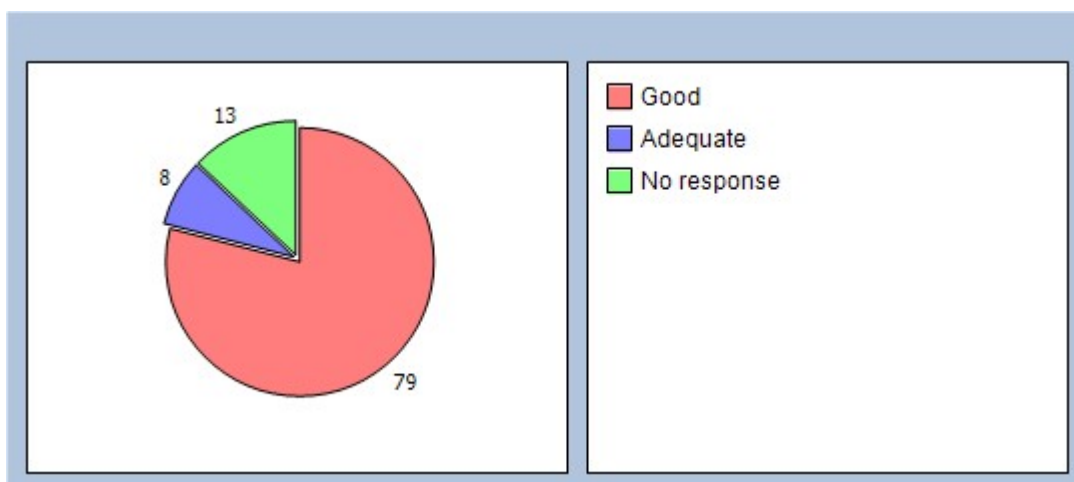
Yes, probably **72%**
No, probably not **7%**
Don't know **9%**
No response **12%**



About the Premises

Q20 How do you rate how clean the practice is?

Good **79%**
Adequate **8%**
Poor **0%**
No response **13%**

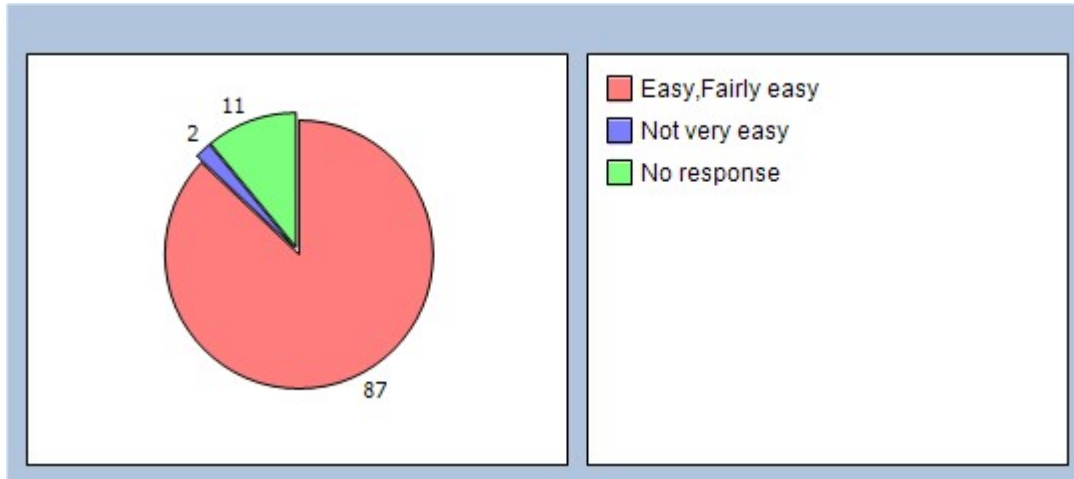


Q21 How easy is it for you to access the building?

Easy, Fairly easy **87%**

Not very easy **2%**

No response **11%**



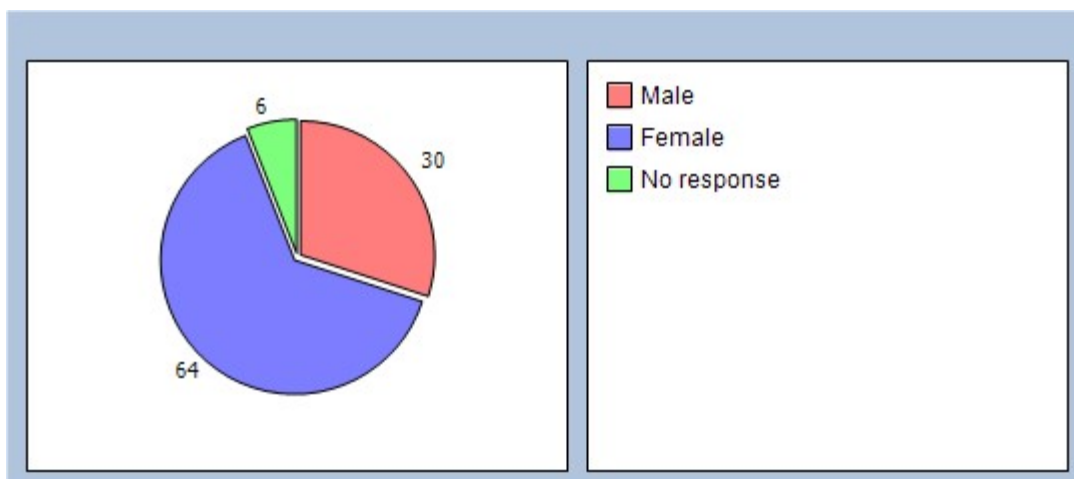
It will help us to understand your answers if you could tell us a little about yourself

Q22 Are you?

Male **30%**

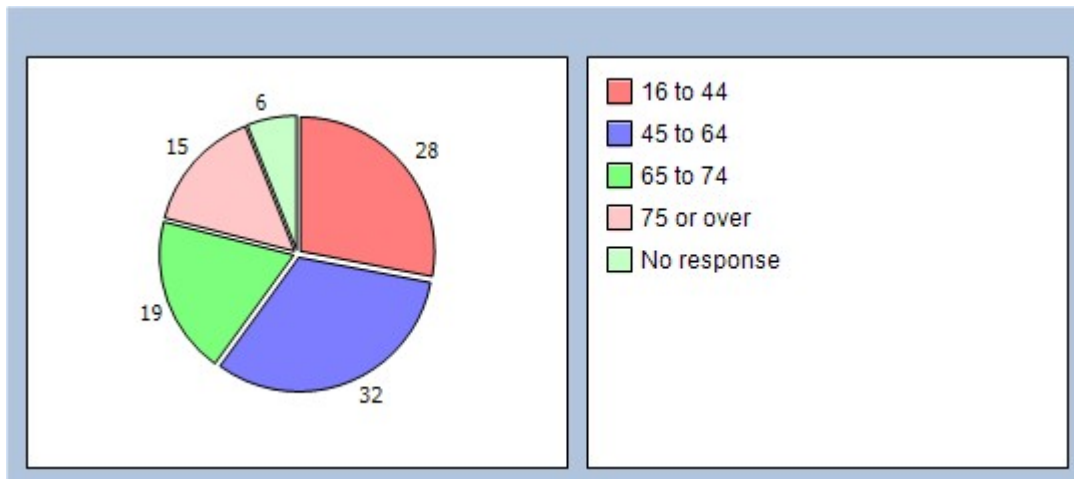
Female **64%**

No response **6%**



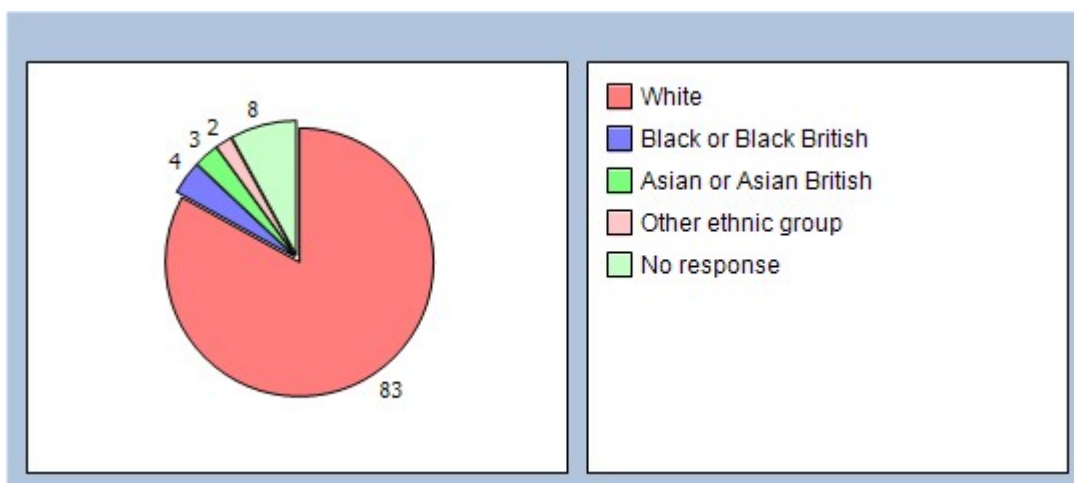
Q23 How old are you?

Under 16 **0%**
16 to 44 **28%**
45 to 64 **32%**
65 to 74 **19%**
75 or over **15%**
No response **6%**



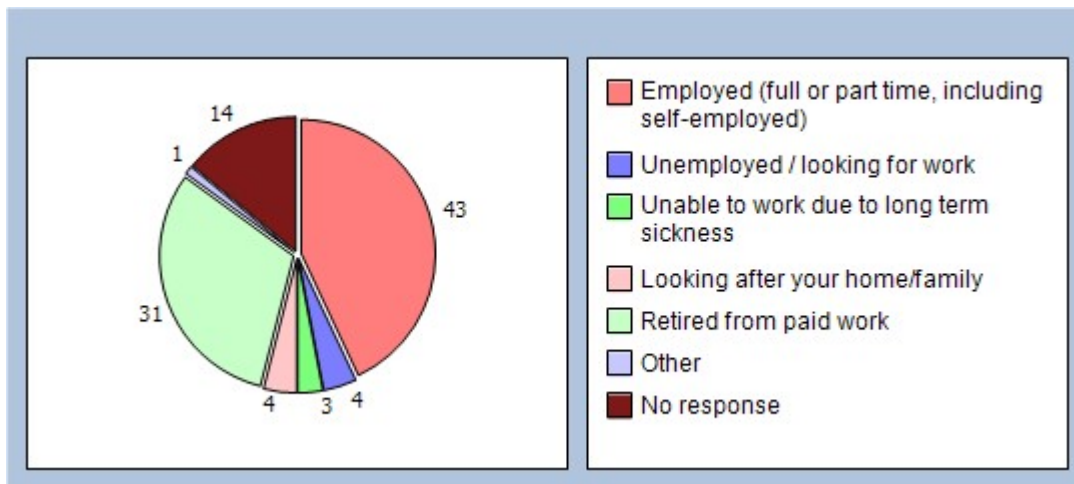
Q24 What is your ethnic group?

White **83%**
Black or Black British **4%**
Asian or Asian British **3%**
Mixed **0%**
Chinese **0%**
Other ethnic group **2%**
No response **8%**



Q25 Which of the following best describes you?

- Employed (full or part time, including self-employed) **43%**
- Unemployed / looking for work **4%**
- At school or in full time education **0%**
- Unable to work due to long term sickness **3%**
- Looking after your home/family **4%**
- Retired from paid work **31%**
- Other **1%**
- No response **14%**



Friends and Family Test Results - December 2014

How likely are you to recommend the practice to another person

	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY OR UN LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW
DECEMBER						
HAND WRITTEN	3			1	1	
ONLINE	4	2			1	
TOTAL						
FEB						
HAND WRITTEN	6	2				
ONLINE						
TOTAL	13	4	0	1	2	0

The practice is happy with the above results. As the forms can be completed anonymously we are unable to contact patients regarding why they may not be happy with the practice and not recommend us.

Summary of Results from Survey Discussed at Practice Team Meeting on 17th March 2015

- Similar to last year's survey results
- Reception staff still helpful 96%
- Figures this year show slightly harder to get through on the phone, that would be because we removed the 0844 number as requested by patients and now use a local number which means patients get an engaged tone now instead of waiting in a long costly queue.
- Overall slightly easier to get a call back and see a GP urgently, this is because we did increase phone consultations and same appointment availability.
Patients still find it hard to get an appointment in advance 64% happy and 31% find it difficult. By increasing same day availability this impacts on routine appointments and how many we can have available.
- 74% happy with time taken to get appointments with nurse, 14% not happy. We have protected some nurse appointments to allow us to book more urgent treatments such as dressings and ECG's. Majority of treatments are non-urgent.
- 81% happy with our open times, 13% not happy. Saturday being most popular additional time to open 52%
- Slightly improved re patients' seeing who they prefer, 59% are happy and 34 % say they don't get to see who they would prefer. Continuity of care is difficult to offer due to demand but we usually have 3 or 4 Dr's available for on the day bookings to choose from but these do get booked up quickly. For patients that can wait for a routine appointment, they can choose whoever they wish to see.
- Patients happy with time allocated for a consultation, being listened to and explanation regarding their care.
- Figures slightly down on patients being involved re decision, treating with care and concern and confidence with the GP/Nurse they have seen but only 1% said actually not good enough.
- 84% happy with the practice and only 2% said they were not happy with their experience; this is slightly down compared to last year.
- 72% would recommend the practice and 7% said they would not. Slightly down from last year.
- Ease re access is down slightly though nothing has changed since last year regarding premises except we have re- positioned some parking spaces and re-painted the disabled parking bays

On discussion at our practice team meeting we have highlighted the following areas for review and improvement:

1. Appointment Access

With increased demands on the NHS and Primary Care appointment access is an ongoing problem that is difficult to resolve without additional funding and staff. Primary care is taking on more work from hospitals due to government plans to move work out of the hospitals and into the community and this has an impact on our appointment access. We constantly review and look at our appointment systems and have recently increased the amount of same day appointments available for patients that are in greater need and cannot wait for a routine appointment. We are also offering more telephone consultations for our patients for those that feel they do not need to come in and can discuss their problem or concern over the phone in a more convenient setting.

2. Getting through on the Telephone

We will be recruiting an additional member to our reception team to help cope with the demand. Our reception team do a wonderful job under difficult circumstances. By adding another member to the team this will help support our staff and also help increase the speed that patients get through on the phone.

3. Queues at Front Desk

As mentioned above, we will recruit an additional member of staff to allow 2 receptionists to be present at front desk at busy periods of the day. This should help to keep the queues down.

Our staff will also be encouraging patients to check in for their appointment by using the self-check in screen. This is an area previously discussed with our PPG and has proven difficult to implement and enforce when short staffed.

4. Increase levels of feedback from all patients and engage with seldom heard groups in the practice population

Increased patient feedback is important to the practice so that we can look at what we do well and also look at areas that need improving.

By engaging with more patients to include selected groups it will ensure we reach a wider population to make sure everyone can contribute feedback and have their say.

Patient Feedback

Majority of feedback was very positive with such comments as:

Abington medical centre is excellent in all aspects; they have my sincere thanks and gratitude for the care I receive.

Always find everyone very helpful. The receptionists are also very accommodating to ones needs.

An excellent practice although it does take a while to get through on the telephone. The care provided is excellent.

Both my wife and I are satisfied with the attention we receive from the practice.

Constantly seem to be improving to make life easier for the patients. Everyone is very polite, friendly, helpful & sympathetic - over the last couple of years I've needed to make use of the surgery a fair bit and in all that time I haven't had a single complaint/issue.

Excellent practice, I wouldn't change to any other.

Excellent service and facilities - so good I have recently moved my wife and child over. Parking the big problem but I cannot see how you can make that situation better. Thanks

Got to be the best practice in Northampton consider myself lucky to be a patient

Great service both from the Practice & the Pharmacy.

I am a longstanding patient of this surgery and, having heard the awful service some of my friends using other surgeries have, I am always pleased with the service of the receptionists, the doctors and nurses and would definitely recommend this practice to anyone I knew moving into the area.

I am very happy with the care and treatment I receive from the doctor's nurses and receptionist they are always very polite and willing to help. I trust the doctors to help me make the right decision. They give good advice. Bernie is excellent; she put me at ease as soon as I went in and talked through the test with me

I cannot speak highly enough of the excellent care and service that all who work at the centre show on a consistent basis to all members of my family since we moved to the area 8 years ago. Thank you all

1 Nice waiting room-set out well with tables and magazines (rows of bolted together chairs at friend's surgery!) Art on wall. (cheerful) A doctor who comes to his door and personally calls you (rather than a TV screen with no. and name of next patient on as at friends surgery). This must be time consuming for the doctor but makes the patient seem more cared for! A good practice with caring Doctors. Thank you!!

Steps the Practice has taken to recruit patients and ensure it is representative of the practice profile

- Poster promoting the patient reference group (PRG) is displayed in the waiting area.
- PRG advertised on our practice website along with sign-up form
- Doctors pass on names of patients to be contacted
- Advertise PRG in the practice newsletter available in our waiting room and on our website
- Advertise PRG in the practice information sheet given to new patients registering

Sources of feedback that were reviewed during the year by the Practice and PPG

- Friends and Family Test since December
- Annual Patient Survey
- Complaints throughout the year and end of year review
- PPG feedback from meetings through the year
- Suggestions from website users that contact the practice

Patient Feedback is important to the Practice and is reviewed throughout the year. Here is a list of some of the changes implemented since setting up our Patient Participation Group:

- Removal of the 0844 number
- Removal of triage system
- Patients informed of what queue position they are in when telephoning the practice
- More options available to allow easier access to cancel appointments
- Improved guidance and information about the Practice via our patient leaflet, website and newsletter
- Offered more telephone consultations
- Promoted for patient awareness the amount of (DNA's) Patients that did not attend their appointment on a weekly basis in the waiting area to help reduce appointment wastage and increase appointment availability
- Introduced online appointment booking system
- Encourage patients to use self-check in system, this will reduce queue at reception
- Moved and repainted the disabled parking bays
- Increased availability for future appointments by always ensuring a patient can book at least 4 weeks in advance.
- Fundraising, we now have Easter and Christmas raffles organised by a PPG member. Also have a book and DVD stall
- Text reminder service to help reduce DNA's
- Suggestions box in waiting area
- Self-Check in screen updated and easier to use

Thank you to all our PPG Members for their support