

# **Patient Satisfaction Survey Report March 2014**

## **Background Information:-**

The Practice Manager met with the Patient Group Members on January 13<sup>th</sup> and a discussion was held on the issues that everyone felt were priority for the survey this year. After some debate the group were satisfied that they had a survey that was specific to our practice and its patients in today's climate, and that it followed on from last years practice developments and activity. The survey was conducted both in-house and online using our website [www.seasidemedicalcentre.co.uk](http://www.seasidemedicalcentre.co.uk) in the 3 week period from 20<sup>th</sup> January to 12<sup>th</sup> March 2013.

In-house surveys were carried out by the Patient Group who attended the practice on several dates, working in the morning and afternoon and for one evening while there was an evening surgery running. They asked patients to complete the questionnaire which was then posted into a collection box. The members of the PPG made themselves available to assist in the completion of the questionnaire without influencing any answers.

The online survey was located on the home page of our practice website. Surveys were collated on the website using a survey collation tool; in-house surveys were also fed into this tool to give an overall patient response.

Our online newsletter which featured survey information was sent to approximately 300 patients who had signed up to receiving it. This newsletter was also available in hard copy in the practice waiting rooms.

The Practice Manager and the Patient Participation Group met again on March 17<sup>th</sup> and the collation of the survey responses which were shared with the Group by email prior to the meeting were discussed at length. The Group agreed how they thought the Practice should respond to the survey results and an action plan was agreed by all present which can be seen at the end of this report. Team members also had input into the action plan.

## **Survey Responses:-**

308 Surveys were completed which represents 3% of the practice list of patients.

The practice prepared 350 paper copies of the questionnaire, 315 were given out and 250 were returned completed. This represents an 80% completion rate. 58 were completed on line.

The 65 uncompleted questionnaires were taken away to complete but were not returned, many of those patients said that they didn't have time and would prefer to take part in the survey on line.

There was a good representation from all age groups, male and female.

We received more comments this year which is very informative and useful, a large percentage of these were from surveys filled out on-line.

Note: Not all questions were answered on every survey.

The responses were very interesting and helpful. They have been discussed with the Practice Team and the Patient Participation Group.

Our Patient Participation Group is a good representation of our patients. They are a diverse group in age, sex, and ethnicity. Some of our members work and some actively engage in various local volunteer groups and hobbies. We have some carers in our group and all of our members live locally.

To ensure our patient group is representative of our patients our doctors initially asked patients personally to join our group. Over the years we have found it increasingly difficult to ensure commitment from younger patients to attend meetings in the evening so we have set up a virtual patients group on our website and changed our meetings to the day time. One of our members who attend our monthly meetings is now responsible for communicating with the virtual group to update them and get feedback and views. The virtual group have a younger profile; we will continue to actively work towards increasing the number of face to face and virtual group members throughout the year by advertising on our notice board, meeting patients through various patient group activities, communicating in our practice booklet and newsletter and on our website. We have had 2 new members join our group and two members leave this year. Hundreds of patients request our newsletter be sent electronically which we do every quarter. We have a Patient Representative Group information desk in our reception area.

## **Since last year we have actioned the following based on your survey responses in 2013:**

### **A. About the practice**

The practice has improved the promotion of the early morning phone triage service, on-line repeat prescriptions and appointment bookings on-line as a large percentage of patients were not aware of these services and how to access them. This has resulted in increased usage and therefore more convenient access for many patients.

### **B. About the services offered at Seaside Medical Centre**

We have improved the way in which we communicate each service to our patients focusing on sexual health, acupuncture, joint manipulation, wellness clinics and the work of the Patient Participation Group. We have done this through our patient booklet, quarterly newsletters and our website. We are currently working on a large board for the reception area which will list every service we offer, this list can be found on our waiting room notice boards, in our patient information booklet and on our website.

### **C. What other services do you feel Seaside Medical Centre should offer?**

We have introduced an ear micro suction service this year and have received very positive feedback from patients that have used the service.

We have introduced a Carers drop-in morning every Tuesday at the Practice. This is to provide a wide range of advice and support to Carers.

We have introduced a NHS Health Trainer service. Our health trainer is based at the surgery every Thursday; patients can be referred by their GP, by our Nurses, or self refer to this free service.

We have also introduced the NHS Health Check Service and have invited approximately 500 of our patients during the past year who fit the criteria to have this health check.

Our two practice nurses have changed their finish times from 5pm to 5.30pm on a Mon-Thurs to look after any 1st Aid, Dressings and Minor Injuries that come in to the surgery during that time. This service is offered throughout the day also.

A second female full time GP joined the practice in September.

### **D. Is there anything you would like to see more or less of in the waiting rooms?**

We have purchased many more books which are now located in separate book racks in the waiting rooms; we have provided hand gel which is positioned beside the bookracks for use by children to help reduce the spread of infection; this is in line with Care Quality Commission standards.

We have increased the number and types of magazines for adult reading in the waiting rooms.

We have introduced radio into the waiting rooms by purchasing new equipment.

### **E. What topics would you like to see covered in our patient educational talks?**

During the past year we have organised informative talks by experts on healthy lifestyle, healthy eating, nutrition and diabetes, coping with children with ADHD and behavioural problems, and falls prevention.

Watch our Patient Group notice board and our website for information on the next talk which is scheduled in May.

### **Responses to the Survey Questions in 2014:**

The responses were very interesting and helpful. They have been discussed with the practice team and the Patient Representative Group.

Note: The Practice is open from 8.30am-5.30pm Monday – Friday with evening surgeries running on Tuesday and Thursday evenings from 6.30pm – 8.00pm.

The Practice is open throughout lunchtime.

Appointments can be made by phone and in person, and on our automated phone system or on-line 24 hours a day.

There is a phone triage service with a GP from 8am-9am every Monday-Friday.

The survey results can be viewed in the document titled 2014 survey results; this is located next to this report on our website.

Paper copies of this report will be available at the Patient Representative Group desk.

### **Here is a summary of the outcomes/actions for 2014/15 agreed with the Patient Representative Group based on those responses and comments:**

#### **A. About the practice**

**Summary:** The survey showed that patients are generally satisfied with opening hours, access to making an appointment, ordering repeat prescriptions, accessing a GP on the phone, understanding test results, confidential communication and the manner in which they are treated.

#### **Outcomes/Action:**

1. However some patients did ask that we review privacy at the desk when they are booking an appointment with a nurse. We are therefore currently looking at an effective system for improving this; a proposal will be brought to the next Patient Group Meeting in May and a new system will be introduced by the reception team from June.

2. 41% of patients asked said that they would like a text reminder for their appointments. We will therefore be introducing a system this year where patients can opt in to having appointment reminders by text. Practice management will introduce this in September.

3. A small percentage of patients found it difficult to book appointments and there were some comments with regard to difficulty getting through on the phone at 8.30am. We are therefore increasing the number of reception team members who answer the phone between 8.30am and 9.30am; practice management have started the recruitment process and this will be in place from June 1<sup>st</sup>.

## **B. About the services offered at Seaside Medical Centre**

**Summary:** A number of patients didn't know about certain services that we offer at the practice. 31% of those asked didn't know we had an early morning phone triage service with a GP and 41% didn't know that we opened 2 evenings a week for appointments with a GP. Some patients didn't know that we can book a translator for them in advance to accompany a patient at the practice and that this is a free service. Patients also were not aware that we have a practice counsellor and an acupuncturist and that patients can be referred to both by their GP.

A patient requested some support services for women going through the menopause; some patients requested additional support on maintaining a healthier lifestyle.

### ***Outcomes/Actions:***

1. We will continue to look at ways to improve communication of our services.

We are introducing information screens into our waiting rooms this September which will communicate all of our services as well as the latest information on health.

We will be introducing communication through a new Twitter account and Facebook page.

We are introducing an information A-board with our list of services for the reception area.

Practice management will introduce these new forms of communication and will ensure that they are kept up-to-date throughout the year.

2. Patients who requested support on a healthier lifestyle may benefit from our Health Trainer Service which is a weekly service and free to all patients for advice on health, diet and exercise. This service is new and is available to book now.

3. Our Patient Group are currently looking into support services for menopause and will communicate an update in our summer newsletter which will be out in June.

4. Some patients asked for improved parking around the practice area, unfortunately we do not have the facility to improve parking for patients however we can confirm that there is free parking on many of the residential roads next to the Practice.

5. Many patients asked for an annual health check; we are now offering a basic health check with our Lead Nurse which can be booked in advance; we also offer a BMI health check with our Health Trainer and we will continue to offer the NHS Health Check which patients who meet the criteria for this check are invited by letter to attend. You can book any of these checks in advance at the reception desk from today.

*Thank you to the patient group members who have put so much time and enthusiasm into both carrying out this survey and reviewing it, it is greatly appreciated. Thank you also to those patients who took part. We will be focusing on delivering the actions in the coming months and will update you on progress in our quarterly newsletters.*

*Please visit our Patient Group Desk or our website to give us feedback or suggestions throughout the year.*

*The Seaside Medical Centre Team*