

# Patient Survey Results - Evaluation of Service Delivery

## Brook House Surgery Patient Participation DES Report 2012 - 2013

### **Practice Profile**

Brook House surgery is a well established general Practice in urban Southampton, an area with high deprivation. The practice covers an area of mixed housing. The practice population is balanced with all age groups and disease mix. We have a high prevalence of COPD and obesity ([www.gpcontract.co.uk](http://www.gpcontract.co.uk)). We have 21 main spoken languages not including English recorded on our clinical system (recording started approx. 3 year ago). These languages include: Arabic, Spanish, Polish, Russian, Farsi, Urdu (to name but a few).

***Please see Appendix A – for Practice & Patient Participation Group Information***

List size: 4571

3 Partners - Dr Roland Simpson  
- Dr Rosalind Simpson  
- Dr Majid Jalil

Practice Manager Miss Adrienne Ely (Full time)

Nurse Practitioner 1 (Part-time – covering 3 days a week)

Practice Nurses 1 (Part time – covering the whole week)

Healthcare Assistants 2 (Part time)

Secretary Part time

Computer Administrator 3 (Part time)

Receptionists 6 (all part time)

### **Link Staff**

District Nurses 4 (Based at Regents Park Surgery)  
Health Visitor 1 (Based at Adelaide House - Sure Start also operates in this area)  
Counsellor 1 (attends weekly)  
MH Practitioner 1 (attends weekly – IAPT)  
Quitters Advisor 1 (attends weekly)

### **Premises**

The building is a purpose built surgery in Practice since 1993, with 5 consulting rooms, offices, two separate treatment rooms and full nursing cover. The practice had adequate accommodation for all clinicians.

There is close liaison with other local surgeries within our locality area and also within the Southampton City area.

We are fully computerised with EMIS LV, which is linked with the PPSA in Winchester. We are also linked with the Pathology Lab of Southampton General Hospital and OOH's. We operate largely without paper records and look towards refining and developing our use of IT within the practice. On 24th April 2013 we will be changing clinical computer systems from EMIS LV to EMIS Web.

We operate an advance and urgent appointment system for GP's, Nurses and Healthcare Assistants each appointment is 10 minutes. Telephone consultations with a GP or Nurse are also available.

Patients are registered with the practice and can see a GP of their choice; we do encourage patients undergoing treatment to return see the same doctor for continuity of care.

## **Patient Participation Group Representation**

Brook House Surgery's Patient Participation Group was formed in December 2009.

### **Ongoing Invitation:**

- Notice board in the waiting room advertising the Patient Participation Group
- Patients continuing being informed / invited during consultations
- Patients continuing to be made aware of the Patient Participation Group by the reception & administration staff
- Practice Open Day – our first Open Day was held in October 2011 in November 2012

### **The size and profile of the PRG**

When the Patient Participation Group was first formed there were 8 patient members and 3 practice members.

### **Please see Appendix A – for Practice & Patient Participation Group Information**

Since December 2009 when the Patient Participation Group was first formed some members have left and others have joined, the numbers of males to females and age groups remain very similar. There are 5 members of the Patient Participation Group that have remained stable and attend all or the majority of meetings.

### **Agree areas of priority with PRG**

The areas that were considered to be included in a local survey

There were various issues / ideas raised that were felt could be improvements for patients attending the surgery some examples of the ideas are listed below:

- Same day appointment requests to be triaged
- Availability of GP appointments
- Introduction of Nurse Practitioner
- Open Day
- Current Service Difficulties

The method used to identify the areas to be considered and the priority areas agreed with the PRG and the rationale for making those decisions

- The ideas raised came from staff meetings, clinical meetings, PPG meetings and general comments made by the patients.
- All of these ideas were taken to a PPG meeting and discussed.

The method used for discussing and agreeing the *priorities*

- All discussions for agreeing the areas of priority were done face to face during agreed Patient Participation Group meetings.
- The format was agreed to use the GMC survey on this occasion as it was felt requesting patients to complete to many surveys during a year would not be productive.

The date(s) the discussions took place

- The discussion regarding the content and format of the survey was discussed on: 4th July 2012.

### **Collate the views through the use of a survey**

The method used for the survey, the date the survey was issued and the period in which feedback took place

- The survey was done in paper format only and patients attending the surgery were asked to complete the survey.
- PPG members came in to the surgery during the survey time period and spent time with patients asking them to complete the survey and discussing the survey with the patients and also using this opportunity to raise awareness of the PPG.
- At other times the reception team members asked all patients to complete the survey, assistance in completing the survey was offered to those that may have required it.
- The Practice Survey results were discussed at the PPG meeting on 18th March 2013.

The method and rationale used to agree the questions (these should reflect the areas of priority agreed with the PRG), also the date and how the practice demonstrated to the PRG that the methodology chosen to support the survey is credible.

- Practice meetings
- PPG meetings

- General Patient feedback
- Discussions at PPG meetings

An analysis of the number of patients surveyed and the number of responses together with the themes emerging from patient feedback

**Appendix B – Patient Survey Questions & Results**

**Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to service**

The method used for those discussions and the date that discussions took place

- Patient Participation Group meeting that took place on 18th March 2013

The changes that have been agreed with the PRG

The changes that have been agreed with the Patient Participation Group are to:

- Practice Open Day
  - o Repeat the Open Day again in 2013 following success again in 2012. Look to hold earlier in October 2013. Planning to start soon.
- Patient Communication
  - o Noticeboard separate from others purely for PPG
  - o Practice Newsletter – simple & short
  - o Patient Surveys to be available to complete via website / new patient check in system
  - o Go live with a Face book page to try and encourage involvement of younger patients
  - o Television in waiting area giving patient information
- Practice Services
  - o Age Concern
  - o Active Options

**Agree action plan with PRG and seek PRG agreement to make changes**

The actions agreed with the PRG and/or NHHSH

An indication of the priorities

The timeframe for implementing the changes

<b>Actions agreed with PPG</b>	<b>Priority</b>	<b>Timeframe</b>	<b>Achieved</b>
Practice Open Day	High	Open Day to be held October 2012	Yes (Nov 12), successful to do again in Oct 2013
Patient Education Meetings	High	To continue with the Patient Education Meetings	To hold 3-4 a year. Topic to be those agreed previously but to be reviewed on a regular basis Yes, ongoing programme. To re-establish in the coming year.
Patient Communication		Newsletter – within few weeks to inform patients of changes in practice.	
1. Noticeboard	High		
2. Newsletter	High		
3. FB	Mod	Noticeboard – 3m FB – 6m	
Patient Services		Speak with services to see if they would be willing to provide services for our practice	
1. Age Concern	Mod		
2. Active Options	Mod		

<b>Actions agreed with PPG</b>	<b>Priority Timeframe</b>	<b>Achieved</b>
	population within the practice	

**Practice Opening Times**

<b>Day</b>			
Monday	8:30am	7:45pm	Late Surgery
Tuesday	8:30am	6:30pm	Closed from 12:3pm to 2:00pm
Wednesday	8:30am	6:30pm	
Thursday	8:30am	6:30pm	
Friday	8:30am	6:30pm	
Saturday	8:30am	11:00am	The second Saturday of the month

Patients are able to contact the practice via telephone from 8:00am to 6:30pm Monday to Friday, or face to face during the above opening times.

During surgery open hours the following Healthcare Professionals are available.

**Doctors**

Appointments for the doctors are available Monday to Friday. We provide appointments in the morning and afternoon / evening.

We offer extended hours appointments with a doctor on a Monday evening and the second Saturday of every month.

**Nurse Practitioner**

Appointments available Monday, Wednesday & Friday in both the morning and the afternoon. Patients requesting same day urgent appointments are seen by the Nurse Practitioner.

**Practice Nurses**

Appointments for the Practice Nurse are available Monday to Friday. We provide appointments in both the morning and afternoon. There is no Nurse available on a Tuesday afternoon.

**Healthcare Assistant**

Appointments for the HCA's are available on a Tuesday morning, Wednesday morning and afternoon and a Friday morning.

***Appendix A – for Practice & Patient Participation Group Information***

**Information checklist for local patient participation report**

<b>Age</b>			
% under 16	24%	0	
% 17 - 24	11%	0	
% 25 - 34	15%	0	
% 35 - 44	15%	0	
% 45 - 54	12%	0	
% 55 - 64	11%	0.02%	10.98%
% 65 - 74	7%	0.04%	6.96%

% 75 - 84	4%	0.04%	3.6%
% over 85	1%	0	

<b>Ethnicity</b>	<b>Practice Ethnicity</b>	<b>PRG Ethnicity</b>
White		
% British Group	51	0.1
% Irish	0.2	
Mixed		
% W&B Caribbean	0.8	
% W&B African	0.6	
% White & Asian	0.4	
Asian or Asian British		
% Indian	1.5	
% Pakistani	0.4	
% Bangladeshi	0.5	
Black or Black British		
% Caribbean	0.1	
% African	0.06	
Chinese or other ethnicity		
% Chinese	0.04	
% Any other	0.7	

<b>Gender</b>	<b>Practice Population</b>	<b>PRG Population</b>
% Male	50	0.04
% Female	50	0.06

#### **Appendix B – Patient Survey Questions & Results**

##### **Patient Questionnaire Results**

Which of the following best describes the reason you saw the doctor today?

Advice	Ongoing Treatment	One-off	Routine	Other	No	Totals
	Problem	Problem	Check		Response	
8	37	9	6	6	3	75
11%	49%	12%	8%	8%	4%	100%

On a scale of 1 – 5, how important to your health & wellbeing was your reason for visiting the doctor today?

1	2	3	4	5	No Response	Totals
5	1	14	13	42	0	75
7%	1%	19%	17%	56%	0%	100%

How good was your doctor today at each of the following?

**Being polite**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	2	5	65	0	3	75
0%	0%	2%	7%	87%	0%	4%	100%

**Making you feel at ease**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	0	7	66	0	2	75
0%	0%	0%	10%	88%	0%	2%	100%

**Listening to you**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	1	5	65	0	4	75
0%	0%	1%	7%	87%	0%	5%	100%

**Assessing your medical condition**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	3	5	62	0	5	75
0%	0%	4%	7%	82%	0%	7%	100%

**Explaining your condition and treatment**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	1	7	61	2	4	75
0%	0%	1%	10%	81%	2%	5%	100%

**Involving you in decisions about your treatment**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	1	8	59	3	4	75
0%	0%	1%	11%	79%	4%	5%	100%

**Providing or arranging treatment for you**

Poor	< Satisfactory	Satisfactory	Good	Very Good	N/A	No Response	Totals
0	0	2	6	59	3	5	75
0%	0%	2%	8%	79%	4%	7%	100%

Please decide how strongly you agree or disagree with the following statements by ticking one box in each line

***This doctor will keep information about me confidential***

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	No Response	Totals
0	0	0	17	56	0	1	75
0%	0%	0%	23%	75%	0%	1%	100%

***This doctor is honest and trustworthy***

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	No Response	Totals
0	0	0	12	61	0	2	75
0%	0%	0%	16%	81%	0%	2%	100%

**I am confident about this doctors ability to provide care**

Yes	No	No Response	Totals
73	0	2	75
97%	0%	2%	100%

**I would be completely happy to see this doctor again**

Yes	No	No Response	Totals
72	0	3	75
96%	0%	4%	100%

**Was this visit with your usual doctor?**

Yes	No	No Response	Totals
45	27	3	75
60%	36%	4%	100%

**Male or Female**

Female	Male	No Response	Totals
49	24	2	75
65%	32%	2%	100%

**Age**

<15	15 - 20	21 - 40	40 - 60	>60	No Response	Totals
3	6	25	23	15	3	75
4%	8%	33%	31%	20%	4%	100%

**Culture / Ethnicity**

White British	White Irish	White Other	White Polish	Asian/Asian British (Indian)	Black/Black British (African)	No Response	Totals
64	2	1	1	3	2	2	75
85%	2%	1%	1%	3%	2%	2%	100

**Comments from questionnaire**

- The doctor put my mind at rest, gives me confidence
- Attentiveness & pleasant nature has been refreshing. Feel confident of good treatment & diagnosis
- Listens and is respectful. Explains things very nicely & in easy language. Very kind & the diagnosis is always accurate. Excellent doctor
- I can not praise the doctor enough, by far the best doctor I have had
- Always has time for me, very kind & helpful, a pleasure to see
- Kind, listens & understanding
- Always fantastic

- Impressed, nice doctor
- Very pleasant, has good patient care
- Patient, treats you as a person not a number
- Patient for a long time, never had cause to complain
- Waiting times came be long
- Feels like a little more help could have been provided