

Outcome of Recent Survey and Patient Participation Group Meeting in January 2013

EAGLE HOUSE SURGERY OUTCOME OF RECENT SURVEY AND PATIENT PARTICIPATION GROUP MEETING IN JANUARY 2013

Our Patient Survey was undertaken between October and December last year. A copy was also posted on our website, eaglehousesurgery.com, for any patient who wished to participate.

In the survey we explained that we really want to improve our services to patients, and to help us to do this, we asked for feedback via the Patient Survey. The specific questions asked in the Survey were how good patients felt our GPs and Nurses are in the following areas:

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- Giving you enough time
- Listening to you
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care and concern
- Having confidence and trust in the GP or Nurse the patient had seen or spoken to

There were two columns, one for GPs and one for Nurses, but the questions were the same. The choice of tick-box answers were:

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

The following questions were also asked in relation to the surgery's environment; the choice of answers was 'yes' or 'no'

- Is the surgery building clean?
- Is health related information clearly displayed on notice-boards?
- Did you find the waiting room comfortable and clean?
- Were you happy with the manner of the receptionist or other staff?
- Overall, were you happy with our service today?
- Any other comments

We received 331 completed responses.

A meeting was subsequently held on 22 February 2013 with members of the surgery's Patient Participation Group, and Dr. Catherine Aimuwu, Dr. S Khaled and the Practice Manager. The purpose was to review the analysis and any other appropriate matters arising.

Numbers of patients ticking "good" or "very good", but making no other comments			211
Numbers of patients ticking "good" or "very good", and making positive comments about specific groups:	(a) general comments about the surgery:	13	
	(b) reception staff:	9	
	(c) Nurses	5	
	(d) GPs:	7	34
51 Patients ticked "good" or "very good" and making negative comments about multiple areas of services:	(i) the appointment system i.e patients unable to get through at 8.30 am and 12 noon / not enough pre-booked appointments	24	
	(ii) reception staff	10	
	(iii) cost of ringing 0844 number	10	
	(iv) holding on the 'phone	14	
	(v) difficulty in getting an appointment at the time and day wanted	11	
	(vi) being seen at booked appointment time	6	
	(vii) Other	3	78
Number of patients ticking "poor" but making no other comment		8	8
TOTAL NUMBER OF RESPONSES TO SURVEY:			331

We were very happy to report that the surgery had addressed the matter of the 0844 telephone number. The GPs ended the contract for this number early, and we returned to a BT landline number, 020 8805 8611, in January. This means that the cost of ringing the surgery for patients will be reduced, from both landlines and mobile 'phones.

24 patients had indicated they were not happy with the appointment system, in that they could not get through at 8.30 am and 12 noon when the on-the-day routine appointments are released, and they also felt there were not enough pre-booked appointments.

Accordingly, at the meeting the PPG members were asked if they wish to change the booking system. The Practice Manager explained that there are some pre-bookable appointments in all surgeries except on Mondays or after public holidays, when demand is at its most significant for on-the-day appointments, and we thus try to maximise capacity. She went on to say that all the routine appointments are released simultaneously, both on the 'phone and to patients booking in person, and these are available on a first come, first served basis.

The surgery is participating in a pilot scheme until the end of June, where patients will be able to book same day Telephone Triage consultations with the GP of their choice. Telephone Triage consultations are available each day at the end of morning surgeries with GPs. These appointments will, we hope, be particularly helpful to patients for whom it is more convenient to speak to their GP on the 'phone at lunchtime than coming in due to work or other commitments, or where a patient feels they may not need a face-to-face appointment but would like to speak to their GP, or if they've been unable to obtain an appointment with their GP of choice at the time and day of their choice.

Dr. Khaled, Dr. Aimuwu and the Practice Manager discussed the possibility of changing the booking system with members of the PPG, who concluded they did not wish to make any changes.

One member of the PPG suggested putting information on the whiteboard behind reception if a GP was away from the surgery. We currently let patients know via the whiteboard when a GP is on holiday, and will explore this possibility.

The GP Partners are mindful of the points raised by patients. We'd like to thank all the patients who completed the Survey and those who attended the PPG meeting.

GP Partners
Eagle House Surgery
March 2013