

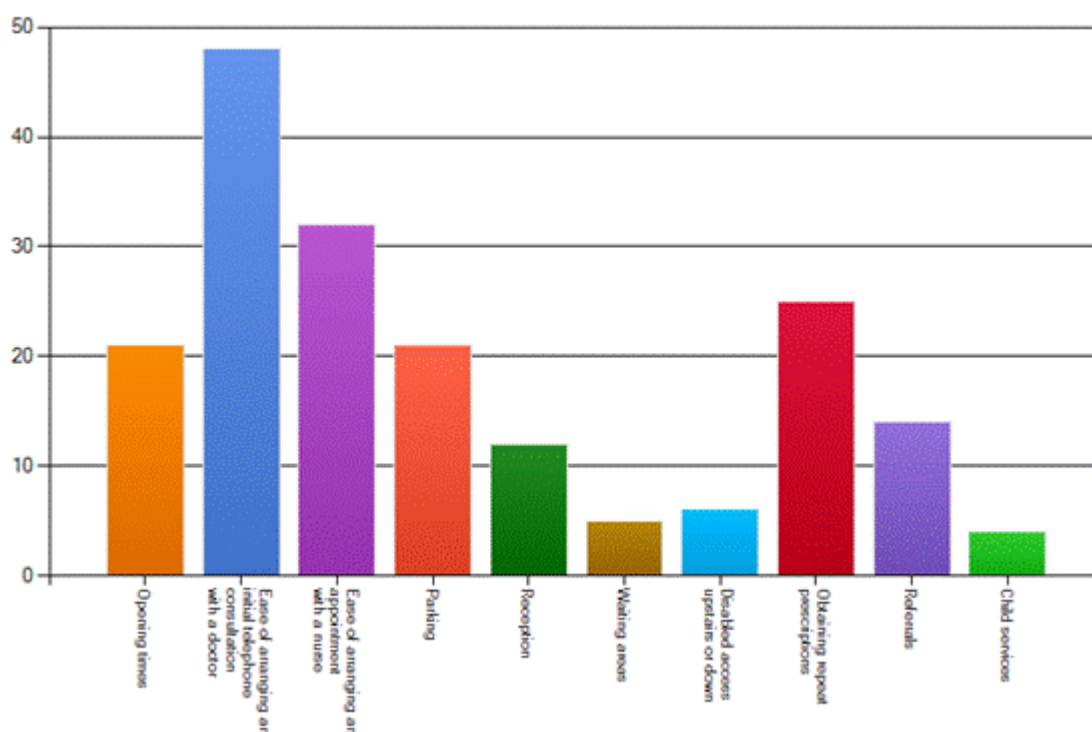
Local Patient Participation Report 2013

The Woodbridge Road Surgery Patient Participation Group (PPG) was formed last year. It consists of 153 registered patients who we have shown are representative of our patient population as a whole. It is a virtual group and discussions are conducted by email. The results of the patient survey in 2012 showed that a large proportion of patients were not happy with the time they had to wait to see their chosen doctor. Most patients felt that the waiting time should be less than 4 days. Based on this feedback, we radically changed the appointment system. This involved every patient who contacted the surgery being telephoned back by a doctor who decided if the patient needed an appointment, or if the problem could be dealt with over the telephone. We believed that this system would increase the doctors' time efficiency and therefore cut down on waiting times. 94% of the PPG members voted in favour of this new system and so it was implemented fully in September 2012.

Seeking the views of the PPG

In order to identify which issues the PPG thought would be important to address in our patient survey, we compiled an initial short questionnaire using the online survey website www.surveymonkey.com. We then emailed the PPG members the link and invited them to complete the questionnaire. The results of the initial questionnaire are shown below

What do you think are the most important issues to focus on in the survey? Please select all that you feel are relevant from the list below. There is also space for you to write anything else you feel we haven't included.



We decided that the main issues were:

- Ease of arranging a telephone consultation with a doctor or nurse (i.e. the new appointment system)
 - Clinical care

The Patient Survey

The patient survey was compiled using www.surveymonkey.com and the link was sent by email and text to all patients for whom we have email addresses or mobile phone numbers, including the

members of the PPG. Paper copies were also given out at reception over a 2 week period. In total, 510 surveys were completed which we feel was a representative number of our list of approximately 12,000 registered patients

Providing an opportunity for the PPG to view and comment on the results

The results of the patient survey were emailed to the members of the PPG and they were asked to send their feedback by return email. The results are shown below.

Summary of the results of the patient survey 2013

We received a total of 510 responses to our patient survey which was designed to raise the issues that most concerned members of the Patient Participation Group. This is a summary of the responses:

79.6% of patients confirmed that they had consulted with a Doctor or Nurse Practitioner from September 2012 onwards. It was in September 2012 that we began our trial of consulting with a Doctor by telephone first, on a full time basis.

69.2% of patients found it easy or satisfactory to make a routine telephone consultation during the day with a clinician. This is a majority of patients able to access Doctors support by telephone.

83.1% received a call back from a clinician on the same day.

81.6% received a call back within 4 hours.

65.5% said it was usually or always acceptable to receive a call back from the Doctor.

Our conclusion drawn from the above responses is that for around 65.5% patients, the system of consulting with a Doctor by telephone first has been an acceptable one. Additionally for 81.6% of patients their problem was addressed within 4 hours which as a surgery we think is reasonable.

Just under one third of the patients would prefer to see a Doctor of their choosing but 76.5% of you will accept an alternative clinician if your choice is not available.

What is of particular significance however is that 46% of you are unsatisfied with the new appointment system overall and this appears to be despite the fact that it has been working in the way it was intended to. 89% of patients would prefer a return to pre-bookable appointments. Pre bookable appointments are incompatible with the current telephone consultation system.

82% of you feel that we should communicate change better with you. Your preferred methods of communication are text, email, website notices and TV screen announcements.

Formulating an action plan

The results show that 69% patients found it easy or satisfactory to make a routine telephone consultation appointment with a clinician (doctor or nurse practitioner). 83% patients received a telephone call from the clinician within 4 hours and 65% patients said it was always or usually acceptable to receive a call back from the clinician. 60% patients have no preference over which clinician they see, 31% prefer to see their usual doctor. If the usual doctor was not available, 76% would accept an alternative clinician. Following the initial telephone consultation, only 46% patients needed to be seen in person. Therefore 54% patients could be dealt with over the phone, supporting the idea that this system is more time efficient.

Despite these encouraging responses, when asked outright, 46% of patients said they were unsatisfied with the new system and 89% said they would welcome the return of pre-bookable appointments.

In response to this, in consultation with our PPG, we have come up with the following changes:

From 2nd April 2013 patients will be able to book a face to face consultation with a clinician by telephoning the surgery, online or via the automated telephone system.

If a telephone consultation is preferred, appointments for this can be made via our Reception Team in person or by telephone. All pre-bookable appointments will be available for booking up to thirty days in advance

For those patients who have urgent medical problems and who need to be seen on the day, we will hold two "sit and wait" clinics, one in the morning and one in the afternoon. These clinics will be for single problems only and will be staffed by all clinicians available between their bookable surgeries. There will be no choice of specific clinicians available for these clinics. Patients will need to telephone on the day and speak to a receptionist if they wish to be seen urgently.

- 85.5% of the Patient Participation Group voted in favour of these changes.

Opening hours and access to appointments from April 2013

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
ibbons	Surgery	Surgery	Surgery	No Surgery	No Surgery
ahra	No Surgery	Surgery	Surgery	Surgery	Surgery
teiner	Surgery	Surgery	Surgery	Surgery	No Surgery
urn	Surgery	Surgery	No Surgery	Surgery	Surgery
McCarthy	Surgery	No Surgery	Surgery	No Surgery	Surgery
mith	Surgery	Surgery	No Surgery	Surgery	No Surgery
nslin	Surgery	No Surgery	Surgery	Surgery	Surgery
S Gardner*	Surgery	No Surgery	No Surgery	Surgery	No Surgery
J Burton*	No Surgery	Surgery	No Surgery	No Surgery	Surgery
Afternoon					
ibbons	Surgery	Surgery	Surgery	No Surgery	No Surgery
ahra	No Surgery	Surgery	Surgery	Surgery	Surgery
teiner	Surgery	Surgery	Surgery	Surgery	No Surgery
urn	Surgery	Surgery	No Surgery	Surgery	Surgery
McCarthy	Surgery	No Surgery	Surgery	No Surgery	Surgery
mith	Surgery	No Surgery	No Surgery	No Surgery	No Surgery
nslin	Surgery	No Surgery	Surgery	Surgery	Surgery
S Gardner*	Surgery	No Surgery	No Surgery	Surgery	No Surgery

NP J Burton*

No Surgery

Surgery

No Surgery

No Surgery

No Surgery

All clinics correct at the time of printing although they may be subject to variation.

We also have Registrars Doctors consulting in addition to the above.

* NP – Nurse Practitioner