

## Block Lane Surgery Patient Reference Group & Report on Survey 2013/14

This report follows a survey undertaken by the surgery's Patient Reference Group (PRG), through a web based survey, and individual patients who completed a paper copy available from the surgery. The PRG members who took part in the survey numbered 15 and the non PRG members 43 total 58. A total of 183 surveys were emailed or handed out to patients. The breakdown of the age, sex and ethnicity of the respondents was as follows:

AGE	SEX	Ethnicity	No.	Total
Over 84	F	White British	1	1
	M		0	
75-84	F	White British	3	4
	M		1	
65-74	F	White British	3	11
	M	White British	8	
55-64	F	White British	1	2
	M	White British	1	
45-54	F	White British	3	5
		Asian Pakistani	1	
	M	Asian Pakistani	1	
35-44	F	White British	2	6
		Asian Pakistani	2	
	M	White British	1	
25-34		Asian Pakistani	1	7
	F	White British	2	
		Asian Pakistani	1	
	M	White British	2	
17-24		Asian Pakistani	2	4
	F	White British	2	
		Asian Pakistani	2	
Under 16	M			2
	F	Asian Pakistani	1	
No Answer/Incomplete Response	M	Asian Pakistani	1	16
	F	Asian Pakistani	1	
<b>Total</b>				<b>58</b>

All respondents were asked to answer a total of 20 questions, the first one of which indicated 66% and 24% of the respondents had seen a doctor at the surgery in the last 3 months or 3 to 6 months. This indicated that a large number of the respondents were aware of what might be happening in or around the surgery. However there were some questions that were either not answered or responded to as "Don't Know" by up to 35% of the respondents this could make a significant difference to the outcome.

### Question 2 "Which of the following methods would you prefer to use to book an appointment at the Surgery?"

There were some minor changes but contact "In person" rose slightly from 16% to 19% whilst "By phone" increased 5%. Booking "Online" dropped from 32% to 26%. It is unknown the reason for the "Online" drop and a further investigation may be worth while

**Suggested Action:** Make enquiries of members to try and identify why the preference for online booking has fallen

**Question 3** "In the past 6 months how easy have you found the following – getting through on the phone?" "Very Easy" remained static at 7%, "Fairly Easy" also remained static at 34% whilst "Not Very Easy" rose from 11% to 33%. This was at the expense in the "Not At All Easy" which reduced from 38% to 17%. This Steve believes is possibly down to the fact more telephone triaging has been in place since the last survey and respondents may relate "getting an appointment" to getting through on the telephone

The other three remaining parts to this question "Speaking to a Doctor on the telephone" saw a remarkable increase from in the "Very Easy" category from 9% to 34%. Steve believes this is certainly due to the fact the Doctors had

agreed to more telephone triaging since the last survey. "Speaking to a Nurse on the telephone" saw increases in the "Very Easy" from 9% to 21% and "Fairly Easy" 15% to 19% which is another welcome sign. "Obtaining Test Results by Telephone" saw another remarkable increase in the "Very Easy" category from 15% to 38%. However it must be noted that the "Don't know" responses for these last three questions were again exceptionally high at a shade under 30%. Steve has over the last 12 months encouraged more of the staff to answer the telephone and all staff to answer more quickly which may well have a bearing on this category

**Suggested Action:** Continuing from the 2012/13 survey the Practice to explore what can be achieved with the telephone system, especially around the internal transfer of an incoming call. Also Practice to communicate the protocol on receiving, assessing and delivering test results to patients. Communication method of above to be decided by Practice who will seek approval of PRG

**Question 4** "Were you able to see a Doctor on the same day or in the next two working days" "Yes" was down from 62% to 53% with a correspondent increase in the "No" response from 18% to 28%. Obviously this is extremely disappointing and the reason why this is the case needs to be investigated as there are as many if not more appointments available than 12 months ago, Telephone Triaging has increased and a spell during the months of September to end of November when there were days when there were still appointments unused or it was after lunchtime before the last appointment was taken

**Suggested Action:** With the help of the active PRG members seek to identify what is driving this decline. Is it increased demand, less appointments or some other reasons?

**Question 5** "If you weren't able to be seen in the next two working days why was that?" "There weren't any appointments" rose from 31% to 42%. The "Don't know" response fell from 54% to 40% which may suggest that this was actually the case 12 months ago but respondents didn't acknowledge that as being the case

**Suggested Action:** Review in line with the suggested action point in question 4

**Question 6** "Last time you tried were you able to get an appointment with a Doctor more than 2 working days in advance?" This is a reversal of the trend 12 months ago with the "Yes" responses down from 57% to 48% and "No" responses up from 16% to 31%. This appears to be a theme running through the section of questions and should probably be looked at in conjunction with the other questions

**Suggested Action:** Review in line with the suggested action point in question 4

**Question 7** "How clean is the surgery" This is also a reversal of the previous years' surveys with a drop in the "Very Clean" from 75% to 64% and a small 4% increase in the "Fairly Clean" to 26%. The "Not Very Clean" and "Not At All Clean" are low but there has been an increase from 1% and 0% to 2% and 5% respectively

**Suggested Action:** Steve to discuss with cleaners initially and also to make further enquiries of the PRG to try and ascertain if there are specific areas of concern.

**Question 8** "In the reception area can other patients overhear what you say to the receptionist" This has deteriorated since the last survey with the "Yes but don't mind" response dropping from 71% to 60% and the "Yes and I am not happy with it" responses increasing from 20% to 29%

**Suggested Action:** Steve to speak to the owners of the building to see if there is any possibility of redesigning the reception area and report findings to PRG

**Question 9** "How helpful are the receptionists at the Surgery?" A further fall following on from last year's survey with "Very" dropping from 71% to 60% with the "Fairly" increasing from 25% to 34% to partly compensate. At the opposite end of the spectrum the "Not at all" had no responses compared to 5% last year but the "Not Very" went from 0% to 2%

**Suggested Action:** Steve to discuss with the Doctors on what they may consider appropriate and report back to the PRG

**Question 10** "How long do you feel you have to wait" generally this has remained static but there have been 3 responders who felt "They have to wait too long". Steve feels this would most probably be a reflection of the feelings expressed when answering the previous question.

**Agreed:** Steve to discuss with the Doctors on what they may consider appropriate and report back to the PRG

**Question 11** "How often do you see the Doctor you prefer?" Only minor differences to the previous year's survey

**Suggested Action:** No action at this stage

**Question 12** "Last time you saw a Doctor at the surgery how good was that Doctor at each of the following?" In all seven areas there was a reduction in the "Very good" with some being significant having dropped 5-7%. In all seven instances the "Good" has increased approximately in line with the decline to "Very good" with the balance being seen in "Neither good or bad", "Poor" and "Doesn't Apply". There has been a significant reduction in the "Doesn't Apply" which led to an opinion last year that the question may have been misunderstood by some

**Suggested Action:** Steve to discuss with Doctors to try and identify why this shift has been reflected in the responses and report findings to PRG for discussion

Steve to ensure that the "Doesn't apply" option is removed from any future surveys

**Question 13** "Did you have trust in your doctor" Very little change from last year's responses. Last year it was suggested that this should be excluded as it could be considered ambiguous

**Suggested Action:** Questions to be reviewed for future surveys

**Question 14** "How easy is it to get an appointment with a Nurse" there has been a big shift from "Very", down from 41% to 17%, to "Fairly" up from 29% to 41%. The balance is seen in increase in the "Haven't Tried" and "Don't Know" responses. Steve advises there have been issues that could well be the reason for the apparent decline. It has been so difficult to replace the Health Care Assistant that the decision was taken to increase the nursing hours to replace that position. We have also seen the retirement of one of the long serving nurses which is likely to have had an effect on the ability to cope during the year

**Suggested Action:** No action at this stage but consider repeating this element of the survey 6 months down the line

**Question 15** "The last time you saw a Nurse at the Surgery how good were they at each of the following?" Overall this is a reflection of the responses to the same question about the Doctors. However there has been a more marked shift from "Very Good" to "Good" with the first dropping by double digit percentages whilst the latter showing correspondent increases. Steve believes the retirement of the long serving nurse could well have had such an effect as it is known that patients, especially those suffering with long term conditions, do value having consistently

**Suggested Action:** No action at this stage but perhaps repeat this element of the survey say 6 months down the line. Steve to discuss with Doctors and Nurses and report to PRG their views

**Question 16** "In general how satisfied are you with the Surgery?" Little or no difference to last year's

**Suggested Action:** No action as other proposed actions should only improve this

**Question 17** "How satisfied are you with the opening hours of the surgery?" Virtually no difference to last year's results.

**Suggested Action:** No action

**Question 18** “As far as I know the Surgery is open” the changes to the response have generally been in the right direction with more respondents knowing when we are open or closed than don’t

**Suggested Action:** No action

**Question 19** “Would you like the surgery to open at additional time?” a slight swing to “Yes” but generally similar to previous years

**Suggested Action:** No action

**Question 20** “Would you recommend the Surgery to someone who has moved to your area?” There has been a minor drop in the “Yes” response but overall comparable to last years

**Suggested Action:** No action

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