

PATIENT DIRECTED ENHANCED SERVICE REPORT

BISHOPS WALTHAM SURGERY

March 2012

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1. INTRODUCTION

1.1. OVERVIEW

Bishops Waltham Surgery has set up the process for the Patient Participation Directed Enhanced Service (DES) with the aim to get patient feedback about the quality and range of services provided by the Surgery. There are different stages to this process which are outlined below.

1. The Surgery's patient participation group held a meeting on 19th January to discuss patient feedback survey design.
2. A patient feedback survey was designed based on the issues raised in the PPG group.
3. The survey was released on 30th January 2012 and 164 patients responded to the survey using either online or paper versions of the survey distributed at the Surgery.
4. The findings of the Surgery were discussed at a meeting of the PPG on the 15th March 2012.

This report details the findings from the feedback survey and the actions agreed in the meeting held by the PPG on the 15th March 2012 with timescales for implementation.

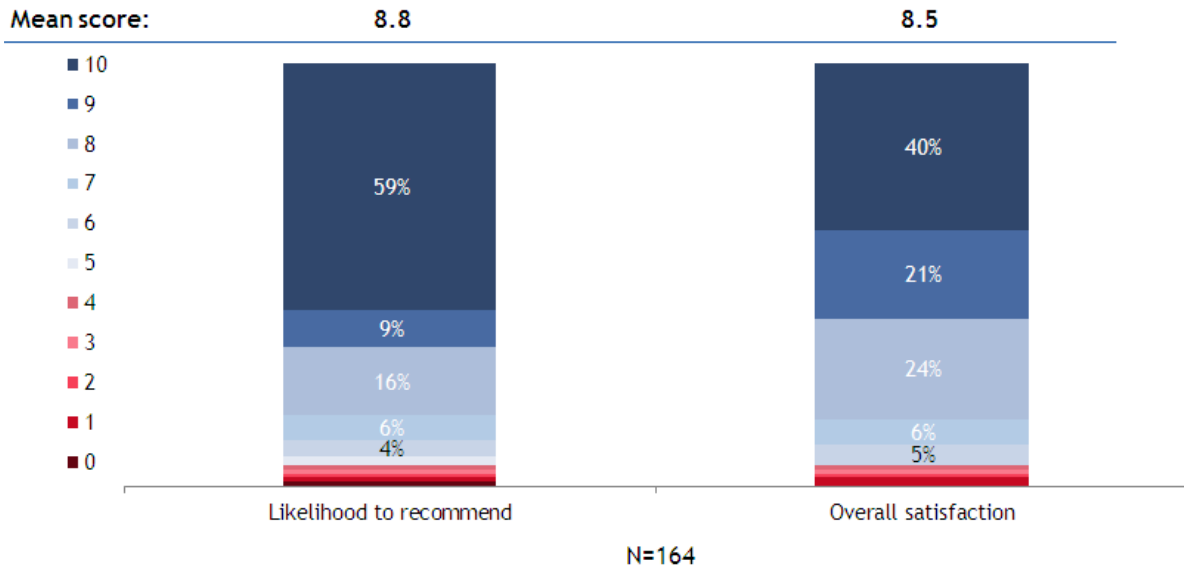
1.2. OPENING AND EXTENDED HOURS

Bishops Waltham Surgery has a practice population of 12,842 (March 2012). Our core opening hours are Monday 7.40 am - 7.00 pm, Tuesday and Thursday 8.00 am - 6.30 pm, Wednesday and Friday 7.40 am - 6.30 pm. Bishops Waltham Surgery are currently not offering any extended hours. Appointments can be made over the phone and in person.

2. OVERALL VIEW OF THE SURGERY

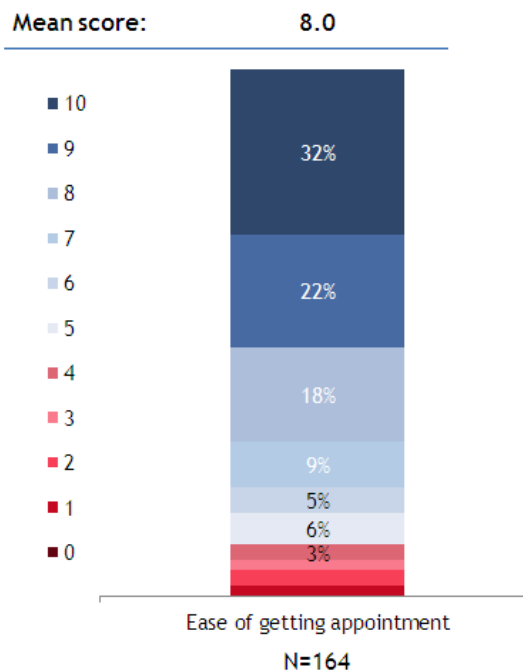
Would you recommend your surgery to a person who has just moved to your local area?

Overall how satisfied are you with your local GP practice?



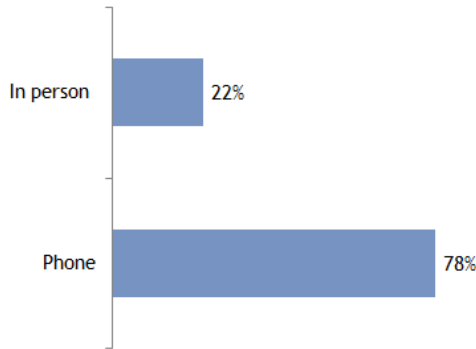
Overall satisfaction with the Surgery is high; with 84% of patients rating themselves extremely satisfied (score between 8-10). 85% of patients are extremely likely to recommend the Surgery to a person who has just moved into the local area (score between 8-10).

How easy was it to get an appointment at the time you wanted on your last trip?



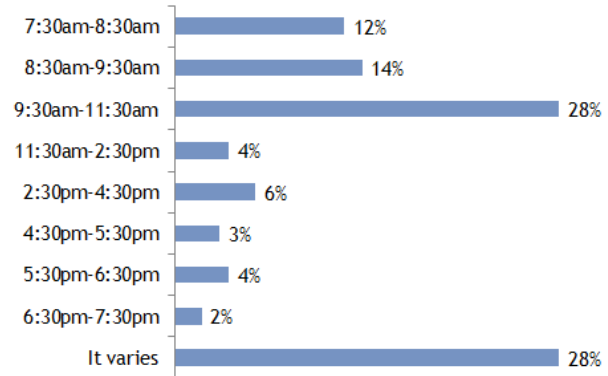
Most patients find it easy to get an appointment at the Surgery, with nearly three quarters (72%) scoring it between 8 and 10 on the satisfaction scale.

Which of the following methods did you use to book your appointment?



N=164

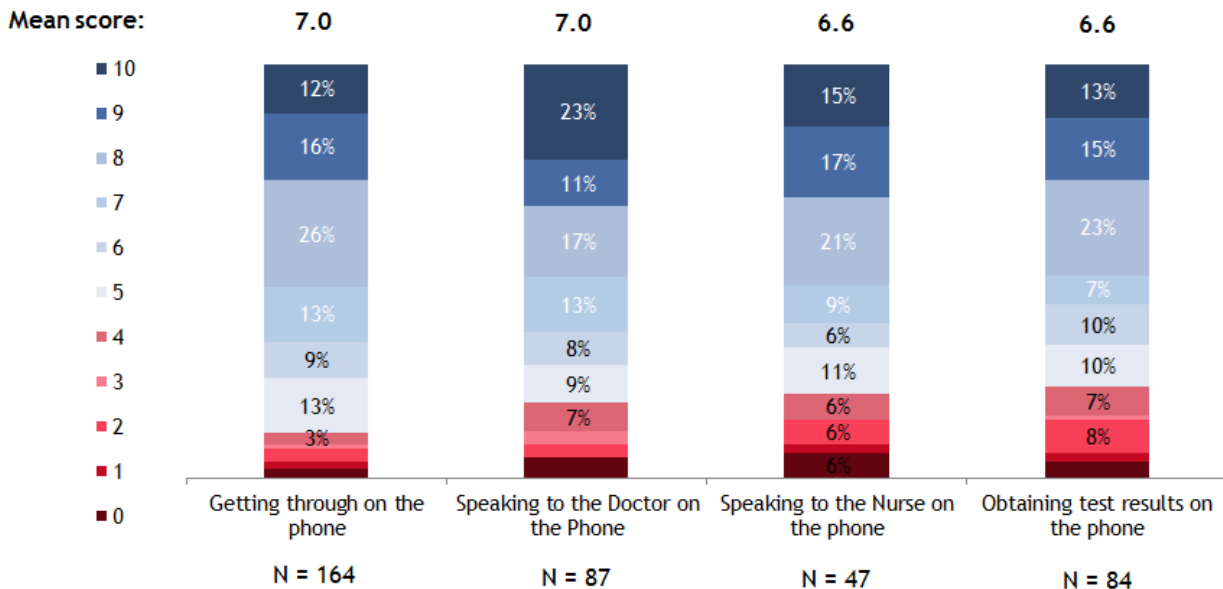
What would be the best time for you to visit the Surgery?



N=155

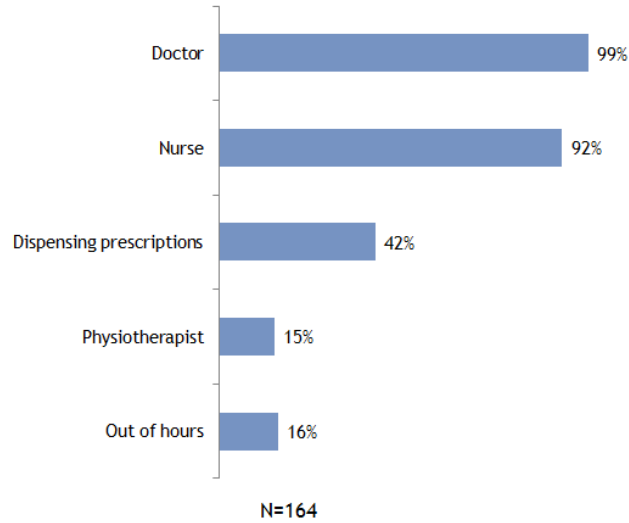
Over three quarters of patients at Bishops Waltham Surgery booked their appointment by phone (78%). Most agree the best time of day to visit is in the morning (54% between 7.30-11.30), however 28% of patients say the best time for an appointment varies.

How would you rate the Surgery on the following criteria?



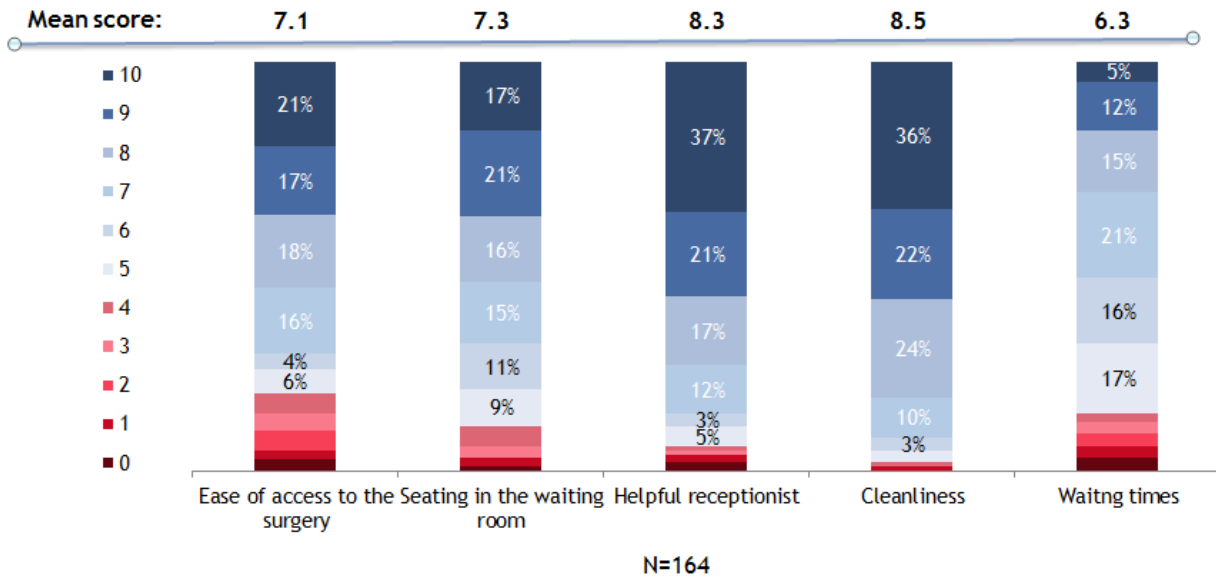
There is room for improvement in the communication with the Surgery as this scored lower than other aspects measured in the survey (average mean score 6.8 across scores). Getting through on the phone and speaking to the Doctor on the phone had the highest satisfaction scores (mean score 7.0).

Which of the following services have you used at our Surgery?



Apart from seeing a Doctor or Nurse when visiting the Surgery, nearly half of patients used the dispensing prescription service (42%), just 16% used the out of hours service and 15% saw a Physiotherapist.

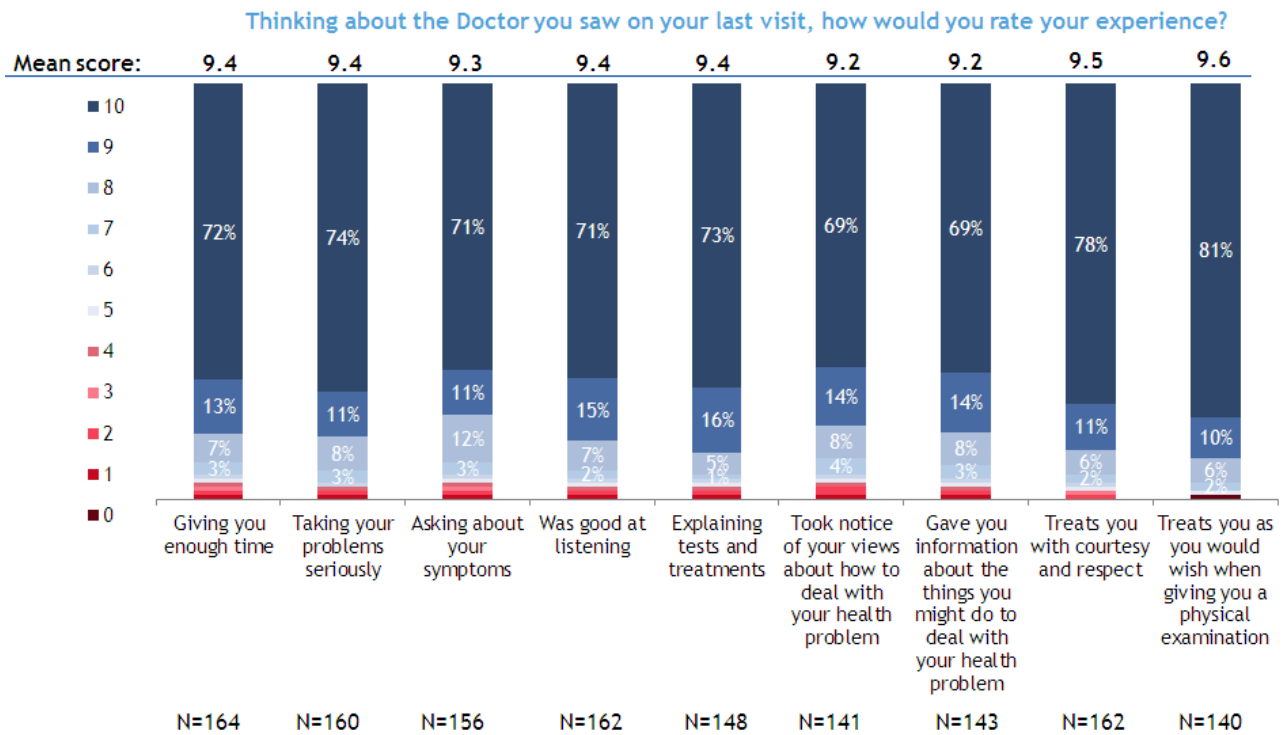
How would you rate the Surgery on the following criteria?



The cleanliness (mean score 8.5) and helpfulness of receptionists (mean score 8.3) were rated the highest in satisfaction compared to other services such as waiting times (mean score 6.3), Bishops Waltham could improve on these aspects to increase satisfaction amongst patients.

Patients were also asked if there was anything else they would like to see at the Surgery, and the most popular recommendation was to improve parking by introducing more spaces. Some patients also requested for there to be better communication about waiting times in the Surgery.

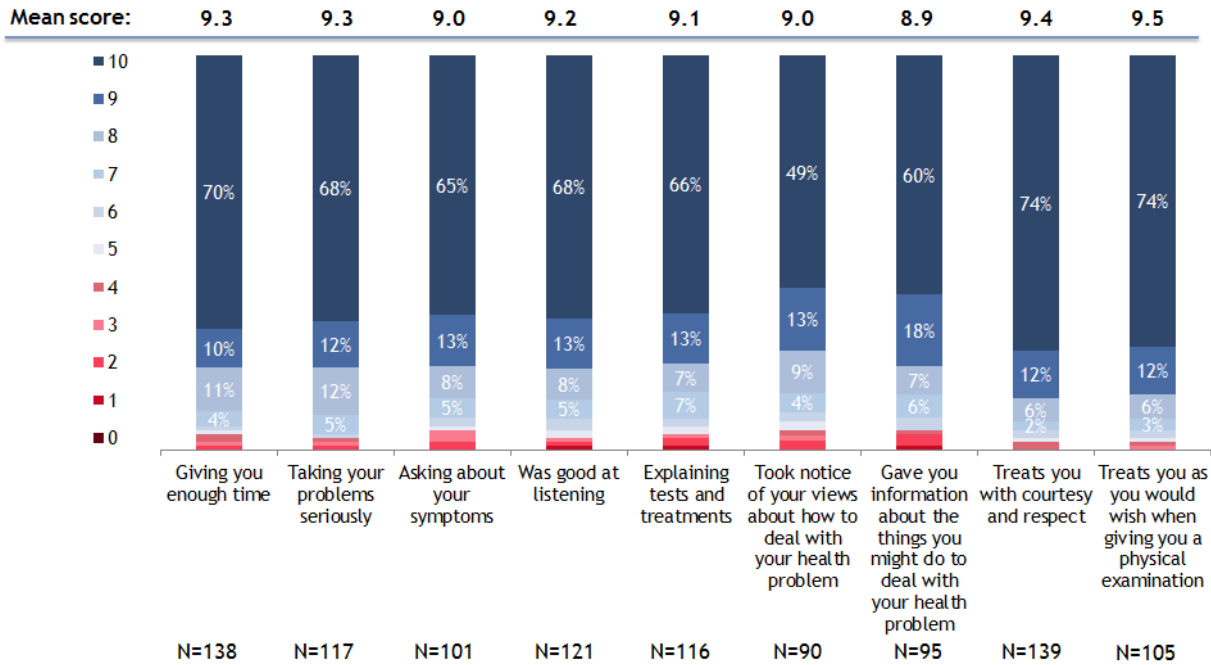
2.1. VIEWS ABOUT DOCTORS AT THE SURGERY



Overall, the scores for satisfaction with the Doctors were high (average mean score 9.4 across scores). Treating patients with respect and treating them as they wish to be treated scored the highest, with 90% of patients stating they are extremely satisfied with these aspects.

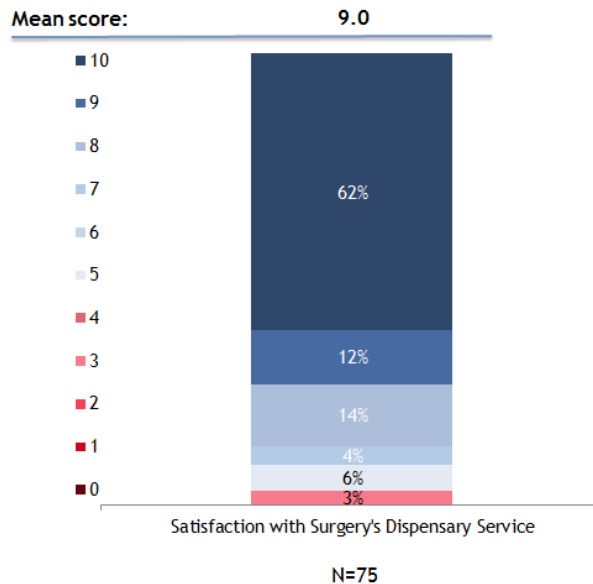
2.2. VIEWS ABOUT NURSES AT THE SURGERY

Thinking about the Nurse you saw on your last visit, how would you rate your experience?



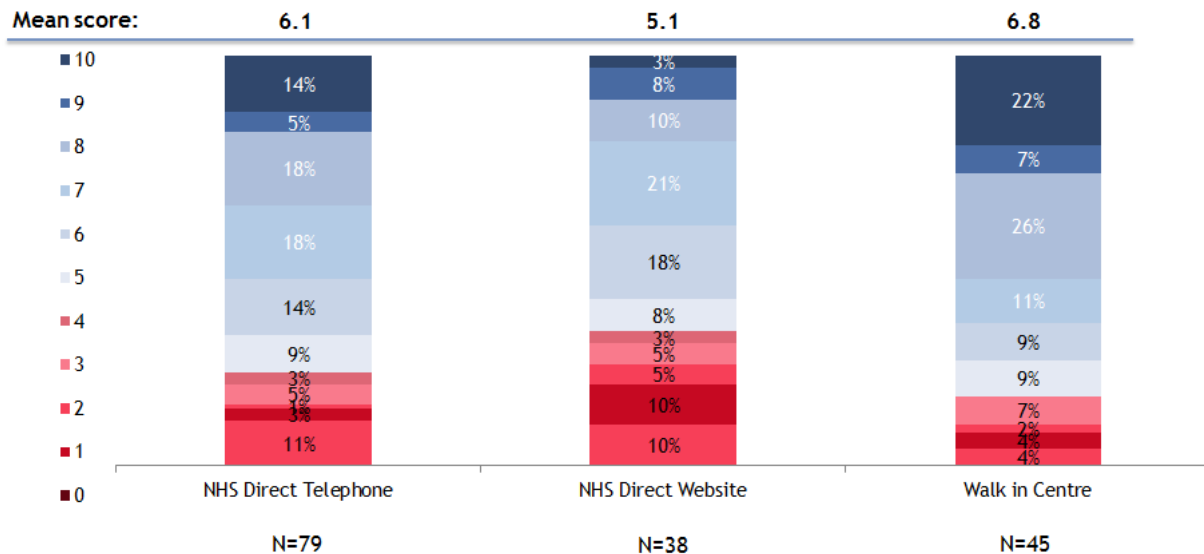
Ratings for the services Nurses provide are also high (average mean score 9.2 across scores), however not as high as those for the Doctors. Again, the areas that scored the highest were treating patients with respect (mean score 9.4) and treating them as they wish to be treated (mean score 9.5).

How satisfied were you with the Surgery's Dispensary service?



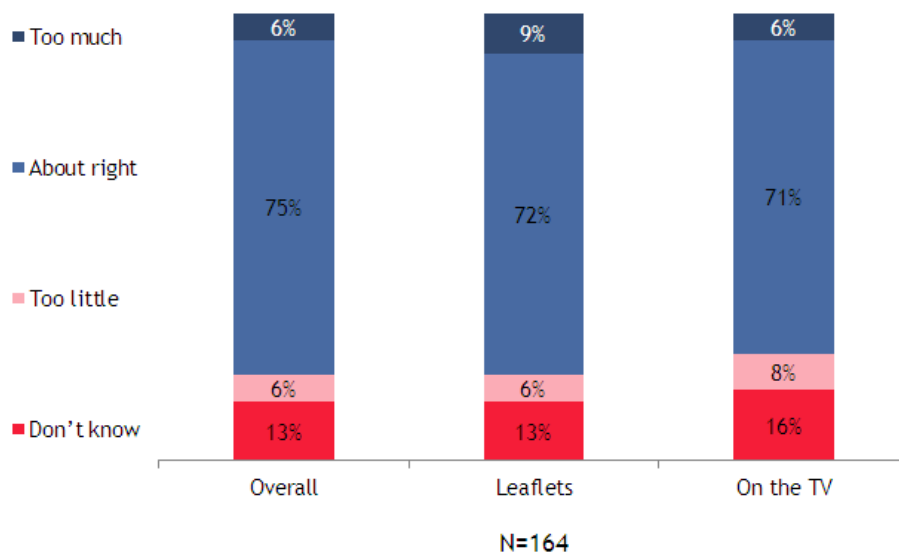
Satisfaction with the Surgery's dispensary service was rated extremely high (mean score 9.0). This is a popular service used by 42% of patients at the Surgery.

How satisfied are you with the out of hours services?



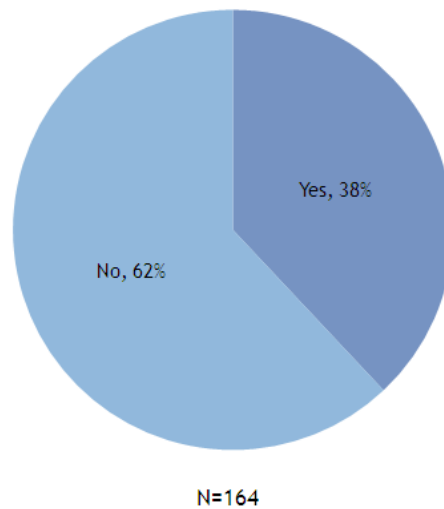
The satisfaction with the out of hours services were not as high as other services offered (mean score of 6.0 across services). The NHS Direct website scored the lowest out of the whole survey (mean score 5.1), with 10% rating it a 0 on the level of satisfaction.

How would you rate the amount of information available in the waiting room?



Three quarters of patients (75%) said overall the amount of information provided at the Surgery is about right. This was almost the same for leaflets (72%) and on TV (71%).

Are you interested in registering your mobile phone number with your surgery?



Overall interest in registering mobile numbers with the Surgery is fair, but it only appeals to just over a third of patients (38%).

Patients were also asked if there was any other feedback they would like to give to the Surgery. Patients highlighted some issues which have already been mentioned in the report such as the out of hours service and waiting times.

3. ACTIONS FOR DISCUSSION WITH THE PPG

Action 1: Waiting Times

- Improve waiting times for patients or communicate with them how long they will have to wait to manage their expectations.

Action 2: Parking

- Try to improve parking as patients mentioned a lack of available spaces.

Action 3: Communication

- Look into the improvement of ringing up for results and communication with Nurses over the telephone.

4. FINALISED ACTIONS AFTER PPG DISCUSSION AND TIMELINES

Action 1: Improve waiting times for patients or communicate with them how long they will have to wait

It was agreed that the Surgery will investigate ways to improve this and find ways patients can be advised of any delays as they check in.

Timescale: On-going

Action 2: Parking

Although access to the Surgery and parking came in for some criticism, PPG members agreed that there's little that can be done until Surgery moves to the new premises.

Target Timescale: Mid 2013

Action 3: Look into the improvement of ringing up for results and communication with Nurses over the telephone

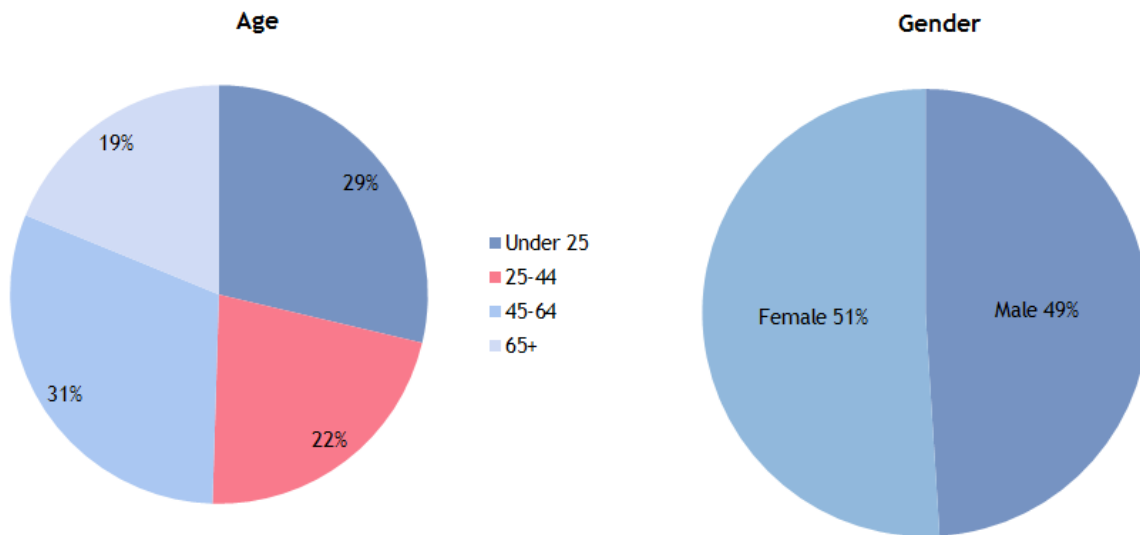
One of the biggest issues which was rated unsatisfactory by 22% of patients was the ability to obtain test results by phone - it emerged during the analysis of the results that this is partially due to the fact that results will only be released to the patient themselves and not to a relation calling on their behalf; this is necessary to comply with Data Privacy Law - as a general rule the Doctor will telephone a patient if further action is required but it is appreciated that some people would like to receive "an all clear message" if that is the situation. Bishops Waltham Surgery is looking to see if the current system can be improved.

Timescale: On-going

5. PROFILES

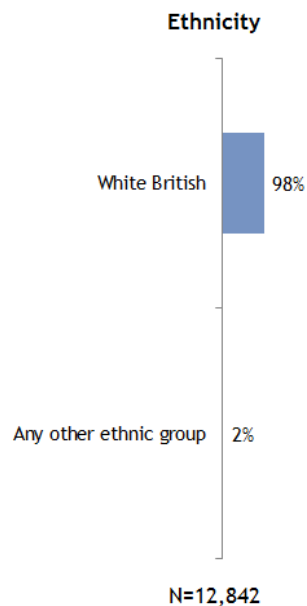
5.1. SURGERY PROFILE

Demographic breakdown



N= 12,842

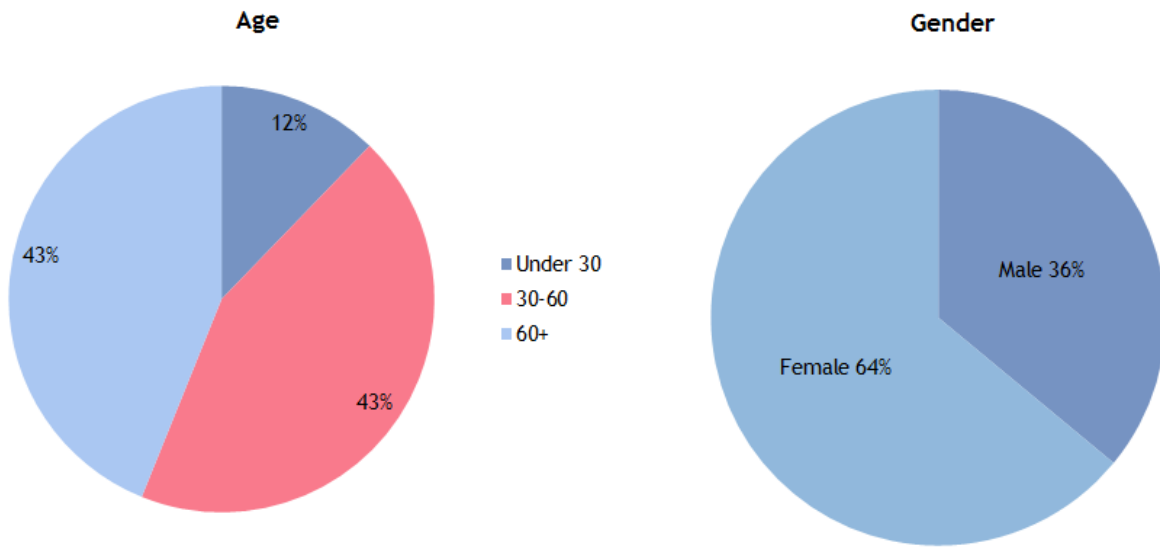
The Surgery profile is broadly represented in both the survey and PPG group; the only group of patients that were not represented fully were younger patients under 30.



98% of the patients at Bishops Waltham Surgery are White British.

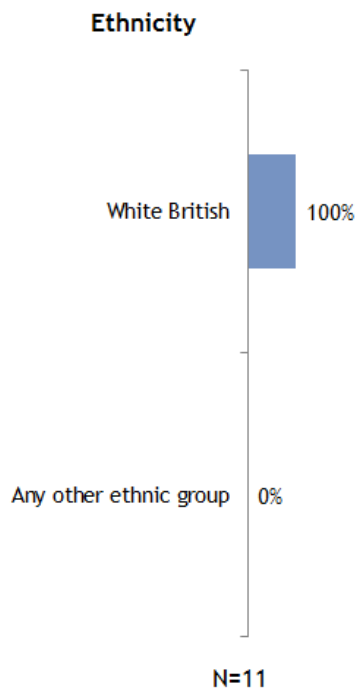
5.2. PPG PROFILE

Demographic breakdown



N= 11

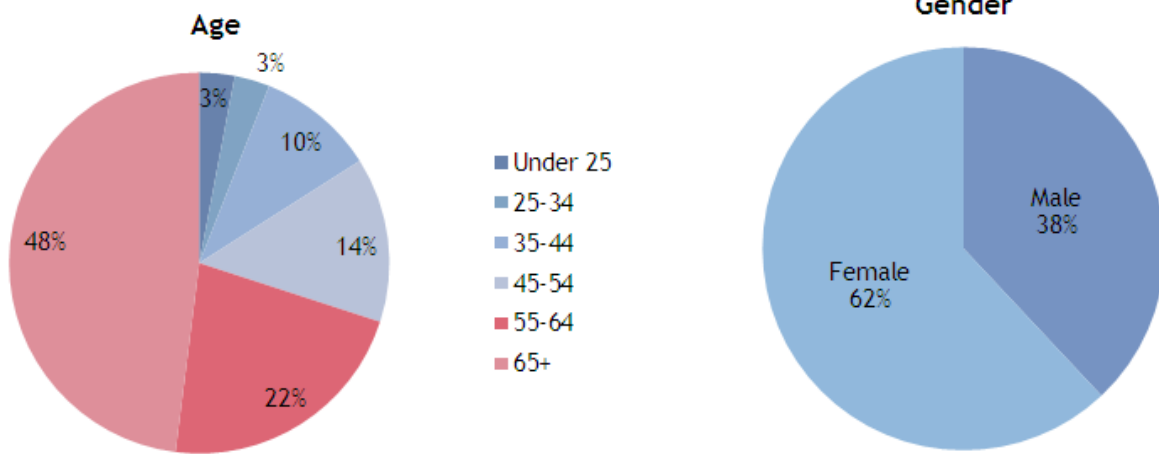
11 patients took part in the PPG meeting. The profile broadly represents the Surgery profile.



All the patients who took part in the PPG meeting were White British which is broadly representative of the Surgery profile.

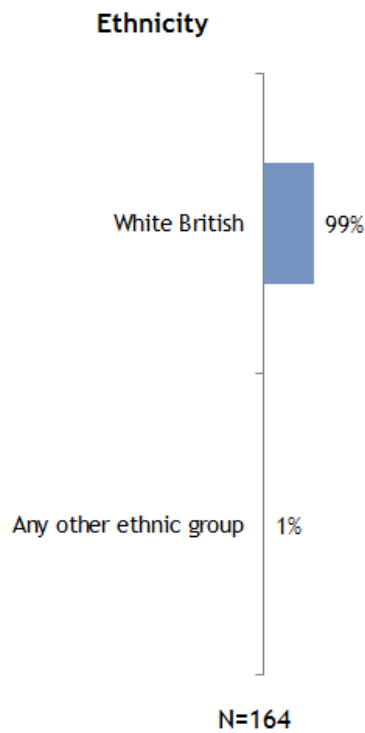
5.3. SURVEY PROFILE

Demographic breakdown

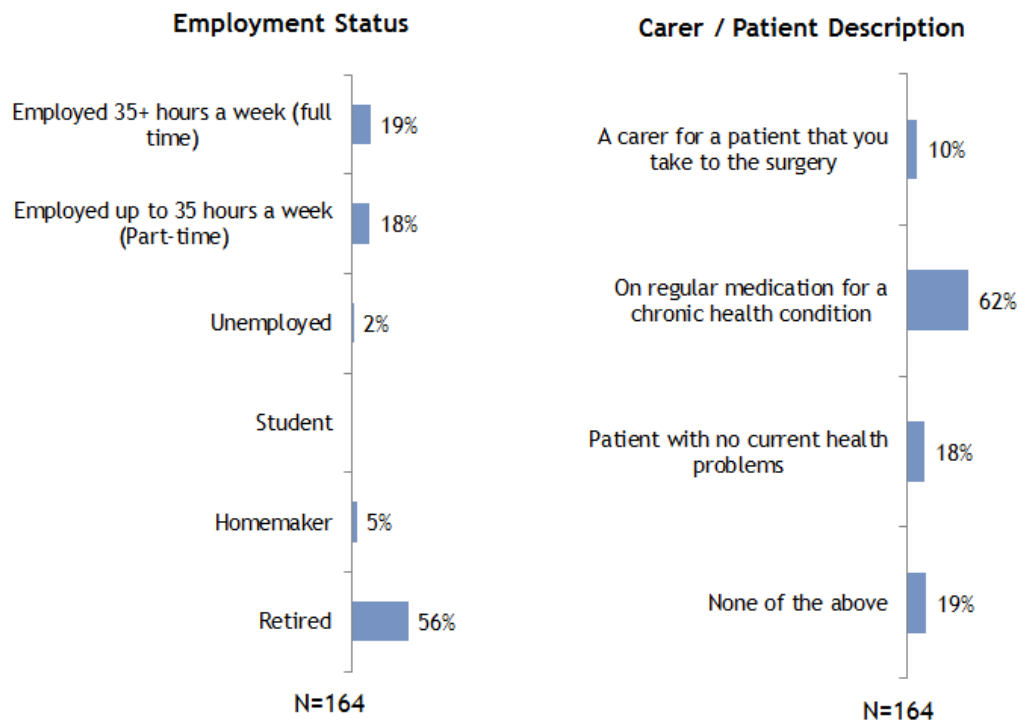


N= 164

The total sample surveyed was 164 patients out of a total of 12,842 registered at the Bishops Waltham Surgery, making this a robust sample from which to analyse. The survey was completed by both men and women from broad age range.



The majority of the patients who took part in the online survey were White British (99%).



Over half of the patients who took part in the online survey were retired (56%), 19% were working full time and 18% part time. The majority of the patients surveyed were on regular medication (62%).

6. METHOD AND PROCEDURES

Bishops Waltham Surgery used the following method and procedures in order to complete the Patient Participation Directed Enhanced Service (DES).

6.1. STEP 1 - DEVELOP A WAY OF GAINING THE VIEWS OF PATIENTS AND ENABLING FEEDBACK - PATIENT PARTICIPATION GROUP

Bishops Waltham Surgery has an established Patient Participation Group. The group meeting on 19th January was dedicated to the DES project and discussing relevant topics to be covered in the survey amongst Surgery patients.

9 out of 14 regular members of the PPG participated in the meeting as well as two invitees who are expected to become members of the PPG.

6.2. STEP 2: AGREE AREAS OF PRIORITY WITH PATIENT PARTICIPATION GROUP

Topics brought up in the PPG meeting became the basis for the development of the survey for the wider Surgery population. A questionnaire was written and sent out to patients online and via paper copies of the survey to gather more of their feedback.

6.3. STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

The Patient feedback survey was released on 30th January 2012 and was available until 5th March 2012. A total of 164 responses were collected using online and paper versions of the questionnaire.

Patients were encouraged to take part in the survey in the following ways:

- A survey link was placed on the Surgery website
- Paper copies of the survey were available in the waiting room
- Information about the survey was provided in the local parish newsletter

6.4. STEP 4: PROVIDE PPG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PPG ON CHANGES TO SERVICES

The PPG held a meeting on 15th of March to discuss the survey results and suggested action plans. 11 members of PPG attended the meeting.

6.5. STEP 5: AGREE ACTION PLAN WITH THE PPG AND SEEK PPG AGREEMENT TO IMPLEMENTING CHANGES

Please refer to section 4 to see the agreed actions and planned timescales for implementation.

6.6. STEP 6: MEETING DES REQUIREMENTS

Please see below for the locations in the report of the specific DES requirements.

Actions Taken	Location of section in report
a. A description of the profile of the members of the PPG	5.2 & 6.1
b. The steps taken by the contractor to ensure that the PPG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category	6.1
c. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey	6.1
d. The manner in which the contractor sought to obtain the views of its registered patients	6.3
e. Details of the steps taken by the contractor to provide an opportunity for the PPG to discuss the contents of the action plan	6.4
f. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented	6.5 & 4.0
g. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey	2.0 - 2.2
h. Details of the action which the contractor	
i. And, if relevant, the PCT, intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey	4.0
ii. Where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report	4.0
i. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours	1.2
j. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.	1.2

7. ABOUT TPOLL

Bishops Waltham Surgery has been supported in the process by Tpoll Market Intelligence Limited (Tpoll) a leader in online customer feedback, which was established in 1999. For more information about Tpoll please go to www.tpoll.com.

Tpoll has supported Bishops Waltham in the following ways:

- Questionnaire design
- Setting up and hosting the online survey
- Data collection via online and paper survey
- Chart and report production