

DEVON ROAD PATIENT PARTICIPATION GROUP

PATIENT EXPERIENCE SURVEY SUMMARY REPORT 2013

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Patient Participation Panel

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1.0 Introduction and background

The Devon Road Patient Participation Panel (DRPPP) carried out its first "Patient Experience Survey" in 2012 publishing its findings. At the same time the practice published its action plan in response to the key finding.

A further Progress Report was published in October 2012 in respect of the outstanding issues which continued under review and those issues about which a decision had been taken and were to be considered closed. Of the 14 issues listed in that Progress Report, 10 have been closed and 4 remain open.

The 4 remaining open issues relate to: - disabled parking, greater use of the Website for appointments and repeat prescriptions and card payment at dispensary.

A number of these open issues and several of the closed issues feature again in the 2013 survey: principally those relating to staff attitude and administration, particularly the telephone booking system.

The 2012 survey focused on aspects of information and means of communication, practice facilities and a general assessment of patient satisfaction with the practice team, as was stated in that survey, this would be an on-going activity upon which we would build on the lessons learned from each proceeding survey.

One of the key lessons we learned was the value of the "open question" i.e. the question which asks for the opinions and views of participants, as expressed in their own words, consequently the 2013 survey gives an increased opportunity for patients to express their views by increasing the number of open questions directed at particular areas of the practice activity.

We also wanted to get a better understanding of the patient mix responding to the survey questionnaire, hence the few more questions about respondents themselves.

It is pleasing to report that 330 patients responded to the questionnaire, representing some 5% of the patient population and an increase 32% over the previous year, the Patient Participation Panel and the Practice wish to express their appreciation and thanks to all those who responded and to those who helped.

The Devon Road surgery has a registered practice population of some 6300 people, principally living in the surrounding parishes of Horton Kirby & South Darenth, Sutton at Hone and Hawley.

40 The practice population, in terms of age and gender distribution has changed little over the preceding year and continues to have a higher proportion of over 75s than the national population.

Over the course of the year the practice handled an estimated 65000 phone calls (averaging 250 per day) giving rise to 29595 individual patient consultations.

45 During the survey period the practice were operating circumstances were, one partner away and for two of the weeks the practice were two partners down, a seasonal outbreak of flu/colds and Norovirus and a closure of the Darent Valley Hospital on two occasions due to the prevalence of Norovirus.

50 The present level of Information Technology and associated Software inhibits the further development of its use in resolving some of the issues raised, by patients, in the responses to both this and last year's survey. This problem primarily rests at national level (NHS) and the necessity for an upgrade of the local telephone exchange

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2.0 Findings and Recommendations

The Practice, as whole, scores well on "good to acceptable levels" of satisfaction at 85% (closed questions), additionally, there were many expressions of high regard for the service in the open question sections.

60 However there are specific areas of activity where, in the open questions, nearly 50% of respondents made written comments of which 32% were expressions of concerns about matters where improvements should be made.

65 It is important that these more specific responses should not be taken out of proportion. Of the overall sample they represent a minority but

nonetheless a significant minority making very reasonable suggestions' and observations as to their experience of the Practice.

70 The two most frequent reasons that respondents gave when expressing their concerns were: the attitude of some of the non-clinical staff and the administration of appointments, particularly the telephone system.

75 Of the many other comments and suggestions those relating to extended opening hours/more appointments, use of the website for appointments, repeat prescriptions and the extended use of the Dispensary for those who do not qualify appeared on more than four occasions.

The panel also noted that 84% of the respondents visited the surgery more than twice per year, 82% had access to a website of which 33% had accessed the Practice site

80 The Panel recommends that, along with the outstanding issues from the 2012 action plan, the above issues along with the detailed findings contained in the main report, should form the basis of the 2013 action plan.

85 **This is a summary of the main report, a copy of which is available from the surgery on request**

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