

DEVON ROAD PATIENT PARTICIPATION GROUP

PATIENT EXPERIENCE SURVEY

MAIN REPORT

2013-14

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1.0 Introduction

This is the third survey carried out by the Devon Road Patient Participation Panel (PPP); previously the survey has been conducted in the early part of the year and the subsequent report being published by the end of March.

The schedule of work associated with the previous surveys coincided with the accounting year end activities of the Practice, the PPP therefore agreed with the Practice to change the survey time table such that it could be conducted at the end of each year.

Whilst the survey was aimed at tracking changes in people's use of, opinions about and levels of satisfaction with the practice the 2013-14 survey was also directed at finding out what patients knew about the services provided.

The number of respondents to the survey was lower than previous years (145) and the Panel, along with the Practice staff will review this situation during the 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.

2.0 Findings and Recommendations

The practice has continued to improve its overall satisfaction rating with particular note to the improvement in staff attitudes, giving rise to frequent positive comments about how responsive and helpful the reception staff are.

Although there were less negative comments about appointments and access through the telephone system it continues to be problematical. It is likely that the introduction of online booking and repeat prescription facilities will go some way to alleviating this problem; however, it is still necessary to encourage patients seeking non-urgent and routine appointments by telephone to ring out side of peak times.

There was a high level of satisfaction with regard to opening hours; however, there was some evidence that what hours were available and the different types of “booked” consultations was not well understood. There is need to explain this further and in particular as part of the “GP 1st call” policy.

The use of the practice website has increased, however, more needs to be done to encourage its use, this will become increasingly important as more information is loaded onto the site in particular as it will become the portal for on line booking.

The Panel recommends that, along with the outstanding issues from the 2012 action plan, the above issues should form the basis of the 2013 action plan

3.0 Background

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.

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 received 39000 incoming phone calls and managed 30666 individual surgery based patient consultations.

The present level of Information Technology and associated Software continues to inhibit the further development of its use in resolving some of the issues raised, by patients, in the responses to both this and previous surveys. This problem primarily rests at national level (NHS) and the necessity for an upgrade of the local telephone exchange. However, recent developments will enable the Practice to put in place "online appointment" booking arrangements and an online repeat prescription service.

It is hoped that introduction of online services will go some way to resolving early morning telephone congestion.

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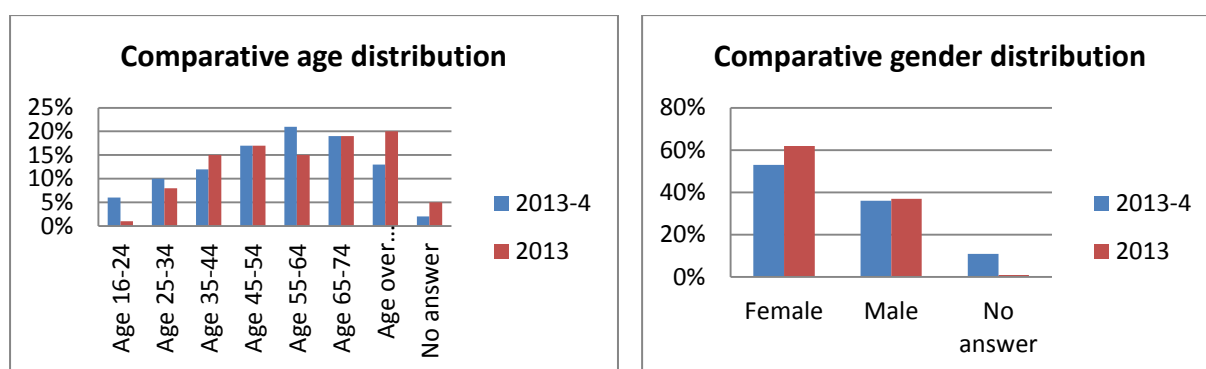
Overview

As previous the survey was carried out by asking visitors to the surgery and the local chemist shop to complete a survey questionnaire, they were also handed out locally by members of the PPP; supplies were provided to Southdowns retirement homes. Additionally, an advertisement was placed in the HK&SD Parish magazine.

However, the overall response was disappointingly low at 145 returns compared with previous returns of 252 and 330 for the surveys 2012 and 2013 respectively and the responses other than from the surgery, but excluding online continues to be low at less than 10%.

The number of online completed surveys was slightly higher than previous at 13% compared with 11% (2012).

Although the number of completed questionnaires was lower than previous years the sample remains broadly representative in age and gender profiles.



As in previous years the vast majority of the questionnaires (circa 80%) were completed by people who actually visited the practice, during the survey period, and are a cotemporaneous record of their experiences; 80% of whom visited the practice more than once a year.

The commitment to increasing the use of focused open questions continued as the number was raised from 5 to 8, giving rise to 378 mutually exclusive comments a 57% increase on the previous survey of some 250.

Notwithstanding the low response, the Panel are of the opinion that the results will provide a useful guide, when taken in the context of previous surveys, for the practice in developing an appropriate action plan.

4. Survey Results

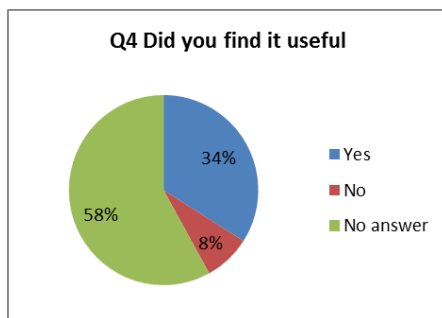
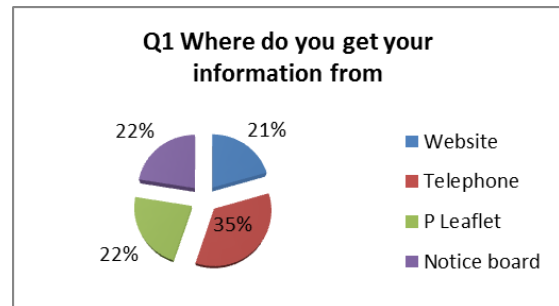
The following section brings together both the closed question responses and the associated open text responses.

Questions asking people about information awareness showed the following:

The use of the notice board and the Practice leaflet remain little changed year on year.

However the use of the telephone has continued to fall from 72% in 2012, 45% in 2013 to its current level of 35%.

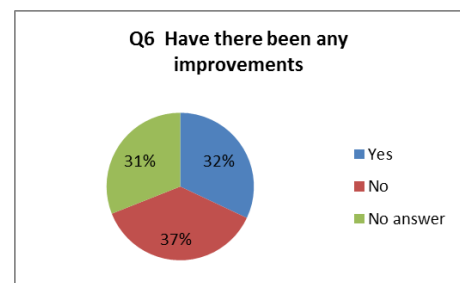
There has been a significant increase in website use from 16% in 2013 to its current level 21%.



Access to the internet continues at 80% of respondents, 36% had accessed the Practice website and 34 % of the sample said it was useful.

However, 58% of the respondents didn't answer the question if these are discounted then 81% of those who answered the question responded that the website was useful and 9% did not.

The free text question about experiences with the website (17% respondents) showed that the majority found it easy to use and most used for general information search such as hours of opening. There was mention of the need for more frequent updates and a wish for online appointments.

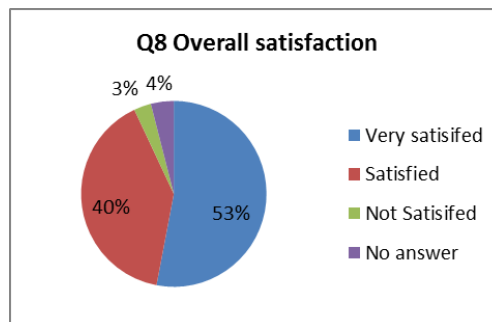


There has been an increase in the number of patients reporting that they believed that there had been improvements in the practice over the year, up from 18% in the previous survey to 32% in the current survey.

However there may be some significance in the fact that the proportion of those reporting "no improvement" was markedly higher at 20% and 32% for 2013 and present survey respectively, there is a corresponding change in the "no answer" down from 54% to 37% for the 2013 and the present survey respectively.

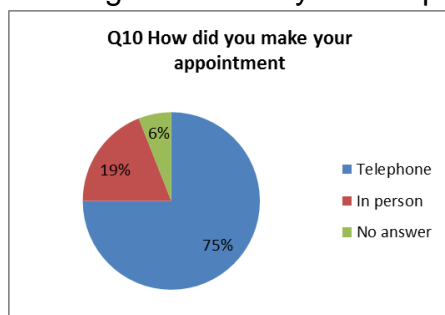
There were 51 responses to the associated free text section (35% sample), most responses cited easier access to appointments and better opening hours, staff attitude improvement was also mentioned as was improvement in privacy at reception.

Considering overall levels of satisfaction, 93% of respondents reported being satisfied, of which significantly 53% reported as being very satisfied.



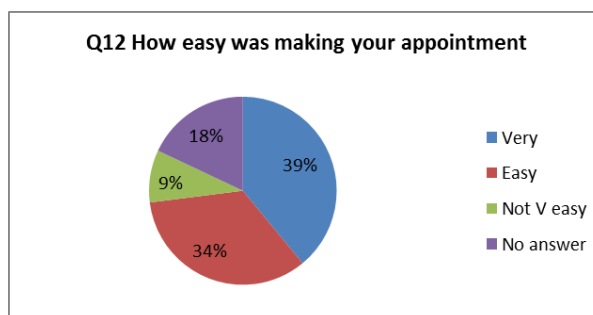
The associated free text question to “Overall satisfaction” produced 45 (31% sample) responses. Apart from the frequent generalised comment “happy with service” the most of frequently used expression related to how helpful staff were and ease of access, there were specific positive comments about telephone access and designated clinician access. However, the comments were not without some negative ones, most of these related to difficulty in making appointments, opening hours and lack of credit card payment facilities.

Looking more closely at how patients view ease of access to the practice in terms of opening hours and the making appointments, the survey showed that 75% of appointments are made by telephone and 19% personally at reception, this is not surprising as essentially these are the only two methods available and serves to illustrate the extent of the pressure put on the reception staff at peak operating times.



Some 85 (58%) respondents made free text comments about their experiences of making appointments, the majority of which were complimentary and the most frequently quoted reasons being good attitude of reception staff and good availability of appointments. However, there were less negative experiences reported-most relating to difficulties in getting through on the telephone and the availability of appointments.

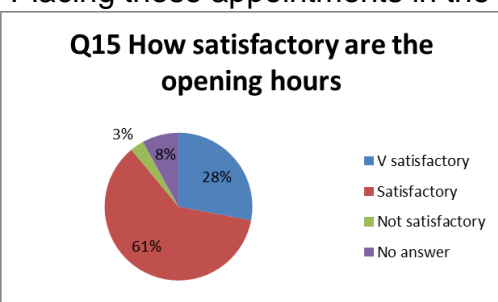
Overall some 73% of respondents reported that they found the appointment process easy of which 39% said they found it very easy.



Furthermore, 50% of the appointments were for two days or more ahead, 29% next day and 12% for the same day.

The response to the open text question was 83 (57% sample) and patients comments about their experiences were overwhelmingly positive with a small number of negative comments about availability of appointments.

Placing these appointments in the context of how satisfied patients were with the opening hours the survey showed a high level of overall satisfaction of some 89% of respondents of which 28% reported as being very satisfied. .

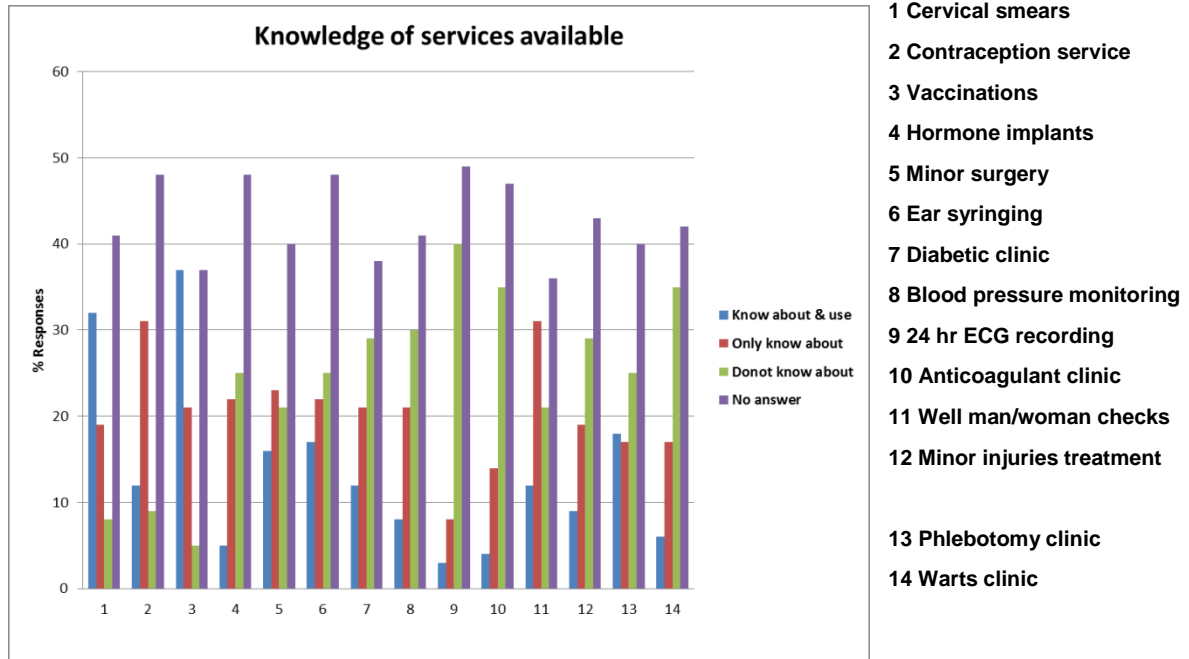


The open text question of some 39 (27% sample), relating to opening hours, showed that whilst there is a high level of satisfaction there is a corresponding high level of responses seeking

to improve the availability to working patients by extending opening hours.

The Practice and the PPP believe that it is important to gain an understanding of patients knowledge of the services available at the surgery, this information will contribute to developing any communication programme where it is believed that an improved knowledge and use of particular service or suit of services would be beneficial to the overall wellbeing of the patient population.

The following graph summarises the responses from the survey.



Of the 17 (12% sample) response to the associated free text question the following specific suggestions were made: chiropody service, counselling (various) and cholesterol checks.

The general catchall question (No 23) yielded 33 responses (22% sample) mostly these reflected responses given in the other free text questions and were mostly complimentary about the staff, however there are several specific requests-more information on the website about the wellman/women check-ups, cholesterol and blood pressure check-ups as a routine and more phlebotomy clinics.

END