

**SELBORNE ROAD MEDICAL CENTRE**  
**PATIENT SURVEY RESULTS**

**PATIENT PARTICIPATION REPORT 2015 - 2016**

**A.** Patient Participation Group (PPG) Members Profile: This year 13 patients were part of our PPG, which is 6 more than last year. PPG members were either involved via email this year. The profile of the PPG is as follows:

- **Sex:** 47 % male, 53% female
- **Age:** 7% 25-34, 7% 45-54, 16% 55-64, 63% 65-74, 7% >75.
- **Employment:** 16% Full time work, 76% Retired, 8% Permanently sick or disabled
- **Carers:** 0% are carers
- **Ethnicity:** 100% British

Although this PPG does not exactly represent the practices registered patient population (as no members are from an ethnic background other than British) the group actively considers all 2781 registered patients in all its discussions. (See appendix)

**B. Representation in the PPG:** Despite our best efforts, the PPG is not entirely representative of our practice population. To encourage a representative PPG, new members were encouraged to join as well as members of the PPG last year. As the PPG last year had no parents/guardians, no disabled patients or any patients under 40 years old we tried to include these groups of patients in our PPG this year to make it more representative. We advertised in the surgery (Selborne Rd Medical Centre invites you to be part of our Patient Group to help identify ways we can improve), we also sent out text messages to all patients age 18 and over with a mobile number recorded. You can be involved via email, telephone or post. If you'd like to be involved, please contact the surgery on 0114 26869292. As a result no patients came forward from the underrepresented groups.

**C. Agreeing priority issues:** Following correspondence from the PPG discussing the issues that were a main priority to patients taking our patient survey results into consideration. The agreed main priorities occurring from our survey were as follows: Opening hours, appointments with the nurse and Gp, telephone triage service, online prescription service, and patient privacy on reception.

**D. Obtaining the views of registered patients:** Outlined sources of feedback that were reviewed during the year:

NHS choices feedback, Friends and Family feedback, Patient survey.

**E. Discussing the results with the PPG:** A correspondence was sent out to PPG members to discuss the feedback. An action plan based on the results was also discussed and agreed upon. PPG members gave their response via email.

**F. Action Plan:**

1) **Opening hours.** We do not close reception at all throughout the day but phone access is limited to enable patients to access our out of hour's answering service through lunchtime. We cannot always guarantee a GP is on the premises outside of our phone line opening hours due to home visits. 53% of patients surveyed were satisfied, 35% fairly satisfied, 8% were neither satisfied nor dissatisfied and 4% were not sure when our Surgery is open.

**2) Available appointments**

**How important is it for you to see a doctor:**

On the day you phone? - 13%  
Very important - 38%  
Fairly important - 33%  
Not particularly important - 16%

**In the next few days after you phone?**

Very important -45%  
Fairly important -45%  
Not particularly important -10%

**In the next few weeks/in advance?**

Very important -42%  
Fairly important -37%  
Not particularly important -21%

We discussed how important it is for patients to be able to access appointments when necessary. We have a number of different booking services available to patients. We have pre-bookable appointments which can be booked up to three months in advance, book on the day only appointments and online bookable appointments.

**3) How easy is it for you to get an appointment with a nurse?**

Haven't tried -15%  
Very easy -34%  
Fairly easy -43%  
Not very easy -8%

At the moment we only have a nurse clinic on two days per week and this seems to cover our demand at the moment. We discussed why we do not have nurse appointments available to book online.

**4) Have you used our triage service? (This is where a GP consults with you by phone)**

Yes – 18% (18 patients)

No -82% (82 patients)

If yes, do you think this is a good service?

Yes – 17 patients out of 18 who used this service thought it was a good service.

No – 1 patient out of 18 who used this service did not think it was a good service.

We offer this service to all patients as an alternative if they either phone for an appointment and none are available when requested or for any urgent on the day queries.

**5) Online prescription service**

**Do you use our prescriptions online ordering service for your repeat prescriptions?**

Yes -42%

No -58%

**If yes, how do you rate it?**

Very good – 34 patients out of 42 that answered yes

Good – 7 patients out of 42 that answered yes

Neither good nor poor - 0 patients out of 42 that answered yes

Poor – 1 patient out of 42 that answered yes

Very poor - 0 patients out of 42 that answered yes

21% out of our 2781 patient population at the moment use this service. It was discussed ways of advertising this more to patients

**6) Patient privacy on reception**

The general importance of privacy was mentioned and any solutions that would solve this problem. The television as a visual distraction in the waiting room is at the moment being used although some patients do find this annoying. We do have signs on the reception windows asking patients to let reception know if they wish to speak more privately as this can always be arranged.

**G. Details of Action:**

1. In general we found looking at the results from our patient survey patients have no problem with the hours we are open. Our PPG were in agreement generally we do not need to change our opening hours and that we give sufficient access for most patients.

2. We reviewed our appointments system and how we allocate these for pre-bookable and book on the day appointments. We found that in most cases these were working in the manner we intended and make more appointments available for patients to book on the day. This was to cover demand from patients. In general our PPG agreed with these findings and appreciate that some patients request to see a particular Gp so appointments are very much in demand. This may cause delay for pre-bookable appointments with this Gp at times. We do also try to promote our online service for booking appointments where possible. We would always endeavour to see any patients who need urgent treatment on the day.
  3. At the moment we only have a nurse clinic on two days per week. We may look at demand for more but in general we are able to book patients in with our Nurse within the next week. It was asked by a member of our PPG why we are unable to make Nurse Appointments available to book online. We do not offer this service as nurse appointment times vary considerably depending on why the patients are coming in and the system does not allow for this variant. In general access was considered suitable.
  4. Our PPG commented that we need to ensure that all reception staff are consistent and offer this as an alternative to patients and possibly advertise this more in the surgery.
  5. It was discussed that we do have a relatively small percentage of our patients who use this service at the moment. We will ensure this is advertised more in the surgery by means of posters and a message on prescription counterfoils.
  6. The general importance of privacy was discussed and any solutions that would solve this problem. The television as a visual distraction being used. It was also suggested we move reception around or maybe change the reception window to where the door is at the moment. This is something we would have to look more closely at as we do not think there is a quick alternative to this.
- H. Opening Hours: The surgery is open from 8.30am to 6.00pm Monday to Friday (the building does not close at lunch times), except on Thursdays when we are open 8.30am to 1pm. The telephone lines are open 8.30am to 12 noon and then again 3.30pm to 6.00pm Monday to Friday, except Thursday when the lines are only open 8.30am to 12 noon. If you call outside of these hours your call will be forwarded to our Out Of Hours service provider. Appointments can be made by telephone, in person at reception or through the Internet. Repeat prescription requests can be made in person, by post using the white side of your previous prescription, by telephone, by fax, via a pharmacy or through the Internet. Signed prescriptions will be ready 2 days later

and can be collected, posted out if a SAE is provided by the patient or patients can arrange for a local Pharmacy to collect prescriptions on their behalf.

## **Progress on previous years**

We now review our website monthly and ensure any information for patients is made available on the website. We also have more information for patient self-care with links to useful websites.

It was mentioned that staff should wear name badges in reception and all reception staff now have these. Length of time answering the telephone was discussed. Some patients feel this can sometimes take considerable time. We try to make telephone calls a priority on reception where possible.

The general importance of privacy was discussed and any solutions that would solve this problem. This is an ongoing issue and something we are trying to see if there are any alternatives.

This Report has been made available to everyone from 31st March 2016 at:

[www.selborneroadmedicalcentre.co.uk](http://www.selborneroadmedicalcentre.co.uk)

