

University of Reading Medical Practice

Local Patient Participation Report 2013

Contents:

1. Patient Representation Group (PRG)
 2. Local Practice Survey
 - a. Priorities to be covered in our survey
 - b. Methodology used in running the survey
 3. Overview of the results and agreed actions arising out of the survey
 - a. Initial analysis of the results including representation
 - b. Consultation on the findings and agreed actions
 4. Review of actions arising from 2012 survey
 5. Current access details
 - a. Core Services
 - b. Extended opening times
- Appendix 1 Results of the survey
Appendix 2 Comments made during survey
Appendix 3 Patient demographics participating in the survey

1. The Patient Representation Group

The practice first established its patient representation group (PRG) five years ago in 2007. Regular meetings have been held since that time until May 12 when it was agreed to change to email contact with just one meeting per annum due to patients' difficulty in attending meetings.

We also started a virtual group in 2011 and were successful in recruiting approximately 10 people to this, including 4 students. This approach has also enabled two of our disabled patients to participate. Males and females are represented in proportion to the practice list which is almost 60-40.

We are always keen to recruit new members and advertise for the group via our website, our internal patient information display and through recruitment drives via Reception periodically.

As we have not always found it easy to encourage active participation with students in the patient forum (particularly given their high turn around) we have also established links via such forums as the Steering Group (a University body with an overview of the medical services), the Student Welfare Group and the Students Union to ensure that we receive their feedback.

The patient groups have been consulted throughout the patient survey program via emails and on line access.

2. Our Local Practice Survey

a. Priorities to be covered in our survey

All of our RPG members were emailed with a brief description of the requirements of the patient survey and asked as to which topics they would like to see covered within the survey. They were particularly asked to raise any areas where they had any concerns about regarding any aspect of the service offered.

The group was also asked to reflect on the issues raised following last years survey as regards the survey structure itself which were as follows:

- Encourage better response by shortening the survey
- Remove questions which proved of little value
- Drill down on the questions where answers required more analysis eg access of appointments on the days of the week across various time slots. This would enable the practice to tailor the availability of appointments to demand.
- Introduce questions on facilities (including cleanliness), and range of services
- Query interest in possible future services (especially considering those applicable for male patients)

The response from the patient groups can be summarised as follows:

No particular aspects of concern were raised and this year the group did not feel it appropriate to separate out scores for the different staff disciplines and endorsed the practices team approach to service.

The group were again keen to keep the questionnaire very concise and therefore felt that it was not currently of benefit to ask re future services but to include a general comments box where patients could include such issues or concerns.

Once the final questionnaire had been constructed this was again passed by the patient group by email to ensure that all were content that the matters raised had been adequately covered.

b. Methodology used in running the survey

The survey was produced in paper copy and distributed within Reception to all patients attending the surgery. It was also made available online via the practice website.

The survey was run for a total of 6 weeks across November and December during which time 318 responses were received.

The use of the online service was disappointing in that far fewer patients participate in that way, as opposed to being asked to complete during their stay at the practice. However this meant that a member of staff had to input the survey responses to ensure that the feedback was included in the statistics.

The compiled results are shown in raw format in Appendix 1.

Patients were also invited to comment on the practice and a list of these are given in Appendix 2

3. Overview of the results and agreed actions arising out of the survey

a. Initial analysis of the results including representation

The practice circulated the full results to the patient groups together with the comments made by patients at the end, and asked for their observations and comments.

Several questions were raised as a result of this and the practice published a question and answer report to the patient group covering all issues. No further queries were raised. This report will be published on our website alongside this document.

b. Consultation on the findings and agreed actions

Overall the group thought that the results were excellent and a true reflection of the quality of service enjoyed by the patients.

There were no major areas of concern but in the list of comments drew attention to the attitude of the Reception team as there were 3 negative comments about the attitude of the team. It was however recognised that they have a difficult role to play in often having to be the ones to advise the patient that the Practice cannot meet their demands. Also it was recognised that the comments should be taken in context as out of a total of 39, 67% comprised of very positive statements of appreciation, 26% of requests for changes to service and just 8% regarding negative statements regarding Reception. In addition this reflected less than 1% of the total responses received.

Nether the less it was agreed that some additional training in how to deal with difficult patients, and indeed the stress of the role, would be beneficial to the team as a whole and the Practice agreed to take an action regarding this.

The Practice also noted the patients preferences for the provision of appointments and will take this into consideration when reviewing the doctors templates for 2013-14, in particular with regard to the Extended hours sessions.

The majority of the patients are very satisfied with the level of service that they receive however. Below the combined percentages for Strongly Agree and Agree for the following statements regarding clinical care. A further 5% replied that this statement did not apply, 7% that they neither agreed or disagreed, leaving 1-2% stating that they Disagreed with the statement.

<i>Do you feel listened to by our clinical staff</i>	87%
<i>The clinical staff treat me with dignity and respect</i>	88%
<i>I am confident in the treatment I receive from the clinical staff</i>	85%
<i>I am involved in decisions about my care</i>	83%
<i>I receive an explanation of my problems and any treatment I may need</i>	85%

As noted in the previous year the response rate was predominantly female with 67% female to just 32% male. This is in line with the known increased consultation rate of females to males.

4. Review of actions arising from 2012 survey

The following action points were raised following the survey carried out in 2012 and the subsequent action taken is detailed below:

a. Promotion of services

It would appear that some patients are not aware that:

- b. they can make appointment on line
- c. that we provide late night appointments on Thursday evening
- d. that we run a Saturday morning clinic
- e. that we provide appointments throughout the lunch hour.

The practice updated the screen displays to advertise these services and they were described in one of our regular newsletters which is distributed in the waiting rooms. We have also refurbished our website to make the services clearer and worded the patient survey in such a way to make the information available via that as well.

In addition when we registered the student intake in October 2012 all new patients were given information about the services available

The latest figures show a slight increase of 2 points to 20% of appointments made via the on line booking service and both of the extended hour clinics are very well attended and generally booked to capacity.

b. Ability to book ahead

The Practice needs to have a better understanding of what patients mean by 'booking ahead' and hence this will be discussed with our patient group.

Again the practice has advertised that appointments are available 6 weeks in advance as per the section above. Internally we have also run off reports from the appointments system to show the profile of lead time to appointments. The practice has amended the way in which it embargoes appointments for later release to reflect the patient usage highlighted in the reports, and will review this process from time to time to ensure the current usage reflects demand.

5. Current access details

- a. Core services are provided between the hours of 8am to 6.30 pm Monday to Friday excepting bank holidays. Appointments are available throughout each day lunch hours included. Patients can ring or attend the practice in person and there is also a 24hrx7 on line web service for booking appointments and requesting repeat prescriptions
- b. Extended opening times are currently provided from 6.30 – 8.00 pm on a Thursday evening and from 8am – 12 noon on Saturday mornings. These sessions are for pre-bookable appointments only together with limited Reception services eg collection of prescriptions. The doctors man these sessions on a rota basis so please contact Reception for details of specific availability. There is also a nurse lead clinic on Thursday evening as well.

Appendix 1 Survey results

2012-13 patient survey results

Total number of responses 318

OUR SURGERY - we want to make your visit to the Practice as pleasant as possible.

a) Do you find the staff friendly and approachable?

Strongly Agree	49%
Agree	41%
Neither agree nor disagree	7%
Disagree	1%
Strongly disagree	0%

b) Do you find the Practice is clean and tidy

Strongly Agree	54%
Agree	44%
Neither agree nor disagree	0%
Disagree	0%
Strongly disagree	0%

OPENING TIMES The Practices current opening hours are Monday to Friday 8am to 6.30pm.

Thursday evening until 8pm and Saturday morning 8am - 12pm

a) How do you rate the hours that we are open?

Excellent	25%
Very Good	45%
Good	21%
Fair	6%
Poor	1%
Very poor	0%

b) What additional hours would you like the practice to be open?

Sundays	5%
None I am satisfied	43%
More weekday evenings	28%
Early mornings	3%
Longer hours on Saturday	18%

BOOKING AN APPOINTMENT - if you need to be seen urgently we will try our best to give you an appointment on the same day. This might not be with your regular doctor.

a) in your experience to we meet this target?

Strongly Agree	31%
Agree	39%
Neither agree nor disagree	5%
Disagree	0%
Strongly disagree	3%
Does not apply	19%

b) If you need a non-urgent appoint we will try our best to give you an appointment within 2 working days. In your experience do we meet this target?

Strongly Agree	33%
Agree	45%

	Neither agree nor disagree	7%
	Disagree	4%
	Strongly disagree	0%
	Does not apply	7%
c) If you were not able to book an appointment within 2 working days, why was that?		
	Apt not with preferred GP	9%
	Times offered not convenient	11%
	No appointments available	13%
	Does not apply	65%
d) You can book most of your appointments online 24 hours a day and up to 6 weeks in advance. Do you find this service helpful?		
	Yes	56%
	Prefer to book in person	27%
	Not aware of service but am interested	10%
	No not interested	5%
CLINICAL CARE - providing excellent clinical care is our priority		
a) Do you feel listened to by our clinical staff	Strongly Agree	42%
	Agree	45%
	Neither agree nor disagree	4%
	Disagree	0%
	Strongly disagree	0%
	Does not apply	5%
b) The clinical staff treat me with dignity and respect	Strongly Agree	52%
	Agree	36%
	Neither agree nor disagree	5%
	Disagree	0%
	Strongly disagree	0%
	Does not apply	5%
c) I am confident in the treatment I receive from the clinical staff	Strongly Agree	46%
	Agree	39%
	Neither agree nor disagree	6%
	Disagree	2%
	Strongly disagree	0%
	Does not apply	6%
e) I am involved in decisions about my care	Strongly Agree	38%
	Agree	45%
	Neither agree nor disagree	7%
	Disagree	1%
	Strongly disagree	0%
	Does not apply	5%

f) I receive an explanation of my problems and any treatment I may need

Strongly Agree	44%
Agree	41%
Neither agree nor disagree	7%
Disagree	0%
Strongly disagree	0%
Does not apply	4%

WEBSITE - we have recently updated our website (address given) and are keen to make it as useful and informative as possible,
Where you aware that we had a website?

Yes but do not tend to use it	39%
No	16%
Yes and find it v useful	44%

Appendix 2 Patient Comments arising from survey

1. I have been a patient since 1981. I have always been very happy with everything to do with the practice and would not wish to leave it. I have nothing but the highest praise for all involved.
2. Would like more evening physio appointments available. -Thank you
3. The waiting time when you arrive for an appt is generally good. I come from Kent and am impressed in comparison.
4. Very friendly Nurses
5. Is it possible to increase the number of male doctors?
6. I believe every patient has a good experience as I do.
7. Thanks for your good service
8. Thank you. I have always had excellent care from this Practice
9. Always provides excellent service- long may it continue
10. I feel we receive very personal care here and all the staff I have contact with are very helpful and supportive. Thank you - from what I hear from friends this is exceptional as a practice.
11. More information could be put on the website about different blood tests. The facebook page is also useful.
12. It would be appreciated if there was a No mobile phones in the waiting room rule. When you are unwell, you don't need people chattering about their social life
13. Excellent Surgery Fabulous Doctors, Nurses and other staff. Home Visit service excellent.
14. I would like to express my gratitude to the nurses, who I think do a particularly great job at the surgery.
15. Very Impressed with doctors Rashid and Ahmed who are both friendly and professional.
16. I am being looked after by Dr Rosam so is my 8 month old daughter. I always feel helped and advised after leaving. Nurses and Reception staff are kind too. Best surgery I have had living in the UK. Thanks
17. The reception staff are exceptionally helpful and friendly. Thank you
18. I would like to be able to order my prescription online on website like I did at my old surgery - easier than email
19. Thank you to all - An exceptional Practice
20. Keep up the good work

21. Prefer this practice to previous in Hertfordshire by a considerable amount
22. In general staff have been helpful and respectful. Only issues have been with some (not all) reception staff who are short tempered and rude on the phone and in person.
23. Dr Kaur was excellent and a lot of the new doctors are a lot more helpful friendly and caring than in previous years.
24. I moved to this surgery after receiving poor treatment at another surgery. This surgery is a vast improvement. The asthma clinic and nurses in it are helpful and understanding and in general the doctors are the same, although I sometimes feel I am not given all the Information I need.
25. I am a very satisfied customer. Thank you
26. It would be nice to have water coolers in the patient waiting rooms.
27. I am extremely impressed with the good quality service the medical practice continues to provide. The staff highly recommended for their efficiency (both administrative and clinical) My GP Dr Ahmed best In the world & universe.
28. All in all you do your best to provide a very good medical facility.
29. Dr Rashid has been excellent in my treatment for my long term conditions, but it is sometimes difficult to get an urgent appt with her (if not booked several days in advance)
30. We joined the health centre in 1977, have always had excellent care from all staff doctors etc. Since recently the surgery has opened to all and has become very busy, I am glad to say that we can still book appointments on time, hopefully this will remain so. Many Thanks
31. I do wish there was an option in the online booking form that would let you book specific clinics like the flu shot or cervical smear/family planning nurse. I know her name is probably there but I never tend to remember it and make such appointments I have to come in to the clinic to book.
32. It would be helpful to be able to book nurses appointments other than blood online - I often have to book at work but am unable to use the phone and have difficulty getting a mobile signal.
33. Be able to order prescriptions on surgery website as I did at my old surgery when using email it failed
34. Excellent surgery Thank you
35. Clinical staff are helpful. Receptionists are very unfriendly. They give the impression that they do not want to be there. They let the Practice down
36. I have always found this surgery to be excellent in its care for me. The doctors are always understanding and courteous. I can honestly say that in all my life this practice has provided the best care. Furthermore the doctors have gone that extra mile to help me with any health issues I have had.
37. This is an excellent medical practice with lovely staff, both medical and non-medical. I appreciate all the help and treatment I have received. Many Thanks
38. I found the receptionist unnecessarily rude and unhelpful.
39. I am registered partially sighted as a result of age-related macular degeneration. I am unable to see optical screens which nowadays call one into the doctor. I feel that

I am wasting the doctor's time when I do not respond. Equally, I do not want to waste their time by having to collect me, if indeed they recognise the problem. Perhaps there could be a partial return, for patients who need it to the audible call that used to be in the practice. The problem does not exist with the nurses who in my experience always call patients by voice.

Appendix 3 Patient Demographics completing the survey

ABOUT YOU - finally it will help us to understand your answers if you could tell us a little about yourself.

Are you:	Male	32%
	Female	67%
How old are you?	0-15	0%
	16-24	45%
	24-35	20%
	36-50	10%
	50-65	14%
	65 and over	9%
Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.	Yes	41%
	No	58%
Which ethnic group do you belong to?	White	83%
	Black or Black British	3%
	Asian or Asian British	5%
	Mixed	2%
	Chinese	1%
	Other Ethnic Group	2%
18. Which of the following best describes you?	Employed (full or part time, inc. self employed)	35%
	Unemployed and looking for work	4%
	At school or in full time education	42%
	Unable to work due to long term illness	1%
	Looking after your home/family	1%
	Retired	14%
	Other	0%