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RESULTS OF THE KNOWLE HOUSE PATIENT SATISFACTION SURVEY 2013 AND PATIENT GROUP DISCUSSIONS AND ACTIONS.

PROGRESS MADE AGAINST LAST YEARS ACTION PLAN

1. Practice Manger to meet with Telephone Company Manger on 3.4.12 to iron out telephone problems

This was achieved throughout the year. Initial teething problems such as the new number not being presented upon dialling the old number was fixed. A BT line 01752 428347 was introduced to help patients who were concerned reference call charges.

2. Staff to offer patients with mobility problems a seat in waiting room 2 if they are seeing GPs at the far end of the surgery.

This has been achieved with Mrs P a member of the patient group with significant mobility problems confirming that she is now being offered waiting room 2 if this is more convenient for her.

3. The Practice Manager to contact the Local Councillor Ian Bowyer in an attempt to progress the purchase of 7 extra car parking spaces in the lower car park.

This was achieved initially with a very successful meeting between PCC our surveyor and the Practice Manager. However the offer to buy the spaces was withdrawn and replaced with an offer to lease the spaces. This was not a cost effective proposal for the practice.

4. Baby changing facility to be fitted in the patient toilet in reception

This has been achieved and is sited within the main disabled toilet in reception.

5. A New self booking machine to be fitted in the reception area.

This has been achieved and is sited in the main reception area.

270 SURVEY RESPONSES RECEIVED.

This year responses were divided into Doctor and Nurse Consultations. There were 144 responses for Doctors and 126 for Nurses. Where questions spanned both surveys the results were aggregated.

1. How do you rate the way you are treated by the receptionists?

92.2% response rate. Of those who responded 94.38% rated Good, Very Good or Excellent. 5.22% Fair and 0.4% Poor.

The Patient Group were once again pleased with this result. Good, Very Good or Excellent improving by 1%.

2. How do you rate the ability to get through to the practice on the telephone?

100% Response Rate. Of those who responded 75.92% rated Good, Very Good or Excellent. 16.67% Fair and 7.41% Poor.

The Patient Group felt progress was being made in this area with satisfaction rating of Good, Very Good or Excellent improving by 9.92% on last year. It was noted that those who rated the service as poor were mainly concerned with the charges being levied by the 0844 number. Mr Smith-Avery explained to the patient group that unfortunately he is tied into a 5 year contract with the telephone service provider company. He has discussed the situation with Plymouth Primary Care Trust and has agreed to install a BT line. 01752 428347. This number has no advanced features and as such patients who use this number will not be entered into a queue but may experience an engaged tone when busy.

It was agreed that an action point for this year will be to advertise this service more. At present it is detailed within the Practice leaflet.

3. If you need to see a GP on the same day can you get an appointment or be offered a telephone call?

91.7% response rate. 89.39% Yes. 10.61% No

This response was the same as last year showing there is still work to be done educating patients about the service offered by the surgery. Dr Brooks explained to the patient group that the only

time we may restrict access is on an exceptionally busy day when we will revert to emergencies only.

The patient group were happy with the result and as last year a discussion took place over whether there was a misinterpretation of the question if patients were seen by a Nurse Practitioner.

An action point for next years survey will be to amend the question to include Nurse Practitioners.

The patient group were unanimous in considering same day access was widely available at the practice.

4. Can you book to see any practice GP in advance? (Not necessarily your own GP).

96.53% response rate. 92.09% Yes. 7.91% No.

The patient group were pleased to see an increase in those answering yes by 5.19%. They asked about the wait time when booking ahead can be fairly long. Dr Brooks explained that in order to allow patients to be seen on the same day each doctor loses at least one and sometimes two sessions per week. For a part time doctor this can represent one third of their surgery availability. Routinely for booking in advance a GP will see 18 patients in a morning and 12 in an afternoon.

5. How long did you have to wait past your booked time for appointment? (GP Only)

98.61% response rate 27.46% seen on time, 40.14% waited up to 10 minutes 22.54% waited 10-20 minutes 9.86% waited over 20 minutes.

6. How do you rate this?

73.38% considered their waiting time was Good, Very Good or Excellent 23.02% considered this was fair and 3.6% considered their waiting time was poor.

This showed Good, Very Good and Excellent satisfaction rating improve by 2.18% on last year.

In general it was considered by the patient group that waiting times were acceptable. Sometimes there can be a glitch with the self booking in machine. If the OK button is not pressed then the patient is not shown as being here. Sometimes medical emergencies will crop up and this can often delay clinics substantially. There is also a poster in reception that asks patients to report to reception if they have been waiting 20 minutes past their appointment time.

Dr Brooks also pledged to the patient group to examine the waiting time data by Doctor and work with any GP who shows a pattern of consistently running late.

7. If you have a mobility problem is the practice easily accessible to you?

89.63% Response Rate. 31.82% have a mobility problem.

One of the members of the participation group has significant mobility problems and is keen to make sure that those patients with mobility problems are adequately provided for.

8. If not how could we make improvements?

Only 1 patient answered yes to this question but unfortunately didn't elaborate any further. The Practice Manager would very much like this patient to make themselves known to him so he can discuss any problems this patient is having.

Please rate the doctor at:

1. Making you feel at ease (being friendly and warm towards you, treating you with respect; not cold or abrupt).

98.61% Response rate. 98.59% Good, Very Good or Excellent 1.41% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

2. Letting you tell 'your' story. (Giving you time to fully describe your illness).

98.61% response rate 97.18% Good, Very Good or Excellent. 2.82% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

3. Listening. (Paying attention to what you were saying; not looking at the notes or computer as you were talking).

98.61% response rate 96.48% Good, Very Good or Excellent. 3.52% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

4. Being interested in you as a whole person.

98.61% response rate 97.89% Good, Very Good or Excellent. 2.11% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

5. Understanding your concerns. (Communicating that he/she had accurately understood your concerns).

97.92% response rate 98.58% Good, Very Good or Excellent. 0.71% Fair 0.71% Poor

Comments to these Questions are summarised at the end of question 10

6. Showing care and compassion.

97.92% response rate 98.58% Good, Very Good or Excellent. 0.71% Fair 0.71% Poor

Comments to these Questions are summarised at the end of question 10

7. Being positive. (Having a positive approach and a positive attitude; being honest but not negative about your problems).

97.92% response rate 98.58% Good, Very Good or Excellent. 0.71% Fair 0.71% Poor

Comments to these Questions are summarised at the end of question 10

8. Explaining things clearly.

97.92% response rate 98.58% Good, Very Good or Excellent. 0.71% Fair 0.71% Poor

Comments to these Questions are summarised at the end of question 10

9. Helping you take control. (Exploring with you what you can do to improve your health yourself).

96.53% response rate 97.84% Good, Very Good or Excellent. 2.16% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

10. Sharing a plan of action with you. (Discussing the options, involving you in decisions as much as you want to be involved, not ignoring your views).

95.14% response rate 98.54% Good, Very Good or Excellent. 1.46% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

The Patient Group were very pleased with the outcome of the Doctor Consultation section of the questionnaire. Results were very much in line with last year being a satisfaction score for all in the high nineties. It was considered that this displayed the high standard of medicine being carried out by the Practice as well as the compassion and care that is being shown by all of the GPs at the surgery. It was noted that a poor score was given in three areas. Mr Smith-Avery notes that this correlated with a patient complaint received during the survey period. He dealt directly with the patient, resolved the complaint to their satisfaction and met with the doctor concerned to discuss the difficulties encountered during that particular consultation.

11. How would you rate your consultation with this doctor today?

90.97% response rate 98.47% Good, Very Good or Excellent. 1.53% Fair 0% Poor

This result was up very slightly on last years performance. Once again the Patient Group considered that this result reflected the excellent medical care provided by the Doctors.

12. Overall how satisfied are you with your trip to the surgery today?

95.83% response rate 98.55% Good, Very Good or Excellent. 1.45% Fair 0% Poor

This result was up two percent on last year and this was for Good, Very Good or Excellent. The response rate was very much improved on last year thought to be down to questionnaire redesign. The patient group were very pleased with this result and that the result reflected the high standards represented by the surgery.

Nurses Responses

How long did you have to wait past your booked time for appointment?
(Nurse Only)

99.21% response rate 50.4% seen on time, 27.2% waited up to 10 minutes 16.8% waited 10-20 minutes 5.6% waited over 20 minutes.

How do you rate this?

80.67% considered their waiting time was Good, Very Good or Excellent 18.49% considered this was fair and 0.84% considered their waiting time was poor.

There was no comparative data from last year as this was the first year that nurses have been I assessed. The patient group did note that satisfaction for waiting times was much higher for nurses than doctors. Mr Smith-Avery explained to the patient group that nursing was much more task orientated so that specific timings are allocated to each procedure this makes it much easier for nurses to run to time.

Please rate the nurse at:

- 1 Making you feel at ease (being friendly and warm towards you, treating you with respect; not cold or abrupt).

100% Response rate. 98.41% Good, Very Good or Excellent 1.59% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

2. Letting you tell 'your' story. (Giving you time to fully describe your illness).

96.83% response rate 97.54% Good, Very Good or Excellent. 2.46% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

3. Listening. (Paying attention to what you were saying; not looking at the notes or computer as you were talking).

97.62% response rate 98.37% Good, Very Good or Excellent. 1.63% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

4. Being interested in you as a whole person.

100% response rate 99.21% Good, Very Good or Excellent. 0.79% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

5. Understanding your concerns. (Communicating that he/she had accurately understood your concerns).

97.62% response rate 98.37% Good, Very Good or Excellent. 1.63% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

6. Showing care and compassion.

100% response rate 97.62% Good, Very Good or Excellent. 1.59% Fair 0.79% Poor

Comments to these Questions are summarised at the end of question 10

7. Being positive. (Having a positive approach and a positive attitude; being honest but not negative about your problems).

97.62% response rate 99.19% Good, Very Good or Excellent. 0.81% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

8. Explaining things clearly.

98.41% response rate 98.39% Good, Very Good or Excellent. 1.61% Fair 0.0% Poor

Comments to these Questions are summarised at the end of question 10

9. Helping you take control. (Exploring with you what you can do to improve your health yourself).

95.24% response rate 97.5% Good, Very Good or Excellent. 2.5% Fair 0% Poor

Comments to these Questions are summarised at the end of question 10

10. Sharing a plan of action with you. (Discussing the options, involving you in decisions as much as you want to be involved, not ignoring your views).

94.44% response rate 98.32% Good, Very Good or Excellent. 0.84% Fair 0.84% Poor

Comments to these Questions are summarised at the end of question 10

The patient group once again thought that the Good, Very Good, Excellent ratings were all in the high to mid nineties. This was thought to reflect the excellent care nursing staff give at the surgery. One member of the group asked if any reason could be identified for the poor rating given on two of the questions. Mr Smith-Avery was unable to identify any reasons a poor rating was given. The patients questionnaire gave no indications or comments to reflect the patients experience.

11. How would you rate your consultation with this nurse today?

84.13% response rate 99.06 % Good, Very Good or Excellent. 0.94% Fair 0% Poor

The patient group were extremely happy with the nurses performance to this indicator. A member of the group asked why the response rate was down for this question. It was thought that a number of nurses questionnaires were distributed without the last page (featuring questions 11 & 12) being attached due to an administrative error.

12.Overall how satisfied are you with your trip to the surgery today?

70.63% response rate 98.87% Good, Very Good or Excellent. 1.13% Fair 0% Poor

Again the high satisfaction rate pleased the patient group very much. Once again the lower response rate was due to a number of nurses questionnaires were distributed without the last page (featuring questions 11 & 12) being attached due to an administrative error.

COMMENTS

PARKING

Parking can be a problem

Short of car parking spaces previously had to pay to park in opticians

Mr Smith-Avery explained that the surgery had approached Plymouth City Council in order to try and buy a number of car parking spaces in the bottom car park. Unfortunately the council have suggested that we lease the spaces at circa £400 per space per annum on the basis that you take on the vegetation maintenance on the adjoining strip. This is of no use to the Practice and would be a waste of practice funding. We have turned down their offer.

Dr Brooks explained that in his role as the Clinical Governance lead for Plymouth he carries out inspections of all practices in Plymouth and this surgery has one of the largest car parks of any practice. The Patient Group agreed that it would be a waste of practice funding to lease the car parking spaces.

TELEPHONE

Please change the pre recorded message. Very annoying

IT IS NOW 11 MONTHS SINCE NHS DOCTORS WERE ASKED TO STOP USING 0844/0845 NUMBERS. WHY HAVEN'T YOU? IT IS EXTREMELY EXPENSIVE FOR PATIENTS (DOWNLOAD RADIO 4 PROGRAMME ABOUT IT I THINK 10.2.13

NO LOCAL PHONE NUMBER. CAN'T CALL FROM MOBILE. I DO NOT HAVE A LANDLINE

WAS BETTER BEFORE NEW PHONE SYSTEM ALSO CHEAPER

I do not ring since changed to 0844 too expensive

No complaints other than 0844 which I have spoken to PM about so I am aware nothing can be done for 3-5 years excellent surgery

An answer phone at Tamerton would be useful

Just a pity you changed the tel number and made people pay more to get through to you

Because it is an 0845 not 01752 is incurred on mobile minutes. 0845 nos cost extra and leaves us on limit money in the position unable to call the surgery when our actual money credit has run out.

We can't afford a land line. Have to use pay as you go mobile to avoid getting into a mess. Often it's a few weeks before we can top up. If it was a landline would be charged late payment fees etc

Changed the number and I have to pay to ring each time and when you are in a queue this can be costly.

Telephone not used my BT calling plan meant old number was free but is now chargeable on 0844 numbers so it now costs to ring

THE NEW CALLING SYSTEM NOT VERY NICE

Cost to ring

Phone cost

As was noted in the telephone satisfaction section the majority of problems with the phone system are around the cost to call the surgery on an 0844 number. Mr Smith-Avery explained that unfortunately he has a five year contract with the telephone supplier. He has however accepted patient feed back and installed a BT line for patients to use should they wish to. 01752 428347. It should be noted that this has no advanced features and as a result if the line is busy patients will experience an engaged tone.

Mr Smith-Avery also explained that the reason both surgeries don't use answering machines is because of the potential to miss calls. This could have serious patient safety consequences in a medical emergency. The patient group were happy with this response.

An action plan for the coming year was agreed to advertise the BT line more widely.

BOOKING APPOINTMENTS

Can't often see my own GP

Difficult to see own GP

BOOK GP in advance- NOT NECESSARILLY WITHIN PERIOD REQUIRED BY ME

Dr Brooks explained that in order to allow patients to be seen on the same day each doctor loses at least one and sometimes two sessions per week. For a part time doctor this can represent one third of their surgery availability. This standard of same day access impacts directly on the availability of individual Doctors to be available to their repeat patients. It is also very useful for patients to see different doctors whilst registered at the surgery as this often gives the patient a second opinion on their treatment for certain conditions. Routinely for booking in advance a GP will see 18 patients in a morning and 12 in an afternoon.

The non attendance rate for patients also makes it difficult to obtain appointments. It was agreed with the patient group that from April 13 DNA numbers will be shown to the public but as whole or part clinics. IE this month 36 patients failed to attend their appointments. This represents two full morning surgeries.

Would like to make an appointment more than 4 weeks in advance

Mr Smith-Avery explained that this rule was made to try and reduce disruption for patients should clinics need to be re-booked. The problem with booking too far in advance means that if a clinic does need to be re-booked the ability to find an alternative appointment within a reasonable time frame is severely compromised

My appt was 2.30 appointments after 5 pm I have to wait 45 + minutes

The patient group discussed this comment and were surprised that the time of afternoon had any bearing on the waiting time. Dr Brooks explained that it would seem that this is probably a duty doctor appointment and the waiting time was probably explained by the popularity of appointments after 5pm causing a back log for the duty doctor.

To be able to get an appointment at Tamerton and not have to go to Crownhill

Dr Brooks explained that the surgery at Tamerton was a branch surgery and as such the main surgery had priority for manning during leave or sickness periods. Mr Smith-Avery explained that as such around 2000 patients had access to Tamerton but 11000 patients could access Crownhill. There was much work going on to use the surgeries interchangeably if patients were having problems seeing particular doctors.

The patient group asked if there was anything that we felt we could do to try and reduce the amount of surgeries cancelled at Tamerton. It was agreed that as an action point we would attempt to reduce the number of clinics cancelled at Tamerton in the coming year.

MOBILITY

Brought in by car

Good no improvements obvious

Bigger area around reception allowing people to get in and out easier

Mobility is very good as it is

We rely on buses

Mobility ok for me

The only discussion around these comments was whether anything could be done to make the area around reception a little bigger. It was agreed that no reasonable adjustments could be made to the reception area. It should be kept in mind should another building project be undertaken. It was noted that there is reluctance by some patients to sit in the waiting room and this can have the effect of clogging up the reception area.

GENERAL COMMENTS

Dr Macartney best doctor at Knowle house you are lucky to have him

Very good service Dr Macartney is so good with children really put him at ease. Really happy with consultation.

The patient group all extended their best wishes to Dr Macartney and asked him to keep up the good work.

I have not answered question on this visit I booked in on the computer. The computer book in system is very good. Generally when I need to talk to a receptionist I am treated exceptionally

One receptionist is rude and unpleasant but the others make up for her

The Patient group were happy with the Reception staff and commented that satisfaction had gone up by 1% on last year. It was recognised that the member of public making the last comment must have felt genuinely aggrieved however it is thought that reception staff do a good job in difficult circumstances.

Wait couldn't be helped because nurse had a problem with the computer and we had to change rooms.

A discussion then took place to create an action plan for the following year.

Although not highlighted in the plan a number of members of the group have been approached by drivers of mobility scooters asking if there was a way they could have their scooters protected from the elements when they park them up outside of the surgery. It was agreed that a kind of car port will be built as one of the action points for the coming year.

Also not highlighted by the questionnaire but of concern to the patient group was the presence of GP trainees and medical students were not always explained to patients when they book in and they sometimes feel uncomfortable saying they do not want the trainee there when they are already in the room. It was agreed to put up a poster at reception and at the self check in machine explaining which Doctor has a trainee and the patient's right not to have the trainee present should they not wish to. Reception staff will also be encouraged to give this information.

ACTION PLAN YEAR 2013/2014

- 1. Build a car port like shelter outside the surgery to protect mobility scooters from the elements.**
- 2. Reduce the amount of surgeries cancelled at the Branch Surgery Tamerton Foliot**
- 3. Advertise the BT line 01752 428347 more widely to the patient population.**
- 4. Dr Brooks will analyse waiting time by Doctor and if any GP is considered to be consistently running late he will work with them to improve the situation.**
- 5. Publish DNA results at the end of each month represented as whole or part surgeries.**
- 6. Posters identifying which doctors have a trainee each day will be sited at reception and the self check in desk. Reception staff will be encouraged to inform patients as well.**