**MAYNARD COURT SURGERY PATIENT PARTICIPATION**

**SURVEY REPORT 2014**

Maynard Court Surgery list size excluding aged 15 and under. As of 1st April 2013 to present day is 2864.

**PROFILE DESCRIPTION OF OUR PRG MEMBERS**

We have 23 members which are made up off male = 9 and female = 14.

Our 23 members have attended face to face meetings. Unfortunately we have been unable to engage members in a virtual PRG via email, letter or telephone.

|  |  |  |  |
| --- | --- | --- | --- |
| **AGE GROUP** | **TOTAL** | **% of PRG MEMBERS TO POPULATION** | **Number in PRG GROUP** |
| Under 15 | 666 | 0 | - |
| 16 - 24 | 373 | 0 | - |
| 25 -34 | 416 | 0 | - |
| 35 - 44 | 503 | 0 | - |
| 45 - 54 | 499 | 0.004% | 2 |
| 55 - 64 | 337 | 0.001% | 4 |
| 65 - and over | 736 | 0.023% | 17 |
| TOTAL | 3530 |  |  |

|  |  |  |
| --- | --- | --- |
| **ETHNICTY** | **TOTAL** | **NO REPRESENTED AT PRG** |
| **White** | 1534 | 22 |
| Any other white background | 69 | 1 |
| **Mixed** |  |  |
| White & black Caribbean | 21 | 0 |
| White & black African | 31 | 0 |
| White & Asian | 6 | 0 |
| **Asian or Asian British** |  |  |
| Indian | 14 | 0 |
| Pakistani | 2 | 0 |
| Bangladeshi | 4 | 0 |
| **Black or Black Caribbean** |  |  |
| Caribbean | 10 | 0 |
| African | 17 | 0 |
| **Chinese or other ethnic group** |  |  |
| Chinese | 9 | 0 |
| Any other | 5 | 0 |
|  |  |  |

We have 161 care/residential home patients.

19 carers and 26 patients with learning disabilities.

**STEPS TAKEN BY MAYNARD COURT SURGERY TO ENSURE PRG ARE REPRESENTATIVE OF ITS REGISTERED PATIENTS. WHERE CATEGORY IS NOT REPRESENTED, STEPS TAKEN IN ATTEMPTING TO ENGAGE THE CATEGORY.**

We have tried various ideas over the past year. Holding evening meeting to attract patients who work - meeting started at 7.30pm.

To attract younger patients i.e. busy mums we are planning to start holding Thursday afternoon meetings as well. Also we have tried to start a VPRG (virtual patient reference group) as we realise that from time to time many patients are unable to attend meetings, but still want to have a say in what we do.

**Recruiting methods used this year include**

* Posters and flyers to join patient group – displayed within waiting area, doctors, nurses and phlebotomist rooms.
* Details of meeting on website
* Actual phoning of some patients inviting them to join
* PRG information booklet - copies available in all patient areas, even in toilet area!

**DETAILS OF STEPS TAKEN TO DETERMINE AND REACH AGREEMENT ON ISSUES WHICH WERE PRIORITY AND INCLUDED IN OUR LOCAL PRACTICE SURVEY**

From past survey experience where we know our phone access is a problem, we organised our 2014 survey mainly to determine phone access along with general surgery experience.

Questions asked were

* When did you last uses services at your surgery
* How did you make contact with surgery
* How easy did you find getting through on the phone
* What time of day did you contact the practice via telephone
* What time of day did you walk into practice
* How easy did you find getting to speak to someone through walking into practice
* What was the purpose of you contacting the surgery
* Once arrived at surgery for apt, how long did it take to book in
* How do you rate the way you were treated by reception staff on arrival
* How close to your apt time were you seen
* Any explanation offered as to why having to wait more than 20 mins
* Do you feel you were listened to in your apt
* Were your questions answered satisfactory
* If you received a physical exam, was the process explained fully
* Was your privacy and dignity maintained during appt
* Were any tests or procedures completed in appt, explained fully
* Following your appt do you feel you have a clearer understanding of your problem(s) / illness(s)
* Was your treatment explained fully.

**THE MANNER IN WHICH MAYNARD COURT SURGERY SOUGHT TO OBTAIN FEEDBACK FROM REGISTERED PATIENTS**

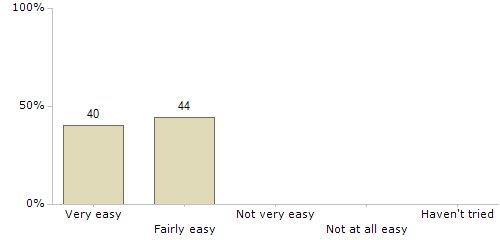
We undertook our own practice survey which was completed by 100 patients. Also patients completed MORI GP PATIENT SURVEY as well. Results from both these surveys are listed further on in this report.

**DETAILS OF STEPS TAKEN BY MAYNARD COURT TO PROVIDE OPPORTUNITY FOR PRG TO DISCUSS CONTENT OF SURVEY REPORT**

We held a PRG meeting on Wednesday 19th February 2014 to discuss survey findings. Copy of minutes from this meeting is available on our website (due to patient confidently this meeting minutes PRG members only have their initials listed)

**2014 SURVEY FINDINGS FOUND TO BE:-**

**THE MORI GP PATIENT SURVERY REPORT DECEMBER 2013 –PROFILE ANALYSIS FOR PHONE ACCESS**



**MAYNARD COURT PRACTICE SURVEY 2014 FINDINGS COMPARED AGAINST 2012**

**AND 2013 RESULTS.**

**When did you last use services at your surgery?**

**2014** In last month = 60 In last 3 months = 21 In last 6 months = 8 Longer than 6 months = 7

**How did you make contact with your surgery?**

**2014** Telephone = 80 Walk-in = 13 Internet/automated system = 0 Can’t remember = 4

**What time of day did you contact the surgery via telephone?**

**2014** 8-10am = 54 after 10am = 20 Can’t remember / N/A = 21

***How easy did you find getting through on the phone?***

**2012** Very easy = 37 Fairly easy = 44 Not very easy = 12

**2013** Very easy = 28 Fairly easy = 54 Not very easy = 14

**2014** Very easy = 21 Fairly easy = 49 Not very easy = 16 Not easy at all = 3 N/A = 10

**What time of day did you walk into surgery?**

**2014** 8-10am = 17 After 10am = 31 Can’t remember = 8 N/A = 32

***How easy did you find getting to speak to someone through walking into the practice?***

**2012** Very easy = 52 Fairly easy = 42 Not very easy = 4

**2014** Very easy = 54 Fairly easy = 24 Not very easy = 0 Not easy at all = 0

**What was the purpose of you contacting the surgery?**

**2014** Book a same day appt = 39 Book a routine appt = 36 Prescription request/query = 13

Home visit request = 0 Other = 0 N/A = 2

***Once you arrived at surgery for an appointment, how long did it take you to book in?***

**2012** Booked in straight away = 71 Within 3 minutes = 18 3-5 minutes = 6

**2013** Booked in straight away = 70 Within 3 minutes = 23 3-5 minutes = 5

**2014** Booked in straight away = 65 Within 3 minutes = 22 3-5 minutes = 5

Longer than 5 minutes = 2 N/A = 2

***How do you rate the way you were treated by reception staff on your arrival for your appointment.***

**2012** Excellent = 65 Very good = 24 Good = 9 Fair = 2

**2013** Excellent = 68 Very good = 22 Good = 9 Fair = 1

**2014** Excellent = 57 Very good = 33 Good = 4 Fair = 1 Poor = 0 N/A = 1

**How close to your appointment time were you seen?**

**2014** 5 minutes or less = 21 6=10 minutes = 36 11-20 minutes = 24 21-30 minutes = 7

More than 30 minutes = 3 N/A = 6

**Were you given an explanation for having to wait more than 20 minutes?**

**2014** Yes = 18 No = 28 N/A = 44

***Do you feel you were listened to in your appointment?***

**2012** Yes = 91 No =8

**2013** Yes = 92 No = 7

**2014** Yes = 84 No = 4 N/A = 6

***Were your questions answered satisfactory?***

**2012** Yes = 91 No = 8

**2013** Yes = 92 No = 7

**2014** Yes = 86 No = 1 N/A = 9

**If you received a physical examination, was the process explained fully?**

**2012** Yes = 81 No =18

**2013** Yes = 81 No = 18

**2014** Yes = 54 No = 6 N/A = 35

**Was your privacy and dignity maintained during your appointment?**

**2014** Yes = 74 No = 2 N/A =

**Were any tests or procedures completed in your appointment explained fully?**

**2014** Yes = 61 No = 3 N/A = 30

***Following your appointment do you feel you have a clearer understanding of your problem/illness?***

**2012** Yes = 89 No= 10

**2013** Yes = 89 No =10

**2014** Yes = 69 No = 5 N/A = 20

**Was your treatment explained fully?**

**2014** Yes = 70 No = 3 N/A = 21

**PRIORTY ISSUES DISCOVERED FROM SURVEYS TAKEN**

As we already know, we have problems with phone access between 8.30 – 10am. (Already been highlighted within our 2012/2013 patient surveys.)

This survey we decided to add more questions relating to attending surgery, experience during appointment along with general information.

Findings found were - we still have concerns regarding phone access which we know has declined slightly from 2013 survey.

Patients said they are still finding if difficult with phone access between 8.30-10.00am.

This is one of our busiest times, with many patients phoning up to try to get a same day appointment along with general queries. The outcome is that our phone system needs an overhaul or replacing. We did approach BT last year but unfortunately this did not materialise due to BT technicalities.

After discussing this within our PRG meeting, we are actively seeking a new phone system and are in the process of organising this.

**ACTION PLAN:** To upgrade our phone system to include a second line, which during the busy periods will enable a second receptionist to answer. A new phone system has now been agreed and is set in motion. To be installed by early May 2014

**TIME SCALE:** Early May 2014

You said you would like to have more information about our surgery. E.G an information board which would detail our surgery information on doctors and nurses surgery times. Phlebotomist appointment times. Also services which our practice offers.

We took this suggestion into consideration as practice information is already available on our website and in practice booklet. This booklet is automatically given to all new patients and is also available to any patient that requests a copy. The outcome is after discussing this within our PRG meeting it was agreed to display an information board detailing information. As not everyone has access to the internet or may not have an up to date practice booklet.

**ACTION PLAN:** To organise information board with up to date practice details and display within waiting room area.

**TIME SCALE:** ASAP – now completed.

**These are just a few of the kind comments from completed 2014 Patient Surveys**

*Excellent Service*

*Reception is very helpful*

*It’s very easy to talk to the receptionist. They are very helpful and understanding.*

*Any treatment I have had has been excellent. Doctors and nurses have been excellent.*

*Staff all very good*

*Everyone was helpful as usual*

*Receptionists are excellent. That lady doctor is excellent*

*Lovely friendly staff, makes you feel comfortable*

*Happy with service, doctors are very understanding and very kind.*

**MAYNARD COURT SURGERY OPENING TIMES**

**RECEPTION OPENING HOURS**

MONDAY 8.30 – 1.00pm 2.00 – 6.30pm

TUESDAY 8.30 – 1.00pm 2.00 – 6.30pm

WEDNESDAY 8.30 – 1.00pm 2.00 – 6.30pm

THURSDAY 8.30 – 1.00pm CLOSED

FRIDAY 8.30 – 1.00pm 2.00 – 6.30pm

**DOCTORS SURGERY HOURS**

**Surgeries are by appointment at the following times:**

MONDAY 9.00 – 11.00am 3.00 – 6.00pm

TUESDAY 9.00 – 11.30am 4.00 – 6.30pm

WEDNESDAY 9.00 – 11.30am 2.30 – 6.00pm

THURSDAY 8.30 – 11.00am CLOSED

FRIDAY 9.00 – 11.00am 3.00 – 6.00pm

**EXTENDED HOURS – STRICTLY BY APPOINTMENT ONLY**

Tuesday Evenings 6.30 – 8.00pm.

The services we provide, our patients can access by means of telephone or face to face.

**CONCLUSION**

**2014 practice survey confirmed 2 issues of priority, being phone access and surgery information board. This was discussed at recent PRG meeting held at the surgery and agreed action plan with members.**