



THE BUCKLEBURY PRACTICE

Chapel Row Surgery

PATIENT SATISFACTION SURVEY – 2007/08

QOF Patient Experience 6 – Discussion of Patient
Survey with Practice Patient Participation Group

The Bucklebury Practice conducted our annual patient satisfaction survey using the *General Practice Assessment Questionnaire (GPAQ)* in October 2007.

We summarised the results of our patient survey and compared the results of the 2007/08 survey with the results of the previous two years surveys. We have produced a report of our findings from the patient survey results (*Patient Satisfaction Survey 2007/08 - QOF Patient Experience 5 - Patient Survey*) and we discussed this with our Patient Participation Group on 9 January 2008.

A comparison table of the survey results is shown at Appendix 1.

Survey Summary - 2007/08

- The results of our *GPAQ* Annual Patient Survey for 2007/08 showed that as a practice we performed at or above the benchmark in 10 out of the 19 question areas.
- Our patient survey scores were below the *GPAQ* benchmark score for 2007/08 in the following areas:
 - Surgery Opening hours
 - Availability of a particular GP
 - Availability of any GP
 - Waiting time at the practice
 - How well Doctor listens to patient
 - How well Doctor puts patient at ease
 - Doctor's patience
 - Ability to understand problem after visiting GP
 - Ability to keep healthy after visiting GP

Discussion with Patient Participation Group

- At our Practice Patient Participation Group (PPG) meeting on 9th January 2008, we discussed the patient survey results with the group members.
- As a snapshot of the overall results, the practice has scored lower than the GPAQ Benchmark in 9 out of the 19 questions, but in two cases our score was actually an increase on the score from the previous year's patient survey.
- We identified with the PPG members that the patients who completed our practice survey indicated that they are less satisfied in 2007 mainly with the surgery opening hours, waiting times and availability of GPs, both specific GPs and any GP.

Surgery and GP availability

- We explained to the PPG members that the GPs have made some changes to our appointment schedules to make GPs more available to patients.
- Each GP's morning surgery now starts 20 minutes earlier in the morning (Tuesday to Friday) and all appointments are now a minimum of 15 minutes in duration, compared to the 10 minutes previously.
- We still provide the same number of patient appointments each day, but spread over a longer period each morning, Tuesday to Friday.
- Our Monday morning surgery will continue unchanged, providing 10 minute appointments on a "sit and wait" basis, as many patient requests on a Monday morning are easily dealt with in this appointment session.
- The aim of this change, which we introduced in October 2008, is to reduce the time patients are kept waiting at the surgery and by providing more time for each appointment, enable patients to fully discuss their query with the GP and be better able to understand their condition, how it is being treated and how to reduce the likelihood of a recurrence of the condition.
- Therefore, the GPs feel confident that this recent change to our patient appointments will address 8 of the 9 questions in which we received low scores in the patient survey.
- We also explained to the PPG members that the Department of Health is currently in discussions with the GPs (via their negotiating team) regarding extending the opening hours of all GP Practices. The results of these discussions may enable us to address the other question in which we received a low score in the patient survey, namely "Surgery Opening Hours".
- We also discussed with the PPG members the reasons why we stopped opening our surgery on Saturday mornings; as a result of the changes offered to GPs with the new NHS Contract from the Department of Health.

Telephoning call-back arrangements

- With effect from 1st December 2007 our GPs have initiated an enhanced arrangement for telephone contact with patients, which we also discussed in detail with the PPG members at the PPG meeting on 9 January 2008.
- The arrangement which we now offer is as follows:
- When a patient telephones the surgery, if the Doctor whom the patient wishes to speak to is unavailable or seeing patients, the receptionist staff member will offer the patient a telephone call back from the GP.
- If the patient is agreeable to this, the receptionist will record the details of the telephone request, the time the call was taken, the patient's name and contact telephone number, together with any relevant information, in the Doctor's Telephone Message book, which is kept in Reception.
- The Doctors check this message book periodically during the day and before they leave the surgery and then attend to any messages left.
- The aim of this development is to enhance the availability of a particular GP to patients.

- In the alternative situation where a patient wishes to have an appointment with their chosen GP but there are no appointments available within 48 hours, the receptionist will record the patient's request in the Doctor's Telephone Message Book and annotate this accordingly.
- The message will advise the GP that no appointments are available but that the patient would like to speak to the Doctor about their query or condition.
- The GP will then telephone the patient back on the same day the message was taken and discuss the patient's query over the telephone.
- If the Doctor feels that an appointment is required, the Doctor will make an additional appointment for the patient at a mutually convenient time, usually at the end of that morning's or afternoon's surgery with the GP of the patient's choice.

CONCLUSION:

- The Partners have reflected on the results of the 2007/08 GPAQ Patient Survey and feel that, as a result of the patient's views, we need to examine the services we provide to patients and see how we can make changes to bring these services more in line with our patient's needs and expectations.
- We discussed our GPAQ Patient Survey results with our Patient Participation Group at the PPG meeting on 9 January 2008.
- The aim of this discussion was:
 - Report the results to the PPG members which patients have given us on the patient survey
 - Discuss the measures and changes we have made to address the issues raised on the patient survey
 - To request that if any patient has a suggestion or request for ways in which we can improve the service we provide, then we would very much welcome these comments, so that we can act on them accordingly.
- The PPG members at the meeting were very interested in the patient survey results and in some cases quite surprised that our score was below the GPAQ Benchmark - the national average score for the questions on the survey.
- The PPG members were most receptive to the changes we have already made and asked that the practice's request for suggestions be recorded in the PPG Meeting Minutes (which are on display in the surgery waiting room), so that other patients are made aware of this and can contribute accordingly.
- We will display the survey results and Practice Action Plan on our dedicated Patient Participation Group notice board in the surgery waiting room and we will have this document available on our surgery website - www.crsurgery.co.uk.

Paul Gomm
Practice Manager

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