



## THE BUCKLEBURY PRACTICE

Chapel Row Surgery

### PATIENT SATISFACTION SURVEY – 2008/09 QOF Patient Experience 6 – Patient Survey

The Bucklebury Practice conducted our annual patient satisfaction survey using the General Practice Assessment Questionnaire (GPAQ) in November & December 2008.

The GPAQ Patient Survey is a recognised patient survey for the NHS and features a "Benchmark score" for each question. This "benchmark score" is the average score from all the GPAQ surveys used and represents the average score per question across Doctor's Surgeries in England.

We have summarised the results of our patient survey and have compared the results of the 2008/09 survey with the results of the previous two years surveys. 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 on or above the benchmark in 10 out of 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 a doctor listens to patient
  - How well a doctor puts patient at ease
  - Doctors patience
  - Ability to understand problem after visiting GP
  - Ability to keep healthy after visiting GP
- Where our practice scores are below the GPAQ benchmark, this means that in the opinion of the patients who completed the survey, The Bucklebury Practice is performing less well than the average of UK practices in a particular question area.
- The Partners felt that as patients were generally less satisfied in these key areas than the average of practices in the UK, that we would need to consider changing our doctor's surgeries to try to make the GPs more available to patients and more often and for GPs to spend more time listening to patients and communication more efficiently with patients.

### **Activities Undertaken in 2007/08**

- To address the areas of concern (detailed above) which were identified in the 2007/08 GPAQ Patient Survey, the Partners decided to:
  - Revise our telephone contact arrangements
  - Streamline the way in which we deal with administrative queries from patients
  - Amend some of our surgery times

### **Survey Summary – 2008/09**

- We are delighted to see that the results of our GPAQ Annual Patient Survey for 2008/09 showed that as a practice we have improved on our performance rating in all the areas which were of concern in 2007/08.
- Clearly the efforts we initiated following the 2007/08 survey have provided positive results, with which we are very pleased.
- The practice has performed at or above the benchmark in 18 out of the 19 question areas and we have improved our score in one area, although it remains below the benchmark value.
- Our patient survey showed one area where we are below the GPAQ benchmark score for 2008/09, which is:
  - Waiting Time at the practice
- Our score in 2008/09 was 54 and although this is below the national benchmark score of 57, this result is better than the previous 3 years scores of 49, 48 and 50
- The Partners have discussed all of our results and have decided upon the following action in 2009/10.

### **Proposed Action for 2009/10**

- The Partners intend to discuss the survey results and our proposed action plan with our Patient Participation Group (PPG), as we have done in the previous 3 years.
- This Patient Survey Report and Action Plan will be made available to patients on our PPG notice board in the surgery waiting room and will be added as a reference document to our surgery website, [www.crsurgery.co.uk](http://www.crsurgery.co.uk).
- We recognise that we also need to seek to communicate our Action Plan to as many of our other patients as possible and we intend to do this through a series of methods, as detailed below:
  - Maintain our longer surgery consultation appointment duration of 15 mins
  - Maintain our successful telephone call-back arrangements to patients
- Our Action Plan will be managed by the Practice Manager, Paul Gomm, and regularly reviewed with the practice partners at appropriate meetings during the year.

### Longer Patient Consultations

- In October 2007 we piloted an arrangement whereby 2 GPs provided 15 minute appointments in their morning surgeries, instead of the usual 10 minute appointments.
- This pilot was very successful and so we introduced this arrangement for all GP's morning surgeries each day from Tuesday to Friday.
- We have continued to provide our "Book on the day" Monday morning surgery as before.

### Telephoning call-back arrangements

- With effect from 1<sup>st</sup> December 2007 the GPs initiated an enhanced arrangement for telephone contact with patients.
- The arrangement which we will continue to 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.
  
- In the 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 also record the patient's request in the Doctor's Telephone Message Book.
- 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.

### Administration Related Queries

- Our doctors have found that a great many telephone calls and consultations which patients have requested, relate to administrative issues, which could be answered by another member of the practice staff.
- If such enquiries were dealt with by another member of the practice staff, the patient may obtain the information they are seeking much quicker, they may not have to wait so long to obtain this information and other patients with medical problems would be able to see their GP, as the doctor's time would not be utilised dealing with an administrative matter, which perhaps could have been actioned by someone else.

- An example of this would be where a GP has referred a patient to a specialist in hospital and the patient has not heard from the hospital when they had expected to.
- Dealing with this matter may take some time and a few telephone calls and so is best dealt with by a member of our practice administration team, whilst the GPs continue to see patients with medical problems. We would like to try to develop this system to reduce delays and ease the pressure on appointments with a GP.

## **CONCLUSION:**

- The Partners have reflected on the excellent and improved results of our 2008/09 GPAQ Patient Survey and feel that as a result of the patient's views, we will continue to examine the services we provide to patients and make any further changes necessary to continue to meet our patient's needs and expectations.
- We intend to report the GPAQ Patient Survey results to our Patient Participation Group and we will seek to make the patient survey results and our subsequent Action Plan, available to as many patients as possible.
- 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](http://www.crsurgery.co.uk).
- We will seek to inform patients as to the background reasons why patients are sometimes kept waiting at the surgery through circumstances which are not of our control
- We will seek to make this "Practice Patient Survey Review and Action Plan" available to as many of our patients as we can, with the intention of addressing the areas of concern to patients and to make changes to the way in which we provide services to patients, to meet their needs and expectations wherever possible.

Paul Gomm  
Practice Manager

**3 February 2009**