

**CHINEHAM MEDICAL PRACTICE**

# **Patient Directed Enhanced Service Final Report 2013**

Produced with the  
Patient Representative and Patient Participation Groups

March 2013

## **EXECUTIVE SUMMARY**

In December 2012 Chineham Medical Practice (the Practice) was providing services for 11,032 registered patients. The Practice was required to undertake and report on a patient survey as part of the implementation of the Patient Participation Enhanced Service 2012/13 specified by Hampshire Primary Care Trust. This descriptive report demonstrates the implementation of the Patient Participation Enhanced Service as set out in by NHS SHIP PCT Cluster requirements and has been produced in conjunction with representatives of the PRG.

It has detailed

- the development of patient participation and the Patient Reference Group (PRG);
- how the survey was designed;
- a collated summary of patient views through the use of the survey;
- the opportunity for the PRG to discuss survey findings
- the approach to action planning with the PRG
- discussion about the 2012/13 approach

The survey sample population included two groups of registered patients, 94 members of the on-line (virtual) Patient Reference Group (PRG) and any member of the public who attended the Practice and chose to complete and return a paper based survey form 4 December 2012 – 14 January 2013. 143 completed surveys, equivalent to 1.3% of the registered population were obtained from this exercise.

The subjective responses indicated there has been improvement since 2011/12 and it is commendable that 96% of the sample identified the Practice as meeting, being better than expected, or exceeding expectations. Nevertheless the process has identified further opportunities to improve elements of the service including the communication between the patients and the practice so that experience can in turn be improved. The report recommends that:

- 1) The PRG continues to work with the Practice to use this feedback to take forward the agreed actions outlined in section 8 of the report in the coming months.
- 2) The report is published through various media including the Practice website

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### ACKNOWLEDGEMENTS

Without the individual co-operation and support of members of the Patient Reference Group and attendees at the Practice who willingly completed survey responses between 4 December 2012 – 11 January 2013 this report could not have been compiled. Their input is much appreciated and has provided valuable insight about important priorities for improvement.

Dr C De Mars on behalf of the Chineham Medical Practice March 2013

# 1. INTRODUCTION

1.1 Chineham Medical Practice (the Practice) has a practice population of 11,032 registered patients (December 2012). Figure 1. and Table 1. below show the demographic distribution of the practice population

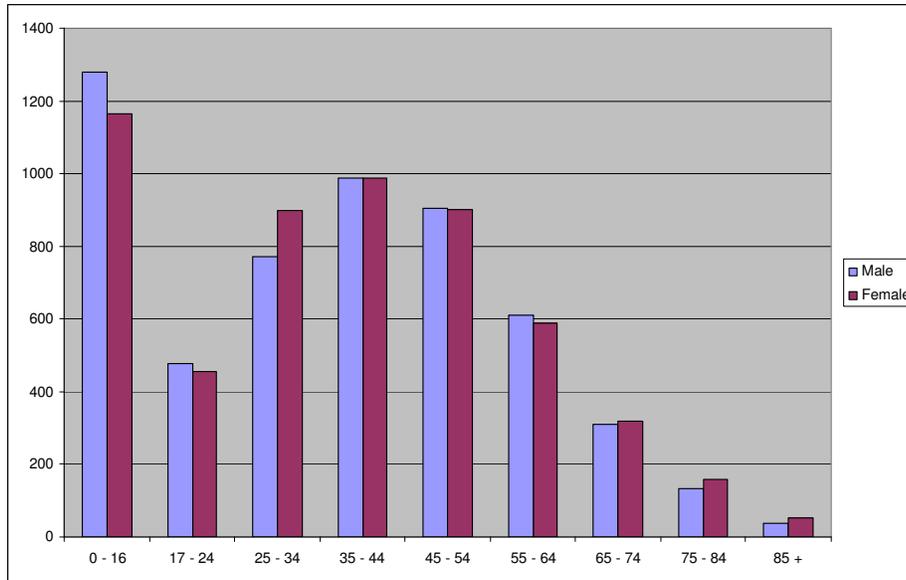


Figure1. Practice Age Demographic (Dec 2012)

Practice Population Demographic	0 - 16	17 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85 +	Total	%
Male	1279	477	771	989	905	609	309	133	38	5510	49.9%
Female	1164	454	897	989	900	589	318	158	53	5522	50.1%
Total	2443	931	1668	1978	1805	1198	627	291	91	11032	100.0%
% by age group	22.1%	8.4%	15.1%	17.9%	16.4%	10.9%	5.7%	2.6%	0.8%		

Table 1 Practice Age Demographic (Dec 2012)

1.2 The practice has been servicing the local community for more than 25 years. The core opening hours are:

- Mondays 08.00 – 19.30
- Every Tuesday 08.00 – 18.30 extended until 19.30 on alternate Tuesdays
- Wednesday – Friday 08.00 – 18.30
- Alternate Saturdays 08.30 – 10.00

Currently 11 doctors, who have a range of experience and expertise, cover the clinical medical requirements. In a typical week when all doctors and nurses are present, the team is able to offer a total of 984 appointments. Around 3% of these appointments are lost when people book and do not attend.

1.3 The Practice established arrangements for a Patient Participation Group in January 2010 with the aim of involving registered patients in the development of services. Since that time the involvement has been strengthened to include the on-line Patient Representative Group (PRG). This report details the approach taken to comply with the requirements of the Patient Directed Enhanced Service (DES) 2012 – 2013 set out by NHS SHIP PCT Cluster.

## 2. DEVELOPING OUR PATIENT PARTICIPATION

- 2.1 In 2011/12 registered patients were invited to sign up to a PRG via an on line link on the Practice website or paper application forms available at the Practice. Over the last year a growing number of people have made a commitment and the group now includes 94 individuals (Dec 2012). Table 2. below show the demographic distribution of the PRG.

**Table 2. Demographic distribution of the PRG (Dec 2012)**

Age (Dec 12)	0 - 16	17 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85 +	Total
<b>Practice population demographic</b>	2443	931	1668	1978	1805	1198	627	291	91	11032
<b>% by age group</b>	22.1%	8.4%	15.1%	17.9%	16.4%	10.9%	5.7%	2.6%	0.8%	100.0%
<b>PRG Membership</b>	0	6	10	13	15	16	20	14	0	94
<b>% of PRG</b>	0.0%	6.4%	10.6%	13.8%	16.0%	17.0%	21.2%	14.9%	0.0%	

## 3 AGREEING AREAS OF PRIORITY WITH THE PRG

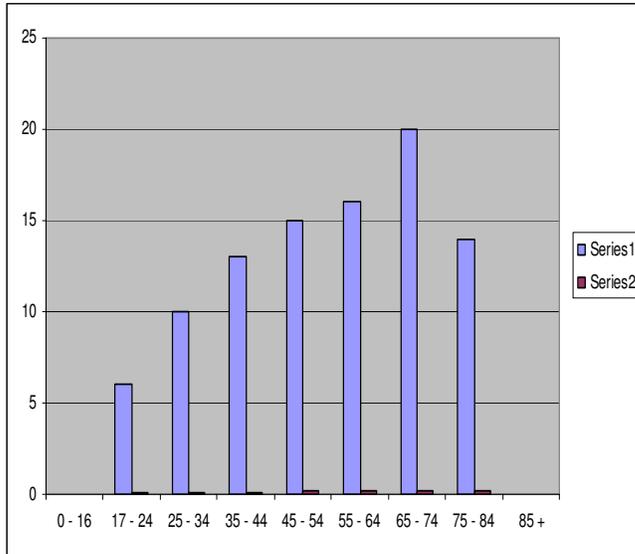
- 3.1 As a result of the patient experience feedback received in 2011 / 2012 the Practice introduced a number changes including staff development to improve the response from reception services, enhancing access through on-line services, refurbishing some areas of the Practice facilities and developing targeted patient information services. Even though attempts by the PRG and the Practice to find solutions to parking constraints, including discussions with both Basingstoke and Deane Borough Council and Chineham Parish Council did not prove successful, negotiation with the adjacent church formalised mutually flexible access to car parking spaces to ease congestion when the church or Practice was not in use.
- 3.2 The methodology used in 2012 / 2013 survey took account of the learning from the previous year. Seven PRG members worked with three Practice representatives from September 2012 to develop the approach. The group used the outcome of the 2011/2012 feedback survey as the basis for the design of an on line and paper based questionnaire survey tool and planned the implementation process (see Appendix 1 for implementation plan).
- 3.3 The draft survey design was emailed to the entire PRG in November 2012 to pilot the style and content. PRG members were invited to comment on questions, amend and enhance the questionnaire. (See Appendix 2 for email letter message). Eleven people returned comments, the majority of which confirmed the suitability of the survey. The survey questionnaire was amended to reflect the specific feedback on:
- Rewording question 3
  - Answer descriptions in three questions
  - Including a question about appointment delays

## 4. COLLECTING AND COLLATING PATIENT VIEWS THROUGH THE USE OF THE SURVEY

- 4.1 An important aspect of the approach with the PRG was ensuring the profile of the PRG itself and the profile of the patients who responded was representative of the Practice, to provide a background against which findings may be viewed. Having analysed the profile of the PRG (see Figure 2, Table 3 below), although aligning broadly with the Practice population age demographic distribution (see Figure 1 Table 1 above) and

included a was a good representation of ethnic diversity,<sup>1</sup> it was agreed that the survey should be distributed via the Practice reception to strengthen the representativeness of the sample, particularly for elderly people aged 85+ and least likely to be using computer technology at present.

**Figure 2. PRG Age Demographic (2012)**



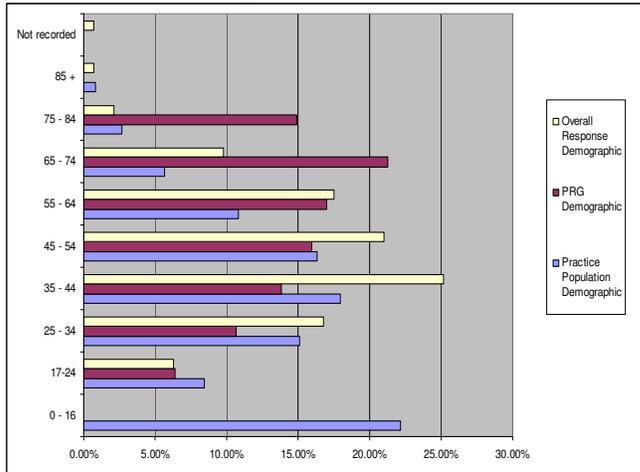
**Table 3. PRG Age / Ethnicity Demographic (2012)**

Age	No.	%
0-16	0	0.00%
17-24	6	6.38%
25-34	10	10.64%
34-44	13	13.83%
45-54	15	15.96%
55-64	16	17.02%
65-74	20	21.28%
75-84	14	14.89%
85+	0	0.00%
Total	94	
Chinese	1	1.06%
Indian	5	5.32%
Caribbean	1	1.06%
White	87	92.55%

- 4.2 The final questionnaire survey was released to the PRG population sample by email on 4 December 2012 (See Appendix 3 for email letter message and final questionnaire survey). Copies were made available in the Practice reception and brought to the attention of any attending patients the Practice until 14 January 2013.
- 4.3 The subjective responses in completed surveys were analysed in two ways. Responses to questions were summarised into frequency tables. These responses have also been presented as a visual graphic form so that the strength of opinion was visually apparent.
- 4.4 The final section of the survey contained narrative comments that were analysed to identify themes and draw out relevant messages to inform the discussion about priority areas for improvement. These themes have been illustrated in this report using quotations of apparent significance or general concern. A detailed summary of responses have been recorded within the appendices 4 and 5.
- 4.5 A total of 143 adult registered patients [n=143 representing 1.3% of the Practice population] completed the questionnaire survey either electronically or in paper form at the Practice reception. By including both PRG members and patients attending the Practice the aim of gaining a more representative demographic response was achieved as shown in Figure 3 and Table 4 below demonstrating the spread of responses across all adult age groups. One person did not record their age.

<sup>1</sup> Basingstoke population is 93.46% white British  
ref: [http://www3.hants.gov.uk/factsandfigures/population-statistics/census\\_pages/census\\_information/pop\\_ethnicity.htm](http://www3.hants.gov.uk/factsandfigures/population-statistics/census_pages/census_information/pop_ethnicity.htm)

**Figure 3: Combined Age Demographic: Practice, PRG, Overall Response**

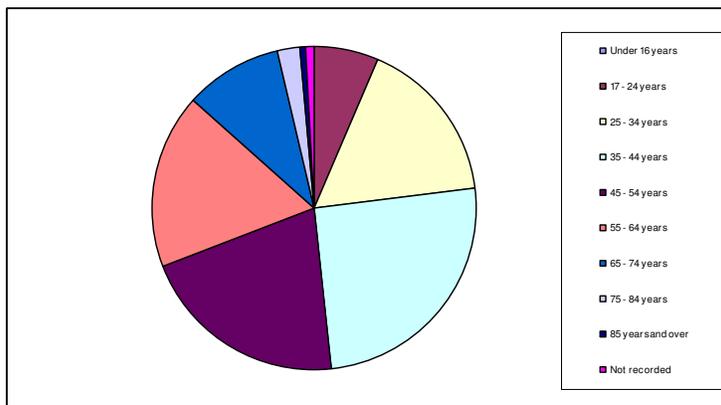


**Table 4: Combined Age Demographic**

Years	Practice Population Demographic	PRG Demographic	Overall Response Demographic
0 - 16	22.14%	0.00%	0.00%
17 - 24	8.44%	6.38%	6.29%
25 - 34	15.12%	10.64%	16.78%
35 - 44	17.93%	13.83%	25.17%
45 - 54	16.36%	15.96%	20.98%
55 - 64	10.86%	17.02%	17.48%
65 - 74	5.68%	21.28%	9.79%
75 - 84	2.64%	14.89%	2.10%
85 +	0.82%	0.00%	0.70%
Not recorded	0.00%	0.00%	0.70%

4.6 The largest group of responses came from people aged 35-44 years, a quarter of the total. The smallest group 85 years and over (see Figure 4 Table 5 below). Due to anonymity it is not possible to draw conclusions about factors that influenced the response rate.

**Figure 4: Age group of respondents**



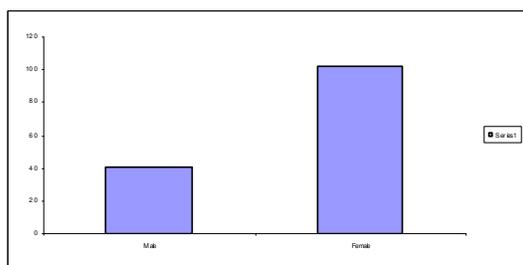
**Table 5: Age distribution**

Please tell us which age group you are in		
Under 16 years	0	0%
17 - 24 years	9	6.29%
25 - 34 years	24	16.78%
35 - 44 years	36	25.17%
45 - 54 years	30	20.98%
55 - 64 years	25	17.48%
65 - 74 years	14	9.79%
75 - 84 years	3	2.10%
85 years and over	1	0.70%
Not recorded	1	0.70%
	143	100.00%

n = 143

4.7 A profile of these people, in terms of their gender is shown in Figure 5 and Table 6 below, illustrating that more than twice the number of responses came from women than men.

**Figure 5: Gender of respondents (n = 143)**



**Table 6: Gender distribution**

Are you male or female?		
	No.	%
Male	41	28.7
Female	102	71.3

## 5 COLLATED FEEDBACK

5.1 A detailed summary of all 2012/13 responses to survey sections A - G has been provided at Appendix 4. The main findings were as follow:

- 77.62% (n=143) were aware they could book appointments on line
- 65.03% (n=143) were aware they could book a telephone conversation with a nurse
- 85.31% (n=143) were aware the practice had extended opening hours
- Concerning the choice of ways to make appointments, more than 88% of respondents (n=143) book appointments by telephone, 21.68% book appointments on line and 17.48% book appoints in person
- When asked what stops people accessing services via the internet the most common reason was a preference for a personal approach (34.27%). 29.37% (n=143) needed to book appointments for children and the same proportion (29.37%) did not know they could use on line services.
- 62.24% (n=143) of respondents had not tried speaking to the nurse on the telephone in the last year. Of those who had 31.47% found this fairly of very easy, 6.29% did not find it easy.
- 68.5% (n=143) were aware of arrangements out of hours for seeing a doctor
- Concerning reception, 96.5% found receptions very or fairly helpful.
- 79.8% (n=143) saw the doctor or nurse without delay (7.7%), very close – within 10 minutes (26.6%) or fairly close – within 30 minutes to the appointment time
- 72.7% (n=143) have a doctor they prefer
- 59.5% (n=143) see the doctor they prefer always or most of the time. 15.4% had not tried at this surgery.
- If they are unable to make an appointment with the preferred doctor 79.1% (n=143) find it very easy (28%) or fairly easy (42%), neither easy of difficult (9.1%) to make an appointment with another doctor of their choice. 15.4% had not tried at this surgery
- Rating the service s overall, 95.9% (n=143) recorded the services meet expectations (45.5%), are better than expected (28%) or exceeds expectations (22.4%)
- 54 respondents (37.8%, n=143) made 81 comments.

5.2 To illustrate change between 2011/12 and 2012/13, the overall summary in Table 7 below covers responses to similar questions in the 2012/13 questionnaire. These figures have not been adjusted or standardised for direct comparison. Even so, a comparison with the 2011 / 2012 feedback gives an impression of the difference between the two years.

**Table 7. Comparison of high level findings 2011/12 – 2012/13**

Question	2012	Change from 2012	2013
Are you aware that you can book an appointment on line?	65% yes		78% yes
Are you aware that you can book a telephone consultation with your nurse?	54% yes		65% yes
Are you aware that the surgery has extended opening hours?	84% yes		85% yes
How do you normally book appointments?			
In person	19% yes		17% yes
By telephone	91% yes		89% yes
On line	11%		22% yes

Cont/-

Question	2012	Change from 2012	2013
<b>What stops you using on line services?</b>			
I did not know I could use on line services		Not covered	29% yes
I don't have a computer		Not covered	8% yes
I don't trust a computer		Not covered	6% yes
I tried but found the system doesn't work well		Not covered	15% yes
I prefer the personal approach		Not covered	34% yes
I need to make appointments for children		Not covered	29% yes
In the last six months how easy have you found speaking to the nurse on the phone?	77% N/A 4% not easy	↓	62% N/A 6% not easy
Are you aware of the arrangements for seeing a doctor after the surgery has closed?	63% yes	↑	68% yes
How helpful do you find the receptionists	92% fairly / very helpful	↑	96% fairly / very helpful
How close to the time of the appointment did you see the doctor or nurse on your last visit?		Not covered	20% not very / at all close
Is there a doctor you prefer to see?	70% yes	↑	73% yes
If you are unable to see the doctor you prefer how easy is it to get an appointment with another doctor of your choice?	8.1% never or almost never	↓	2.8% never or almost never
Overall quality of services		Not covered	96% meets/ better / exceeds
Male / Female split	1:2	↔	1:2.5

5.3 Just over one third of the 143 survey responses (37.8%), included a comment in Section I. A themed analysis of all the comments is provided at Appendix 5. Key themes from 54 respondents (81 comments) included the following:

### 5.3.1 General Perception of Surgery Services

The greatest number of comments in any theme were non-specific comments and compliments regarding the surgery, the doctors and nurses. (17 out of 81). All the comments were positive which ranged from rating the surgery very highly to showing a general level of appreciation for the quality of service provided. Examples included:

*“The services provided at Chineham Surgery is very good - best I have experienced”*

*“Doctors all have been fantastic”*

*“I have always had a very good service from the surgery - from receptionist, GPs, Nurses. All give you time and are always respectful and polite”*

*“I've always been very happy with the service provided at Chineham Medical Practice for my wife, daughter and myself. I think you should commend yourselves on providing a high level of patient care”*

*“I think we are very well served by this practice and find they communicate well within the team. They all focus on individual patients with awareness of their circumstances, home, family etc”*

*“As I work at the Hampshire Clinic I make contact with a lot of GP surgeries. 99% are unhelpful but Chineham is totally the exception. I also hear of a lot of people who cannot get appointments with a GP for weeks, some even have to ring in the mornings for appointments for*

cancellation to try to get in sooner. I have never ever had a problem at Chineham. The staff are always helpful, polite and I never have problems making an appointment - ever!! Well done."

### 5.3.2 Information and communication

14 of the comments referred to information and communication aspects and suggestions for improvement including:

General thoughts:

*"Easier to pick up the phone than wait for PC to boot up!"*

*"If I see doctors other than my own preferred choice I have found them OK, I just prefer not to have to go into my background each time. I believe this to be the usual response to others"*

*"It is good that I can leave repeat prescriptions with the pharmacy rather than come to the surgery"*

Request for information such as:

*"More communications on opening hours and other details i.e. booking on line apts on your rolling LCD presentation"*

*I would like to know about booking appointments on line. Also about seeing a doctor out-of-hours. Thank you*

*"Providing as much info on waiting times would stop for each doctor would be most helpful"*

There were a few references to the absence of a clock in the waiting area:

*"Why has the clock been removed?"...; "It would be good to have a clock in the waiting room again"; "A clock in the waiting area please"*

Suggestions including:

*"Answer phone service to leave messages if line is busy so that someone can call back"*

### 5.3.3 Appointments

A range of comments were received regarding the availability of appointments (13 out of 81). These included positive appreciation:

*"It is nearly always possible to get an appointment on the same day, but some people from other surgeries have to wait for days"*

*"Always impressed that it is possible to get emergency appointments on the day if needed"*

*"I really like that I can book appointments in advance. I know some surgeries don't allow this. Please keep it!"*

Dissatisfaction such as:

*"Often very difficult to see a doctor on the same day and sometimes even the next day"*

*"I find it is still difficult to get appointments quickly around my work. Often the extended hours appointments are taken and nurse appointments don't come up in these times as well as doctors."*

Suggestions for improvement:

*“Whether more appointments or more doctors are required for the large catchment area of the surgery. Too many patients and not enough doctors”*

Some of which indicated that people were not fully informed about options already available:

*“One very big addition to your good service would be to have a way for patients to make appointments 6 weeks hence (for repeat appointments)”*

*“Ability to make double appointments”*

*“Week end, bank holiday opening”*

#### **5.3.4 Manner and attitude**

This theme elicited 13 of the 81 comments, split 7:5:1 between positive and negative and both. Positive comments included:

*“The doctors are approachable and I never feel rushed through my appointments”*

*“The staff are very friendly and very approachable.”*

*“I am never made to feel I am a nuisance and I am really looked after. The receptionists are very friendly and helpful.”*

Negative comments were aimed at reception and telephone staff including:

*“Receptionist was rude when trying to arrange a call back suggest by my doctor”*

*“Receptionist are quite stropky if you need to speak to a particular doctor urgently”.*

One response appeared to imply that they had mistaken those in practice reception uniform for nursing staff:

*“Those nurses at reception do not look and sound welcoming at all. They always have a frown on their faces when you approach them as if they do not want to be bothered”*

#### **5.3.5. Waiting time**

All 12 comments of the 81 relating to waiting times referred to delays and some were accompanied by suggestions such as a request for more real time information about the expected length of a delay including:

*“sometimes you are kept waiting too long to be seen by the Doctor you have the appointment with. I know its not their fault but maybe when you arrive you could tell patients roughly how long the waiting time will be”*

*“I visit the practice about once a year on average it would help if each doctor had an indicator on the main reception screen giving approximate delay time so patients waiting have some idea on how long they have to wait”*

*“Very good service apart from running late often”*

*“The previous appointment was an hour late. You text to say you have an appointment. Why not text to say you are running late?”*

### 5.3.6 On line service

10 comments related to on line services. 2 comments indicated positive experience and 2 indicated problems using the service:

*"I have been unable to register on the computer so I can request appointments from home".*

*"Have had difficulties with on line system since recent changes to log on"*

2 comments requested expansion of on line booking for nurse appointments and appointments for children's such as:

*"It would be useful to be able to book appointments on line for children (under my log on)"*

*"Book nursing appointments (flu jabs etc) online similar to doctors appointments"*

1 comment requested automatic password functionality

*"Automatically give a password for online booking of appointments"*

### 5.3.7 Other and Parking

Of the remaining 4 comments 2 were general statements and two were about parking difficulties.

## 6. PROVIDING THE PRG WITH THE OPPORTUNITY TO DISCUSS THE SURVEY

6.1 Once responses were initially collated, the PRG working group met to discuss the feedback with the Practice representatives in preparation for the wider PRG focus group meeting. The email invite (see Appendix 6) to the whole PRG drew a total of 6 PRG members together on Saturday 16 February 2013, to develop a shared understanding of the priority areas for action. Three attendees had been directly involved with the survey design and implementation. A handout of the information included in this report was provided to stimulate discussion. The collation of all feedback and draft

6.2 The notes (not a verbatim record) from this meeting have been included at Appendix 7. The general themes emerging from this discussion were:

- Comments about positive experience
- Access to appointments including maintaining a balance between waiting times for appointments and quality of service
- Improving information and communication during attendances at the Practice as well as keeping people informed of changes and making sure information was up to date
- Helping people to manage their own health by using technology and improving on line services to communicate as well as website development
- Improving the survey in future to strengthen anonymity in particular

This feedback was taken alongside the direct survey feedback to help compile the action plan.

## 7. ACTIONS FOR CONSULTATION THE PRG

- 7.1 Having taken account of the focus group feedback and survey feedback, the following actions were identified for consultation with the PRG:

<b>WHAT PATIENTS TOLD US</b>	<b>HOW COULD WE IMPROVE</b>
Action 1. Easier access to appointments	Whilst this has not generally been an issue, survey feedback suggests that current arrangements could be improved. We propose a trial using the skills of a GP to speak to all patients who request a same day appointment to make it possible for people to get prompt access in a convenient way. For some people telephone advice may avoid the need for them to attend the Practice
Action 2. Reducing waiting Times for Appointments	The GPs are discussing how to reduce the waiting times without reducing the quality of the consultation experience
Action 3. Improving information and communication: How to contact a Doctor Out of Hours: Via on-line services; General communication and information	The survey has made us aware that we can improve our information and communication in a variety of ways. We need to review on line services to see whether we can make changes to increase booking options The members of the PRG who meet with us could take responsibility for publicising aspects of services to keep people informed
Action 4. Helping people who wish to use technology to manage their own health	Feedback has encouraged us to investigate what steps we can take to use technology in different ways
Action 5. Consider using technology to receive anonymous feedback in future surveys	We will work with the PRG to develop our approach to receiving feedback

- 7.1 The summary action plan was distributed to the PRG electronically prior to finalising agreement. (See Appendix 8)

## 8. FINALISED ACTIONS AFTER PRG CONSULTATION AND PUBLICATION ARRANGEMENTS

- 8.1 Following feedback from the PRG members suggesting amendments and confirmed support for the proposed actions, the Practice team and PRG compiled finalised the agreed action plan, (See Table 8 below)
- 8.2 The finalised full report incorporating the action plan was posted on the practice website and a link was added to the Facebook page in week commencing 18 March 2013. To promote awareness the March Practice newsletter included a special feature of the findings from the survey and the agreed actions. This newsletter was emailed to all members of the PRG as well as copies being made available in the reception area. In addition, the reception area display screen was also updated to highlight the publication.

WHAT PATIENTS TOLD US	HOW CAN WE IMPROVE	WHO WILL BE RESPONSIBLE	WHEN WILL THE CHANGE HAPPEN	OTHER COMMENTS AND USEFUL INFORMATION
Priority 1. Access to appointments	Whilst this has not generally been an issue, survey feedback suggests that our current arrangements could be improved. We are going to trial using the skills of a GP to speak to all patients who request a same day appointment to make it possible for people to get prompt access in a convenient way	Practice Manager and Admin team together with PPG	Immediately	The trial will be explained to all people who call for a same day appointment. We need to evaluate the benefit and impact. Information will be updated on the website, in the waiting room, in the Practice newsletter (available on line and in the reception, as well as emailed to our PRG membership), and through local village magazines
Priority 2. Improving information and communication: How to contact a Doctor Out of Hours: Via on-line services General communication and information	The survey has made us aware that we can improve our information and communication. We need to review on line services to see whether we can make changes to increase booking options The PRG will take responsibility for publicising aspects of services to keep people informed	Practice Manager, Admin team, Practice Clinical team  Patient Reference Group	Over the summer 2013 and throughout the year	Information to be highlighted in Facebook, newsletter, practice leaflet, in the reception area, on the website and via local village magazines. The monthly total of missed appointments due to non-attendance will be communicated in the Newsletter, on Facebook and the display screen.
Priority 3. Dissatisfaction with the length of time some people wait for their consultation	The GPs will discuss how to reduce the waiting times without reducing the quality of the consultation experience in the Partners meeting in May 2013.	GPs, Practice Manager, and Admin team	Communication of the outcome of the meeting in May will be communicated to the PRG by July	We will also raise awareness amongst patients as to how they can get the most out of the time available. Excessive real-time delays during surgery will be recorded on the LCD screen whenever possible.
Priority 4. Helping people who wish to manage their own health using technology	Feedback has encouraged us to investigate what steps we can take to use technology in different ways. With the introduction of new software in the summer, we will investigate a more flexible approach to on-line booking and prescription requests	Practice Manager, Practice Clinical team	Over the summer 2013 and throughout the year	We will also raise awareness amongst patients as to how they can get the most out of the time available
Priority 5. Use technology to receive anonymous feedback in future surveys	We will work with the PRG to develop our approach to receiving feedback	Practice Manager / GP responsible for patient engagement	Over the summer 2013 and throughout the year	

**TABLE 8: ACTION PLAN AGREED WITH PRG**

## **9 DISCUSSION ABOUT THE 2012/13 APPROACH**

- 9.1 This survey intended to gather insights and opinions to identify priorities for further improvements in compliance with the requirements of the Patient Directed Enhanced Service (DES) 2012 – 2013. Although the learning from 2011/12 proved valuable there were aspects of the 2012/13 approach that were worth noting for the future.
- 9.2 The design of the survey took account of the learning in 2011/12 both in relation to the survey tool and the feedback from questions posed. This proved a good way to increase understanding of the changes between the two years and would be worth considering when designing future surveys.
- 9.3 However, the feedback in this survey has limitations in relation to the sample used. Although 143 people willingly completed questionnaires and the overall response rate was 1.3% of the registered population, it is impossible to know whether comments came predominantly from people in “real-time” recent contact with the surgery or those self-selected virtual supporters via the PRG. Even so, the outcome was considered a reasonable reflection from the registered population.
- 9.4 In spite of attempts to eliminate bias in the way questions were framed and anonymity provided, it is impossible to gauge whether the survey activities had any effect on Practice operations whilst the survey was “live” that could have affected the feedback. Furthermore the overall characteristics of the self-selected participants may also have influenced the general impressions conveyed in their subjective response.
- 9.5 Another possible influence to responses noted in 2011/12 was that the comments box potentially provided a cathartic opportunity for many respondents, allowing participants to anonymously express concerns without taking any personal responsibility for the circumstances. With this in mind, the addition in 2012/13 of the focus group meeting gave a real opportunity for PRG representatives to meet with the Practice. In the event only a small number of people attended. In the future to capture different segments of the PRG population it may be worth considering more than one meeting at different times.
- 9.6 Nevertheless the discussion in the focus group provided a good opportunity to discuss priorities for the next phase of improvement. During discussion another aspect of anonymity in the survey design emerged very strongly. A PRG participant raised concerns about possible unwarranted and possibly adverse consequences for individuals who gave genuine but negative feedback. Although the person was immediately reassured, it raised the question as to whether in future any similar survey should be carried out using an on line tool. It was agreed this needed to be factored in to future thinking without penalising those people who are less familiar or unable to use technology.
- 9.7 Overall the responses again indicated experience varies in a number of ways. Even so the level of positive feedback was extremely encouraging as was the feedback from the sample population indicating improvements in areas highlighted in 2011/12 where the practice had taken steps to change the service, such as the reception response.
- 9.8 The addition of the question in section G relating gave a valuable impression of whether overall services were working in a way that patients’ expected. It was pleasing to note that almost 96% responded that services either: met; exceeded; or were better than they had expected. This gave rise to further analysis of the six responses that indicated the service had not met expectations. The only feature that was discernibly different from all other respondents was they all recorded negative experience of the reception service. Whilst generalisation of such a small number of responses should be avoided, in the context of feedback that the reception has improved in the last year, it was agreed there was ongoing potential for improvement.

9.9 When combined with the feedback from the focus group, the outcomes indicated there was further opportunity to improve services and the communication between the patients and the practice so that experience can in turn be improved. The main areas for action planning included:

- Access to appointments
- Maintaining a balance between waiting times for appointments and quality of service
- Improving information and communication including on line services to communicate as well as website development
- Exploring opportunities to help people to manage their own health by using technology
- Improving the survey in future to strengthen anonymity in particular

## 10 CONCLUSIONS

10.1 In December 2012 Chineham Medical Practice (the Practice) was providing services for 11,032 registered patients. The Practice was required to undertake and report on a patient survey as part of the implementation of the Patient Participation Enhanced Service 2012/13 specified by Hampshire Primary Care Trust. This report demonstrates the implementation process of the Patient Participation Enhanced Service as set out by the NHS SHIP Cluster and has been produced in conjunction with representatives of the PRG.

10.2 It has detailed

- the development of patient participation and the Patient Reference Group (PRG);
- how the survey was designed;
- a collated summary of patient views through the use of the survey;
- the opportunity for the PRG to discuss survey findings
- the approach to action planning with the PRG
- discussion about the 2012/13 approach

10.3 The survey sample population included two groups of registered patients, 94 members of the on-line (virtual) Patient Reference Group (PRG) and any member of the public who attended the Practice and chose to complete and return a paper based survey form between 4 December 2012 and 14 January 2013. 143 completed surveys equivalent to 1.3% of the registered population were obtained from this exercise.

10.4 The subjective responses indicated there has been improvement since 2011/12 and it is commendable that 96% of the sample identified the Practice as meeting, being better than expected, or exceeding expectations. Nevertheless the process has identified further opportunities to improve the communication between the patients and the practice so that experience can in turn be improved. It is recommended that:

1. The PRG continues to work with the Practice to use this feedback to take forward the agreed actions outlined in section 8 of the report in the coming months.
2. The report is published through various media including the Practice website

### 3. APPENDIX 1:

#### Plan for 2012 / 13 survey to comply with Patient Directed Enhanced Service requirements:

<b>Step 1 Develop a Patient Reference Group (PRG)</b>		
Action required:	All PPG members to sign up to PRG	All
	Practice to undertake analysis of patient demography	KN
	PPG / PRG to review demography and agree target group	All
<b>Step 2 Agree priority areas to be covered by survey</b>		
Action required	Use outcome of previous survey as starting point to devise tool	MH/KA
	Agree tool with PRG by emailing to invite comments within agreed timescale	All
	Compile final version	MH/KA
<b>Step 3 Collate patient views</b>		
Action required	Disseminate survey tool to capture response to reflect demographic identified in step 1: <ul style="list-style-type: none"> <li>On line</li> <li>In surgery</li> </ul>	KA
	Collate responses and compile report of findings	KA/KN
<b>Step 4 Provide PRG with opportunity to discuss survey findings</b>		
Action required	Set up focus group meeting inviting all PRG attend meeting and/or submit comments on action planning priorities	KN
<b>Step 5 Agree action plan</b>		
Action required	Agree actions plan	All
	Agree named individuals to take responsibility for elements	All
<b>Step 6 Publicise actions taken</b>		
Actions required	Write report summarising implementation of all six steps, including any lessons learned from 11/12, demographics, process to involve representative group of registered patients etc and publicise through various channels including Facebook page and surgery website	All  PG/KN

<b>Plan from September 2012 – March 2013</b>							
Action:	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Practice to undertake analysis of demography							
PPG / PRG to review demography & agree target group							
Use outcome of previous survey as starting point to devise tool							
Post tool via email to agree with PRG. Invite comments within agreed timescale							
Compile final version							
Disseminate survey tool to capture response to reflect demographic ref step 1:							
Collate responses & compile report of findings							
Convene special meeting for PRG to comment to agree priority areas for action							
Agree action plan and disseminate to PRG							
Agree named individuals to take responsibility for elements							
Write report summarising implementation of all steps, including lessons learned from 11/12 and publicise through various channels. Post outcome on Facebook page & Practice website							

## *The Chineham Medical Practice*

Reading Road, Chineham, Basingstoke. RG24 8ND  
Tel: 01256 479244 Fax: 01256 814190

29 October 2012

Dear Patient Reference Group Member

### **Request for your help to design our feedback survey**

When you signed up to join our group you kindly agreed to take part in occasional surveys to help us improve the way we provide services at Chineham Medical Practice.

This year we are changing the way we organise our survey of patients experience. We would like members of our Patient Reference Group to help us design the questions we ask, so that we can include the things that are important to you.

To help get the process underway we have started to design a questionnaire. **We do not need you to answer the questions at this stage.**

Please take a look at the attached document. We would like you to consider the questions and suggest any amendments or additional questions that you feel are important. We would be grateful for any feedback – even if it's just to tell us you do not think any changes are necessary.

Please send your comments to either our Patient Participation inbox: [hamp-pct.ChinehamPRG@nhs.net](mailto:hamp-pct.ChinehamPRG@nhs.net) or Karen Nicholls: [karen.nicholls@nhs.net](mailto:karen.nicholls@nhs.net) by **Friday 8 November 2012** so that your feedback can be considered in the final survey design which will be issued later in November.

Thank you for your support

Kind regards

Dr C De Mars

**APPENDIX 3: EMAIL REQUEST AND FINAL QUESTIONNAIRE SURVEY  
(on Practice headed paper)**

## *The Chineham Medical Practice*

Reading Road, Chineham, Basingstoke. RG24 8ND  
Tel: 01256 479244 Fax: 01256 814190

4 December 2012

Dear Patient Reference Group Member

### **Feedback Survey for completion**

We were grateful for the excellent feedback on the questions to include in this years survey of patient experience. We received some helpful comments and have changed some aspects of the survey as a result.

Now that we have agreed the questions we would like to invite you to participate in the survey.

Please find attached the survey which we would like you to complete and return to Karen Nicholls [karen.nicholls@nhs.net](mailto:karen.nicholls@nhs.net) as soon as possible.

Once we have received your feedback we will summarise the results and share this with you as well as plans to improve services. We will also put the information on our website <http://www.chinehamsurgery.co.uk>

Thank you for your continued support

Kind regards

Dr C De Mars

Please take a few minutes to fill out this anonymous and confidential survey.

**A. Appointments at the Surgery** *Please answer all the questions Yes or No*

Are you aware	Yes	No
1. That you can book an appointment online		
2. That you can book a telephone consultation with your nurse		
3. That the surgery has extended opening hours		

**4. How do you normally book your appointments to see a doctor or nurse?**

Please tick all the boxes that apply.

	Yes	No
In person		
By telephone		
On line		

**B. Accessing services via the internet.** In our previous survey, very few people indicated they used on line services and several people indicated they had difficulty getting through on the telephone. We would like to understand what stops people using the on line services. **Please tick any answers that apply:**

	Yes	No
1. I did not know I could use on line services		
2. I don't have a computer		
3. I don't trust a computer		
4. I tried but found the system doesn't work well e.g. system crashed, didn't have a password		
5. I prefer a personal approach		
6. I need to make appointments for children		

**C. Getting through on the telephone**

1. In the past 6 months how easy have you found speaking to the Nurse on the phone?					
Please put a tick in the box that applies	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy

**D. Opening hours.** Are you aware of the arrangements for seeing a doctor after the surgery is closed (evenings, weekends and bank holidays).? *Please answer Yes or No*

Yes	No

**E. Your appointment.**

**1. How helpful do you find the Receptionists at the Surgery?** *Please tick the box that applies.*

Very helpful	
Fairly helpful	
Not very helpful	
Not at all helpful	

**2. We are aware that sometimes patients experience a delay to see the doctor or nurse. How close to the time of the appointment did you see the doctor or nurse on your last visit?** *Please tick the box that applies*

No delay	
Very close (within 10 minutes)	
Fairly close (within 30 minutes)	
Not very close (within 45 minutes)	
Not at all close (within an hour)	

**F. Seeing the Doctor you prefer**

**1. Is there a Doctor you prefer to see at the surgery?** *Please answer **Yes** or **No***

<b>Yes</b>	<b>No</b>

**2. How often do you see the Doctor you prefer?** *Please tick the box that applies.*

Always or most of the time	
A lot of the time	
Some of the time	
Never or almost never	
Not tried at this surgery	

**3. If you are unable to make an appointment with the Doctor you prefer, how easy is it to get an appointment with another Doctor of your choice?**

Very easy	
Fairly easy	
Neither easy nor difficult	
Difficult	
Not tried at this surgery	

**G. Overall quality of services at Chineham Medical Practice. How would you rate the quality of services overall?** *Please tick the box that applies.*

Does not meet expectations	
Meets expectations	
Better than expected	
Exceeds expectations	

## H. Some questions about you

The following questions will help us to see how experiences vary between different groups of people who are registered at the surgery. We will keep your answers completely confidential.

### 1. Are you male or female?

*Please tick the box that applies*

Male	Female
<input type="checkbox"/>	<input type="checkbox"/>

### 2. Please tell us which age group you are in.

<b>Under 16 years</b>	<input type="checkbox"/>	<b>55 – 64 years</b>	<input type="checkbox"/>
<b>17 – 24 years</b>	<input type="checkbox"/>	<b>65 – 74 years</b>	<input type="checkbox"/>
<b>25 – 34 years</b>	<input type="checkbox"/>	<b>75 – 84 years</b>	<input type="checkbox"/>
<b>35 – 44 years</b>	<input type="checkbox"/>	<b>85 years and over</b>	<input type="checkbox"/>
<b>45 – 54 years</b>	<input type="checkbox"/>		

### I. Additional comments or suggestions for improvement. Please add any comments in the box below.

This patient survey has been designed and conducted by the Chineham Patients Reference Group on behalf of the surgery. As well as electronic communications we meet regularly at the surgery with Practice representatives to discuss ideas for improving the services for patients. Involvement provides an interesting insight into how the surgery operates. If you would like to help us make a difference, please enquire at Reception or visit the Chineham Medical Practice website:

<http://www.chinehamsurgery.co.uk> or email us at [chinehamppg@hotmail.co.uk](mailto:chinehamppg@hotmail.co.uk).

We welcome your feedback.

**Please return your completed survey form by email to [karen.nicholls@nhs.net](mailto:karen.nicholls@nhs.net) or hand in at the reception at Chineham Medical Practice as soon as possible.**

**Thank you for your participation.**

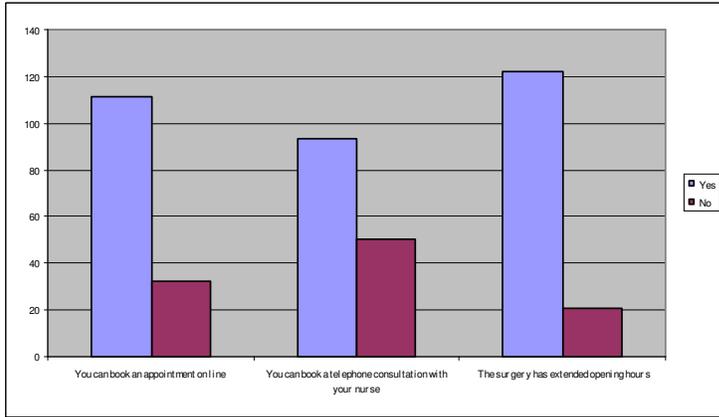
**APPENDIX 4 SUMMARY OF FEEDBACK TO SECTION A - G**

**1. Summary of Findings Sections A - G.**

Comparing actual responses the following summary information is noted.

**Section A Appointments at the Surgery (n=143)**

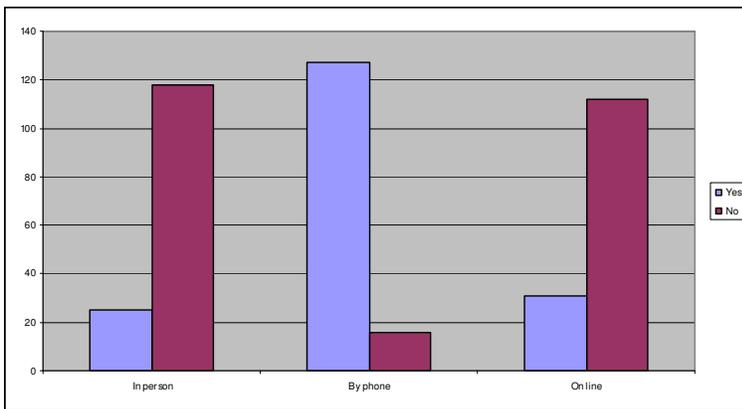
**Figure 1: Questions 1 – 3 Were you aware that...**



	Yes	No	% Yes	% No
You can book an appointment on line	111	32	77.6%	22.4%
You can book a telephone consultation with your nurse	93	50	65.0%	35.0%
The surgery has extended opening hours	122	21	85.3%	14.7%

**Table 1: Questions 1 – 3  
Were you aware that...**

**Figure 2: Question 4: How do you normally book appointments to see the doctor or nurse?**

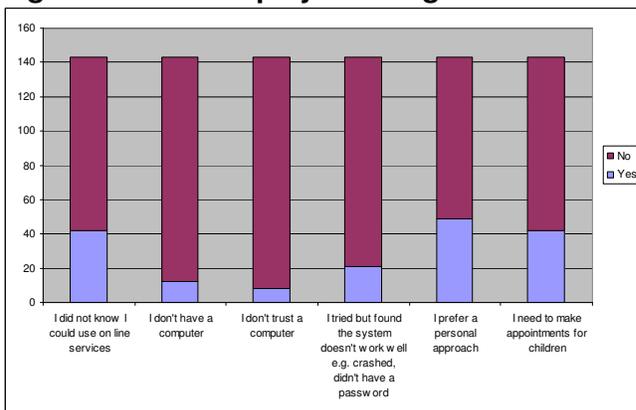


	Yes	No	% Yes	% No
In person	25	118	17.48%	82.5%
By phone	127	16	88.81%	11.2%
On line	31	112	21.68%	78.3%

**Table 2: How do you normally book appointments to see the doctor or nurse?**

**Section B: Accessing services via the internet (n = 143)**

**Figure 3: what stops you using on line services?**

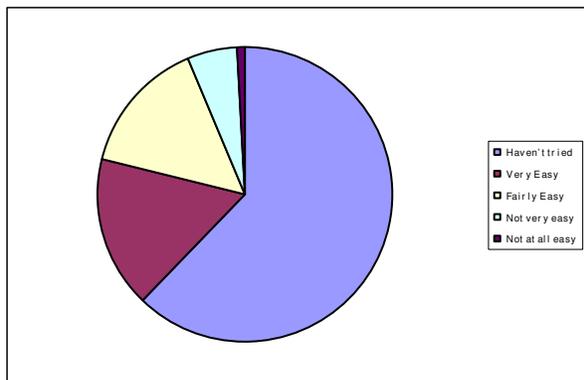


**Table 3: Accessing services via the internet - what stops you?**

	Yes	No	% Yes	% No
I did not know I could use on line services	42	101	29.4%	70.6%
I don't have a computer	12	131	8.4%	91.6%
I don't trust a computer	8	135	5.6%	94.4%
I tried but found the system doesn't work well e.g. crashed, didn't have a password	21	122	14.7%	85.3%
I prefer a personal approach	49	94	34.3%	65.7%
I need to make appointments for children	42	101	29.4%	70.6%

**Section C Getting through on the telephone (n=143)**

**Figure 4: In the past 6 months how easy have you found speaking to a nurse on the phone?**

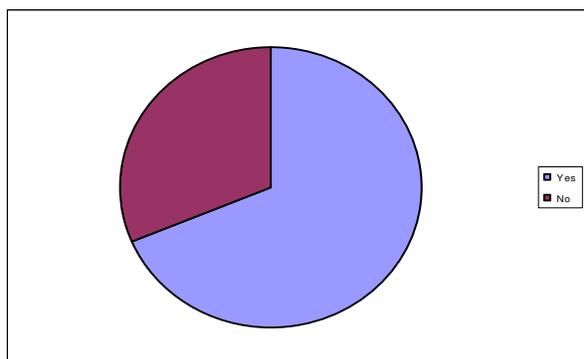


**Table 4: In the past 6 months how easy have you found speaking to a nurse on the phone**

		%
Haven't tried	89	62.24%
Very Easy	24	16.78%
Fairly Easy	21	14.69%
Not very easy	8	5.59%
Not at all easy	1	0.70%

**Section D Opening Hours (n=143)**

**Figure 5: Are you aware of the Out of Hours arrangements for seeing a doctor?**

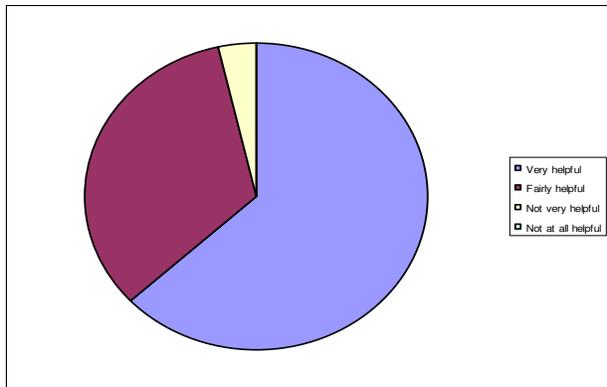


**Table 5: Are you aware of the Out of Hours arrangements for seeing a doctor?**

		%
Yes	98	68.5%
No	45	31.5%

**Section E Your appointment (n = 143)**

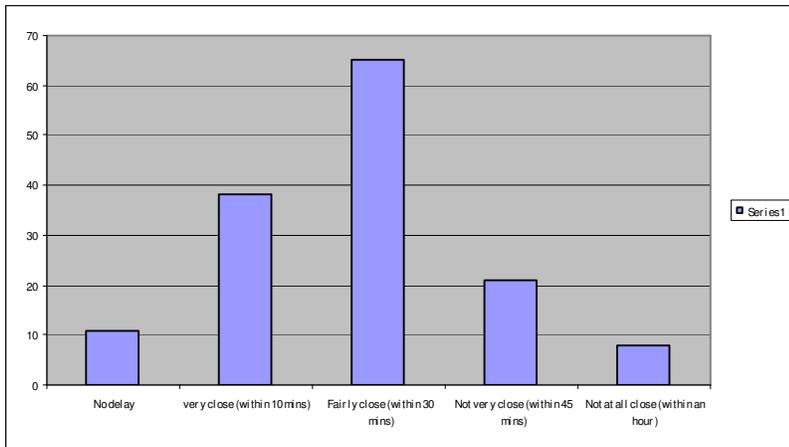
**Figure 6: How helpful do you find the receptionists at the surgery?**



**Table 6: How helpful are receptionists**

Very helpful	90	62.9%
Fairly helpful	48	33.6%
Not very helpful	5	3.5%
Not at all helpful	0	0.0%

**Figure 7: How close to the time of your appointment did you see the doctor or nurse at your last visit?**

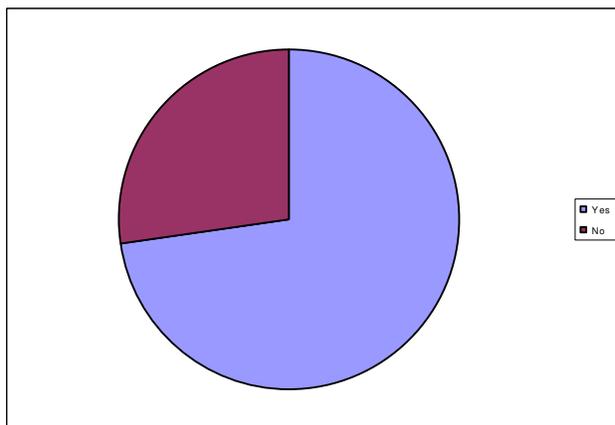


No delay	11	7.7%
very close (within 10 mins)	38	26.6%
Fairly close (within 30 mins)	65	45.5%
Not very close (within 45 mins)	21	14.7%
Not at all close (within an hour)	8	5.59%

**Table 7: How close to the time of your appointment did you see the doctor or nurse at your last visit?**

**Section F Seeing the Doctor you prefer (n=143)**

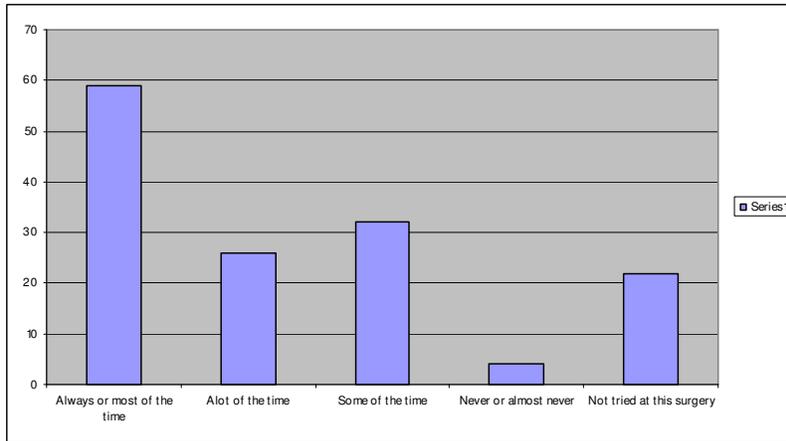
**Figure 8: Is there a particular Doctor you prefer?**



**Table 8: Doctor you prefer**

Yes	104	72.7%
No	39	27.3%

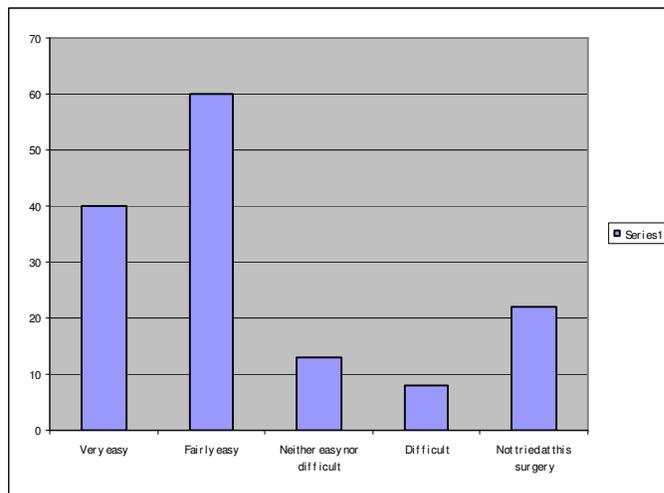
**Figure 9: How often do you see the Doctor you prefer?**



Always or most of the time	59	41.3%
A lot of the time	26	18.2%
Some of the time	32	22.4%
Never or almost never	4	2.8%
Not tried at this surgery	22	15.4%

**Table 9: How often do you see the Doctor you prefer?**

**Figure 10: If you are unable to make an appointment with the Doctor you prefer, how easy is it to get an appointment with another Doctor of your choice**

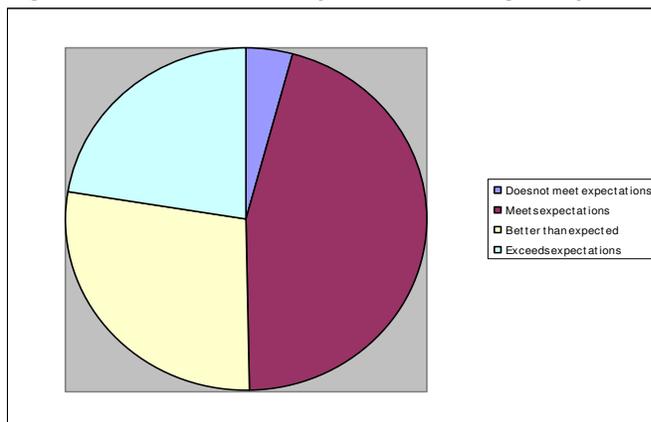


Very easy	40	28.0%
Fairly easy	60	42.0%
Neither easy nor difficult	13	9.1%
Difficult	8	5.6%
Not tried at this surgery	22	15.4%

**Table 10: If you are unable to make an appointment with the Doctor you prefer, how easy is it to get an appointment with another Doctor of your choice**

**Section G. Overall quality of services at Chineham Medical Practice (n=143)**

**Figure 11: How would you rate the quality of services overall?**



Does not meet expectations	6	4.2%
Meets expectations	65	45.5%
Better than expected	40	28.0%
Exceeds expectations	32	22.4%

**Table 11: How would you rate**

the quality of services overall?

Comments received: (n=143)

Figure 12: Number of individuals who commented

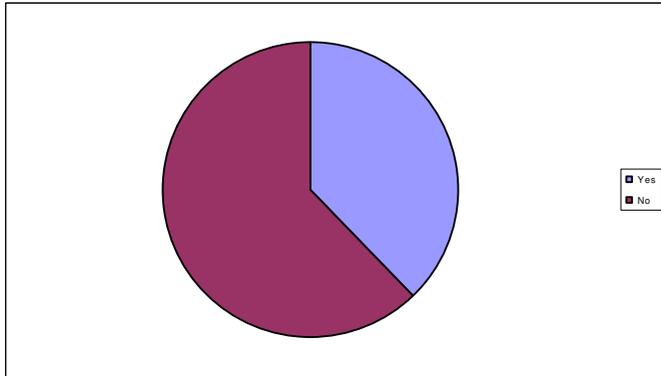


Table 12 `Comments received

Yes	54	37.8%
No	89	62.2%

## APPENDIX 5: SECTION I COMMENT THEMES:

Themes are recorded by order of frequency (transcribed for responses)

### 1 Compliments and general comment x 17

- Great service so far!
- Great service from Doctors and staff
- All my needs are met
- The services provided at Chineham Surgery is very good - best I have experienced
- Doctors all have been fantastic
- Find all staff very helpful
- I have always had a very good service from the surgery - from receptionist, GPs, Nurses. All give you time and are always respectful and polite
- I'm always been very happy with the service provided at Chineham Medical Practice for my wife, daughter and myself. I think you should commend yourselves on providing a high level of patient care
- Positive
- Just had a baby so used surgery more than I used to - excellent service and seen Dr whenever I needed and Midwife - although had to wait (which I expected)
- I think we are very well served by this practice and find they communicate well within the team. They all focus on individual patients with awareness of their circumstances, home, family etc
- Since moving to Chineham Surgery I have felt completely happy with the service they provide. I am very grateful for all that is done for me and would like to thank everyone concerned.
- As I work at the Hampshire Clinic I make contact with a lot of GP surgeries. 99% are unhelpful but Chineham is totally the exception. I also hear of a lot of people who cannot get appointments with a GP for weeks, some even have to ring in the mornings for appointments for cancellation to try to get in sooner. I have never ever had a problem at Chineham. The staff are always helpful, polite and I never have problems making an appointment - ever!! Well done.
- Chineham surgery is one of the best. Very pleased to live in Chineham
- Very happy with the service thank you
- Excellent service much better than other areas
- You're doing OK

### 2. Information and communication x 14

- It is good that I can leave repeat prescriptions with the pharmacy rather than come to the surgery
- Easier to pick up the phone than wait for PC to boot up!
- If I see doctors other than my own preferred choice I have found them OK, I just prefer not to have to go into my background each time. I believe this to be the usual response to others thoughts. I appreciate doctors are busy and not always working when I need them!
- Information on booking on line would be very useful
- Providing as much info on waiting times would stop for each doctor would be most helpful
- Why has the clock been removed? Is it due to delayed appointments. It would be good to have a clock in the waiting room again.
- A clock in the waiting area please
- I would like to know about booking appointments on line. Also about seeing a doctor out-of-hours. Thank you
- Text reminder the day before appointment
- Have to speak to any GP to be told that you need to speak to the GP you need to speak to in the first place FRUSTRATING!!
- Answer phone service to leave messages if line is busy so that someone can call back
- More communications on opening hours and other details i.e. booking on line apts on your rolling LCD presentation
- The difficulty with getting the telephone answered for repeat prescriptions / making appointments / getting advice is a recent one - maybe due to having more houses built locally.

- I have used the telephone service to speak to a Dr this I find excellent particularly for repeat medical prescriptions

### **3. Making appointments x 13**

- It is nearly always possible to get an appointment on the same day, but some people from other surgeries have to wait for days
- Always impressed that it is possible to get emergency appointments on the day if needed
- Often very difficult to see a doctor on the same day and sometimes even the next day
- Whether more appointments or more doctors are required for the large catchment area of the surgery. Too many patients and not enough doctors
- One very big addition to your good service would be to have a way for patients to make appointments 6 weeks hence (for repeat appointments)
- Ability to make double appointments
- Often difficult to get an appointment
- I prefer to see my own doctor who is already aware of my background / circumstances. I sometimes need to wait a week to be able to do this lately.
- I really like that I can book appointments in advance. I know some surgeries don't allow this. Please keep it!
- Sometimes ask for a female and no problems
- I find it is still difficult to get appointments quickly around my work. Often the extended hours appointments are taken and nurse appointments don't come up in these times as well as doctors.
- I have private health insurance and if I ask to be referred to a specialist I would love to be referred and not talked out of it or denied it
- Week end bank holiday opening

### **4. Manner and attitude x 13**

#### **Positive x 7:**

- I find your reception staff extremely helpful
- The doctors are approachable and I never feel rushed through my appointments
- The staff are very friendly and very approachable.
- I find the doctors very helpful
- I am never made to feel I am a nuisance and I am really looked after. The receptionists are very friendly and helpful.
- Thank you for being cheerful, even when over worked and stressed!
- Dr XXX was an excellent doctor - thorough, understanding, straight forward and compassionate

#### **Negative x 5:**

- Telephone staff have been rude on several occasions
- Receptionist was rude when trying to arrange a call back suggest by my doctor
- Some reception staff often are unfriendly and sometimes rude
- Receptionist are quite stroppy if you need to speak to a particular doctor urgently.
- Those nurses at reception do not look and sound welcoming at all. They always have a frown on their faces when you approach them as if they do not want to be bothered

#### **Both Positive and Negative x 1**

- Front desk do not make it easy at times but doctors and XXX have been very good to me

### **5. Waiting time x 12**

- My only complaint is sometimes you are kept waiting too long to be seen by the Doctor you have the appointment with. I know its not their fault but maybe when you arrive you could tell patients roughly how long the waiting time will be
- I visit the practice about once a year on average it would help if each doctor had an indicator on the main reception screen giving approximate delay time so patients waiting have some idea on how long they have to wait
- Waiting times for appointments are often unacceptable and needs to be addressed.

- I've never had an appointment that is on time. My last appointment was 8.15 and the doctor turned up at 8.20.
- Very good service apart from running late often
- Waiting time needs to improve as having a baby in tow is not easy i.e. feeding, changing etc
- Reduce running late of doctors
- Very rarely get seen on time
- I sometimes find that getting quick appointments run longer due to waiting times
- The previous appointment was an hour late. You text to say you have an appointment. Why not text to say you are running late?
- Every time I come to the doctors either for myself or when I bring my father there is a long wait. I think it would be better to allow a little longer for each appointment
- Try to have fewer delays! (every appoint. In last several months has been late)

#### **6. On line service x 10**

- I have been unable to register on the computer so I can request appointments from home.
- I don't have any problems at the moment thanks Karen. Just a note regarding the on line approach. I have not had any problems (so have left the boxes empty)
- Some way of booking appointments for children
- Book nursing appointments (flu jabs etc) online similar to doctors appointments
- It would be helpful if you could book appointments with the nurse on line
- It would be useful to be able to book appointments on line for children (under my log on)
- On line worked well
- Have had difficulties with on line system since recent changes to log on
- On line registration for children please
- Automatically give a password for online booking of appointments

#### **7. Other and Parking x 4**

- Rarely ill so just tend to phone when I need an appointment
- More books / toys for children to cope with delays
- More parking, bigger spaces
- Only a niggle but parking is sometimes tricky as there are not many spaces for visitors, especially when the waiting room is full

**APPENDIX 6: EMAIL INVITE TO FOCUS GROUP MEETING 16 February 2013**

## *The Chineham Medical Practice*

Reading Road, Chineham, Basingstoke. RG24 8ND  
Tel: 01256 479244 Fax: 01256 814190

4 February 2013

Dear PRG Member

**Invite to special meeting Saturday 16 February 2013 10.30 - 11.30 am**

We are grateful to all the PRG members who were able to complete and return the recent survey. The responses have given us valuable insight into how our patients feel our practice is working.

Now that we have completed the survey, we would like to discuss the results and what we could do to improve the areas that people have highlighted

We would like to invite you to a special meeting at Chineham Medical Practice on Saturday 16 February 2013, 10.30 - 11.30. The meeting will take place in the reception area. As well as receiving feedback on the results of the survey, there will be an opportunity to discuss your ideas about how we make our service even better.

If you are able to attend please confirm to Karen Nicholls either by emailing [karen.nicholls@nhs.net](mailto:karen.nicholls@nhs.net) or telephoning 01256 479244 by Monday 9 February 2013.

We look forward to seeing you

Kind regards

Dr C De Mars

## **APPENDIX 7: FEEDBACK FROM FOCUS GROUP MEETING**

### **Notes of Chineham Medical Practice PRG Meeting Saturday February 16<sup>th</sup> 2013, 10:30 – 11:30**

#### **Attendees:**

Dr Catherine De Mars (Patient Participation lead)  
Mrs KA (PRG/PPG)  
Mr IJ (PRG / PPG)  
Mr MH (PRG / PPG)  
Mr PP (PRG)  
Mr KH (PRG)  
Mr HA (Tony PRG)

Apologies Moira Clark, Practice Manager

#### **1. Welcome and introductions**

Dr De Mars welcomed attendees and thanked them for making time to attend.

#### **2. Purpose of the meeting**

Dr De Mars explained that the Practice had received some useful feedback and insights from the 143 patients who responded to the survey. She explained this special meeting involving members of the Patient Reference Group was to share the feedback and get ideas on what the Practice could do to make the service event better. Dr De Mars went on to give a brief profile of the Practice.

The group were reminded that the practice has been serving the community since the early 1980's. There were now 11 doctors altogether that have a range of experience and specialist expertise. In a typical week when all the doctors and nurses were present they can offer a total of 984 appointments. Around 3% of appointments are lost when people do not attend appointments they have booked.

In relation to the context of the recent survey, the group were informed that after receiving feedback from the patients in 2012 the Practice team have worked on improving the reception service, on line services and providing people with information. Although some areas of the practice building refurbished, despite the efforts of the Practice and the PRG the one thing the practice had not been able to change was the parking space. It was noted that although this is sometimes a problem for people efforts to do something about it have not provided a solution except for some reciprocal arrangements with the adjacent church when the building was not in use. Various comments were made by PRG representatives present including being unaware that patients could use the adjacent church car park and vice versa; that people these days did not seem keen to walk; and the road outside could be used if needed. One PRG person stated that the church car park also cannot cope with the volume of cars. A PRG representative also commented that he would rather the Practice invested in services than a car park

#### **3. Feedback on the survey**

A summary handout was given to those present. The design of the survey and the differences in the responses between 2012 and 2013 were briefly explained. In the discussion that followed the main points were noted:

- One PRG person remarked that the practice had “improved out of sight” in the 15 years he had been a resident and patient at Chineham. He noted especially the overall

improvement of the reception staff and stated it was his main reason for making time to attend the meeting.

- On waiting times, one person commented that he had once waited 1 hour and said “it happens”. There was a general view that people would prefer to have problems sorted themselves and accepted that although it was inconvenient to be delayed this was tolerable. The desire to have more information about waiting times was also mentioned.

The group went on to consider the themes recorded in comments. The following points general were made:

- that the screen in the patient waiting area was very helpful, but sometimes pages changed too quickly and contained too much text to read in the time available
- the idea of an automated reception system that would be able to take messages.
- the importance of the “personal touch” of phoning in to make appointments rather than online services.
- the suggestion that people telephoned rather than used online because of the “interaction” required over the telephone sometimes and it was also cheaper for the Practice for patients to call in rather than doctors having to call patients.
- it was mentioned that the surgery is shortly moving to a new software package that may make it possible to make appointments for children online, an issue raised in comments and also to improve the process for repeat prescriptions.
- the quality of service was considered more important than waiting times.
- One person commented that he would rather doctors spent their time of sorting out patients rather than “time keeping”. He doesn’t want doctors put under more unnecessary pressure.
- It was suggested that using the local magazine was an effective method of communicating with people specifically about booking double appointments. It was agreed this was a useful media and confirmed that both the Chineham Chat and Basinga have been used to publicize information.
- the additional use of the local Bramley magazine was also raised and agreed that local magazines need to be identified and contacted.
- the physical appearance of the reception desk is quite imposing.

The group then entered into a general discussion

- the question as to why patients cannot e-mail a doctor directly was raised. One person gave the recent example of e-mailing a doctor directly with scan results following an appointment at a private hospital. Dr De Mars indicated she was unaware of the particular circumstances and offered to look into the situation. She explained the general reasons why this would not be practical. In particular there was no robust system for this or for prioritization. With the doctors current workload the practicalities would also be a factor. Other issues such as patient confidentiality and the encryption/security in place were also mentioned.
- It was suggested that instead of e-mailing doctors directly, a generic e-mail for the surgery that patients could use for specific matters, such as blood test results or scan results etc. could be considered. Dr De Mars agreed to feedback this suggestion.
- One person commented that the biggest practice weakness is around same day appointments. Dr De Mars acknowledged the comment and confirmed that a new system was being trialled from 1<sup>st</sup> March where a Doctor will specifically receive calls and speak to everyone requesting a same day appointment to ensure people received an appropriate response.
- One person expressed concern that the practice staff seemed to be heading the “part time” route with most Doctors only work part time. Dr De Mars explained that this was

more common as most Doctors do other things such as training and teaching. It was noted that current GPs tended to have a different career path to those in the past. It was noted that employment law etc have also changed working hours.

- One person requested improvements to the website with more practice news although another participant mentioned he had never seen the website.
- One person mentioned that to be more effective in terms of protecting people's anonymity a "survey monkey" could be considered. This led to a discussion about anonymity. It was also suggested that the style of questions could be improved to allow people to record their opinions more freely. Anonymity was considered a higher priority. Dr De Mars reassured those present that their feedback was being treated confidentially
- A comment was made about continual reference to "the Night Owl pharmacy" which had been taken over by Lloyds sometime ago. This point will be feedback to the Practice.

In conclusion the main themes from discussions appeared to be:

- Comments about positive experience
- Access to appointments including maintaining a balance between waiting times for appointments and quality of service
- Improving information and communication during attendances at the Practice as well as keeping people informed of changes and making sure information was up to date
- Helping people to manage their own health by using technology and improving on line services to communicate as well as website development
- Improving the survey in future to strengthen anonymity in particular

Concerning next steps the group was informed that their feedback would be used to help design the action plan for the Practice for the coming year which would be circulated to the PRG membership within two weeks. Their input would be included in a report that would be available on the Practice website before the end of March.

Dr De Mars closed the meeting at 11.30 expressing thanks and appreciation to all involved.

**APPENDIX 8: EMAIL REQUEST FOR PRG ACTION PLANNING INPUT (on Practice headed paper)**

## *The Chineham Medical Practice*

Reading Road, Chineham, Basingstoke. RG24 8ND  
Tel: 01256 479244 Fax: 01256 814190

4 March 2012

Dear Patient Reference Group Member

Thank you to everyone who has been able to contribute and comment on our recent survey. We are also grateful to people who were able to attend the meeting on Saturday 16 February. For those who were unable to join us there are two documents attached:

- The summary of the survey feedback discussed at the meeting
- The notes of the discussions we had on 16 February

The next stage of the survey process requires the Practice to ask PRG members for their input to an action plan to address the real priorities. We have drawn up the attached draft action plan based on the feedback we have received so far to start the process.

I should be most grateful if you would take a look at the information provided and submit any suggestions you have for actions we should consider to help improve your experience.

We are meeting on Monday 11 March with some patient members of the PRG to develop the action plan so it would be ideal if you could send in your comments before 4pm on Monday 11 March.

Once we have agreed the action plan this will be circulated to you all and published on our website.

Kind regards

Dr C De Mars

For attachments mentioned above please refer to Appendices 5 and 7 and attached:



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