

The Chineham Medical Practice
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PATIENT PARTICIPATION SURVEY
March 2012

Response to Survey and Comments

Thank you to everyone who took part in our recent survey organised by the Chineham Medical Practice Patient Participation Group (PPG). The feedback given has now been analysed. All members of the Practice team have seen the results of the survey, including the individual comments made by patients.

Overall, the team at The Chineham Medical Practice have been extremely encouraged with the feedback we have received. It is heartening to receive such positive comments, from patients who have been registered with the Practice for some time, and from newer patients, who have registered recently and commented favourably on our efficiency.

Even so, we recognise there are opportunities for improvement and so take seriously the suggestions and adverse comments that have been made. We hope the following response to your feedback informs you about what we plan to do as a result of your comments.

OUR PRIORITY REMAINS THE CARE AND WELL-BEING OF OUR PATIENTS

- 1) 54 comments mentioned difficulty in **Parking**. We regret there are times when there are not enough spaces available in the car park. Our surgery car park extends to the very edge of the land that we own, and the surrounding trees are owned by Hampshire County Council and are protected. Unlike a lot of other Surgeries we are fortunate that patients can park on the main road nearby, or make use of Christchurch car park, if it is available. Many local practices have no free car parking at all. We do have serious concerns about cars parking on the pavement at the entrance to the surgery, as this is very unsafe for the elderly, young mums, and people with disabilities, who are forced to walk on the road.

Action: We have asked our Patient Participation Group to assist us in getting the parking arrangements properly assessed, and if necessary to ask the council to mark the entrance road with yellow lines. We will also look to make best use of the available car parking spaces by staggering clinic times.

- 2) 32 comments were about the negative attitude of our **Receptionists**. We are aware that this has been an issue for some people. To support patients to feel more welcome and listened to we have already started providing regular in-house training on communication skills and telephone techniques.

Action: We still recognise that **there is more work to be done and this training programme will continue.**

Some comments mentioned that the Receptionists appeared quite stressed and busy.

Action: We hope to improve this by doing more work to review our systems and telephone arrangements to see if we can reduce the pressure. We would encourage online booking of appointments where possible, as this will reduce pressure on reception and enable staff to spend more time with patients at the desk.

- 3) A few people commented about the availability of appointments with Doctors and Nurses. Although this has always been a priority for the Practice not everyone seemed aware of the arrangements available.

Action: We have agreed with our PPG that we need to raise awareness about when appointments are available:

3.1 Routine Services Monday – Friday:

- Each day we are open from 0800 – 18.30.
- Every day we offer up to a maximum of 10 Doctors surgeries, 2 Nurse clinics, and one Health Care Assistant/Phlebotomy clinic which caters mainly for patients needing to have blood taken.
- Appointments can be made either in advance or on the day, in the morning and afternoon. Patients may have to wait slightly longer to see a Doctor of their choice.

Other opportunities in addition to routine surgeries

- We hold an **emergency surgery** every morning from 11.30 for patients with urgent medical problems that cannot wait until the next routine appointment. It involves all the Doctors in surgery that morning. Any patient with an urgent problem who phones in the morning should be able to access an appointment that day, but cannot guarantee which GP they will be seen by.
- We hold a **telephone surgery from 11.00 to 12.30** each weekday morning, which the Doctors undertake by rota. This often helps assess whether patients need to be seen face-to-face or need a home visit. Prescription queries, discussion of test results, and other general queries can also be dealt with in this way, to reduce the need for patients to take time off work.
- **Nurses** run a **telephone clinic** every day, which is generally for Travel Advice, queries on long term conditions such as Diabetes or Asthma, and anything else within the Nurses remit.
- **Afternoon surgeries** are generally for routine appointments and we hold a small number of emergency appointments to cater for patients who need to be seen that day. These are for problems that have arisen during that day which cannot wait until the following day.

3.2 Extended hours surgeries :

- **Every Monday** evening 6.30 – 7.30 p.m.
- **Alternate Tuesdays** 6.30 – 7.30 p.m., usually the 1st and 3rd of the month
- **Alternate Saturdays** 8.30 – 10.00 usually on the 1st and 3rd of the month, but these are occasionally subject to change.

As directed by the Department of Health, these surgeries are for routine appointments only, and we have no control over this. The original idea was to make it easier for those patients who find it difficult to book appointments during working hours. In reality any patient can access these appointments if they choose. There are currently no nurse appointments, and we are unable to take blood or do minor surgery during these sessions. **Please note:** Whilst there is **no** facility for booking urgent appointments on Saturdays, our Reception and telephone lines are open from 8.30 to 10.00 a.m. for ordering prescriptions, making appointments, or other routine queries such as cancelling appointments you are not able to keep or wish to change.

3.3 Online appointments and access to services: The comments made it clear this is a popular and practical facility. We intend to publicise this more as some patients comments suggest. Routine GP appointments are available but not special clinics such as minor surgery, coil fitting, or antenatal appointments, which may involve different staff or different appointment lengths. Unfortunately, we cannot currently extend the option to make access to children's appointments as there are restrictions around confidentiality for teenagers.

Our systems do send text reminders for appointments booked more than two days in advance. If you don't currently receive these but would like to, please give your mobile phone number to reception.

We also plan to introduce other features such as on line access to medical records, facility to book Nurse appointments and telephone appointments once we are convinced the current arrangement is working effectively.

At present, our current technology does not allow for other time saving facilities, such as payments on-line, or reminders about appointments etc. but these may well be developed in due course.

As a Practice, we often request to pilot new software at an early stage as we recognise how beneficial this can be for the Patients and the Practice. Although we are not yet able to use **real time messages** on our waiting room screen, say, for example when a Doctor's surgery is running late, we expect this as a future development.

Waiting times for appointments: We recognise time is precious for our patients and this is an area we know we need to improve on. Of course there are occasions when Doctors have to deal with genuine emergencies in the surgery and we aim to handle these situations as efficiently as possible.

The general consensus amongst the Doctors is that they really wish to give patients the time needed to discuss the problems, at the same time as trying to avoid inconveniencing other patients.

Action: Whilst not wanting to compromise the personal service, we will be making it a priority that waiting patients are fully informed about delays. We do ask patients to bear in mind that appointments are for ten minutes, and there is a limit to what can be addressed in that time. If patients are seriously unwell, for example chest pain or severe breathing difficulties, a whole surgery may be affected whilst the emergency is attended to, but we feel sure

that patients would expect nothing less if they or their family were ever in that position.

4) **Response to general comments:**

- Any patients needing **transport** to the surgery can contact the local "Neighbourcare" service on 01256 332424.
- Patients have requested that they receive **test results** directly from Doctors and Nurses only. Unfortunately this is not feasible due to time and workload pressures. Receptionists only give out the message that the GP has written on the result, and, if there is any query beyond this, the patient can be given a telephone appointment to speak to the Doctor direct on the next mornings telephone surgery.
- We have received requests to provide other Community services such as **Dieticians, Foot care, or Physiotherapy**. At present our restricted accommodation and the contracting process prevents this. However, this is being considered in discussions in the new local Clinical Commissioning Group and may be set up in other nearby locations.
- There have been a few comments to say that the surgery does not always look clean, and that the front door is sometimes difficult to open. We are regularly inspected for **Disability needs, Infection Control, and Health and Safety**, and have passed these inspections. Our surgery is cleaned daily for the equivalent of 4 hours. We have recently had new easy to clean flooring fitted in our Consulting rooms. The facilities will soon be inspected by the Care Quality Commission in line with other Healthcare providers which will identify whether we need to improve other areas

5) **And finally....Out of hours arrangements and other Healthcare providers:**

About a third of people (176) involved in the survey were unaware how to contact services out of hours. This information is posted on **our website**, on the **waiting room screens**, in our Practice leaflets, and recorded on our **ansaphone** message.

Hantsdoc are available out of hours and at weekends. In the future that number may change, and in case of difficulty, it is worth checking on our ansaphone (01256 479244) that the number you are using is correct.

Community Pharmacies can also offer advice

The **Walk-in Clinic** at the hospital is open from 8am until 8pm every day including weekends. They can also provide emergency dental appointments. Any patient can be seen regardless of whether they are registered or unregistered.

Accident and Emergency department at the hospital is available for life threatening or urgent medical problems and accidents that require immediate treatment.

We hope that this information has been useful, and we can reassure patients that we are trying to improve our communication to keep patients up-to-date with developments in the Practice

We remain committed to providing the best quality care we can for our patients. To help us do this, we will continue to use patient experience surveys to give patients the opportunity to have a real say in the services that are provided at the Chineham Medical Practice.

Thank you