

LANGTON MEDICAL GROUP

PATIENT SERVICES QUESTIONNAIRE REPORT MARCH 2015

Dear patients

Thank you to all the 244 patients who completed our Patient Services Questionnaire on-line and the 29 patients who completed the paper copies which were available at the reception desks of our two surgeries.

We appreciate your time and your feedback on our services. Thank you.

Set out below is a break-down of the responses to the specific questions and also the main themes of comments we received, with our responses.

Q1 In the summer of 2014 we introduced early afternoon surgeries at our Lichfield surgery, do you think this has made it easier to book an appointment at a time that suits you? Please click/tick one answer.

Yes: 45.15% (107) of the on-line responders and 15 of the patients who used the hard copy questionnaires

No: 18.99% (45) of the on-line responders and 7 of the patients who used the hard copy questionnaires

Don't know: 35.86% (85) of the on-line responders and 6 of the patients who used the hard copy questionnaires

Practice Comment

The majority of people who responded thought that the early afternoon surgeries have made it easier to book an appointment at a time that suits them.

Q2 How do you normally book your appointment at the practice? Please click/tick all boxes that apply.

In person at the surgery 9.58% (23) of the on-line responders and 17 of the patients who used the hard copy questionnaires

By telephone 73.75% (177) of the on-line responders and 21 of the patients who used the hard copy questionnaires

On-line 16.67% (40) of the on-line responders and 4 of the patients who used the hard copy questionnaires

Practice Comment

It is interesting that the vast majority of on-line respondents book their appointments by telephone. We would like to encourage more patients to book their appointments on-line.

Q3 Are you aware that the Lichfield surgery is open after 6.30pm on a Tuesday evening? Please click/tick one answer.

Yes 34.73% (83) of the on-line responders and 12 of the patients who used the hard copy questionnaires

No 65.27% (156) of the on-line responders and 17 of the patients who used the hard copy questionnaires

Practice Comment

It is disappointing that such a large proportion of the respondents do not know that we are open late on a Tuesday evening. It is on our website that we are open until 8pm on Tuesday evenings however we will take action to raise general awareness of this.

Q4 Last time you saw a doctor or nurse did he/she give you enough time? Please click/tick one answer.

Yes 95.36% (226) of the on-line responders and all 29 of the patients who used the hard copy questionnaires

No 4.64% (11) of the on-line responders and none of the patients who used the hard copy questionnaires

Practice Comment

We are very pleased that the majority of patients felt they were given enough time in their appointments

Q5 Last time you saw a doctor or nurse did he/she listen to you? Please click/tick one answer.

Yes 97.06% (231) of the on-line responders and all 29 of the patients who used the hard copy questionnaires

No 2.94% (7) of the on-line responders and none of the patients who used the hard copy questionnaires

Practice Comment

We are very pleased that the majority of patients felt they were listened to by the doctor or nurse

Q6 Last time you saw a doctor or nurse did he/she explain your results and/or treatment to you? Please tick click/one answer.

Yes 91.75 (178) of the on-line responders and 16XX 12 of the patients who used the hard copy questionnaires

No 8.25% (16) of the on-line responders and 1XX of the patients who used the hard copy questionnaires

Practice Comment

We are very pleased that the majority of patients felt the doctor or nurse explained their results and/or treatment.

Q7 Last time you saw a doctor or nurse did you have confidence in him/her? Please click/tick one answer.

Yes 95.43% (188) of the on-line responders and 14 X12X of the patients who used the hard copy questionnaires

No 4.57% (9) of the on-line responders and 3XX of the patients who used the hard copy questionnaires

Practice Comment

We are very pleased that the majority of patients have confidence in the doctors and nurses at the Practice.

Q8 When you visit our Practice website what areas do you look at?

Practice Comment

136 on-line responders answered this questions and x9x5 of the patients who used the hard copy questionnaires. Many responders xx said that they did not visit the website; and of the people who visit it most said that they visit our website for appointments, opening times, information about the partners and staff and contact information about the Practice.

From our records we can see that the most viewed pages of the Practice website are, in descending order:

- Relief Receptionist Required x2 (vacancy)
- Reception Manager (vacancy)
- Lichfield Surgery
- The Partners
- Whittington Surgery
- Appointments
- How Do I Register With The Practice?
- General Practitioners other than partners
- Complete our Patient Services Questionnaire 2014/2015 by 28th February
- Online Services – Repeat Prescriptions & Booking An Appointment

Q9 Is there information you would find useful on our Practice website or on paper that is not available currently?

Practice Comment

We will use the information that responders gave us in the FAQs (Frequently Asked Questions) section of our website and in paper information available in the surgery.

We received requests to book practice nurse appointments on line. The length of time needed for a practice nurses appointment varies depending on the reason for the appointment for example, a review for a diabetic patient will be longer than other appointments. So to avoid a short appointment being booked for something that will take a longer time we do not make practice nurse appointments available to book on-line.

Q10 Are there any other comments you would like to make?

Practice Comment

We received a large number of complements for all the Practice team in this section. We will share these comments with everyone here. Thank you.

Several people suggested that having longer surgeries at Whittington would be useful. We would like to extend the surgeries at Whittington however this is not possible within our current manpower and financial resources.

A number of comments were about difficulty telephoning the surgery and difficulty booking an appointment. We know that patients can wait a long time to have telephone calls answered so to try to answer the calls quicker we have increased the number of reception staff on for each shift from 2 to 3, however due to sickness and vacancies we have not always had 3 staff on a shift recently.

The length of time some callers wait to be answered may be because of the peak in calls at that time but is probably made worse by the queuing software on our aging telephone system. We will replace the telephone system in 2015, and expect that callers will not queue for such long periods. The new system will have a menu so the caller is directed to the correct desk rather than the majority of the calls coming to the appointments and general enquiries lines. Again we hope this will reduce the calls to the appointments line and so enable calls from patients trying to book appointments to be answered quicker.

We arrange the appointments so that we have routine appointments available for booking ahead of the appointment day which are released for booking at various times: some 4 weeks in advance, some 1 week in advance, some the day before and the remainder are released on the day so they are available for patients with urgent problems.

The Partners and managers have an extended business planning meeting twice a year and one of the issues for discussion this year will be the appointment system.

To make it easier for patients to book appointments we provide on-line booking for routine book ahead appointments, which removes the need to telephone the practice. If you are interested in using that facility please ask at reception for the information to register for it. As mentioned above in question 2, we would like more patients to book their appointments on-line and we will encourage this.

We review the balance between “book on day” and “book ahead” appointments at intervals, and we would love to be in a position to offer patients an appointment with the clinician of their choice on the date and time of choice. Unfortunately we are constrained by the national issue of poor investment in GP practices that means currently we do not have the resources to recruit more doctors to provide more appointments for our patients. However despite this we offer more appointments and telephone calls than the minimum required for the number of patients registered with the practice.

We have a new doctor starting in April this year to replace Dr Kharim who left in December. The new doctor, Dr Jon White is a very experienced GP who is relocating from Cheshire and will be with us for three days/week, and we are confident that his presence will improve our appointment availability. We thank our patients for bearing with us over the last three months.

Next Steps

As a result of this information and comments from patients the Practice believes that the three items below should be priorities for action:

1. Encouraging more patients to book appointments using the on-line facility; this will reduce the number of telephone calls to the surgery
2. Increasing patient awareness of our late surgeries on Tuesday evenings
3. Developing paper and website information about what patients have said they would find useful on the website

We would like members of our virtual PPG to let us know if they agree with these actions.

This can be done by:

***Using the “contact us” facility on the PPG page on the Practice website
E-mailing or writing to the Practice Manager, Deirdre Smouna. Her e-mail address is: deirdre.smouna@nhs.net***

If you would like to join our virtual PPG please follow the link on the PPG page of our Practice website to print off the PPG Interest Slip May 14, and send it to us. The PPG Interest Slips are available on the reception desks in both of our surgeries.

As mentioned above (under question 10) the Partners and managers will discuss the appointment system at the business meeting in spring 2015. We will include the difficulty that patients have accessing us in person and by telephone at 8 am. We are confident that the new telephone system will be beneficial because the menu system will enable calls to go

straight to an extension rather than clog up the appointments and general enquiries extensions. We hope to install the new system very soon, however currently the project is delayed for reasons outside of our control.