

LOCAL PATIENT PARTICIPATION REPORT – FEBRUARY 2014

The Patient Group (PG) (set up in January 2011) is now in its third year and continues to go from strength to strength. The PG at Nork Clinic has been very proactive and successful and has proved to be an excellent method of communication between the patients and the practice with positive suggestions and compliments from the PG members to strive to make it an even a better Practice. All meetings are minuted and put onto the Nork Clinic website (www.norkclinicbanstead.co.uk). Further meetings took place on the 13th May 2013, 5th August 2013, 2nd December 2013 and 24th February 2014 with PG members totalling 7. All meetings have been attended by one of the Nork GP Partners and the Practice Manager. We are always finding ways to attract new PG members. Dr Brian Kolbe, our Chairman has played an active role this year and is always keen for the PG to progress and move forward. We are hoping to set up specialist workshops for our patients to attend relating to common ailments eg back problems / diet etc. We feel this will be another way of attracting new members and to improve the age mix of our existing PG members.

A brief profile of the current members of the Group is outlined below:

Brian Kolbe:

Brian studied Organic and Industrial Chemistry both in the UK and USA. Started life in ICI as was then in the Technical Support area and moved to works development. Over many years, he spent time working both in the UK and overseas including Holland, Belgium, Spain, Switzerland, USA, Singapore and the Middle East. Responsibilities covered a wide spectrum both in Commerce and Technical. Most of his early years were within the Petrochemical Companies then in the Oil Industry both Crude Oil and Derivatives from Refining. Retired from full time responsibilities in 1992 and Brian set up a private partnership consultancy based in Houston USA for trouble shooting Crude Oil and Refined Products. That organisation is still active but he only has minor involvement today. He is a Director today of a Property Investment Company, a Pest Control Company, a local Tree Surgeon company and has a Consultancy for a Security Company. Brian has an on going interest in sports Medicine and indeed was a founder member of the Original "Citisport" organisation which became well known in the 1980's. Hobbies include Travel, Theatre, Music and Sport. He is a BAAB National Coach in Athletics and coach all levels male and female for long distance up to Marathon. His interest in sport also covers Tennis Squash and Rugby.

Joan Crowhurst :

Joan was a Senior Lecturer in Teacher Education until taking early retirement. She was a Councillor on Sutton Council from 1996-2006 and chaired various Committees, becoming an Executive Member responsible for working with the voluntary sector and Deputy Leader of the Council from 2003. Joan is a Governor of Carshalton College and Orchard Hill College, as well as of Cheam Park Farm Nursery and Infant School. She is a Trustee of Sutton Old People's Welfare (Sutton Lodge Day Centre) and of Fallen Angels, a drama workshop charity for older people.

Lynne Waller:

Lynne joined St Georges hospital in 1981 and spent 2 years in the anti natal dept. and medical records. She then moved to the cardiac department and worked as a ward receptionist for about 14 years. For the last 6 years at St Georges and she worked as a cardiac co-ordinator mainly for the day cases. In all Lynne worked at St Georges for 24 years and after leaving there she came to work for Nork Clinic as part

of the reception team for 3 years. Lynne has been a patient at the practice for over 12 years.

Elias Zakaria:

Elias is a Christian Catholic, born raised, educated and married in Iraq. He came in 1970 to the UK with his wife and three children to work in a bank owned by the Iraqi Government for four years. After four years, he left the bank and joined a British Petrochemical engineering company as chief accountant and later as a Finance Director until 1984. Since 1984 and until now, Elias runs a property company.

Colin Bridges:

Colin was born October 1937 in Surrey.

In the 1950's he was called up to do National service and joined the RAF where Colin trained to become a Cook. He was posted to various camps throughout the British Isles and eventually volunteered for travel to a base in Australia.

Colin firstly took a job being trained in all aspects of a grocer store, but eventually transferred to become a working apprentice as a painter and decorator.

Colin married in September 1963 and moved to Banstead where he has lived ever since. Colin has taken on many different working roles, most of which have been dealing with the general public, e.g. self-employed painter/decorator, insurance agent, bus conductor, London bus driver and ended up his working life being employed by London Transport in their PR Department; a role which involved dealing with complaints. Colin was unfortunately diagnosed with diabetes; firstly non-insulin but controlled with medicine and tablets, but because of decreased pancreatic function, he subsequently had to take insulin and now injects four times a day.

His hobbies and interests are reading, music over a wide-ranging area.

Deanna Morgan- Russell:

Deanna has been a patient at Nork Clinic for at least 43 years, originally living at Burgh Heath. Deanna lives with her beautiful German shepherd bitch, "Inge".

She taught piano & music theory initially, when she was encouraged to join the "family" business and finish teaching. Finally Deanna joined the Epsom St.Helier group of hospitals in late 90's doing admin, reception, telecoms, clerical, and medical records. She currently works night-shifts at St.Helier. She has many friends & associates at Epsom general, where she feels her heart belongs. She loves her work, and despite turning 70 last year, has absolutely no desire to retire, Enjoys the patient group committee. Usually always has something to say.

Vail Sale:

Vail and her family have been patients at the practice since 1962 and so have seen it through many changes. Vail is a speech and language therapist and works as a consultant for three schools. Her specialism is Autism and Autistic spectrum disorders. Vail started her own school for children with profound Autism and associated behavioural difficulties about 7 years ago.

The 2013/2014 Patient Survey Questionnaire was initially discussed with the PG members at the meeting held on the 5th August 2013 and also publicised on the Nork Clinic website. As we are now in the third year of the Patient Participation DES, the PG members were much more familiar with the process and the aim of the 2013/2014 Survey was to incorporate patient comments from the 2012/2013 Patient Survey. The practice manager explained steps 2- 6 of the PP DES and the PG members duly noted these.

To assist the members to consider what important issues needed to be included in this year's patient survey and priority areas, the practice manager circulated the 2012/2013 survey questions to the PG members prior to the meeting on 5th August

2013 in order to allow time for the PG members to go through the questions and suggestions for any changes/ additions.

Also at the 5th August 2013 meeting, PG members agreed to go through each individual question on the 2012/2013 Patient Survey Questionnaire. Amendments and additions to the 2012/13 patient questionnaire were in agreement by all PG members present at the meeting which derived the 2013/2014 Patient Survey Questionnaire. It was agreed that areas of clinical care, being able to book an appointment, getting through on the phone, booking emergency appointments, opening times and the quality of patient consultation should remain in the 2013/2014 Patient Survey Questionnaire. The PG members were informed that the practice survey would be finalised via email between members.

The PG members agreed the best way to locally canvas the practice population would be as per previous years survey, for patients to complete the patient survey after seeing the Doctor or Nurse. Surveys would also be made available at the reception desk, patient waiting room area and outside the Doctors room, with large banners displaying 'PATIENT SURVEY' to encourage patients to complete the questionnaires. The 2012-2013 survey had a positive uptake and in order to maintain this level of responses, it was agreed that members play an active role again by coming in to personally hand over the questionnaires to the patient to complete.

The main focus of the PG members was to ensure a good uptake of the Patient Survey Questionnaires and PG members made the following suggestions below:

- Put a table outside the doctor's room with Banners & Patient Survey Questionnaire with pens / clip boards for patients to complete. Historically patients who have taken the questionnaire away from the surgery have not returned them. There was a need to encourage patients to complete the questionnaire on the premises
- Continued input from the PG members needed to boost the patient response rate following the 2012/2013 Patient Survey Questionnaire improved uptake. Timetable to be agreed by PG members to come to the surgery to distribute the Patient Survey Questionnaire for 2013/2014.
- Have a longer period of time e.g. 2-3 months for the patient survey to run. October 2013 to January 2014 agreed.

The Patient Survey Questionnaire response rate rose by 22.5% in 2012/2013 compared to its previous year (2011/2012) with 343 questionnaires returned. PG members agreed that this was an exceptional return for 2012/2013.

Following the above discussions at the meeting, the Patient Survey questions were updated and sent out by email to PG members for final approval. The aim was to get the Patient Survey Questionnaire ready for distribution by the beginning of October 2013 giving the Practice four months to the end of January 2014.

Tables, pens, clipboards, banners and patient survey questionnaires had all been put in place both outside the doctor's room, reception and patient waiting room area. A timetable had been arranged with PG members to come in weekly in the morning. The PG group felt that this was the busiest time at the practice for patient flow.

The group agreed to distribute the Patient Survey Questionnaires by hand to patients, with a brief explanation what we are trying to achieve and how vital it would be to complete and return the questionnaire back to the practice. Posters were also

put around the surgery and on the website encouraging patients to participate in advance to boost response numbers. The Chair thanked PG members for their help and support in distributing the Patient Survey Questionnaire.

The Patient Survey Questionnaire was disseminated from October 2013 to mid-January 2014. A record was kept of how many questionnaires were issued and it was noted that out of 400 questionnaires distributed to patients during their visit to the Surgery from October 2013- mid- January 2014, **216** (compared to 343 for 2012/2013) questionnaires were returned. A response rate of 54% was achieved, somewhat lower than the 2012/2013 uptake of 68.6%.

PG members reported that patients were less keen to complete the patient survey this year, possible reasons being; patients in a hurry or already been waiting to see the Doctor for some time; patients unwell, so not keen to complete the questionnaires.

In previous years, Doctors had encouraged patients to complete the survey after their consultation, by asking them to collect a questionnaire outside their room. However this year, Doctors felt that this may influence the patient consultation and they did not feel comfortable with asking the patient directly. PG members felt this may have somewhat contributed to the reduced number of returns and indicates that patients do listen to their Doctor. Reception staff were also asked to hand out questionnaires to patients but the front desk would often be busy and patients would merely take the survey home and not return it.

The online survey tool that was used to collate the results of the Patient Survey questions was www.surveymonkey.com. The results were analysed by the Practice and not outsourced.

The 2013/2014 Patient Survey Questionnaire results were distributed to PG members prior to the meeting on 24th February 2014 to review and discuss the findings. The PG response to the Patient Survey Questionnaire was very positive, providing excellent feedback and comments from all members.

The PG members thanked all the Practice staff and doctors for providing such an excellent service and for their continued hard work and effort.

The Patient Survey Questionnaires were aimed at patients who had visited a GP/ Nurse at the Practice between October 2013 and January 2014. This had initially been decided by the PG members at the PG meeting on the 5th August 2013 and was considered the best way to learn about the current services provided to patients and where improvements could be made.

It was also agreed in order to make the survey as fair and unbiased as possible, doctors should not give out the patient questionnaire to the patients they had just seen. This was an approach adopted last year but some doctors felt it was not appropriate to see the patient and then ask them to complete a questionnaire.

The graphs in the Patient Survey Questionnaires report showed the Practice scoring highly on the following:

- **Patients overall satisfaction with the Practice – 91.1% (2012 : 95.6%)**
- **The manner in which patient were treated by reception staff- 94.4% (2012: 94%)**
- **Doctor/Nurse ability to listen to patient - 94.6% (2012: 97.6%)**
- **Doctor/Nurse explanation on how best to deal with health problem- 93.1% (2012: 96.9%)**
- **Ease of seeing a doctor within 48hours - 76.6% (2012: 66.8%)**

- Ease of speaking to a Doctor over the phone - 60.3% (2012: 59%)
- Ease of booking an appointment in advance - 52.2% (2012: 56.7%)
- Satisfaction with Practice opening hours - 78.4 % (2012: 87.9%)
- Ease of patients getting through on the phone - 63.9% (2012: 87.9%)

The majority of questionnaire returns came from the 65-74 age categories at 29.3% and the 'Over 75' category at 19.0% equating to 48.3%.

Gender of patients for returned questionnaires – 65.8% male; 34.2% female

The patient survey results have remained similar to the 2012/2013 Patient survey with a significant improvement on patient access with the ease of seeing a doctor within 48 hours, up by 9.8% and the ease of speaking to a Doctor over the phone up by 1%. Overall patient satisfaction remains high at 91.1% and patient treatment by reception staff is an astonishing 94%, unchanged from last year.

Clinicians ability to listen to patient and dealing with their health problem is also remarkable at 94.6% and 93.1% respectively.

Ease of booking an appointment in advance at 52.2% has somewhat fallen slightly but this is in correlation to the reduced number of survey returns and respective increase in list size.

The improved patient access, appears to be a direct correlation of introducing a phone triage service at the practice since January 2013, thus creating an additional 60 phone slots per week. The main aim of the triage was to provide direct access for patients to speak to a GP that same day and thus avoiding unnecessary Accident & Emergency (A&E) attendances. We have had positive comments from patients and PG members and this triage system appears to be working well and allow patients with more severe chronic illnesses to be able to have the face to face appointment , allowing for 'minor illnesses' to be dealt with over the phone. This provides an alternative option to the patient to be able to speak to a GP if they unable to book an appointment. Our patients have welcomed this open access , as evident from comments in this years patient survey.

Since January 2014, we have also created 15 pre-bookable / advance booking slots per week, on the website so that patients can book online should this not wish to call at 8.30am.

Following the discussions about the patient survey findings, the PG members agreed an action plan on how best to implement the changes for Practice, in a way that the Practice could better its service.

The agreed action plan by PG Members based on patient responses to the survey were as follows:

POINT 1:

- **Ten patients raised the issue of not being able to book ahead and to phone at 8.30am daily to guarantee an appointment does not suit everyone e.g. school run, going to work.**

It was noted to the group that there are advance slots available to book at least 4-6 weeks ahead, but these do go very quickly. PG members suggested promoting the 'online' appointment booking service. Posters are already around the surgery and on the website.

To aim to meet this request from patients, the Practice has created an additional 15 appointments for the week for online booking slots for mid morning to late afternoon slots. This should enable patients to book ahead to avoid the 8.30am call to the Practice. This not only applies to website bookings but for patients who call up or come to the surgery to ask for an advance booking of an appointment. This is already in place.

POINT 2:

- **Four patients raised the issue to provide patient more information when the doctors are running late or patient waiting times**

Again this issue was raised by patients in the 2012/2013 Patient Survey Questionnaire.

The practice displays a message on the LCD visual display board telling the patient if they have been waiting more than 20 minutes to come to the front reception desk for further details. As a general rule reception staff, throughout the day regularly inform patients when doctors are running late.

The practice is also looking at the patient check-in screen, to be able to add the waiting time so that when patients check-in they would be notified of the doctors waiting time. A request for these changes had been made to Jayex the company providing the touch screen system.

POINT 3:

- **Three patients raised the issue of opening over the weekend or later evening hours**

The various graphs and results from the Patient Survey Questionnaire revealed that 78.4% of patients were highly satisfied with the practice opening hours. The late evening appointments were very popular and were on a pre-bookable basis.

PG members felt as the surgery was open until 8.15pm each Monday and survey results indicated 78.4% patients were satisfied with surgery current opening times, the practice continues its current opening times. .

One such improvement following the 2012-2013 survey was the introduction of the new local 01737 phone number from September 2013 alongside the 0844 number. Patients have certainly welcomed this positive change, which is also been reinforced by the kind and appreciative comments from patients in this years patient survey.

PG members agreed that a summary of the comments raised by the patients would be put on the Patient Notice Board as well as on the practice website.

The publication of the 2013/2014 Patient Survey Questionnaires was available at the Practice for patients to view with a visible poster displaying this information on the main patient notice board. The graphs and results of the Patient Survey Questionnaires had also been electronically sent to all the PG members for information and use.

February 2014

