

Patient Participation Group

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Patients Survey 2014

Introduction

We are a group of patients who have volunteered to be part of the Patient Participation Group for the Old Henry Street Medical Centre. We hope that our involvement and work will enable all patients to have more information about the Practice.

The aims of our Group are:-

- Keeping in touch with and listening to patients and reporting their views
- Maintaining close links with and putting forward ideas to the Practice
- Helping the Practice move forward in light of the changing role of General Practitioners
- Supporting the Practice in its strive for excellence
- Assisting in the monitoring of Practice standards
- Relaying of information to you, the patients, on a regular basis
- Helping to improve the quality of care provided by the Practice

In 2011 we worked in partnership with the Practice to organize and carry out the Old Henry Street Medical Centre Survey of Patients for 2011. The completed survey helped the Practice to ensure that the judgments, ideas and thoughts put forward by patients were put into an Action Plan so that issues such as the Practice Telephone system could be addressed.

We repeated the exercise in 2012 and 2013 with our second and third Annual Surveys.

Now, in 2014, we have carried out our fourth 'in depth' Annual Survey of Patients – again with the aim of assessing the thoughts and needs of a representative sample of patients.

The results of all four surveys appear on the Old Henry Street Medical Centre Website.

The Survey

The survey is of a representative sample of patients of the Old Henry Street Medical Centre to answer the following questions:-

- What is the Old Henry Street Medical Practice doing well?
- In which areas might the service provided by the Practice, to its patients, be improved?

A total of 318 Survey forms were issued to a random sample of patients. This is a smaller sample than last year but we were aware that we were doing the Survey at the same time as the Care Quality Commission (CQC) were also inspecting the Practice.

Members of the Patients Participation Group for the Practice handed out the forms at random over a period of around 20 working days between in November and December 2014.

With each form was an envelope for the completed survey to be sealed in.

It was remarkably successful and we would like to thank all those patients who took part. We had a 100% success rate – with all 318 completed forms being returned. This is still a larger number than were completed in the last Practice Survey that was carried out by a professional company.

We believe that it gives a very clear overall picture of the views of patients about the performance of the Practice.

Headlines from the 2014 Patient Survey

This is our fourth Annual Survey.

Access

- 87% of patients surveyed thought that the Practice Opening Hours are 'Good, Very Good or Excellent'
- 39% of patients surveyed rated getting through by telephone to make an appointment as only 'Fair or Poor'
- 33% of patients believe that they have to wait too long in the Waiting Room for their appointment (rating it as 'Poor or Fair'). This is an improvement of 9% on last year.

Seeing the doctor / nurse

- 99% of patients surveyed felt that the warmth of greeting by the doctor or nurse is 'Good, Very Good or Excellent'. An improvement of 4% on last year. 99% is a remarkable statistic for any GP Practice.
- 96% of patients feel that they are involved in the decisions about their care (rating it as Good, Very Good or Excellent). Again an improvement of 4% on last year.
- 97% of patients say that their 'overall satisfaction with their visits to see the doctor or nurse' can be rated as 'Good, Very Good or Excellent'. Again an improvement of 4% on last year.

The Staff

- 91% of patients rate the helpfulness of staff in the Practice as 'Good, Very Good or Excellent'

The Practice Website

We changed the questions asked this year to reflect the way in which patients can both get their prescriptions 'online' and book appointments 'online'

- 41% of patients are now using the online service to get their repeat prescriptions
- 16% of patients are booking appointments online
- 58% of patients who have not used the Practice Website would consider using it

Health Information

- 89% of patients rate the Health Information the Practice provides as 'Good, Very Good or Excellent'

Finally

- We are delighted that 98% of patients feel that they are treated with respect and dignity when they visit the Practice
- Equally we are pleased that 99% of patients believe that the Practice meets high standards of hygiene and safety
- However only 39% of patients surveyed know that we have an active Patient Participation Group in the Practice. We have tried hard to make patients aware of our work. Clearly there is still much more to do.

Ages of Patients Taking Part in the Survey

We divided the patients into 4 groups

A	Unspecified – did not complete question	10 patients in total (3%)
B	Those patients under 25	29 patients in total (9%)
C	Those patients aged between 25 and 59	172 patients in total (54%)
D	Those patients 60 years and over	107 patients in total (34%)

Sex of Patients Taking Part

We divided the patients into 2 groups

M	Male	103 patients in total (33%)
F	Female	215 patients in total (67%)

Ethnicity of Patients Taking Part

We divided the patients into 9 groups

U	Unspecified – did not complete question	12 patients in total (3.8%)
2	White British	299 patients in total (94%)
3	Pakistani	0 patient in total (0%)
4	Indian	1 patients in total (0.3%)
5	Black Caribbean	0 patient in total (0%)
6	Black African	3 patients in total (0.95%)
7	Chinese	0 patients in total (0%)
8	White German	0 patient in total (0%)
9	White Irish	3 patients in total (0.95%)

Patients with a Registered Disability

We divided the patients into 3 groups

U	Unspecified – did not complete question	8 patients in total (2.5%)
Y	Yes – with a registered disability	46 patients in total (14.5%)
N	No registered disability	264 patients in total (83%)

Survey Results – WOMEN (215)

Access	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	4 2%	27 12%	81 38%	73 34%	30 14%
How do you rate how easy it was to contact the practice by telephone	31 14%	60 28%	73 34%	38 18%	13 6%
How do you rate the length of time you had to wait for an appointment	34 16%	55 25%	62 29%	41 19%	23 11%
How do you rate your chance of seeing the doctor or nurse of your choice	24 11%	57 26%	69 32%	38 18%	27 13%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	23 11%	57 26%	89 41%	34 16%	12 6%

Seeing the doctor / nurse	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/ nurse	0 0%	4 2%	58 27%	93 43%	60 28%
The doctor/nurse's explanations to you	0 0%	5 2%	52 24%	90 42%	68 32%
How do you rate your feelings about how involved you feel in your care	0 0%	10 5%	68 32%	89 41%	48 22%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	0 0%	12 6%	70 33%	72 33%	60 28%
The opportunity that you were given to express your concerns / fears	2 1%	11 5%	69 32%	88 41%	45 21%
Your overall satisfaction with your visit(s) to see the doctor / nurse	2 1%	5 2%	63 29%	88 41%	57 27%

The Staff	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s) and the helpfulness of staff you have met within the practice	2 1%	19 9%	60 28%	67 31%	67 31%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	4 2%	28 13%	69 32%	59 27%	55 26%

The Practice Website	Yes	No
Do you use the service on the Practice Website to get your repeat prescriptions ?	87 40%	128 60%
Do you use the newer Vision On Line Service to get your repeat prescriptions ?	49 23%	166 77%
Do you use the newer Vision On Line Service to book an appointment to see the doctor ?	32 15%	183 85%
If you have never used the Practice Website would you consider using it ?	127 59%	88 41%

Health Information	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	5 2%	20 9%	79 37%	79 37%	32 15%

Finally	Yes	No
Do you feel that you are treated with respect and dignity when you visit the practice	211 98%	4 2%
In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect	215 100%	0 0%
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	201 93%	14 7%
Do you know that there is a Patients Participation Group working on behalf of patients in the Practice	69 32%	146 68%

Survey Results – MEN (103)

Access	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	4 2%	27 12%	81 38%	73 34%	30 14%
How do you rate how easy it was to contact the practice by telephone	9 9%	25 24%	31 30%	26 25%	12 12%
How do you rate the length of time you had to wait for an appointment	11 11%	26 25%	27 26%	28 27%	11 11%
How do you rate your chance of seeing the doctor or nurse of your choice	8 8%	23 22%	28 27%	29 28%	15 15%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	7 7%	19 18%	40 39%	30 29%	7 7%

Seeing the doctor / nurse	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0%	0 0%	29 28%	42 41%	32 31%
The doctor/nurse's explanations to you	0 0%	0 0%	29 28%	41 40%	33 32%
How do you rate your feelings about how involved you feel in your care	0 0%	3 3%	30 29%	45 44%	25 24%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	0 0%	4 4%	28 27%	44 43%	27 26%
The opportunity that you were given to express your concerns / fears	0 0%	6 6%	25 24%	42 41%	30 29%
Your overall satisfaction with your visit(s) to see the doctor / nurse	0 0%	2 2%	23 22%	44 43%	34 33%

The Staff	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s) and the helpfulness of staff you have met within the practice	2 2%	5 5%	22 21%	42 41%	32 31%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	2 2%	8 8%	28 27%	35 34%	30 29%

The Practice Website	Yes	No
Do you use the service on the Practice Website to get your repeat prescriptions ?	42 41%	61 59%
Do you use the newer Vision On Line Service to get your repeat prescriptions ?	31 30%	72 70%
Do you use the newer Vision On Line Service to book an appointment to see the doctor ?	19 18%	84 82%
If you have never used the Practice Website would you consider using it ?	58 56%	45 44%

Health Information	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	2 2%	10 10%	38 37%	34 33%	19 18%

Finally	Yes	No
Do you feel that you are treated with respect and dignity when you visit the practice	101 98%	2 2%
In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect	100 97%	3 3%
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	98 95%	5 5%
Do you know that there is a Patients Participation Group working on behalf of patients in the Practice	56 54%	47 46%

Survey Results – ALL (318)

Access	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	7 2%	35 11%	120 38%	106 33%	50 16%
How do you rate how easy it was to contact the practice by telephone	40 12%	85 27%	104 33%	64 20%	25 8%
How do you rate the length of time you had to wait for an appointment	45 14%	81 25%	89 28%	69 22%	34 11%
How do you rate your chance of seeing the doctor or nurse of your choice	32 10%	80 25%	97 31%	67 21%	42 13%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	30 9%	76 24%	129 41%	64 20%	19 6%

Seeing the doctor / nurse	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0%	4 1%	87 27%	135 43%	92 29%
The doctor/nurse's explanations to you	0 0%	5 2%	81 25%	131 41%	101 32%
How do you rate your feelings about how involved you feel in your care	0 0%	13 4%	98 31%	134 42%	73 23%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	0 0%	17 5%	98 31%	116 37%	87 27%
The opportunity that you were given to express your concerns / fears	2 1%	17 5%	94 29%	130 41%	75 24%
Your overall satisfaction with your visit(s) to see the doctor / nurse	2 1%	7 2%	86 27%	132 41%	91 29%

The Staff	Poor	Fair	Good	Very Good	Excellent
The way in which the Reception staff deal with you when you arrive for your appointment(s) and the helpfulness of staff you have met within the practice	4 1%	24 8%	82 26%	109 34%	99 31%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	6 2%	36 11%	97 30%	94 30%	85 27%

The Practice Website	Yes	No
Do you use the service on the Practice Website to get your repeat prescriptions ?	129 41%	189 59%
Do you use the newer Vision On Line Service to get your repeat prescriptions ?	80 25%	238 75%
Do you use the newer Vision On Line Service to book an appointment to see the doctor ?	51 16%	267 84%
If you have never used the Practice Website would you consider using it ?	185 58%	133 42%

Health Information	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy (e.g. alcohol use, health risks from smoking, having a healthy diet)	7 2%	30 9%	117 37%	113 36%	51 16%

Finally	Yes	No
Do you feel that you are treated with respect and dignity when you visit the practice	312 98%	6 2%
In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect	315 99%	3 1%
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	299 94%	19 6%
Do you know that there is a Patients Participation Group working on behalf of patients in the Practice	125 39%	193 61%

Survey Results – Using Good as the ‘Norm’

To equate our Survey with the NHS Standard which takes ‘Good’ as the average or the ‘norm’ we have developed the format below for the areas ACCESS, SEEING THE DOCTOR / NURSE and THE STAFF.

The NHS believes that everything a Practice does should have a significant majority of patients who judge it to be at least good or better than good.

ACCESS

Access	Less than Good ←	Good ‘The norm’	Better than Good →
Your level of satisfaction with the practice’s opening hours	42 13%	120 38%	260 49%
How do you rate how easy it was to contact the practice by telephone	125 39%	104 33%	89 28%
How do you rate the length of time you had to wait for an appointment	126 39%	89 28%	103 33%
How do you rate your chance of seeing the doctor or nurse of your choice	112 35%	97 31%	109 34%
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	106 33%	129 41%	83 26%

‘Your level of satisfaction with the practice’s opening hours’

87% of patients think it is doing at least good (the average) or better.

A significant number (49%) think it is doing better than the average.

13% of patients think it is doing less than the average or ‘norm’.

‘How do you rate how easy it was to contact the practice by telephone’

61% of patients think it is doing at least good (the average) or better

28% think it is doing better than the average.

39% of patients think it is doing less than the average or ‘norm’.

‘How do you rate the length of time you had to wait for an appointment’

61% of patients think it is doing at least good (the average) or better

33% think it is doing better than the average.

39% of patients think it is doing less than the average or ‘norm’.

'How do you rate your chance of seeing the doctor or nurse of your choice'

65% of patients think it is doing at least good (the average) or better

34% think it is doing better than the average.

35% of patients think it is doing less than the average or 'norm'.

'How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse'

67% of patients think it is doing at least good (the average) or better.

26% think it is doing better than the average.

33% of patients think it is doing less than the average or 'norm'.

Clearly within this data for 'ACCESS" there are still areas which the Practice will still wish to address in terms of its performance.

However it is equally clear that some improvements are more difficult to achieve than others. The Practice has only three main telephone lines into the Surgery. So, if ten people are all trying to make a telephone call at exactly 8.30am, then whilst three patients will get through immediately the other seven patients will not. This does – from several comments – cause a degree of frustration. A total of 39% of patients clearly see this area as an important one for further improvement.

Similarly there are a fixed number of appointments during a working day for the surgery and sometimes – from the comments made – demand can outstrip availability.

Last year the Practice, with the support of the PPG, introduced a new automated checking In system for appointments to see the doctor or nurse. The original system gave some cause for concern and a brand new one has recently been installed. We hope that patients find this useful when they first arrive – saving queuing at the Reception Desk.

33% of patients feel they wait in the waiting area 'too long' to see the doctor or nurse. This is actually a slight improvement on last year (36%) but it is still an area which needs further improvement.

An area that should concern all patients is the continuing significant number of patients who book appointments and then fail to attend. This deprives other patients of an appointment slot they wish to have. DNAs (do not attend) is a serious problem that needs to be addressed as it reduces the efficiency of the Practice.

SEEING THE DOCTOR / NURSE

Seeing the doctor / nurse	Less than Good ←	Good	Better than Good →
The warmth of the greeting of the doctor/ nurse	4 1%	87 27%	227 72%
The doctor/nurse's explanations to you	5 2%	81 25%	232 73%
How do you rate your feelings about how involved you feel in your care	13 4%	98 31%	207 65%
How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and arrangements for referral	17 5%	98 31%	203 64%
The opportunity that you were given to express your concerns / fears	19 6%	94 29%	205 65%
Your overall satisfaction with your visit(s) to see the doctor / nurse	9 3%	86 27%	223 70%

This is an area in which the Practice just gets 'better and better' – a huge tribute to the professionalism of our team of doctors and nurses.

'The warmth of greeting of the doctor / nurse'

99% of patients think it is doing at least good (the average) or better. This figure is a real tribute to the work of our doctors and nurses.

72% think it is doing better than the average. A rise of 6% on last year.

Only 1% of patients think it is doing less than the average or 'norm'.

'The doctor / nurses explanations to you'

98% of patients think it is doing at least good (the average) or better – again a very significant number.

73% think it is doing better than the average. Another rise – this time of 4% on last year.

Only 2% of patients think it is doing less than the average or 'norm'.

'How do you rate your feelings about how involved you feel in your care'

96% of patients think it is doing at least good (the average) or better – a very significant number.

65% think it is doing better than the average. Again a rise of 3% on last year.

Only 4% of patients think it is doing less than the average or 'norm'.

'How do you rate the way in which the practice provides information on your care and treatment options and if necessary the options and if necessary the options and arrangements for referral'

95% of patients think it is doing at least good (the average) or better – a very significant number.

64% think it is doing better than the average. A further rise of 4% on last year.

Only 5% of patients think it is doing less than the average or 'norm'.

'The opportunity you are given to express your concerns / fears'

94% of patients think it is doing at least good (the average) or better – a very significant number.

65% think it is doing better than the average. A significant rise of 7% on last year.

Only 6% of patients think it is doing less than the average or 'norm'.

'Your overall satisfaction with your visit(s) to see the doctor / nurse'

97% of patients think it is doing at least good (the average) or better – a very significant number.

70% think it is doing better than the average. A rise of 2% on last year.

Only 3% of patients think it is doing less than the average or 'norm'.

It is clear that 'SEEING THE DOCTOR / NURSE' is a very considerable area of strength for the Practice and this is supported by individual comments by Patients within the Survey Forms.

A very considerable number of patients (94% +) believe that overall in this important area that the Practice is providing at least a 'Good and often a Better than Good' service to its patients. This is an overall rise of 4% on last year. It is clear that the overwhelming number of patients truly value their relationship with the doctors and staff.

THE STAFF

The Staff	Less than Good ←	Good	Better than Good →
The way in which the Reception staff deal with you when you arrive for your appointment(s) and the helpfulness of staff you have met within the practice	28 9%	82 26%	208 65%
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	42 13%	97 30%	179 57%

'The way in which the Reception staff deal with you when you arrive for your appointment(s)'

91% of patients think it is doing at least good (the average) or better – a very significant number.

65% think it is doing better than the average. A rise of 2% on last year.

9% of patients think it is doing less than the average or 'norm'.

'The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)'

87% of patients think it is doing at least good (the average) or better – a very significant number.

57% think it is doing better than the average – a rise since last year

13% of patients think it is doing less than the average or 'norm'.

It is clear that the vast majority of patients value their positive relationship with staff. The Practice and PPG have worked hard in this area in the last 12 months.

The Practice Website

'Do you use the Practice website to get your repeat Prescriptions'

- 41% of patients do use this service. We must also be mindful that some patients do not have access to a computer.

- The Practice is shortly changing to a brand new Computer System. We hope that when this is installed and working many more patients will use it both to obtain repeat prescriptions and to book appointments online.

Extra Questions we introduced last year

Last year we introduced three new questions into our Survey. These covered the following important areas :-

- Respect and Dignity
- Safety and Hygiene
- The work of the Patients Participation Group

'Do you feel that you are treated with respect and dignity when you visit the surgery'

- 98% of patients said 'Yes' – the overwhelming number of those surveyed

'In all public buildings hygiene and safety are very important. Do you feel the surgery meets the high standards you would expect'

- 99% of patients surveyed said 'Yes' – another extremely pleasing result

'Do you know that there is a Patients Participation Group working on behalf of patients in the Practice'

- It was certainly disappointing that only 39% of patients responded 'Yes' to this question. In the last four years we have carried out and published this Annual Survey, we have written regular Newsletters that have been made available in the Waiting Area and we have included information on the Practice Website. Recently we took responsibility for the Notice Boards in the Reception Area. Our Practice Walking Group (a joint project with a neighbouring Practice) was praised by the Lead Inspector during our recent CQC Inspection. We have also worked closely with other Practice PPG's and with the new Wigan Clinical Commissioning Group. Clearly, however, we now need to think again about new ideas for engaging with patients.

Alan Dutton

On behalf of the Old Henry Street Patient Participation Group

January 2015