

Old Henry Street Medical Centre

Patient Participation Group

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Patients Survey 2012

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

Our first task, in 2011, was to help in the establishment the Medical Centre Website. We hope that it is relevant to the needs of all patients in the Practice and that provides up to date information that is useful to everyone. Many patients are now using the facility to order repeat prescriptions on line.

In 2011 we also 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 concerns about getting through to the Practice by telephone, could be addressed.

Now, in 2012, we have carried out our second Survey of Patients – again with the aim of assessing the thoughts and needs of a representative sample of patients.

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 500 Survey forms were printed.

Of these 400 were given out within the Practice to patients visiting for an appointment with a Doctor or who were attending a Practice Clinic.

One member of staff was designated to hand out the forms at random over a period of 15 working days in late September and early October 2012.

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 400 completed forms being returned.

A further 100 forms were posted out to patients along with general letters going out to them. A total of 11 completed forms were returned to the practice. This is a disappointing total. However we are very grateful to the 11 patients who did send in their forms.

So, in total, our survey consists of 411 completed forms.

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

Ages of Patients Taking Part

We divided the patients into 4 groups

A	Unspecified – did not complete question	20 patients in total (5%)
B	Those patients under 25	24 patients in total (6%)
C	Those patients aged between 25 and 59	234 patients in total (57%)
D	Those patients 60 years and over	133 patients in total (32%)

Sex of Patients Taking Part

We divided the patients into 3 groups

U	Unspecified – did not complete question	0 patients in total (0%)
M	Male	141 patients in total (34%)
F	Female	270 patients in total (66%)

Ethnicity of Patients Taking Part

We divided the patients into 9 groups

U	Unspecified – did not complete question	16 patients in total (4.0%)
2	White British	392 patients in total (95.4%)
3	Pakistani	1 patient in total (0.2%)
4	Indian	1 patient in total (0.2%)
5	Black Caribbean	0 patients in total (0%)
6	Black African	0 patients in total (0%)
7	Chinese	0 patient in total (0%)
8	White German	0 patients in total (%)
9	White Irish	1 patient in total (0.2%)

Patients with a Registered Disability

We divided the patients into 3 groups

U	Unspecified – did not complete question	22 patients in total (5%)
Y	Yes – with a registered disability	73 patients in total (18%)
N	No registered disability	316 patients in total (77%)

How long have Patients been attending the Practice

We divided the patients into 4 groups

U	Unspecified – did not complete question	31 patients in total (7%)
X	Less than 5 years	40 patients in total (10%)
Y	5 – 10 years	53 patients in total (13%)
Z	Over 10 years	287 patients in total (70 %)

Since the Practice has been on three sites (Manchester Road, Bengal Street and Old Henry Street) during the past 20 years we did feel that the figure of 70% of patients attending the Practice for 10 years or more is a tribute to their loyalty to the Practice.

Survey Results – WOMEN (270)

2012 figures in RED

2011 % figure in brackets for comparison

Access	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	7 2% (2%)	26 10% (11%)	100 37% (34%)	92 34% (40%)	45 17% (13%)
How do you rate how easy it was to contact the practice by telephone	26 10% (9%)	47 17% (28%)	92 34% (30%)	83 31% (28%)	22 8% (5%)
How do you rate the length of time you had to wait for an appointment	24 9% (10%)	51 19% (30%)	106 39% (28%)	69 26% (25%)	20 7% (7%)
How do you rate your chance of seeing the doctor or nurse of your choice	27 10% (6%)	50 18% (27%)	97 36% (37%)	71 26% (20%)	25 9% (10%)
How do you rate the time taken for you to check in at Reception	2 1% (1%)	24 9% (13%)	95 35% (39%)	103 38% (35%)	46 17% (12%)
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	19 7% (6%)	49 18% (30%)	108 40% 37%	72 27% (21%)	22 8% (6%)

Seeing the doctor / nurse	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0% (0%)	11 4% (7%)	77 28% (31%)	107 40% (36%)	75 28% (26%)
The doctor/nurse's explanations to you	2 1% (1%)	9 3% (6%)	69 26% (31%)	108 40% (34%)	82 30% (28%)
How do you rate your feelings about how involved you feel in your care (new question)	3 1%	26 9%	80 30%	97 36%	64 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 (new question)	4 1%	21 8%	87 32%	94 35%	64 24%
The opportunity that you were given to express your concerns / fears	3 1% (0%)	16 6% (8%)	89 33% (31%)	101 37% (34%)	61 23% (27%)
Your overall satisfaction with your visit(s) to see the doctor / nurse	3 1% (0%)	6 2% (7%)	78 29% (30%)	110 40% (37%)	73 28% (26%)

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)	5 2% (2%)	13 5% (7%)	89 33% (29%)	97 36% (37%)	66 24% (25%)
The helpfulness of staff you have met within the practice	5 2% (1%)	17 6% (8%)	85 31% (28%)	98 36% (37%)	65 24% (26%)
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	2 1% (4%)	32 12% (14%)	94 35% (32%)	82 30% (31%)	60 22% (19%)

The Practice Website	Not useful	Useful	Very Useful
Is our Practice website useful in giving you more information about the Practice ? <i>(columns changed in 2012 survey)</i>	58 21%	140 52%	72 27%
You can now order repeat prescriptions online – has this been useful for you ? <i>(columns changed in 2012 survey)</i>	66 24%	96 36%	108 40%

Health Information	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy .	8 3% (1%)	37 14% (17%)	98 36% (38%)	85 31% (30%)	42 16% (14%)

Finally	Yes	No
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	227 84% (84%)	43 16% (16%)

Survey Results – MEN (141)

2012 figures in RED

2011 % figure in brackets for comparison

Access	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	2 1% (1%)	6 4% (6%)	52 37% (32%)	54 39% (44%)	27 19% (17%)
How do you rate how easy it was to contact the practice by telephone	7 5% (6%)	13 12% (8%)	57 38% (37%)	47 33% (35%)	17 12% (14%)
How do you rate the length of time you had to wait for an appointment	4 3% (5%)	15 10% (10%)	60 43% (37%)	45 32% (34%)	17 12% (14%)
How do you rate your chance of seeing the doctor or nurse of your choice	6 4% (1%)	13 9% (3%)	51 36% (42%)	50 36% (36%)	21 15% (18%)
How do you rate the time taken for you to check in at Reception	0 0% (1%)	4 2% (1%)	50 36% (39%)	51 36% (36%)	36 26% (23%)
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	5 4% (3%)	15 11% (8%)	62 44% (38%)	43 30% (33%)	16 11% (18%)

Seeing the doctor / nurse	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0% (0%)	2 1% (0%)	33 24% (18%)	59 42% (49%)	47 33% (32%)
The doctor/nurse's explanations to you	0 0% (0%)	3 2% (0%)	40 28% (25%)	50 36% (43%)	48 34% (32%)
How do you rate your feelings about how involved you feel in your care (new question)	1 1%	8 6%	43 30%	50 35%	39 28%
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 (new question)	0 0%	8 6%	37 26%	55 39%	41 29%
The opportunity that you were given to express your concerns / fears	0 0% (0%)	2 1% (1%)	36 26% (24%)	59 42% (41%)	44 31% (34%)
Your overall satisfaction with your visit(s) to see the doctor / nurse	0 0% (0%)	2 1% (0%)	32 23% (22%)	59 42% (42%)	48 34% (36%)

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)	2 1% (1%)	5 4% (3%)	33 23% (24%)	48 34% (45%)	53 38% (27%)
The helpfulness of staff you have met within the practice	0 0% (1%)	6 4% (1%)	30 21% (24%)	57 41% (46%)	48 34% (28%)
The information provided to you about our services	1 1% (1%)	10 7% (4%)	42 30% (29%)	46 32% (43%)	42 30% (23%)

The Practice Website	Not useful	Useful	Very Useful
Is our Practice website useful in giving you more information about the Practice ? (columns changed in 2012 survey)	44 31%	62 44%	35 25%
You can now order repeat prescriptions online – is this be useful for you ? (columns changed in 2012 survey)	40 28%	47 33%	54 39%

Health Information	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy	1 1% (1%)	17 12% (12%)	49 35% (39%)	50 35% (33%)	24 17% (15%)

Finally	Yes	No
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	116 82% (88%)	25 18% (10%)

Survey Results – ALL (411)

2012 figures in RED

2011 % figure in brackets for comparison

Access	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with the practice's opening hours	9 2% (1%)	32 8% (9%)	152 37% (34%)	146 35% (41%)	72 18% (15%)
How do you rate how easy it was to contact the practice by telephone	33 8% (8%)	60 15% (20%)	149 36% (33%)	130 31% (31%)	39 10% (8%)
How do you rate the length of time you had to wait for an appointment	28 7% (8%)	66 16% (22%)	166 40% (31%)	114 28% (29%)	37 9% (10%)
How do you rate your chance of seeing the doctor or nurse of your choice	33 8% (5%)	63 15% (18%)	148 36% (39%)	121 30% (25%)	46 11% (13%)
How do you rate the time taken for you to check in at Reception	2 1% (1%)	28 7% (9%)	145 34% (38%)	154 38% (35%)	82 20% (17%)
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	24 6% (5%)	64 16% (22%)	170 41% (37%)	115 28% (25%)	38 9% (11%)

Seeing the doctor / nurse	Poor	Fair	Good	Very Good	Excellent
The warmth of the greeting of the doctor/nurse	0 0% (0%)	13 3% (5%)	110 27% (26%)	166 40% (41%)	122 30% (28%)
The doctor/nurse's explanations to you	2 1% (0%)	12 3% (4%)	109 26% (29%)	158 38% (37%)	130 32% (30%)
How do you rate your feelings about how involved you feel in your care (new question)	4 1% (0%)	34 8% (4%)	123 30% (29%)	147 36% (37%)	103 25% (30%)
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 (new question)	4 1% (0%)	29 7% (6%)	124 30% (28%)	149 36% (37%)	105 26% (29%)
The opportunity that you were given to express your concerns / fears	3 1% (0%)	18 4% (6%)	125 30% (28%)	160 39% (37%)	105 26% (29%)
Your overall satisfaction with your visit(s) to see the doctor / nurse	3 1% (0%)	8 2% (4%)	110 27% (28%)	169 41% (39%)	121 29% (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)	7 1% (1%)	18 4% (5%)	122 30% (28%)	145 36% (40%)	119 29% (26%)
The helpfulness of staff you have met within the practice	5 1% (1%)	23 5% (5%)	115 28% (27%)	155 38% (40%)	113 28% (27%)
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	3 1% (3%)	42 10% (11%)	136 33% (31%)	128 31% (35%)	102 25% (20%)

The new Practice Website	Not useful	Useful	Very Useful
Is our Practice website useful in giving you more information about the Practice ? <i>(columns changed in 2012 survey)</i>	102* 25%	202 50%	107 25%
You can now order repeat prescriptions online – is this be useful for you ? <i>(columns changed in 2012 survey)</i>	106* 26%	143 35%	162 39%

This figure appears larger in 2012 because we made a mistake in the Survey of leaving out the column 'Do not have access to a computer'. These respondents are therefore also included in the 'Not useful' column.

It is pleasing to note that around 75% of patients now feel that the Practice Website - and the access it gives to ordering prescriptions online - is a useful service.

Health Information	Poor	Fair	Good	Very Good	Excellent
How do you rate the information we provide about how to prevent illness and stay healthy	9 2% (1%)	54 13% (15%)	147 36% (38%)	135 33% (32%)	66 16% (14%)

Finally	Yes	No
Do you feel that you have the opportunity to give a compliment or make a complaint about the services we provide for you	343 84% (87%)	68 16% (13%)

2012 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

% in black and (brackets) is the figure for 2011 included for comparison purposes

Access	Less than Good	Good	Better than Good
	←	‘The norm’	→
Your level of satisfaction with the practice’s opening hours	41 10% (10%)	152 37% (34%)	218 53% (56%)
How do you rate how easy it was to contact the practice by telephone	93 23% (28%)	149 36% (33%)	169 41% (39%)
How do you rate the length of time you had to wait for an appointment	94 23% (30%)	166 40% (31%)	151 37% (39%)
How do you rate your chance of seeing the doctor or nurse of your choice	96 23% (23%)	148 36% (39%)	167 41% (38%)
How do you rate the time taken for you to check in at Reception	30 8% (10%)	145 34% (38%)	236 58% (52%)
How do you rate the time you had to wait in the waiting area for your appointment to see the doctor or nurse	88 22% (27%)	170 41% (37%)	153 37% (36%)

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

90% of patients (the same % as 2011) think it is doing at least good (the average) or better.

A significant number (53%) think it is better than the average.

10% (the same as 2011) of patients think it is doing less well than the average.

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

77% of patients think it is at least good (the average) or better (5% higher than in 2011).

41% think it is doing better than the average.

23% of patients think it is doing less well than the average or 'norm'. This is an improvement on 2011, when the figure was 28%, which is pleasing as it was one of the key areas for improvement.

However it still remains a fact that around 1 in 4 patients are not satisfied with the telephone contact with the practice. This was reflected in some of the written comments made by patients.

'The main difficulty is getting through to the practice in the morning' (female patient)

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

77% of patients (5% more than last year) think it is doing at least good (the average) or better

37% think it is doing better than the average.

23% of patients think it is doing less well than the average.

'Not too sure about appointment system – if you can't get an appointment when you ring – you have to phone 1st thing for an appointment next day and the phone is always engaged so by the time you get through all the appointments have gone' (female patient)

'The appointment system needs to be better' (male patient)

'Open surgery in morning or afternoon' (female patient)

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

77% of patients (the same % as last year) think it is doing at least good (the average) or better

41% think it is doing better than the average (3% more than last year).

23% of patients think it is doing less well than the average.

'Overall very happy, sometimes awkward to see a certain doctor but nearly always can get an appointment to see a doctor within 24 hours' (female patient)

In two out of three key areas – contacting the practice by telephone, the length of time you have to wait for an appointment and the chance of seeing the doctor of your choice – the figures for 2012 have improved upon 2011 but there is still a consistent 23% of patients who feel that more could still be done.

'How do you rate the time taken for you to check in at Reception'

92% of patients think it is doing at least good (the average) or better (a pleasing rise of 5% on last year).

A significant number (58%) think it is doing better than the average – another pleasing rise of 6% on last year.

8% of patients think it is doing less well than the average.

'Lack of privacy in open plan reception area is problematic, staff are aware' (male patient)

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

78% of patients think it is doing at least good (the average) or better (an improvement of 5% on last year).

37% think it is doing better than the average.

22% of patients think it is doing less than the average. Last year it was 27%.

The Reception performance was another key area for improvement following the 2011 Survey and it is clear the good work that the Practice has been done is bearing fruit.

Clearly within this data for 'ACCESS' there are still areas for further improvement.

However it is also clear that with regard to appointments on some days – especially in winter - demand for appointments can outstrip their availability.

An area that should continue to concern all patients is the significant number of patients who book appointments and then fail to attend. About one in twenty of the appointments that are booked are not currently kept by those booking them.

This deprives other patients of an appointment slot they wish to have. DNA's (do not attend) is a serious problem that still needs to be addressed as it reduces the efficiency of the Practice.

SEEING THE DOCTOR / NURSE

% in black and (bracket) is the figure for 2011 included for comparison purposes

Seeing the doctor / nurse	Less than Good	Good	Better than Good
	←		→
The warmth of the greeting of the doctor/ nurse	13 3% (4%)	110 27% (26%)	288 70% (70%)
The doctor/nurse's explanations to you	14 4% (4%)	109 26% (29%)	288 70% (67%)
How do you rate your feelings about how involved you feel in your care <i>(a new question this year)</i>	38 9%	123 30%	250 61%
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 <i>(a new question this year)</i>	33 8%	124 30%	254 62%
The opportunity that you were given to express your concerns / fears	21 5% (6%)	125 30% (28%)	265 65% (66%)
Your overall satisfaction with your visit(s) to see the doctor / nurse	11 3% (4%)	110 27% (28%)	290 70% (68%)

'The warmth of greeting of 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.

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

'Very good service, lovely kind and warm place to come' (female patient)

'The doctor / nurses explanations to you'

96% 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.

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

'If only all Medical Centres were as good as Old Henry Street. In every area this practice has to be a leading example. Thank you' (female patient)

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

This is a new question that the Care Quality Commission asked to be included in 2012.

91% 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.

Only 9% of patients think it is doing less well than the average.

'Excellent practice, great doctors, nurses and receptionists – never had a problem' (female patient)

'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'

This is a new question that the Care Quality Commission asked to be included in 2012.

95% 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.

Only 5% of patients think it is doing less well than the average.

It is pleasing that more than 90% of patients believe that the Practice is performing at a good or better level in these two new important areas.

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

95% 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.

Only 5% of patients think it is doing less well than the average.

'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.

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

It is very clear that 'SEEING THE DOCTOR / NURSE' is a 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 (91% +) believe that the Practice is providing at least a Good and often a Better than Good service to its patients.

This is further supported by the data within the Patient Profile which shows that a very large number of patients (70%) have been with the Practice for more than 10 years. Many patients comment upon being patients at Manchester Road, Bengal Street and now at Old Henry Street – showing a very real sense of loyalty and satisfaction with the Practice.

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)	25 5% (6%)	122 30% (28%)	264 65% (66%)
The helpfulness of staff you have met within the practice	28 6% (6%)	115 28% (27%)	291 66% (67%)
The information provided to you about our services (e.g. our website, repeat prescriptions, test results etc)	45 11% (14%)	136 33% (31%)	230 56% (55%)

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

95% 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.

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

'The helpfulness of staff you have met within the practice'

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

66% think it is doing better than the average.

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

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

88% of patients think it is doing at least good (the average) or better – a very significant number.

56% think it is doing better than the average.

11% of patients think it is doing less than the average – a 3% improvement on last year.

It is clear that the vast majority of patients (94% plus) value their positive relationship with staff.

CONCLUSION

This is our second in depth survey of the work of the Practice.

The comprehensive data – from a representative sample of patients – allows us to make some firm judgements :-

- The overwhelming majority of patients believe that Old Henry Street Medical Centre is a very good Medical Practice
- A very large majority of patients believe that the staff who work for the Practice do a very good job
- The vast majority of patients believe that the practice provides information on their care and treatment options and if necessary the options and arrangements for referral
- A very significant number of patients are pleased at how they feel they are supported in being involved in their care
- Where the Practice could still improve is in the area of access to the Practice – the difficulties some patients experience in gaining telephone access to make an appointment to see a doctor or nurse does cause some frustration for around 25% of patients
- It is pleasing that the Practice Website is now being accessed by more patients - both for information and to order repeat prescriptions

Alan Dutton

On behalf of the Old Henry Street Patient Participation Group

January 2012