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## Patient Survey Results and Action Plan

Patient Survey Results and Action Plan – following patient survey 2013.14.

### TELEPHONE SYSTEM

*Q13*            21% of patients found it easy or fairly easy to get through to the practice on the telephone.  
*Q19*            23% of patients would prefer to book appointments in person, 80% on the phone and 17% online.

### ACTIONS UNDERTAKEN FROM 2012 ACTION PLAN

- **Staffing levels to be reviewed at peak times as per the telephone call manager; this will involve adjustments in working hours and/or working patterns for some members of staff.** A new telephone system has been installed and we have implemented a sit and wait system to ensure that all patients who need to be seen are offered an appointment. Additional reception staff are being interviewed to enable more call capacity
- **Online booking – This has been initiated and will hopefully make an improvement in the coming year. Staff have been trained and patients are being transferred to this system**
- **Introduce a procedure for when and how to contact the surgery; this is addressed on the telephone system telling the patients when they can request results and prescriptions. This will avoid peak times and should therefore reduce waiting times on the phones.**
- **Information regarding the above changes** will be included in the new patient packs, on the website and on the telephone messages as well as repeat prescriptions and other opportunities such as certain mail shots i.e. flu invites.

## FURTHER ACTION AGREED

- **Establish and commence new telephone system – the system should enable the surgery to better manage the demand at peak times. The caller will be asked to choose from three options:**
  1. **Make an appointment** – this will be for anyone wanting to make an appointment, either on the day, pre-booked, emergency or home visit.
    - a. Cancelling appointments will be made easier by having an out of hours answer phone system so patients can leave a message informing the surgery that they are unable to attend.
    - b. Online booking, checking and cancellation of appointments will be available and this will be an addition to the online booking/cancellation forms which will be a new feature of the surgery's website.
    - c. It is also envisaged that due to the changes in the appointment system, more pre-bookable slots, as well as the flexibility offered by having a 'triage list' where all patients are offered either an emergency, routine pre-book, a sit and wait appointment after morning surgery or a telephone consultation, patients will feel less pressure to phone at 8am on the dot.
  2. **Speak to a Member of the Team** – the system will allow for particular people (secretaries, prescription clerks, results administrator) to be directly available at particular times of the day, and patients will be advised to phone at quieter times. There will always be exceptions to the rule, but the idea is to try and direct demand away from peak times to free up the phones to ensure they are answered in a timely manner.
  3. **Information Messages:**
    - a. Standard information regarding how to access services at the surgery, opening times, how to book an appointment etc...
    - b. Seasonal or changeable information such as flu clinics, weather warnings and educational half days.
- **New website – as part of the re-design of the surgery website patients will be able to:**
  1. **Appointments:** book, check and cancel appointments online – this will be available for a limited amount of doctor, Nurse Practitioner, nurse and HCA appointments – there will also be a facility to book and cancel appointments by using an e-form on the website.
  2. **Prescriptions:** order and check progress – this will reduce the amount of calls to the surgery to query medication.
- **Continue with improved rota to ensure staffing levels meet demand. We are currently looking for additional staff to cover maternity and staff leaving.**

## TIMESCALE

- **Education/Information** – changes to be publicised – patient television, website (old and new), telephone messages, new patient packs, utilise repeat prescriptions and opportunistic mail shots –
- **Website** – we are updating constantly now the new website has been initiated

<i>Q 15</i>	<i>34% of patients, if they need to see a GP urgently, say they can normally be seen on the same day.</i>
<i>Q16</i>	<i>82% of patients say that it's important to be able to book appointments ahead of time, 24% of patients find this easy or fairly easy.</i>
<i>Q20</i>	<i>23 % of patients are normally seen by their preferred GP same day or next day; and 45 % consider this good, very good or excellent.</i>
<i>Q20</i>	<i>32 % of patients are normally seen by any GP same day or next day; and 60 % consider this good, very good or excellent.</i>
<i>Q 26</i>	<i>73% of patients say that the practice is open at convenient times.</i>
<i>Q 27</i>	<i>17% would like appointments after 6.30pm, 17% on Saturdays.</i>

## ACTION UNDERTAKEN FROM 2013 ACTION PLAN

- **Liaise with other local surgeries to find out the systems they use and what problems they encounter. This will include The Grange, Bethesda, Newington and Northdown** – completed and discussed with PSG – dominant trend towards pre-bookable system and triage.
- **Audit our own appointment system – look at how many pre-books, follow-ups, on the day and telephone appointments are actually taken and analyse according to national benchmarks** – completed – system has certain flaws; although we currently run an ‘on the day’ system many appointments are pre-booked as GP follow-ups, Dr requests i.e. following an investigation or patient who need an annual review or attend for a health review such as DWP etc. This limits the number of ‘on the day’ appointments so to the patient calling on the day we don’t seem to offer many appointments, leaving the patient frustrated.
- **NOVEMBER 2012** – triage list introduced – further to the audits and analysis of the appointment system a new GP appointment system was introduced. Please see Excel spreadsheet for details of system and comparisons made with previous system.

- Look at the DNA trends and implement reminder systems for patients, either by text message or by telephone, regarding any pre-booked appointment. The changes to the telephone system and the website should also enable patients to better manage their appointments.
- **Re-visit the possibilities of Extended Hours opening** – from November 2012 the surgery has reinstated Extended Hours (7-8 Monday and Thursday mornings and 6.30 -8pm Monday evenings).

#### **FURTHER ACTION AGREED:**

- Triage List Appointment System to continue along with extended hours, with regular review of the appointments offered and monitoring of patients whose needs were not met to ensure that there is not a particular trend developing.
- Maintain current clinical team – look to increase if patient population significantly increases.
- Increase access – improvements to the telephones and website will help to reduce DNA rates and create better understanding of the services the surgery offers and how to get the best from the Practice. .
- Increase patient education – please see below.
- Ensure the clinics are added 3 months ahead of time to ensure patients have ability to book at least 4 weeks ahead..

#### **TIMESCALE**

#### **PATIENT EDUCATION AND SATISFACTION**

- Q29            15% of patients said they were able to speak to the GP of their choice most of the time, 30% said some and 0.3% none or almost never
- Q30            50% of patients felt that the health care professional they had seen was very good at putting them at ease, 19% scored the staff as being good at putting them at ease.
- Q32            48 % said that they felt the Dr had listened to them very well, 23% marked the Drs as being good at understanding their problems
- Q33            46% said that their condition and treatment had been explained to them fully 28% said that they had had their condition and treatment explained but said the explanation was good.
- Q34            34 % said that they felt involved in decisions made regarding their care

Q35 44 % of patients said the surgery was very good and 21% good at arranging treatment for them  
Q41 74 % of patients would recommend this surgery to someone who has just moved to this area.

#### **ACTION UNDERTAKEN FOLLOWING 2012 ACTION PLAN**

- **Engage with patients to ensure they understand the protocols and procedures in place so that appointments can be used appropriately i.e. repeat prescriptions, sick notes etc** – ongoing information available via website and patient packs and practice leaflet.
- **Staff awareness to ensure these procedures are reinforced** – induction and ongoing training in place.
- **Develop stronger working relationships with other service providers**, this has been ongoing through the Urgent Care Project, where the surgery has been contacting patients who attend A&E with chronic illnesses or where unscheduled admissions are reviewed by the surgery. This should all raise awareness around the services available as well as ongoing reinforcement from surgery staff through the use of the triage list.
- **Develop text message reminder system for those who pre-book; ensuring patients' details are up to date will be essential** – work has begun on this and patient information is being standardised and checked at the point they make contact with the surgery. The software has been purchased, but after discussion with the GP-IT Manager it was agreed that, due to Information Governance and Confidentiality, this would need a business plan put into place and agreed by the IT Team. This is moving forward and should be fully functional by the end of summer 2014.

#### **FURTHER ACTION AGREED:**

- Continue working on and improving the actions from 2013 – ALL STAFF ONGOING.
- Ensure patient television, telephone information, new patient packs and surgery leaflet are regularly updated –
- Continuation of Patient Support Group to ensure a 360 degree approach is maintained.

- Monitor the new website to include all new and upcoming services that will be starting at the surgery - Ongoing
  - Include information on self help, options regarding urgent care, links to NHS choices on a variety of conditions and information to help patients stay informed and educated regarding their medical circumstances.
  - Clear information regarding the services the surgery offers and the best way to access what is on offer, updated information regarding DNA rates.
  - Clear information regarding the telephone system, appointments and what can be arranged online.
  - Utilise e-forms on the website to help capture patient information as well as enable the patients to be proactive in arranging their own health care, for example travel forms etc.
  - Online prescription and appointment facility – enable patients to better manage their own health care.
  - Ease of access to comments forms, complaints procedure and Patient Support Group information, so that the surgery can react to any positive or negative feedback and ensure this is monitored and actions taken as necessary.

## **TIMESCALE**

As above.

## **FIXTURES & FITTINGS**

Discussion – PFG are aware that there are plans to re-develop the surgery and therefore any major work will be undertaken in the context of the re-build... this is still ongoing and, as discussed, is dependant on the addition of the pharmacy, which is now in place and awaiting the building project to be initiated. It is noted that all the positive scores have reduced and the negative scores have slightly increased. At the time of the survey the surgery was undergoing some of the redecoration work in the clinical rooms and it was suggested that the survey was filled in before the patients saw the improvements!

## **FURTHER ACTION AGREED:**

- Pharmacy to continue trading in the temporary building until permanent building erected towards the end of 2014. Final stages of re-build design by the middle of 2014 so that planning and building regulations can be applied for. Proposed date for commencement of building works at the surgery is July 2014. PARTNERS + LH – END OF 2014.

- Regular Maintenance / gardeners are employed by the surgery (6hrs a week + addition when required) – ongoing re-decoration, regular deep cleaning of all areas, ongoing external decoration as well as gardening and grounds. LH- ONGOING.

## **TIMESCALE**

As above

## **OUTCOME**

- Surgery will better manage patient demand
- Increase understanding of how and what to access as well as better understanding of services offered.
- Increased access and improved understanding will enable patients to be better equipped to manage their ongoing health needs.
- Provide a future proof building to accommodate the needs of our patient population.