



# Mattishall & Lenwade Surgeries

## Patient Participation Directed Enhanced Service Report

March 2014

# Opening Hours

- **Mattishall** – Mon-Fri 8.30am till 6pm
- Main contact - 01362 850227
- Fax - 01362 858466
  
- **Lenwade** – Mon/Tues/Thur/Fri 8.30am till 12noon and Mon 2-6pm
- Main contact – 01603 871160
- Fax – 01603 872895
  
- Out of Hours (when the surgery is closed) - 111
  
- Website: [www.mattishallsurgery.co.uk](http://www.mattishallsurgery.co.uk)
- Email: [mattishalladmin.d82039@nhs.net](mailto:mattishalladmin.d82039@nhs.net)

# Objective

- To enable patients to be involved in future decision making relating to the range and quality of services delivered by the practice at Mattishall and Lenwade Surgeries.

# Actions

- Develop a Patient Reference Group (PRG)
- Agree with the PRG areas of priority
- Collate views of patients through surveys
- Review survey findings
- Develop an action plan
- Publicise action plan and results
- Implement changes
- Review

# Develop a Patient Reference Group (PRG)

## - Engaging with patients

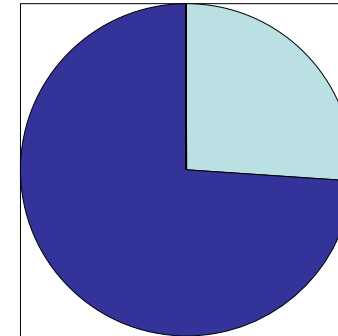
- A virtual Patient Reference Group was set up for the practice in October 2011.
- The practice continues to advertise the opportunity of joining the group using posters in both surgeries, articles in the patient newsletters, flyers on Reception desk, flyers in all new patient packs, and through pages on the website.
- All newly registered patients are invited to join the group verbally by Reception staff when they submit their registration forms.
- Patients wishing to join are issued with an information pack which is also available for download from the surgery website and asked to complete a short survey capturing their age, ethnicity, email address, how often they use the practice facilities and which areas should be focused on by the group
- The virtual group currently comprises of 27 members and is representative of the patient population; containing both old and young members as well as those who are still in employment and retired.

# Develop a Patient Reference Group (PRG)

## - Demographics of PRG members

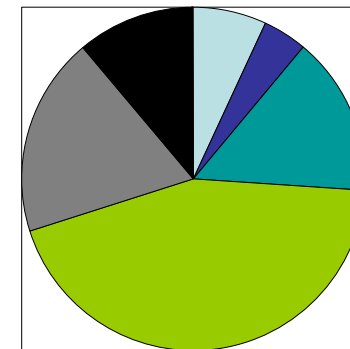
### Sex

Male	26%
Female	74%



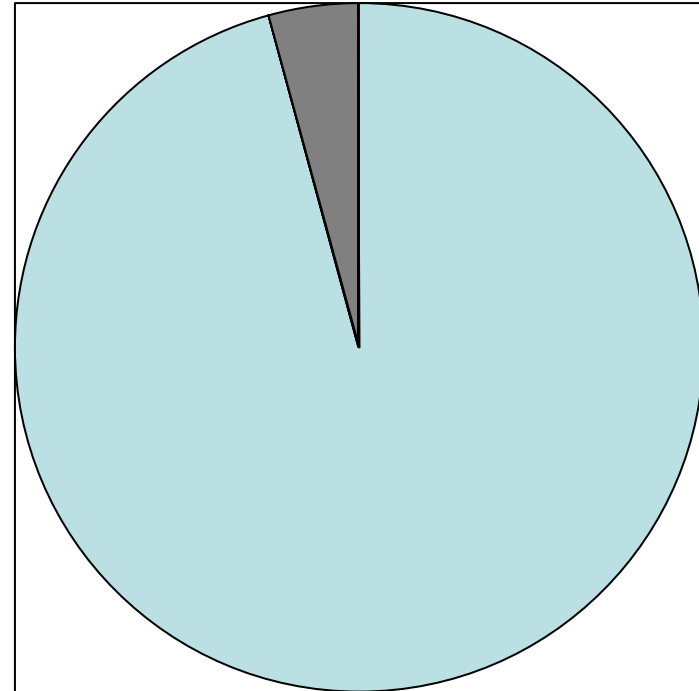
### Age

25-34yrs	7%
35-44yrs	4%
45-54yrs	15%
55-64yrs	44%
65-74yrs	19%
75-84yrs	11%



# Develop a Patient Reference Group (PRG) - Demographics of PRG members

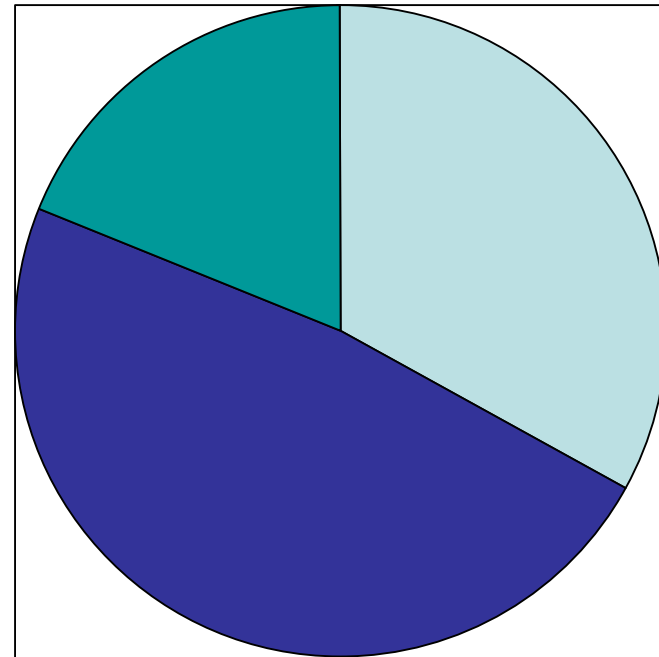
White British	96%
White & Asian	4%



# Develop a Patient Reference Group (PRG)

- How often do members attend the surgery?

Regularly	33%
Occasionally	48%
Very rarely	19%





# Develop a Patient Reference Group (PRG)

## - Engaging with patients

- All communication with members of the PRG is via [mattishalladmin.d82039@nhs.net](mailto:mattishalladmin.d82039@nhs.net)
- Members of the virtual Patient Reference Group were emailed with a progress report on actions identified in the 2012-13 survey and asked to confirm if they continued to be interested in being consulted on services delivered by the practice.

# Progress report on actions identified in 2012-13 Patient Survey

## Telephone Consultations

***“I had only recently learned about the telephone consultations which are a great idea, especially useful for carers who may not be able to get into the surgery easily”***

- Concern 1 – Only 48% of patients are aware of the option to have a telephone consultation whereas 92% of the 48 patients that had experienced this type of consultation would use it again. With increasing demand for appointments it is vital that the practice looks at alternative ways of delivering consultations – GP’s at the practice are in agreement that patients need to be guided to the types of problems that can be dealt with in this way but that many issues can be successfully concluded over the phone without the need for a face to face consultation and without the need for a follow-up.
- Action 1 – Management team to work with GP’s to define type of problem suitable for telephone consultation. Advertise telephone consultations using posters in the waiting rooms at both sites and in a ‘Help us to help you’ issue of the patient newsletter listing the type of problem that it is suitable to request a telephone consultation for and how to request when booking via Reception staff. Clinic rota’s will be amended to accommodate telephone consultation slots. Staff to be briefed on re-launch of telephone consultations – need to record preferred telephone number, advise approximate time of call back and explain 5min appointment. Patient leaflet to be updated.
- Progress to February 2014 – Recent newsletter highlighted option of booking a telephone consultation with a GP – telephone consultations are slotted into the rota as required by Reception staff. Poster has been added to ‘practice’ notice board. Patient leaflet has been updated with option of booking a 5-minute telephone consultation.

## Opening hours

- Concern 2 – At present the practice operates for the core contacted hours between 8am at 6.30pm and offers appointments between 8.30am and 6pm. 76% of patients responding were satisfied or very satisfied with this existing provision of service and a further 12% were neither satisfied or dissatisfied. However, when asked, just over half of respondents, 52%, would like the practice to open at additional times. This is broadly unchanged from the previous survey when 50% of respondents wanted additional opening of the practice at other times.
- Action 2 – The ability of the practice to resource extended opening hours is unchanged from the progress report made to the virtual group in January 2013. Staff are unwilling to work extra hours and the management team and partners feel that as 76% of respondents are satisfied with existing hours, the majority of patients needs are being met.
- Progress to February 2014 – Situation unchanged

# Progress report on actions identified in 2012-13 Patient Survey

## Options to book appointments

- Concern 3 – Patients can already book appointments via the telephone, and these were the most popular methods for making a booking, 13% of patients responding preferred to make appointments online.
- Action 3 – Activate online appointment option in SystmOne clinical system to enable patients to book appointments in this way. Update clinic rota's to make some slots available to book in this way. Advertise online booking of appointments using posters in the waiting rooms at both sites and in a 'Help us to help you' issue of the patient newsletter. Patient leaflet to be updated.
- Progress to February 2014 – SystmOnline was launched to Mattishall patients in November 2013 and recently to Lenwade patients at the end of January. We currently have 247 registered users. Reception staff have been trained in how to issue logins to patients. Posters are displayed in both surgeries and further information is provided to patients in the recent patient newsletter on how to register for a login and password giving them access to book and cancel appointments and to order repeat medication items. The patient leaflet issued to all newly registered patients has been updated and they are also provided with a SystmOnline leaflet. Clinic rotas have been updated to include at least one online bookable appointment for each GP in each clinic. A message is displayed on the touchscreen check-in system prompting patients that they can now register by approaching Reception staff. SystmOnline is listed on all repeat medication slips as a way to re-order repeat medication items. Patients currently ordering repeat medication via email to Mattishall receive a reply giving them information on SystmOnline. This same reply still needs to be added for Lenwade.
- Progress to March 2014 – Lenwade patients now get the same message informing them of ability to register for SystmOnline. As of 12th March 411 patients have registered. Further information has been added to the March patient newsletter.

## Touch screen self check in system

- Concern 4 – 57% of patients attending Mattishall Surgery prefer to use the touch screen self check-in system on arrival. This frees up Receptionists to deal with calls and other requests from patients. This method is currently not available for patients attending Lenwade Surgery.
- Action 4 – Investigate installation of touch screen system at Lenwade. Bid to be made to Central IT Team for additional PC and touch screen with SystmOne installed.
- Progress to February 2014 – An asset bid has been completed and a site survey has recently taken place. Electrical and network cabling work is required and currently being arranged. It is hoped to have the system installed at Lenwade by the end of March.

# Progress report on actions identified in 2012-13 Patient Survey

## Intercom

- Concern 5 – Patients prefer to be called into their appointment in person 81% rather than by intercom 19%
- Action 5 – Phase out use of the intercom to call patients to the consulting room.
- Progress to February 2014 – Only one GP now calls patients via the intercom.

## Waiting Times

***“Sometimes 10mins is not enough”    “Providing info on waiting times”    “Waiting times could be reduced”***

- Concern 6 – Although 60% of patients were satisfied or very satisfied with the amount of time they had to wait for their appointment, and a further 24% were neither satisfied nor dissatisfied, 16% of those that responded were dissatisfied or very dissatisfied and 15% of patients had to wait more than 30 minutes. Patients are offered a 10 minute consultation with the GP but often present with more than one problem taking longer than the allotted time. GP’s also have to deal with emergencies and the duty GP is on call throughout the day and often has to see extra patients. Even though all GP’s attended a consultation skills and timekeeping workshop last November, clinics often run behind and patients are kept waiting. Demand for appointments has been particularly high during February and March at a time when the practice was a GP short due to maternity leave and the replacement locum not starting immediately. This meant that patients had to wait longer for an appointment slot and often had a more complex problem when they were eventually seen and therefore needed more than the allotted 10 minutes. The outcome of this situation was late running clinics.
- Action 6 – Dissatisfaction with excessive waiting times (over 30mins) to be shared with GP’s at the practice. All GP’s to be reminded to start clinics on time and feel able to ask patients to rebook if they present with multiple problems. Reception staff to keep patients informed of expected wait for appointments when booking in at the Reception desk and by tannoy to the waiting room at regular intervals. Patients to be reminded that one appointment is for one person and one problem using posters in the waiting rooms. The practice is already back to being staffed by a full team of GP’s and more appointments are available.
- Progress to February 2014 – GP’s recently attended a communications skills workshop covering time management and are regularly reminded of the importance of running clinics to schedule however, appointment demand remains high, patients continue to present with complex problems and this has resulted in the continuation of late running clinics at times. The recent patient newsletter and posters in the waiting rooms highlight to patients that they can book a double appointment with the GP if they have more than one thing to discuss. It has always been the duty doctor who has to see extra ‘urgent’ patients when they are on-call and this often leads to late running clinics – the GP’s have recently agreed that they will share out the extra ‘urgent’ patients (which are often complex) to reduce the work-load on the duty doctor.

# Progress report on actions identified in 2012-13 Patient Survey

## Sources of Information

***“Making the wealth of information in the waiting area more accessible is more tricky. At present, it is all a bit random and some of it is out-of date”***

- Concern 7 – The practice leaflet was the most popular source of information about the practice. It is handed out to all new patients registering with the practice but existing patients may have an out of date copy. Posters and leaflets were the most popular formats for the display of information in the waiting room but there were a number of comments that they could be presented better.
- Action 7 – Copies of the practice leaflet to be made available in the waiting rooms of both sites and information contained within the leaflet to be displayed on a new practice notice board at each site reserved solely for practice information. All other notice boards and the display of leaflets to be reviewed and updated. Practice leaflet to be uploaded onto the website.
- Progress to February 2014 – a new ‘practice’ notice board has recently been put up at Mattishall. The practice leaflet is now available in the waiting room for existing patients as well as still being handed out to all newly registered patients. The latest edition of the practice leaflet still needs to be uploaded onto the website.
- Progress to March 2014 – A link to the practice leaflet is now available on the website.

# Agree with the PRG areas of priority

- The practice has continued to experience high demand for appointments, visits and advice. Access to medical advice, the practice and information about the practice was the general theme that came out of the request to members of the PRG for what to base this years patient survey on.
- A number of changes to how patients access information about the practice had been implemented during the year and we wanted feedback from patients on who was accessing information in what ways and why they may not be using certain routes.

# Collate views of patients through surveys

- A draft survey was produced by Emma Edwards and reviewed by the management team in early February 2014
- The draft electronic survey was sent out by email in February 2014 to members of the PRG for review and suggestions
- Members of the group responded with additional questions to be included, comments on the options available for questions and the suggestion that supplementary information on why services were not being used should be captured as comments.
- During February and March printed copies were made available at Reception at both sites so that staff could verbally invite patients to complete the survey. Copies were also left in the Waiting Rooms on clip boards. The survey was advertised on the welcome message of the Touch screen check-in at Mattishall and also on the website and in the March newsletter.

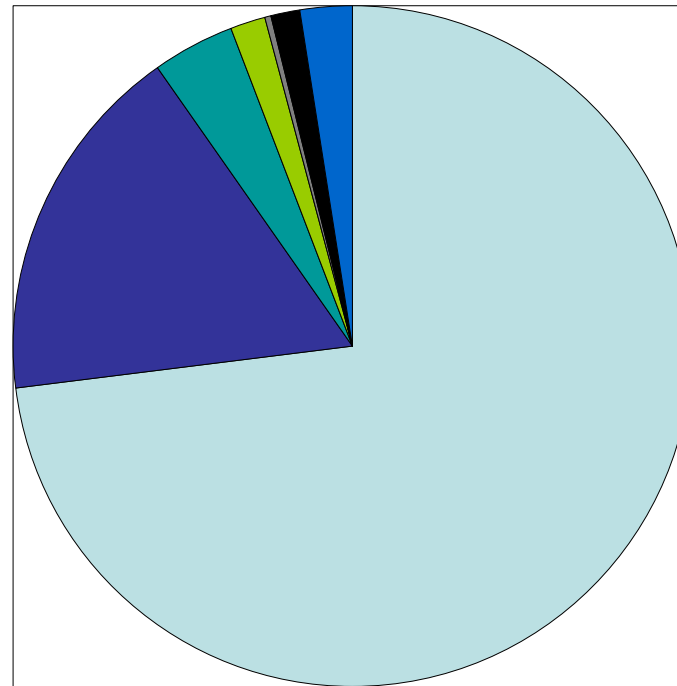
# Collate views of patients through surveys

- [2014 Patient Survey](#)
- 238 patients successfully completed a survey. This represents 2.9% of the patient population.
- Patient responses were collated manually into Excel spreadsheets to enable evaluation



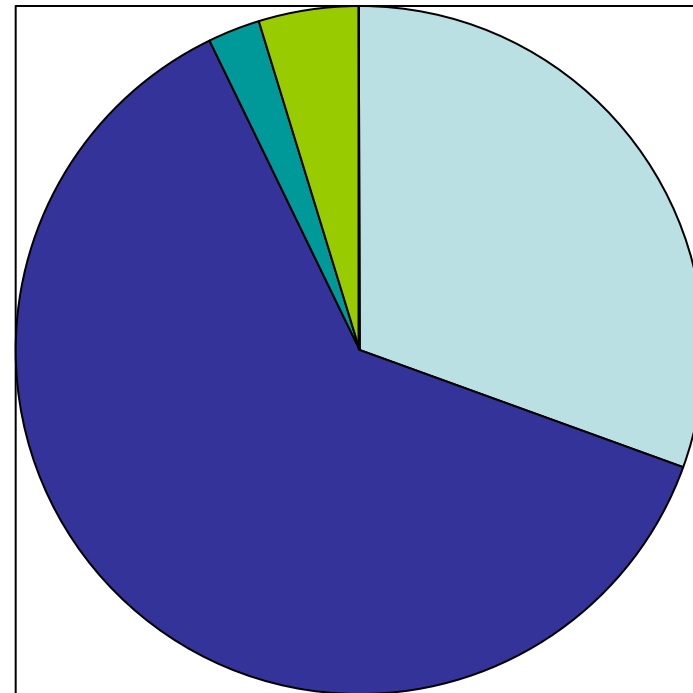
# Q1. From whom did you last seek medical advice?

GP	73.1%
Nurse	17.2%
Pharmacist	3.8%
111 service when surgery closed	1.7%
A&E	0.4%
Website	1.3%
Other	2.5%
(included Consultant, Midwife, Physiotherapist, Care worker & Admiral Nurse)	



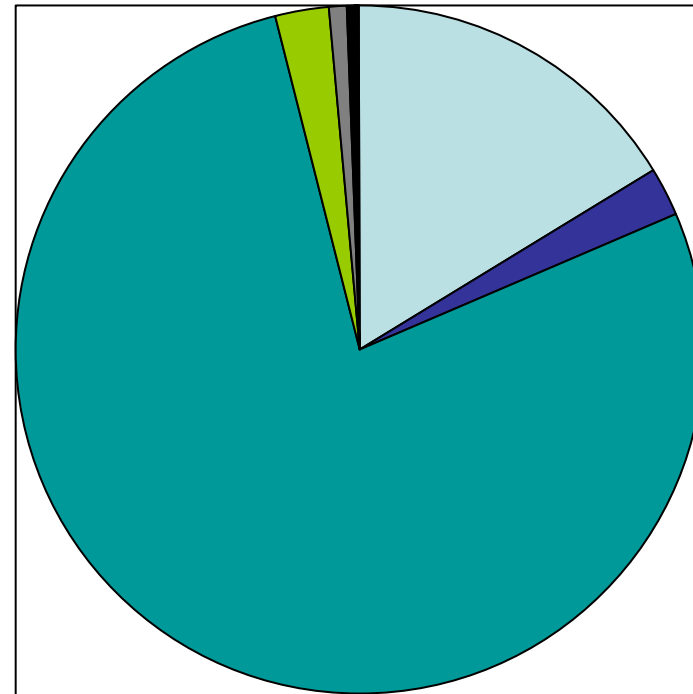
## Q2. How did you arrange your last appointment at the practice?

In person	30.7%
By Phone	62.2%
Via SystemOnline	2.5%
Sent an appointment letter	4.6%



### Q3. Both sites have limited parking. How did you arrive on your last visit to the Practice?

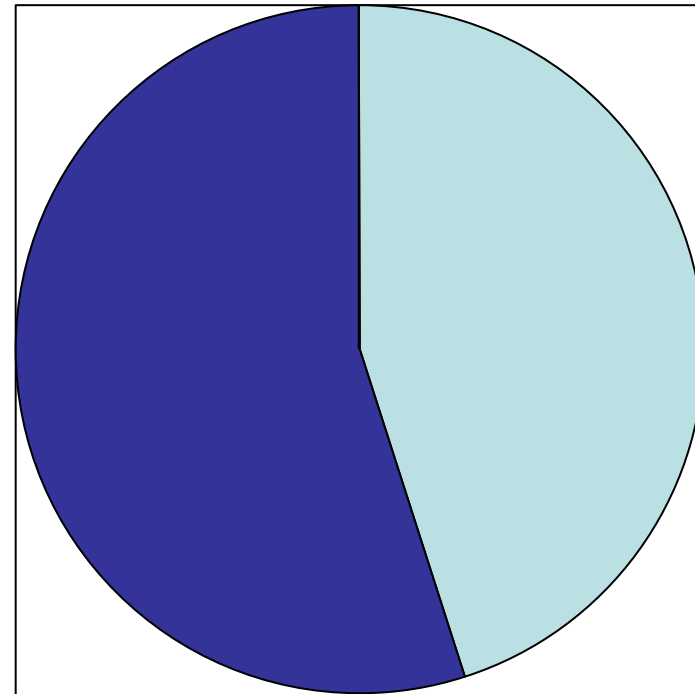
On foot	16.4%
By bicycle	2.1%
By car	77.7%
By community car	2.5%
By bus	0.8%
Other	0.4%



## Q4. How did you check-in when you attended for your last appointment?

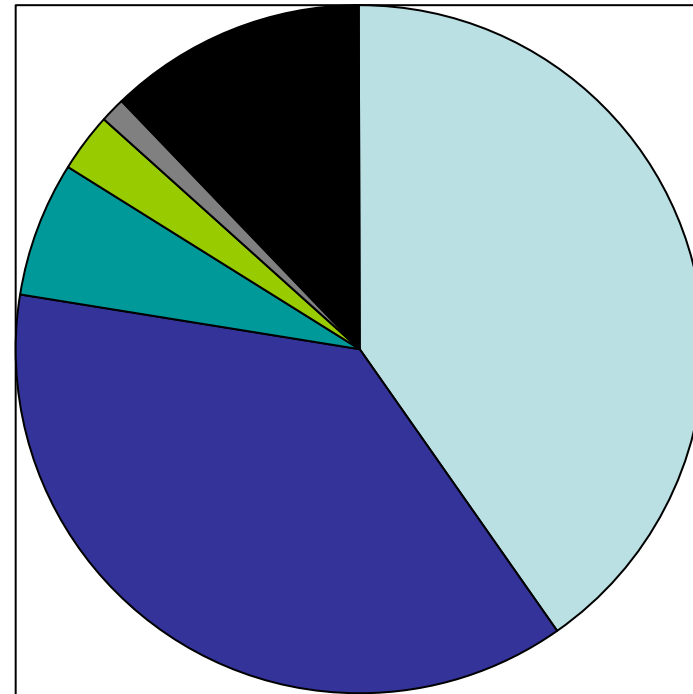
Spoke to Reception 45%

Touchscreen 55%



## Q5. How did you place your last order for repeat medication?

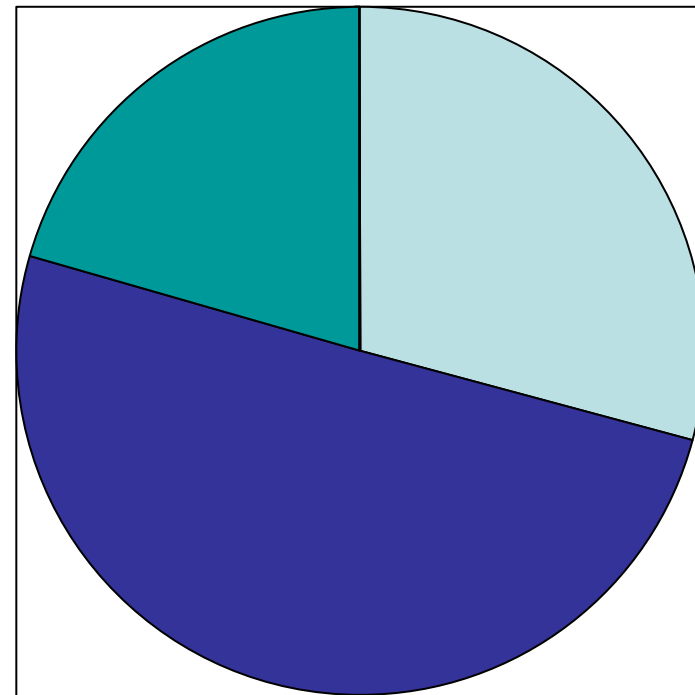
In person using repeat medication slip or request slip	40.3%
By phone by calling order line	37.2%
Via email	6.5%
Via practice website	2.6%
Via SystemOnline	1.3%
Not prescribed repeat medication	11.8%



## Q6. Have you accessed the surgery website to find out information about the Practice?

[www.mattishallsurgery.co.uk](http://www.mattishallsurgery.co.uk)

Yes	29.3%
No	50.2%
No internet access	20.5%



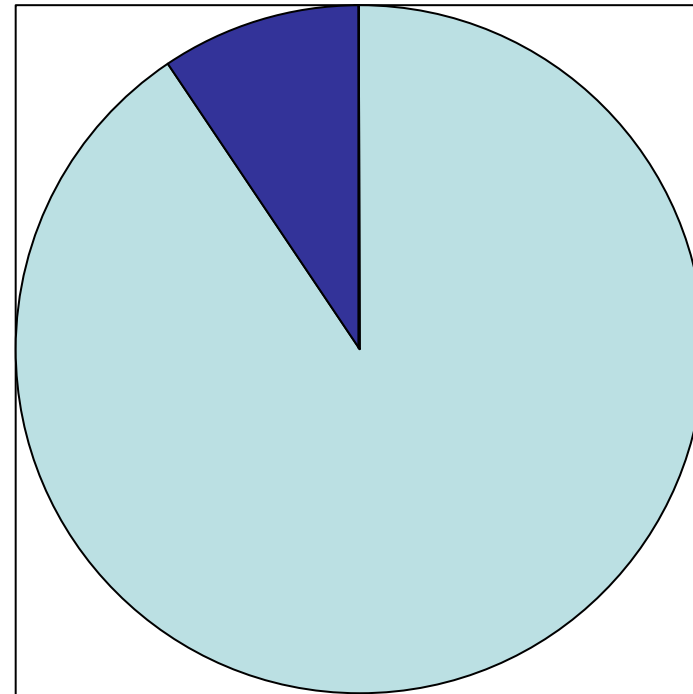
# Q7. Have you read information on the Practice notice boards when attending the practice?

Yes

90.7%

No

9.3%



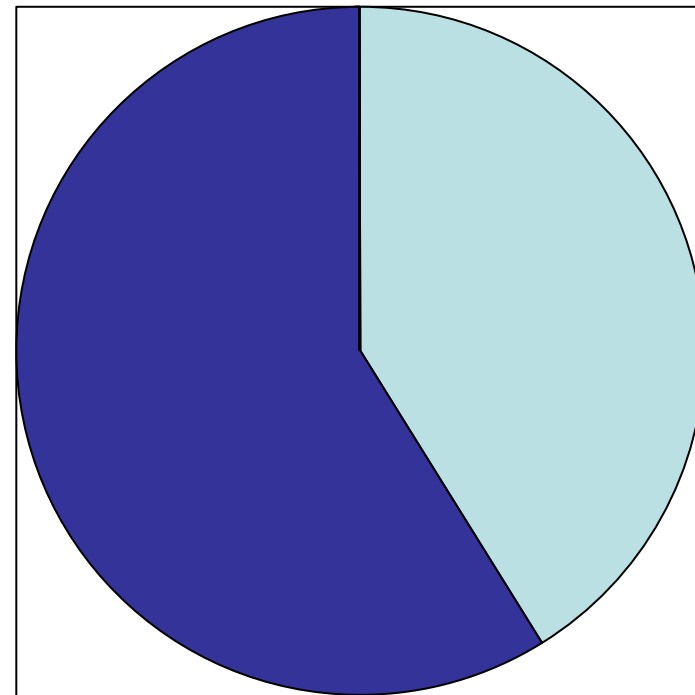
## Q8. Have you read the latest copy of the Practice newsletter?

Yes

41.2%

No

58.8%





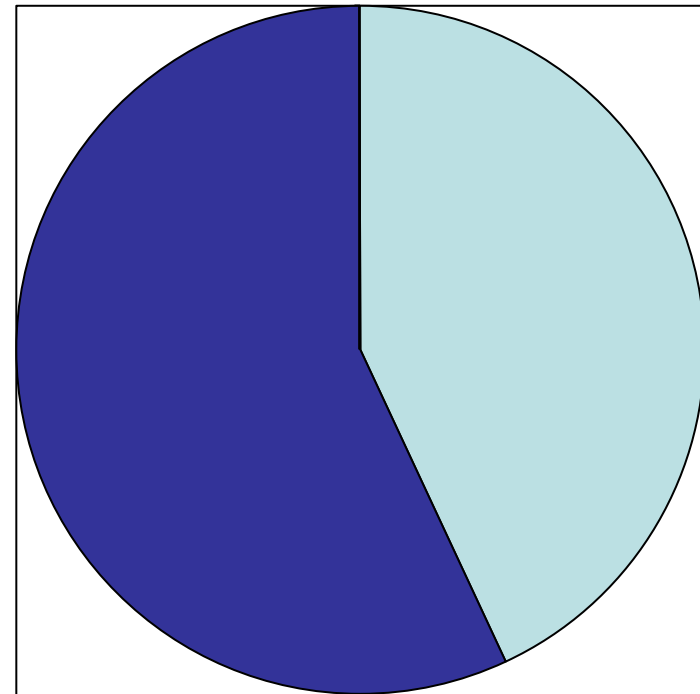
## Q9. Do you use the Practice leaflet to access information about the Practice?

Yes

43%

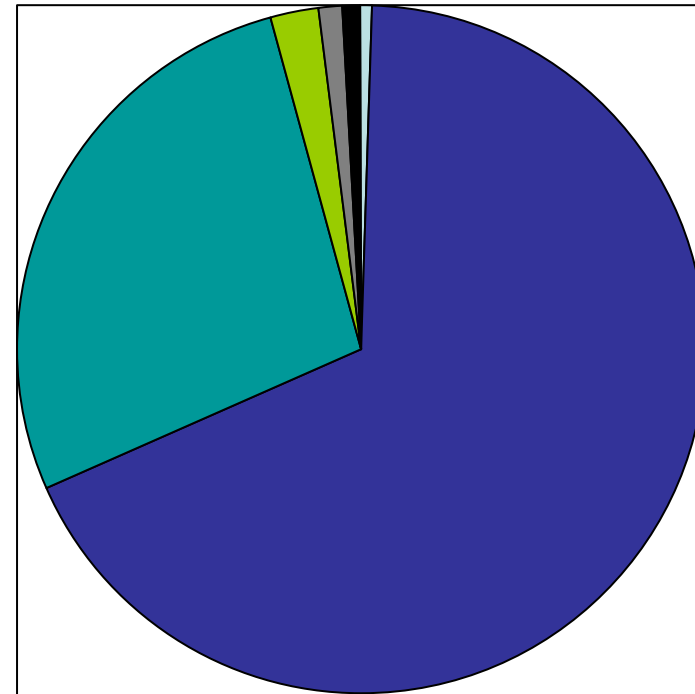
No

57%



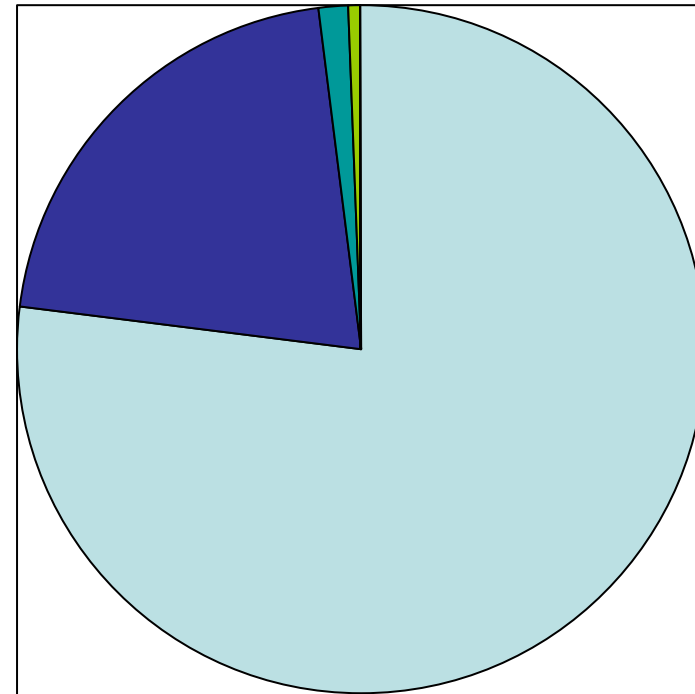
# Q10. Overall, how satisfied are you with the care you get at the Practice?

Prefer not to say	0.5%
Very satisfied	67.9%
Satisfied	27.4%
Neither satisfied or dissatisfied	2.3%
Dissatisfied	0.9%
Very dissatisfied	0.9%



# Q11. Would you recommend your GP Practice to someone who has just moved to your local area?

Yes definitely	77%
Yes probably	21.1%
No probably not	1.4%
Don't know	0.5%



# Review survey findings

- The collated results of the survey and evaluation were emailed to all members of the PRG in March 2014
- The survey results show that patients are accessing information and services provided by the practice in a variety of ways and that new services such as SystemOnline and utilisation of the touch screen check in system are starting to have an impact. However, over 50% of respondents answered that they had not seen the practice website, newsletter or patient leaflet which highlighted that access and awareness of these sources of information and communication need better promotion to patients.
- Respondents generally rated services being provided positively and were satisfied with current provision.
- 95.3% were satisfied or very satisfied with the overall care provided by the practice (97% in 2013) and 98.1% would recommend the practice to someone moving to the local area (97% in 2013).
- Comments were sought by email from members of the PRG on a proposed action plan.

# Proposed Action Plan

## Sources of medical advice

***“Waiting times need to be improved!!”***

***“Why book for a certain time if I won't be seen until 30mins later”***

***“Perhaps doctors seeing patients more on time as nurses manage to do”***

- Concern 1 – 73.1% of patients responded that they sought advice from a GP when they last needed medical advice. Demand for GP appointments continues to rise leading to increased pressure on the practice and longer patient waiting times for routine appointments however, some patients could be seen and treated more appropriately elsewhere. All new patients are issued with a sign post guide along with the practice leaflet providing information on how to access medical services both within the practice and from other agencies. Existing patients could be further guided on where to go for the most appropriate advice and treatment by promoting the sign post guide. Although there were no specific questions on the availability or waiting times for appointments, many patients commented that they are not able to see the same GP for a continuing problem or are kept waiting when they arrive for their appointment with the GP. This is often as patients present with multiple and complex problems that take longer than 10 minutes to address. Nurses know in advance why a patient is attending and time slots are allocated ranging from 10-40mins dependant on the review or procedure the patient has booked and therefore tend to run to time.
- Action 1 – Time keeping will be addressed with GP's at regular monthly Doctors meetings. How to request a double appointment for complex problems and conditions that Nurse Prescribers can deal with to be included in a future edition of the patient newsletter. Reception staff will continue to report waiting times to patients in the Waiting Room. Signpost guide to be made available on the practice website and added to the practice notice board at both sites. Future edition of newsletter to promote it's use and to promote the over the counter medication and advice options available from the Pharmacy.

# Proposed Action Plan

## Arranging appointments

***“My husband came home after a visit to tell me gleefully that you could now book appointments on-line so the system works!”***

***“Maybe more available appointments - SystmOnline helps”***

***“Advertise online system more!”***

- Concern 2– SystmOnline was launched in Spring 2014 and currently has 448 registered users or 5.3% of all registered patients. Feedback from patients has so far been positive. 2.5% of surveyed patients used the system to book their last appointment and 1.3% of patients used the system to order their repeat medication
- Action 2 – Continue to promote registration for SystmOnline to new and existing patients and increase the number of GP appointments available for booking in this way. Management Team to consider extending appointments available to include standard 10min nurse slots.

# Proposed Action Plan

## Parking

***“It would help to have bigger car parking facilities”***

***“Parking very limited/poorly organised”***

***“Parking not always good”***

- Concern 3 – Both sites have limited parking however 77.7% of patients arrive at the practice by car. Many patients commented on the parking difficulties.
- Action 3 – Awareness of limited and alternative parking needs to be raised with patients via a future edition of the newsletter and using posters in the waiting rooms. Car Parking is available to patients using the Mattishall Surgery in the public car park at the back of the Swan PH and along the road approaching Lenwade Surgery. Alternative travel options also need to be promoted to patients – walking, cycling and public transport. Management team to evaluate existing parking and review whether spaces can be reconfigured or created from existing staff spaces.

# Proposed Action Plan

## Practice Website

### ***“Unaware surgery had website”***

- Concern 4 – The practice website was created in 2008 and is regularly updated however only 29.3% had accessed the site to find out information about the practice.
- Action 4 – Website to be promoted by adding address to standard letterhead used to write to all patients and in future edition of newsletter.



# Proposed Action Plan

## Newsletter

***“Didn’t know about it - where is it located?”***

***“Where do I find it?”***

***“Did not know one existed”***

- Concern 5 – The practice newsletter was reinstated in February 2014 and it is planned that regular editions will be published and made available to patients in the practice and via the website. Only 41.2% had seen the latest copy when they attended the practice even though for the duration of the survey copies were available from Reception.
- Action 5 – Touch screens at Mattishall & Lenwade (in process of being installed) to be used to provide alerts to patients that the latest edition has been published. Newsletters to be displayed in Reception and in clearly marked display holders to be installed in both waiting rooms.

# Proposed Action Plan

## Practice Leaflet

***“Not come across leaflet”***

***“Not yet, getting a copy now”***

***“Wasn’t aware of it”***

- Concern 6 – The practice leaflet is now available in the waiting rooms of both sites but only 43% had used the leaflet to access information about the practice. Many commented that they had not needed to but many did not have a copy to refer to.
- Action 6 – Article to be added to the next edition of the practice newsletter informing patients that they can collect an up to date copy from Reception or Waiting rooms. Patient leaflets to be displayed in clearly marked display holders to be installed in both waiting rooms.

# Issues not addressed in the action plan

Extended opening – current situation is unchanged from 2012-13. Staff are unable to work extended hours within the parameters of their existing employment.

Music in waiting rooms – not a priority for practice budgets

Stuffy waiting room at Mattishall – air conditioning is scheduled to be installed in April/May 2014

# Next steps

- This report will be published on the website and available at Reception
- No contractual changes will be required as a result of implementing the proposed action plan
- The action plan will be carried out over the following weeks and months and progress against the plan will be reported back to members of the PRG by September 2014 to allow members to review the changes that have been implemented.

# Some comments

“Since joining the practice I have always been impressed that test results are followed up - so important + how pleasant and friendly all staff are. Thank you”

“Having just joined the Practice from a large one I have found the practice superb. The receptionists particularly stand out - efficient and they remember who you are! A totally new concept to me! I wish that all GP surgeries could be the same. 15/10!!!!”

“Lovely doctors & nurses, keep up the good work! So nice to always be able to get an appointment even at short notice. The receptionists are always really kind”

“I am very happy with the service we have received both at Lenwade & Mattishall”

“Always excellent care from every member of the practice team”

“After talking to people at other surgeries, feel I am lucky to belong to this practice!”

“Explanations of treatment/problems have always been explained in an understandable way”

“Great when Dr looks at me and not computer screen”

“Have been with practice since a child (and my wife since birth) Staff always pleasant and helpful.”

“I am very impressed that the practice works as a team who cares”

“All staff are very friendly and always incredibly helpful. Thank you.”