

EAST COWES MEDICAL CENTRE

LOCAL PATIENT PARTICIPATION REPORT AND PATIENT SURVEY RESULTS 2013 – 2014



Prepared by:
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Approved by:
Patient Representative Group

As mentioned in our previous survey (2012/2013) the Patient Representative Group was formed in March 2012.

There are 11 members of the group and it was agreed that this was the right size for the group.

The survey was sent out to patients in the first week of July 2013. It was agreed by the Patient Representative Group that the 30th September would be the last date to return the completed surveys.

The GPs working at the surgery at this time were:

Dr Christopher Andrews

Dr Mary Newson

Dr Arifur Rahman

Dr Jennie Want

Dr Sunitha Jinka

The opening hours of the surgery are:

MONDAY	8.00 – 18.30
TUESDAY	8.00 – 18.30
WEDNESDAY	8.00 – 18.30
THURSDAY	8.00 – 18.30
FRIDAY	8.00 – 18.30

EXTENDED HOURS	18.30 – 20.00
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APPOINTMENTS

Appointments can be made by telephone or in person at the surgery. Appointments can be made 2 months ahead for the GPs and 3 months for the Practice Nurses.

The surveys (200) were equally divided into age groups from the Practice list

There were 73 (36%) returned and the results from each group are listed below in percentages:

UNDER 18	10.9%
18-24	2.7%
25-34	1.3%
35-44	8.2%
45-54	10.9%
55-64	17.8%
65-74	9.5%
75-84	17.8%
OVER 85	16.4%

PRACTICE POPULATION PROFILE

The Practice population profile at the time of the survey is listed below in age groups. Also listed is the PRG member profile. The calculations are recorded in %.

PRACTICE POPULATION PROFILE		PRG PROFILE	
UNDER 16	19	UNDER 16	
16-17	2	16-17	
18-24	8	18-24	
25-34	11	25-34	
35-44	12	35-44	
45-54	13	45-54	10
55-64	13	55-64	20
65-74	13	65-74	30
75-85	6	75-85	20
OVER 85	3	OVER 85	20

The ethnicity of the Practice population profile is also listed below and compared with the PRG member profile. Also calculated and recorded in %.

ETHNICITY			
PRACTICE		PRG	
WHITE		WHITE	
British Group	74	British Group	100%
Irish	1	Irish	
MIXED		MIXED	
White & Asian	1	White & Asian	
ASIAN OR ASIAN BRITISH		ASIAN OR ASIAN BRITISH	
Indian	3	Indian	
Pakistani	1	Pakistani	
CHINESE OR OTHER ETHNIC GROUP		CHINESE OR OTHER ETHNIC GROUP	
Chinese	1	Chinese	
Any other		Any other	
NOT RECORDED	19		

GENDER			
Male	52	Male	30
Female	48	Female	70

SURVEY RESULTS

1) When did you last see a Doctor @ the GP surgery?

In the past 3 months	56.16%
Between 3 and 6 months ago	26%
More than 6 months ago	9.5%
Never	5.4%
NOT ANSWERED	3%

2) Which of the following methods would you prefer to use to book an appointment?

In person	15%
By phone	69.8%
By fax	0%
Online	5.4%
No preference	4.1%
NOT ANSWERED	6%

3) In the past 6 months how easy have you found the following?

Getting through on the phone	
Haven't tried	12%
Very easy	23%
Fairly easy	47.9%
Not very easy	12%
Not at all easy	0%
Don't know	0%
NOT ANSWERED	15.1%

Speaking to a Doctor on the phone

Haven't tried	35.6%
Very easy	10.9%
Fairly easy	17.8%
Not very easy	6.8%
Not at all easy	6.8%
Don't know	2.7%
NOT ANSWERED	19.4%

Speaking to a Nurse on the phone

Haven't tried	49.3%
Very easy	4.1%
Fairly easy	10.9%
Not very easy	5.4%
Not at all easy	2.7%
Don't know	5.4%
NOT ANSWERED	22.2%

Obtaining test results by phone

Haven't tried	42.4%
Very easy	8.2%
Fairly easy	9.5%
Not very easy	2.7%
Not at all easy	1.3%
Don't know	12.3%
NOT ANSWERED	23.6%

4) If you have an URGENT problem, can you normally get an appointment the same day?

Yes	23.2%
Sometimes	32.8%
No	15%
Don't know	24.6%
NOT ANSWERED	4.4%

5) How easy do you find getting into the building at the surgery?

Very easy	54.7%
Fairly easy	24.6%
Not very easy	6.8%
Not at all easy	5.4%
NOT ANSWERED	8.5%

6) How helpful do you find the Receptionists at the surgery

Very	45.2%
Fairly	36.9%
Not very	12.3%
Not at all	4.1%
NOT ANSWERED	1.5%

7) How do you feel about how long you normally have to wait?

I don't normally have to wait too long	39.7%
I have to wait a bit too long	32.8%
I have to wait far too long	13.6%
No opinion/doesn't apply	12.3%
NOT ANSWERED	1.6%

8) Are you generally able to see your preferred Doctor?

Always or most of the time	28.7%
A lot of the time	30.1%
Some of the time	28.7%
Never or almost never	8.2%
NOT ANSWERED	4.3%

9) How satisfied are you with the opening hours at the surgery

Very	27.3%
Fairly	28.7%
Neither satisfied or dissatisfied	16.4%
Quite dissatisfied	2.7%
Very dissatisfied	1.3%
Don't know opening hours	20.5%
NOT ANSWERED	3.1%

10) Would you like the surgery to open at additional times?

Yes	36.9%
No	28.7%
NOT ANSWERED	44.4%

11) The last time you saw a GP at the surgery, how good was the GP at each of the following?

Giving you enough time

Very good	51.4%
Good	39.7%
Neither good nor poor	1.3%
Poor	1.3%
Very poor	0%
Doesn't apply	2.7%
NOT ANSWERED	3.6%

Asking about your symptoms

Very good	46.5%
Good	35.7%
Neither good nor poor	4.1%
Poor	2.7%
Very poor	0%
Doesn't apply	2.7%
NOT ANSWERED	3.3%

Listening

Very good	46.5%
Good	35.6%
Neither good nor poor	6.8%
Poor	1.3%
Very poor	0%
Doesn't apply	2.7%
NOT ANSWERED	7.1%

Explaining tests and treatment

Very good	34.2%
Good	30.1%
Neither good nor poor	6.8%
Poor	1.3%
Very poor	1.3%
Doesn't apply	16.4%
NOT ANSWERED	9.9%

Involving you in decisions about your care

Very good	30.1%
Good	28.7%
Neither good nor poor	10.9%
Poor	0%
Very poor	2.7%
Doesn't apply	16.4%
NOT ANSWERED	11.2%

Treating you with care and concern

Very good	50.6%
Good	28.7%
Neither good nor poor	5.4%
Poor	0%
Very poor	1.3%
Doesn't apply	5.4%
NOT ANSWERED	8.6%

Taking your problem seriously

Very good	44.2%
Good	38.5%
Neither good nor poor	5.7%
Poor	0%
Very poor	1.3%
Doesn't apply	5.4%
NOT ANSWERED	4.9%

12) How easy is it for you to get an appointment with a Practice Nurse at the surgery?

Haven't tried	38.5%
Very	27.3%
Fairly	20.5%
Not very	2.7%
Not at all	0%
Don't know	8.2%
NOT ANSWERED	3.8%

13) The last time you saw a Practice Nurse at the surgery, how good was the PN at each of the following?

Giving you enough time

Very good	44.2%
Good	21.9%
Neither good nor poor	0%
Poor	0%
Very poor	0%
Doesn't apply	23.2%
NOT ANSWERED	10.7%

Asking about your symptoms

Very good	36.9%
Good	17.8%
Neither good nor poor	6.8%
Poor	0%
Very poor	0%
Doesn't apply	22.8%
NOT ANSWERED	15.7%

Listening

Very good	39.7%
Good	20.5%
Neither good nor poor	0%
Poor	1.3%
Very poor	0%
Doesn't apply	21.9%
NOT ANSWERED	16.6%

Explaining tests and treatments

Very good	32.8%
Good	13.6%
Neither good nor poor	5.4%
Poor	0%
Very poor	1.3%
Doesn't apply	27.3%
NOT ANSWERED	19.6%

Involving you in decisions about your care

Very good	30.1%
Good	13.6%
Neither good nor poor	6.8%
Poor	1.3%
Very poor	0%
Doesn't apply	30.1%
NOT ANSWERED	18.1%

Treating you with care and concern

Very good	47.9%
Good	15%
Neither good nor poor	4.1%
Poor	1.3%
Very poor	0%
Doesn't apply	20.5%
NOT ANSWERED	11.2%

Taking your problem seriously

Very good	42.4%
Good	13.6%
Neither good nor poor	5.4%
Poor	0%
Very poor	0%
Doesn't apply	20.5%
NOT ANSWERED	8.1%

14) In your discussion with the Practice Nurse or doctor how do you feel that they best dealt with your health problem?

Did the Doctor or Nurse take notice of your views about how to deal with your health problem?

Yes	58.9%
No	6.8%
Don't know`	10.9%
N/A	15%
NOT ANSWERED	8.4%

Did the Doctor or Nurse give you any information about the things you might do to deal with your health problem?

Yes	63.3%
No	12.3%
Don't know`	5.7%
N/A	13.6%
NOT ANSWERED	4.1%

Did you and the Doctor or Nurse agree how best to manage your health problems?

Yes	58.9%
No	9.5%
Don't know`	8.5%
N/A	16.4%
NOT ANSWERED	6.7%

15) Overall, how do you rate the services provided by the surgery?

Excellent	10.9%
Very good	42.4%
Good	26%
Fair	9.5%
Poor	5.4%
Very poor	1.3%
NOT ANSWERED	4.5%

16) Would you recommend the surgery to someone who has just moved to your local area?

Yes	68.4%
Maybe	12.3%
Not sure	2.7%
Probably not	9.5%
Definitely not	0%
Don't know	2.7%
NOT ANSWERED	3.4%

17) Are you male or female?

Male	26%
Female	69%
NOT ANSWERED	5%

The ethnicity percentage of the surveys returned are as follows:

White British	90%
White Irish	1%
NOT ANSWERED	9%

OTHER ADDITIONAL COMMENTS

- **WAS THERE ANYTHING PARTICULARLY GOOD ABOUT YOUR VISIT TO THE SURGERY**

I usually come away on a positive note having been reassured on a health problem

The Doctors are good

I feel better after seeing the Doctors – at least someone has listened to me

Prompt service

Problems dealt with sympathetically, swiftly – efficiently

I have just moved to the area (6 months) and registered @ the surgery straight away. The staff were friendly and helpful – I need regular medication for an ongoing condition – when I saw the Doctor she was kind and helpful – I think the practice has an excellent balance of care for patients

Very sympathetic to circumstances

Was looked after well by Nurse following operation in SGH

The Doctors were very good in trying to work out what the problem was and how best to treat it. If one thing did not work – then another approach was given – they were all very caring and determined to find the cause

All visits to the doctors have been helpful apart from my last appt

Lovely new environment – surprised the lack of air conditioning – saw a new Doctor – Dr Jinka was lovely

Once in the room with Doctor/Nurse it is very good

The last time I attended I saw Dr Andrews who was very welcoming, very thorough and had time for me (something not apparent with all the Doctors at the practice)

Very easy to park – nice receptionists, fab, Doctor lovely toilets

Seeing one particular Doctor of your choice

The GPs I see are good and give time to you without rushing you and for this reason I do not mind waiting to be seen, but it would be nice if, when there is a delay of more than 15-20 mins a notice could be given when booking in or on the tv screen

Needing home visits I only call when something has happened which I cannot deal with from previous experience – home visits are always helpful

Better in new building – I was able to talk to the Nurse on the phone when I knew what was wrong and just needed a prescription which I picked up the same day meaning no need to see a Doctor

Dr Andrews is very good

The staff members are always helpful and friendly – Dr Andrews and Dr Rahman are brilliant with their patients

- **WAS THERE ANYTHING THAT COULD BE IMPROVED**

Only for receptionists to be a little more aware of one's presence when waiting for them to notice you

Pre-warn patients when own Doctor off or unavailable for a month or more

Waiting time way too long for emergency appointments – over 1½ hours – general waiting times for booked appointments too long – on average 45 minutes over appointment time

Air conditioning and perhaps a clock

Not all of the receptionists are as welcoming as they might be – it is embarrassing for the patients to be ignored for several minutes while the person at the desk is intent on the computer – a glance – a smile and if necessary a request to wait for a moment till a task is finished would make all the difference – is it really necessary for repeat prescriptions to take 3 working days to be ready

The waiting area could have a clock and background music as it is so quiet and they used to at the previous surgery

We have a lot of elderly people on the Island. It seems crazy to have doctors upstairs – also for myself walking up the stairs you are greeted with everyone looking at you – the waiting area is wrong

Pity that one has to go to the first floor

The receptionists are not very clear and do not understand the idea of emergency prescriptions

The Doctors should have been put on the ground floor – I can't walk upstairs and I hate the lift but the Doctors are excellent

Why do I have to wait after the appointed time to see a Doctor – I never get to see the Doctor on time – this causes problems with my schedule

I suffer from urine infections frequently and if I need medicine I have to wait for the Doctor and have urine tested which is uncomfortable – I would prefer not to be out of my home for long periods of time

Chairs too hard

Make sure all the receptionists have good customer skills – most do but one does not

Reception

At times there can be quite long delays to see the Doctor

Air conditioning – access to GPs could be made easier – have to access chemist via a ramp and then lift and stairs to GP – in event of lift not working or in an emergency stairs would be only access/exit

Currently I work full time therefore I cannot attend before 4.00pm – this clearly is an issue as I had to wait a week and a half for an appointment – I asked for Dr Andrews – no chance – would later surgeries perhaps once or twice a week be possible – or a Saturday

Timings on waiting to get an appointment and also the period of time we have to wait in the waiting room – I have averaged my last 4 appointment waiting times to 50 minutes – this is unacceptable

When obtaining test results it would be preferable to receive a note from the Doctor rather than a receptionist telling me over the phone – who has no knowledge medically and can only say 'normal' when you might want more information – I had a blood test to see what type of arthritis I had – I still have no idea

Magazines to read while waiting

Appointments

Opening on a Saturday

The waiting area is dull, bland and lacks ventilation – there is nothing to read or look at – the seats are in rows, back to back so accidental banging of heads and knocking of backs and chairs occurs – the area is sterile, cold unwelcoming almost hostile – the access for those with walking difficulties/pushchairs and children is very poor with no safe/dry space to leave pushchairs or mobility aids – how a purpose built surgery does not have air conditioning or a lift to take pushchairs or mobility aids is beyond belief – the building design does not consider patients needs requirements

Change how appointments are made - I only make an appt when I really need to see a Doctor – I always want to see my own doctor who knows who I am – otherwise too independent

Shorter waiting times to book an appt with my own Doctor

The repeat prescription service long term repeat prescriptions should be easier to obtain – I have experienced a number of problems when trying to collect a repeat prescription from the chemist for a family member which meant going back to the surgery to get the matter sorted e.g. prescription not being at the chemist on the third day/prescription blocked at the surgery as it had been requested too soon – why could not surgery have done it later

Only think that enables persons to gain an appt on the day of illness not being told that there is an appt in 2 weeks time/illness being unknown until you see the Doctor - could be serious or fatal – some people do not make appts unless they have to – by checking the persons records it would tell you if the person is a nuisance attendee

Can't understand some of the Doctors – the receptionists mostly have snotty attitudes

Waiting times reduced would be lovely

- **ANY OTHER COMMENTS**

On the whole I am very thankful that the centre is there and the help offered available to me at my age very thankful indeed

The receptionists were very helpful and did all they could to get my repeat prescription done even though my records were not transferred – they arranged an appointment with my new GP and speeded up the process

I ticked fairly good for receptionists but sometimes it depends who is on as one or two of them are very blunt and not polite

I find the people at the surgery very helpful

Haven't made enough visits to comment

Queue always at reception – never waited long enough to discuss issues with receptionist

Patient very upset – re asking for an emergency script – told too soon – then said had lost on holiday and did not want to sit and wait for another script – blamed surgery and description too long to type!!!!!! (32)

Do not need to attend health centre often as although I have heart problems I have regular checkups with my consultant SGH – apart from that – healthy and I have only needed after care with the Nurse

Now the surgery is termed a medical centre could we have standard bloods done here instead of having to go to St Mary's and having to pay parking costs and usually a long delay in getting tested – these tests used to be carried out locally

Very recently my wife tried to make an urgent appt with a preferred Doctor and was told this was not possible – it left my wife bewildered and upset and at a loss to understand the appointment booking system – eventually she made an appt 4 days later with another Doctor

They are very kind

As we work full time it would be good if there was a late night surgery once a week – until 7.30 – it is not always convenient to fit in an appt around work/college

My last appt to see a Doctor was very disappointing as I have never met the Doctor before and I was already putting it off as I was too embarrassed but when I did see the Doctor he laughed at some of the things I had to say – unfortunately I cannot remember his name but he was quite short with glasses

Shame my negative points have to be such a big impact on the way I view the surgery

Lucky to have such a great team

Not good to wait for an appt a week away making a possible visit to the Beacon centre on the cards to ease the worry and anxiety

Why is it not possible to see the same Doctor when you visit – used to instead of flitting from one to another – all good doctors but each has different opinions and there is no sense of continuity of care

Several times I have tried to make an appt between 6 weeks and 3 months ahead only to be told the system does not go up that far ahead – the old system coped with this and so did the book/paper system so why can't the new system - the receptionist seems isolated and on their own and because other staff are behind closed doors queues often form

I hear from others who need to make an appt at the surgery are having to wait several days and I am grateful for swift attention

I think the waiting area needs a clock and a cold drinks dispenser as the building is very warm

What I need is help which is constructive advice relating to my husband who is suffering from vascular dementia I seem to hit a brick wall wherever I ask - it is a very good idea to get results from the survey as our needs are so different

Getting an appointment damn near impossible – there is nowhere else to go so they have the monopoly and can do what they like

The group met on 24.1.14 to discuss the survey results and to also conclude last year's action plan and the results. Please see below for the results:

LAST YEAR'S ACTION PLAN

ACTION PLAN	RESULTS
GP WAITING TIMES	Ongoing measures to improve waiting times in the surgery – to be reviewed
COMPILE A NEWSLETTER	Our first newsletter was printed in August 2013
INSTALL A SUGGESTION BOX	We installed a suggestion box in the reception area in June 2013
WE DISCUSSED WHETHER A WATER DISPENSER COULD BE INSTALLED IN THE PATIENTS WAITING AREA	Due to health and safety issues connected to the spillage of water – the PRG have decided against installing a water dispenser
HOLD REGULAR MEETINGS	The group hold regular meetings – usually every 2 months
PATIENT VIEWS/CHANGES	Patient touch screen for patients to check themselves in was installed due to patient feedback to stop queuing at the reception desk This was installed in January 2013
TO IMPROVE THE PROCESSING OF PRESCRIPTIONS	We are continually looking into our prescription processes. Regular meetings are held with the Pharmacists/the increased demand for urgent prescriptions causing delays to patients who request their prescriptions in the requested timeframe – we have put new procedures in place to tackle this problem

The group met again on 14.2.14 to agree on a new action plan. We also discussed that we would re-visit the membership of the Patient Representative Group at our next meeting in April.

THE PRG HAVE AGREED ON THE ACTION PLAN FOR 2014-2015

PLEASE SEE BELOW

ACTION PLAN	
MINOR INJURY PATIENTS	ENCOURAGE PATIENTS TO USE MINOR INJURY SERVICES AT GP PRACTICE
ON-LINE SERVICES FOR PATIENTS	TO PROMOTE THE ON-LINE REPEAT PRESCRIBING AND APPOINTMENT SERVICE
REVIEW THE PICTURES IN THE WAITING AREA	TO LOOK AT ANY CHANGES THAT MAY BE NEEDED
TO LOOK INTO RECRUITING NEW MEMBERS TO THE PRG GROUP	TO RE-VISIT THE GROUP MEMBERSHIP
DNA APPOINTMENTS	REVIEW NUMBER OF NON-ATTENDERS
TO CONTINUE WITH A NEWSLETTER	TO PROMOTE SERVICE DEVELOPMENTS TO PATIENTS

The PRG will continue to meet regularly to discuss and take note of patient's suggestions and concerns. It may not always be possible to make changes, but the group will look into any issues raised.