



Southview Surgery Virtual Patient Participation Group

Second Year Report



Southview Surgery Virtual Patient
Participation Group

Southview Surgery Virtual Patient Participation Group

Second Year Report

Table of Contents

Introduction	2
How we formed our group	2
Profile of our group	3
How we sought your views	4
Findings of the survey.....	4
Details of our Action Plan	5
Opening Hours	6
Conclusion	7
Appendix 1 – Copy of our invitation for new members to join.....	8
Appendix 2 – Findings of the survey and comments.....	9 – 13

Southview Surgery Virtual Patient Participation Group

Introduction

Southview Surgery is interested in the views and opinions of its patients and how they think the surgery is doing and to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by us.

How we formed our group

We were in a fortunate position as a practice as we have been collecting patients email addresses for a few years so this gave us our starting point.

We sent a personalized email to everyone who we had an email address inviting them to participate and if they agreed to fill in the form and return it back to the practice via email. On the reception desk both at Southview and our branch surgery Westfield are forms for patients to complete whilst attending the desk. We also as part of our information packs that we give to new patients include the form for them to fill out and return if they wish to become part of the group. (Appendix 1)

This information was returned where we collated the information and formed our register, we also entered a code into the medical records so that before we send a further email correspondence out we can identify all those patients who have left the practice so not to bother unnecessarily.

Before every survey is sent we check our register against our registered patients register to make sure that we are not sending out any emails to those patients who may have left our list, deceased or changed their email address.

Profile of Group

Our current profile of the group is as follows:-

Members

Members	Virtual Members	Paper Member
149	148	1

Age Range

Under 16	17 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	Over 85	Unanswered
0	2	23	23	26	25	31	19	1	

Gender

Female	Male	Unanswered
80	70	

Ethnicity

White					
British Group	86	Irish	2	European	11
Mixed					
White & Black Caribbean	1	White & Black African		White & Asian	1
Asian or Asian British					
Indian	6	Pakistani	3	Bangladeshi	2
Black or Black British					
Caribbean		African			
Chinese or other ethnic					
Chinese				Any other	

Unanswered = 36

How often they felt they visited the surgery

Regularly	Occasionally	Very Rarely	Unanswered
26	45	18	60

Update on last year's Action Plan

We have done extremely well with our Action Plan and reaching the targets that we set.

Call back telephone appointments at the end of surgeries – We were able to introduce this immediately and appears to be working well for some patients and not so well for others, our biggest problem that we are finding is that the mobile phone is often switched off or put on silent and therefore we are unable to get through to the patient.

Some patients have felt that the timing of the telephone call is inappropriate so we have changed our policy so that if a patient knows they are not going to be available they can request that the doctor telephones before or after a certain time during the day but due to our workload we cannot always guarantee this but we do try our very best to accommodate.

Improve delay between appointment time & time called in to see doctor – Very difficult one, the doctors have all tried their best to run to time but are finding it very difficult when a patient arrives for a 10 minute appointment with at least 3 or 4 items to discuss.

Increase Online Appointment booking

- **All routine Doctors appointments** – was put on the system with immediate effect though the uptake has been very poor. Those that have taken the system up we are finding are booking items that a nurse would deal with i.e asthma review or blood test and therefore the reception team are having to call the patient and re-arrange the appointment
- **Blood tests** – was put on the system with immediate effect and appears to be working well
- **Cervical Smears in Well Woman Clinic** – was put on the system with immediate effect and working very well.
- **Autumn Flu vaccination clinics** – was put on the system with immediate effect and was very effective this year, unfortunately due to our supplier letting us down very late in the process we did have to cancel quite a few clinics and we do apologise for this.

How we sought your views

For our second survey we took the area that you felt needed work on from our first patient survey 2011 which was on the **Appointment System**.

Findings of Survey

Our survey took place in September 2012 and the full survey findings can be found in (Appendix 2), we also published the results on our website southviewsurgery.freeserve.co.uk and in the waiting rooms of both Southview Surgery and our branch surgery at Westfield

Details of Action Plan

ACTION PLAN

ACTION	TIME SCALE
Triage Appointments to be extended to other times of the day	Immediately
Text reminders to patient. To look into the feasibility of offering this service	June 2013
To discuss the possibility of a Drop In Surgery at the next practice quarterly meeting	January 2013

This action plan was agreed by our VPRG on the 29th October 2012 and therefore work has started on achieving the targets agreed.

Opening Hours and Access Details

Southview Surgery

Monday 8am – 6:30pm

Tuesday 8am – 6:30pm

Wednesday 7:30am – 6:30pm

Thursday 8am – 6:30pm

Friday 8am – 6:30pm

Westfield Surgery

Monday 8:30am – 12:30pm 2 – 5:30pm

Tuesday 8:30am – 12:30pm 2 – 5:30pm

Wednesday 8:30am – 12:30pm 2 – 5:30pm 6:30pm – 8:30pm

Thursday 8:30am – 12:30pm 2 – 5:30pm

Friday 8:30am – 12:30pm 2 – 5:30pm

Conclusion

As outlined in the introduction to this report, the purpose of this survey was to look at our appointment system which was identified by the patient participation group as an area for concern.

The majority of patients had difficulty getting through on the phone first thing in the morning so with immediate effect we opened all routine doctors appointment slots up on the online system to help ease this situation.

Those patients who had used the small triage system felt that it was helpful therefore we extended the triage system with immediate effect.

Although 80% did not find holding on the phone a problem 73% would have preferred to have been called back. The extended triage system will also ease this situation.

70% thought that a drop in surgery would be a good idea. Mixed feelings about this but we have agreed to discuss at the next quarterly meeting.

83% agreed that the expansion of the triage system to assess medically urgent calls is a good idea.

The surgery will be looking at texting patients to remind them that they have an appointment the next day and we hope to have this up and running by June 2013.

This report has highlighted some areas where the Surgery could enhance its services to patients.

WOULD YOU LIKE TO HAVE A SAY ABOUT THE SERVICES PROVIDED AT SOUTHVIEW SURGERY AND WESTFIELD SURGERY?

We are encouraging patients to give their views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible. To achieve this we are asking if you would like to provide your email address so that we can contact you by email every now and again to ask you a question or two.

Are you interested in leaving your email details?

If so could you please fill in this quick form and hand it back to reception and we will add your details to a contact list which will be known as our virtual patient reference group (VPRG)

Your contact details will only be used for this purpose and will be kept safely.

Name:

Email address:

Postcode:

This additional information will help us to ensure that we try to contact a representative sample of the patients that are registered at this practice.

Are you? Male / Female

Age:	Under 16		17-24	
	25-34		35-44	
	45-54		55-64	
	65-74		75-84	
	Over 84			

Please indicate which of the following ethnic background you would most closely identify with?

White				
British Group		Irish		European
Mixed				
White & Black Caribbean		White & Black African		White & Asian
Asian or Asian British				
Indian		Pakistani		Bangladeshi
Black or Black British				
Caribbean		African		
Chinese or other ethnic				
Chinese				Any other

How would you describe how often you come to the surgery?

Regularly	
Occasionally	
Very rarely	

Southview Patient Participation Survey Results

Firstly I would like to thank everyone who has volunteered to be a Member of the Southview Patient Participation Group. Below are the results of our second survey.

We were pleased with the positive thoughts regarding the triage system. Sadly the response rate was not as good as our first survey with 50 out of the 193 total groups replying, giving us a 26% response rate.

At the end is our Action Plan drawn from your answers and suggestions. Please respond by email, by return, if you agree or disagree with the Action Plan.

Many thanks,

Dr Clare Benham

RESULTS OF THE SURVEY

Do you have difficulty getting through to the surgery by phone first thing in the morning??

YES	NO
86%	14%

Have you had experience of the current triage system?

YES	NO
43%	57%

If YES

Did you find the triage system helpful??

YES	NO
100%	

Did you still have to see a Doctor that day?

YES	NO
66%	33%

Did you find holding on the phone a problem?

YES	NO
20%	80%

Would you have preferred to have been called back if given a general time you would receive the call?

YES	NO
73%	27%

Which do you feel is better?

To hold on the phone while waiting for the doctor to pick up the call	For your call to be returned
28%	72%

What are your general feelings about telephone triage?

It is a good idea	It is OK	I do not like it but accept it is needed	I do not like it at all
70%	11%	19%	0%

What are your thoughts about a drop in surgery? (A surgery you attend without an appointment and wait in turn to be seen)

It is a good idea	It is an awful idea
70%	30%

Expansion of the triage system

I think the telephone triage system should be expanded and all calls for emergency appointments be assessed	I do not think telephone triage should be expanded
83%	17%

Comments

Do you have difficulty getting through to the surgery by phone first thing in the morning?

Obviously a problem!

We have recently installed a new phone system to try and address this issue and direct calls to the most appropriate place rather than all having to come via reception.

Also we no longer ask patients to hold on the line waiting to speak to the duty doctor but returned their call.

First thing in the morning is always busy a busy time so please try and call later if your call is not urgent.

As the doctors triage all requests for same day appointments it is no longer a matter of 'first come first served' for these appointments as all are assessed and appointments given if required. Please try and call between 8.30 and 9.15am if you feel you may need to be seen that day.

Have you had experience of the current triage system?

Out of those who had experienced our initial, smaller scale, triage system the response was very positive.

In 33% telephone advice was sufficient or a more suitable appointment was made and they did not have to attend the surgery on that day.

Surprisingly holding on the phone was not deemed to be a problem but we do feel that holding did block telephone lines into the surgery and hence was compounding the difficulty getting through to us in the morning.

Most people were happy with the idea of being called back and we have started doing this. Reception can give you an indication of the time your call will be returned, most will be between 9am – 9.30 am with calls received later in the morning being called back between 10.30-11am. These times are not definite as if the doctor has time they may call back before 10.30 and equally if they are running behind it may be a bit later. If there is a time period where you know you would not be able to answer your phone please let reception know.

Drop in Surgery

Surprisingly a positive response. It must be said this is more positive than the doctors at the surgery who fear queues going out of the surgery door and people having to wait a long time to be seen!

It is something we will discuss and could adopt in the winter for *simple one appointment one problem*-such as ear ache sore throats etc. It would not be feasible for chronic conditions where more time would be needed.

Your Comments

Most were positive, thank you.

Email

We are currently reluctant to open email to patients' queries as we cannot guarantee that all emails will be read promptly and we may miss an urgent issue. Answering emails would have to be done by a doctor who would take them away from more patient contact and we feel a telephone conversation is more productive.

Time of call back

Reception should be able to give you a rough idea of what time the doctor will return your call. We aim to see same day appointments in the morning. If there is a time you are not available please tell reception. Obviously if you feel you are unwell enough to need to see a doctor that day we would expect that you would be available during the day to speak to the doctor and/or attend the surgery to be seen.

We have spoken to the receptionists regarding being asked to hold the line and asked that the phone is only answered when they are able to deal with the caller

NHS direct

A few members mentioned that NHS direct were useful to use when advice was needed.

Drop in

Some were concerned about the space in the waiting rooms and car parks. A comment was made that if the waiting room was packed then patients knew they would have a long wait.

Suggestions that a trial period would be a good idea initially.

Texting

Someone asked if appointment times could be texted to patients. This is something we will look into.

If you would like to join Southview Patient Participation Group (SPPG) please ask for a form at reception or via the website or contact Lorraine Knapp our Practice Manager. Surveys are sent out via email although paper copies can be organised if you do not have an email account.