

Oxshott Health Survey 2015

During the year commencing 1st April 2014, patients of the Oxshott Medical practice were able to complete an online survey via our website. This survey was 'The General practice Assessment Questionnaire' (GPAQ) and was the same survey that we had used the previous year. Despite the link to it being very visible on our home page we only got two responses throughout the whole year! During February 2015 we therefore emailed a link to 1,692 patients requesting that they complete a different online survey which selected their views on a number of issues and allowed them to leave comments. We also left paper copies in reception and asked our PPG to contact their Members and request that they complete the survey.

The results of the survey raised issues, some of which we were already aware of, and those include:

- Problems getting through on the telephone, particularly on a Monday morning
- More appointments needed
- The shabby building and the poor state it is in
- Lack of privacy at the reception desk
- Parking congestion at school pick up times
- Lack of consulting rooms and lack of space

The full results are shown below.

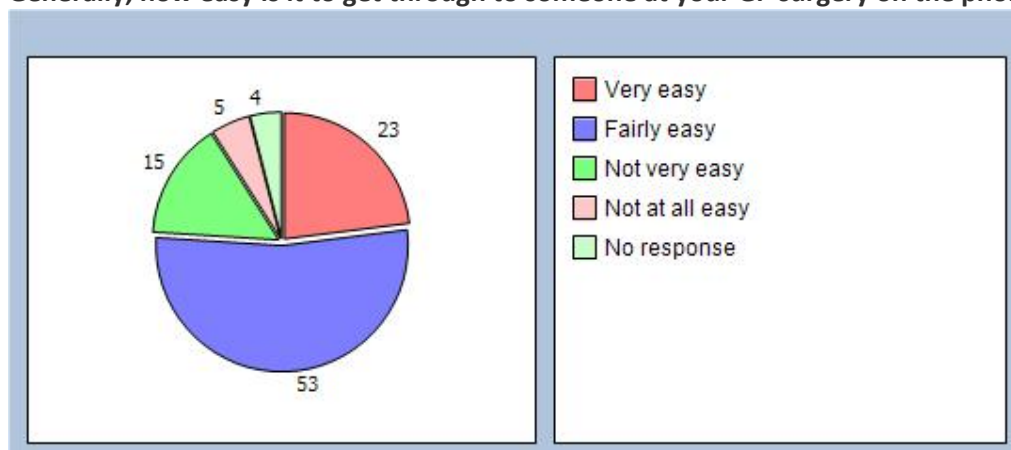
Patient Survey 2014-2015

Sent to 1,692 email addresses and paper copies of survey left in surgery

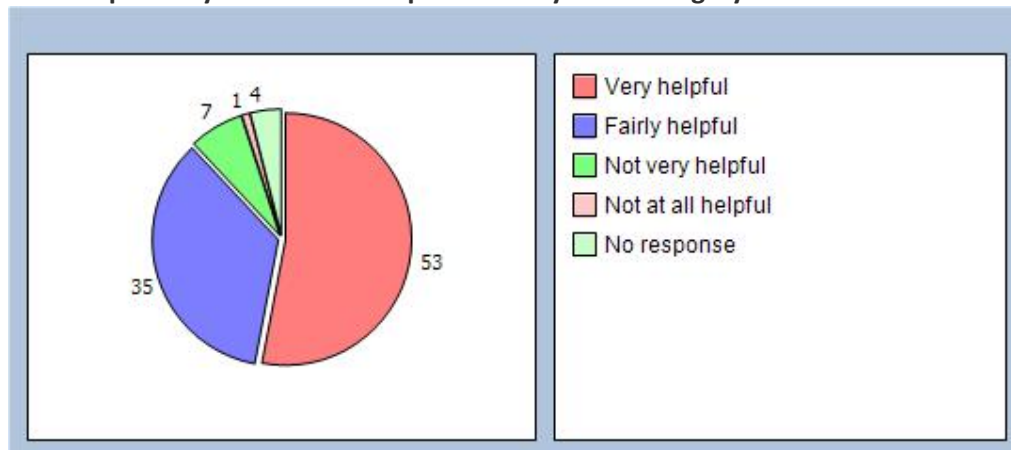
Number of Responses: 206 email & 42 paper

Patient Survey 2014-2015

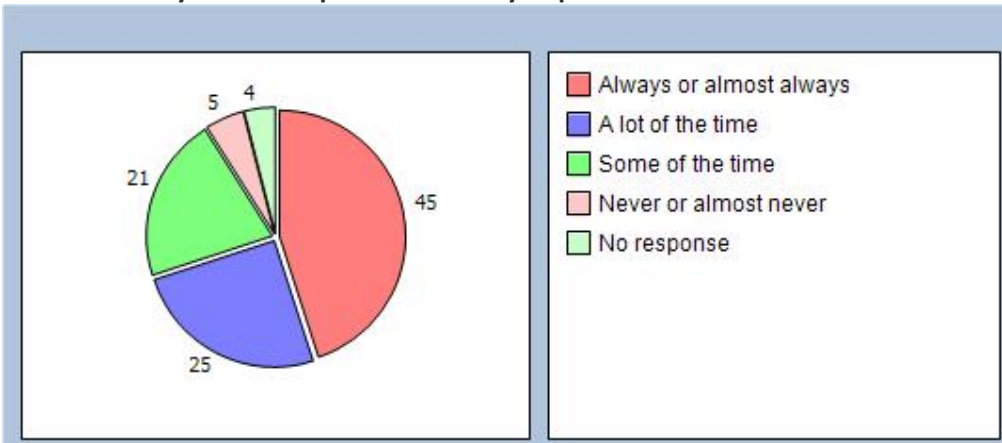
Generally, how easy is it to get through to someone at your GP surgery on the phone?



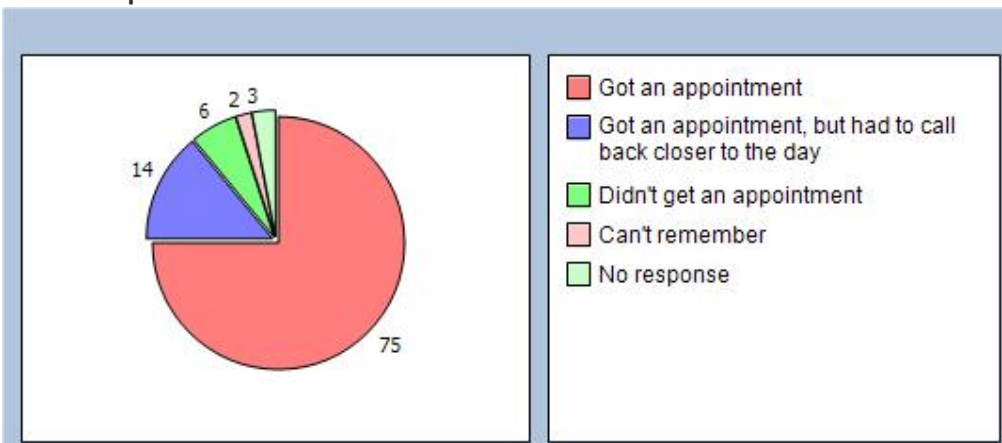
How helpful do you find the receptionists at your GP surgery?



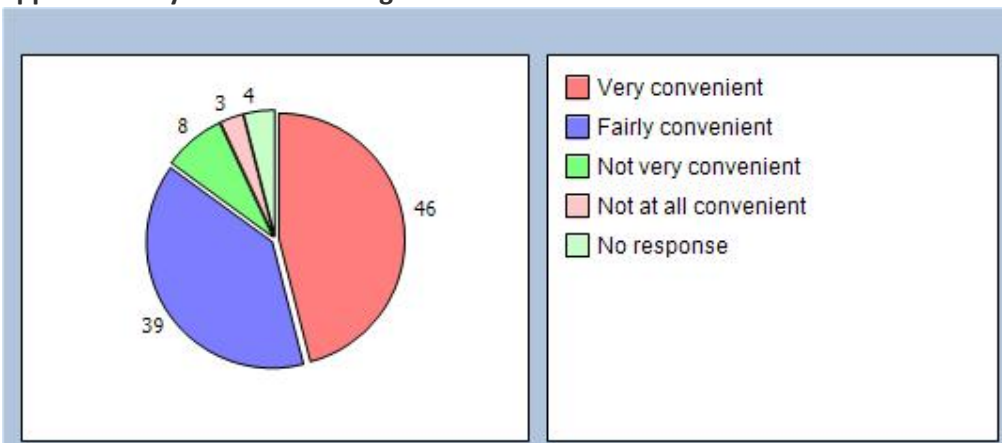
How often do you see or speak to the GP you prefer?



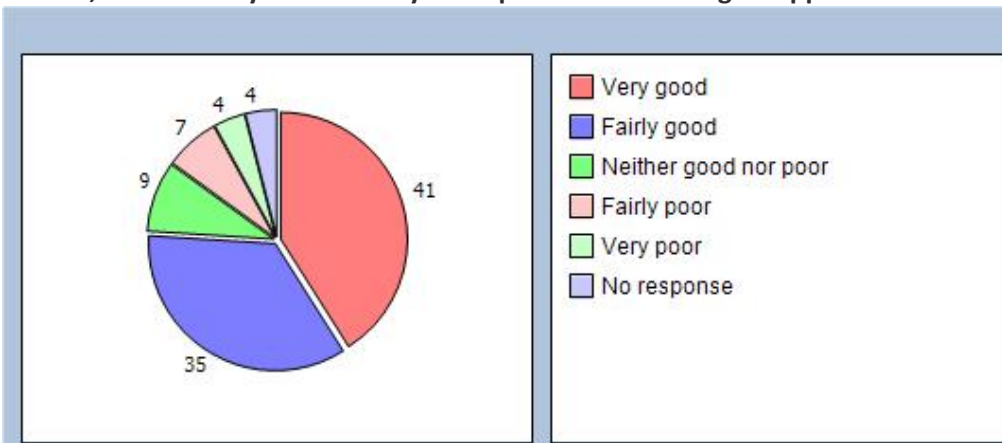
Last time you wanted to see or speak to a GP or nurse from your GP surgery, were you able to get an appointment to see or speak to someone?



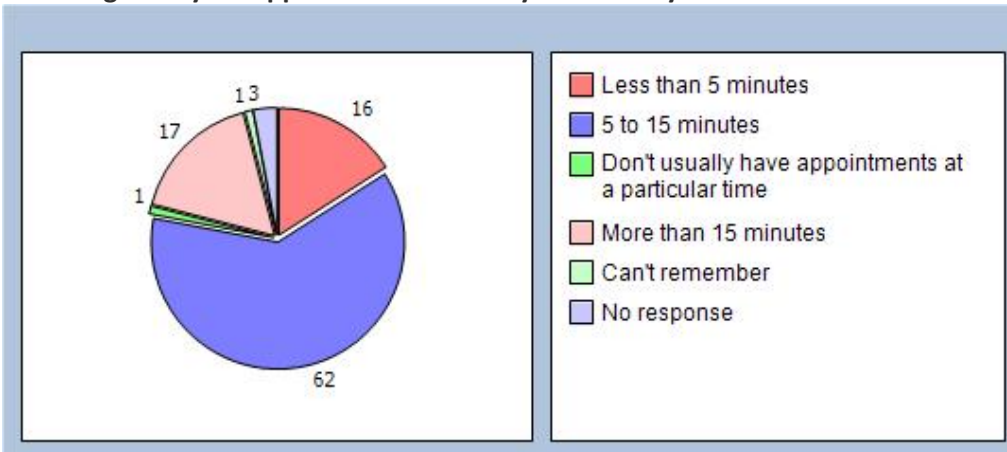
Last time you wanted to see or speak to a GP or nurse from your GP surgery, how convenient was the appointment you were able to get?



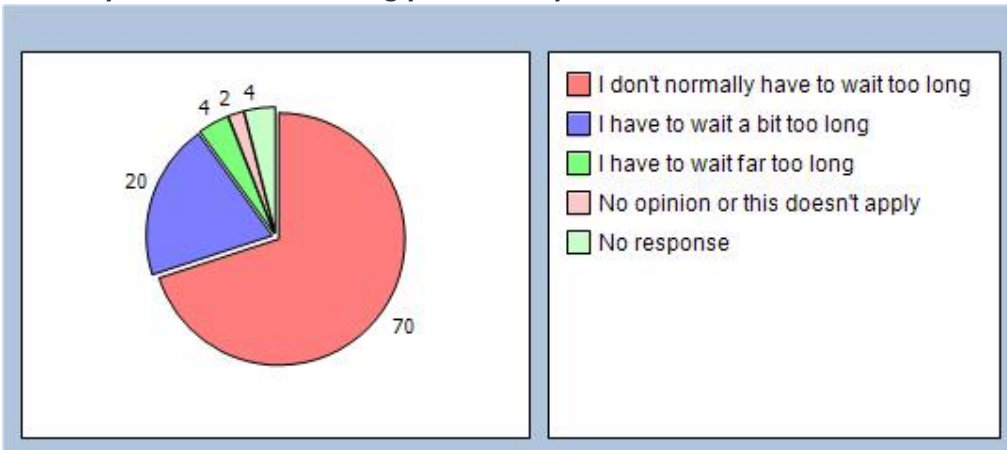
Overall, how would you describe your experience of making an appointment?



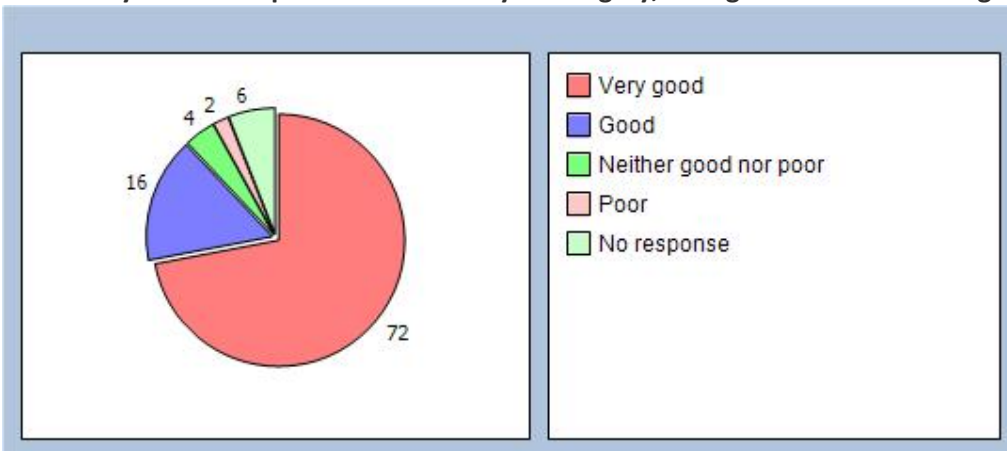
How long after your appointment time do you normally wait to be seen?



How do you feel about how long you normally have to wait to be seen?



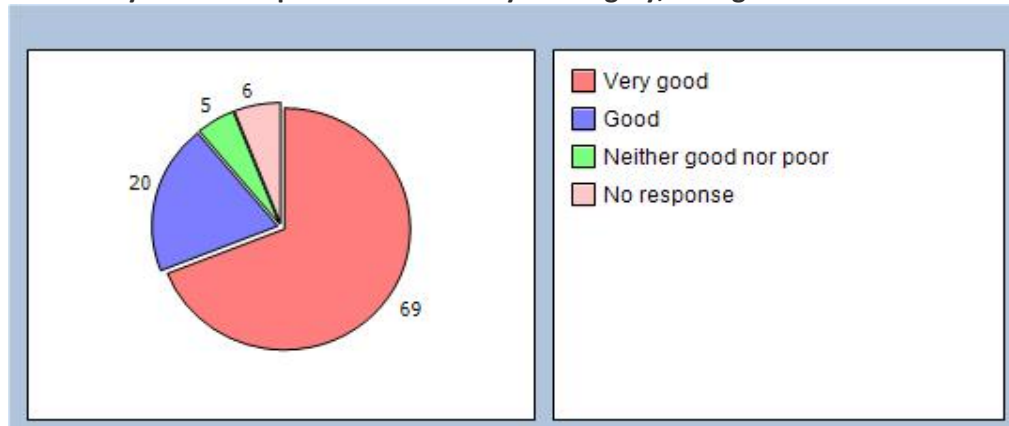
Last time you saw or spoke to a GP from your surgery, how good was that GP at giving you enough time?



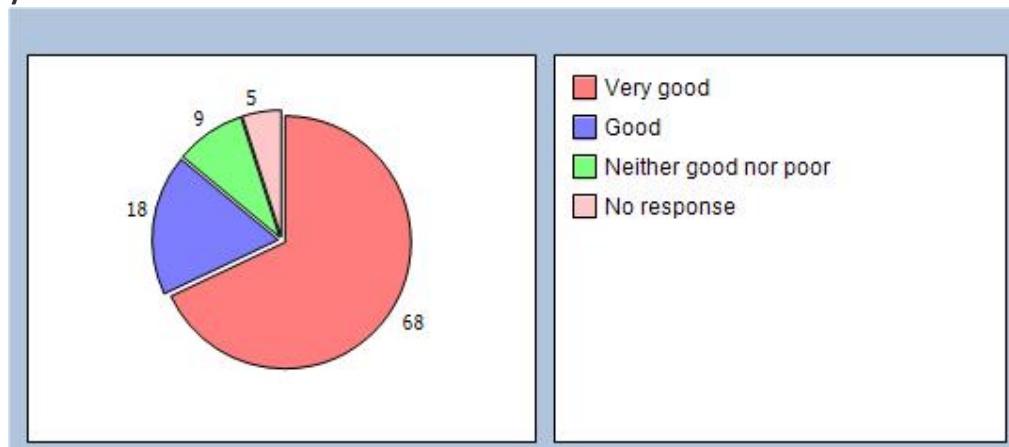
Last time you saw or spoke to a GP from your surgery, how good was that GP at listening to you?



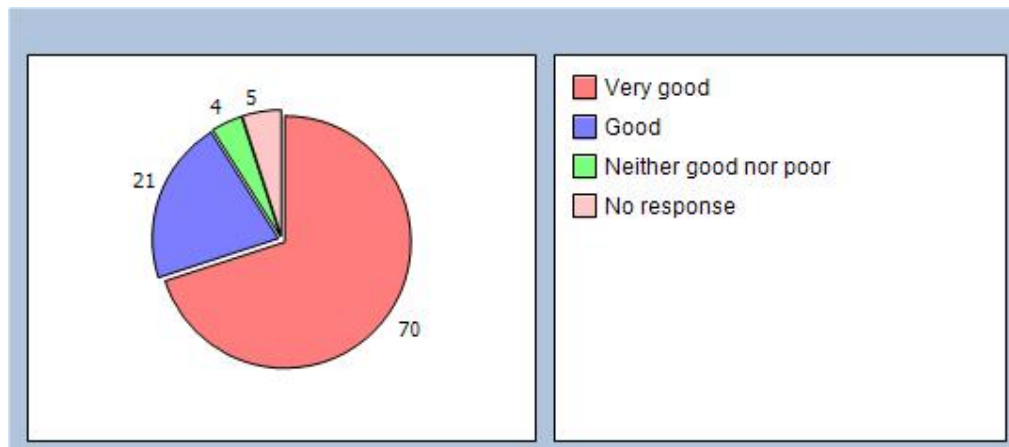
Last time you saw or spoke to a GP from your surgery, how good was that GP at explaining tests and treatments?



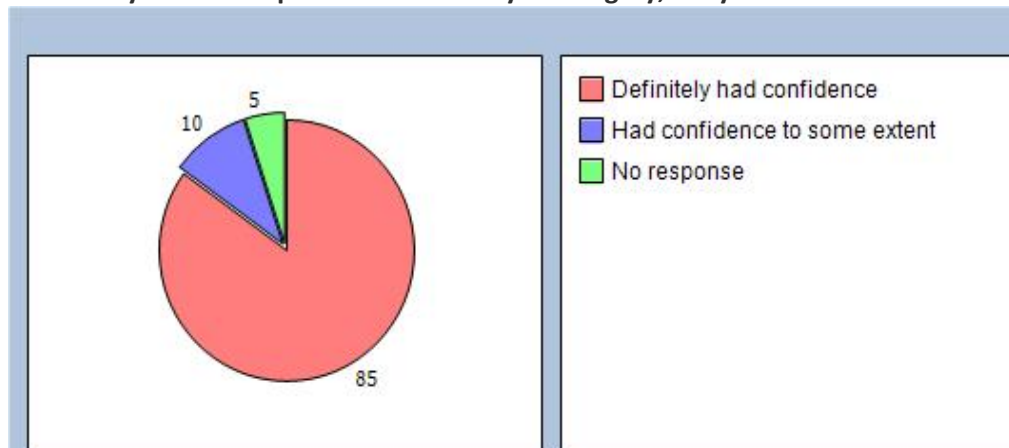
Last time you saw or spoke to a GP from your surgery, how good was that GP at involving you in decisions about your care?



Last time you saw or spoke to a GP from your surgery, how good was that GP at treating you with care and concern?



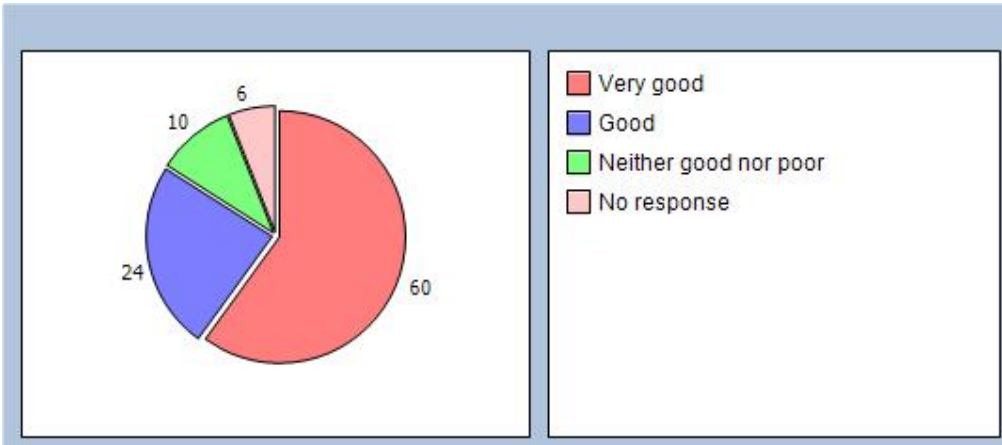
Last time you saw or spoke to a GP from your surgery, did you have confidence and trust in the GP?



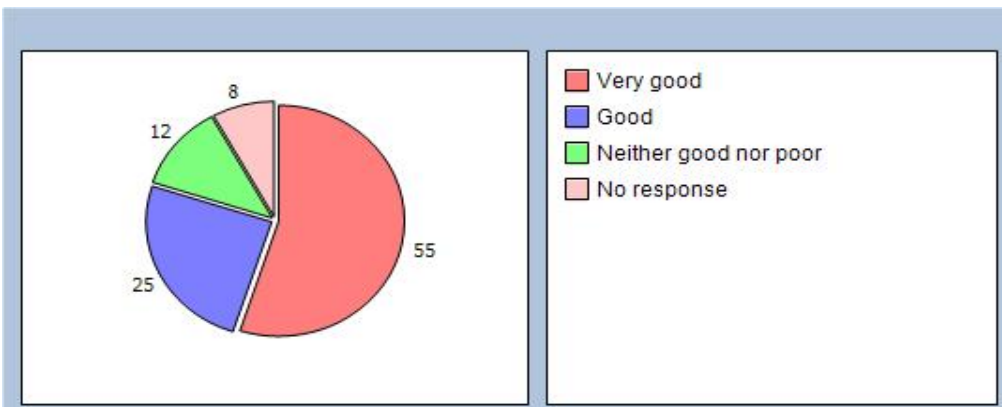
Last time you saw or spoke to a nurse from your surgery, how good was that nurse at giving you enough time?



Last time you saw or spoke to a nurse from your surgery, how good was that nurse at listening to you?



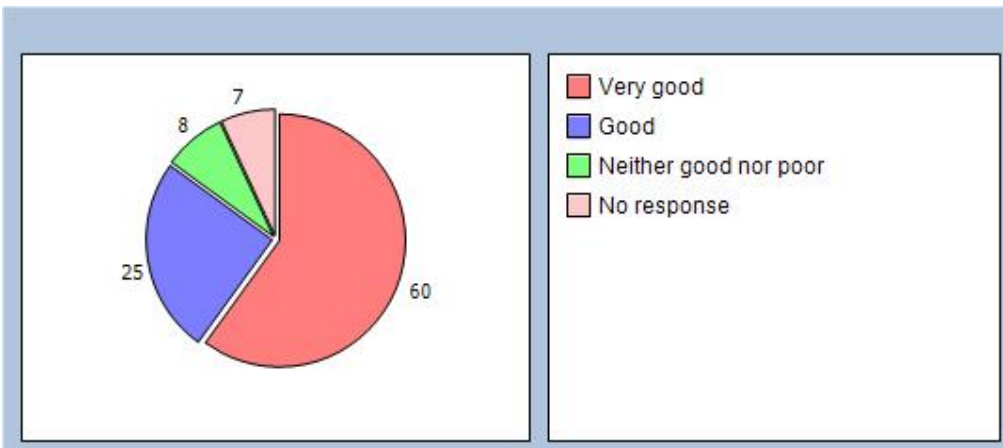
Last time you saw or spoke to a nurse from your surgery, how good was that nurse at explaining tests and treatments?



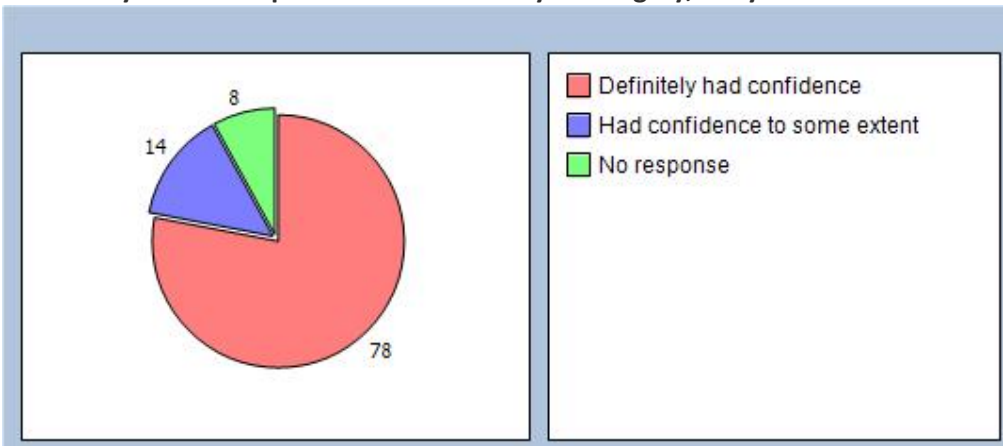
Last time you saw or spoke to a nurse from your surgery, how good was that nurse at involving you in decisions about your care?



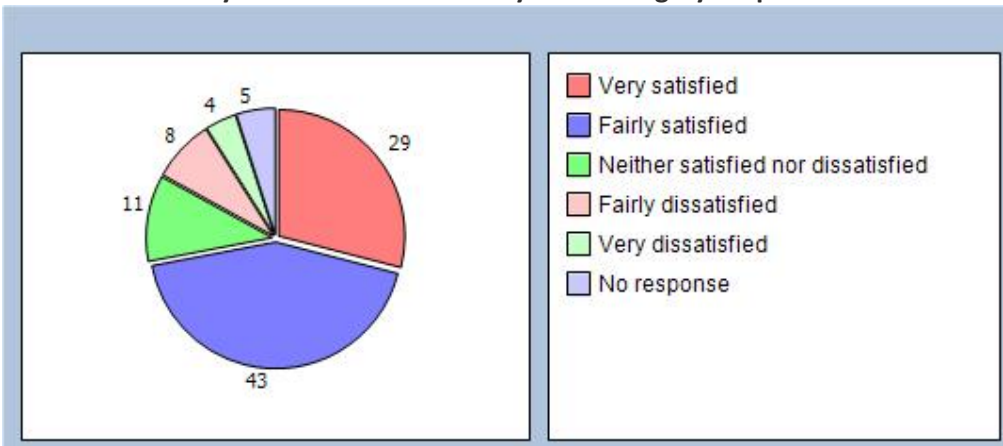
Last time you saw or spoke to a nurse from your surgery, how good was that nurse at treating you with care and concern?



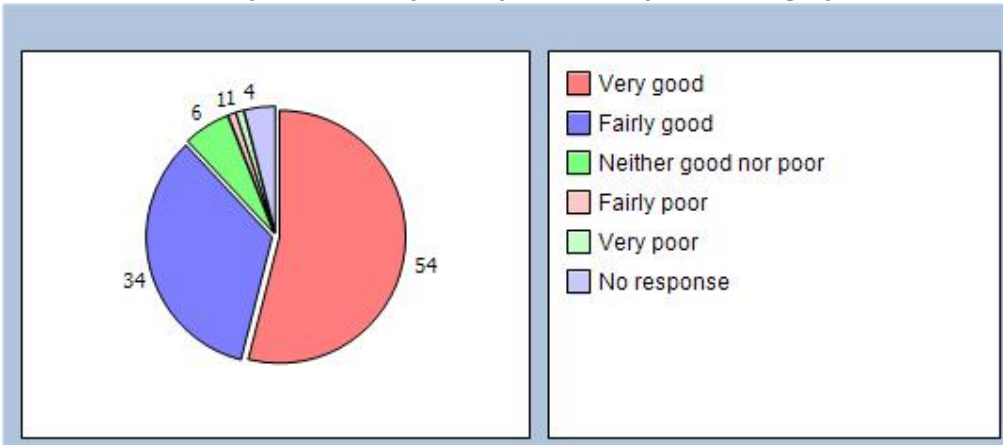
Last time you saw or spoke to a nurse from your surgery, did you have confidence and trust in the nurse?



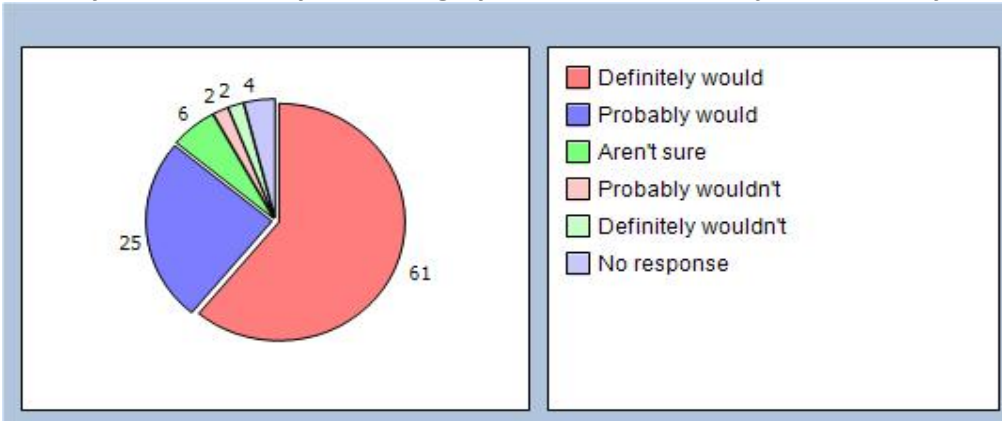
How satisfied are you with the hours that your GP surgery is open?



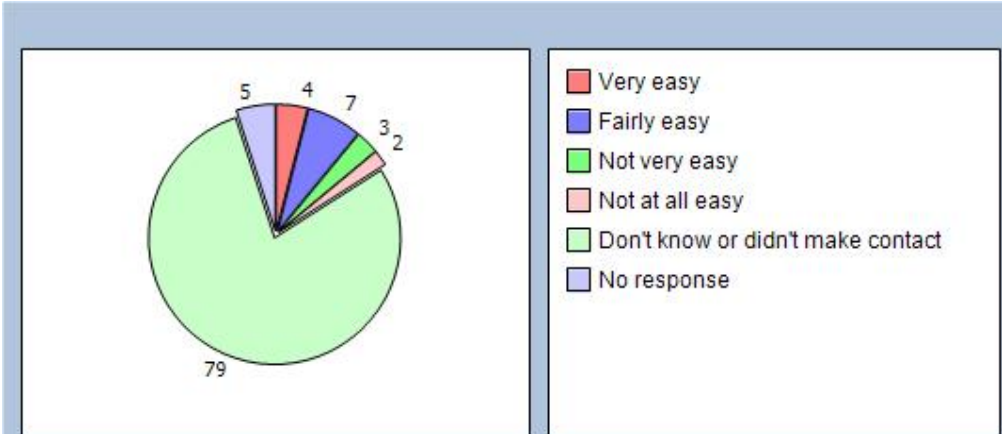
Overall, how would you describe your experience of your GP surgery?



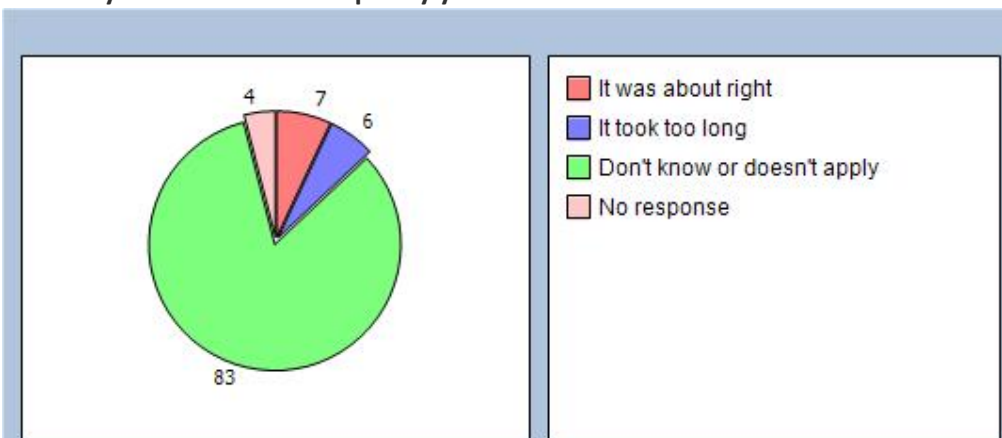
Would you recommend your GP surgery to someone who has just moved to your local area?



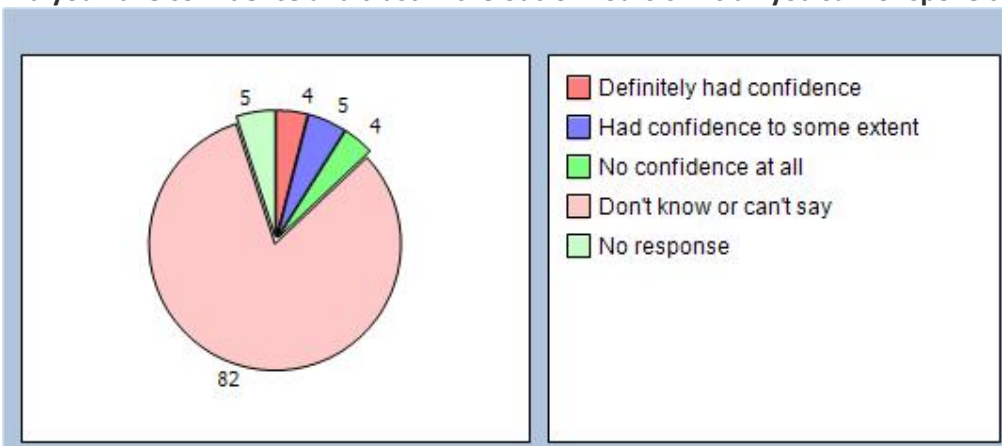
How easy was it to contact the out-of-hours GP service by telephone?



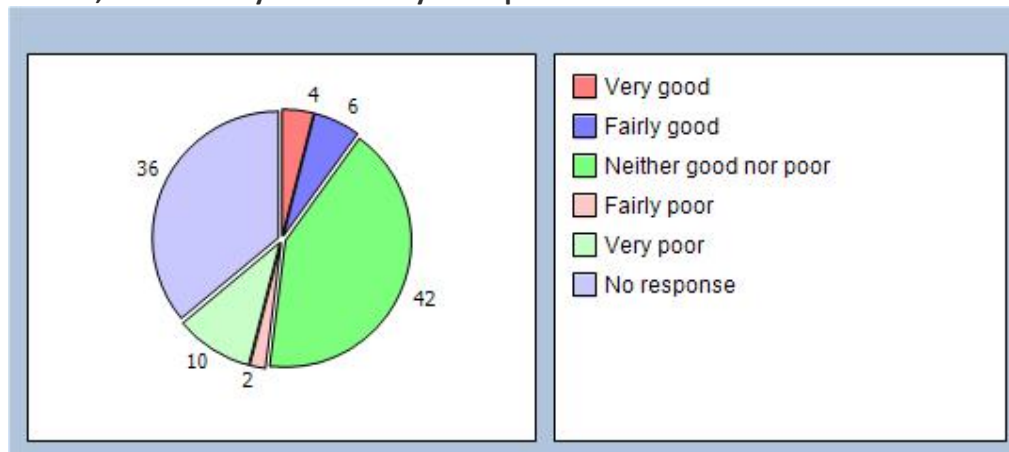
How do you feel about how quickly you received care from the out-of-hours GP service?



Did you have confidence and trust in the out-of-hours clinician you saw or spoke to?



Overall, how would you describe your experience of out-of-hours GP services?



Many patients made comments about the dated shabby building itself, saying the practice needed a total refurbishment or perhaps a totally new building. Patients commented that the building is too small. Some said they would like to have a Pharmacy, x-ray unit and minor surgery at the practice.

There were comments about the waiting room being too small, depressing, old fashioned and not enough seats. A number of patients complained at often having to stand when waiting to see a doctor as there are not enough seats.

Patients commented that there was very little privacy at reception when discussing their personal details, and there were some complaints saying they can hear the details of other patients being discussed, and these are sometimes neighbours or people they know. Parking was also a major issue for many patients, being very congested at school drop off and pick up times.

Many patients complained that they cannot book in advance and have to phone on the day only to find that all the appointments have gone by 10am. Many say they have to "lie" and say it is an emergency if they want to see a doctor the same day.

Patients said they would be happy to speak to a GP on the telephone rather than having to come in to the surgery, especially if there are no appointments available.

Quite a few patients said they would like to see the surgery open at lunchtimes and have more early evening appointments for those who work. Could working hours be staggered with receptionists?

It is clear that many of the comments above need to be addressed and these have been discussed with the PPG. From those discussions we have agreed certain things that need to be addressed and these will form the basis of our Action Plan as shown below:

ALLOCATING OF APPOINTMENTS –Problems have been experienced with the allocation of appointments, particularly by those patients who need one "on the day" or who feel that the only way to get an appointment is to come to the surgery at 8:00am. We will be changing the allocation of appointments and will make more available for "urgent on the day" need as well as opening up more so that they can be booked in advance.

There was also a comment about the inability to make appointments more than 2 months ahead. We have normally only released GP appointments for up to 2 months in advance as the rate at which people fail to attend increases the more in advance they can book. We will continue to monitor the requirement for this and may change it in the future.

MORE APPOINTMENTS WITH "OWN DOCTOR" – This is always a difficult one to resolve, particularly with GPs who work part time, and whose availability is limited. We cancel appointments only as a last resort and will always offer an alternative GP. We do understand, however, that some patients will only want to see their "own" GP and on occasions, this will result in a delay in being seen.

MORE APPOINTMENTS OUTSIDE OF NORMAL HOURS – We are in discussion with the GPs about possibly opening early on a Tuesday and Friday morning in addition to the evening opening we currently have on Monday and Tuesday. It is extremely likely that this will happen. At present we have no plans to open on a Saturday morning.

There was also a request that we do not close at lunchtimes. This request has obviously come from a small handful of patients who may not have visited us for some time as we have been open all day for much of the last 12 months.

MORE APPOINTMENTS NEEDED - Problems with a lack of appointments are partially due to lack of consulting rooms at the Surgery. Our patient list size has grown by 10% over the last two years and, whilst we remain in the current building, we physically cannot accommodate any more than 4 Doctors at any one time. The Partners have been in negotiation for some time to try to build a new and larger surgery and plans finally seem to be progressing. This will hopefully result in some good news within the next few months. One possible short-term solution may be to stagger our surgery times, and we are in discussions with all staff about this.

Following on from the results of a previous survey, and at the Doctors request, the receptionists are now trying to find out from patients the reason why they need an appointment. This is because many of the things that patients feel need an appointment, can be dealt with by a telephone call from one of the Doctors.

PROBLEMS GETTING THROUGH ON THE TELEPHONE, PARTICULARLY ON MONDAY MORNING - We realise it is difficult to get through to the surgery at certain times and, in particular Monday mornings. We identified this as an area of concern last year and since then have increased our reception staff at this busy time.

A large part of the problem is that we get a many calls between 08:00 and 10:00 which relate to matters that could be dealt with later in the day. We need to restrict calls at this time to matters which need an appointment that day and so we will be training staff in how to deal with this. We also need to educate our patients and get them to call later in the day.

As a result of this we will be changing our telephone system so as to have an “auto attendant” message before 11am that states *“We receive a large number of calls before 11am so please assist our receptionists by only continuing with this call if you wish to make, or cancel, an appointment for today. If you wish to discuss anything else please call back after 11am.”* After 11am there will be no message and calls will go straight through to the reception team.

We are also in the process of recruiting two more receptionists to assist with the increased workload. This will allow us to have two distinct teams of staff – one dealing with the reception desk and telephones and one dealing with the increasing amount of administrative tasks. This should enable us to be more efficient in all of these important areas.

COMMUNICATION WITH THE PHARMACY – it was felt that there were long waiting times for medication to be available (often more than 48 hours). Whilst we understand the concern, it is something which, by and large, is beyond our control. We have a commitment to issue prescriptions within 48 hours and we do meet this – as evidenced by frequent audits that we undertake. Unfortunately, once the prescription is with the chemist we cannot influence how quickly they then process it. We will continue to alert patients to our 48 hour commitment and hope that they understand there may be a slight delay beyond that.

THE SHABBY BUILDING AND THE POOR STATE IT IS IN - Again, we acknowledge the building is shabby and is in a poor state, but as mentioned above, the Partners are trying to move things forward.

LACK OF PRIVACY AT THE RECEPTION DESK - We acknowledge that there is a lack of privacy at the reception desk and that discussions between patients and receptionists can be heard in the waiting room.

This is something that can be dramatically improved once we have a new surgery but, at the moment, staff have been instructed to keep conversations as quiet as possible and to be mindful of the need for confidentiality.

PARKING CONGESTION AT SCHOOL PICK UP TIMES - We are aware that at certain times of the day, parking is very difficult for patients coming for an appointment at the surgery.

This issue was raised as a concern in our last patient survey and meetings were held with Head teacher at Bevendean. This has resulted in members of their staff “patrolling” the car park and requesting parents/carers not to use the car park as a dropping off or collection area.

The head teacher continues to write to all parents at the start of each term reminding them not to use the surgery spaces – even if most of them are empty and/or they happen to be patients of the practice.

LACK OF CONSULTING ROOMS AND LACK OF SPACE - Once again, until we have a new surgery building, we are very constrained as we only have 4 consulting rooms and there are 5 Doctors.