

2013 Patient Survey – Analysis of Comments

The practice surveyed 500 patients, this equates to 10 GPs with 50 questionnaires each, using the GPAQ national patient survey.

Q18 of the survey allowed patients to free text comments under the following headings:

- ***Is there anything particularly good about your healthcare?***
- ***Is there anything that could be improved?***
- ***Any other comments?***

Of the **500** surveys completed **178 (35.6%)** patients entered comments for Q18.

Of the **178** comments **109 (61%)** were positive.

Of the **178** comments **69 (39%)** were negative.

Of the 69 comments entered under the heading '**Is there anything that could be improved?**' these comments were filtered/coded into the following categories.

In order of percentages:

Code/Category	Description	No's in Category	%
AA	Access Appointments	22	32%
PS	Patient Specific	10	14.5%
AT	Access Telephones	9	13%
WR	Waiting Room	9	13%
C	Communication	8	11.5%
AH	Access Hours	4	5.5%
OO	Out Of Hours	3	4.5%
OP	Operational	2	3%
P	Prescribing	1	1.5%
DA	Disabled Access	1	1.5%
Total		69	100%

Access Appointments (AA) 32% - This was the highest category of discontentment by far and should be looked at with priority. It has gone up dramatically compared to last year's report where this category had a total of 6 comments, 9% of the total. The comments mainly relate to patients requesting longer appointment times or appointments not running to time. Whereas last year the practice scored above the benchmark by +10% with 'satisfaction of waiting times' this year it only scored above the benchmark by +1%. During 2012 the practice had an unprecedented amount of serious GP sickness; as a consequence the practice had to recruit locums which were not always available. This seriously impacted on the practice access targets during

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the year and is ultimately reflected in this year's result. There were also a number of comments relating to the appointment system in place that allocates around half of all appointments to be booked on the day and the other half to be pre-booked up to 4 weeks in advance. The focus was on patients being unable to pre-book appointments for a few days later but having to ring up at 8am to ensure they can be seen. Although 50% of appointments are pre-bookable they often get booked up in advance which forces people to have to ring at 8am on the day of their preference.

Patient Specific (PS) 14.5% - Comments in this category were second highest but due to the survey being anonymous the practice cannot comment or resolve these issues as part of the survey. There is a complaint procedure in place where patients can direct these issues. The Practice has also recently implemented a notice board in each waiting room where anonymous comments and suggestions can be reported back to patients 'you said' 'we replied' this will also be mirrored on the practice website. It is hoped that this will improve communication with patients and encourage patients to make comments anonymously.

Access Telephones (AT) 13% - This was the highest category of discontentment last year with 14 comments (19%). The comments this year echo those of last year relating to being unable to get through when calling and having to ring at 8am to have a chance at appointments as this is a busy time for many people. However this is an improvement on last year due to the changes made based on the report such as recruiting additional reception/administration staff enabling improvements to this front line service. As well as that there has been the recent implementation of a front end calling system that has given patients a greater understanding of where they are in the 'queue'.

Waiting Room (WR) 13% - This category featured in last year's survey and the practice has been slowly rectifying some issues raised. Waiting room chairs will be increased at both sites and those damaged will be replaced. General refurbishment and decoration has taken place at Backwell and will be completed early 2013. It has taken some time to complete as we have to work within CQC regulation guidelines which is why the Lego and toys have been removed from the waiting room (outcome 8 – infection control requirements). We are unable to have a coffee machine as this will have H&S implications. The contract for the Telehealth media screen expires during 2013; this had been contracted and paid for by the Primary Care Trust, the practice was required to provide 3 years notice. During 2012 the practice has been sourcing other media screens to purchase giving the practice the ability to change health information and messages for our own use, reducing the information required on the notice boards. This has to be approved by the marketing group.

Communication (C) 11.5% - The comments relate to patients misunderstanding practice information for example the appointment system and when the doctors work. In both cases the practice does advertise this information by front desk and online.

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Access Hours (AH) 5.5% - similarly to last year the comments and data relate to the availability of appointments especially for full-time patients. The most requested appointments/hours indicated by the survey were evenings and weekends. There were also requests for more access to home visits for patients who feel they are unable to get to the surgery.

Out Of Hours (OO) 4.5% - These comments related to a service provided outside the contractual services the practice provides although some of the practices GPs do work for the out of hours provider. Services such as physiotherapy were specifically requested. During 2012 the Practice has a Private Osteopath working from Brockway. In March 2013 the Practice will have a Private Podiatrist and hopefully a Private Physiotherapist working out of Brockway. It will be the responsibility of the new North Somerset Clinical Commissioning Group to commission NHS services locally.

Operational (OP) 3% - Two comments. This category is significantly smaller than the last year which had 10 comments amounting to 13.5%. The few comments relate to the automated check in system not working. The practice is aware that the check in screen does not show GP waiting times since our clinical update to Emis web. Annoyingly the check in screen does show 'o' minutes wait, clearly confusing patients. The practice has submitted a development request as the screen should either show the actual wait time or be removed. The practice is always looking at ways to use technology efficiently to the benefit of patients. However, we also need to consider if patient access to test result may cause further confusion and increase patient calls as you would need to understand how to interpret results.

Prescribing (P) 1.5% - one patient comment. This category has decreased compared to last year as a result of having dedicated prescribing staff. Patients are still able to request prescriptions on line and on the phone, although this will be reviewed during 2012 for medico legal reasons.

Disabled Access (DA) 1.5% - There was one comment relating to having a two way door at Brockway. This door is two way and complies with disabled access.

As a result of the above comments, areas identified for improvement that are not currently being addressed by the practice or where GPAQ results indicated that there is an issue.

1. Access - Appointments
2. Access - Telephones
3. Waiting Room
4. Communication