

EASTVIEW G.P. PRACTICE

PATIENT PARTICIPATION SURVEY 2014

1. Background

The survey was undertaken during October 2014 as the first major project of the newly formed Patient Participation Group (PPG).

A total of **212** patients, attending surgery, were interviewed and provided responses and comments which are detailed in the Summary attached. Only **5** patients, in total, refused to partake in the survey.

2. Key Highlights, Opportunities and Recommendations

These reflect the responses that are considered to be of priority focus and also proposed recommendations by the PPG.

3. Appreciation and Thanks

The PPG would like to express its appreciation of the support provided by Practice Staff and are thankful for the positive participation of so many patients.

Angela Keith

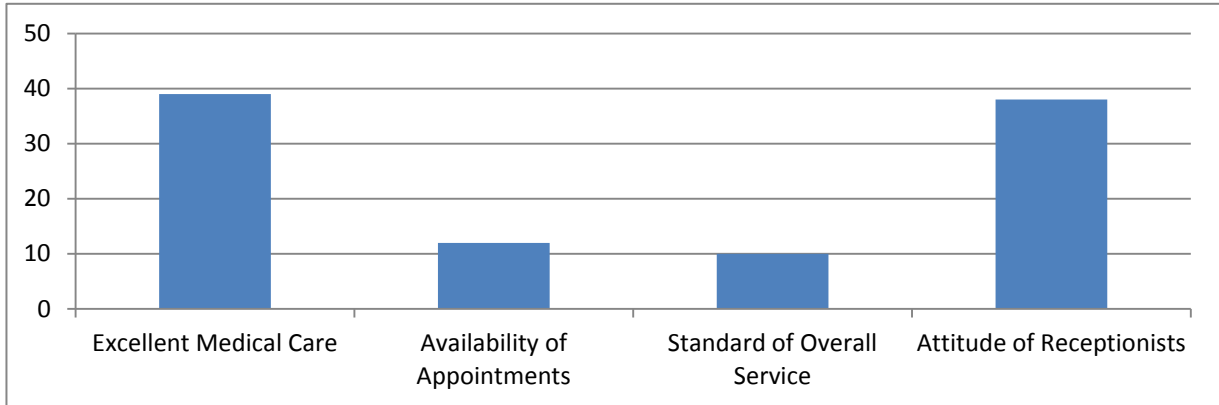
PPG Chair

5 January 2015

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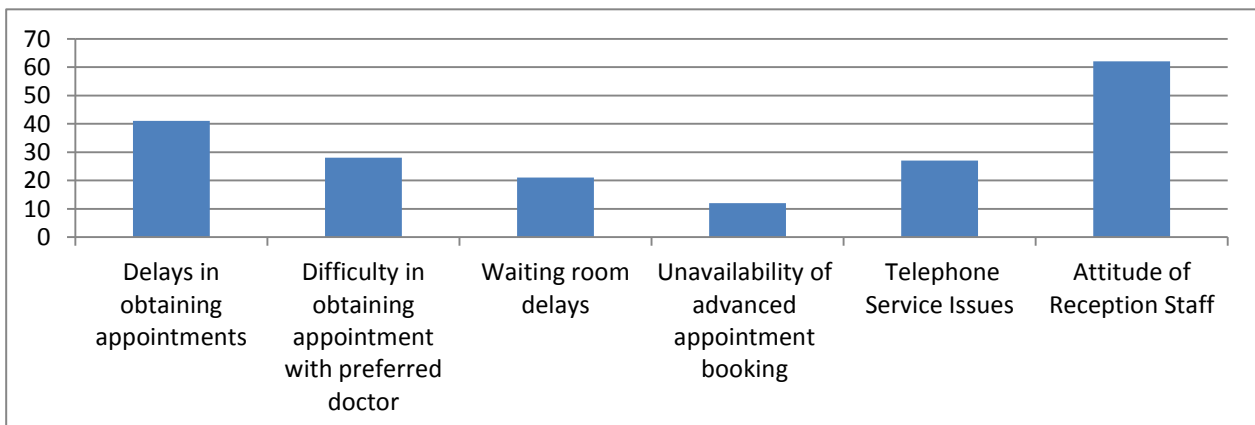
1. Key Highlights



- i) **Excellent Medical Care** 83 responses (39%) reported a high level of care and approachability by Doctors and Nurses.
- ii) **Availability of Appointments** 25 responses reported that no difficulties were experienced in availability of appointments as required.
- iii) **Standard of Overall Service** 21 responses (10%) reported complete satisfaction with services received.
- iv) **Attitude of Receptionists** Of the 69 responses relating to the attitude of Receptionists, 26 (38%) reported the more recent improvements in service with the arrival of newer staff.

2. Key Opportunities

i) **Appointments**



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Delays in obtaining appointments	85 responses (41%) reported delays in obtaining appointments within a reasonable timeframe.
Difficulty in obtaining appointment with preferred doctor	60 responses (28%) reported difficulty in obtaining appointment with preferred doctor within a reasonable time frame.
Waiting room delays	45 responses (21%) reported waiting room delays in being called for appointment within a reasonable timeframe.
Unavailability of advanced appointment booking	25 responses (12%) reported the unavailability of advanced appointment booking opportunities for any forward period.
ii) Telephone Service Issues	58 responses reported difficulties with inbound telephony, from 8.30am.
iii) Attitude of Reception Staff	Of the 69 responses, 43 (62%) reported that receptionists needed to improve their manner, approach and customer service standards

3. Key Recommendations

- i) Increase inbound telephony from 8.30 to 10.30am
- ii) Relocate telephone service from front desk area.
- iii) Reorganise front desk area to maximise available space.
- iv) Display current waiting times per doctor for appointments within waiting room, as in outpatient clinics.
- v) Improve effectiveness of online appointment booking and repeat prescription services.
- vi) Arrange Customer Service training for all reception staff.

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Detailed Summary of Responses

1. Medical Care

83 responses (40%) highlighted excellent standard of care from Doctors and Nurses.

Key Comments

'All doctors are smashing'

'A patient since a child, wouldn't change my doctors'

'Cardiac Nurse is just great'

2. Appointments

i) **Delay in obtaining Appointment:**

85 responses (41%)

Key Comments

'Can wait up to 2 weeks for an appointment'

ii) **Unavailability of Advanced Booking Opportunities:**

25 responses (12%)

Key Comments

'No advanced booking available when at surgery and asked by doctor to arrange future appointment'

'On line booking service not effective, needs much improvement'

iii) **Request to see preferred/own doctor**

60 responses (28%)

Key Comments

'Continuity very important if you have ongoing condition'

'Very important to see my own doctor as I become older'

'Can wait up to 3 weeks to see my own doctor'

'Locums not familiar with my history'

'Not able to see my own doctor on emergency appointments'

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iv) **Evening and Weekend Surgeries**

17 responses (8%)

Key Comments

'Welcome addition to patient services'

'Saturday surgery would be helpful as not always able to take time off work to attend if on shift work'

v) **Unavailability of Same Day Emergency Appointments**

30 responses (14%)

Key Comments

'Can be difficult to obtain emergency appointment for my children on that day'

'Have regrettably used 'emergency' basis to gain a same day appointment'

vi) **Delays in Waiting Room for Appointment**

45 responses (21%)

Key Comments

'Can wait up to 45 minutes before called to see doctor'

'Do understand that some patients need more time with doctor so increase time for each appointment'

3. **Attitude of Reception Staff**

69 responses (33%) of which 26 (38%) reported an effective standard of service and 43 (62%) reported a less than acceptable standard of service

Key Comments

'Must have medical training as can diagnose my condition'

'Staff dealing with older, disabled and complex patients need customer service training'

'Abrupt, patronising, ignorant, rude'

'Smiling is not forbidden'

'Should always give first name and courteous greeting, particularly when on telephone'

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'Reception staff not always aware of what is happening in the Practice, internal communication needs to improve'

'Newer reception staff are a huge improvement'

'xxxx has an excellent manner and is extremely helpful'

'xxxx is very accommodating and friendly'

4. Inbound Telephony

58 responses (27%)

- i) Insufficient Inbound Lines between 8.30 and 10.30
- ii) Ring back system not effective.
- iii) Unavailability of appointments at 8.30
- iv) Attendance at surgery required to secure appointment for that day when unsuccessful on telephone

Key Comments

'No appointments available even at 8.30'

'More inbound lines required especially for first 2 hours of business'

'Very stressful when feeling unwell to ring and ring for up to 30 minutes'

'Open lines at 8.00'

'Ring back system does not always work'

5. Lack of Confidentiality at Reception

15 responses (7%)

- i) Lack of confidentiality with screen as a barrier
- ii) Patients with a specific disability/condition experience difficulty in relating concerns at reception

Key Comments

'I don't like to discuss personal things at reception as there is no privacy'

'Very hard to hear clearly what the receptionist is saying'

'Staff can talk too loudly so everyone can hear my business'

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6. Repeat Prescriptions

10 responses (5%)

- i) 28 day repeat arrangements causing difficulties
- ii) 48 hour preparation time is not considered to be acceptable

Key Comments

'I'm on medication long term and shouldn't have to worry about repeat requests every 28 days'

'Very stressful having to remember to request repeat every month'

'If away or going away from home can run out of essential tablets, very stressful'

'Need to review this new 28 day system'

7. Appearance of Waiting Room and Access

25 responses (12%)

- i) Refurbishment is considered to be long overdue
- ii) Access for disabled patients and those with prams etc. is considered to be inadequate

Key Comments

'Getting up stairs to see doctor can be a real problem'

'Find it hard to manoeuvre pushchair around within the surgery'

'External ramp is quite steep to wheel chair downwards on exit'

'Coffee machine would be great'

'Waiting room is really dismal and depressing'

8. Delays In Referrals To Hospital

6 responses (3%)

Key Comments

'Delay of 3 months due to oversight by Practice'

'Seem to wait a long time for a hospital appointment letter'

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9. Delays In Availability Of Test Results

10 responses (5%)

Key Comments

'Results should be given by doctor not receptionist, particularly if not good news'
'Notify by letter, if possible, to save me ringing up and speaking to reception staff'

10. Effective Communications With Hospital Trusts

5 responses (2%)

Key Comments

'Need to ensure that records are up to date particularly when moving from one practice to another'
'No one here knew about my history for 2 months because I was a new patient'

11. OOHS Number Inaccessible

5 responses (2%)

Key Comments

'Could not get through on OOHS number when I needed urgent medical help so had to dial 999 for an ambulance'
'Attitude of doctors on OOHS is not always helpful and doesn't inspire confidence'

12. Use Of Locums

5 responses (2%)

Key Comments

'Locums don't know my history so don't like to see them'
'Keep to regular locums, much better service'