



**Attenborough Surgery**

**Patient Representation Group Report**

**2013-2014**

## INTRODUCTION

Attenborough Surgery has been delighted to welcome a new Committee to our Patient Participation Group which is acknowledged by the Practice as providing an effective and supportive communication link between the Practice and our patients. We want the Patient Group to be involved in decisions the Practice makes about the range and quality of the services provided with the resources available. The surgery advertises for patients to join the Patient Group in various ways. There is a form in the Registration Pack for new patients, a notice in the waiting room and details on our website. Our current Chairman was recruited after seeing the notice in the waiting room and offered their services to the Committee.

As a practice we were keen for both the Committee and online Patient Representation Group to continue to be representative of our patient population both in terms of age and ethnicity. The various members of our committee also have varied personal experience of long term health conditions, moving from abroad to live in this country as an immigrant, domestic violence, learning disability, child protection, working in the IT industry, working in customer service in the Telecommunications industry, bereavement and volunteering in the community for a charity helping vulnerable adults.

They attended a meeting in December led by our Deputy Practice Manager to discuss ideas for the latest survey. As the group is new to their role, it was explained to them that the aim of the survey is not only to assess satisfaction of the patients with the service the Practice currently provides but to help make decisions about the range and quality of services which we hope to make available in the future. With their wealth of personal experience they will contribute valuable ideas for shaping the future of the Surgery.

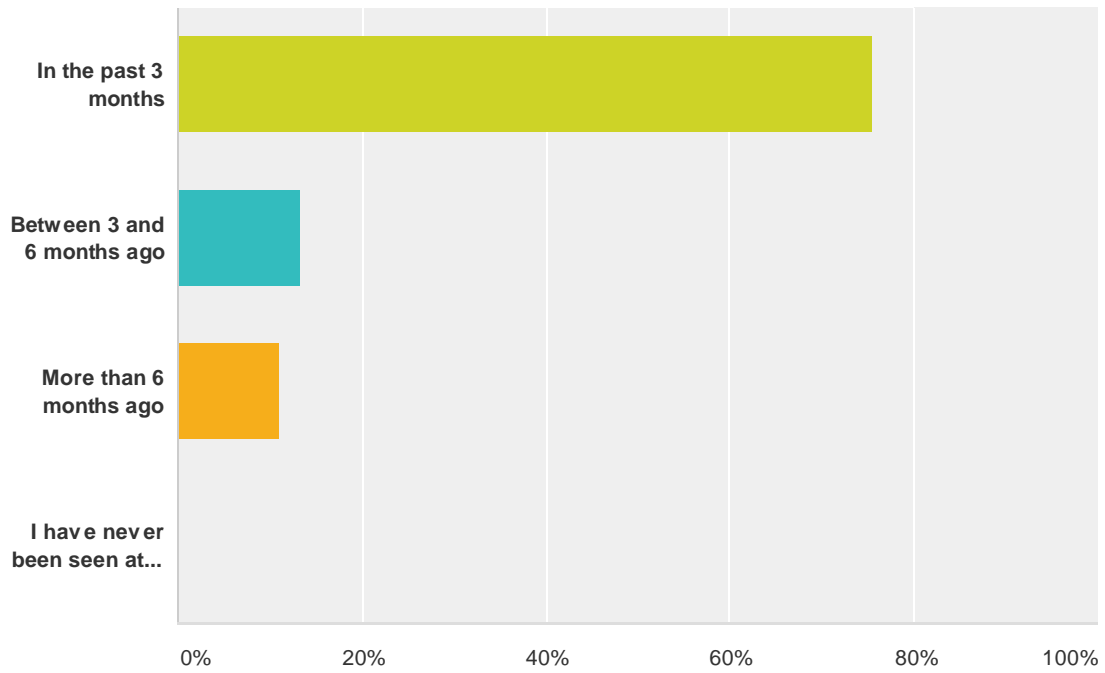
This is particularly important this year for two reasons. Firstly, we are working very hard on our project to build a new purpose-built surgery which will enable us to expand the services we can provide to patients as there will be the space and additional facilities for both ourselves and other health providers in the new premises. Secondly, Attenborough Surgery is now a member of the Herts Valley Clinical Commissioning Group who have responsibility for commissioning services in our local area. The focus of Herts Valley CCG over the coming years is to try and commission services out of secondary care and back into the community via GP surgeries which is the preferred option for patients and saves vital money for the health service.

With our new surgery in the advanced planning stage we want to have as much feedback from our Survey as possible for ideas for services and facilities we could consider for our Patients. Our Committee wanted the survey to also include questions relating to the appointment system, online booking, confidentiality in Reception, the current 0844 Telephone number, alternative options for consultations and priorities for the new surgery both in terms of services and facilities. Herts Valley CCG is also focusing this year on carers in the community. Our Patient Group Committee wanted to include questions to identify our patients who may be carers of whom we are not aware so that we can offer them any additional support they may need including an annual healthcheck that is available to them at the Practice.

The Practice would like to thank the Committee for their hard work in putting the survey together which covered all the areas crucial to providing an excellent service to our patients. The Survey results are as follows:-

### Q1 When did you last see a Doctor in the surgery?

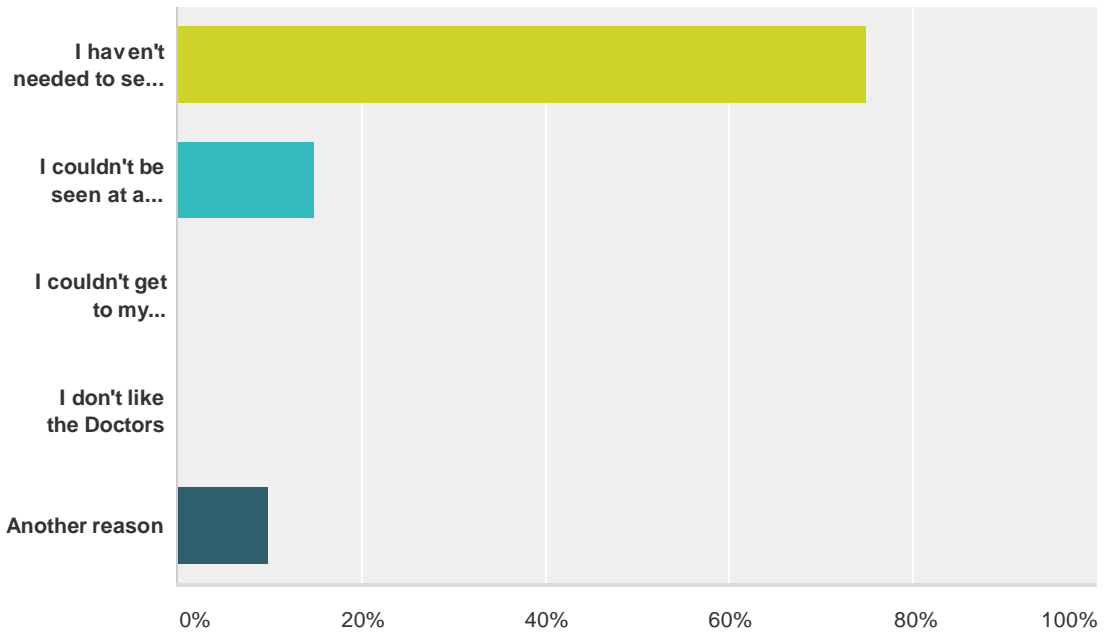
Answered: 90 Skipped: 1



Answer Choices	Responses
In the past 3 months	75.56% 68
Between 3 and 6 months ago	13.33% 12
More than 6 months ago	11.11% 10
I have never been seen at the surgery	0% 0
<b>Total Respondents: 90</b>	

**Q2 If you have not seen a Doctor in the past 6 months, why is that? (Please tick all that apply)**

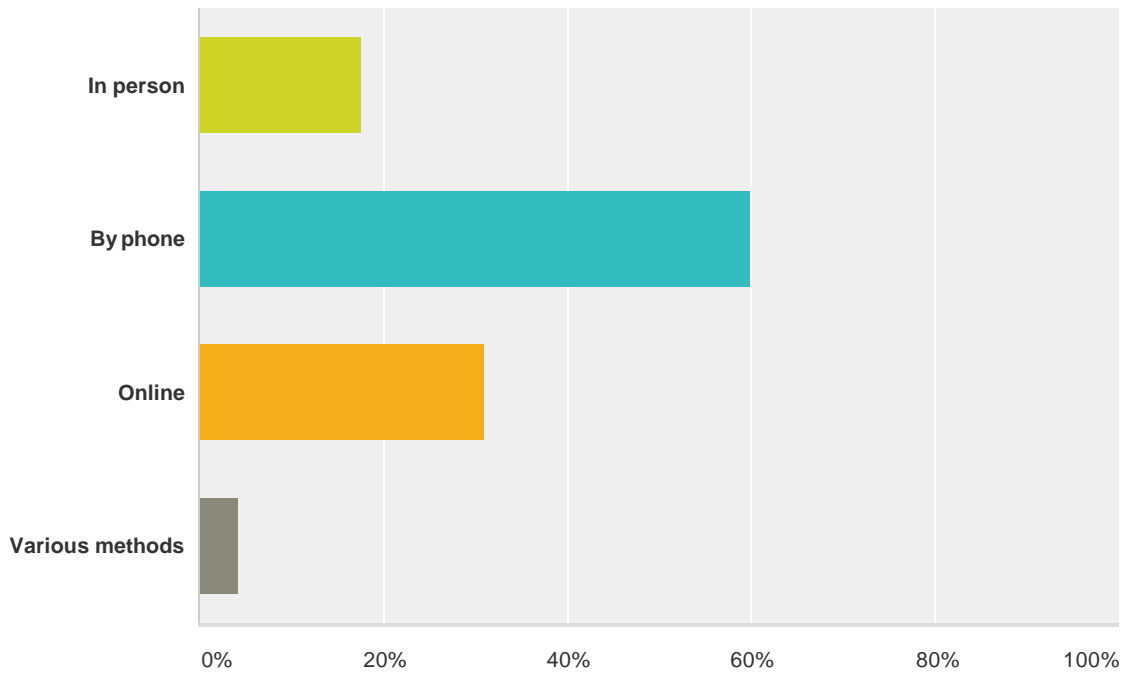
Answered: 20 Skipped: 71



Answer Choices	Responses	
I haven't needed to see a Doctor	75%	15
I couldn't be seen at a convenient time	15%	3
I couldn't get to my appointment easily	0%	0
I don't like the Doctors	0%	0
Another reason	10%	2
<b>Total Respondents: 20</b>		

### Q3 How do you normally book your appointments to see a Doctor or Nurse at the surgery?

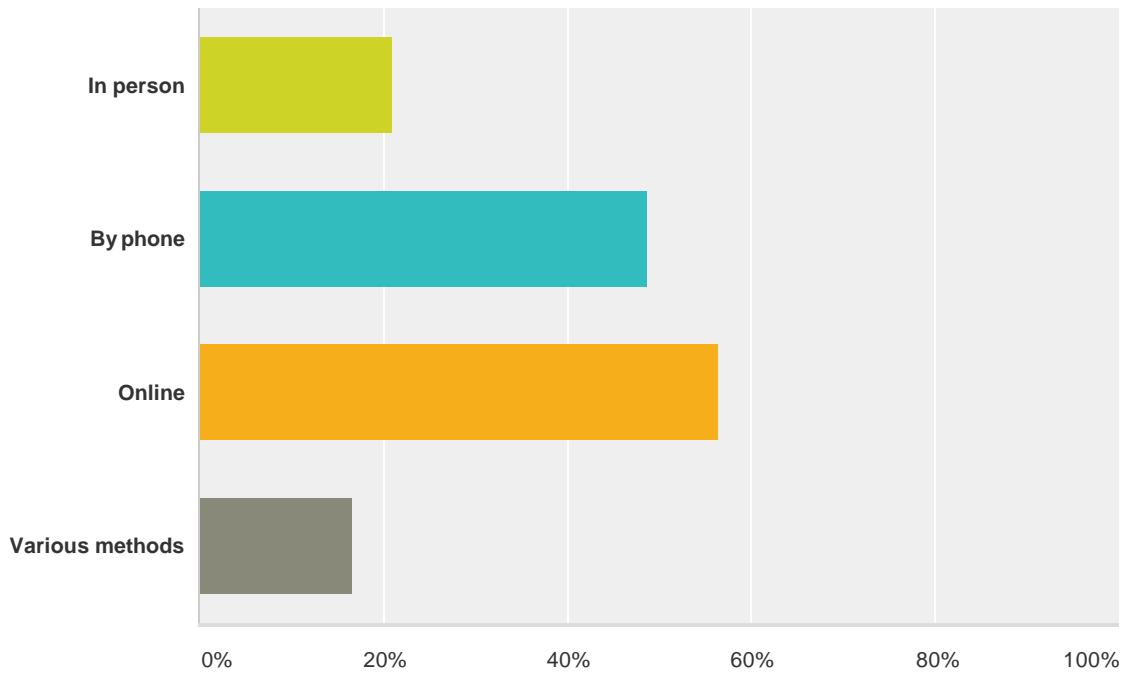
Answered: 90 Skipped: 1



Answer Choices	Responses
In person	17.78% 16
By phone	60% 54
Online	31.11% 28
Various methods	4.44% 4
<b>Total Respondents: 90</b>	

**Q4 Which of the following methods would you prefer to use to book an appointment at the surgery? (please tick all that apply)**

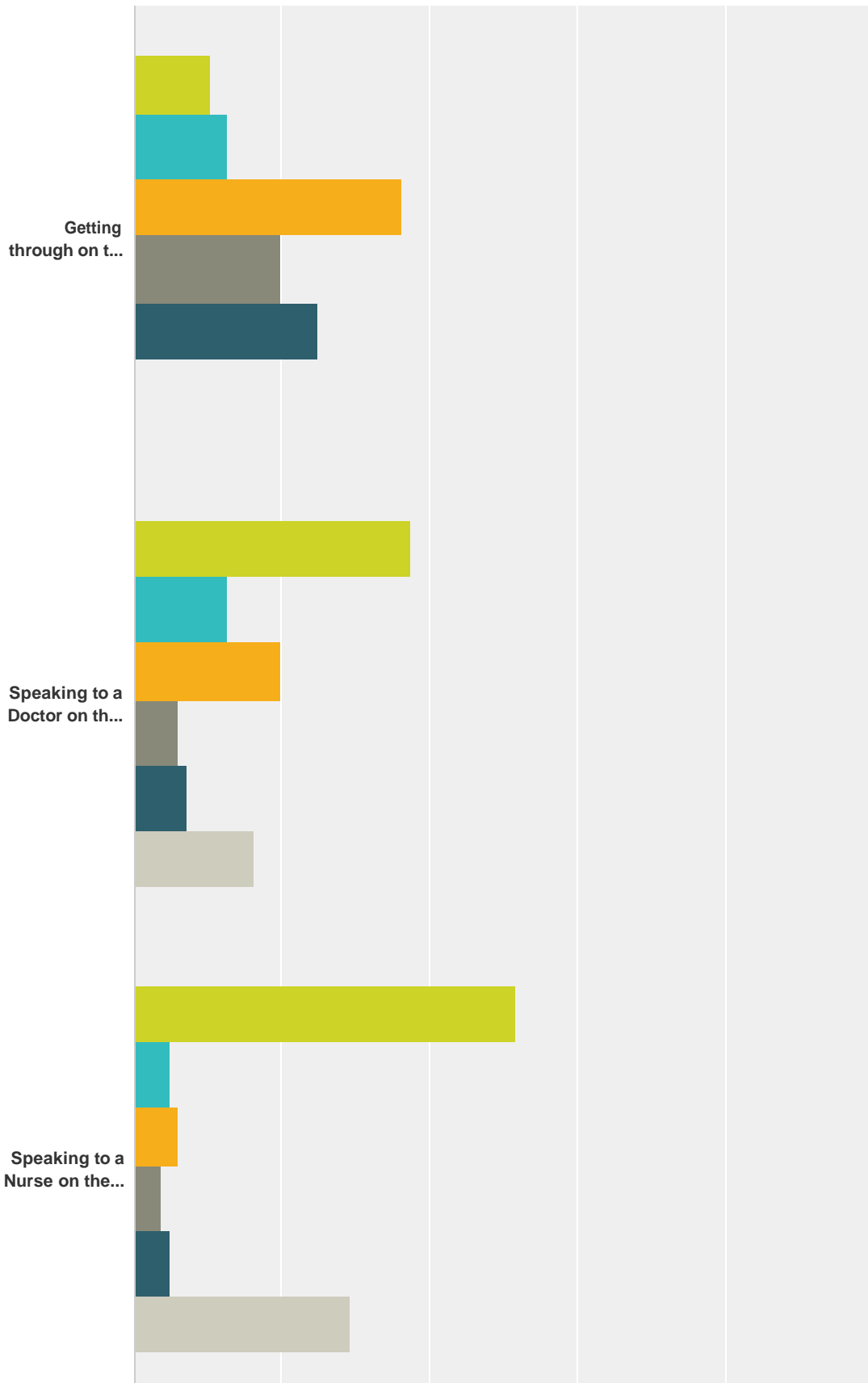
Answered: 90 Skipped: 1



Answer Choices	Responses
In person	21.11% 19
By phone	48.89% 44
Online	56.67% 51
Various methods	16.67% 15
<b>Total Respondents: 90</b>	

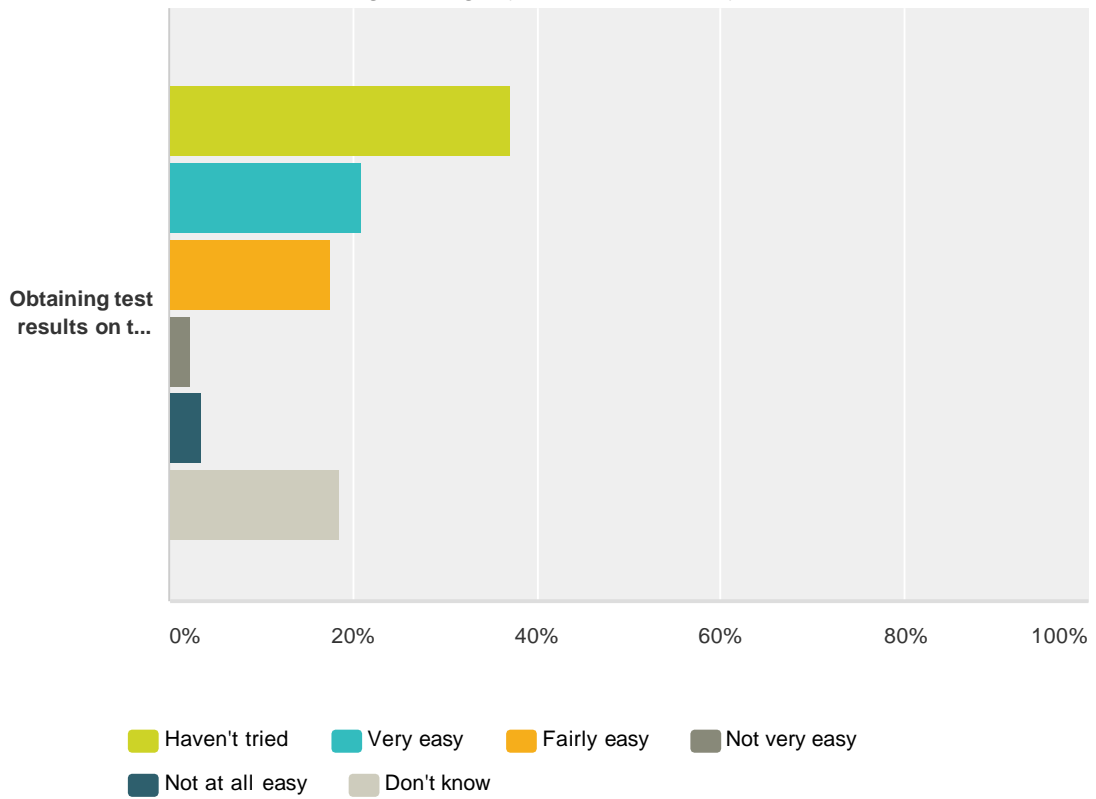
**Q5 In the past 6 months how easily have you found the following? (Please put a tick in each row)**

Answered: 88 Skipped: 3





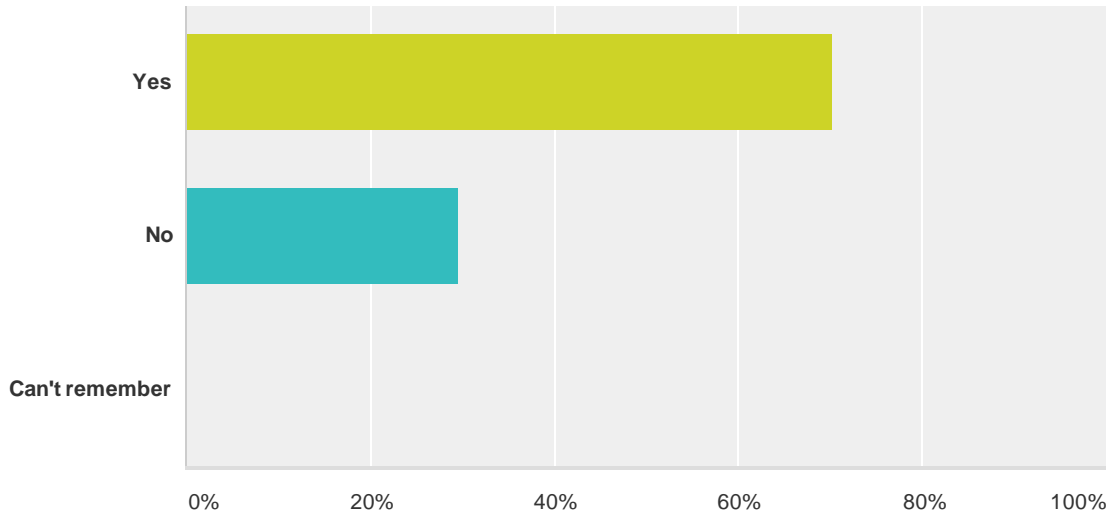
# Attenborough Surgery Patient Survey 2014



	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total
Getting through on the phone	<b>10.23%</b> 9	<b>12.50%</b> 11	<b>36.36%</b> 32	<b>14.77%</b> 13	<b>25%</b> 22	<b>1.14%</b> 1	88
Speaking to a Doctor on the phone	<b>37.65%</b> 32	<b>12.94%</b> 11	<b>20%</b> 17	<b>5.88%</b> 5	<b>7.06%</b> 6	<b>16.47%</b> 14	85
Speaking to a Nurse on the phone	<b>51.76%</b> 44	<b>4.71%</b> 4	<b>5.88%</b> 5	<b>3.53%</b> 3	<b>4.71%</b> 4	<b>29.41%</b> 25	85
Obtaining test results on the phone	<b>37.21%</b> 32	<b>20.93%</b> 18	<b>17.44%</b> 15	<b>2.33%</b> 2	<b>3.49%</b> 3	<b>18.60%</b> 16	86

**Q6 In the past 6 months have you tried to see a Doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open.**

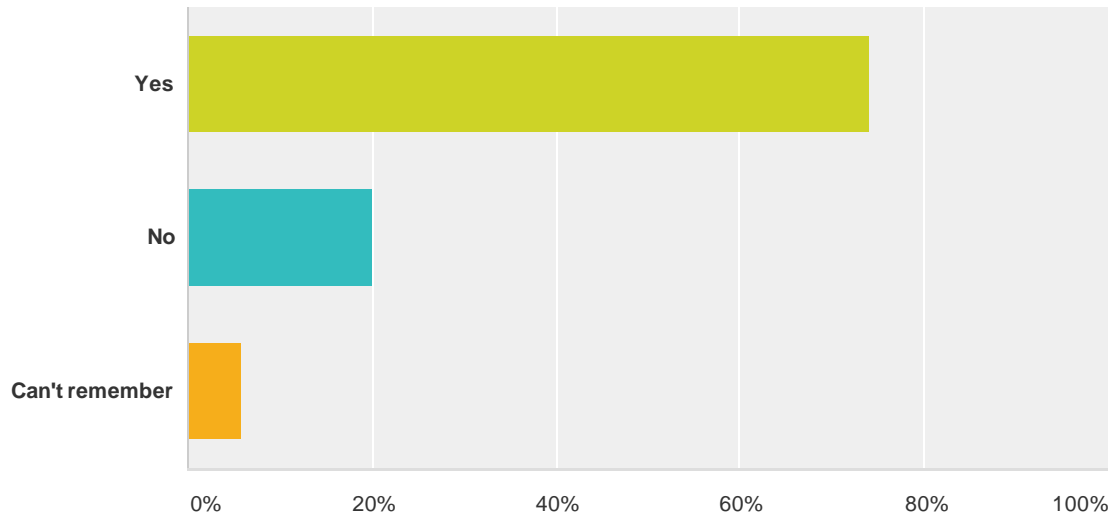
Answered: 88 Skipped: 3



Answer Choices	Responses	
Yes	70.45%	62
No	29.55%	26
Can't remember	0%	0
<b>Total Respondents: 88</b>		

**Q7 Think about the last time you tried to see a Doctor fairly quickly. Were you able to see a Doctor on the same day or in the next two weekdays the surgery was open?**

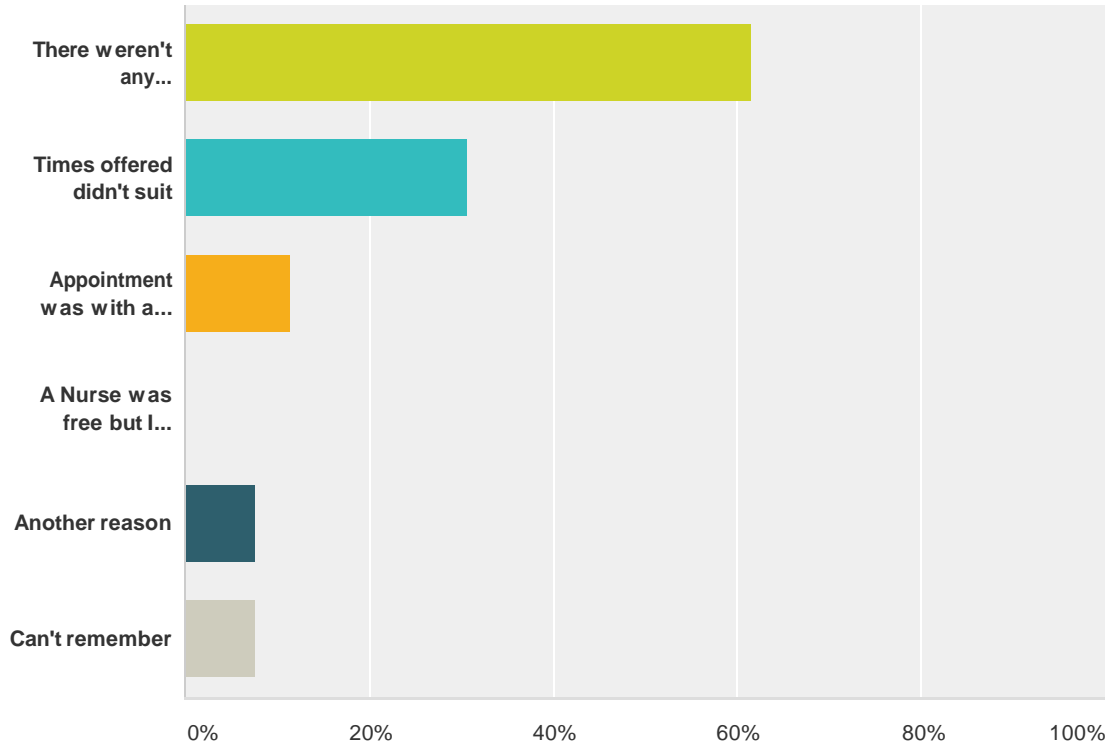
Answered: 85 Skipped: 6



Answer Choices	Responses	
Yes	74.12%	63
No	20%	17
Can't remember	5.88%	5
<b>Total Respondents: 85</b>		

**Q8 If you weren't able to be seen in the next two weekdays that the surgery was open, why was that? (Please tick all that apply)**

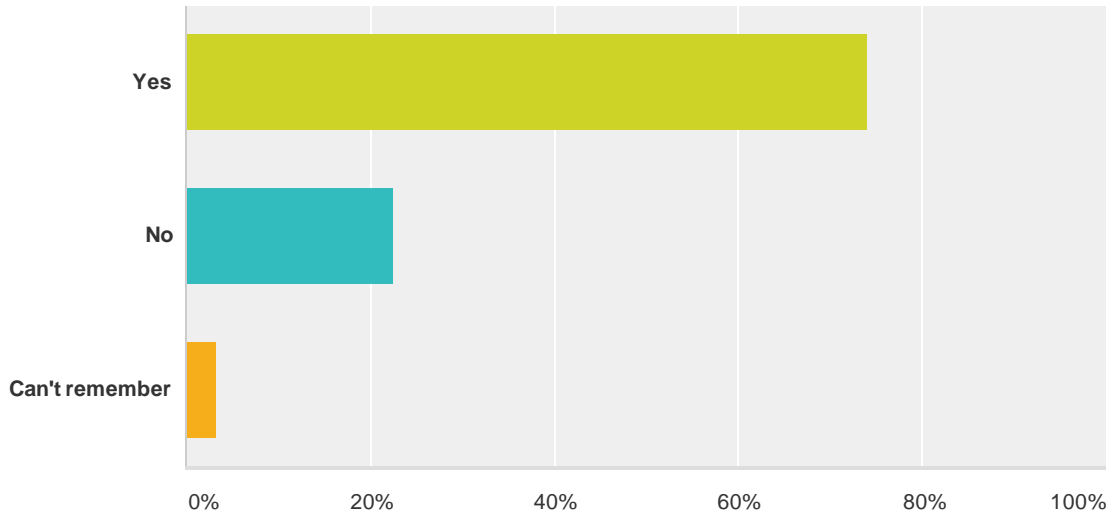
Answered: 26 Skipped: 65



Answer Choices	Responses
There weren't any appointments	61.54% 16
Times offered didn't suit	30.77% 8
Appointment was with a Doctor I didn't want to see	11.54% 3
A Nurse was free but I wanted to see a Doctor	0% 0
Another reason	7.69% 2
Can't remember	7.69% 2
<b>Total Respondents: 26</b>	

**Q9 In the past 6 months have you tried to book ahead for an appointment with a Doctor? By booking ahead we mean booking an appointment more than two weekdays in advance.**

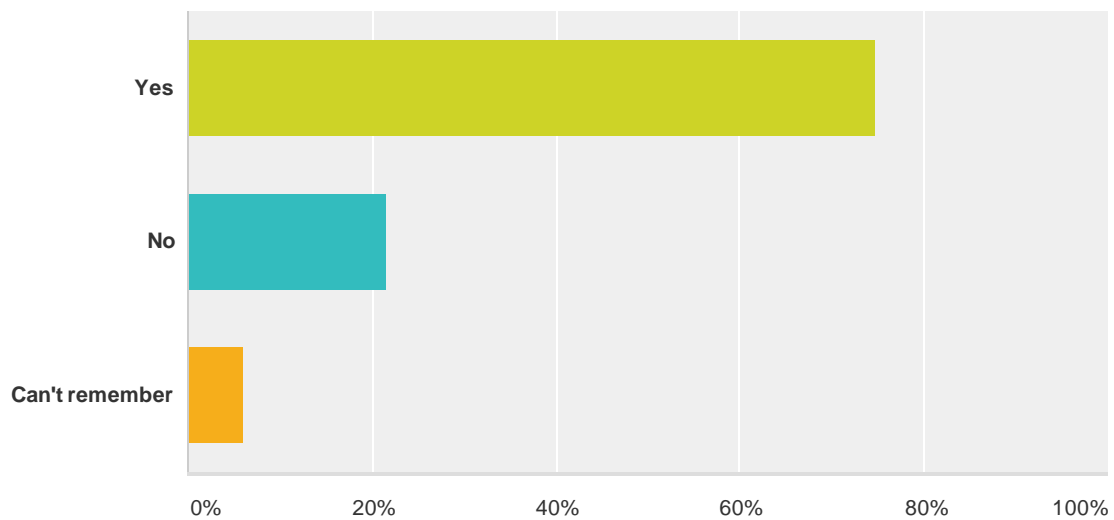
Answered: 89 Skipped: 2



Answer Choices	Responses
Yes	74.16% 66
No	22.47% 20
Can't remember	3.37% 3
<b>Total Respondents: 89</b>	

**Q10 Last time you tried, were you able to make an appointment with a Doctor more than two weekdays in advance?**

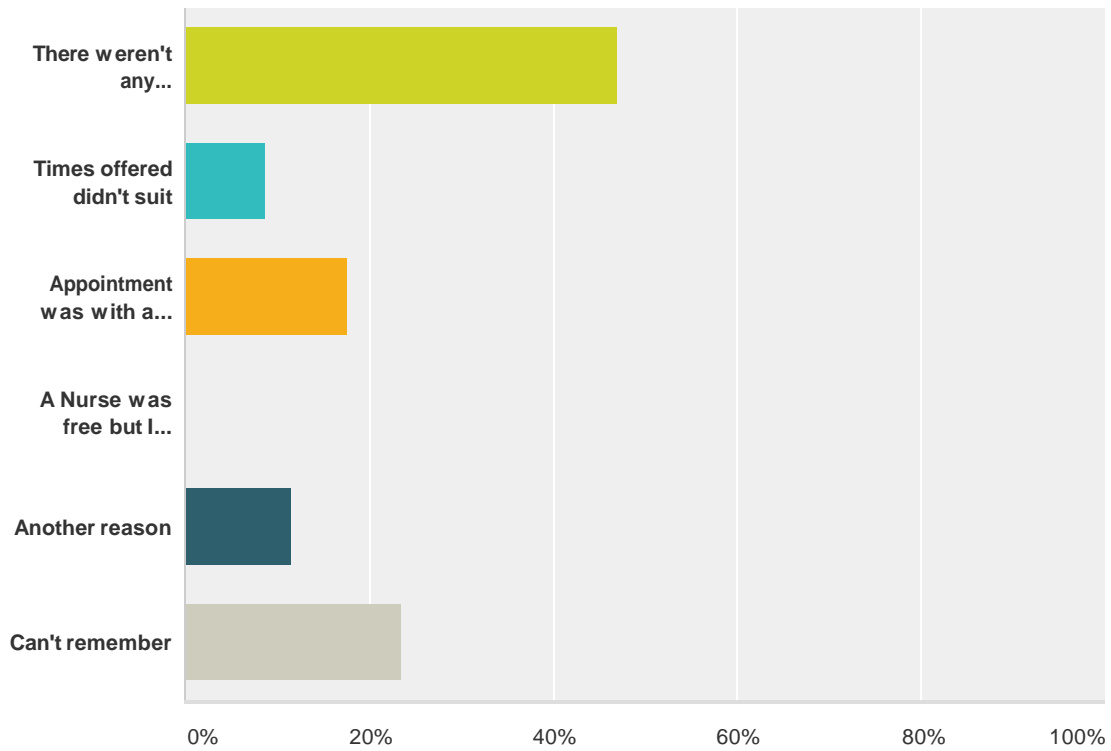
Answered: 83 Skipped: 8



Answer Choices	Responses
Yes	74.70% 62
No	21.69% 18
Can't remember	6.02% 5
<b>Total Respondents: 83</b>	

### Q11 If you were unable to make an appointment with a Doctor more than two days in advance, why was that?

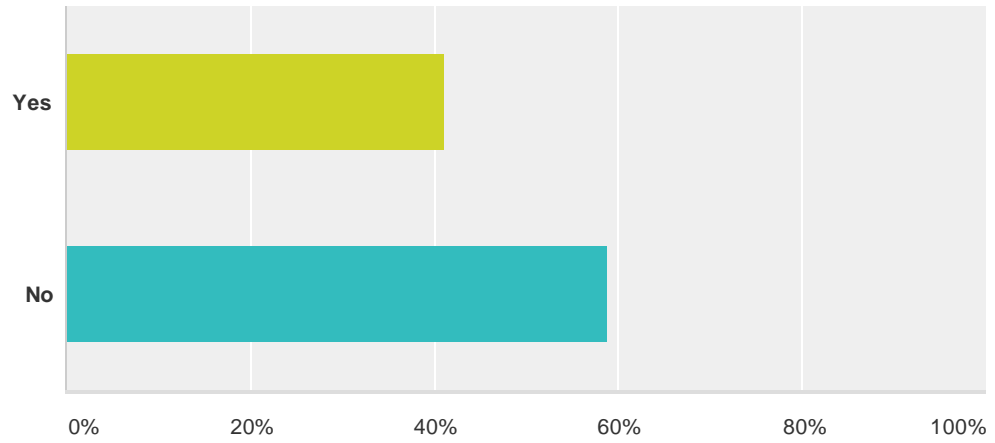
Answered: 34 Skipped: 57



Answer Choices	Responses
There weren't any appointments	47.06% 16
Times offered didn't suit	8.82% 3
Appointment was with a Doctor I didn't want to see	17.65% 6
A Nurse was free but I wanted to see a Doctor	0% 0
Another reason	11.76% 4
Can't remember	23.53% 8
<b>Total Respondents: 34</b>	

**Q12 If in the future we were able to offer appointments online face to face e.g. via Skype - would this be of interest to you?**

Answered: 90 Skipped: 1

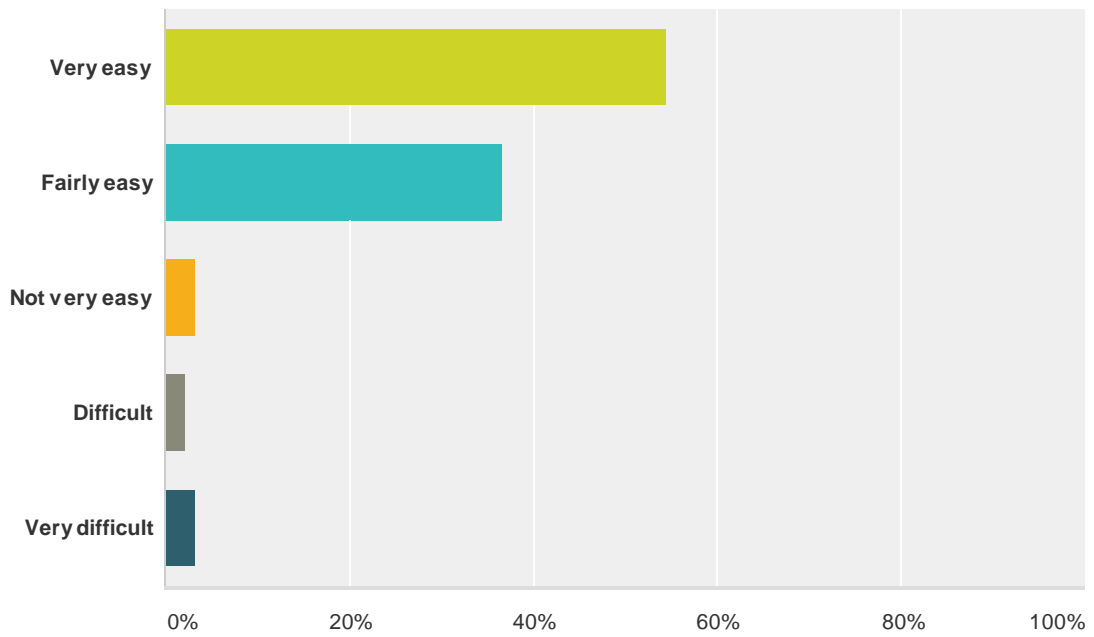


Answer Choices	Responses
Yes	41.11% 37
No	58.89% 53
<b>Total Respondents: 90</b>	



### Q13 How easy do you find getting into the building at the surgery?

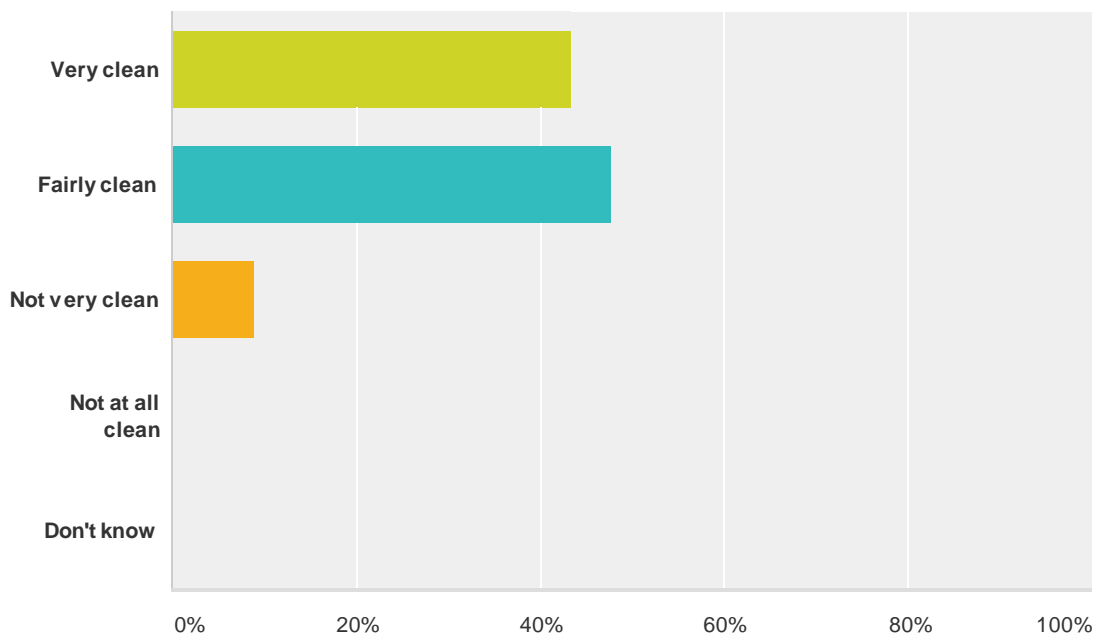
Answered: 90 Skipped: 1



Answer Choices	Responses
Very easy	54.44% 49
Fairly easy	36.67% 33
Not very easy	3.33% 3
Difficult	2.22% 2
Very difficult	3.33% 3
<b>Total Respondents: 90</b>	

### Q14 How clean is the surgery?

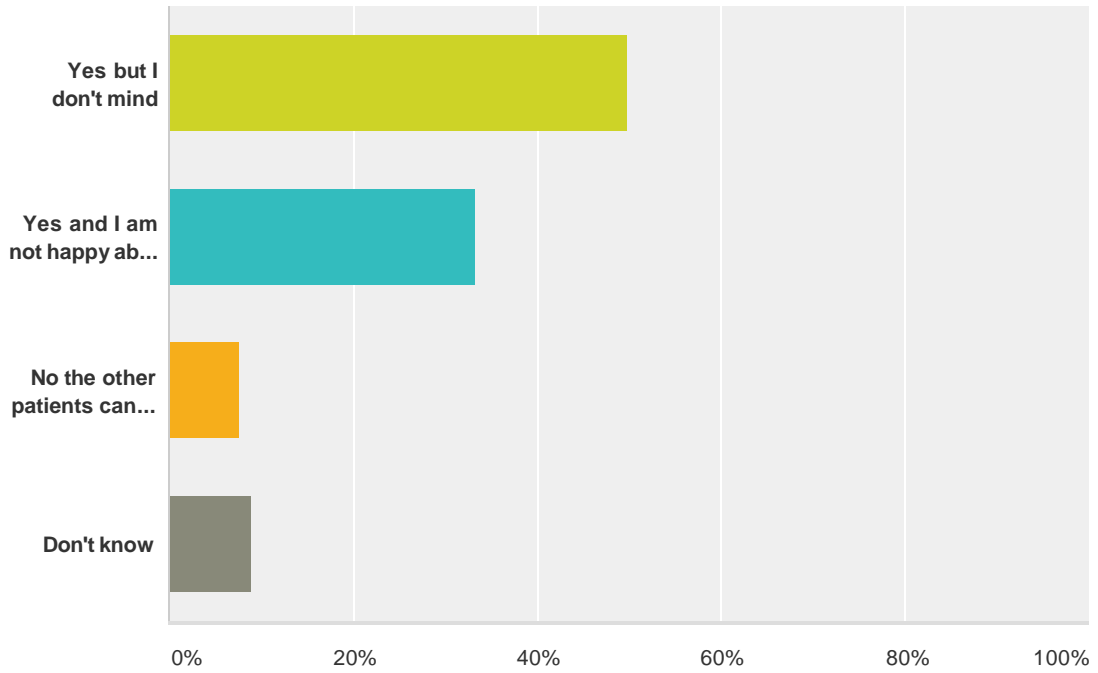
Answered: 90 Skipped: 1



Answer Choices	Responses
Very clean	43.33% 39
Fairly clean	47.78% 43
Not very clean	8.89% 8
Not at all clean	0% 0
Don't know	0% 0
<b>Total Respondents: 90</b>	

### Q15 In the reception area can other patients overhear what you say to the Receptionist?

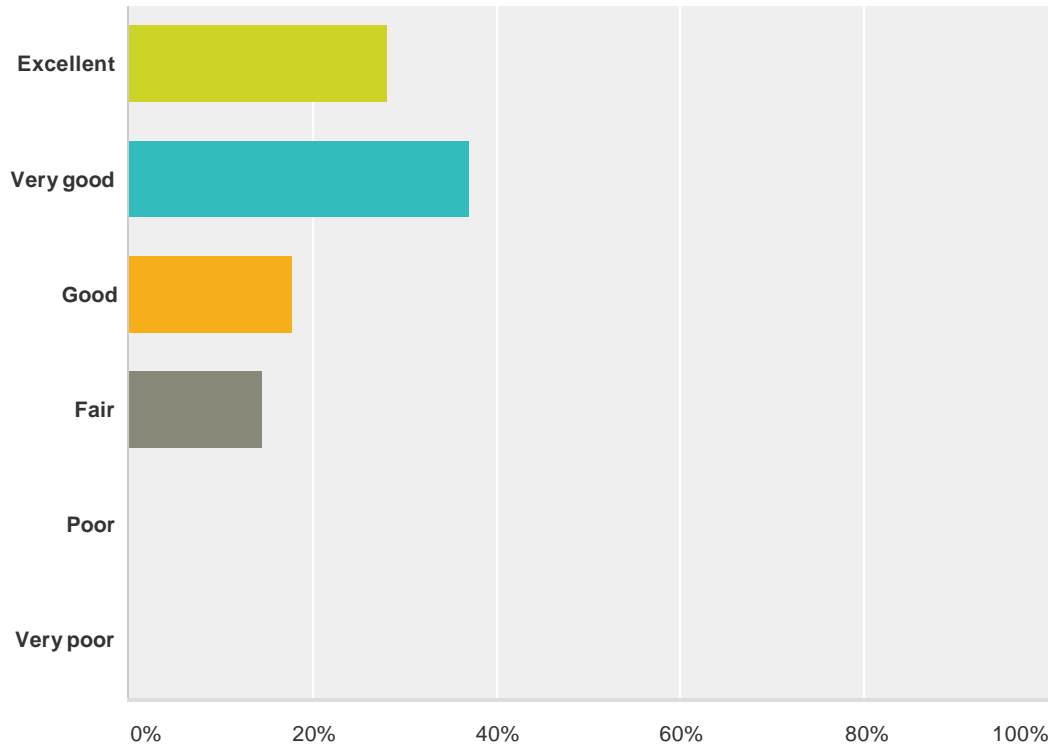
Answered: 90 Skipped: 1



Answer Choices	Responses
Yes but I don't mind	50% 45
Yes and I am not happy about it	33.33% 30
No the other patients cannot overhear	7.78% 7
Don't know	8.89% 8
<b>Total Respondents: 90</b>	

### Q16 How do you rate the way you are treated by the Receptionists at the surgery?

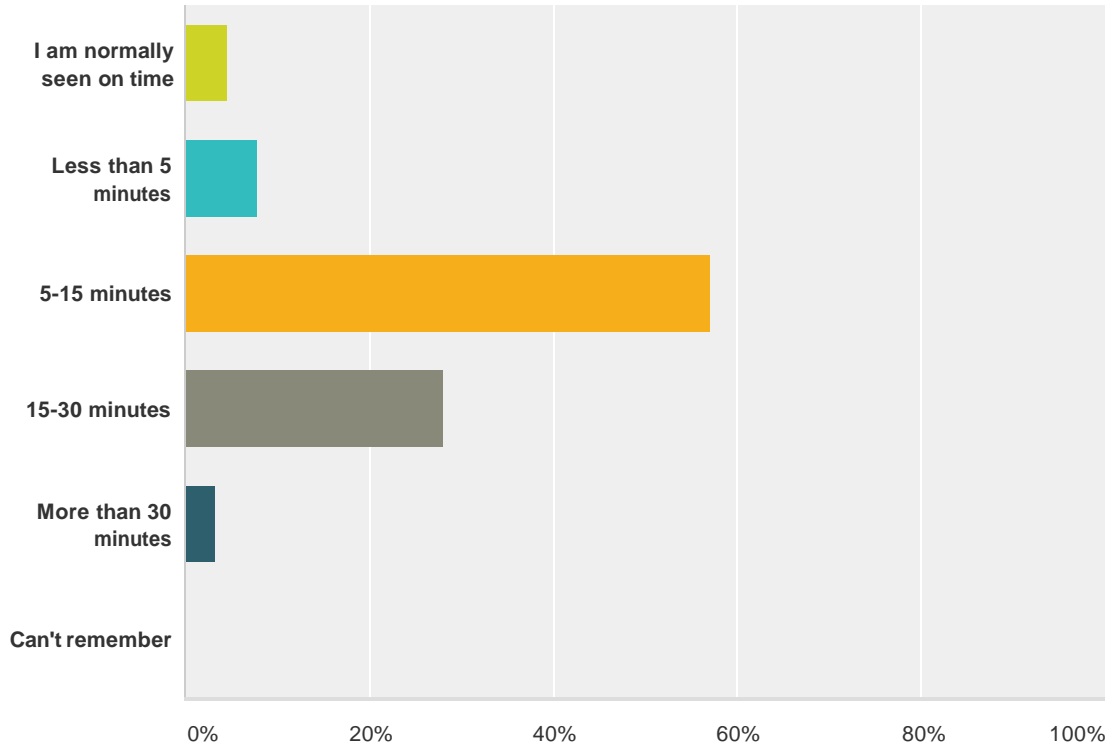
Answered: 89 Skipped: 2



Answer Choices	Responses	
Excellent	28.09%	25
Very good	37.08%	33
Good	17.98%	16
Fair	14.61%	13
Poor	1.12%	1
Very poor	1.12%	1
<b>Total Respondents: 89</b>		

### Q18 How long after your appointment time do you normally wait to be seen?

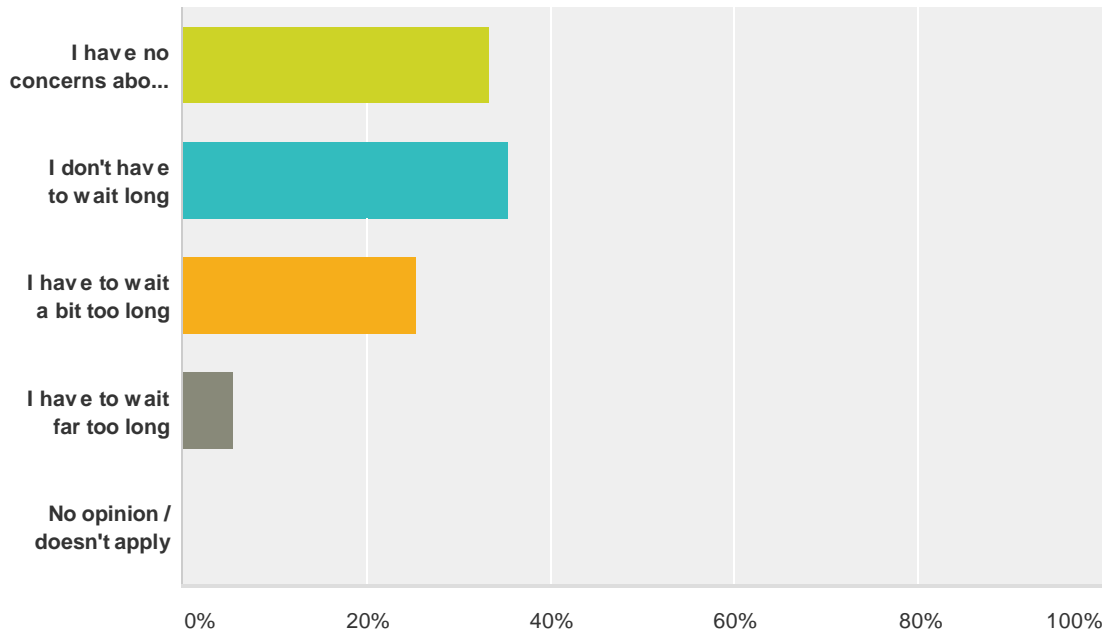
Answered: 89 Skipped: 2



Answer Choices	Responses
I am normally seen on time	4.49% 4
Less than 5 minutes	7.87% 7
5-15 minutes	57.30% 51
15-30 minutes	28.09% 25
More than 30 minutes	3.37% 3
Can't remember	0% 0
<b>Total Respondents: 89</b>	

### Q19 How do you feel about how long you normally have to wait?

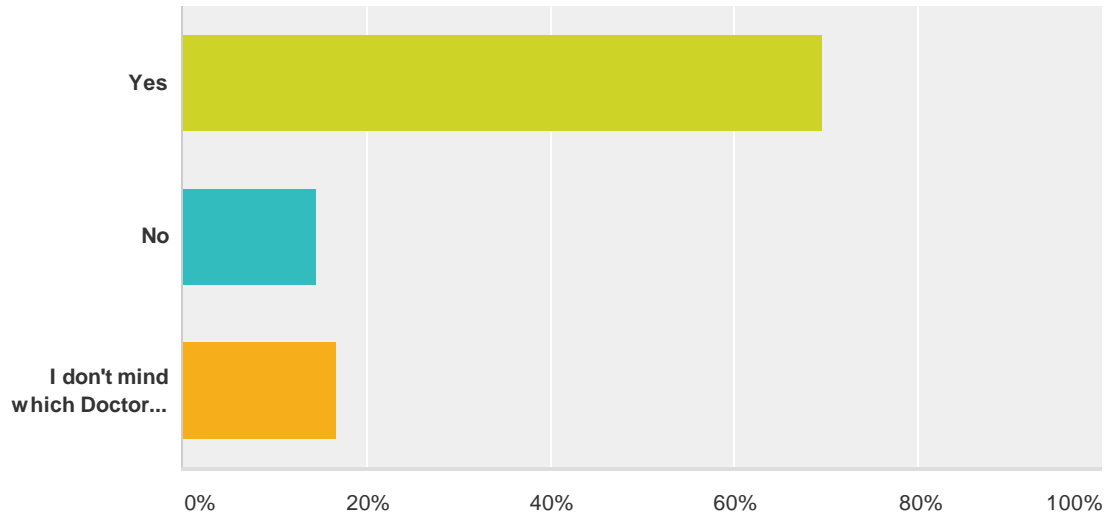
Answered: 90 Skipped: 1



Answer Choices	Responses
I have no concerns about waiting times	33.33% 30
I don't have to wait long	35.56% 32
I have to wait a bit too long	25.56% 23
I have to wait far too long	5.56% 5
No opinion / doesn't apply	1.11% 1
<b>Total Respondents: 90</b>	

### Q20 Is there a particular Doctor you prefer to see at the surgery?

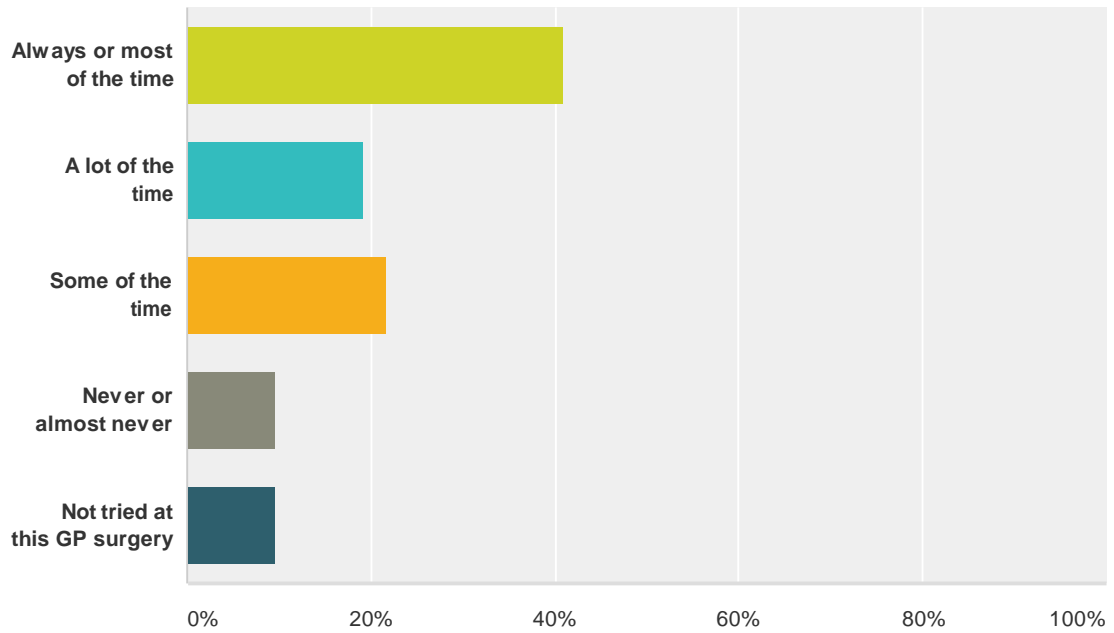
Answered: 89 Skipped: 2



Answer Choices	Responses
Yes	69.66% 62
No	14.61% 13
I don't mind which Doctor I see	16.85% 15
<b>Total Respondents: 89</b>	

### Q21 How often do you see the Doctor you prefer?

Answered: 83 Skipped: 8

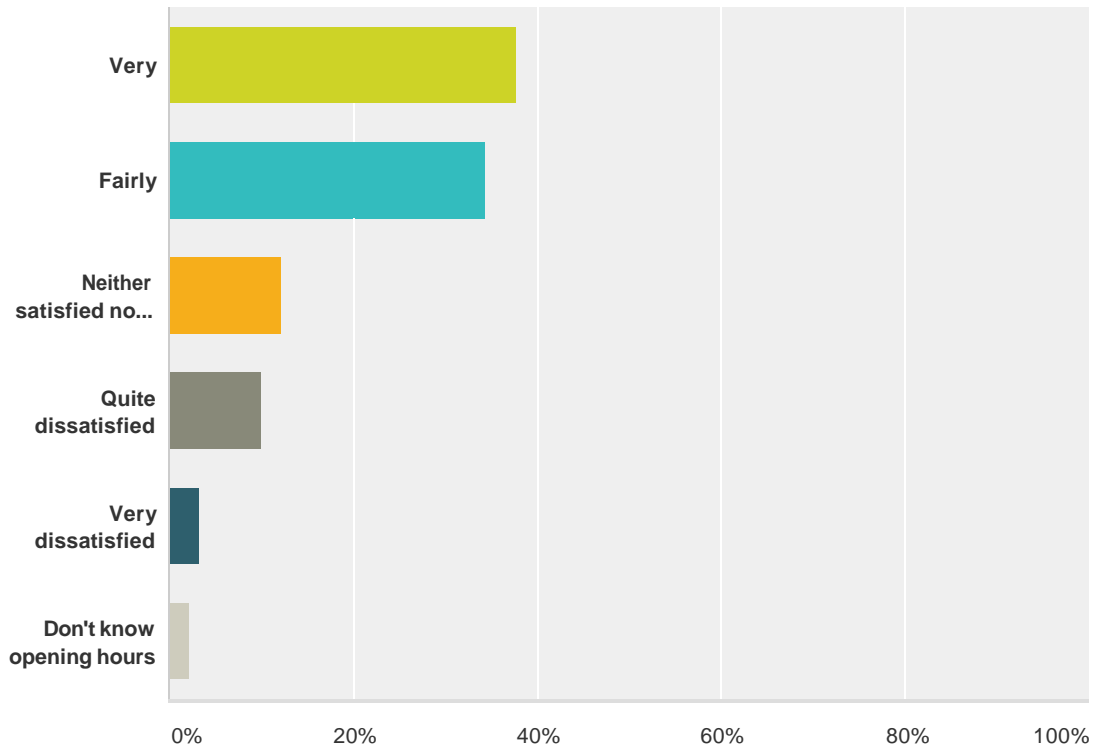


Answer Choices	Responses	
Always or most of the time	40.96%	34
A lot of the time	19.28%	16
Some of the time	21.69%	18
Never or almost never	9.64%	8
Not tried at this GP surgery	9.64%	8
<b>Total Respondents: 83</b>		



### Q22 How satisfied are you with the opening hours at the surgery?

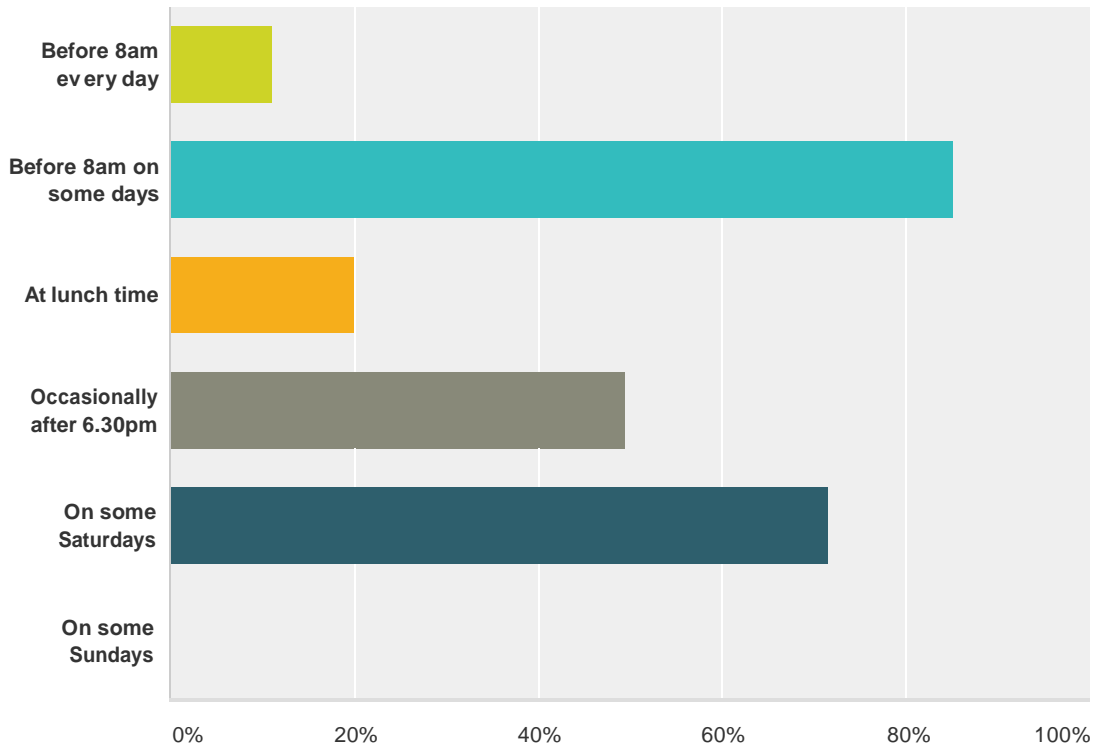
Answered: 90 Skipped: 1



Answer Choices	Responses	
Very	37.78%	34
Fairly	34.44%	31
Neither satisfied nor dissatisfied	12.22%	11
Quite dissatisfied	10%	9
Very dissatisfied	3.33%	3
Don't know opening hours	2.22%	2
<b>Total Respondents: 90</b>		

**Q23 Do you know the normal surgery opening hours? Please tick a box (can be more than one) indicating that you think the surgery is open during the hours shown.**

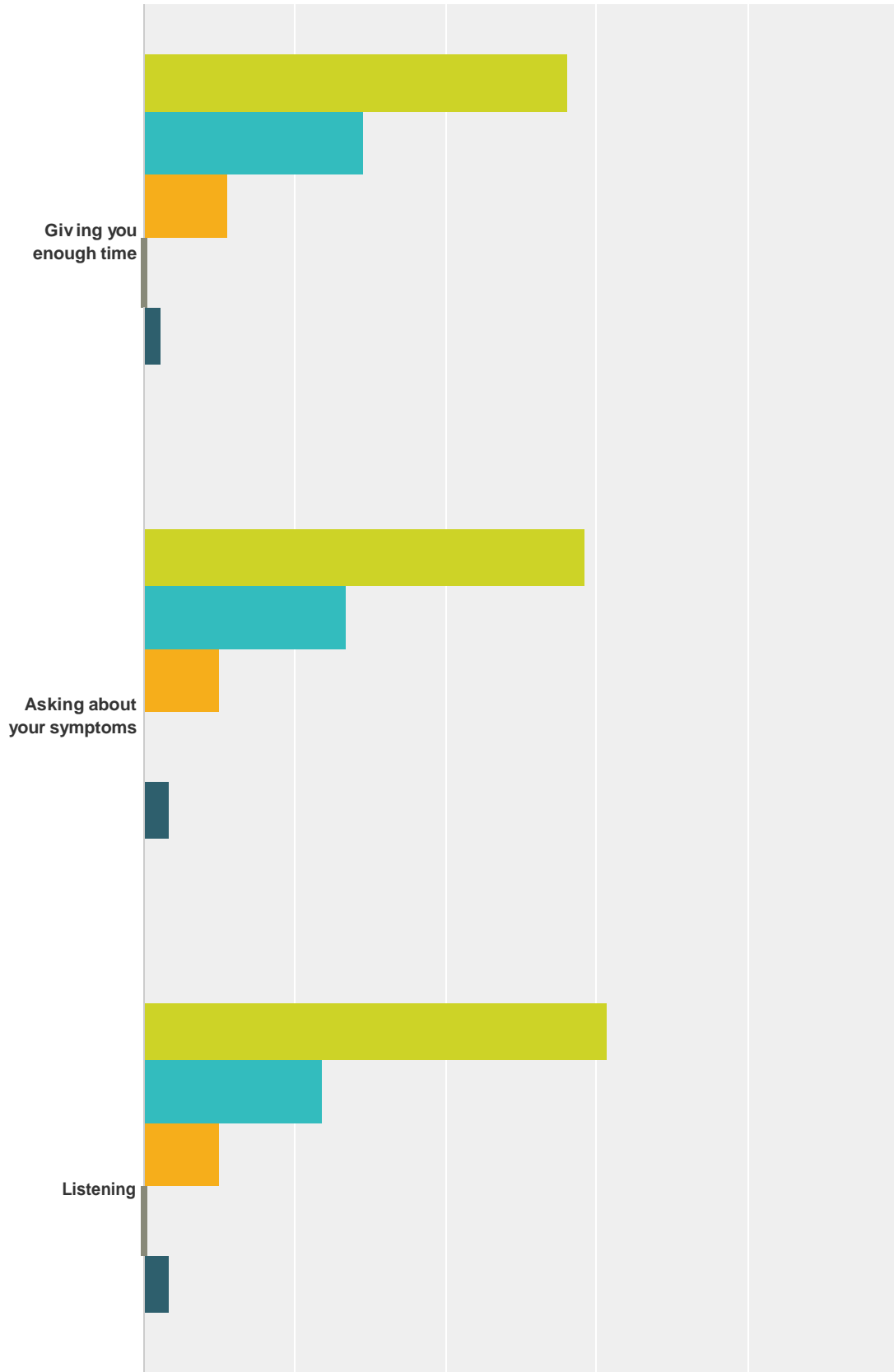
Answered: 81 Skipped: 10



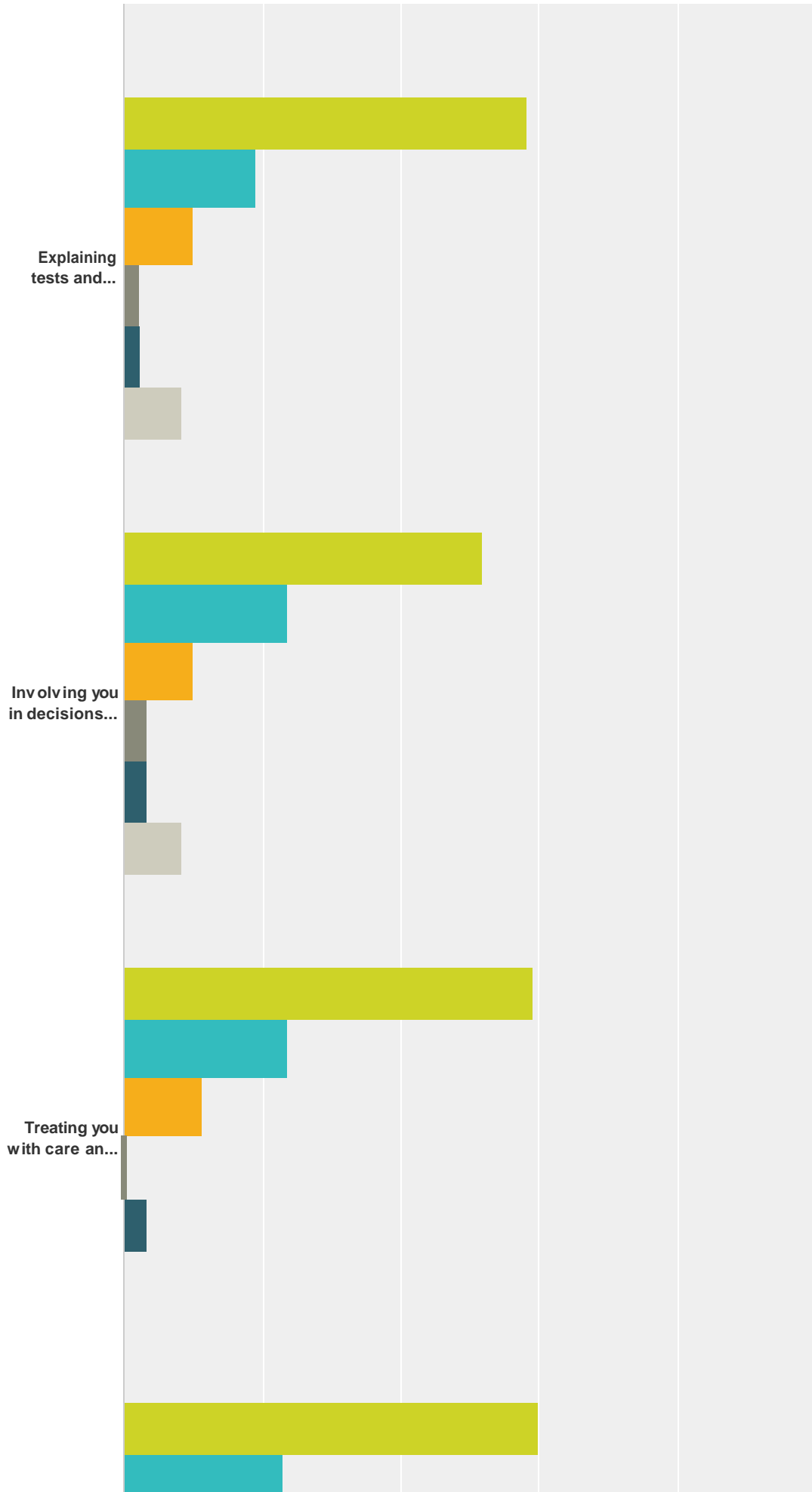
Answer Choices	Responses
Before 8am every day	11.11% 9
Before 8am on some days	85.19% 69
At lunch time	19.75% 16
Occasionally after 6.30pm	49.38% 40
On some Saturdays	71.60% 58
On some Sundays	0% 0
<b>Total Respondents: 81</b>	

**Q24 The last time you saw a Doctor at the surgery, how good was the Doctor at each of the following? Please tick an answer for each question.**

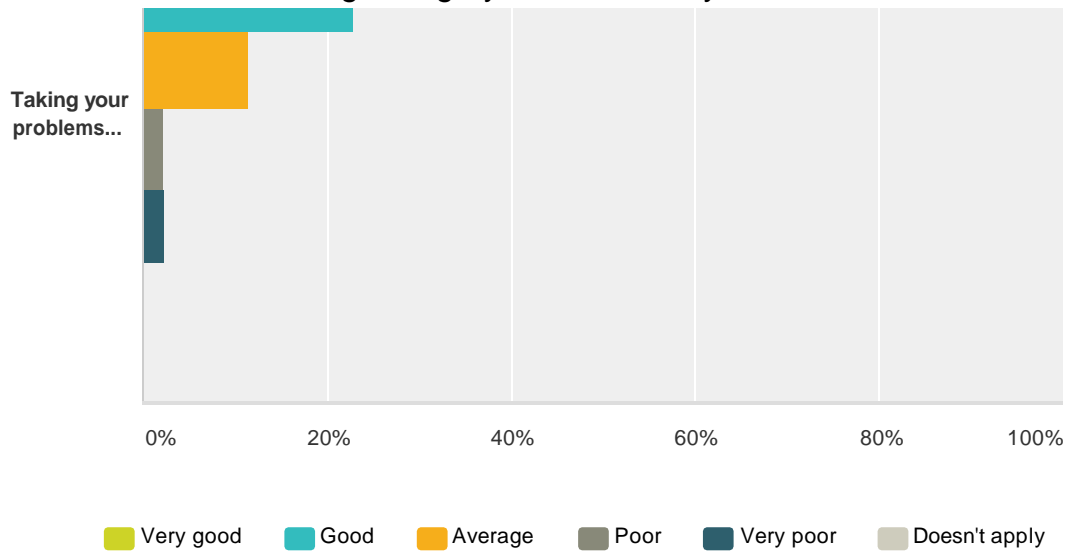
Answered: 89 Skipped: 2



# Attenborough Surgery Patient Survey 2014



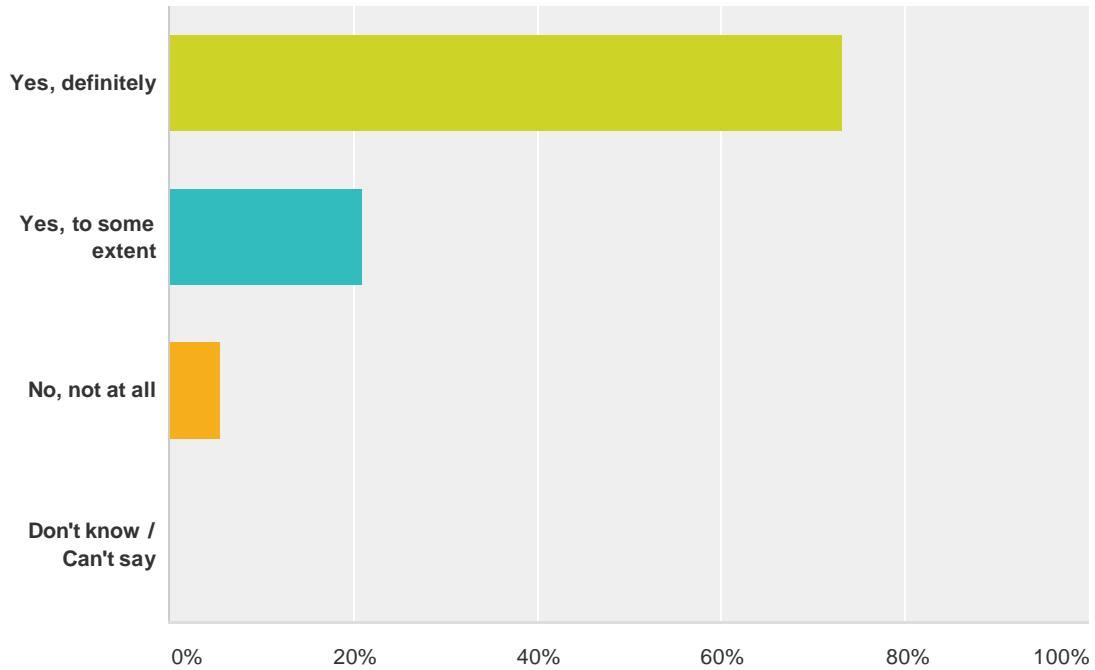
# Attenborough Surgery Patient Survey 2014



	Very good	Good	Average	Poor	Very poor	Doesn't apply	Total
Giving you enough time	56.18% 50	29.21% 26	11.24% 10	1.12% 1	2.25% 2	0% 0	89
Asking about your symptoms	58.43% 52	26.97% 24	10.11% 9	0% 0	3.37% 3	1.12% 1	89
Listening	61.36% 54	23.86% 21	10.23% 9	1.14% 1	3.41% 3	0% 0	88
Explaining tests and treatments	58.33% 49	19.05% 16	9.52% 8	2.38% 2	2.38% 2	8.33% 7	84
Involving you in decisions about your care	51.69% 46	23.60% 21	10.11% 9	3.37% 3	3.37% 3	7.87% 7	89
Treating you with care and concern	59.09% 52	23.86% 21	11.36% 10	1.14% 1	3.41% 3	1.14% 1	88
Taking your problems seriously	59.77% 52	22.99% 20	11.49% 10	2.30% 2	2.30% 2	1.15% 1	87

### Q25 Did you have confidence and trust in the Doctor you saw?

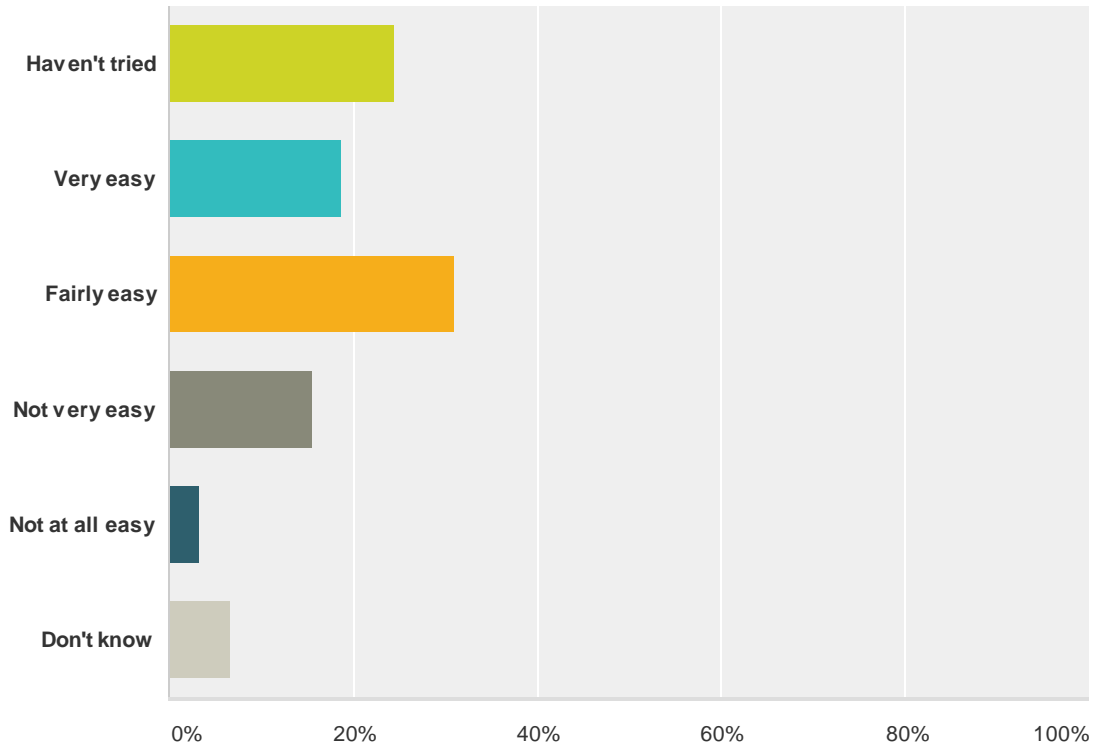
Answered: 90 Skipped: 1



Answer Choices	Responses	
Yes, definitely	73.33%	66
Yes, to some extent	21.11%	19
No, not at all	5.56%	5
Don't know / Can't say	1.11%	1
<b>Total Respondents: 90</b>		

### Q26 How easy is it for you to get an appointment with a Practice Nurse at the surgery?

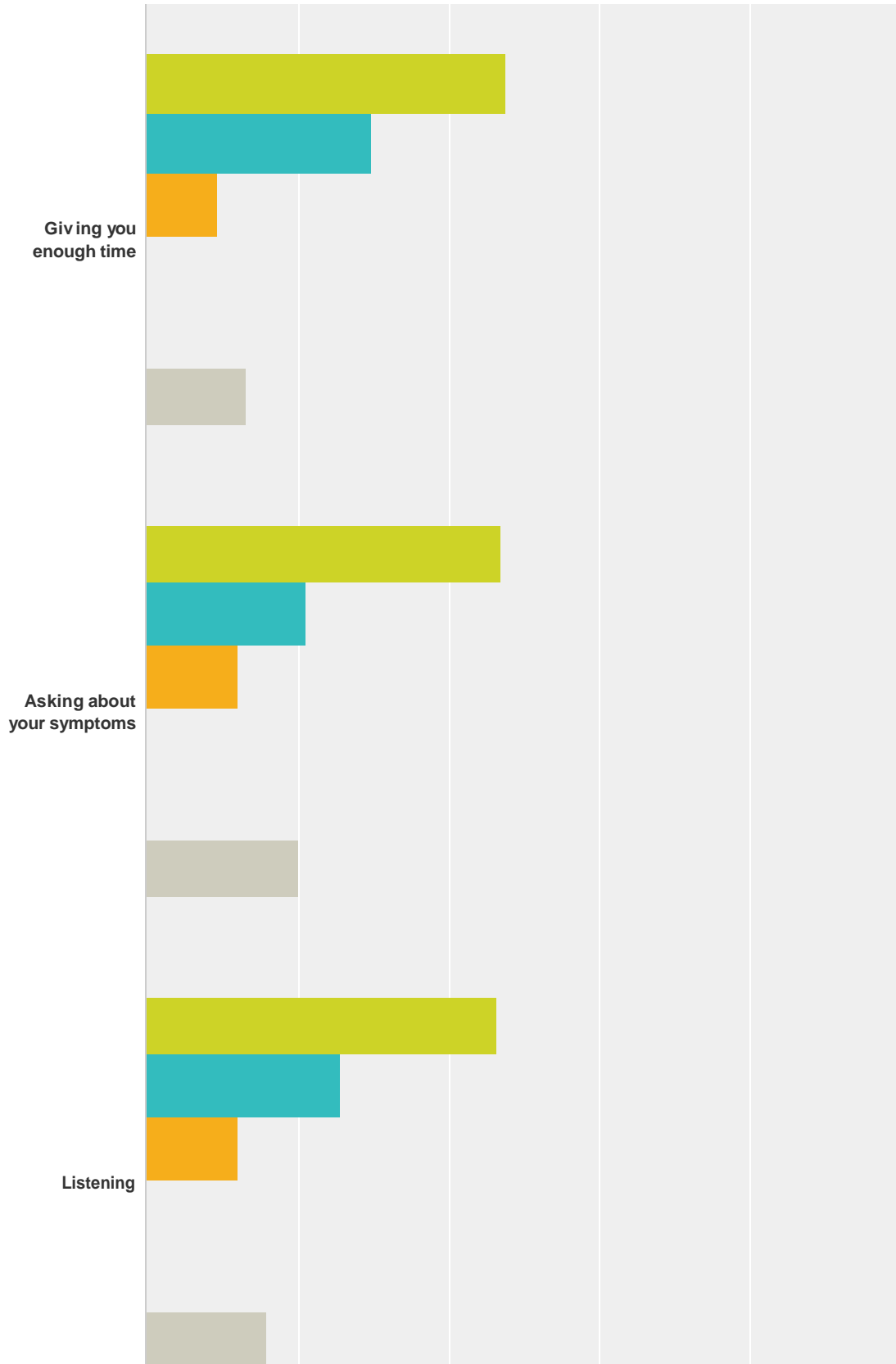
Answered: 90 Skipped: 1



Answer Choices	Responses
Haven't tried	24.44% 22
Very easy	18.89% 17
Fairly easy	31.11% 28
Not very easy	15.56% 14
Not at all easy	3.33% 3
Don't know	6.67% 6
<b>Total Respondents: 90</b>	

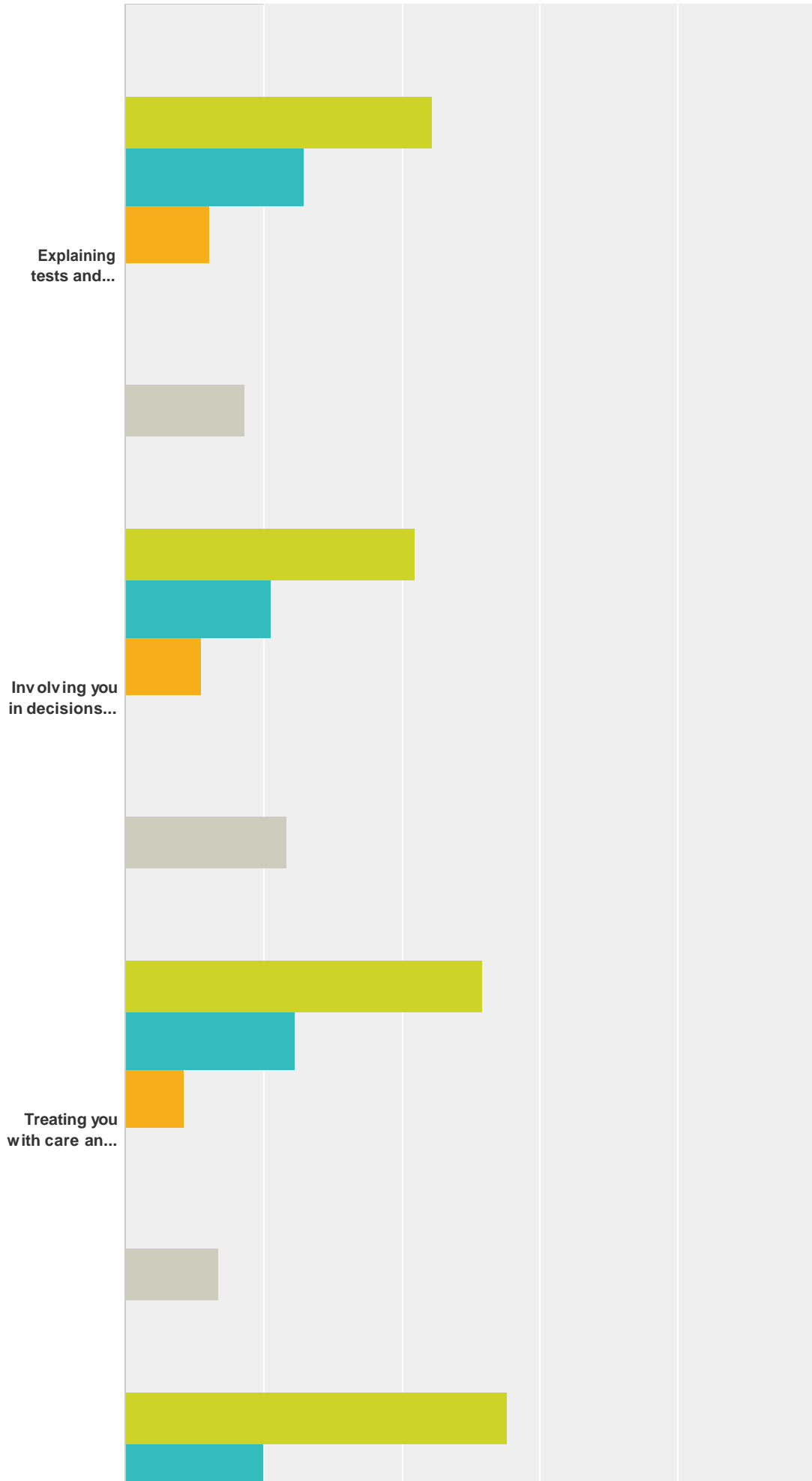
**Q27 Last time you saw a Practice Nurse at the surgery, how good did you find the Practice Nurse at the following? (Please tick an answer for each question)**

Answered: 84 Skipped: 7

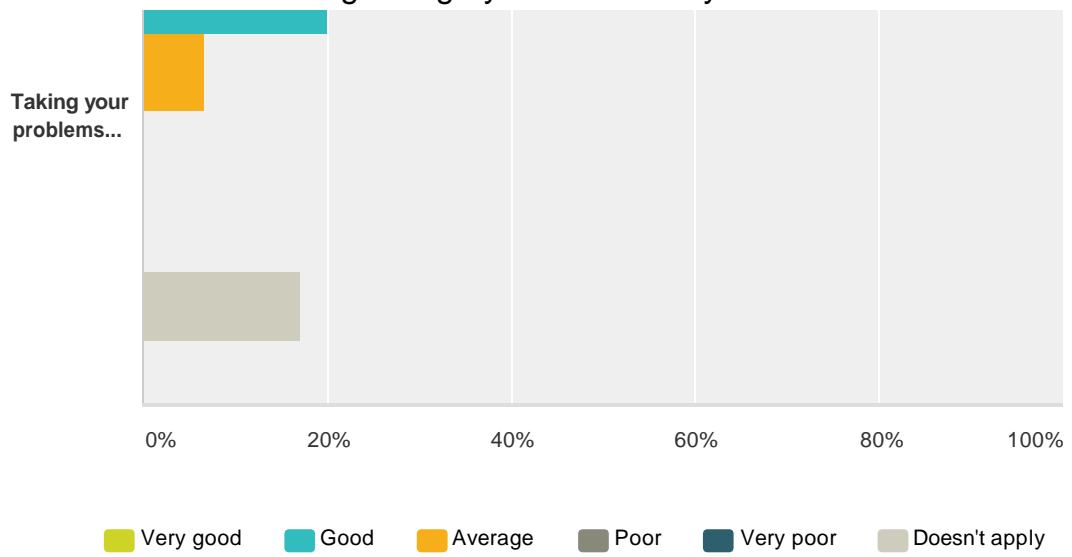




# Attenborough Surgery Patient Survey 2014



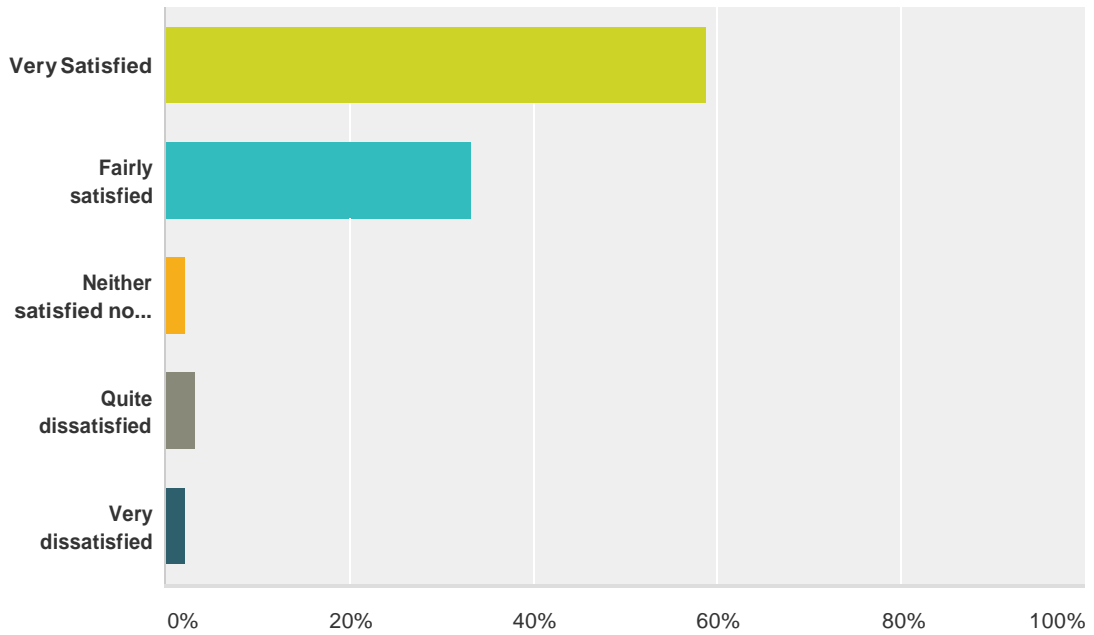
# Attenborough Surgery Patient Survey 2014



	Very good	Good	Average	Poor	Very poor	Doesn't apply	Total
Giving you enough time	47.62% 40	29.76% 25	9.52% 8	0% 0	0% 0	13.10% 11	84
Asking about your symptoms	46.91% 38	20.99% 17	12.35% 10	0% 0	0% 0	19.75% 16	81
Listening	46.34% 38	25.61% 21	12.20% 10	0% 0	0% 0	15.85% 13	82
Explaining tests and treatments	44.44% 36	25.93% 21	12.35% 10	0% 0	0% 0	17.28% 14	81
Involving you in decisions about your care	41.98% 34	20.99% 17	11.11% 9	1.23% 1	1.23% 1	23.46% 19	81
Treating you with care and concern	51.85% 42	24.69% 20	8.64% 7	0% 0	1.23% 1	13.58% 11	81
Taking your problems seriously	55.26% 42	19.74% 15	6.58% 5	0% 0	1.32% 1	17.11% 13	76

**Q28 In general, how satisfied are you with the care you receive at the surgery?**

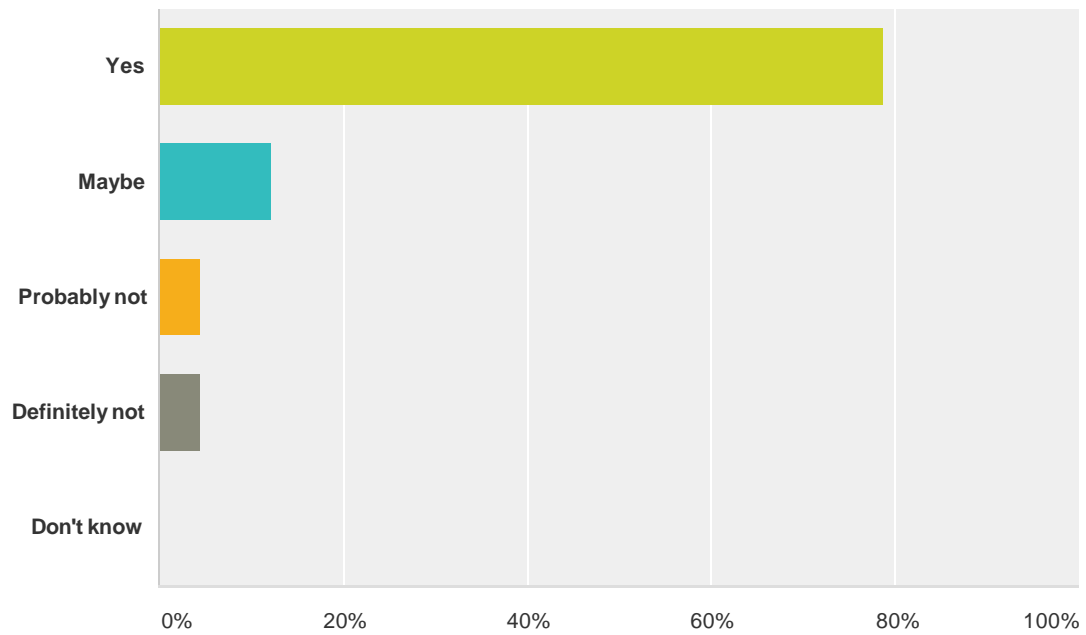
Answered: 90 Skipped: 1



Answer Choices	Responses
Very Satisfied	58.89% 53
Fairly satisfied	33.33% 30
Neither satisfied nor dissatisfied	2.22% 2
Quite dissatisfied	3.33% 3
Very dissatisfied	2.22% 2
<b>Total Respondents: 90</b>	

### Q29 Would you recommend the surgery to someone who has moved to your local area?

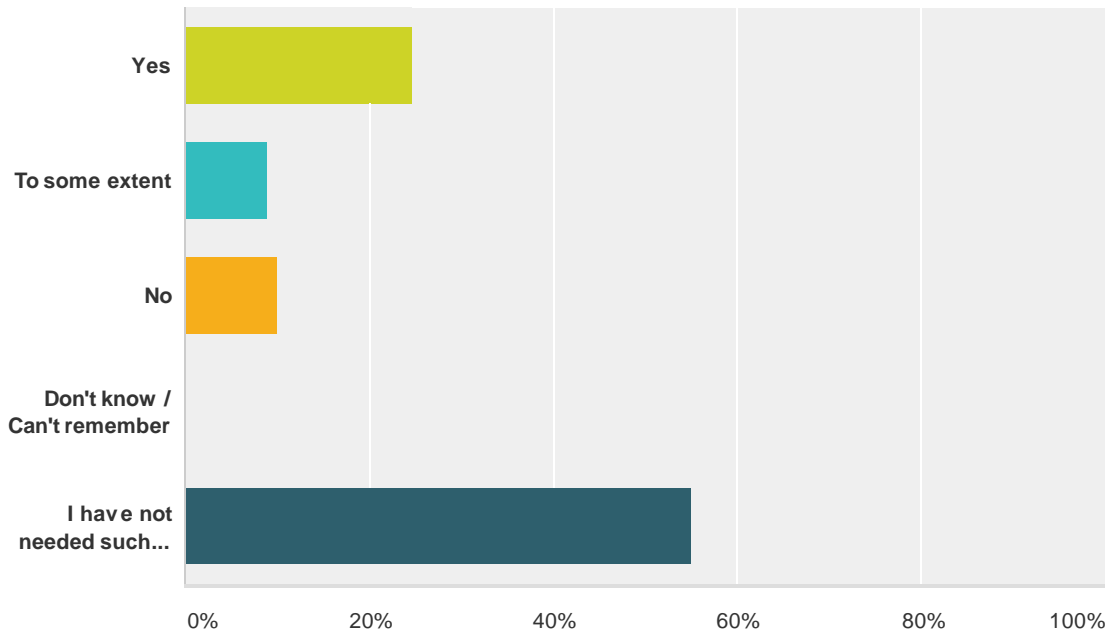
Answered: 89 Skipped: 2



Answer Choices	Responses
Yes	78.65% 70
Maybe	12.36% 11
Probably not	4.49% 4
Definitely not	4.49% 4
Don't know	0% 0
<b>Total Respondents: 89</b>	

**Q30 In the past 6 months have you had enough support from local services or organisations to help manage your long term health condition? Please think about all services and organisations, not just health services.**

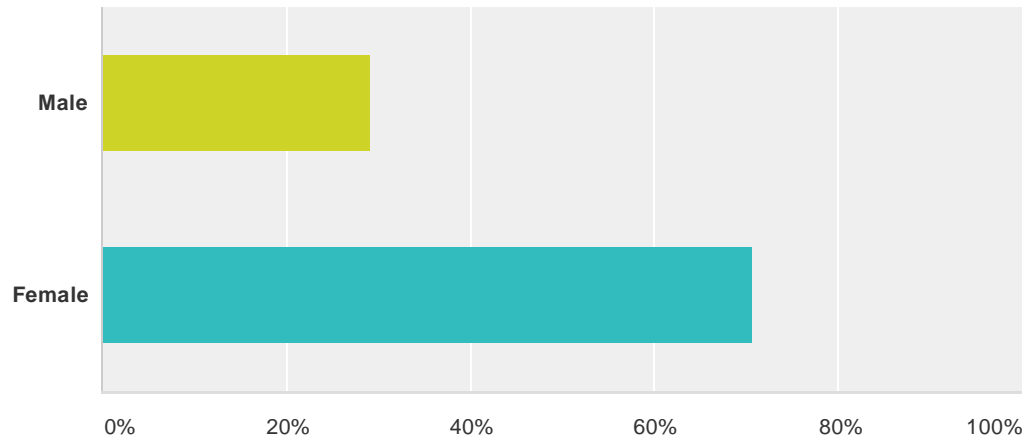
Answered: 89 Skipped: 2



Answer Choices	Responses
Yes	24.72% 22
To some extent	8.99% 8
No	10.11% 9
Don't know / Can't remember	1.12% 1
I have not needed such support	55.06% 49
<b>Total Respondents: 89</b>	

**Q31 To help us evaluate how experiences vary between different groups of the population please could you answer the following questions. Are you Male or Female?**

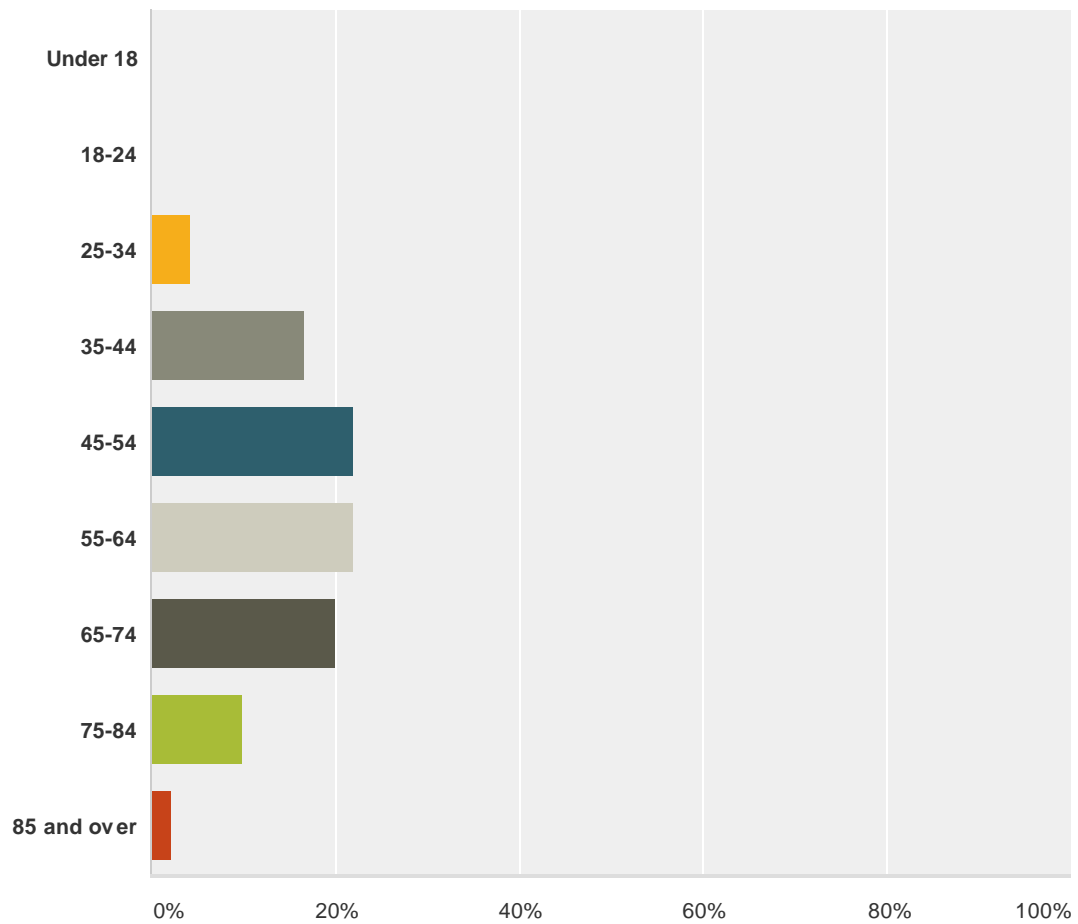
Answered: 89 Skipped: 2



Answer Choices	Responses	
Male	29.21%	26
Female	70.79%	63
<b>Total</b>		<b>89</b>

### Q32 How old are you?

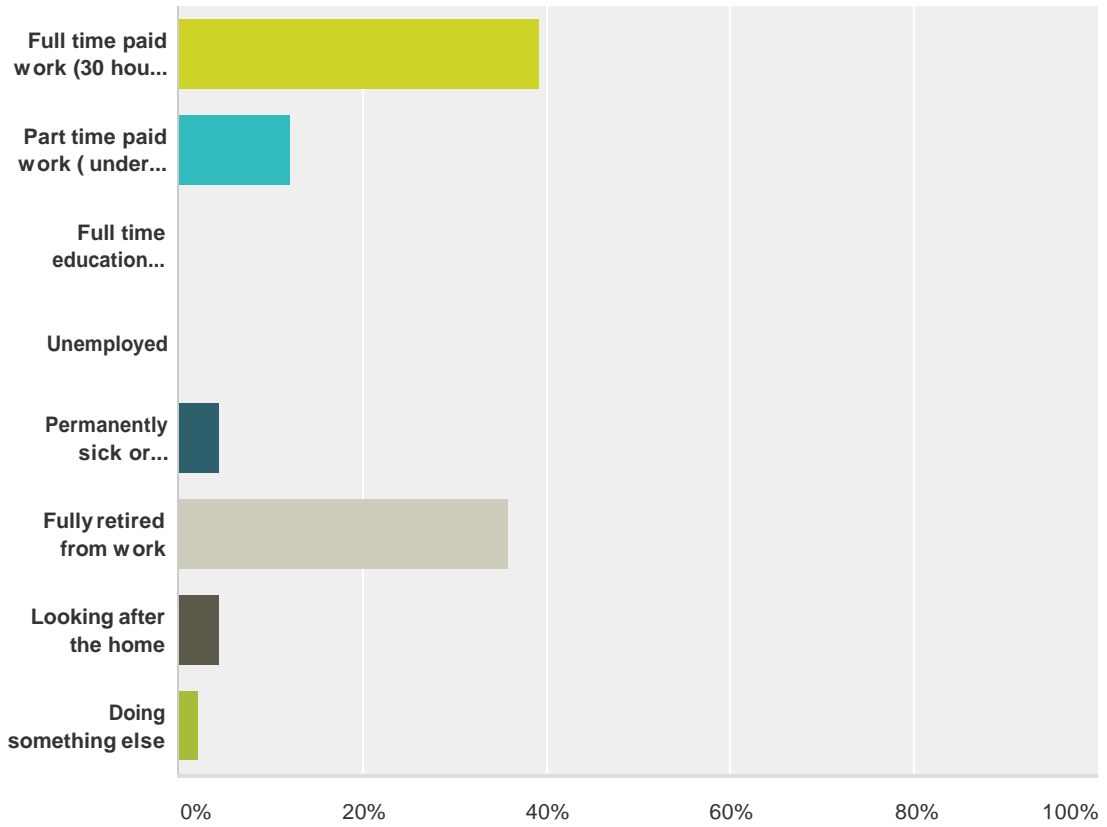
Answered: 90 Skipped: 1



Answer Choices	Responses
Under 18	1.11% 1
18-24	1.11% 1
25-34	4.44% 4
35-44	16.67% 15
45-54	22.22% 20
55-64	22.22% 20
65-74	20% 18
75-84	10% 9
85 and over	2.22% 2
<b>Total</b>	<b>90</b>

**Q33 Which of these best describes what you are doing at present? If more than one applies, please tick the main one ONLY**

Answered: 89 Skipped: 2

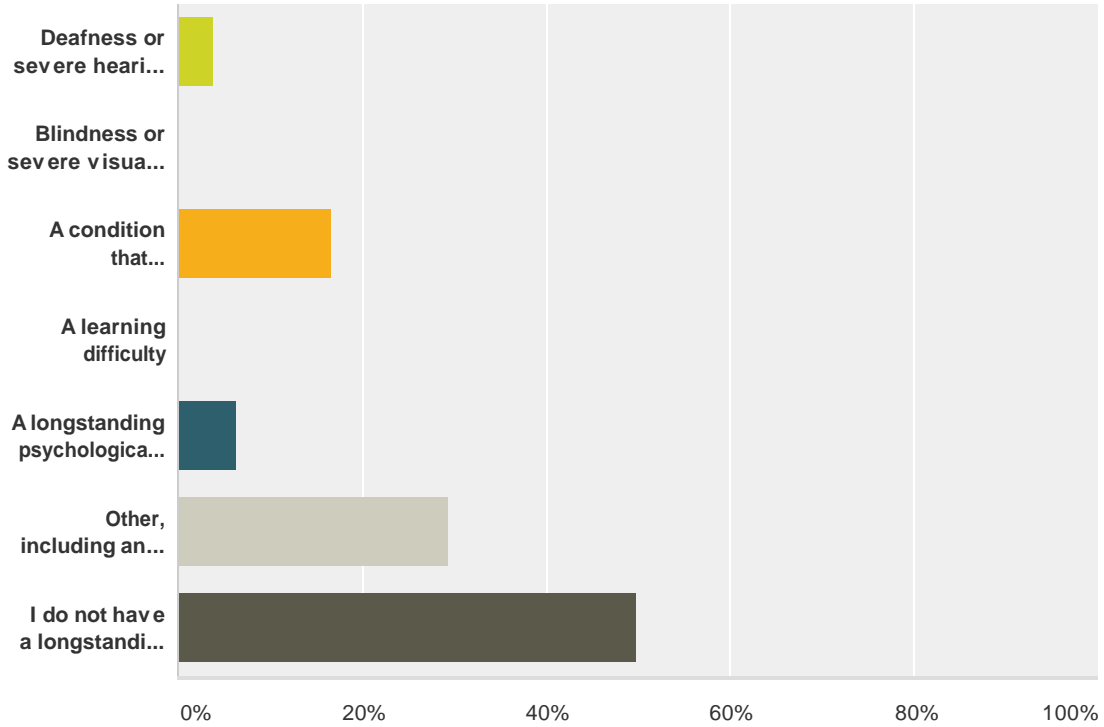


Answer Choices	Responses
Full time paid work (30 hours or more per week)	39.33% 35
Part time paid work (under 30 hours per week)	12.36% 11
Full time education (school, college, university)	1.12% 1
Unemployed	0% 0
Permanently sick or disabled	4.49% 4
Fully retired from work	35.96% 32
Looking after the home	4.49% 4
Doing something else	2.25% 2
<b>Total</b>	<b>89</b>



**Q34 Do you have any of the following conditions? Please include problems due to age. Please tick all boxes that apply to you.**

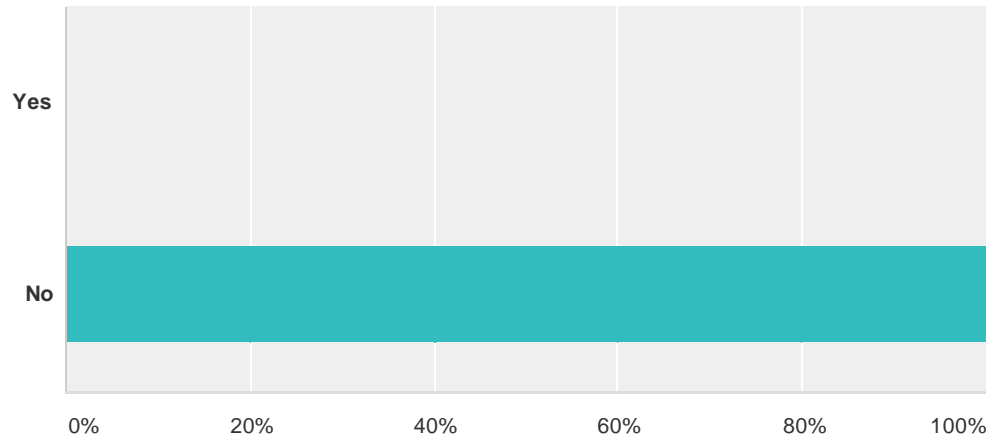
Answered: 78 Skipped: 13



Answer Choices	Responses
Deafness or severe hearing impairment	3.85% 3
Blindness or severe visual impairment	0% 0
A condition that substantially limits one or more basic physical activity such as walking, climbing stairs, lifting or carrying	16.67% 13
A learning difficulty	0% 0
A longstanding psychological or emotional condition	6.41% 5
Other, including any longstanding illness	29.49% 23
I do not have a longstanding condition	50% 39
<b>Total Respondents: 78</b>	

### Q35 Are you a deaf person who uses sign language?

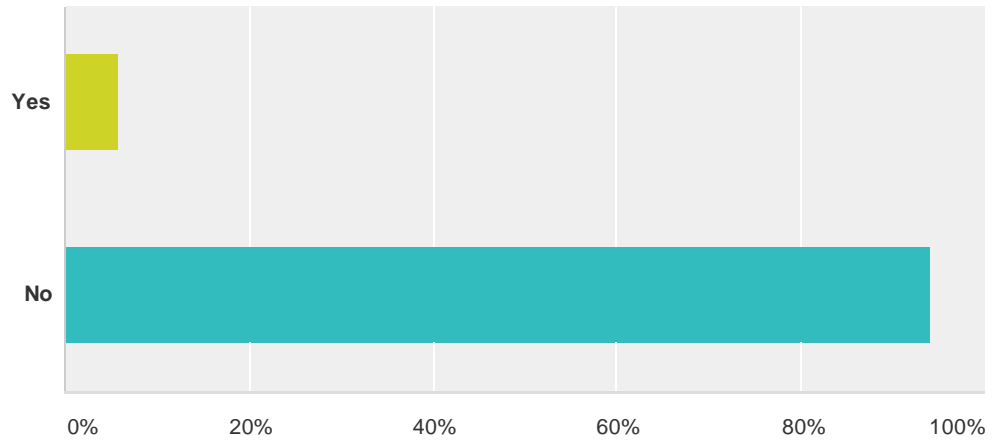
Answered: 84 Skipped: 7



Answer Choices	Responses
Yes	0% 0
No	100% 84
<b>Total</b>	<b>84</b>

**Q36 Do you have carer responsibilities for anyone in your household with a longstanding health problem or disability? The person you care for does not have to be a patient at this surgery.**

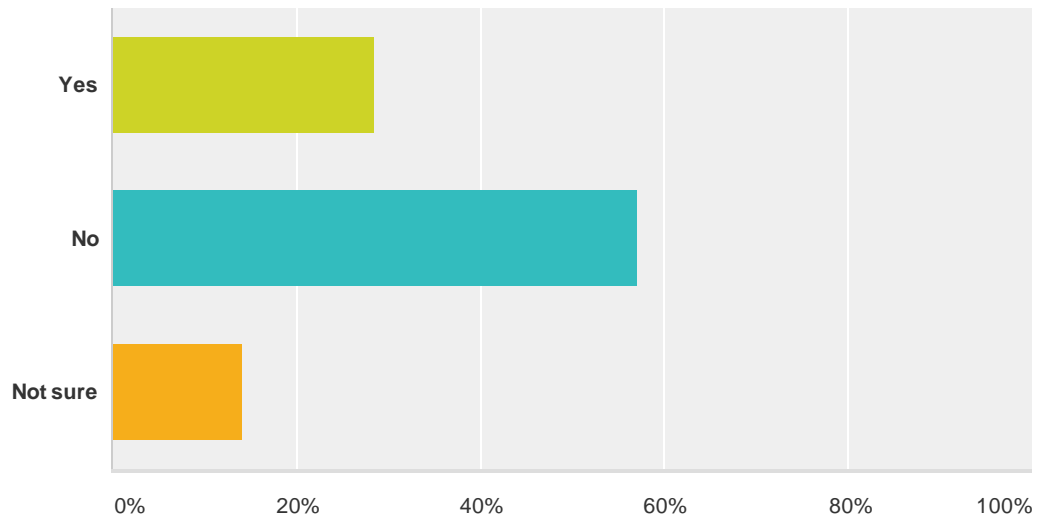
Answered: 87 Skipped: 4



Answer Choices	Responses
Yes	5.75% 5
No	94.25% 82
<b>Total</b>	<b>87</b>

**Q37 If you answered "yes" to the question above - is the Practice aware of your carer responsibilities?**

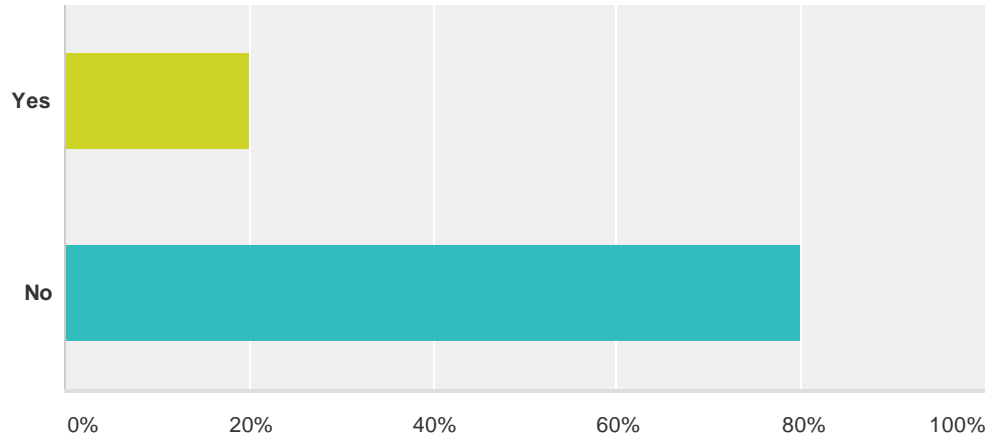
Answered: 7 Skipped: 84



Answer Choices	Responses
Yes	28.57% 2
No	57.14% 4
Not sure	14.29% 1
<b>Total Respondents: 7</b>	

**Q38 As a carer do you have any outside support from services in the local area (Please think about all services not just healthcare)**

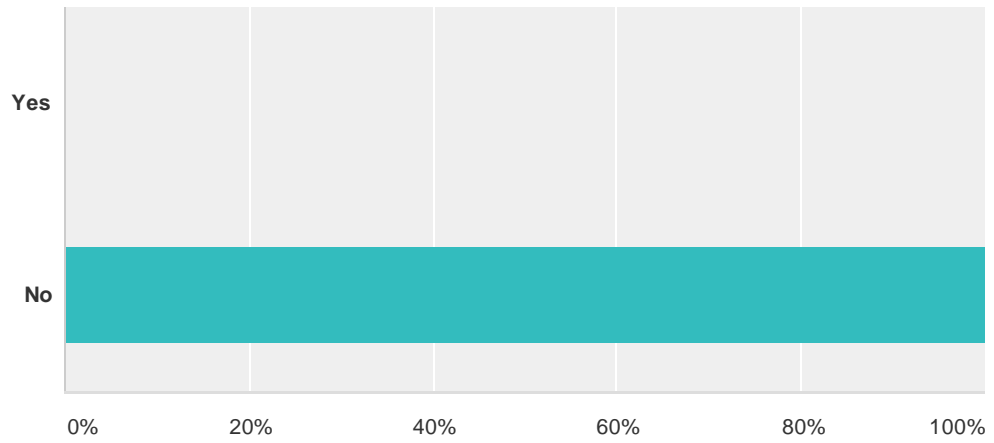
Answered: 10 Skipped: 81



Answer Choices	Responses
Yes	20% 2
No	80% 8
<b>Total Respondents: 10</b>	

**Q39 As a carer are you aware that an annual carers healthcheck is available at the Practice?**

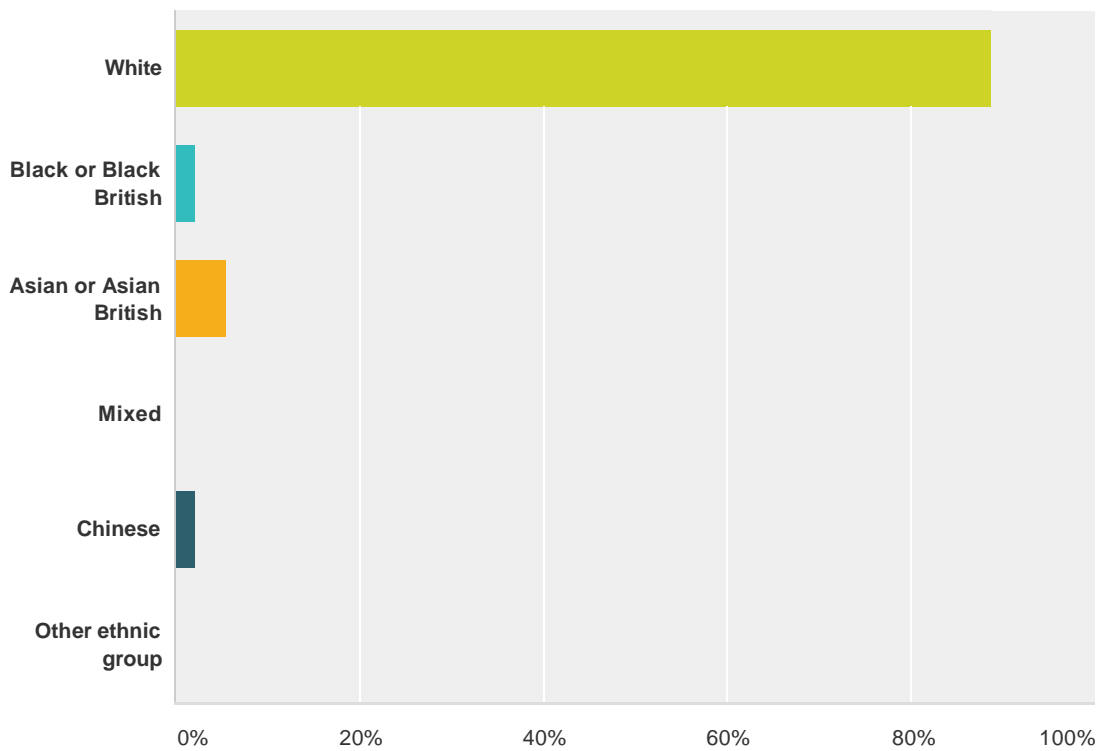
Answered: 9 Skipped: 82



Answer Choices	Responses
Yes	0% 0
No	100% 9
<b>Total Respondents: 9</b>	

### Q40 Which ethnic group do you belong to?

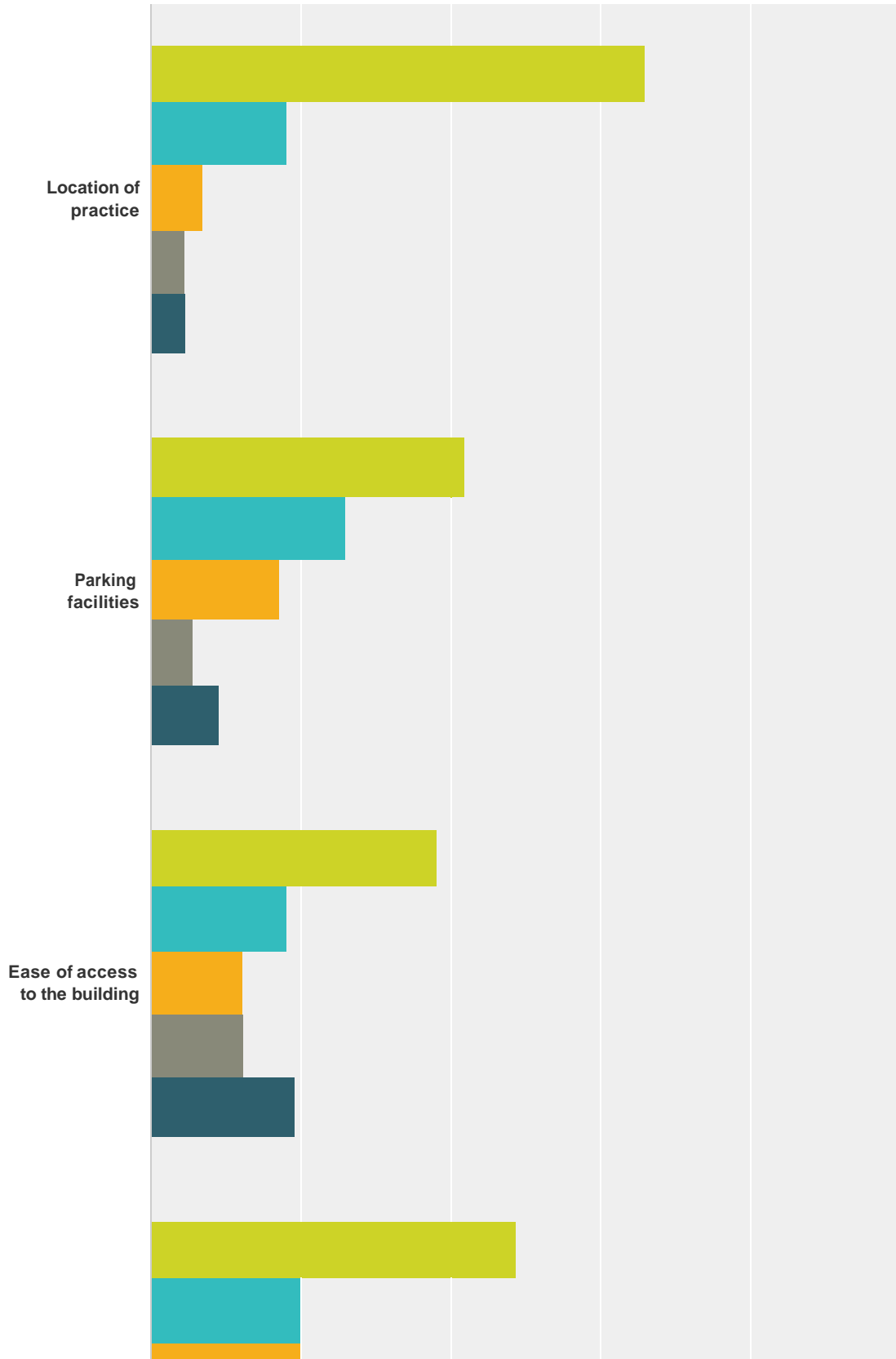
Answered: 89 Skipped: 2



Answer Choices	Responses
White	88.76% 79
Black or Black British	2.25% 2
Asian or Asian British	5.62% 5
Mixed	1.12% 1
Chinese	2.25% 2
Other ethnic group	0% 0
<b>Total</b>	<b>89</b>

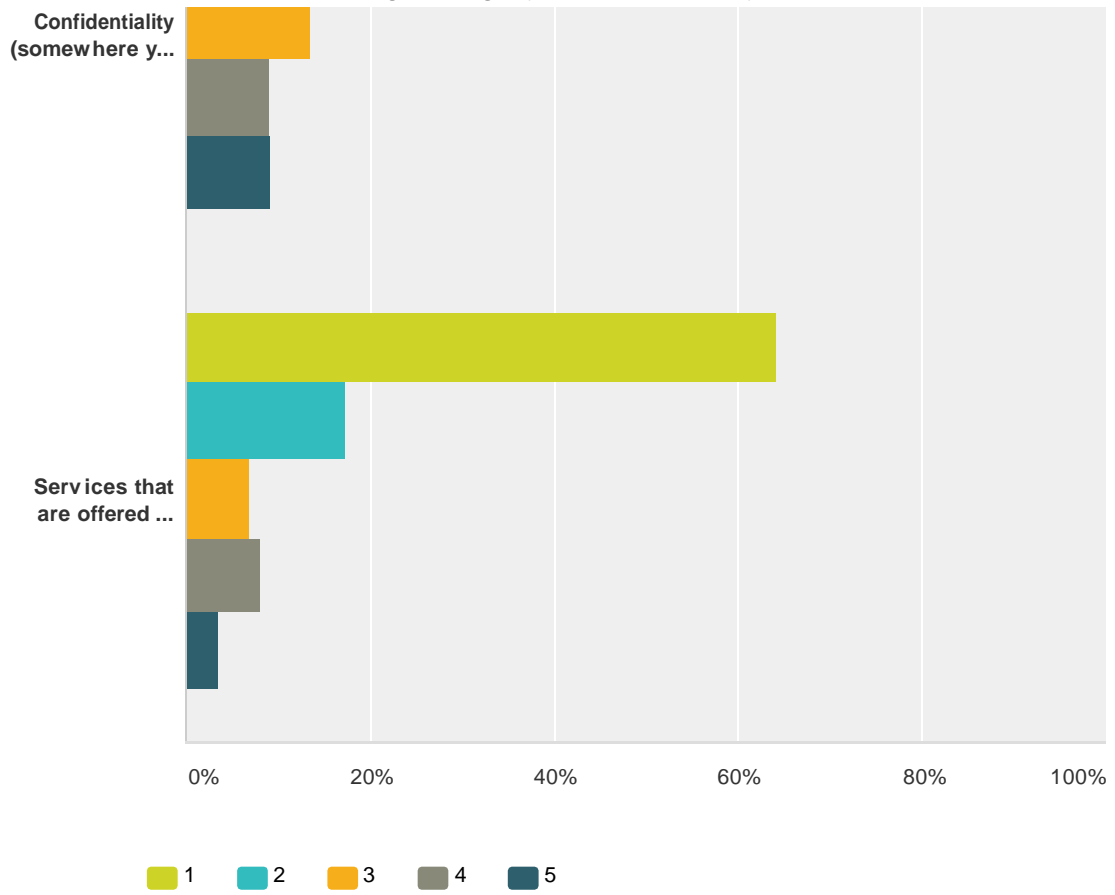
**Q41 What is important to you? Please tick each item selecting 1-5 according to importance to you (1 most important - 5 least important)**

Answered: 89 Skipped: 2





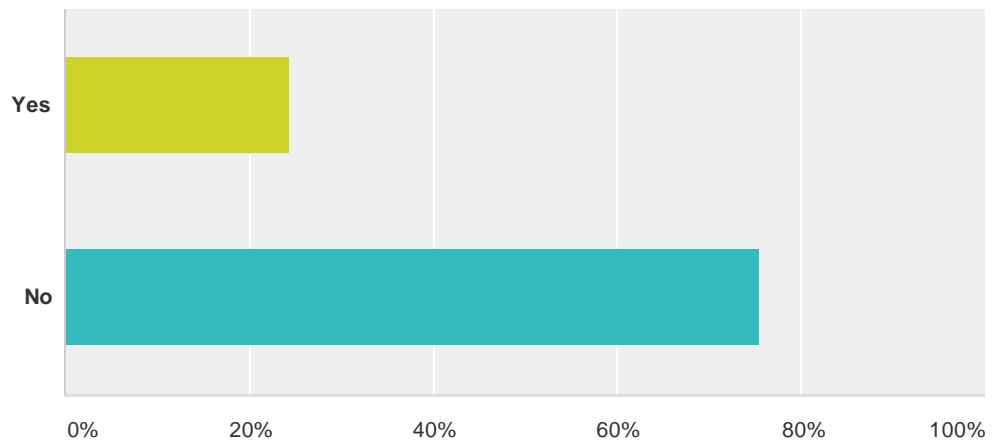
# Attenborough Surgery Patient Survey 2014



	1	2	3	4	5	Total
Location of practice	<b>65.91%</b> 58	<b>18.18%</b> 16	<b>6.82%</b> 6	<b>4.55%</b> 4	<b>4.55%</b> 4	88
Parking facilities	<b>42.05%</b> 37	<b>26.14%</b> 23	<b>17.05%</b> 15	<b>5.68%</b> 5	<b>9.09%</b> 8	88
Ease of access to the building	<b>38.20%</b> 34	<b>17.98%</b> 16	<b>12.36%</b> 11	<b>12.36%</b> 11	<b>19.10%</b> 17	89
Confidentiality (somewhere you can talk to staff in private)	<b>48.86%</b> 43	<b>19.32%</b> 17	<b>13.64%</b> 12	<b>9.09%</b> 8	<b>9.09%</b> 8	88
Services that are offered to patients	<b>64.37%</b> 56	<b>17.24%</b> 15	<b>6.90%</b> 6	<b>8.05%</b> 7	<b>3.45%</b> 3	87

**Q43 We are currently looking for patients interested in joining the Attenborough Surgery Patient Group. We rely on the input from the patient group to improve the patient experience. Are you interested in joining? If you answered yes to this question please could you give your full name and contact details in the comments section at the end of the survey.**

Answered: 82 Skipped: 9



Answer Choices	Responses	
Yes	24.39%	20
No	75.61%	62
<b>Total</b>		<b>82</b>

## **Survey Results**

The survey was available online through SurveyMonkey via the Surgery Website, given out in hard copy at the surgery from Reception, emailed to our online community and given out to patients by the Doctors and Nursing Team over a four week period in January and February 2014.

Ninety surveys were received back from both our male and female patients. All age groups were represented in the responses together with the ethnicity groups – white, black or black British, Asian or Asian British, Mixed and Chinese which is representative of our current practice population.

Over 75% of the respondents had seen a Doctor at the Practice in the last 3 months so could respond on questions relating to the current service with first hand experience.

At the follow up meeting of the Patient Group in March 2014 to analyse the results of the survey, the Committee was particularly interested in the following areas: appointment system, online booking, confidentiality in Reception, the 0844 Telephone number, alternative options for consultations and priorities for the new surgery both in terms of services and facilities.

The survey revealed an increase in patients bookings appointments online from 19% to 31% and a drop in patients surveyed who booked appointments by telephone from 66% down to 60%. Only 17% surveyed booked their appointment in person as against 37% last year. This was also reflected in a higher proportion this year who said they would prefer to book their appointments online rather than the telephone (56% against 48%) compared to last year when 66% booked by telephone and only 33% online.

As the ease of getting through by telephone had dropped from 40% down to 36% it is good to note that patients are getting used to the online appointment system and for some it is preferable to telephoning for an appointment. The Committee wanted the online booking system to be more widely publicised and offered by the Reception staff when appropriate.

Of those surveyed 70% had tried to get an appointment within 2 days of which 74% had been successful which was up on the 71% last year who successfully got an appointment in 2 days. There was an improvement in the reason for failure to get an appointment as none available improved from 68% last year to only 61% this year for the remaining 30%. With regards to booking ahead longer than 2 days 74% of respondents had tried and 74% of those were successful and again the reason for failure being no appointments had improved from last year down from 51% to 47%. Currently the surgery provides urgent appointments on the day, appointments 2 days in advance and routine appointments up to four weeks in advance. The committee requested a trial period of offering appointments 7 days in advance in addition to those available already. The surgery will also trial offering additional appointments with our 2 Nurse practitioners to give more on the day appointments for minor illness which in turn will give more availability with the Doctors for routine appointments bookable in advance.

With regards to waiting at the surgery for appointments there was a slight increase in patients having to wait for 5-15 mins and that they were having to wait a bit too long.

With regards to our opening hours there was an increase in patients who were aware that we open before 8am up from 65% last year to 85% of those surveyed this year and 71% knew we opened on some Saturdays as against only 48% last year. Despite this there was a slight drop in satisfaction with the opening hours down from 79% last year to 72% this year.

A notable 41% of those surveyed said they would be interested in online face to face consultations if made available at the surgery. The committee wanted this to be looked into further as could be of great benefit for patients who work away from the local area during the surgery opening hours.

The issue of confidentiality for patients in our Reception area has increased with 33% of those surveyed not happy as against 17% last year. This will be hopefully be addressed in our new premises where not only will the Reception area be separated from the waiting room there will also be an additional private room where patients can discuss matters privately with Reception staff. Currently, the reception staff are aware that patients may want to discuss matters away from the Reception desk and are happy to offer a private area away from other patients. The committee wanted a review of the draft plans to ensure that this was a priority.

There was a slight drop in satisfaction with our Reception team from 33% who described them as excellent last year down to 28% this year although the rating for very good was up from 35% to 37% this year. We have a number of new receptionists and we will continue to provide ongoing training in addition to their induction training. The committee requested that we provide some further customer service training for the Reception staff to cover telephone skills and possibly conflict resolution with an emphasis on increased empathy for our patients.

Patients continue to want to see a particular Doctor which was up from 65% last year to 69% this year. Where possible we do try and let patients have a choice in who they see and this is reflected in 40% of those surveyed seeing their preferred doctor always or most of the time which was similar at 41% last year.

Patient satisfaction with both our Doctors and Nurses has dropped slightly overall which is expected when we have 2 new GP Partners and 2 new Practice Nurses at the practice who may not be immediately familiar to patients. This follows on from patients wanting to see their preferred Doctor. There has also been increased targets in QOF this year set by the Government which puts an additional burden on all clinical staff. Encouragingly 58% of those surveyed were still very satisfied with their overall care at the surgery which was only slightly down from 60% last year and 78% would still recommend the surgery to someone who has moved into the local area.

In response to our survey questions relating to carers 6% of those surveyed did have carer responsibility of which 57% did not think the surgery was aware. 80% of these patients did not have support in the local area. Those who were not aware they were eligible for a health check have given their details confidentiality at the end of the survey for the surgery to follow up and offer an appointment.

As we are keen to improve services for our patients when we relocate to our new surgery we were keen to get feedback on what was their priority. In order of importance was location of the new surgery, services available, confidentiality, parking facilities and ease of access. At the request of the Committee the surgery with the help of our architects and planning team will ensure these are at the top of the priority list for the final plans.

The demographics for the survey this year had slightly changed from last year which may reflect in the results obtained and the priorities of the service they require. This year 71% of those who responded were female as against 56% last year. The age group of the survey group was also younger with 61% aged 35-64 as against 40% last year and 32% over the age of 65 as against 51% last year. There was also an increase in those patients who were in full time paid work 39% as against 19% and a decrease in those surveyed who were retired down from 45% last year to 36% this year.

The demographics of this survey is more reflective of the age of our overall practice population and will help with the planning of new services and facilities.

We gave patients the opportunity to add their comments on the service and where they felt improvements could be made that were not included in the survey itself or suggestions for the new premises that they would like to put forward. The comments are summarised below:-

16 patients wanted there to be sufficient parking at the new premises including disabled parking with increased space at either side.

8 patients wanted a review of the 0844 telephone number currently in use at the surgery

7 patients wanted there to be a pharmacy on site at the new premises.

6 patients wanted more privacy in the Reception area at the new premises

5 patients wanted Reception staff to have more empathy towards patients in terms of their manner towards them, acknowledgment of them waiting and ability to answer queries.

2 patients wanted more blood tests to be available

2 patients wanted better access for pushchairs and more space for patients with children in the new premises

1 patient wanted better access for wheelchair users in the new premises

At the March 2014 meeting the following Action Plan was finalized and agreed between the Committee and Deputy Practice Manager as a way of taking forward the results of the survey and the priorities the Committee wanted from the Practice.

## Attenborough Surgery Patient Survey 2014

ACTION	IMPLEMENTATION	TIME SCALE
<p><b><u>Action 1</u></b> Review 0844 Telephone Number with a view to changing to a local code</p>	<p>Practice Manager as a priority will change Surgery Telephone Number with current provider</p>	<p>April – June 2014</p>
<p><b><u>Action 2</u></b> Customer Service Training for Reception Staff with an emphasis on handling the volume of calls that come in an efficient and speedy manner</p>	<p>Deputy Practice Manager to source training for staff from an outside company to come into the Practice</p>	<p>April – Sept 2014</p>
<p><b><u>Action 3</u></b> Review of draft plans for new premises before they go for final Planning Permission with regards to: Number of Parking spaces, size of Disabled Parking, Privacy in Reception, possibility of locating pharmacy, access of pushchairs and wheelchairs.</p>	<p>Practice Manager to work with Architect and Project Manager to ensure all of these requests are reviewed and will meet all patients' needs both in the short and long term.</p>	<p>April – Dec 2014</p>
<p><b><u>Action 4</u></b> Investigate with EMIS and EGTON who provide our computer equipment whether we can provide online consultations to our patients</p>	<p>Dr Zimmel, Practice Manager and Deputy Practice Manager to work on this project.</p>	<p>April 2014 – March 2015</p>
<p><b><u>Action 5</u></b> Review the current appointment system to include a trial period for booking appointments 7 days in advance which is not currently available. Increase Nurse Practitioner appointments for minor illness by 50% daily.</p>	<p>Practice Manager, Deputy Practice Manager and Appointments Clerk to implement and review over a 6 month period</p>	<p>Implement from May 2014 Review October 2014</p>
<p><b><u>Action 6</u></b> Increase the number of patients who have access to online booking</p>	<p>Reception staff to raise awareness of this facility with patients as appropriate</p>	<p>April 2014 – Mar 2015</p>



The Partners at the Practice would like to thank both the Committee and our online Patient Representation Group for all their help with the patient survey this year and will endeavour to support the implementation all of the proposals from the Action Plan as efficiently and timely as possible.

**CONFIRMATION OF OPENING HOURS**

	<b>BUSHEY HEALTH CENTRE</b>	<b>CARPENDERS PARK</b>
<b>MONDAY</b>	<b>Appointments, Phones and Reception 08:00 – 18:30</b>	<b>Appointments, Phones and Reception 08:00 – 12.30 15:00 – 18:00</b>
<b>TUESDAY</b>	<b>Appointments 07:30 – 18:30 Phones and Reception 08:00 – 18:30</b>	<b>Appointments, Phones and Reception 08:00 – 12:30 15:00 – 18:00</b>
<b>WEDNESDAY</b>	<b>Appointments 07:00 – 18:30 Phones 08:00 – 18:30 Reception 07:00 – 18:30</b>	<b>Appointments, Phones and Reception 08:00 – 12:30</b>
<b>THURSDAY</b>	<b>Appointments 07:00 – 18:30 Phones and Reception 08:00 – 18:30</b>	<b>Appointments, Phones and Reception 08:00 – 12:30 15:00 – 18:00</b>
<b>FRIDAY</b>	<b>Appointments, Phones and Reception 08:00 – 18:30</b>	<b>Appointments, Phones and Reception 08:00 – 12:30</b>
<b>SATURDAY</b>	<b>3<sup>rd</sup> Saturday of each month (unless advised otherwise)</b>	