



**Attenborough Surgery**

**Patient Representation Group Report**

**2012-2013**

## Introduction

We set up our online community last year and still actively encourage patients to join this. Our patients are made aware of our online community when they register at the practice.

### How did we decide what our priorities were?

- At the end of November 2012 - The Practice Manager and a GP Partner met to discuss ideas for our survey.
- We then discussed our ideas for our survey this year with some of the existing Patient Representation Group who approved our survey. We agreed it should be more of a general survey this year to identify any areas we may be able to improve without any great expenditure to the practice. This was important as we are currently working very hard to secure a new building for the future, which will provide our patients with enhanced primary care facilities.

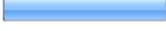
1. When did you last see a Doctor in the surgery?			
		Response Percent	Response Count
In the past 3 months		58.1%	72
Between 3 and 6 months ago		19.4%	24
More than 6 months ago		22.6%	28
I have never been seen at the surgery		0.0%	0
<b>answered question</b>			<b>124</b>
<b>skipped question</b>			<b>3</b>

2. If you have not seen a Doctor in the past 6 months, why is that? (Please tick all that apply)			
		Response Percent	Response Count
I haven't needed to see a Doctor		85.7%	30
I couldn't be seen at a convenient time		2.9%	1
I couldn't get to my appointment easily		8.6%	3
I don't like the Doctors		0.0%	0
Another reason		8.6%	3
<b>answered question</b>			<b>35</b>
<b>skipped question</b>			<b>92</b>

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

		Response Percent	Response Count
In person		36.2%	46
<b>By phone</b>		<b>66.1%</b>	<b>84</b>
Online		19.7%	25
Various methods		5.5%	7
		<b>answered question</b>	<b>127</b>
		<b>skipped question</b>	<b>0</b>

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

		Response Percent	Response Count
In person		37.3%	47
<b>By phone</b>		<b>62.7%</b>	<b>79</b>
Online		33.3%	42
Various methods		7.9%	10
		<b>answered question</b>	<b>126</b>
		<b>skipped question</b>	<b>1</b>

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

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Rating Count
Getting through on the phone	10.8% (13)	18.3% (22)	<b>40.0% (48)</b>	20.0% (24)	7.5% (9)	3.3% (4)	120
Speaking to a Doctor on the phone	<b>41.5% (44)</b>	12.3% (13)	20.8% (22)	10.4% (11)	4.7% (5)	10.4% (11)	106
Speaking to a Nurse on the phone	<b>53.5% (54)</b>	9.9% (10)	5.9% (6)	7.9% (8)	5.0% (5)	17.8% (18)	101
Obtaining test results on the phone	<b>38.0% (41)</b>	24.1% (26)	20.4% (22)	4.6% (5)	0.9% (1)	12.0% (13)	108
						<b>answered question</b>	<b>124</b>
						<b>skipped question</b>	<b>3</b>

**6. 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.**

		Response Percent	Response Count
Yes		65.5%	78
Know		28.6%	34
Can't remember		5.9%	7
		<b>answered question</b>	<b>119</b>
		<b>skipped question</b>	<b>8</b>

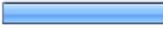
**7. Think about the last time you tried to see a Doctor fairly quickly. Were you able to see a Doctor on the same day or in the next two weekdays the surgery was open?**

		Response Percent	Response Count
Yes		71.2%	84
No		20.3%	24
Can't remember		8.5%	10
		<b>answered question</b>	<b>118</b>
		<b>skipped question</b>	<b>9</b>

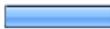
**8. If you weren't able to be seen in the next two weekdays that the surgery was open, why was that? (Please tick all that apply)**

		Response Percent	Response Count
There weren't any appointments		68.1%	32
Times offered didn't suit		10.6%	5
Appointment was with a Doctor I didn't want to see		19.1%	9
A Nurse was free but I wanted to see a Doctor		4.3%	2
Another reason		2.1%	1
Can't remember		12.8%	6
		<b>answered question</b>	<b>47</b>
		<b>skipped question</b>	<b>80</b>

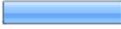
**9. In the past 6 months have you tried to book ahead for an appointment with a Doctor? By booking ahead we mean booking an appointment more than two weekdays in advance.**

		Response Percent	Response Count
Yes		64.8%	79
No		33.6%	41
Can't remember		1.6%	2
		<b>answered question</b>	<b>122</b>
		<b>skipped question</b>	<b>5</b>

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

		Response Percent	Response Count
Yes		68.1%	81
No		21.8%	26
Can't remember		10.1%	12
		<b>answered question</b>	<b>119</b>
		<b>skipped question</b>	<b>8</b>

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

		Response Percent	Response Count
There weren't any appointments		51.0%	25
Times offered didn't suit		8.2%	4
Appointment was with a Doctor I didn't want to see		24.5%	12
A Nurse was free but I wanted to see a Doctor		0.0%	0
Another reason		4.1%	2
Can't remember		24.5%	12
		<b>answered question</b>	<b>49</b>
		<b>skipped question</b>	<b>78</b>

**12. How easy do you find getting into the building at the surgery?**

		Response Percent	Response Count
Very easy		69.6%	87
Fairly easy		22.4%	28
Not very easy		8.8%	11
Difficult		0.0%	0
Very difficult		0.0%	0
		<b>answered question</b>	<b>125</b>
		<b>skipped question</b>	<b>2</b>

### 13. How clean is the surgery?

		Response Percent	Response Count
Very clean		57.9%	73
Fairly clean		39.7%	50
Not very clean		2.4%	3
Dirty		0.0%	0
Don't know		0.8%	1
<b>answered question</b>			<b>126</b>
<b>skipped question</b>			<b>1</b>

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

		Response Percent	Response Count
Yes but I don't mind		69.1%	85
Yes and I am not happy about it		17.9%	22
No the other patients cannot overhear		4.9%	6
Don't know		8.1%	10
<b>answered question</b>			<b>123</b>
<b>skipped question</b>			<b>4</b>

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

		Response Percent	Response Count
Excellent		33.1%	42
Very good		35.4%	45
Good		24.4%	31
Fair		7.1%	9
Poor		0.8%	1
Very poor		0.8%	1
Other (please specify)			17
<b>answered question</b>			<b>127</b>
<b>skipped question</b>			<b>0</b>

### 16. Is there anything you feel needs improving with regard to Reception / Receptionists?

	Response Count
	48
answered question	48
skipped question	79

### Comments

39.5% of patients made no comment or a positive comment.

18.75% of patients would like to be acknowledged by reception staff if they are busy on the phone.

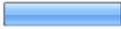
12.5% of patients would like more privacy.

12.5% would like the phone answered more quickly.

6.25% made comments about the cost of the 0844 number.

10.5% made various other comments.

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

	Response Percent	Response Count
I am normally seen on time 	6.3%	8
Less than 5 minutes 	11.1%	14
<b>5-15 minutes</b> 	<b>54.0%</b>	<b>68</b>
15-30 minutes 	23.8%	30
More than 30 minutes 	4.0%	5
Can't remember 	2.4%	3
	<b>answered question</b>	<b>126</b>
	<b>skipped question</b>	<b>1</b>

### 18. How do you feel about how long you have to wait?

		Response Percent	Response Count
I have no concerns about waiting times		10.5%	13
<b>I don't have to wait long</b>		<b>54.8%</b>	<b>68</b>
I have to wait a bit too long		21.0%	26
I have to wait far too long		4.0%	5
No opinion / doesn't apply		10.5%	13
		<b>answered question</b>	<b>124</b>
		<b>skipped question</b>	<b>3</b>

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

		Response Percent	Response Count
Yes		65.4%	83
No		11.0%	14
I don't mind which Doctor I see		24.4%	31
		<b>answered question</b>	<b>127</b>
		<b>skipped question</b>	<b>0</b>

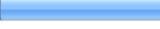
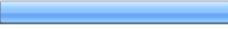
### 20. How often do you see the Doctor you prefer?

		Response Percent	Response Count
<b>Always or most of the time</b>		<b>41.7%</b>	<b>48</b>
A lot of the time		23.5%	27
Some of the time		23.5%	27
Never or almost never		3.5%	4
Not tried at this GP surgery		7.8%	9
		<b>answered question</b>	<b>115</b>
		<b>skipped question</b>	<b>12</b>

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

		Response Percent	Response Count
Very		46.3%	56
Fairly		33.1%	40
Neither satisfied nor dissatisfied		13.2%	16
Quite dissatisfied		3.3%	4
Very dissatisfied		0.0%	0
Don't know opening hours		4.1%	5
		<b>answered question</b>	<b>121</b>
		<b>skipped question</b>	<b>6</b>

### 22. 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.

		Response Percent	Response Count
Before 8am every day		33.9%	37
<b>Before 8am on some days</b>		65.1%	71
At lunch time		16.5%	18
Occasionally after 6.30pm		47.7%	52
On some Saturdays		48.6%	53
On some Sundays		0.9%	1
		<b>answered question</b>	<b>109</b>
		<b>skipped question</b>	<b>18</b>

**23. The last time you saw a Doctor at the surgery, how good was the Doctor at each of the following?**

	Very good	Good	Average	Poor	Very poor	Doesn't apply	Rating Count
Giving you enough time	66.7% (76)	28.9% (33)	3.5% (4)	0.0% (0)	0.9% (1)	0.0% (0)	114
Asking about your symptoms	64.9% (74)	31.6% (36)	2.6% (3)	0.9% (1)	0.0% (0)	0.0% (0)	114
Listening	66.4% (75)	27.4% (31)	2.7% (3)	0.9% (1)	0.0% (0)	2.7% (3)	113
Explaining tests and treatments	59.5% (66)	27.0% (30)	6.3% (7)	1.8% (2)	0.0% (0)	5.4% (6)	111
Involving you in decisions about your care	57.9% (66)	25.4% (29)	6.1% (7)	0.0% (0)	0.0% (0)	10.5% (12)	114
Treating you with care and concern	61.1% (69)	31.9% (36)	4.4% (5)	1.8% (2)	0.0% (0)	0.9% (1)	113
Taking your problems seriously	61.1% (69)	30.1% (34)	7.1% (8)	1.8% (2)	0.0% (0)	0.0% (0)	113
						<b>answered question</b>	<b>116</b>
						<b>skipped question</b>	<b>11</b>

**24. Did you have confidence and trust in the Doctor you saw?**

		Response Percent	Response Count
Yes, definitely		82.3%	93
Yes, to some extent		15.9%	18
No, not at all		0.9%	1
Don't know / Can't say		0.9%	1
		<b>answered question</b>	<b>113</b>
		<b>skipped question</b>	<b>14</b>

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

		Response Percent	Response Count
Haven't tried		24.1%	27
Very easy		32.1%	36
<b>Fairly easy</b>		<b>33.9%</b>	<b>38</b>
Not very easy		4.5%	5
Not at all easy		1.8%	2
Don't know		3.6%	4
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>15</b>

### 26. Last time you saw a Practice Nurse at the surgery, how good did you find the Practice Nurse at the following?

	Very good	Good	Average	Poor	Very poor	Doesn't apply	Rating Count
Giving you enough time	57.3% (63)	26.4% (29)	0.9% (1)	0.0% (0)	0.0% (0)	15.5% (17)	110
Asking about your symptoms	49.5% (51)	27.2% (28)	1.9% (2)	0.0% (0)	0.0% (0)	21.4% (22)	103
Listening	51.9% (55)	27.4% (29)	2.8% (3)	0.0% (0)	0.0% (0)	17.9% (19)	106
Explaining tests and treatments	50.0% (52)	24.0% (25)	4.8% (5)	0.0% (0)	0.0% (0)	21.2% (22)	104
Involving you in decisions about your care	47.1% (49)	24.0% (25)	3.8% (4)	1.0% (1)	0.0% (0)	24.0% (25)	104
Treating you with care and concern	54.7% (58)	23.6% (25)	5.7% (6)	0.0% (0)	0.0% (0)	16.0% (17)	106
Taking your problems seriously	51.9% (54)	23.1% (24)	3.8% (4)	0.0% (0)	0.0% (0)	21.2% (22)	104
<b>answered question</b>							<b>111</b>
<b>skipped question</b>							<b>16</b>

### 27. In general, how satisfied are you with the care you receive at the surgery?

		Response Percent	Response Count
Very Satisfied		60.5%	75
Fairly satisfied		32.3%	40
Neither satisfied nor dissatisfied		5.6%	7
Quite dissatisfied		0.8%	1
Very dissatisfied		0.8%	1
	<b>answered question</b>		<b>124</b>
	<b>skipped question</b>		<b>3</b>

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

		Response Percent	Response Count
Yes		84.1%	106
Maybe		11.1%	14
Probably not		0.0%	0
Definitely not		1.6%	2
Don't know		3.2%	4
	<b>answered question</b>		<b>126</b>
	<b>skipped question</b>		<b>1</b>

### 29. 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.

		Response Percent	Response Count
Yes		32.8%	40
To some extent		13.9%	17
No		9.0%	11
Don't know / Can't remember		0.0%	0
<b>I have not needed such support</b>		<b>44.3%</b>	<b>54</b>
	Other (please specify)		4
	<b>answered question</b>		<b>122</b>
	<b>skipped question</b>		<b>5</b>

### 30. Are you Male or Female

		Response Percent	Response Count
Male		43.3%	55
Female		56.7%	72
		answered question	127
		skipped question	0

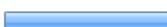
### 31. How old are you?

		Response Percent	Response Count
Under 18		1.6%	2
18-24		2.4%	3
25-34		4.8%	6
35-44		9.5%	12
45-54		12.7%	16
55-64		17.5%	22
65-74		25.4%	32
75-84		21.4%	27
85 and over		4.8%	6
		answered question	126
		skipped question	1

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

		Response Percent	Response Count
Full time paid work (30 hours or more per week)		19.8%	25
Part time paid work (under 30 hours per week)		11.1%	14
Full time education (school, college, university)		2.4%	3
Unemployed		4.0%	5
Permanently sick or disabled		4.8%	6
Fully retired from work		45.2%	57
Looking after the home		8.7%	11
Doing something else		4.0%	5
		answered question	126
		skipped question	1

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

		Response Percent	Response Count
Deafness or severe hearing impairment		9.9%	11
Blindness or severe visual impairment		0.0%	0
A condition that substantially limits one or more basic physical activity such as walking, climbing stairs, lifting or carrying		31.5%	35
A learning difficulty		0.0%	0
A longstanding psychological or emotional condition		8.1%	9
Other, including any longstanding illness		33.3%	37
<b>I do not have a longstanding condition</b>		<b>43.2%</b>	<b>48</b>
		<b>answered question</b>	<b>111</b>
		<b>skipped question</b>	<b>16</b>

**34. Are you a deaf person who uses sign language?**

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	118
		<b>answered question</b>	<b>118</b>
		<b>skipped question</b>	<b>9</b>

**35. Do you have carer responsibilities for anyone in your household with a longstanding health problem or disability?**

		Response Percent	Response Count
Yes		14.2%	17
No		85.8%	103
		<b>answered question</b>	<b>120</b>
		<b>skipped question</b>	<b>7</b>

### 36. Which ethnic group do you belong to?

		Response Percent	Response Count
White		85.1%	103
Black or Black British		1.7%	2
Asian or Asian British		7.4%	9
Mixed		1.7%	2
Chinese		1.7%	2
Other ethnic group		2.5%	3
		<b>answered question</b>	<b>121</b>
		<b>skipped question</b>	<b>6</b>

### 37. If the practice relocated how far from our existing premises in London Road would you be prepared to travel?

		Response Percent	Response Count
Within 1/2 mile (5 mins walk)		38.8%	45
Within 1 mile (15-20 mins walk)		37.9%	44
2-3 miles		19.0%	22
5 miles or more		4.3%	5
		<b>answered question</b>	<b>116</b>
		<b>skipped question</b>	<b>11</b>

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

	1	2	3	4	5	Rating Count	
Location of practice	58.3% (70)	15.8% (19)	11.7% (14)	10.0% (12)	4.2% (5)	120	
Parking facilities	49.1% (55)	24.1% (27)	9.8% (11)	6.3% (7)	10.7% (12)	112	
Ease of access to the building	34.2% (38)	20.7% (23)	20.7% (23)	10.8% (12)	13.5% (15)	111	
Confidentiality (somewhere you can talk to staff in private)	46.9% (53)	17.7% (20)	14.2% (16)	15.0% (17)	6.2% (7)	113	
Services that are offered to patients	53.9% (55)	14.7% (15)	8.8% (9)	6.9% (7)	15.7% (16)	102	
						<b>answered question</b>	<b>121</b>
						<b>skipped question</b>	<b>6</b>

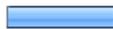
**39. Do you find the reception area a pleasant place to sit in?**

		Response Percent	Response Count
Yes		79.2%	95
No		20.8%	25
		answered question	120
		skipped question	7

**40. If you answered no to the above question, what can we do to improve the patient experience?**

		Response Count
		26
	answered question	26
	skipped question	101

**41. Do you find the temperature in the building at Bushey Health Centre acceptable when you visit?**

		Response Percent	Response Count
Yes		68.6%	83
No		0.8%	1
Too hot		21.5%	26
Too cold		1.7%	2
Not sure		7.4%	9
	answered question		121
	skipped question		6

**42. Do you consider Bushey Health Centre to be in a good state of repair and suitable to be used as a health centre?**

		Response Percent	Response Count
Yes		51.3%	61
No		5.9%	7
Could be better		36.1%	43
Not sure		6.7%	8
answered question			119
skipped question			8

**43. We are currently looking for patients interested in (forming / joining) a committee to lead the Attenborough Surgery Patient Group. We need to formulate a plan of what as a practice, in conjunction with the group we can do to improve the patient experience. Are you interested in joining the committee?**

		Response Percent	Response Count
Yes		21.2%	24
No		78.8%	89
answered question			113
skipped question			14

**44. What skills do you think you would be able to offer to the group?**

	Response Count
	23
answered question	23
skipped question	104

**45. Any other comments or suggestions?**

	Response Count
	28
answered question	28
skipped question	99

### **Any other comments or suggestions?**

28.57% gave positive comments about the service provided.

17.86% commented on their dissatisfaction with the premises.

14.28% made comments about the cost of the 0844 number.

39.29% made various other comments.

### **Action Plan**

Our survey ran for 6 weeks. The results were reviewed by some of the Patient Representation Group and we agreed the following action plan based on these results:

- Our survey reveals that 10-15% of patients have some difficulty getting appointments. To address this two of our nurses have commenced further training; one has embarked on a minor illness course, whilst the other is studying a minor illness prescriber's course. On completion of these courses the practice will be able to offer additional minor illness appointments which in turn will free up doctor appointments for more complex matters. We will be looking in more depth at where and when we offer appointments before finalising new schedules.
- There were two further areas where you felt we could do better. A number of our patients would like to book appointments on line but don't do so currently. It really isn't clear why they haven't signed up for this service. The practice intends to actively encourage patients to sign up to the online booking service and we will be investigating the best way to encourage this. This links into some difficulties for patients getting through on the phone. If we actively encourage more patients to book on line appointments, this will in turn take some pressure away from our telephone access. We have recently reviewed our statistical data and as a result of this recruited 2 part time receptionists; once fully trained this should also improve our telephone access.

### **Going Forward**

Our existing core Patient Representation Group has decided that the current committee can no longer offer the commitment and enthusiasm needed to continue. Around five years is, we are told, the average life cycle of a Patient Representation Group.

The Partners and I would like to formally acknowledge the hard work and commitment the Patient Representation Group Committee have demonstrated to the practice over the last five years. We offer our heartfelt thanks to you all, it really has been appreciated.

We are actively looking for 8-10 new committee members. If you are interested, or if you expressed an interest via the questionnaire, can I please ask you to get in touch once again? We hope that we will be able to recruit a new committee and we appreciate the offer from the retiring group to assist us in getting a new group up and running.

## Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

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

- You can call Bushey Health Centre 0844 387 8633
- You can call the Carpenders Park Branch Surgery 0208 428 0355

**For Medical advice or urgent medical attention when the surgery is closed please call the out of hour's service free by dialling 111 if you need to call in a medical emergency you should call 999.**