

Jubilee Surgery
Patient Participation Group



Patient Satisfaction Survey

Survey undertaken 7th – 17th May 2019

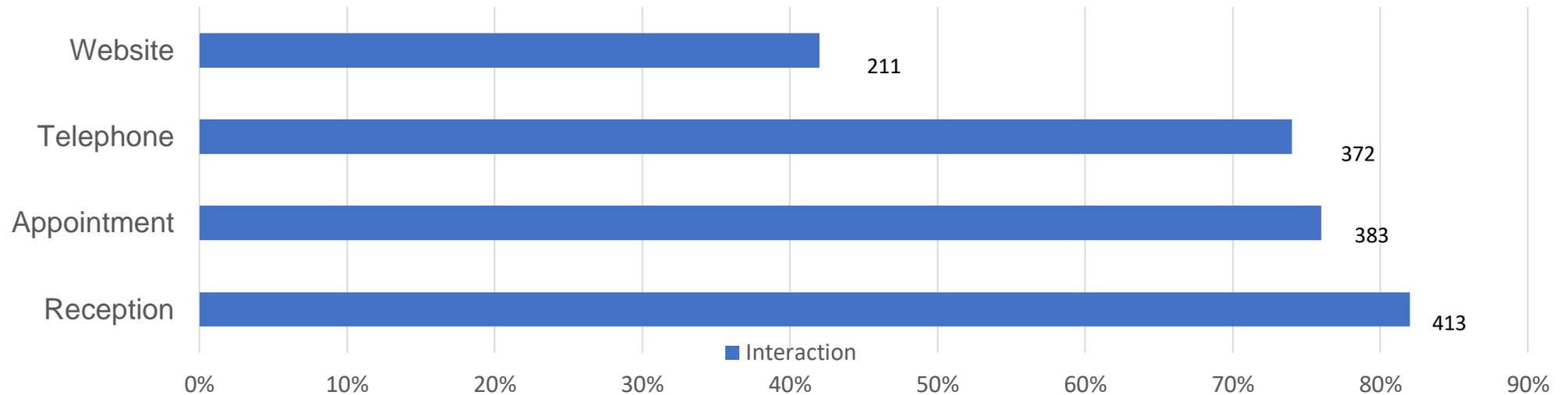
Background to the survey

- The Patient Participation Group (PPG) offered to undertake a significant patient experience survey to assist the surgery to prioritise areas for improvement and to assess the patient satisfaction with the new website and telephone system
- To achieve this we asked patients to provide feedback of their experiences since April 2019
- The questions were devised, having looked at NHS Choices, Friends and Family Test, previous surgery surveys and feedback given by patients to surgery staff and PPG members (with thanks to contribution from Karen Postle and Anne Wheal who have since retired from the PPG). The questions and format of the survey were approved by both Clinical and Management teams.
- Over a period of 10 working days, there were at least 2 members of the PPG on hand to assist and encourage patients to participate. This also provided an opportunity to observe the working systems and culture of the Jubilee Surgery team. In future it is hoped to make use of the email/text system to inform the patients when a survey takes place
- The response from patients has been fantastic, they greatly appreciated the opportunity to be involved and express their thoughts about where they feel the surgery is doing well, and areas they would like to see improved. Many also commented positively about having had the opportunity for informal contact with the surgery team at St Peter's Church fete
- 504 patients completed the survey and were motivated to make an additional 711 comments which will aid the surgery's understanding of the patient journey. This is a significant sample size and provides important data
- The PPG were welcomed by the surgery team across all roles and we all very much enjoyed the collaborative atmosphere. The PPG team are all patients at the surgery and also have a wealth of additional expertise from which the surgery may benefit. This includes regional management of multiple GP Surgeries, Walk in centres and Primary Care Urgent Care; Past Registered Care Quality Commission (CQC) Manager, Retired Director of Nursing, Retired Materials Planning & Purchasing Director (Pharmaceutical)

The following pages outlining the results of the survey as presented to Jubilee Surgery on 10th June 2019.

504 Patients Completed Surveys. We asked patients to indicate if they had used the Website, phoned the surgery, attended an appointment and or had visited reception. Patients were asked to tick each system they had used.

Interaction with specific surgery systems



- Over 5% of the patient population was surveyed. The patients were very engaged and motivated.
- During survey period there were 1283 patient appointments, 39% of this number completed a survey. (Patients who attended more than once during the survey period only completed one questionnaire.)

711 additional comments were made by 504 patients... and there's great news, just look at some of these comments!

“Lovely surgery and staff”

“Considering the pressure a brilliant job. Just keep doing what you are doing.”

“Always good service, doctors & staff friendly & helpful”

“Moved from Whiteley 2 years ago and so much better than past experiences.”

“When urgent help needed its always there”

The survey asked 8 questions covering the whole patient pathway.

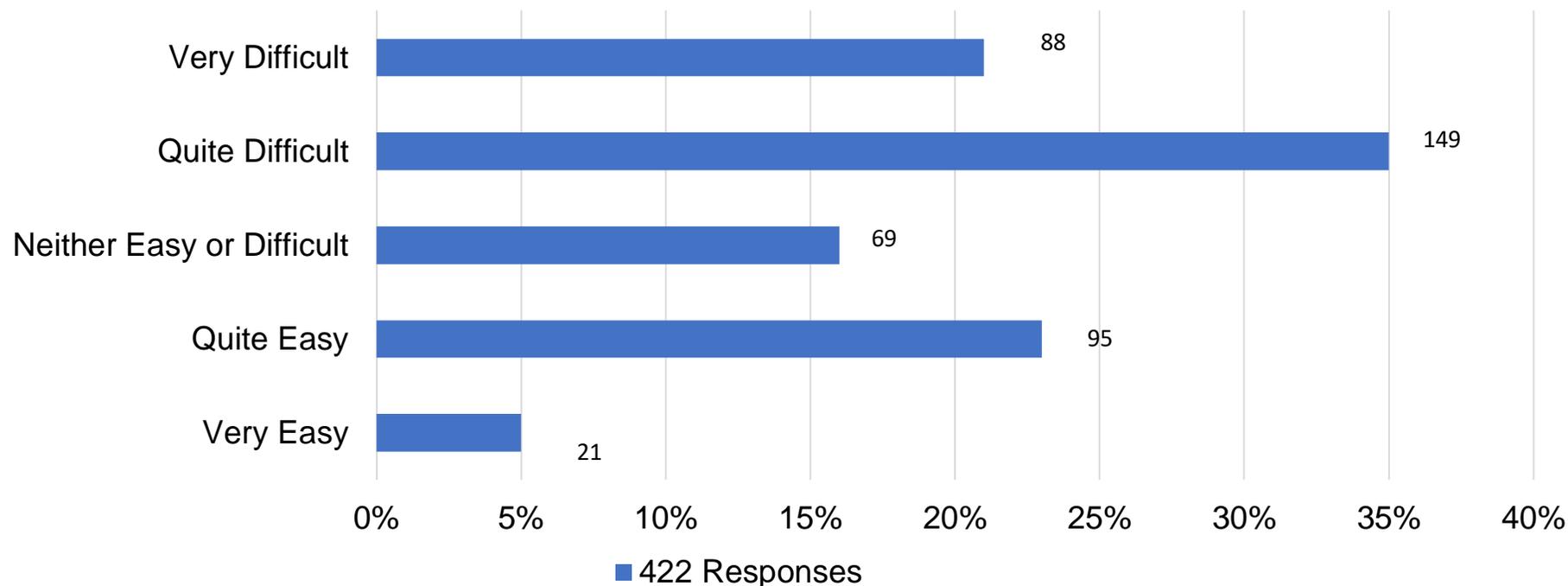
- It also provided an opportunity to make a written comment following each question and to provide any further comments at the end of the survey. 711 comments were received.
- The pages below will provide the outcomes for each question and draw attention to the themes in the narrative comments and observations made by PPG members during the 2 weeks in which the survey took place.
- The survey was anonymous and all forms have been retained to aid more detailed analysis if required. We hope to be asked to complete a further audit after 6 – 8 months to assess patient feedback to improvements.
- Meeting with so many patients also provided a wonderful opportunity to discuss the future of the PPG and how patients wish to be kept informed.
- We hope to work on creating a large “virtual group” where patients who do not wish to attend meetings but would like some involvement, are able to do so via email, post and telephone according to their individual needs.

Work of the PPG:

- We would like to continue to have open quarterly PPG meetings held at the surgery for any interested patient to attend, with working subgroups meeting with the Surgery on specific action plans and projects.
- Since April 2019 the PPG has: Reviewed Jubilee Surgery Website and Facebook; Facilitated Patient Satisfaction Survey and analysis; Attended St Peter’s Church Fete; Supported patients in use of the Self Help Kiosk, Responded to patient concerns and queries; Revamped the noticeboard.

Ease of Telephone Contact

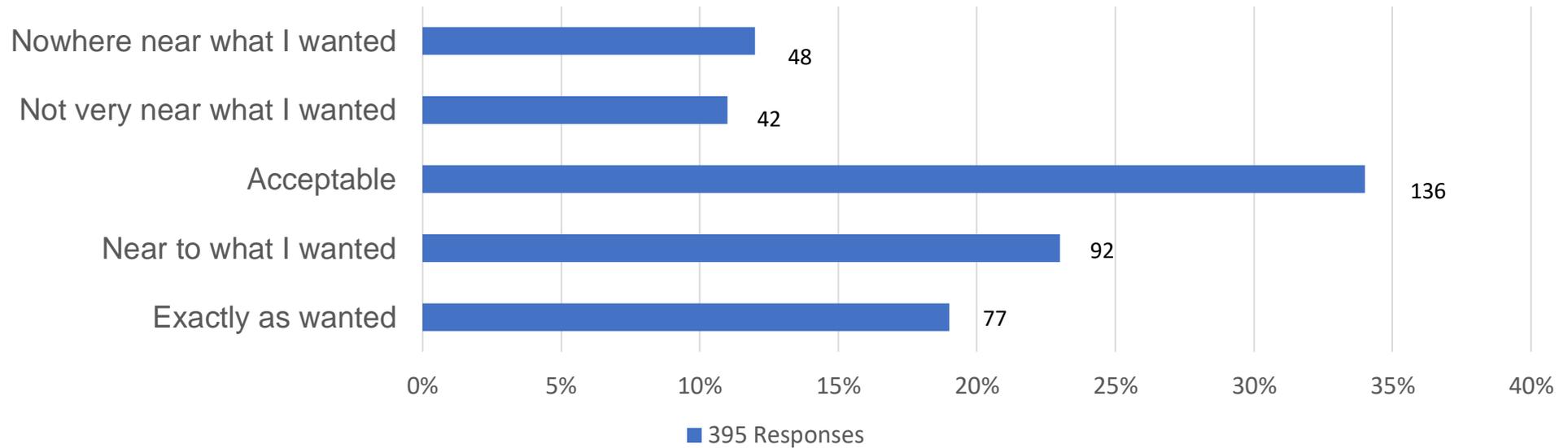
Q1. How easy was it to get through on the phone?



- 48 % of patients said the telephone process was either Quite Difficult or Very Difficult
- Of the 94 comments, 84% complained about the length of time it took to speak with a staff member
- There were few comments about the new message, but those that did comment said they preferred the new message but thought it could be shorter and a little more upbeat
- When speaking with PPG members, some patients were confused by the telephone message and felt that they should not keep holding if they did not urgently need to be seen on the day they phoned, and therefore hung up, but still had medical need.

Availability of Appointments

Q2. If you attended an appointment in the last month, were you given one at the time you wanted?

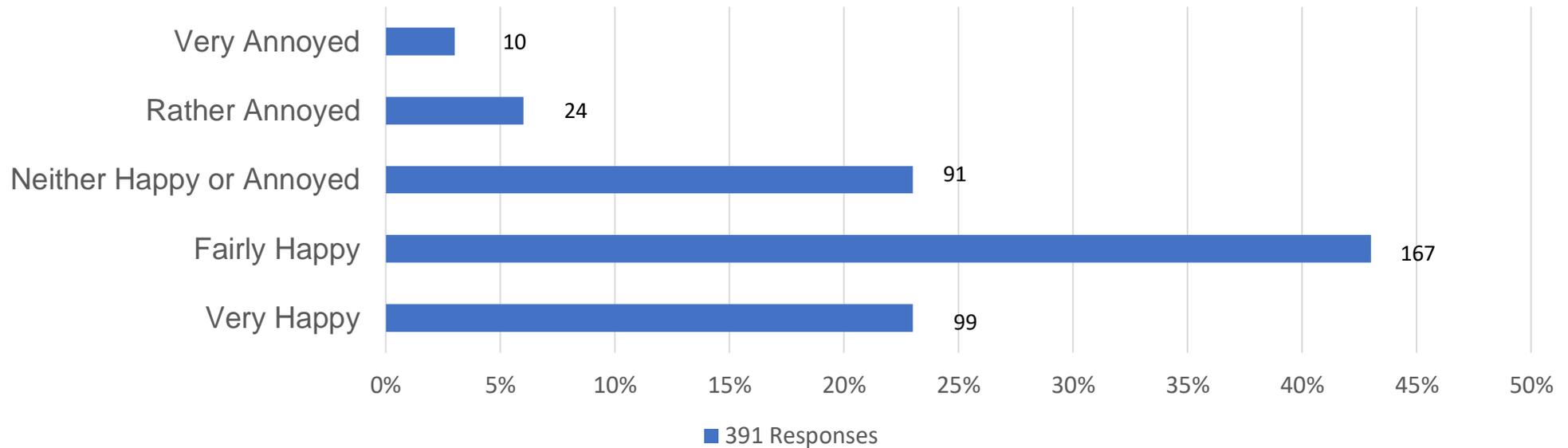


Themes from 57 written comments and narrative:

- Difficulty getting non urgent appointments
- Complaints that no appointments available to book at all or they were too far ahead
- Difficulties understanding when appointments are released; being told conflicting information; advised to phone on particular day but appointments often gone by time got through on phone
- Lack of continuity of care for children or patients with complex needs due to having to use hub

Waiting Room Delay

Q3. If you had an appointment, were you happy with how long you waited in the waiting room?

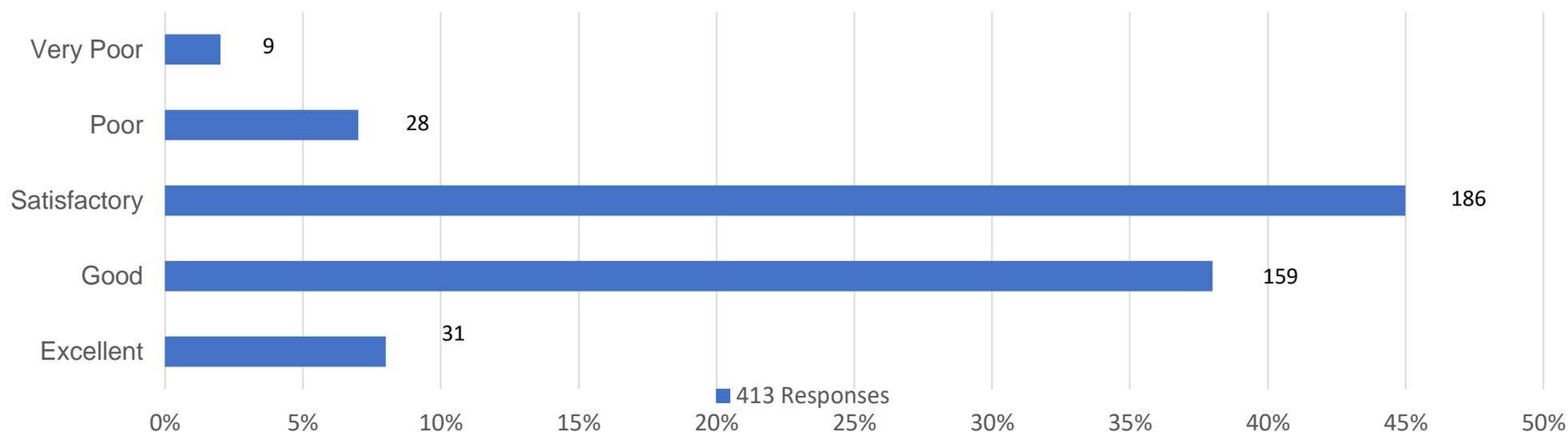


Themes from 40 written comments and narrative:

- Statistically satisfied about length of waiting room delay. Delay generally interpreted as patient getting the time they need i.e. caring
- No method of communicating length of delay to patients
- Comments made when 1st patient of the day is seen late and the impact of rest of clinic (this was observed by PPG on at least 4 days when 1st patient seen 20 minutes late)

Waiting Room Information

Q4. What did you think of the range of information in the waiting room?



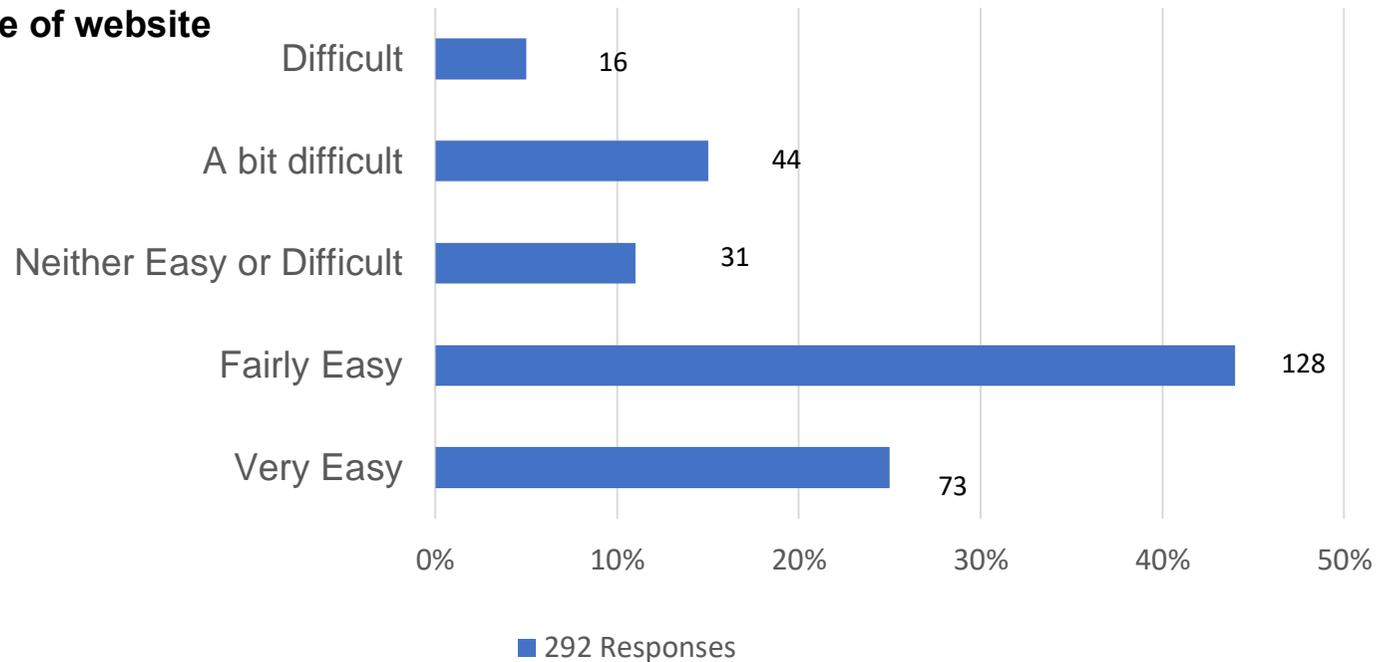
Themes from 60 comments and narrative:

- Many patients noticed the room had been redecorated and that there was community information point
- Some mentioned removal of clock and magazines also lack of information about delay times
- Parents said room was not child friendly and new layout not convenient for pushchairs
- Patients requested clearer information, larger font, more information about the system i.e. hub, how to use website, signs needed for toilet, exit
- Information leaflets needed in waiting room not “shoe horned” into reception area
- Some patients with hearing loss commented that they would like a visual aid call system as cannot hear names

Website Utilisation 94% of patients surveyed were aware of the website

Q5. Have you used the Jubilee Surgery website? If you answered Yes, how easy was it to use the website?

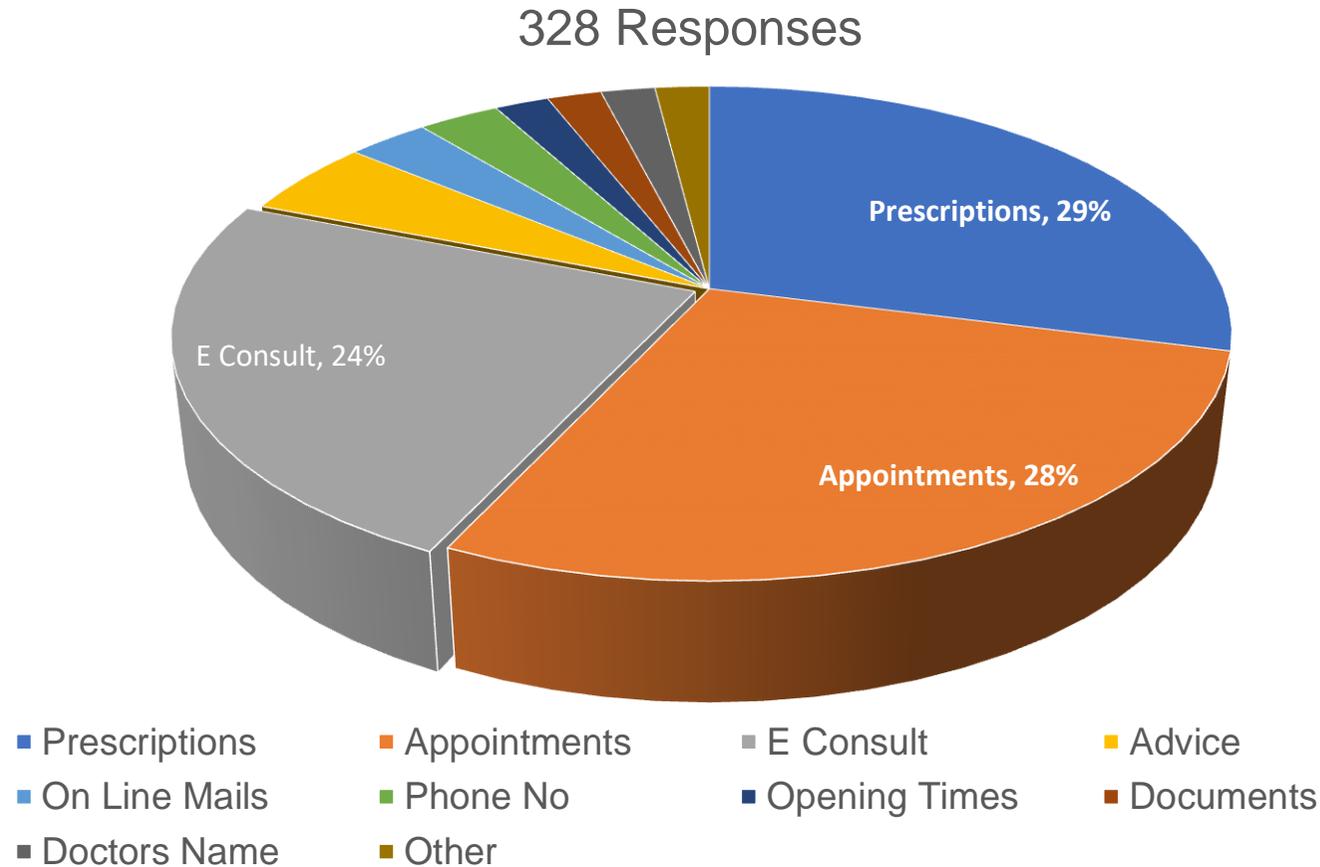
Ease of use of website



Themes from 53 comments and narrative:

- Acknowledged improved new website
- 93% comments described negative experience
- Some of the comments were about lack of appointments displayed rather than website use
- Patients discussed frustration at reception and phone message directing them to website. Not all patients have online capability
- Surgery declined PPG review of new website before it went live. PPG Website analysis has identified areas for improvement which will aid patients

Why patients accessed the website

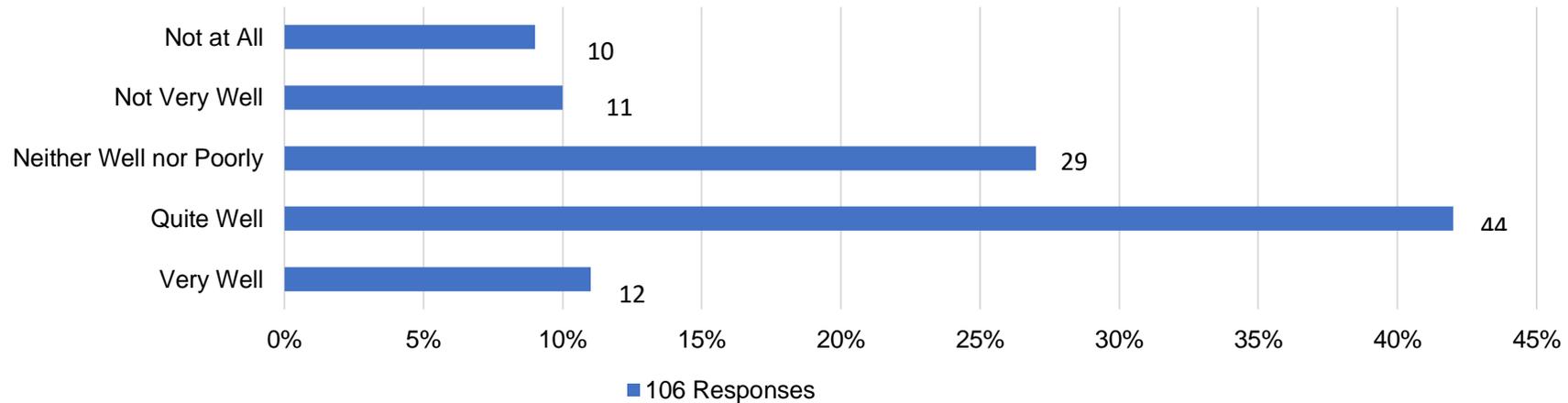


PPG Conclusions and recommendations:

- Effective, timely management of website and increased information and guidance would positively impact upon surgery systems and the patient experience:
- More online bookable appointments will reduce telephone wait times
- More online prescriptions will increase time available for GP's and prescription staff
- More patients using E-consult will increase number of appointments available to patients
- More accessible self-help information/guidance will foster self-care and patient autonomy
- Regular updates and management of information to build upon national campaigns will increase patient awareness, education and compliance

How well the surgery understands the needs of carers

Q6. If you give care or support on a regular basis to someone who is unwell, how well do you think the surgery understands any difficulties you have?

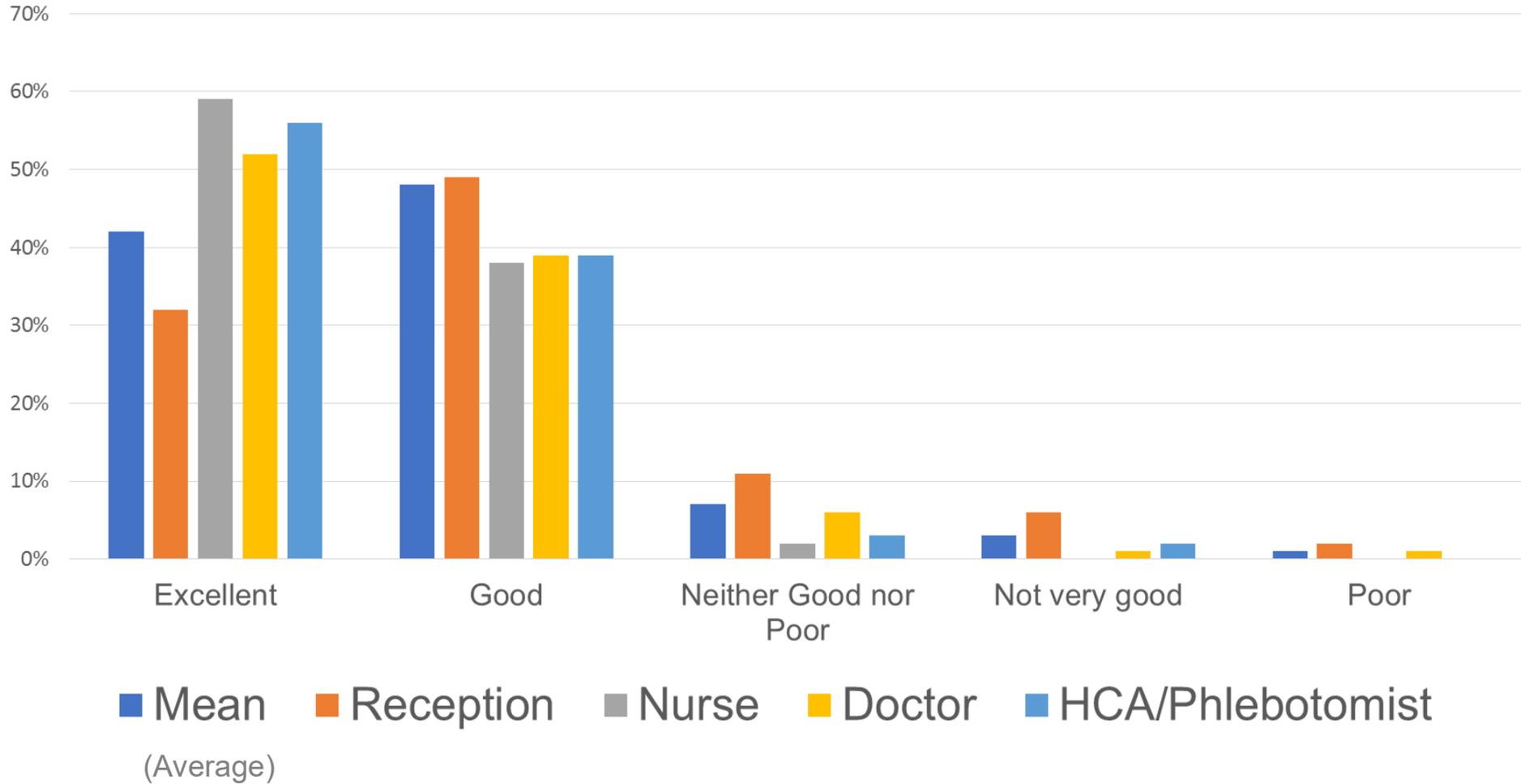


Themes from 60 comments and narrative:

- 106 patient considered themselves Carers, this is 21% of patients who completed survey
- How many Carers are on the Carers Register? What is the expected and CCG targeted figure?
- Very few had completed a Carers Registration form
- Difficulty getting continuity of care if on the day appointment needed
- Little information in waiting room about carers

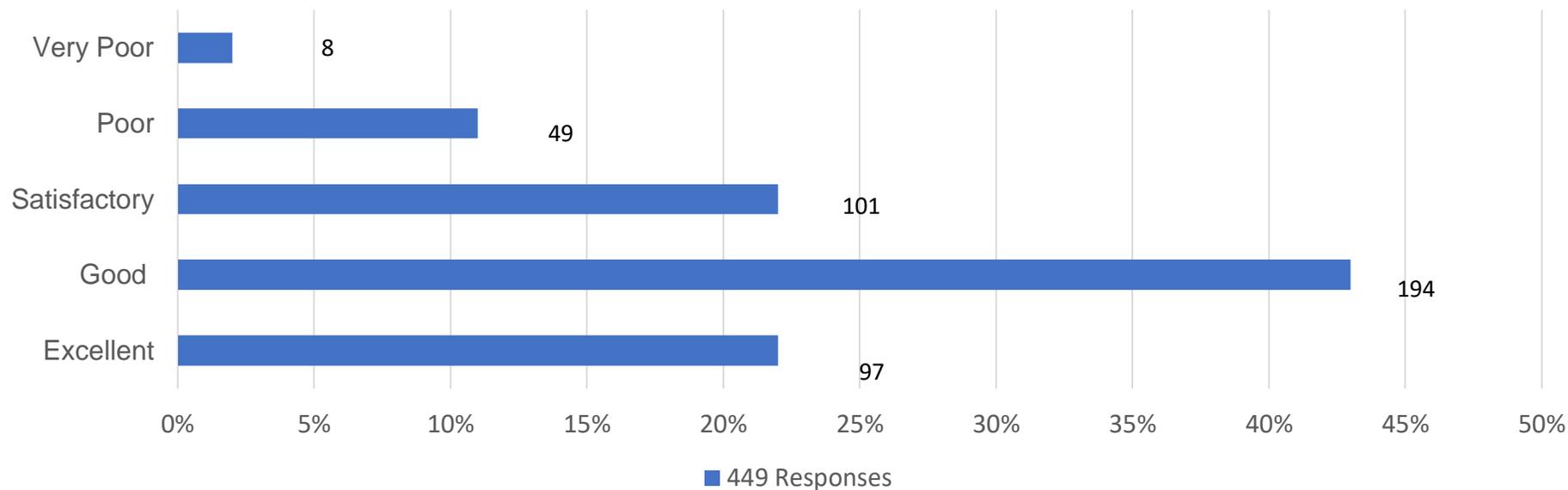
Patient experience of staff by role

Q7. What was your recent experience of surgery staff?



Overall description of patient's experience at Jubilee Surgery

Q8 Overall how would you describe your experience at Jubilee Surgery?

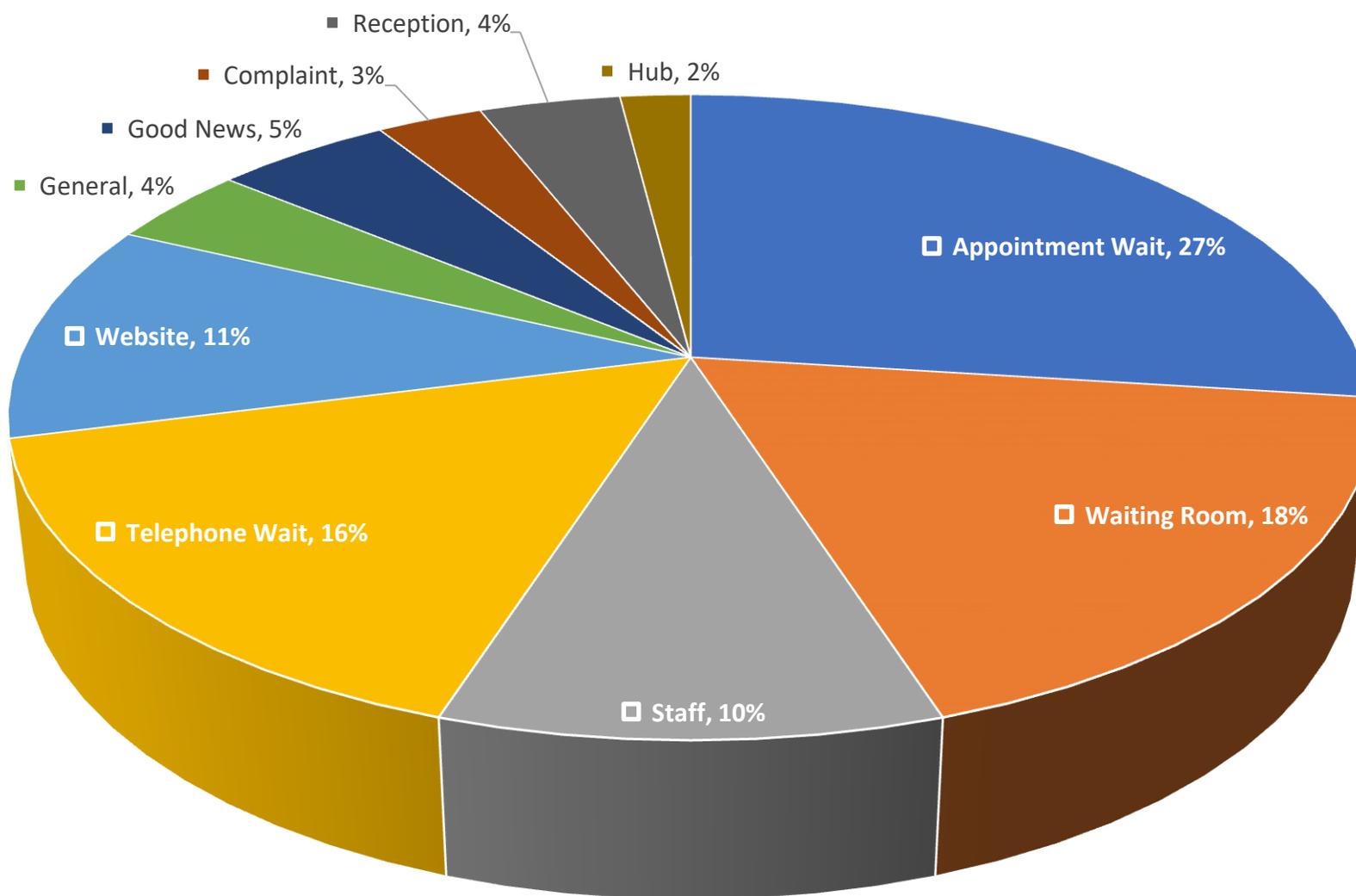


26% patients overall experience was rated as Good or Excellent

Themes from 206 comments and narrative in order of quantity:

- Lack of appointments
- Length of wait on phone to make appointment (and cost of calls), often no appointment to book
- Reception area: Time in queue; being told to go on line and do E-consult
- Confidentiality: no privacy or offer of separate space, all can see check in screen details

▪ **Summary of the 711 written comments**



PPG Conclusions

The survey provides evidence of areas which would benefit from prioritised improvement. These will benefit the surgery and provide a greatly improved patient experience

Reduction of queue at reception desk

Improvements to Appointments system

**Co-ordinated communications strategy
strategy – Keeping patients informed**

Reception / queue area review

At the meeting where the survey outcomes were discussed, the PPG provided a number of actions which the surgery could consider, but the PPG acknowledged that the surgery would require some time to look at the outcome analysis in depth before creating an action plan.

Using data from the survey analysis, the PPG recommended the following reviews and provided detailed potential actions for the surgery to consider:

- Monitoring of reception desk to ensure help is provided if 3 or more patients waiting
- Review patient journey when following an appointment as some patients are being told to queue at reception to make a further appointment
- Clinician awareness of appointment availability
- Review number of patients attending surgery to collect prescriptions
- Review why patients are coming into the surgery to book appointments – why not using phone, or booking online
- Review how patients booked by Hub staff cannot use check in screen
- Re-establishment of samples box so patients do not have to join queue
- Limitations caused by layout requires unwell patients to stand, consider patient safety
- Lack of confidentiality at reception desk
- Check-in screen content review to improve confidentiality in crowded area
- Staff to provide consistent information about appointment type, availability and release times
- Health and Information leaflets position to be reviewed as cannot be seen or accessed in crowded area
- Improvement to patient information/communication regarding appointment availability
- Review and monitor availability of non-urgent appointments and how patients are made aware

- Review continuity of care for vulnerable patients when on the day access is via Hub
- Increase patient information and resources regarding self-care as a number of patients book appointments “in case of” need
- Contact patients who regularly miss their appointments; display appointment numbers and DNA’s (Did Not Attend) each month
- Audit the length of time being held in telephone queue, time spent speaking with staff member so appropriate numbers of staff can be taking calls during busy times
- Review how appointment release times are adding to the length of telephone queue as patients told to phone in at 8am for newly released appointments which is the same time as patients poorly overnight and phoning in for an urgent appointment
- Review communications to patients about extended hours services available
- Review quality of Website information and use of Facebook
- Consider the needs of patients who do not have online access

Thank you for taking an interest in this survey. Due to the generosity, interest and engagement of patients during this 2 week period, the surgery now has comprehensive and detailed data from which to draw up priorities for improvement.

Some improvements will take longer than others, but the Surgery and PPG are working closely together to help keep you better informed.

For the PPG, what has come out strongly in the survey is that patients believe that all staff members are trying their best, that the clinical care received is very good, but that some of the systems and processes can be frustrating. This is where the PPG hopes to help the surgery to make meaningful improvements.

If you have any further comments or suggestions you would like the PPG to discuss at their regular meetings with the surgery, please email or phone Suzy Jackson, PPG Chair person.

Please keep an eye on the noticeboard for future updates and information.

ppgchair.jubilee@gmail.com

07532 168454

With Best Wishes

Your PPG

Suzy Jackson, Chris Turner, Lindsey Bailey, Pat Shirley