

**BUCKDEN AND LITTLE PAXTON
SURGERIES**

PATIENT CONSULTATION

FEBRUARY 2018

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Q4 A few years ago, the practice introduced scheduled telephone appointments for patients who did not require to be seen face-to-face. These slots could be used for discussing ongoing medication or general advice re a known condition and have proven popular. Were you aware of this service and if so, have you found this service useful?

Q5 Little Paxton surgery building does not belong to the Partners but to NHS Properties which means we cannot always make changes or modifications as we would wish to. However, this year, after four years of hard work, we were finally able to make the heavy fire door between the foyer and the waiting room compliant with the Equality Act 2010 by adding an automatic magic eye. Even if you are not a regular patient of Little Paxton, how important do you believe it is that the practice push for such improvements?

Q6 The CCG have now installed free Wi-Fi at both Buckden and Little Paxton surgeries. How useful is this to you?

Q7 Our wonderful Patient Association are still beavering away, raising funds for their surgeries with the 200 Club and Coffee Mornings etc. Watch out for more events as the year progresses. During 2017/18, they have purchased a new 24 hour Blood Pressure recorder for our patients, a new phlebotomy chair at Buckden and a new defibrillator after the one at Little Paxton ceased to function. Do you feel you know enough about our Buckden and Little Paxton Surgeries Patients Association?

Q8 We remain one of the declining numbers of GP Dispensaries to take repeat medication requests over the phone. NHS England are pushing for more patients to use the 24/7 online prescribing services. If this service was no longer available to you and you were required to use online facilities for repeat ordering (or continue with the delivery of your repeat slip to the dispensary), how do you feel this will impact on you?

Q9 In May 2017, Buckden and Little Paxton Surgeries moved with the times to electronic prescription services. For those for whom we are able to dispense at Buckden, the service will seem very much unaltered. For all other patients, electronic prescriptions will be sent automatically to the pharmacy of your choice. Do you feel that EPS has impacted on the prescribing service we provide?

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Introduction

Questions were formulated for the 2017/18 survey and enabled the Practice in conjunction with the BLPSPA (Buckden and Little Paxton Surgery Patient Association), the opportunity to consider some areas of common interest or concern with a view to developing a practice action plan for the following year.

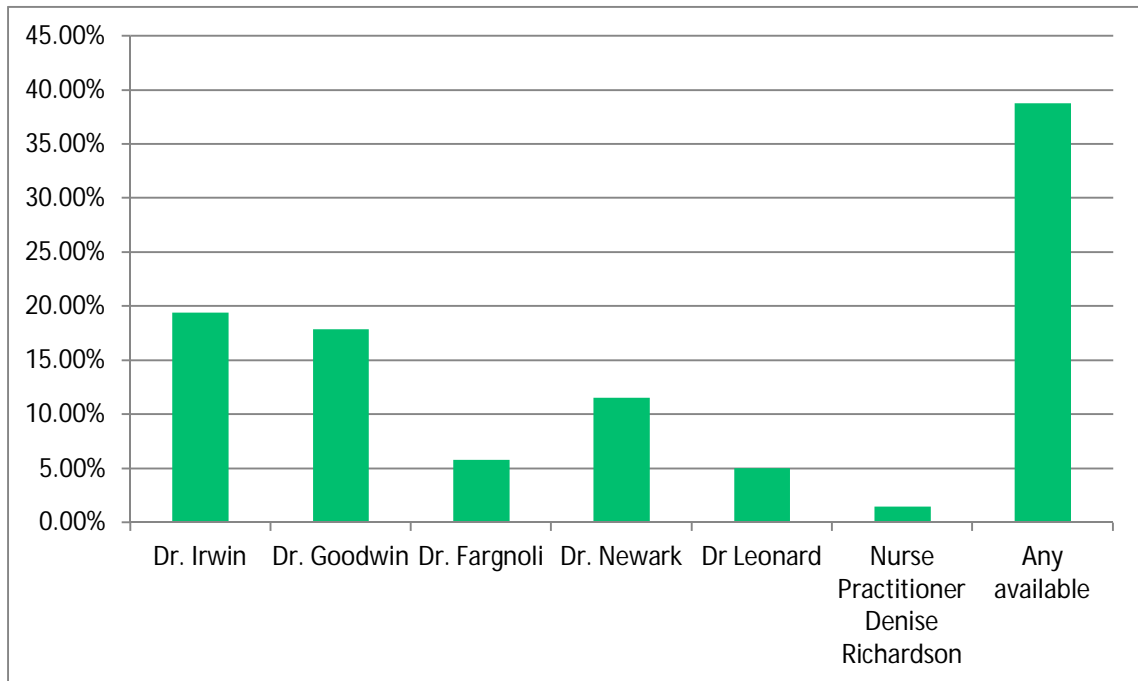
Details of the demographics of the group are shown at Question 10.

The Survey

It was decided that the questionnaire would be emailed to recipients and that the website 'Survey Monkey' would be the most useful method of distribution but would also supply us with the most sophisticated way in which to study and format the responses. From past experience and from demographic responses, we know that those who respond via this method are representative of our patient list. The survey was undertaken over two weeks in February 2018. There were 10 questions overall and all questions required a response before moving on to the next. Questions 3,4,5,6,7,8 & 9 welcomed free-typed responses for additional comments. These are attached in Annex A. The proposed action plan is shown in Annex C.

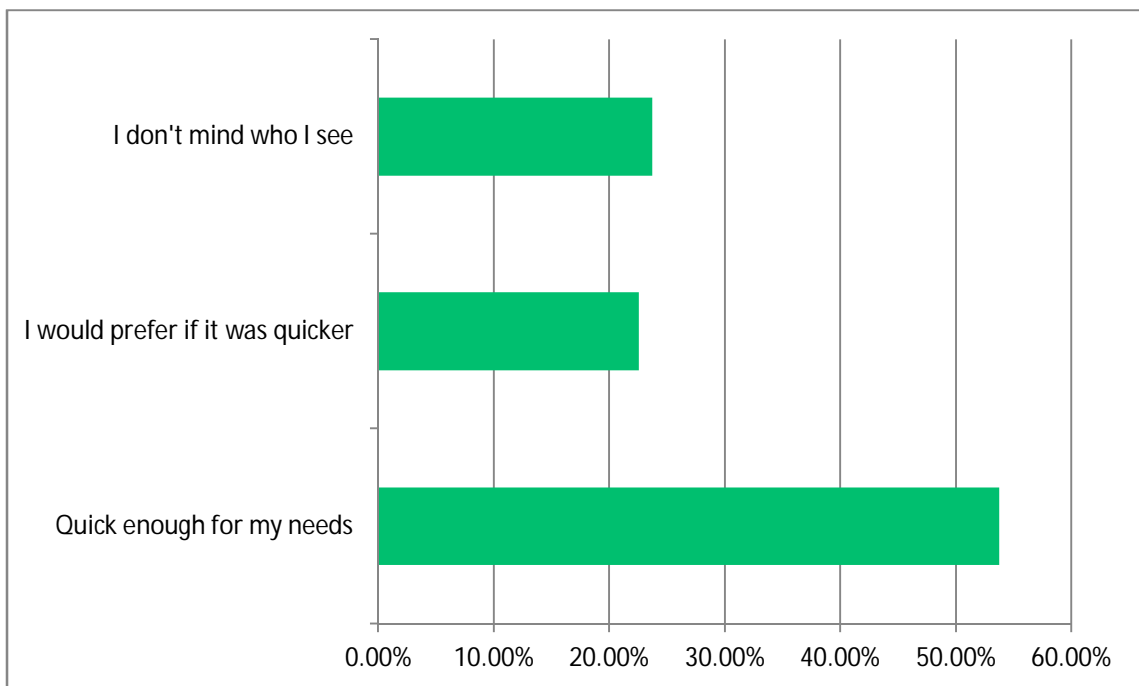
1. Which doctors do you usually see?

Answer Choices	Responses	
Dr. Irwin	19.40%	104
Dr. Goodwin	17.91%	96
Dr. Fagnoli	5.78%	31
Dr. Newark	11.57%	62
Dr Leonard	5.04%	27
Nurse Practitioner Denise Richardson	1.49%	8
Any available	38.81%	208
	Answered	536



2. How quickly can you get an appointment with a preferred doctor?

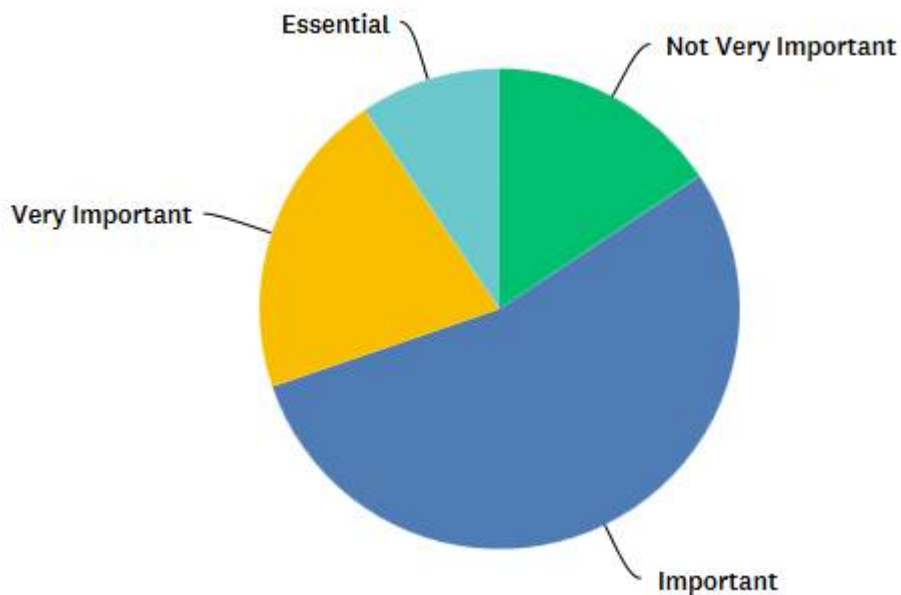
Answer Choices	Responses	
Quick enough for my needs	53.73%	288
I would prefer if it was quicker	22.57%	121
I don't mind who I see	23.69%	127
	Answered	536



- If urgent, I don't mind seeing another doctor
- There are limited female doctors, so always have to wait at least 2 - 3 weeks.
- Usually quick enough!
- If my need at the time is 'urgent' I'm happy with whatever doctor is available
- Phone appointments useful when I can't get early appointment with preferred GP
- I don't feel like I have an appointed doctor which is a shame as this is a very personal and confidential relationship, leaving me feeling neglected and just a number in your system.

3. Changes to Data Protection laws mean we need to be more robust with patient consent when sending items such as this questionnaire or our well-received newsletter. We will shortly be asking for further consent so that we comply with these new laws. How important is it for you that we periodically stay in touch with and involve our patients via email?

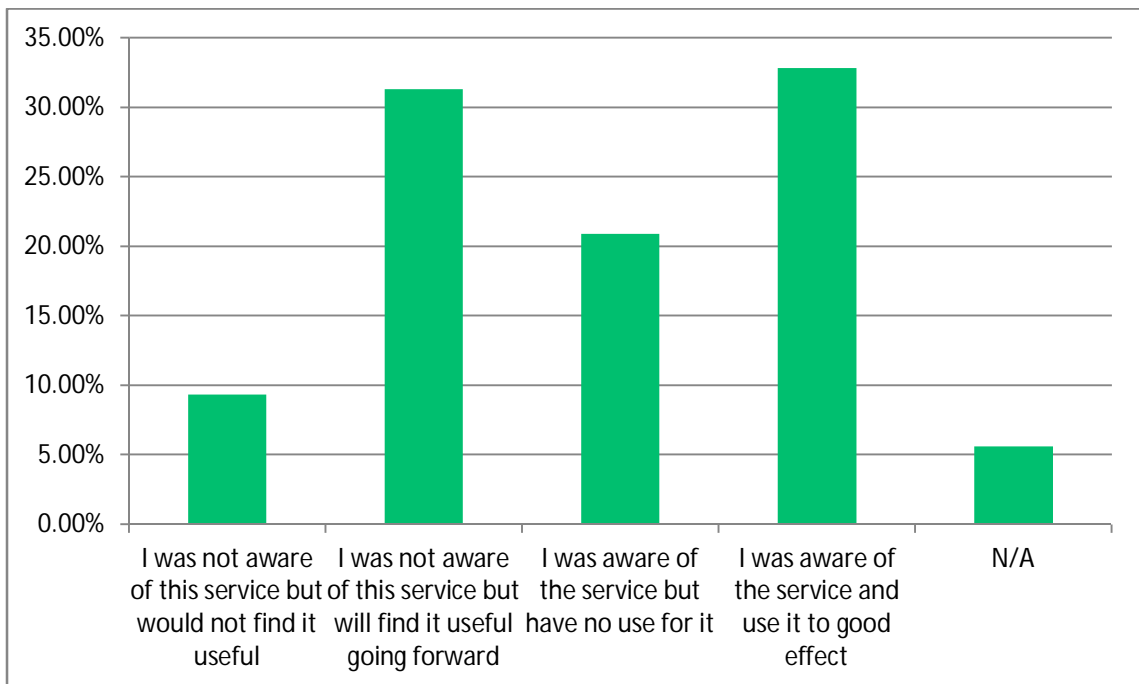
Answer Choices	Responses	
Not Very Important	15.67%	84
Important	54.10%	290
Very Important	20.71%	111
Essential	9.51%	51
	Answered	536



- Especially for notification of flu vaccination clinics etc. and health related events offered by the practice
- I like to feel included.
- It's always nice to be kept informed on any staff changes and any important surgery news and issues.
- Especially for notification of flu vaccination clinics etc. and health related events offered by the practice
- Not important, actually, but I enjoy reading about the people at the surgery

4. A few years ago, the practice introduced scheduled telephone appointments for patients who did not require to be seen face-to-face. These slots could be used for discussing ongoing medication or general advice re a known condition and have proven popular. Were you aware of this service and if so, have you found this service useful?

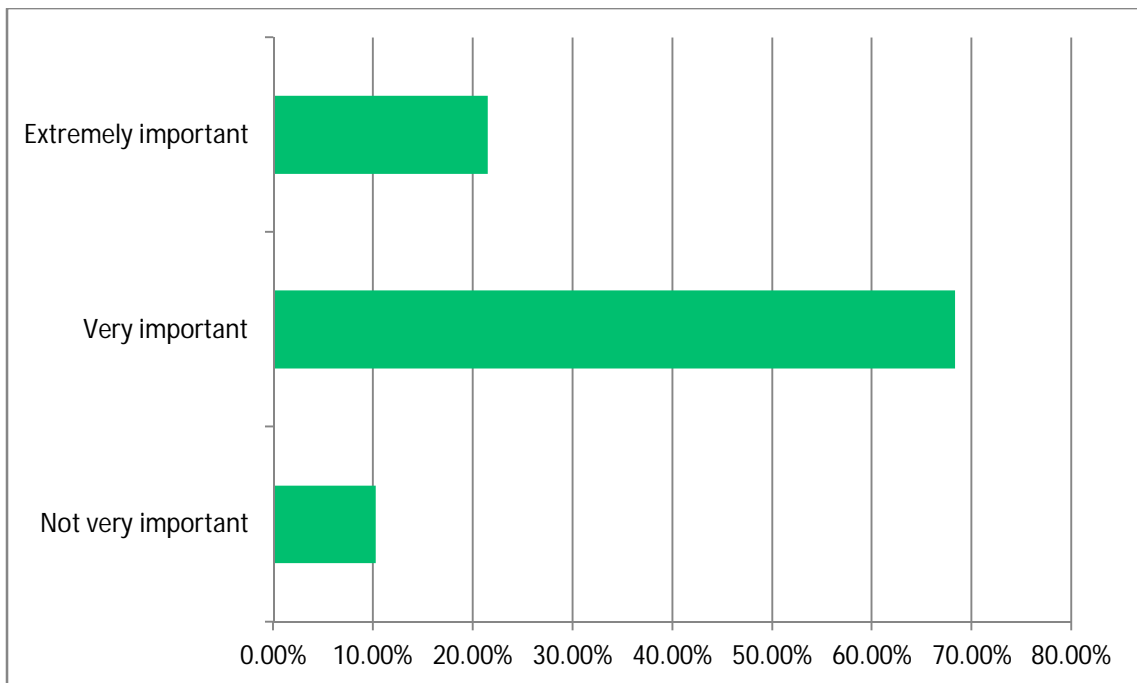
Answer Choices	Responses	
I was not aware of this service but would not find it useful	9.33%	50
I was not aware of this service but will find it useful going forward	31.34%	168
I was aware of the service but have no use for it	20.90%	112
I was aware of the service and use it to good effect	32.84%	176
N/A	5.60%	30
	Answered	536



- I haven't been a patient that long at this surgery but I am very positive towards telephone appointments. More convenient, quicker and a better use of resources when it a simple appointment.
- Works really well, I've had antibiotics prescribed over the phone whilst being at work - super convenient.
- I have used it, but it felt very impersonal
- I was aware of it but have had no use to date. Perhaps in the future
- Aware, but not needed to use it yet, but very valuable service!
- Telephone appointments are great, save unnecessary face to face appointments and time. I use them quite a bit

5. **Little Paxton surgery building does not belong to the Partners but to NHS Properties which means we cannot always make changes or modifications as we would wish to. However, this year, after four years of hard work, we were finally able to make the heavy fire door between the foyer and the waiting room compliant with the Equality Act 2010 by adding an automatic magic eye. Even if you are not a regular patient of Little Paxton, how important do you believe it is that the practice push for such improvements?**

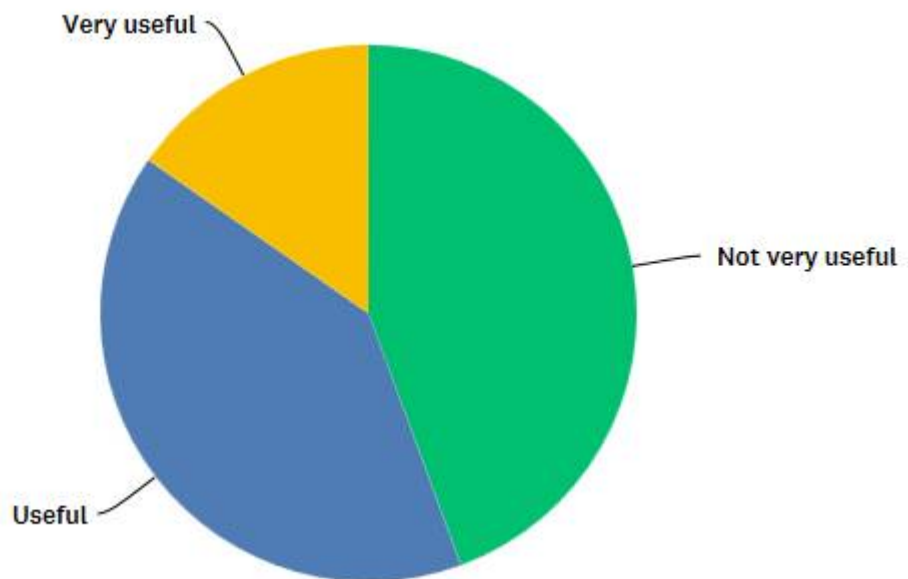
Answer Choices	Responses	
Not very important	10.26%	55
Very important	68.28%	366
Extremely important	21.46%	115
	Answered	536



- Patient care more important
- Safety is important for all
- I am 86yrs arthritic and need to use a walking stick - automatic doors are a godsend

6. The CCG have now installed free WiFi at both Buckden and Little Paxton surgeries. How useful is this to you?

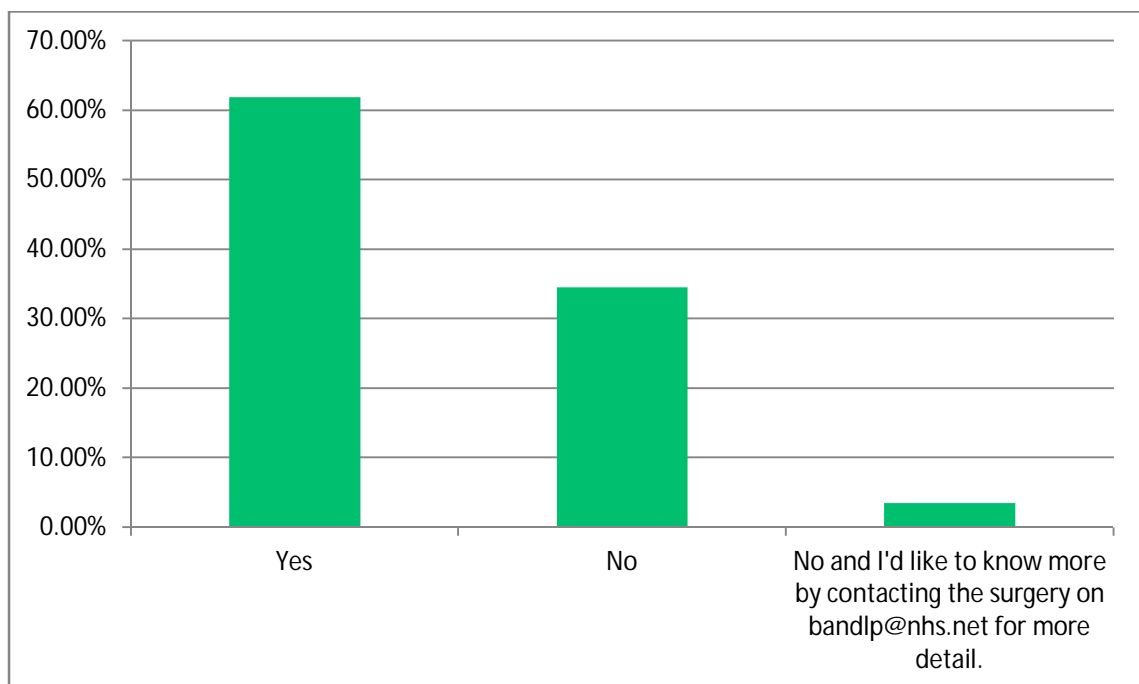
Answer Choices	Responses	
Not very useful	44.40%	238
Useful	40.30%	216
Very useful	15.30%	82
	Answered	536



- Not there long enough to use it
- Not sure when I'd use it
- Only so I can deal with emails etc. whilst I wait.
- I haven't thought of using it.
- I can keep my son distracted whilst we wait.
- Useful if needed but haven't used it yet
- But what is CCG?
- Though I can do without Wi-Fi for the short visit - VERY thoughtful for you to add
- If I was a regular visitor very useful

7. Our wonderful Patient Association are still beavering away, raising funds for their surgeries with the 200 Club and Coffee Mornings etc. Watch out for more events as the year progresses. During 2017/18, they have purchased a new 24 hour Blood Pressure recorder for our patients, a new phlebotomy chair at Buckden and a new defibrillator after the one at Little Paxton ceased to function. Do you feel you know enough about our Buckden and Little Paxton Surgeries Patients Association?

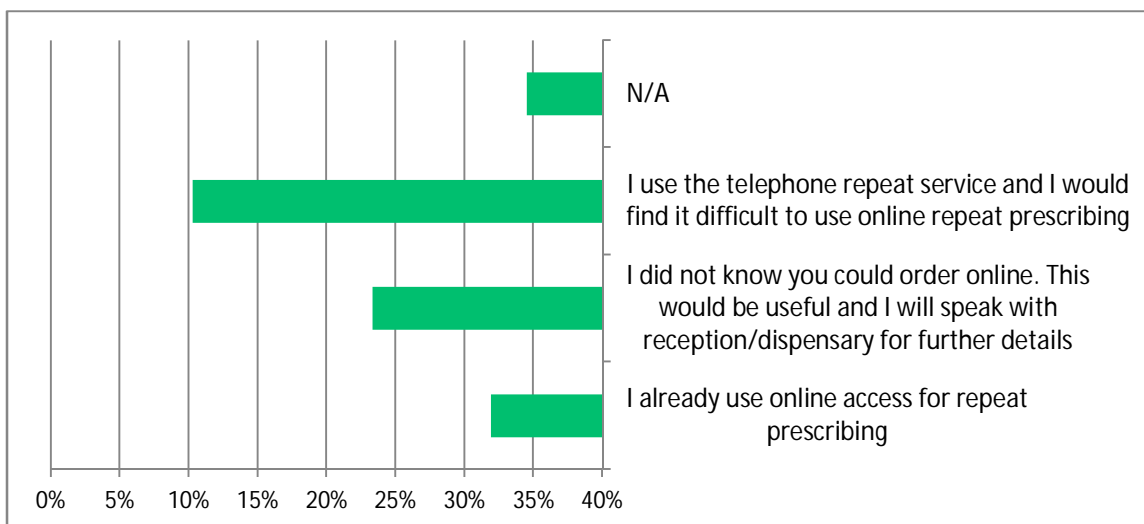
Answer Choices	Responses	
Yes	61.94%	332
No	34.51%	185
No and I'd like to know more by contacting the surgery on bandlp@nhs.net for more detail.	3.54%	19
	Answered	536



- I know enough for my current needs but who knows what the future may hold?
- More informative evening would be really great. Other PPG's have regular talks from various experts - these are very well attended.
- Always willing to donate - possible to have a donation bucket on site?
- Well done all of those involved.
- This is my fault though as I haven't tried to know

8. We remain one of the declining numbers of GP Dispensaries to take repeat medication requests over the phone. NHS England are pushing for more patients to use the 24/7 online prescribing services. If this service was no longer available to you and you were required to use online facilities for repeat ordering (or continue with the delivery of your repeat slip to the dispensary), how do you feel this will impact on you?

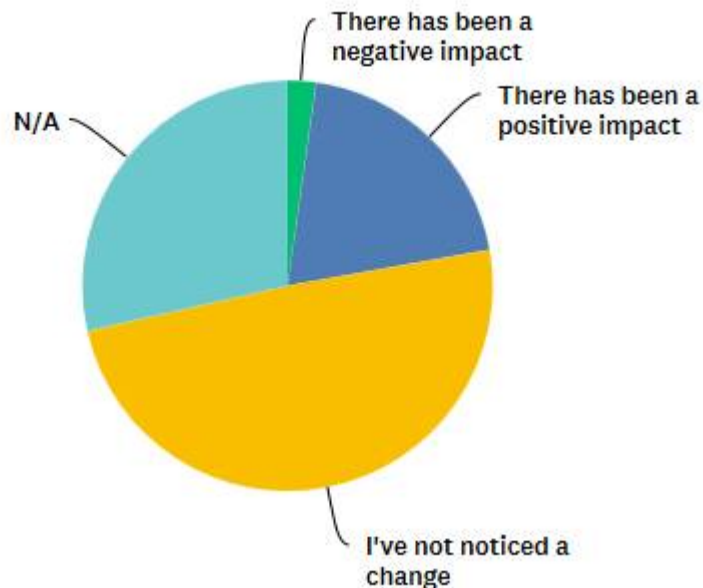
Answer Choices	Responses	
I already use online access for repeat prescribing	31.90%	171
I did not know you could order online. This would be useful and I will speak with reception/dispensary for further details	23.32%	125
I use the telephone repeat service and I would find it difficult to use online repeat prescribing	10.26%	55
N/A	34.51%	185
	Answered	536



- Fine, if you have a computer. Not everyone does.
- I drop my repeat request in the box. I have previously had nothing but problems with the online facility.
- I have tried using online service without any luck!
- Would be happy with either.
- A very useful service
- Please do not stop the telephone ordering service!
- I did not know one could order by phone. Sounds useful. I would not wish to order online.
- I use telephone repeat service but would be happy to use online repeat prescribing.
- It is important that patients are not forced to go online many people don't use computer.

9. In May 2017, Buckden and Little Paxton Surgeries moved with the times to electronic prescription services. For those for whom we are able to dispense at Buckden, the service will seem very much unaltered. For all other patients, electronic prescriptions will be sent automatically to the pharmacy of your choice. Do you feel that EPS has impacted on the prescribing service we provide?

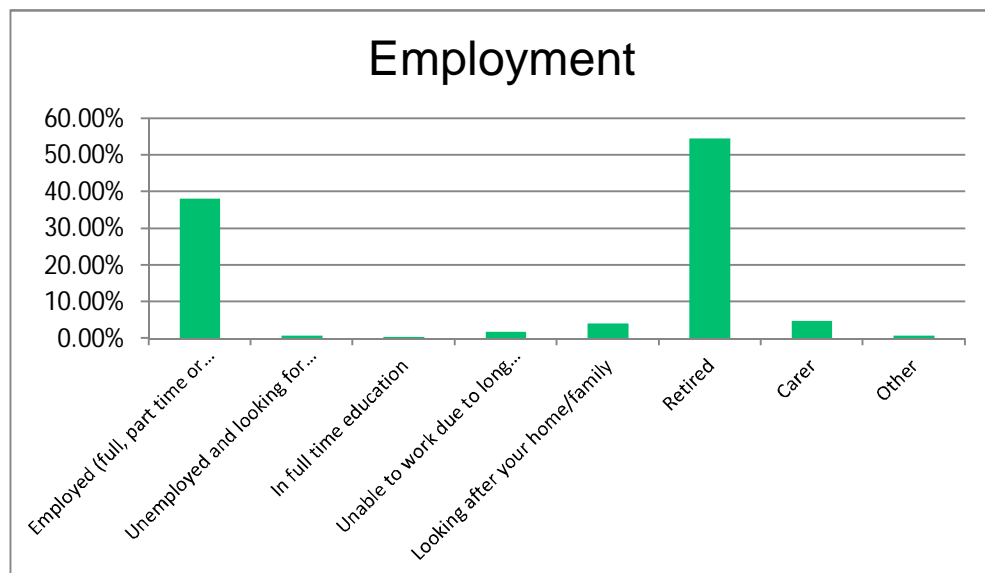
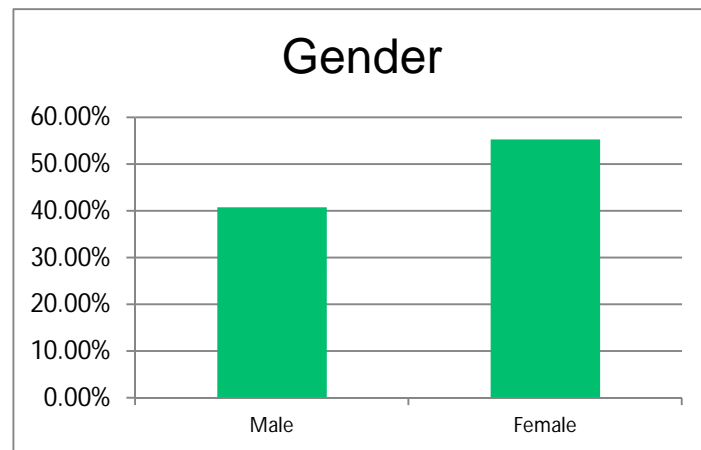
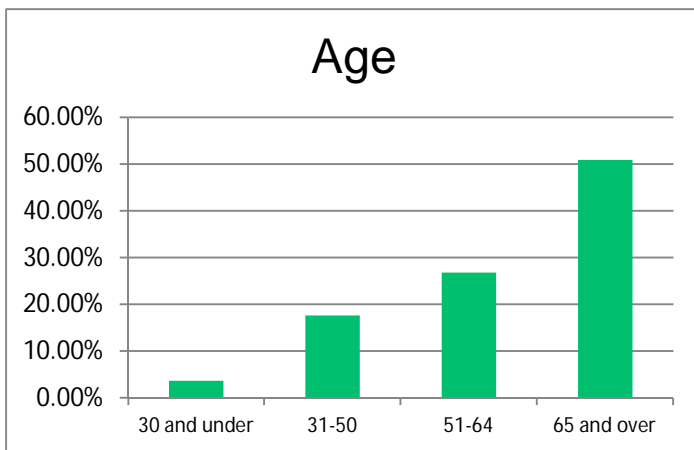
Answer Choices	Responses	
There has been a negative impact	2.24%	12
There has been a positive impact	19.96%	107
I've not noticed a change	49.25%	264
N/A	28.54%	153
	Answered	536



- My prescriptions are not now co-ordinated and my morphine arrives consistently late.
- I wasn't aware that you did this, I have had to come in and collect my prescriptions
- Don't know how many times this has happened for me but recent experience was received medication much quicker
- The service is first class.
- Boots, no longer mislay/lose prescriptions as they did - perhaps EPS solved this problem!
- Some prescriptions have not been actioned correctly at your end
- I've not had a script recently, but I am completely in favour of EPS

10. Demographics

Answer Choices	Responses	
Answer options	2.24%	12
30 and under	3.73%	20
31-50	17.72%	95
51-64	26.87%	144
65 and over	50.93%	273
Male	40.86%	219
Female	55.41%	297
Employed (full, part time or self employed)	38.06%	204
Unemployed and looking for work	0.75%	4
In full time education	0.37%	2
Unable to work due to long term sickness	1.68%	9
Looking after your home/family	4.10%	22
Retired	54.66%	293
Carer	4.66%	25
Other	0.75%	4
	Answered	536



Annex A- Practice responses

2) How quickly can you get an appointment with a preferred doctor?

There is limited female doctors, so always have to wait at least 2 - 3 weeks.

PM's response: We are delighted to announce the arrival of Dr. Kirsty Shephard to Buckden and Little Paxton surgery who will be available for appointments from early April onwards.

2) How quickly can you get an appointment with a preferred doctor?

I don't feel like I have an appointed doctor which is a shame as this is a very personal and confidential relationship, leaving me feeling neglected and just a number in your system.

PM's response: I'm very sorry to hear your comment as made above and also very surprised. Each individual patient has a 'usual doctor' and it is to this GP that correspondence such as hospital letters etc. will come to and this ensures a continuity of service behind the scenes that you may not otherwise be aware of. I would urge you to please contact the surgery to confirm who your usual doctor is and help you build the rapport that you seek.

6) The CCG have now installed free WiFi at both Buckden and Little Paxton surgeries. How useful is this to you

But what is CCG?

PM's response: Clinical Commissioning Group. Apologies that this was not made clear.

8) We remain one of the declining numbers of GP Dispensaries to take repeat medication requests over the phone. NHS England are pushing for more patients to use the 24/7 online prescribing services. If this service was no longer available to you and you were required to use online facilities for repeat ordering (or continue with the delivery of your repeat slip to the dispensary), how do you feel this will impact on you?

It is important that patients are not forced to go online many people don't use computers

PM's response: We know and we hear you! That's why we have kept the lines of communications open via telephone where many other surgeries have not. Please do bear in mind that it is NHS England and NHS Digital that are pushing more and more

for electronic advancements and unfortunately it is not always possible to have control over our services as we would wish, notwithstanding the funding available to us.

- 9) In May 2017, Buckden and Little Paxton Surgeries moved with the times to electronic prescription services. For those for whom we are able to dispense at Buckden, the service will seem very much unaltered. For all other patients, electronic prescriptions will be sent automatically to the pharmacy of your choice. Do you feel that EPS has impacted on the prescribing service we provide?

Some prescriptions have not been actioned correctly at your end

And

My prescriptions are not now co-ordinated and my morphine arrives consistently late.

PM's response: I'm sorry to hear this. However, we are unconvinced the issues you describe are in relation to the EPS system. We process thousands of prescriptions a month via our dispensary and even those prescriptions we do not dispense directly to our patients will have been processed in some format through our dispensary. If you have an ongoing issue, please be in touch with our Dispensary team to discuss so that it gives us the opportunity of investigating and putting it right.

- 10) Our wonderful Patient Association are still beavering away, raising funds for their surgeries with the 200 Club and Coffee Mornings etc. Watch out for more events as the year progresses. During 2017/18, they have purchased a new 24 hour Blood Pressure recorder for our patients, a new phlebotomy chair at Buckden and a new defibrillator after the one at Little Paxton ceased to function. Do you feel you know enough about our Buckden and Little Paxton Surgeries Patients Association?

More informative evenings would be really great. Other PPG's have regular talks from various experts - these are very well attended

PM's response: Our PPG work so hard on the events they put on and are well supported by the surgery. It would be great if you could lend a hand and become part of the PPG to achieve more regular events as you suggest. Please contact bandlp@nhs.net to leave you details and a member of the PPG will be in touch.

Annex B- Suggestions extracted from comments

Various patients having problems with the online facility

PM's Response: We've had some very interesting comments about the online facilities for repeat ordering so we're very glad we included this question. This part of our system is not controlled by us and we would be more than happy to produce constructive feedback to NHS England if there are consistent issues. We would urge you to speak to our reception team to iron out any niggles you have with the online processes or be in touch via bandlp@nhs.net to email in the difficulties so our I.T. team can be in touch with you directly.

Annex C – Buckden and Little Paxton Surgeries Action Plan 2018

Action Point	Objective	Action Required and Timescales
Telephone appointments	We are pleased to hear that patients like to use the telephone appointments. There are a few comments that state how convenient the appointments are especially for medication reviews.	Ongoing
Online Access	We found that a few comments have been made surrounding the difficulty of using the online facility. The online facility is extremely useful as it enables patients to book appointments and order medication at a time which is convenient to them. It is also a hot topic of NHS England's. However, the whole online access system is not maintained by the surgery so please do let us know what the issues are so we can try and help you individually or let NHS England know the difficulties our patients are having. Do feel free to email us on bandlp@nhs.net	Ongoing
Changes to Data Protection Law (GDPR)	Due to the new data protection law coming out in May the surgery will need to have consent to email patients. In the survey comments have indicated that patients like to receive updates and information from the surgery. In the next couple of months emails will be sent out in order to collect consent so patients can continue to be sent newsletters, updates, events and general information.	Emails sent to collect consent. Timescale- April 2018

Annex D - Last Year's Action Plan

Action Point	Objective	Action Required and Timescales
Online Access	It is wonderful to see so many positive comments about online access. Being able to order your repeats or book an appointment when out of hours is very important to a vast number of our patients and we are always looking to increase the awareness of this service not least because this is a priority for NHS Digital.	Ongoing Objective met:
Buckden and Little Paxton Patients' Association AGM	There seems to be a misunderstanding that the Patient Association is centred around Buckden and its patients only. This is simply not the case. A year or so ago, the Little Paxton Patient Association joined forces with the Buckden Patient Association and together we are stronger and more cohesive than ever. The Patient Association would love more involvement from other willing patient participants throughout our contracted area.	The Surgery will email patients with an invitation to attend the AGM prior to September. Timescale: Aug/Sept 2017 Objective met: Yes
CQC report	We found responses and feedback to be a very interesting mixed bag! In the main it would appear that patients speak as they find in terms of the service we provide and as long as they are satisfied with the service offered by the surgery, they see little need to read the CQC report. We are immensely proud of our 'Outstanding' achievement but it would appear that all most patients want is 'business as usual' and that's what we intend to give them!	No further action required. Objective met: Yes
Surgery Newsletter	A very positive response to this – more than we expected – over 96% of respondents find our newsletter interesting or quite interesting. We will certainly continue to concentrate efforts surrounding this project ensuring the articles are relevant to both Buckden and Little Paxton patients and will remain a non-clinical editorial.	Ongoing Objective met: Yes