

**BUCKDEN AND LITTLE PAXTON
SURGERIES**

PATIENT CONSULTATION

FEBRUARY 2015

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Q3 - We update our patients regularly with a non-clinical newsletter on all things Buckden and Little Paxton including new services and staff updates. How interesting do you find our newsletters?

Q4 Due to new legislation, if you move house and are no longer living within our catchment area, it may be possible to remain registered with us. However, patients would forgo any eligibility for home visits and therefore your usual GP will make the sound decision as to whether this is clinically appropriate for you. If you were to move out of our catchment area, would this be something you would be interested in?

Q5 We took account of the survey's comments last year and ensured that we better organised October's flu day. How did you feel the experience went?

Q6 Following up from 2013 and 2014's survey, many patients did not know that we had a female nurse practitioner as part of the team both at Buckden and at Little Paxton surgeries who is able to assess, prescribe and refer. More information was provided in subsequent newsletters. Do you feel you now know enough about the role of a nurse practitioner in order to use her services?

Q7 Our regular health and safety audits highlighted that an improvement to the external front door lighting was necessary. We have recently added two new dusk-til-dawn lights. How fit for purpose do you feel this additional lighting is?

Q8 We had our Care Quality Commission inspection within the last year and the full report is available on the CQC website, on our own website and details were provided in our newsletter. Have you read the CQC report?

Q9 Friends and Family Test / Your Opinion Matters

On 1st December 2014 all surgeries were required to launch the Friends and Family Test (which we prefer to call "Your Opinion Matters"). Postcards are available at reception at Buckden and on the table under the plaque at Little Paxton. This is an NHS England ongoing initiative and patients are encouraged to post their feedback as many times as they wish on visiting the surgery. Did you know about the Friends and Family Test?

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Introduction

Questions were formulated for the 2014/15 survey and enabled the Practice in conjunction with the BSPA (Buckden 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.

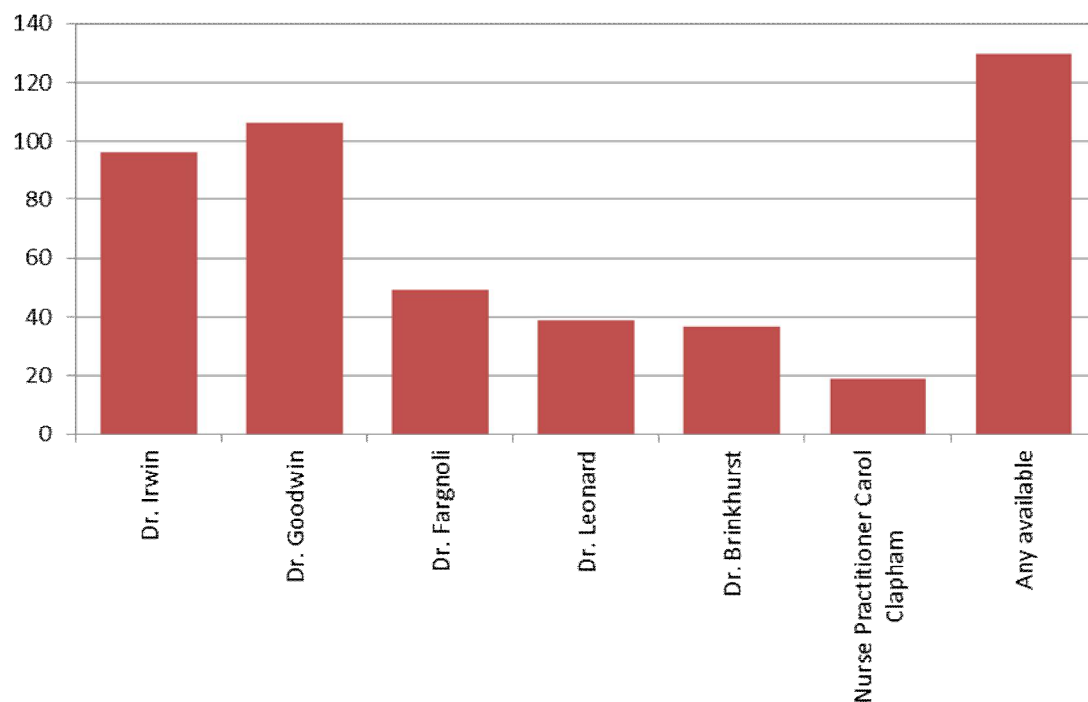
Details of the demographics of the group are shown at Question 10.

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 2015. There were 10 questions overall and all questions required a response before moving on to the next. Questions 3,4,5,6, 7 and 8 welcomed free-typed responses for additional comments. These are attached in Annex A. The proposed action plan is shown in Annex B.

1) Which doctor do you usually see?

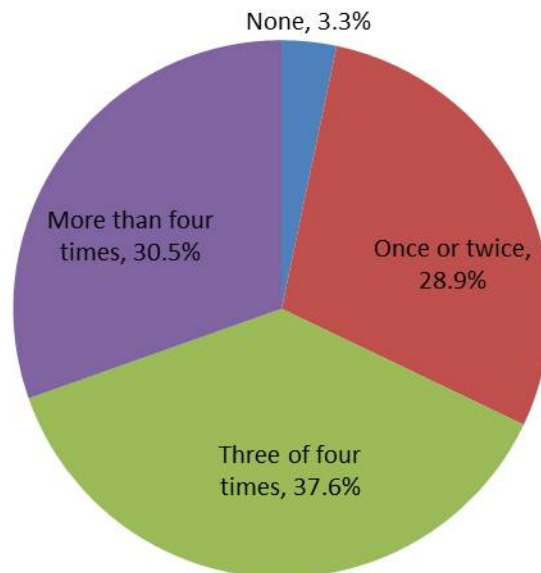
Which Doctor do you normally see?		
Answer Options	Response Percent	Response Count
Dr. Irwin	22.5%	96
Dr. Goodwin	24.9%	106
Dr. Fagnoli	11.5%	49
Dr. Leonard	9.2%	39
Dr. Brinkhurst	8.7%	37
Nurse Practitioner Carol Clapham	4.5%	19
Any available	30.5%	130
Other (please specify)		11
answered question		426
skipped question		0



It remains a priority to 70% of those who returned a questionnaire to see a preferred doctor. The doctor/patient relationship which is still very much in evidence. Those happy to see any available doctor continues to increase by approximately 5% from last year's survey.

2) In the past 12 months, approximately how many times have you visited for an appointment with any clinician including a nurse?

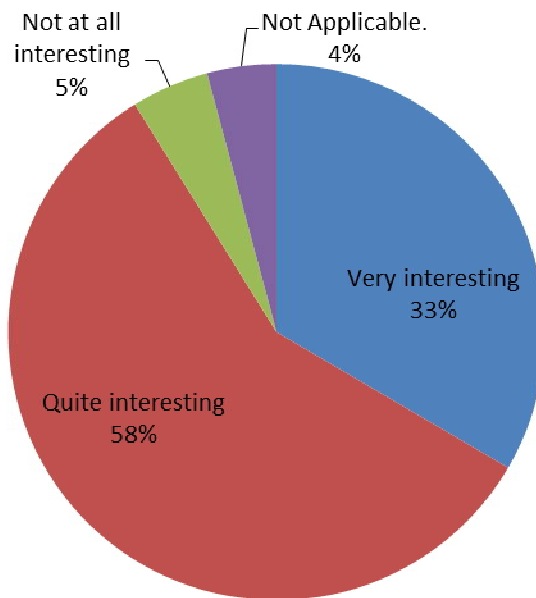
In the past 12 months, approximately how many times have you visited for an appointment with any clinician including a nurse?		
Answer Options	Response Percent	Response Count
None	3.3%	14
Once or twice	28.9%	123
Three of four times	37.6%	160
More than four times	30.5%	130
answered question		426
skipped question		0



The participants as shown by the table above have made use of the surgeries and the services it provides and confirmed that we were questioning quite experienced patients.

3) We update our patients regularly with a non-clinical newsletter on all things Buckden and Little Paxton including new services and staff updates. How interesting do you find our newsletters?

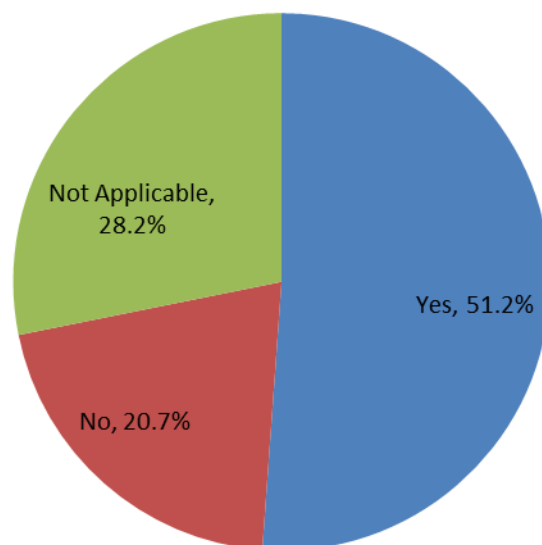
Answer Options	Response Percent	Response Count
Very interesting	33.6%	143
Quite interesting	58.0%	247
Not at all interesting	4.7%	20
Not Applicable.	4.2%	18
Comment:		22
answered question		426
skipped question		0



We are pleased that the newsletter has been found interesting to so many of our respondents.

4) Due to new legislation, if you move house and are no longer living within our catchment area, it may be possible to remain registered with us. However, patients would forgo any eligibility for home visits and therefore your usual GP will make the sound decision as to whether this is clinically appropriate for you. If you were to move out of our catchment area, would this be something you would be interested in?

Answer Options	Response Percent	Response Count
Yes	51.2%	218
No	20.7%	88
Not Applicable	28.2%	120
Comment:		23
answered question		426
skipped question		0



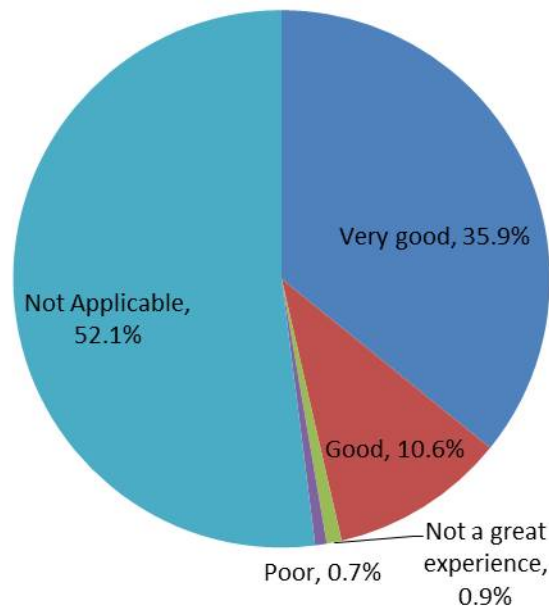
It is gratifying to note that over 50% of respondents would like to stay with Buckden and Little Paxton Surgeries as their preferred practice should they move out of the area. There are some stipulations we must adhere to in order for this to be possible, however this is a gratifying statistic.

Comments:

- We recently moved out of the catchment area but we're able to stay with the practice which I found very pleasing.
- Very important as the doctors know you over the years
- I prefer continuity of care with one GP if at all possible.

5) We took account of the survey's comments last year and ensured that we better organised October's flu day. How did you feel the experience went?

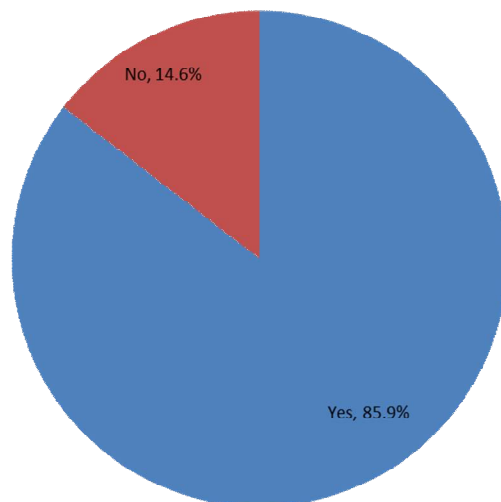
Answer Options	Response Percent	Response Count
Very good	35.9%	153
Good	10.6%	45
Not a great experience	0.9%	4
Poor	0.7%	3
Not Applicable	52.1%	222
Comment:		51
<i>answered question</i>		426
<i>skipped question</i>		0



We are pleased to note over 96% of those who felt the question was applicable, had a good or very good experience on the flu day.

6) Following up from 2013 and 2014's survey, many did not know that we had a female nurse practitioner as part of the team both at Buckden and at Little Paxton surgeries who is able to assess, prescribe and refer. More information was provided in subsequent newsletters. Do you feel you now know enough about the role of a nurse practitioner in order to use her services?

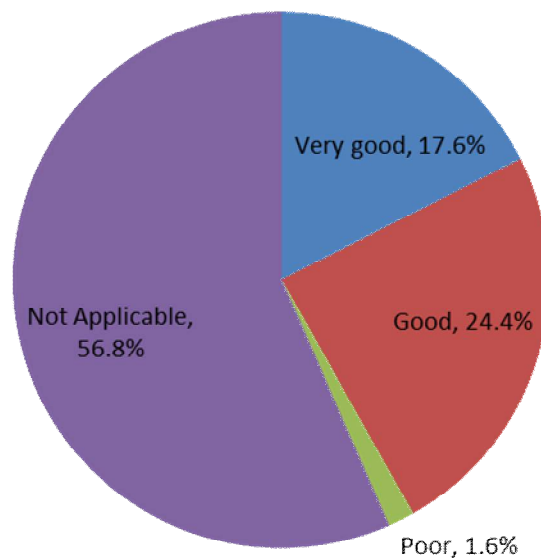
Answer Options	Response Percent	Response Count
Yes	85.9%	366
No	14.6%	62
If you answered "No", please let us know how we can better inform you:		38
<i>answered question</i>		426
<i>skipped question</i>		0



A significant majority of respondents (85.9%) felt they now know enough of the role of our Nurse Practitioner in order to use her services. This is an improvement of 23% on last year's survey.

7) Our regular health and safety audits highlighted that an improvement to the external front door lighting was necessary. We have recently added two new dusk-til-dawn lights. How fit for purpose do you feel this additional lighting is?

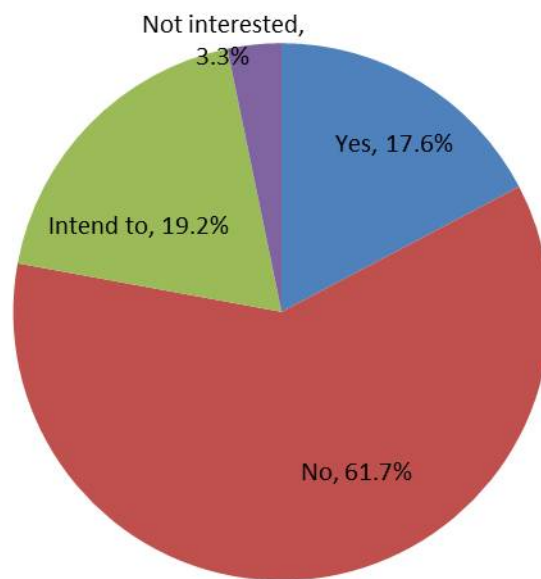
Answer Options	Response Percent	Response Count
Very good	17.6%	75
Good	24.4%	104
Poor	1.6%	7
Not Applicable	56.8%	242
Comment:		51
<i>answered question</i>		426
<i>skipped question</i>		0



We are pleased to note over 96% of those who felt the question was applicable, feel the newly improved additional lighting is fit for purpose.

8) We had our Care Quality Commission inspection within the last year and the full report is available on the CQC website, on our own website and details were provided in our newsletter. Have you read the CQC report?

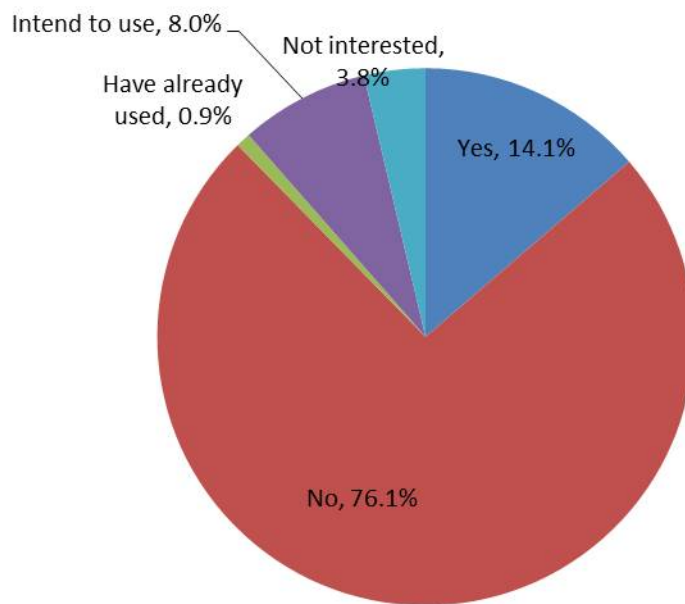
Answer Options	Response Percent	Response Count
Yes	17.6%	75
No	61.7%	263
Intend to	19.2%	82
Not interested	3.3%	14
Comment:		22
<i>answered question</i>		426
<i>skipped question</i>		0



- You are one of the best surgeries around
- Most encouraging
- Always been satisfied with the care our family have received.
- I have always found the surgery excellent, at all times.
- Didn't know it had taken place, can you give the link, please?
- I don't need to read the report. I am very happy with the surgery.
- I question the CQC sometimes
- I currently have no concerns about the quality of the service provided.
- I will read it
- Inspection very fair.
- service from surgery is always excellent so expected good comments from CQC
- I am happy with the help and treatment my family and I receive from the practice.
- Interesting
- Haven't read but now I've been reminded of it I may well have a look.

9) Friends and Family Test / Your Opinion Matters On 1st December all surgeries were required to launch the Friends and Family Test (which we prefer to call "Your Opinion Matters"). Postcards are available at reception at Buckden and on the table under the plaque at Little Paxton. This is an NHS England ongoing initiative and patients are encouraged to post their feedback as many times as they wish on visiting the surgery. Did you know about the Friends and Family Test?

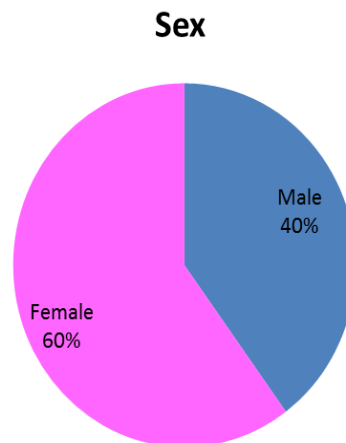
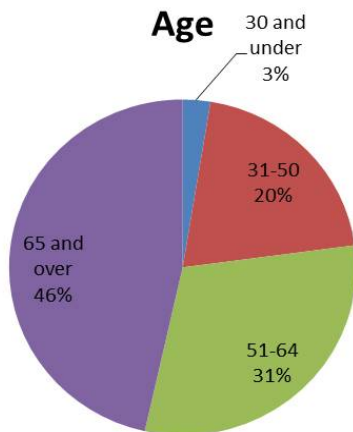
Answer Options	Response Percent	Response Count
Yes	14.1%	60
No	76.1%	324
Have already used	0.9%	4
Intend to use	8.0%	34
Not interested	3.8%	16
Comment:		14
<i>answered question</i>		426
<i>skipped question</i>		0



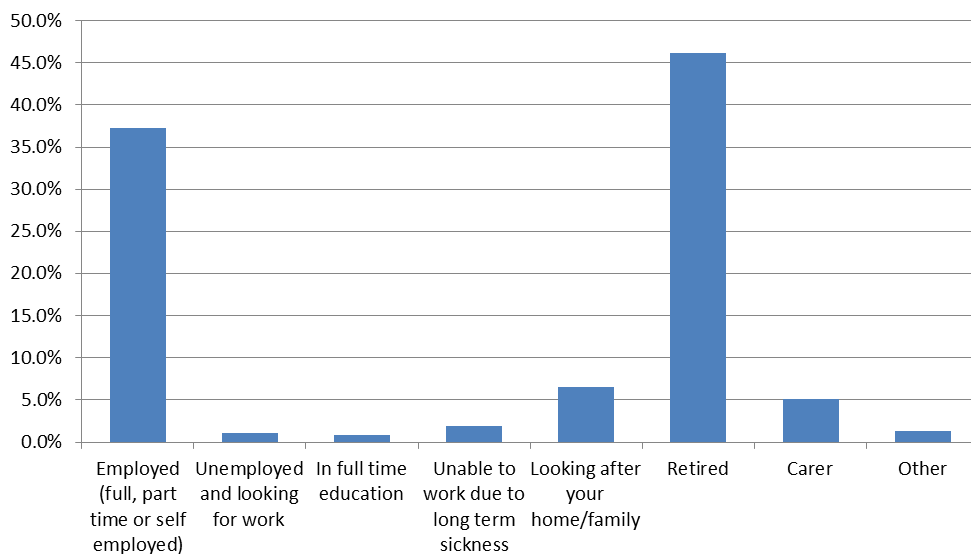
- I'll let someone know when I'm not happy
- Not had to attend Buckden Surgery
- I /We will pick the card up on next visit.
- I have not needed to go to the surgery so have not seen the postcards
- More nonsense, if I ever have a problem I will discuss it with the relevant party.
- Will endeavour to fill in a card next time I am at the surgery
- Have not been to the surgery since last March
- Will use now I know about it

10)Demographics - please tick all that apply:

Answer Options	Response Percent	Response Count
30 and under	2.6%	11
31-50	20.4%	87
51-64	30.8%	131
65 and over	46.7%	199
Male	38.0%	162
Female	57.3%	244
Employed (full, part time or self employed)	41.5%	177
Unemployed and looking for work	1.2%	5
In full time education	0.9%	4
Unable to work due to long term sickness	2.1%	9
Looking after your home/family	7.3%	31
Retired	51.4%	219
Carer	5.6%	24
Other	1.4%	6
<i>answered question</i>		426
<i>skipped question</i>		0



Employment



Annex A - Suggestions extracted from comments

Comments (or example)

A number of comments indicated that they had not received the newsletter or did not know how to unsubscribe.

Practice Response

If we hold your email address, you will automatically be emailed our newsletter unless you state otherwise. Should you decide that you no longer wish to receive it, please let us know by emailing bandlp@nhs.net and you will be removed from our mailing list. If you have missed it, the newsletter can also be found on our website

<http://www.bandlp.co.uk/pages/Newsletter> and copies can be read in the waiting room. Please ask reception for a hard copy should you wish to take one home.

Many of the comments noted that they were able to have their flu injection during a routine appointment with the doctor before flu day.

We were able to obtain flu vaccines earlier than in previous years to enable us to administer some jabs before flu day, opportunistically. If available early again this year, we will endeavour to do the same. We feel this is of great benefit to the patient who need not attend surgery again just for their jab.

We have emailed newsletters to our patients containing a full explanation of our Nurse Practitioner's role last year and though statistics showed a rise in awareness of the NP's role, some still felt they were unsure whether to book the NP or a doctor.

We will repeat the role explanation in our next newsletter for all those who might have missed it.

We have emailed newsletters to our patients containing a link to the CQC website and our full report as a large portion of respondents had not read it had missed the article in our newsletter.

We will resend the link via our next newsletter to the CQC website.

Annex B - Buckden and Little Paxton Patient Participation Action Plan

Action Point	Objective	Action Required and Timescales
Nurse Practitioner's Role	To inform or remind patients.	Re-send details of Nurse Practitioner's role via Newsletter Timescale: April/May Newsletter
CQC Report	Nearly 62% of respondents had not read the CQC report.	Resent link to CQC report via newsletter and re-publicise on our Website. Timescale: April/May Newsletter
Friends & Family Test	Increase patient responses.	Ask Reception team to promote more readily. Introduce FFT day once a month. Timescale: Ongoing
Raise Awareness of PPG	Succession Planning	Promote via local magazine, news screens, emails and posters within our surgeries. Timescale: September 2015