

**BUCKDEN AND LITTLE PAXTON  
SURGERIES**

**PATIENT CONSULTATION**

**FEBRUARY 2016**

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## **Introduction**

Questions were formulated for the 2015/16 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.

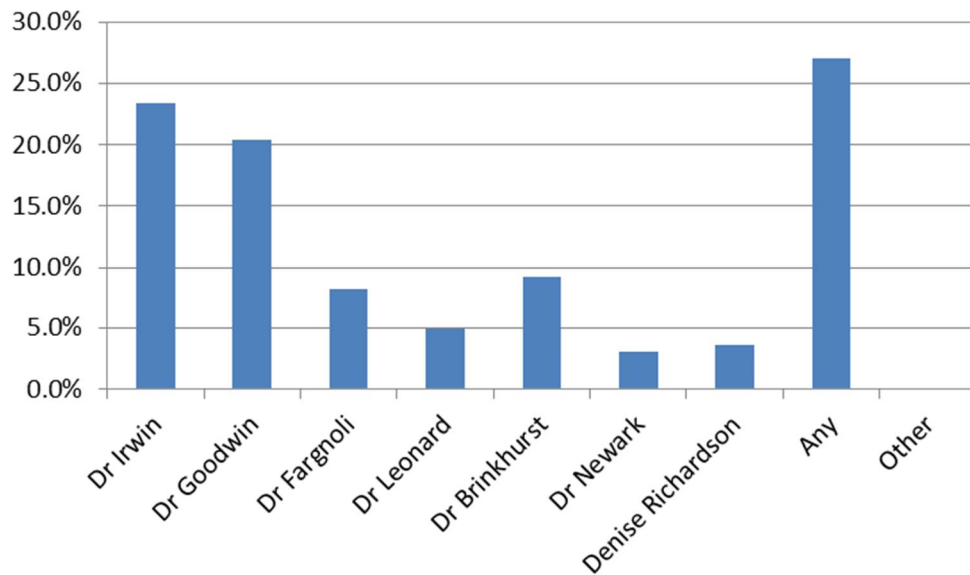
Details of the demographics of the group are shown at Question 10.

## **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 2016. 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 B.

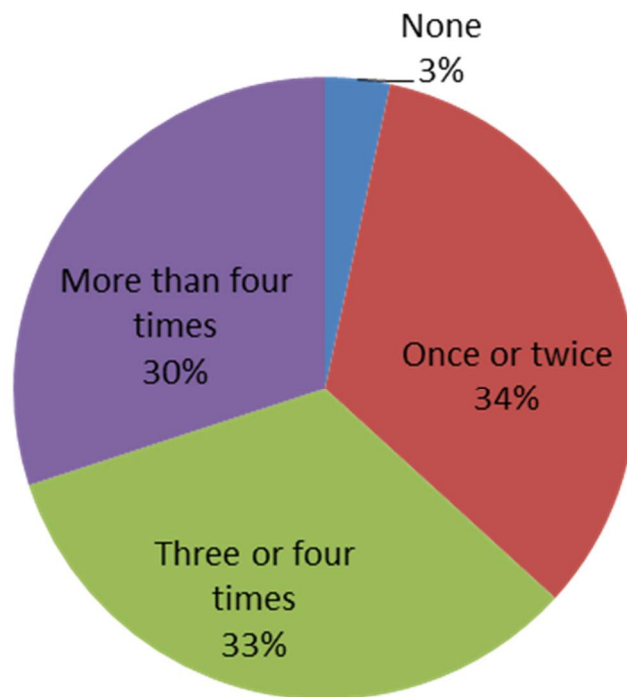
## 1. Which doctors do you usually see?

Which Doctor do you normally see?		
Answer Options	Response Percent	Response Count
Dr. Irwin	23.4%	104
Dr. Goodwin	20.4%	91
Dr. Fagnoli	8.3%	37
Dr. Leonard	4.9%	22
Dr. Brinkhurst	9.2%	41
Dr Newark	3.1%	14
Nurse Practitioner Denise Richardson	3.6%	16
Any available	27.0%	120
Other (please specify)		24
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



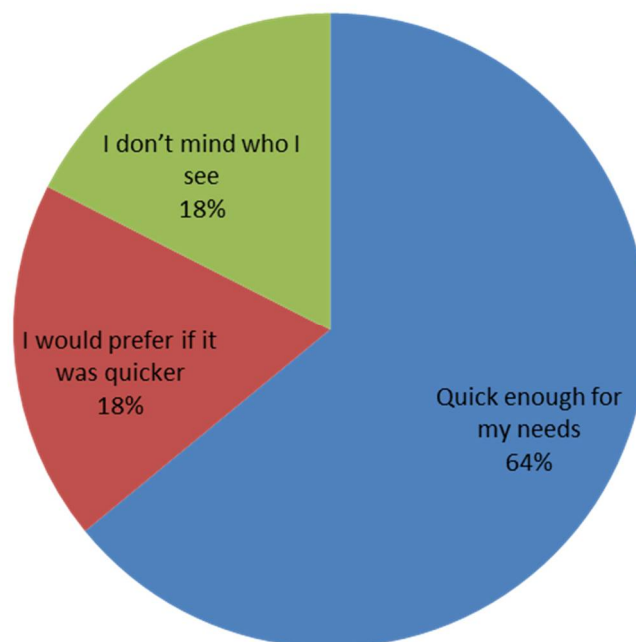
2. In the past 12 months, approximately how many times have you visited for an appointment with any clinician including a nurse?

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	3.4%	15
Once or twice	33.7%	150
Three or four times	33.5%	149
More than four times	30.3%	135
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



### 3. How quickly can you get an appointment with your preferred doctor?

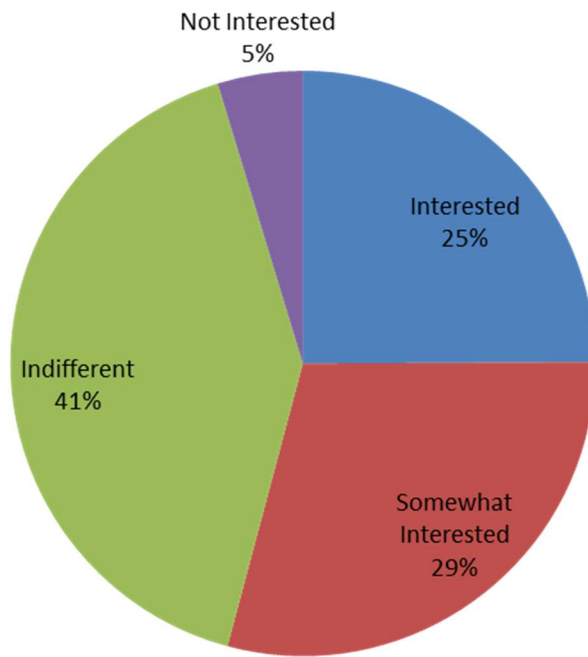
How quickly can you get an appointment with your preferred doctor?		
Answer Options	Response Percent	Response Count
Quick enough for my needs	64.0%	285
I would prefer if it was quicker	18.4%	82
I don't mind who I see	17.5%	78
Comment:		49
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



- The appointments system works well.
- Receptionists offer Little Paxton appointments where available as well to expedite appointment. Brilliant.
- I have always been seen by my choice of doctor
- I prefer to see the same GP but if they're not available then I am happy with any GP
- I have monthly appts so after each one I book the next. That works well for me.
- Excellent service for emergency appointments.
- We have no problems as we always see him on the day we phone
- I have been seen at very short notice
- I trust all of our doctors
- The doctor I prefer to see only works part time - I mainly wish to see a female doctor

4. Little Paxton Patient Association is merging with Buckden Surgery Patient Association with approximately 2800 patients of our total 8500 registered at Little Paxton (32%). How do you feel about the two sites combining their efforts in terms of views, news and fundraising?

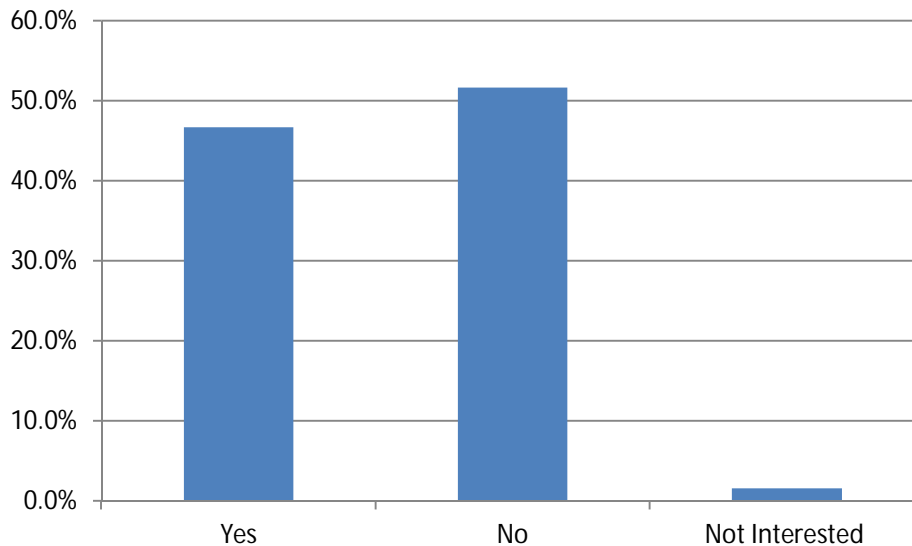
Little Paxton Patient Association is merging with Buckden Surgery Patient Association with approximately 2800 patients of our total 8500 registered		
Answer Options	Response Percent	Response Count
Interested	24.9%	111
Somewhat Interested	29.2%	130
Indifferent	41.1%	183
Not Interested	4.7%	21
Comment:		36
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



- It could have many advantages
- Sounds like a very good idea!
- Believe it could be a positive move
- Combining the 2 groups may make for a wider view of important factors.
- This seems a logical step.
- Seems a most sensible option to combine
- The merge should be beneficial to both surgeries.

5. We have been doing the opinion matters survey (friends and family test) for over a year now and the results are published on the website and are also in the waiting room. Have you participated?

We have been doing the your opinion matters survey (friends and family test) for over a year now and the results are published on the website and		
Answer Options	Response Percent	Response Count
Yes	46.7%	208
No	51.7%	230
Not interested	1.6%	7
Comment:		18
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>

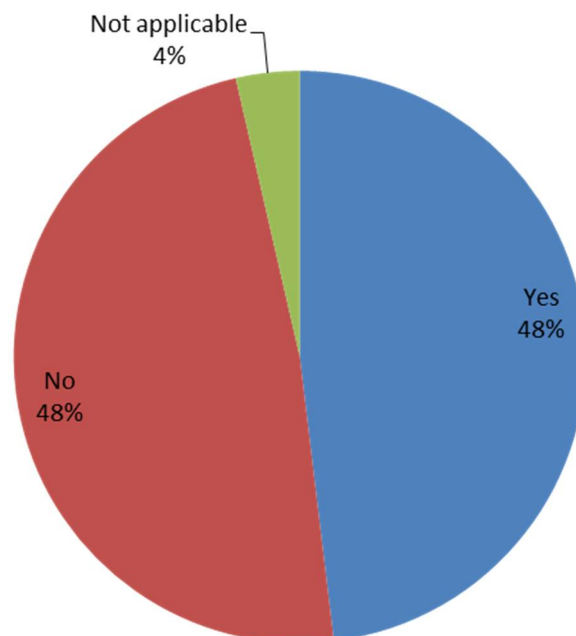


- It is important to cooperate and be involved.
- Happy to participate now
- Was not aware of this
- Not sure, but interested. - \*please see Annex A page 14 for practice response



6. We have listened to patient feedback and have recently installed Wi-Fi at Buckden Surgery. Would you use the available free open Wi-Fi when in the Surgery?

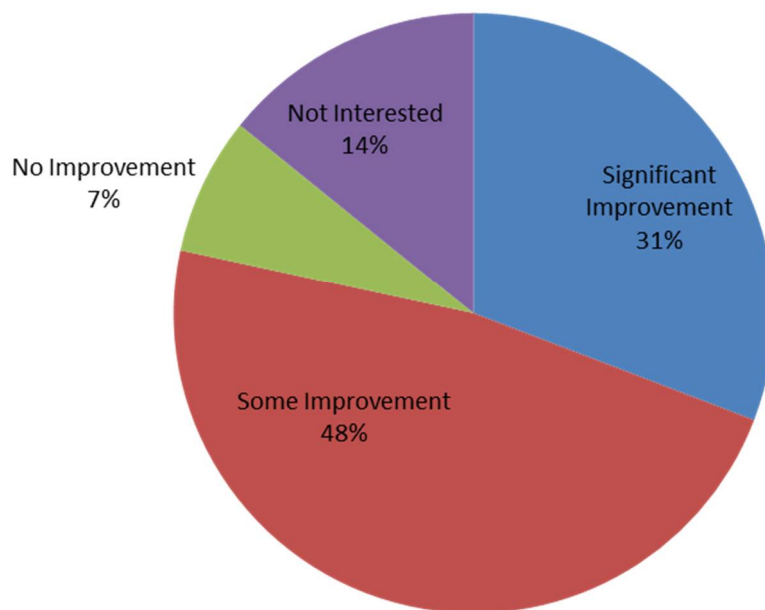
We have listened to patient feedback and have recently installed Wi-Fi at Buckden Surgery. Would you use the available free open Wi-Fi when in the		
Answer Options	Response Percent	Response Count
Yes	48.1%	214
No	48.3%	215
Not applicable	3.6%	16
Comment:		41
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



- Only in waiting area, would switch off before seeing doc.
- Wasn't aware of this - thank you.
- I was under the impression that all phones were to be turned off in the surgery. If this is the case why install Wi-Fi - \*Please see Annex A page 14 for practice response.
- Only if I urgently needed to check something. Normally I don't mind waiting though
- Especially as I'm often the driver for patients
- Unlikely but nice to have it available
- Possibly but generally I do not have to wait too long and I enjoy reading the magazines kindly provided.
- Thankyou, I have got in the habit of turning my mobile off in the surgery
- Little Paxton poor relations again- \*please see Annex A page 14 for practice response.

**7. The Buckden and Little Paxton Patient Associations have funded the replacement of all waiting room chairs at Buckden Surgery with new infection prevention and control chairs along with one high back infection prevention and control chair at Little Paxton Surgery. How much of an improvement do you feel this has made?**

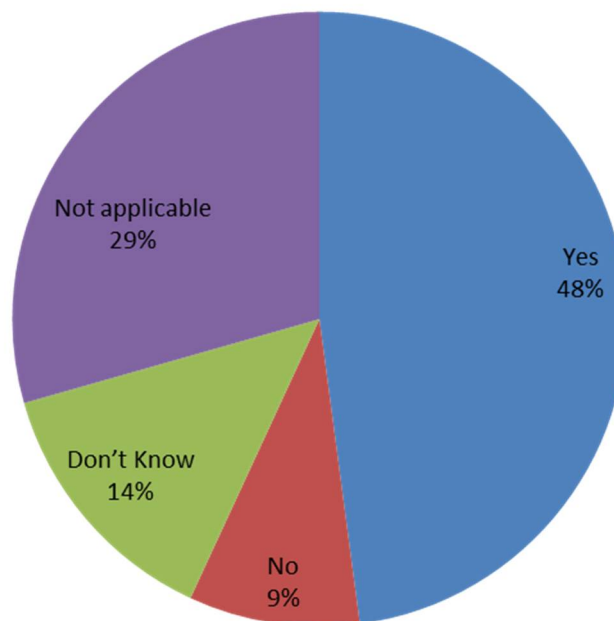
The Buckden and Little Paxton Patient Associations have funded the replacement of all waiting room chairs at Buckden Surgery with new		
Answer Options	Response Percent	Response Count
Significant improvement	30.8%	137
Some improvement	47.6%	212
No improvement	7.4%	33
Not interested	14.2%	63
Comment:		68
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



- Probably good idea- hadn't noticed any problem with the others.
- They look nice, noticed them immediately.
- Have not noticed but a good idea.
- The higher chairs are very welcome
- Hope that both surgeries will be treated the same and that Buckden does not get everything first. Before replacing the chairs at Buckden at least they were comfortable whereas the chairs at Little Paxton are not. - \*please see Annex A page 14 for practice response.
- I am fortunate not to need a particular chair but this must be helpful to patients that do require this assistance
- Every little help

8. Little Paxton Surgery building belongs to NHS England and not the partners so we cannot always make the changes we would like. Do you feel an automatic door from foyer to the waiting room would be useful?

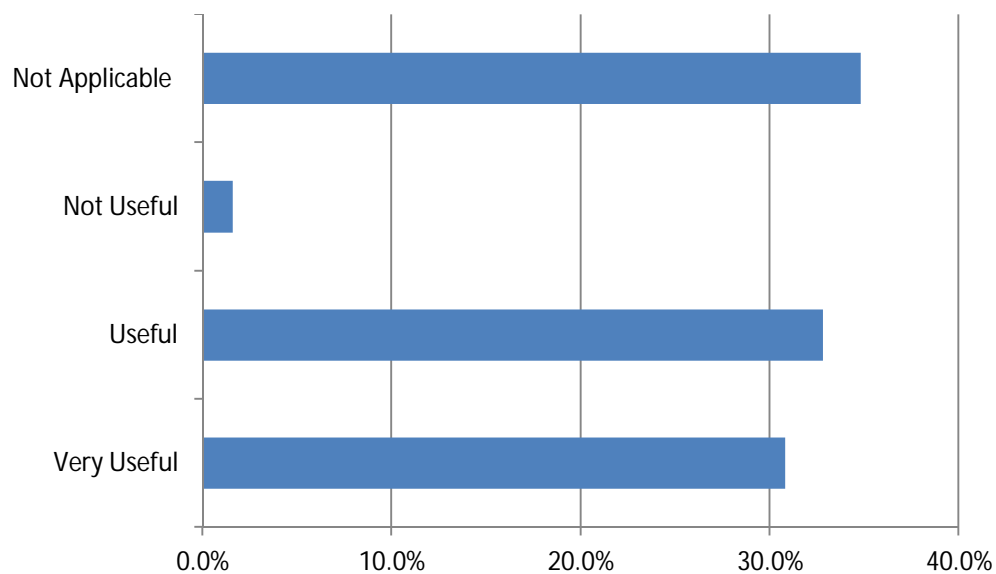
Little Paxton Surgery building belongs to NHS England and not the partners so we cannot always make the changes we would like. Do you		
Answer Options	Response Percent	Response Count
Yes	47.9%	213
No	9.0%	40
Don't know	13.7%	61
Not applicable	29.4%	131
Comment:		43
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



- Especially for anyone like me on crutches!
- Helpful for those with limited mobility or strength.
- But for people with a disability it would be helpful
- Yes as I have seen people struggling through the doors with pushchairs
- I don't think fully automatic is necessary, but assisted opening with press button operation would be useful for wheelchair users and mums with prams.
- The door can be difficult for some disabled people especially if they are unaccompanied.
- Could be useful for less mobile people
- would make it easier for my wife who uses a mobility scooter
- Useful but not essential, sure that money could be spent elsewhere and would be of better use

9. The surgery has made available more telephone appointments outside normal surgery hours. Do you find these useful?

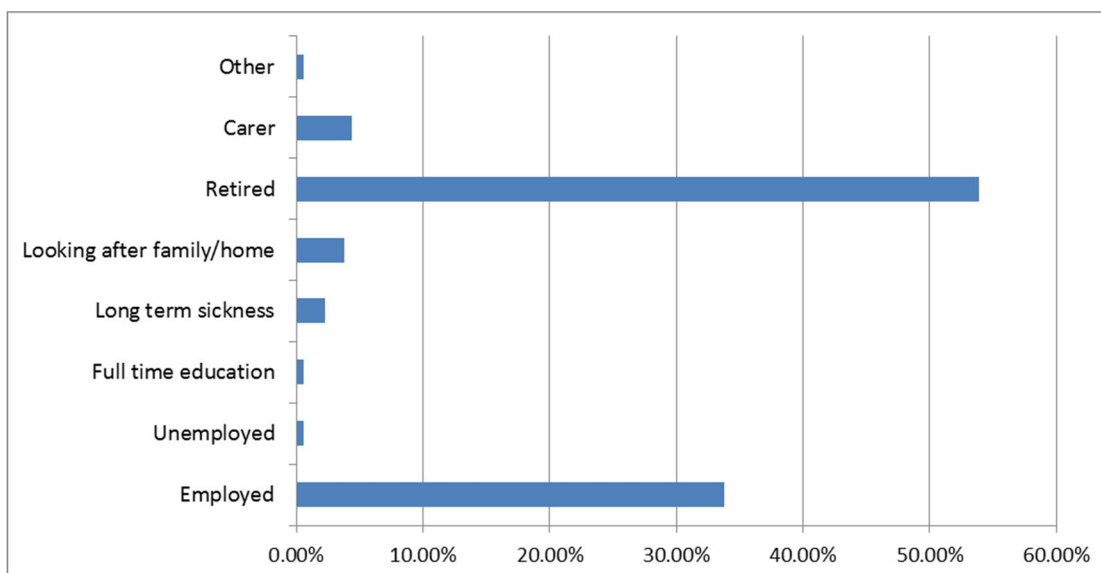
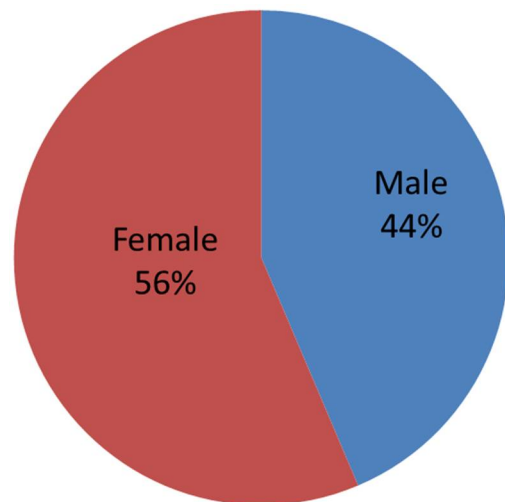
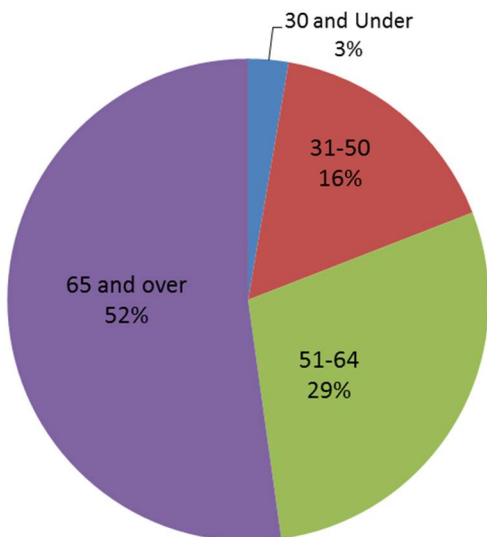
The surgery has made available more telephone appointments outside normal surgery hours. Do you find these useful?		
Answer Options	Response Percent	Response Count
Very Useful	30.8%	137
Useful	32.8%	146
Not Useful	1.6%	7
Not applicable	34.8%	155
Comment:		55
<i>answered question</i>		<b>445</b>
<i>skipped question</i>		<b>0</b>



- We haven't had to use it, but happy you have increased it.
- A good service for working patients.
- They're very useful to someone like me who is house-bound.
- Would be well suited to my needs
- I personally think that telephone appointments are great although I haven't used them outside normal Surgery Hours but I can see the benefit.
- A really good idea. I have used to renew my repeat medications. I would imagine it saves time and money.
- Much appreciated and excellent facility especially for those patients unable to access the surgery during usual working hours
- Sometimes you just need the doctor to answer a question so making an appointment seems unnecessary.
- I haven't used them yet but could see them to be helpful. I think it would be better to have these throughout the day though as I sometimes just need to discuss something but don't want to wait until the evening. Also, I may want to actually see someone in the evening so it just doesn't make a lot of sense to restrict them in this way.- \*please see Annex A page 14 for practice response

## 10. Demographics

Demographics - please tick all that apply:		
Answer Options	Response Percent	Response Count
Answer options	2.9%	13
30 and under	2.7%	12
31-50	16.4%	73
51-64	28.8%	128
65 and over	52.4%	233
Male	41.8%	186
Female	54.2%	241
Employed (full, part time or self employed)	36.4%	162
Unemployed and looking for work	0.7%	3
In full time education	0.7%	3
Unable to work due to long term sickness	2.5%	11
Looking after your home/family	4.0%	18
Retired	58.0%	258
Carer	4.7%	21
Other	0.7%	3



## **Annex A-** Suggestions extracted from comments

*Many comments stated that Little Paxton Surgery is the poor relation in comparison to Buckden Surgery for example the Wi-Fi and the new chairs.*

Practice response- The Little Paxton property does not belong to the partners and so we are not able to make all the changes we would like. Little Paxton already had the infection control wipeable chairs and so the practice and the Patient Association felt there was no need to change them.

*There are a few comments that indicate some patients are unaware of the your opinion matters survey (friends and family test) but are willing to participate.*

Practice response- We will add another reminder into the next newsletter to inform patients about the continuous survey and maintain our awareness within the surgery.

*Some comments were made regarding more telephone appointments during the day not just in the morning and evening.*

Practice response – GPs are seeing patients face-to-face during the day both for routine and emergency appointments. GPs do telephone patients before visiting them in their homes and will make phone calls if appropriate should the patient phone the receptionists and explain the reason why they require a call back from the GP.

*A number of comments noted that they thought mobile phones had to be turned off whilst in the surgery and so why did we install Wi-Fi.*

Practice response- We responded to some suggestions during the year where patients have requested we install WiFi. In the past, we have requested mobile phones to be switched off as some patients were unhappy with overhearing others' conversations whilst waiting. However, we do understand the necessity to move with the times and for some patients who require the need to stay in touch whilst at the surgery. We now request that mobile phones be set to vibrate/silent and for calls to be taken outside of the main waiting room if they cannot wait. Surgery signs to this effect are in operation.

## Annex B

### Annex B - Buckden and Little Paxton Patient Participation Action Plan

Action Point	Objective	Action Required and Timescales
Wi-Fi	To inform patients	<p>Already informed in last newsletter but reconfirm in next. Reiterate need to take calls outside and turn phones to silent/vibrate to help alleviate disturbances to other patients.</p> <p>Timescale: June Newsletter</p>
Automatic door at Little Paxton	To bring the door up to DDA standards	<p>PM has been in discussion for the last two years with NHS Properties who manage the building on behalf of NHS England for a compliant automatic door to be installed. Further meeting was held in February 2016. NHS Properties have confirmed money in budget during 2016/17 for improvement.</p> <p>Timescale: by March 2017</p>
Friends & Family Test	Increase patient responses and inform patients.	<p>Ask Reception team to promote more readily. Reiterate in the next newsletter. Continue with "Friends and Family Days" where we pick a day in the month for focussing on promotion.</p> <p>Timescale: Ongoing</p>
Buckden and Little Paxton Patients' Association	Assist in increasing awareness.	<p>Another push in our next newsletter. Continue to support BLPPA.</p> <p>Timescale: Ongoing</p>

## Annex C

### Annex C – Last Year's Action Plan

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