

**BUCKDEN AND LITTLE PAXTON
SURGERIES**

PATIENT CONSULTATION

FEBRUARY 2017

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Q4 The CCG are planning to offer and fund Wi-Fi at Little Paxton Surgery for patient use. They would also be looking to fund the existing Wi-Fi at Buckden Surgery. Would you find Wi-Fi useful at Little Paxton Surgery?

Q5 At Buckden Surgery we have recently had new hygienic flooring in the waiting areas and the clinical rooms bringing them up to standard with infection prevention and control policies. We think these areas look very smart! How much of an improvement do you feel this had made?

Q6 We had our Care Quality Commission inspection <http://www.cqc.org.uk/location/1-539150728> within the last year and were rated as OUTSTANDING. 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?

Q7 We like to stay in touch with 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?

Q8 As mentioned in the last survey Buckden and Little Paxton Patients' Association are now one entity. They hold their hour-long AGM annually in September and would be keen to see more patients attend. The AGM is an attempt to bring the wider audience together to discuss plans for your surgery, your collective healthcare needs and all manner of issues which may affect you as patients. If you would be interested in coming along to the AGM, please ensure we have you up-to-date email address to send you the invitation nearer the time. Would you be interested in coming along to the AGM?

Q9 We are a research ready practice which enables us to participate in research studies that the Clinical Research Network (CRN) offers to benefit the future wider community. Studies are always anonymised and you may be invited to take part in some. However, no study is compulsory and patients may decline any invitation to join a study. We believe that research studies will help shape the future of NHS services and future medications. Do you feel this is a valuable asset?

Q10 Demographics

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Introduction

Questions were formulated for the 2016/17 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.

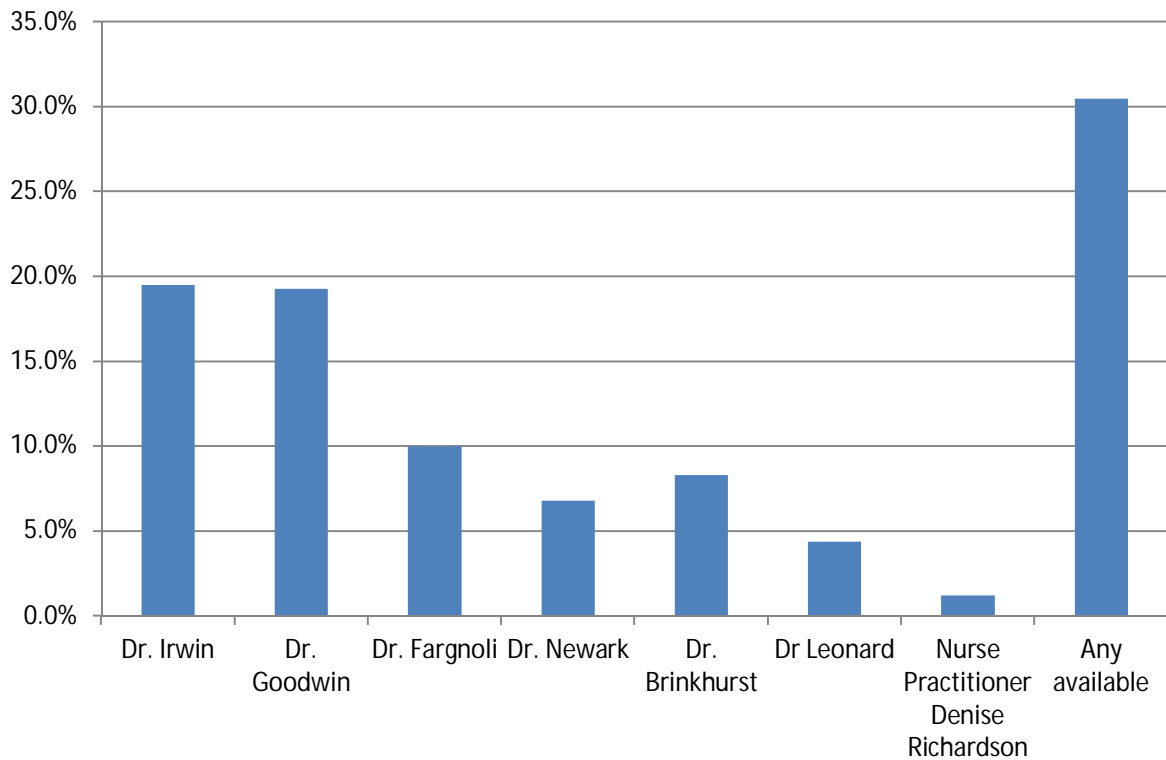
Details of the demographics of the group are shown at Question 10.

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 2017. 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.

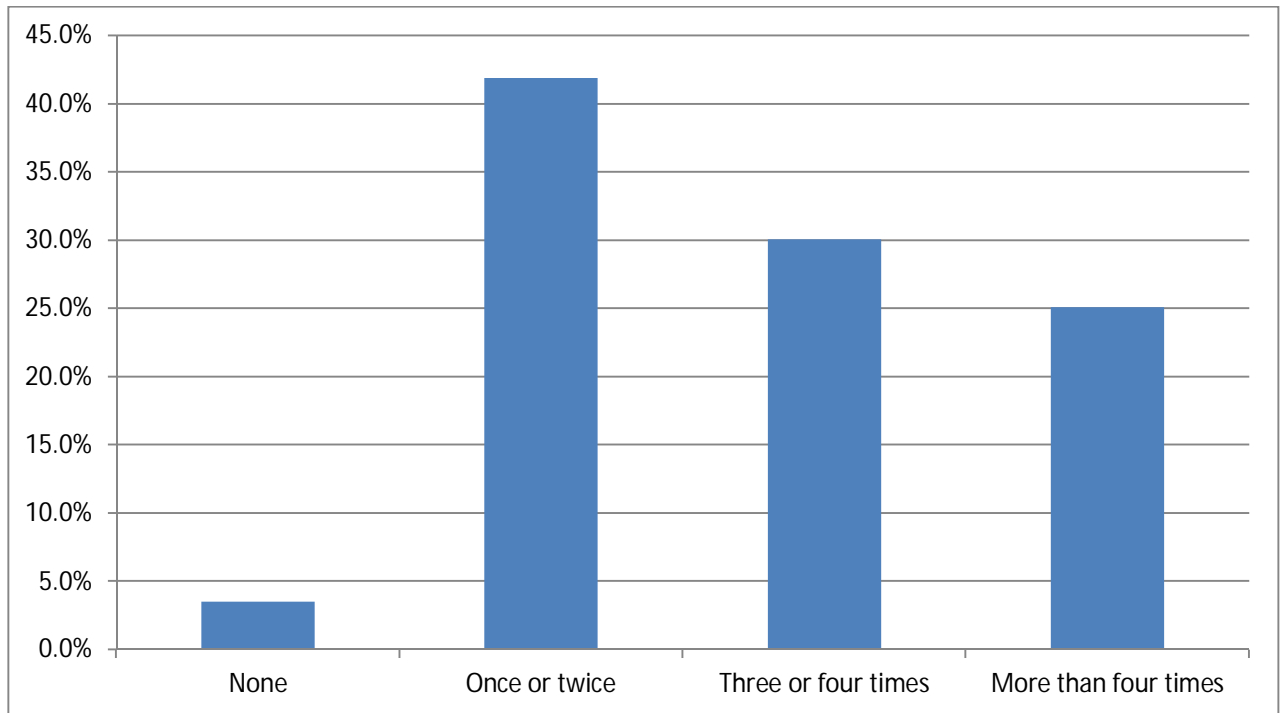
1. Which doctors do you usually see?

Answer Options	Response Percent	Response Count
Dr. Irwin	19.5%	101
Dr. Goodwin	19.3%	100
Dr. Fagnoli	10.0%	52
Dr. Newark	6.8%	35
Dr. Brinkhurst	8.3%	43
Dr Leonard	4.4%	23
Nurse Practitioner Denise Richardson	1.2%	6
Any available	30.5%	158
<i>answered question</i>		518
<i>skipped question</i>		0



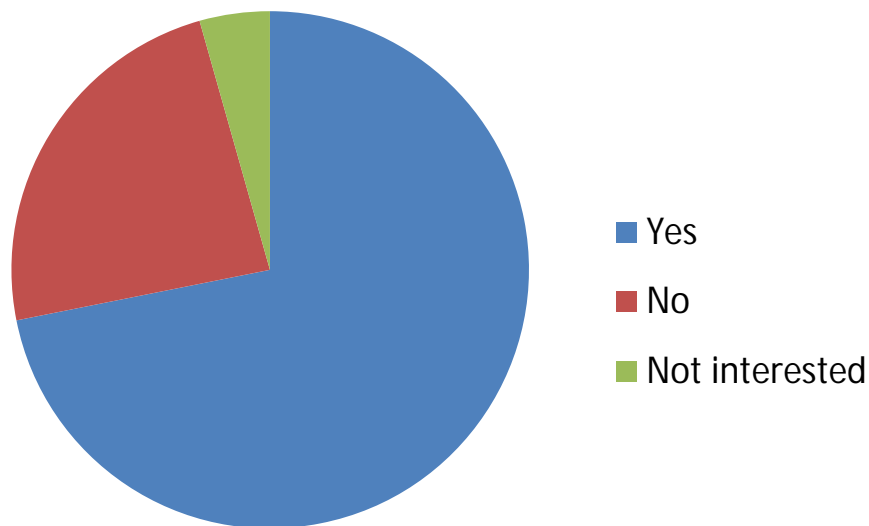
2. In the past 12 months, approximately how many times have you visited for an appointment with any clinician including a nurse?

Answer Options	Response Percent	Response Count
None	3.5%	18
Once or twice	41.9%	217
Three or four times	30.1%	156
More than four times	25.1%	130
<i>answered question</i>		518
<i>skipped question</i>		0



3. Through online access you are now able to book appointments and order repeat medication over the internet, at a time convenient to you. Are you aware of this service? Please speak to reception for more details.

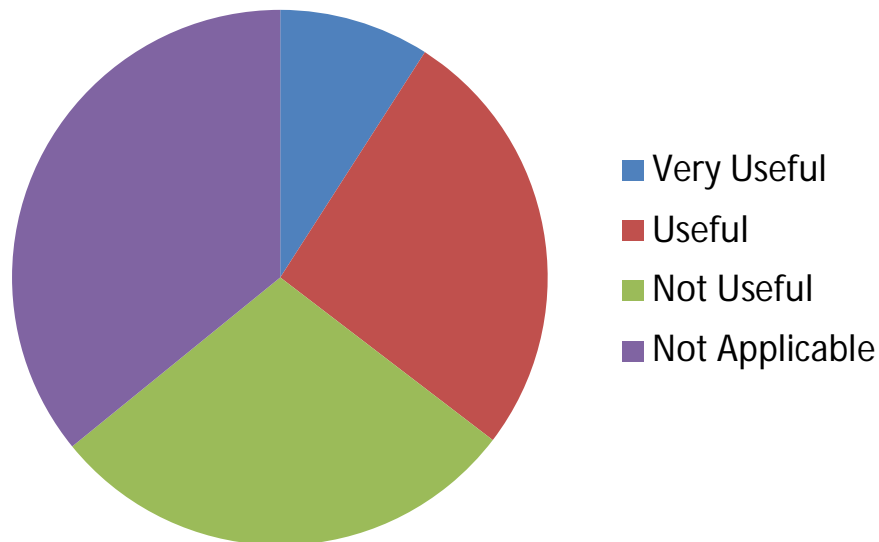
Answer Options	Response Percent	Response Count
Yes	71.8%	372
No	23.7%	123
Not interested	4.4%	23
Comment:		95
<i>answered question</i>		518
<i>skipped question</i>		0



- An excellent service especially for working people to renew scripts
- Very useful for family members on medication
- Not aware that I could order repeat prescriptions online - I will investigate.
- Used it for repeat prescriptions. Did not know it covers appointments as well.
- Very helpful service, I use it a lot.
- I would rather talk to a person (old fashioned!)
- Valuable facility.
- Used it for repeat prescriptions. Did not know it covers appointments as well.
- I try and use this as much as possible, excellent service.
- Sounds great, I'll definitely do this!
- Can the form be emailed to me?
- I will speak to reception regarding this. My husband uses this facility and I also intend to use it.

4. The CCG are planning to offer and fund Wi-Fi at Little Paxton Surgery for patient use. They would also be looking to fund the existing Wi-Fi at Buckden Surgery. Would you find Wi-Fi useful at Little Paxton Surgery?

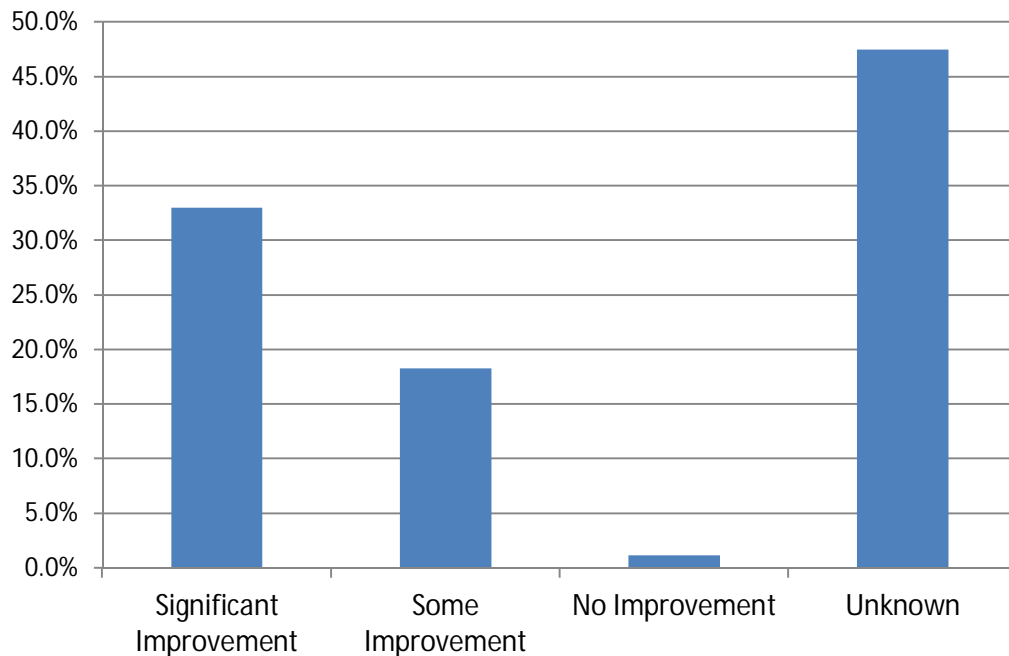
Answer Options	Response Percent	Response Count
Very Useful	9.1%	47
Useful	26.3%	136
Not Useful	28.8%	149
Not Applicable	35.9%	186
Comment:		62
<i>answered question</i>		518
<i>skipped question</i>		0



- I probably would not use it.
- Personally can't see the need for it, but I'm sure some people can't live without it!
- Would rather money was spent on patient care
- The money could be best used to improve the practice. Cannot see why WIFI is necessary
- Useful, but not essential.
- I'm not there often enough or long enough to need Wi-Fi
- Telephone 3/4g is awful in LP so this would be helpful
- All my devices are 3G or 4G, so don't rely on Wi-Fi
- Would just encourage phones to annoy patients even more!

5. At Buckden Surgery we have recently had new hygienic flooring in the waiting areas and the clinical rooms bringing them up to standard with infection prevention and control policies. We think these areas look very smart! How much of an improvement do you feel this has made?

Answer Options	Response Percent	Response Count
Significant Improvement	33.0%	171
Some Improvement	18.3%	95
No Improvement	1.2%	6
Unknown	47.5%	246
Comment:		67
<i>answered question</i>		518
<i>skipped question</i>		0

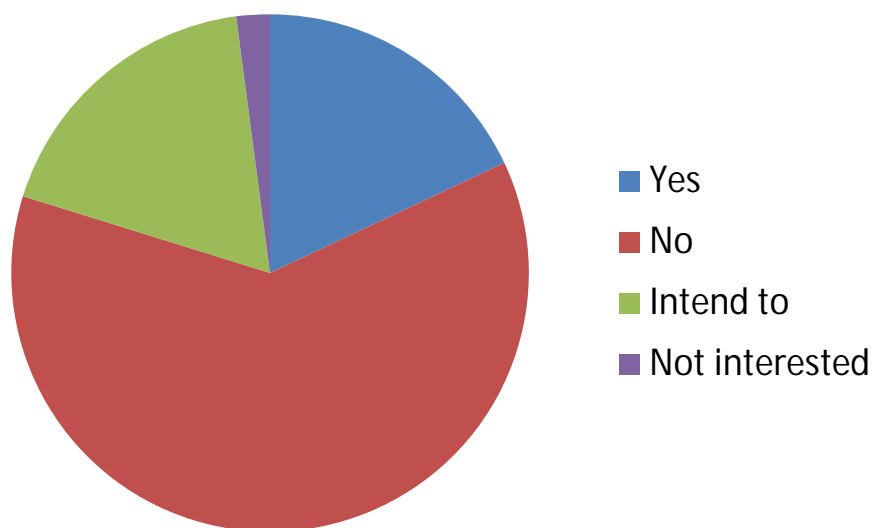


- I haven't noticed it, I've always thought the surgery looks great: comfortable clean and friendly.
- Now fresh and clean looking
- Looks great and added bonus of infection prevention.
- Aesthetics aside, what measures are in place to evaluate infection prevention and control? **Please see annex A for a practice response*
- Hadn't noticed any change but I'm sure it's a good thing.
- Hygienic flooring is important to prevent infection

6. We had our Care Quality Commission inspection

<http://www.cqc.org.uk/location/1-539150728> within the last year and were rated as **OUTSTANDING**. 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?

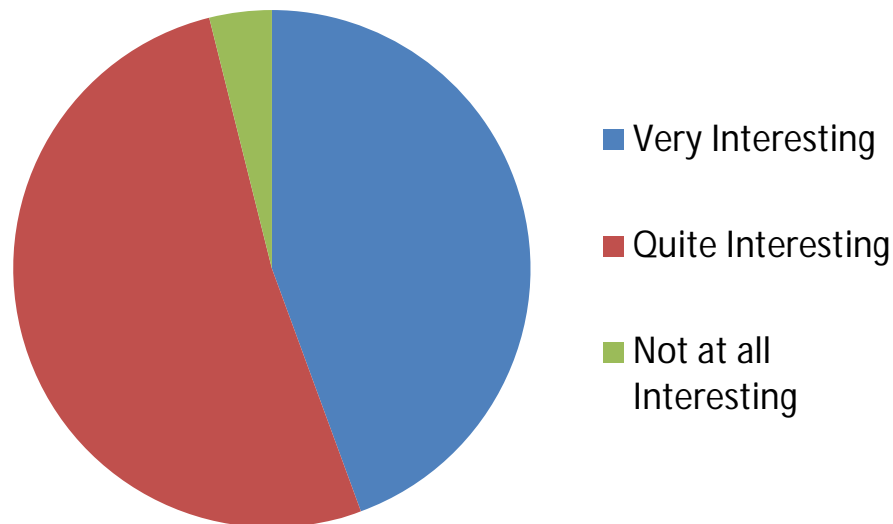
Answer Options	Response Percent	Response Count
Yes	18.0%	93
No	61.8%	320
Intend to	18.1%	94
Not interested	2.1%	11
Comment:		37
<i>answered question</i>		518
<i>skipped question</i>		0



- We should be very proud that we as patients benefit from such an exemplary service
- As a new patient, I was not aware of this report but do intend to read it.
- Read the details in the newsletter.
- I am interested and will look. Well done all involved.
- I saw the outcome but saw no need to read the detailed report
- Proud of our surgery and the staff
- I will certainly read it.
- Have found from experience the Surgery has been outstandingly good!

7. We like to stay in touch with 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?

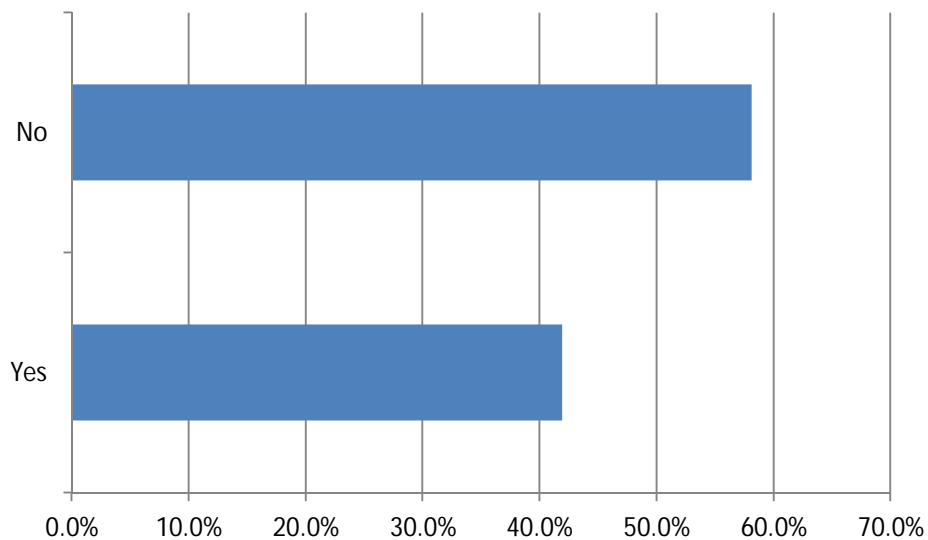
Answer Options	Response Percent	Response Count
Very Interesting	44.4%	230
Quite Interesting	51.7%	268
Not at all Interesting	3.9%	20
Comment:		26
<i>answered question</i>		518
<i>skipped question</i>		0



- An extra bonus to a wonderful surgery
- I found the newsletter informative and interesting, particularly as a new patient and being new to the area.
- I applaud your efforts to communicate with your patient body.
- Seems to concentrate on Buckden **Please see annex A for a practice response*
- I like to know about the comings and goings of staff and any news from the Buckden surgery.
- Helps to make the surgery feel more a part of the community.
- I think this could also include a bit of simple straight forward health education such as basic First Aid, viral infections signs of stroke etc **Please see annex A for a practice response*
- I read them when I have time. Helps to feel you belong.

8. As mentioned in the last survey Buckden and Little Paxton Patients' Association are now one entity. They hold their hour-long AGM annually in September and would be keen to see more patients attend. The AGM is an attempt to bring the wider audience together to discuss plans for your surgery, your collective healthcare needs and all manner of issues which may affect you as patients. If you would be interested in coming along to the AGM, please ensure we have you up-to-date email address to send you the invitation nearer the time. Would you be interested in coming along to the AGM?

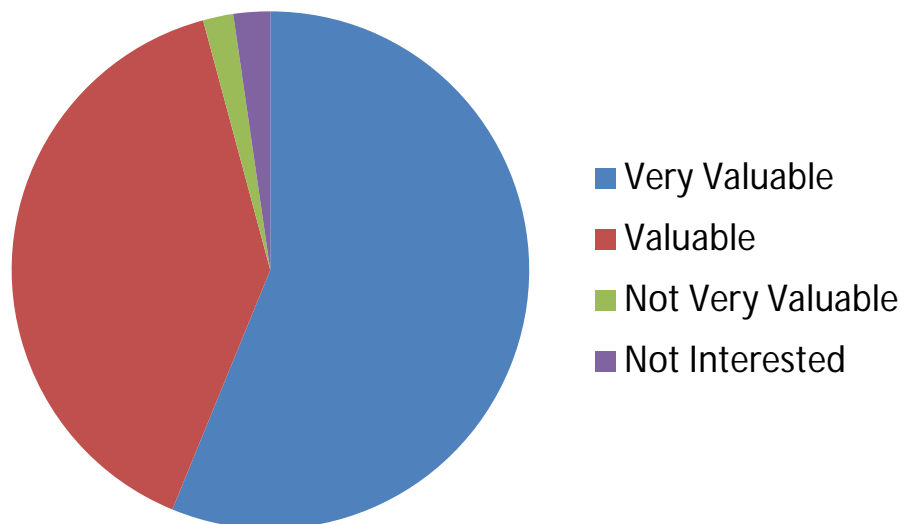
Answer Options	Response Percent	Response Count
Yes	41.9%	217
No	58.1%	301
Comment:		44
<i>answered question</i>		518
<i>skipped question</i>		0



- I would like to attend (work permitting)
- I would also be interested in joining the patient participation group but cannot find how to apply. I think this group focus is with Buckden residents rather than outlying villages *Please see annex A for a practice response
- I would attend if I am able to.
- Possibly
- Good to get involved and support

9. **We are a research ready practice which enables us to participate in research studies that the Clinical Research Network (CRN) offers to benefit the future wider community. Studies are always anonymised and you may be invited to take part in some. However, no study is compulsory and patients may decline any invitation to join a study. We believe that research studies will help shape the future of NHS services and future medications. Do you feel this is a valuable asset?**

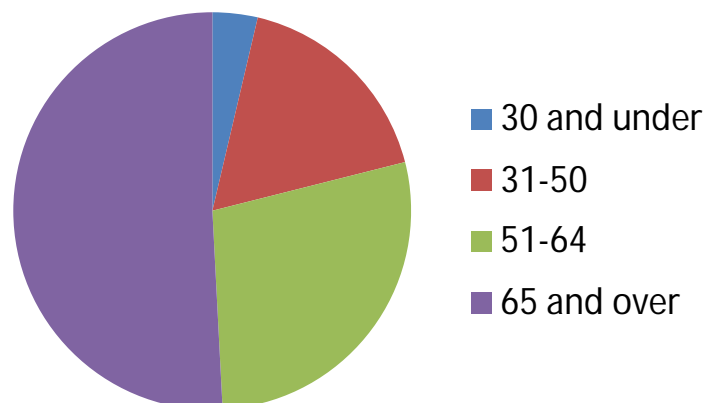
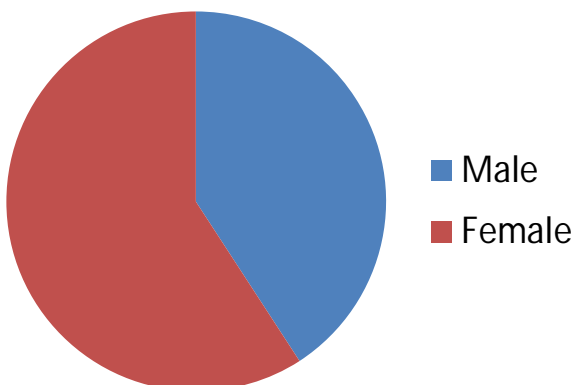
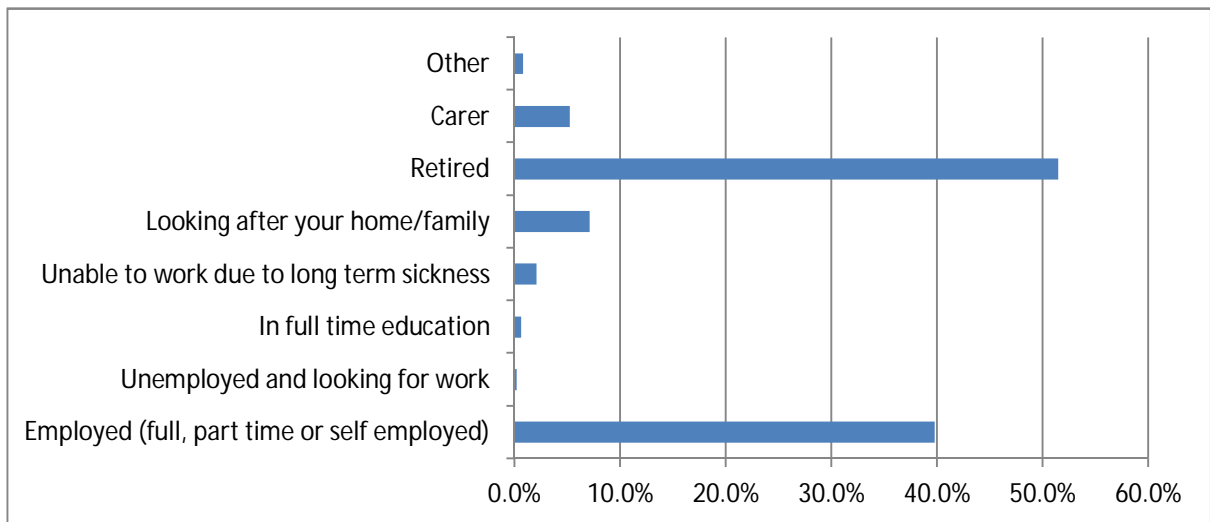
Answer Options	Response Percent	Response Count
Very Valuable	56.2%	291
Valuable	39.6%	205
Not Very Valuable	1.9%	10
Not Interested	2.3%	12
Comment:		18
<i>answered question</i>		518
<i>skipped question</i>		0



- Research studies are an invaluable way of improving practice.
- Always happy to participate if needed
- I should be interested to know whether the practice has research links with specific hospitals in the region. **Please see annex A for a practice response*
- Essential in the ever changing world!
- This can only help the progress of health care.
- I would help if I was approached. We need to help the future people.
- Always willing to try to be useful.

10. Demographics

Answer Options	Response Percent	Response Count
Answer options	2.5%	13
30 and under	3.7%	19
31-50	17.4%	90
51-64	28.2%	146
65 and over	51.0%	264
Male	39.2%	203
Female	56.8%	294
Employed (full, part time or self employed)	39.8%	206
Unemployed and looking for work	0.2%	1
In full time education	0.6%	3
Unable to work due to long term sickness	2.1%	11
Looking after your home/family	7.1%	37
Retired	51.5%	267
Carer	5.2%	27
Other	0.8%	4
<i>answered question</i>		518
<i>skipped question</i>		0



Annex A- Practice responses

5. At Buckden Surgery we have recently had new hygienic flooring in the waiting areas and the clinical rooms bringing them up to standard with infection prevention and control policies. We think these areas look very smart! How much of an improvement do you feel this has made?

Aesthetics aside, what measures are in place to evaluate infection prevention and control?

PM's response: Many! We have strict rota systems in-house to ensure the emptying and safe disposal of clinical waste, a check-list rota carried out monthly by an admin member checking for cleanliness such as dust under the couches, rips in pillows, sharps bins in date etc. We carry out weekly legionella management control by testing the temperatures of both hot and cold sentinel taps and we employ a cleaning company who have a strict timetable to work to in terms of wiping, cleaning and tidying and whose timetable is checked monthly to ensure adherence. Disposable cloths and mops are utilised and national colour-coded buckets to prevent cross contamination. All staff undergo annual infection prevention and control training and our policies are updated a minimum of annually. All the above applies to both surgery sites.

7. We like to stay in touch with 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?

Seems to concentrate on Buckden

PM's response: We are most surprised by this response such that we have looked through back-copies and respectfully find this is really not the case. Except for any details relating to the Dispensary service which we are unable to offer at Little Paxton, articles affect both Buckden and Little Paxton patients not least because patients registered at either practice can visit either site. With one or two exceptions, all team members work at both sites and any new services we inform you of, are to benefit all patients. We are one surgery but dual-sited and much work has been done to ensure full integration.

I think this could also include a bit of simple straight forward health education such as basic First Aid, viral infections signs of stroke etc

PM's response: Whilst we understand that this might be of interest to some of our patients, this is not the purpose of our newsletter. It is a non-clinical editorial lovingly put together by non-clinical members of our team to better inform our patients of our comings and goings, new services and any relevant notices and is not designed to be in any way a clinical advisory service. We do however have many informative posters and leaflets within our two surgery sites and further information on our website. Another source of excellent information is via the NHS Choices website. Please watch out for some wonderful Buckden

and Little Paxton Surgery Patients' Association health initiatives which we will be advertising soon.

8. As mentioned in the last survey Buckden and Little Paxton Patients' Association are now one entity. They hold their hour-long AGM annually in September and would be keen to see more patients attend. The AGM is an attempt to bring the wider audience together to discuss plans for your surgery, your collective healthcare needs and all manner of issues which may affect you as patients. If you would be interested in coming along to the AGM, please ensure we have you up-to-date email address to send you the invitation nearer the time. Would you be interested in coming along to the AGM?

I would also be interested in joining the patient participation group but cannot find how to apply. I think this group focus is with Buckden residents rather than outlying villages

PM's Response: We would love to see new faces within the Patient Participation Group and have a representative from Buckden, Little Paxton, Brampton, Grafham, the Offords and other outlying villages and is an all-inclusive Association. For more information, please give your details to one of our reception team to be passed on to the Patient Association or email in to bandlp@nhs.net and a member of the Patient Association team will be in touch.

9. We are a research ready practice which enables us to participate in research studies that the Clinical Research Network (CRN) offers to benefit the future wider community. Studies are always anonymised and you may be invited to take part in some. However, no study is compulsory and patients may decline any invitation to join a study. We believe that research studies will help shape the future of NHS services and future medications. Do you feel this is a valuable asset?

I should be interested to know whether the practice has research links with specific hospitals in the region.

PM's Response: The research projects we involve ourselves with are offered to us by the CRN (Clinical Research Network, (<http://www.nihr.ac.uk>) after having undergone major scrutiny, safety checks and funding viability sometimes years before it reaches us. We then perform our own feasibility studies to ensure we have the expertise or the number of patients required to make the study viable. We are never quite sure where the next research project will come from in terms of universities, (they are generally via universities and not via hospitals), but some of our latest researches have been via The University of Cambridge, University of Southampton and the University of Nottingham amongst others.

Annex B- Suggestions extracted from comments

Little Paxton Surgery - poor relation?

PM's Response: The Little Paxton property does not belong to the partners, but to NHS Properties and so we are not always able to make all the changes we would like. However, we have been working extremely hard in trying to get NHS Properties to invest some money in Little Paxton. They have, this financial year, completely changed the water systems, removing the cold water tanks and replacing the hot water cylinder with a new, more economical one. The old system 'dribbled' cold water from some taps due to a lack of water pressure and the hot water system was not able to provide heat required for us to perform a level of legionella management we wished to. The PM has spent nearly four years of constant prodding to achieve this and we are delighted to announce that this was achieved at the back end of 2016. In addition, we are still pushing for an automatic door between the foyer and the waiting room – watch this space! Lastly, the Partners have invested in the regeneration of one of the rooms not currently fitted out for clinical purposes at Little Paxton and this should be ready for use in May 2017.

Wi-Fi

PM's Response: For some years we have had suggestion after suggestion from patients that we should install free Wi-Fi and move with the times. However, once fitted, others are unhappy stating phones should be turned off! We can't always please everyone, as much as we'd like to! We do ask that patients turn their phones to vibrate/silent and take calls outside of the main waiting rooms should they really not be able to wait to take their call – this applies whether we have Wi-Fi available or not. NHS Digital's plan is to have Wi-Fi installed in all surgeries over the next year or so and therefore this decision comes from 'up high' and we are compelled to comply though we have had Wi-Fi at Buckden for some time now.

Annex C - Buckden and Little Paxton Patient Participation Action Plan 2017

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
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
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.
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

Annex D – Last Year’s Action Plan

Action Point	Objective	Action Required and Timescales
Wi-Fi	To inform patients	<p>Wi-Fi Installed at Buckden. Objective met.</p> <p>Wifi installation expected March 2017 at Little Paxton. Objective: Ongoing</p>
Automatic door at Little Paxton	To bring the door up to DDA standards	<p>Continual correspondence with NHS Properties have led to their commitment to update during 2017.</p> <p>Timescale: in 2017 Objective met: Not yet</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 Objective met: Yes</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 Objective met: Yes</p>