

**BUCKDEN AND LITTLE PAXTON  
SURGERIES**

**PATIENT CONSULTATION**

**FEBRUARY 2014**

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Q1 – Which doctor do you usually see?

Q2 – In the past 12 months, approximately how many times have you visited for an appointment with any clinician including a nurse?

Q3) - We are always looking for innovative ways to assist our patients. In June 2013, we upgraded our clinical system and are now able to provide patients with a text message giving them details of their appointment, reminding them again 24 hours before. How useful do you find this service?

Q4) We are a training practice and as such require some trainees to sit in with our qualified doctors as part of the learning experience. If you have been asked, did you feel we were respectful of your wishes in asking you as a patient if you would mind a trainee to sit in to your consultation?

Q5) We took account of the survey's comments last year and ensured that we advertised flu day (always in October), more rigorously this year. Did you feel:

Yet more advertising was necessary

We advertised sufficiently

Don't know

Q6) Last year, the survey proved that 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. Do you feel you now know enough about the role of a nurse practitioner in order to use her services?

Q7) We have now been accredited by the Royal College of General Practitioners (RCGP), as 'Research Ready' so we are able to participate in research studies that Primary Care Research Network (PCRN) offers to benefit the 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. Is it something you might be interested in participating in?

Q8) The Partners have spent a good deal of time and funds on certain aspects of the surgery, bringing these areas up to national and/or modern day standards. This includes a new, secure storage system for paper notes at Buckden Surgery and a new booking-in screen at Little Paxton surgery (partly funded by Little Paxton Patient Association). In early 2014, our intention is to refurbish the patient toilets at Buckden Surgery. Do you feel that your surgery's environment is fit for purpose?

Q9) Did you know that the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) and the CQC Website ([cqc.org.uk](http://cqc.org.uk)), offer patients the chance to write a review of your surgery experience and share your thoughts, good, bad or indifferent with other patients both registered and prospective?

Q10) Demographics

- Emailing the doctor
- Notice Boards
- Any other patient comments and practice responses

### **Introduction**

Questions were formulated for the 2013/14 survey and enable the Practice in conjunction with the BSPA (Buckden Surgery Patient Association) and the BSPA the opportunity to consider some areas of common interest or concern with a view to developing a practice action plan for the following year.

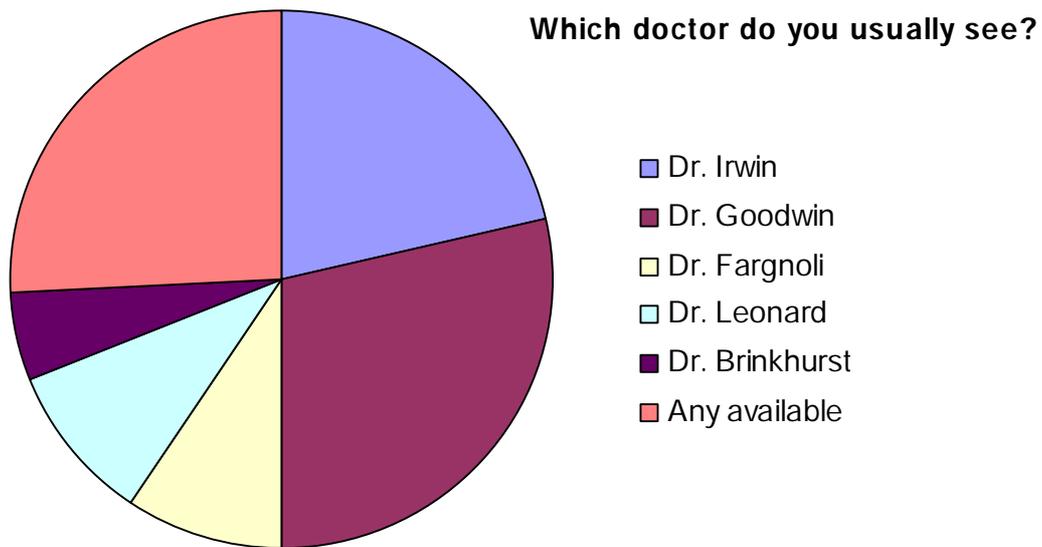
Details of the demographics of the group are shown at Question 10.

### **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. The survey was undertaken in two weeks of January 2014. 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?

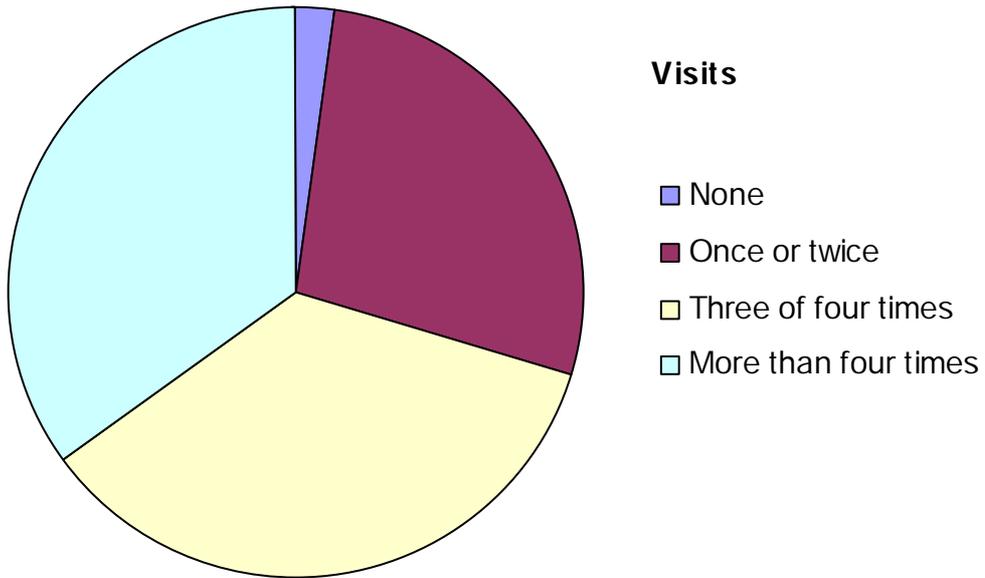
Answer Options	Response Percent	Response Count
Dr. Irwin	21.5%	98
Dr. Goodwin	28.5%	130
Dr. Fagnoli	9.4%	43
Dr. Leonard	9.4%	43
Dr. Brinkhurst	5.3%	24
Any available	25.9%	118
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>



It is interesting to note that those wishing to see a preferred doctor still find this remaining a priority to over 74% of those who returned a questionnaire and gives us an insight into the doctor/patient relationship which is still very much in evidence. Those happy to see any available doctor has increased 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?**

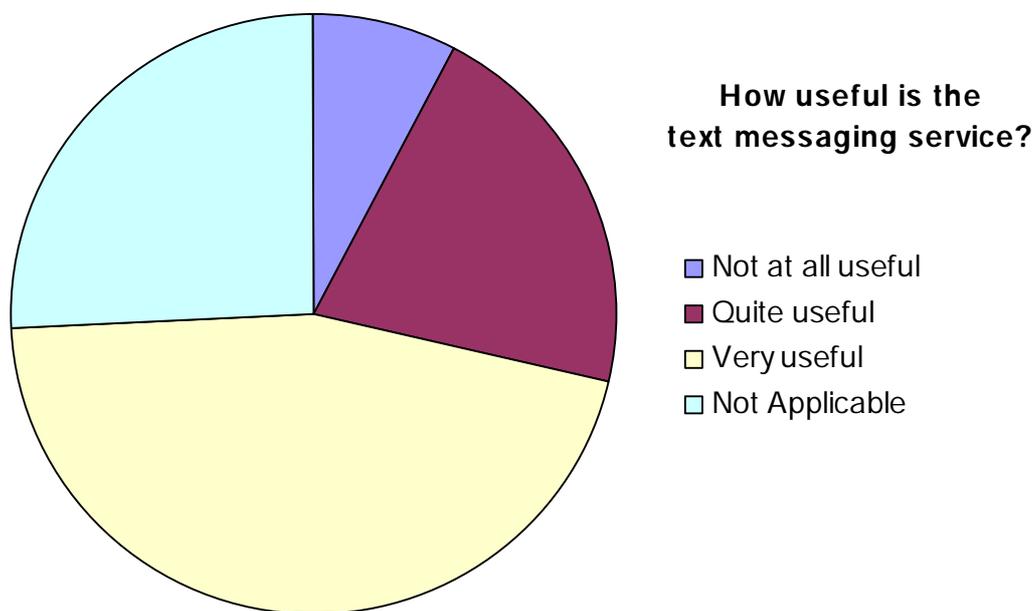
Answer Options	Response Percent	Response Count
None	2.2%	10
Once or twice	27.6%	126
Three of four times	35.1%	160
More than four times	35.1%	160
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>



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 are always looking for innovative ways to assist our patients. In June 2013, we upgraded our clinical system and are now able to provide patients with a text message giving them details of their appointment, reminding them again 24 hours before. How useful do you find this service?

Answer Options	Response Percent	Response Count
Not at all useful	7.9%	36
Quite useful	20.6%	94
Very useful	45.6%	208
Not Applicable	25.9%	118
Any comment regarding the text service:		84
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>



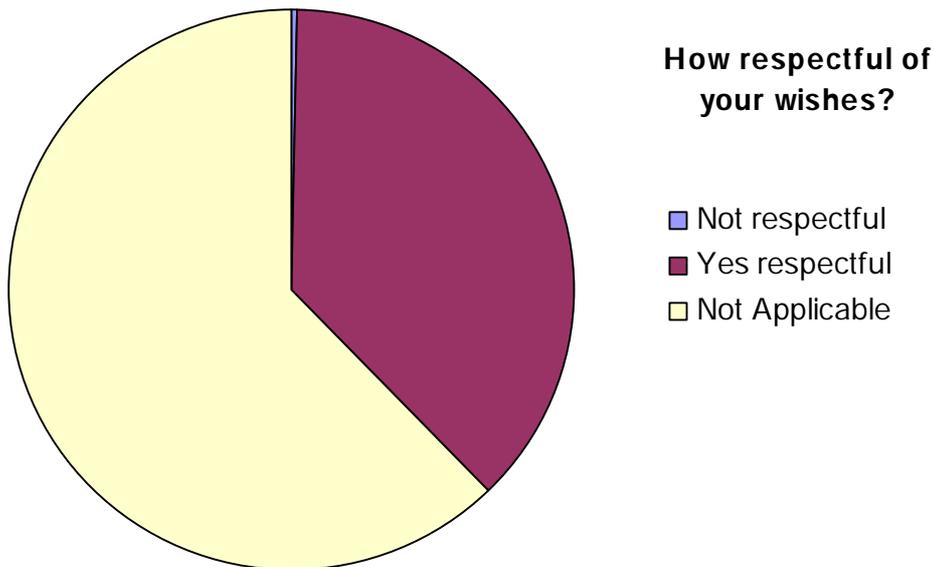
We are pleased that this service, part of our new computer system, has been found useful to so many of our respondents.

A significant number of comments indicate that we need to do more work publicising this service and collecting mobile numbers of those who would like to use this service.

A number of respondents also suggested email reminders would be useful. Currently, the computer system does not have this functionality but we will suggest it as a possible future enhancement to our system supplier.

4) We are a training practice and as such require some trainees to sit in with our qualified doctors as part of the learning experience. If you have been asked, did you feel we were respectful of your wishes in asking you as a patient if you would mind a trainee to sit in to your consultation?

Answer Options	Response Percent	Response Count
Not respectful	0.4%	2
Yes respectful	37.3%	170
Not Applicable	62.3%	284
Other comment:		34
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>



172 patients who took part in this survey were able to answer this question. Over 99% of respondents felt their wishes were respected.

The majority of comments were positive and supportive. For example:

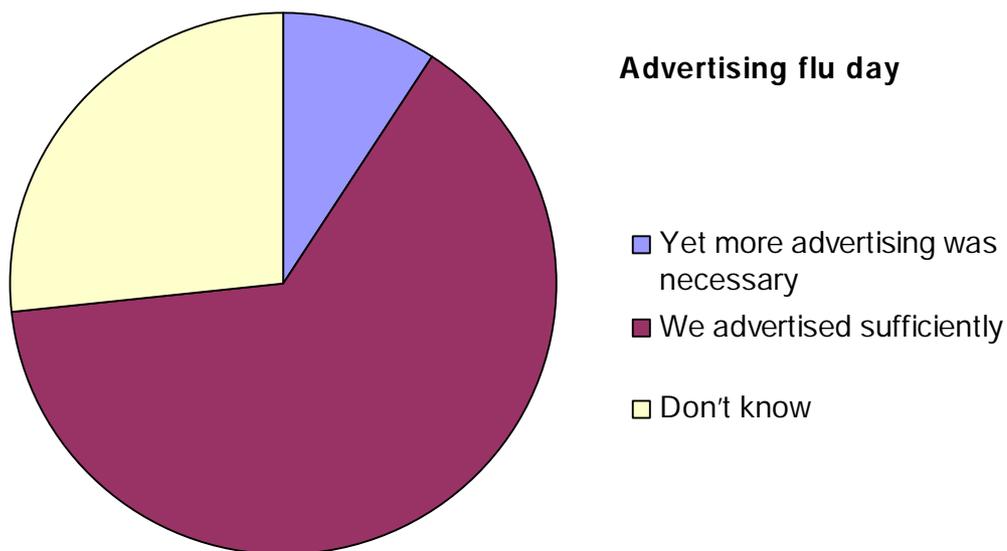
- I would have no objection - it's necessary and valuable training
- I would be happy for a trainee to sit in on any consultation of mine.
- Good learning experience for trainees.
- How else will they learn!
- More than happy to help
- Not experienced to date but not considered a problem
- This is surely the best way for a trainee to learn how to read and treat the patient
- Would be happy to have a trainee in with my consultation

There were a few comments which will be discussed with the trainers and trainees as learning points.

- I think it would be good to briefly introduce the patient to the trainee.
- Trainee did not acknowledge us when we entered the room despite saying hello to her.

5) We took account of the survey's comments last year and ensured that we advertised flu day (always in October), more rigorously this year. Did you feel:

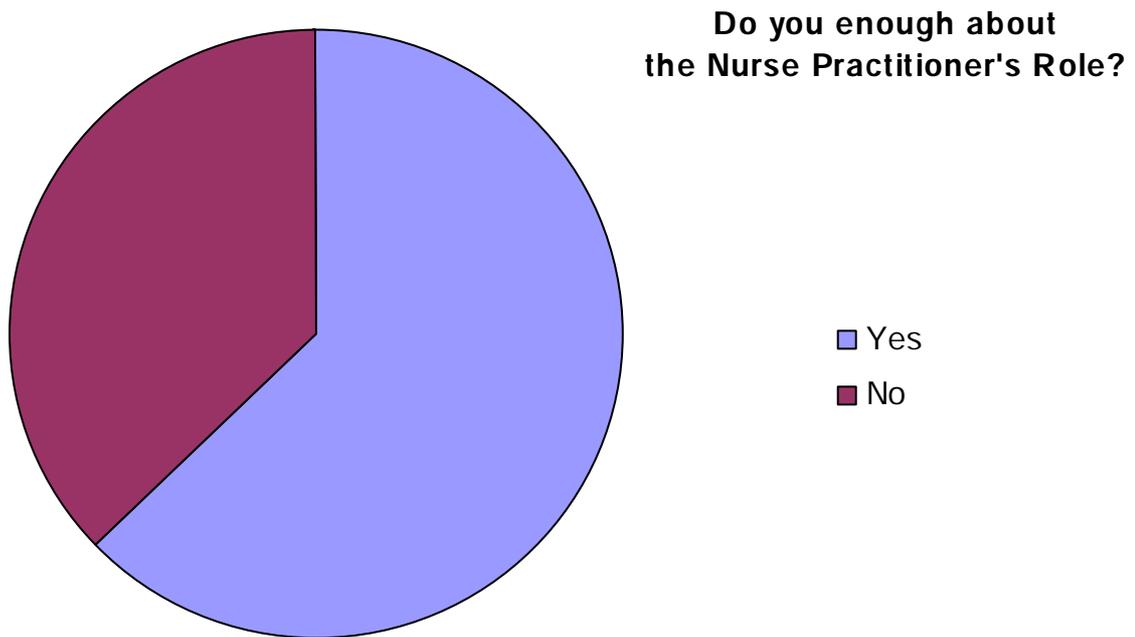
Answer Options	Response Percent	Response Count
Yet more advertising was necessary	9.2%	42
We advertised sufficiently	64.0%	292
Don't know	26.8%	122
Any comment regarding our flu day:		62
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>



64% of respondents felt we advertised appropriately. Indeed, we had nearly 200 additional patients arrive for flu day this year as compared to last year. Please see the Action plan for more information.

6) Last year, the survey proved that 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. 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	62.9%	287
No	37.1%	169
Any comment about the Nurse Practitioner's role:		48
	<i>answered question</i>	<b>456</b>
	<i>skipped question</i>	<b>0</b>

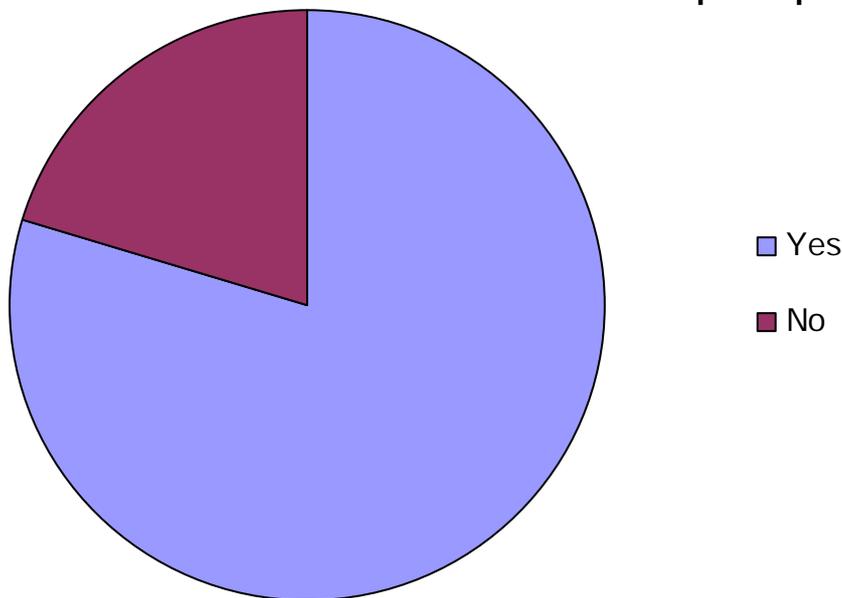


The majority of respondents (62.9%) felt informed as to the role of our Nurse Practitioner. This is an improvement of 21.2% deduced from last year's survey. Our newsletter has since been emailed to our patients with a full explanation of our Nurse Practitioner's role which should further enhance knowledge.

7) We have now been accredited by the Royal College of General Practitioners (RCGP), as 'Research Ready' so we are able to participate in research studies that Primary Care Research Network (PCRN) offers to benefit the 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. Is it something you might be interested in participating in?

Answer Options	Response Percent	Response Count
Yes	79.6%	363
No	20.4%	93
Any further comment regarding our involvement in research studies:		30
	<i>answered question</i>	<b>456</b>
	<i>skipped question</i>	<b>0</b>

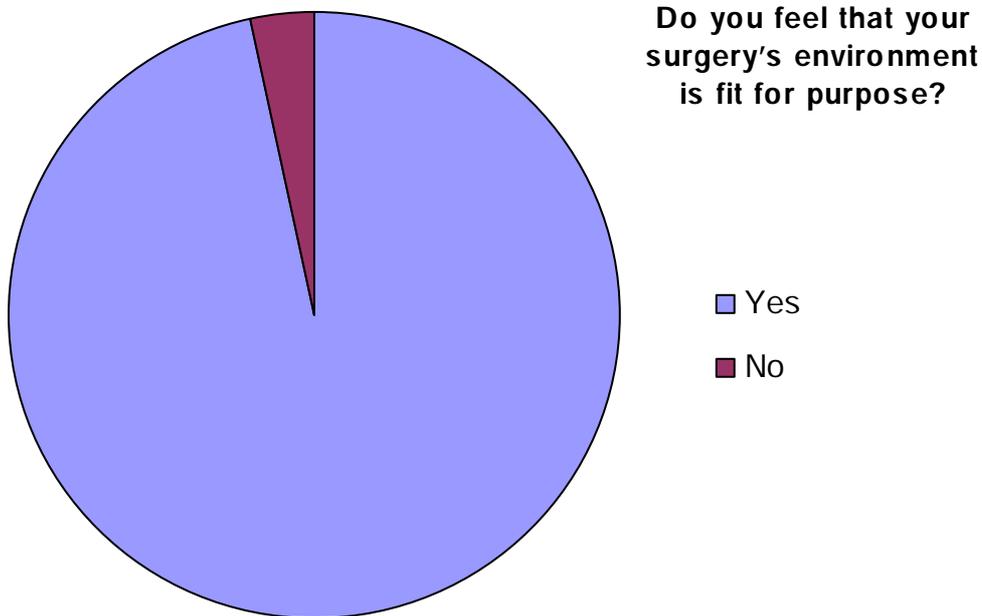
**Interested in participating in Research?**



Nearly 80% of respondents said they would be interested in participating in research. This is a very reassuring endorsement of the Practice's involvement. The comments were also very positive, a selection of which can be found on page 15.

8) The Partners have spent a good deal of time and funds on certain aspects of the surgery, bringing these areas up to national and/or modern day standards. This includes a new, secure storage system for paper notes at Buckden Surgery and a new booking-in screen at Little Paxton surgery (partly funded by Little Paxton Patient Association). In early 2014, our intention is to refurbish the patient toilets at Buckden Surgery. Do you feel that your surgery's environment is fit for purpose?

Answer Options	Response Percent	Response Count
Yes	96.7%	441
No	3.3%	15
Any further comments you wish to make about the surgery's environment:		55
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>



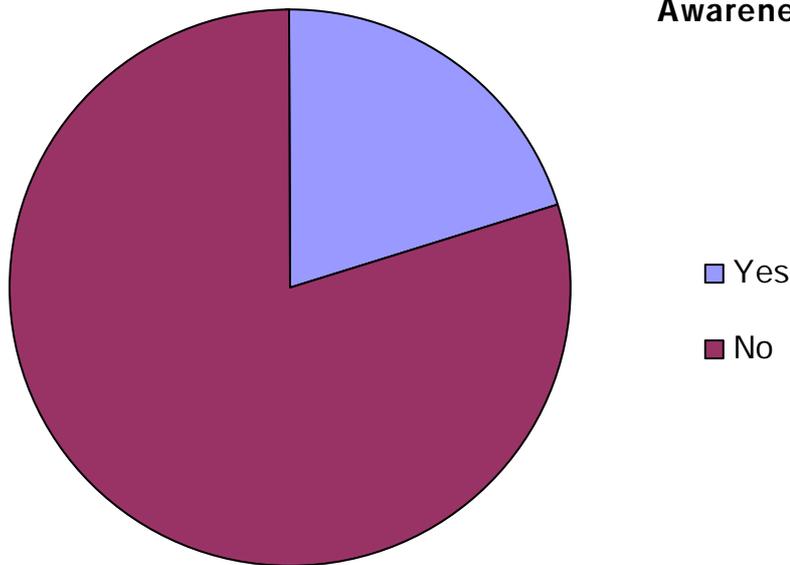
Over 96% of respondents thought that the surgery's environment was fit for purpose.

Confidentiality is uppermost in our ongoing training. The layout of both Buckden and Little Paxton surgeries and their open plan design does mean that conversations may be overheard at times. A segregated area might appear less friendly.

9) Did you know that the NHS Choices website (www.nhs.uk) and the CQC Website (cqc.org.uk), offer patients the chance to write a review of your surgery experience and share your thoughts, good, bad or indifferent with other patients both registered and prospective?

Answer Options	Response Percent	Response Count
Yes	20.4%	93
No	79.6%	363
<i>answered question</i>		<b>456</b>
<i>skipped question</i>		<b>0</b>

**Awareness of Websites**

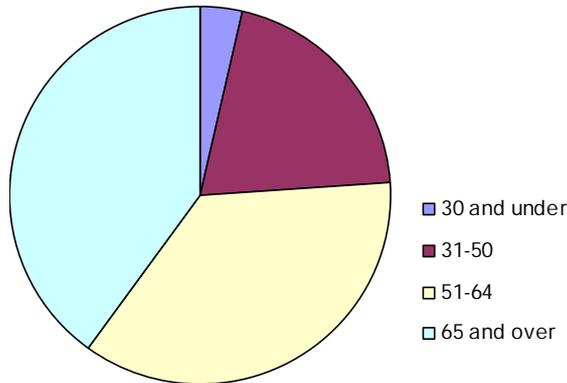


Nearly 80% of respondents were not aware that their feedback could be heard on certain websites. We hope this question has informed our patients and a notice has been placed in our reception area to remind patients of this forum available to them.

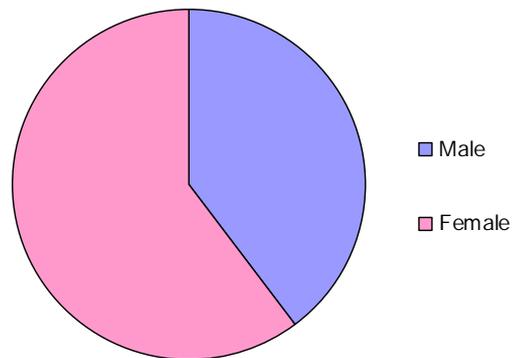
10) Demographics - please tick all that apply:

Answer Options	Response Percent	Response Count
30 and under	3.7%	17
31-50	20.2%	92
51-64	36.0%	164
65 and over	39.9%	182
Male	37.9%	173
Female	57.2%	261
Employed (full, part time or self employed)	41.0%	187
Unemployed and looking for work	1.5%	7
In full time education	1.1%	5
Unable to work due to long term sickness	2.2%	10
Looking after your home/family	7.5%	34
Retired	48.0%	219
Other	0.9%	4
<b>answered question</b>		<b>456</b>
<b>skipped question</b>		<b>0</b>

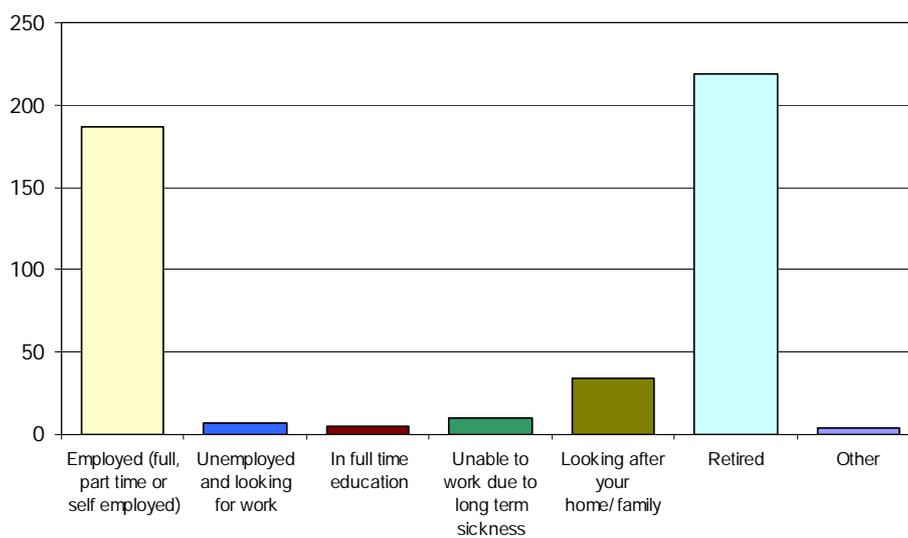
Demographics - Age



Demographics - Sex



Demographics - Employment



## Annex A - Suggestions extracted from comments

Comments (or example)	Practice Response
how about being able to email your Doctor ?	It is possible to email your doctor on our generic email address <a href="mailto:bandlp@nhs.net">bandlp@nhs.net</a> This email in box is emptied continuously during the day and relevant emails will be forwarded to the doctor in question. We would however discourage clinical questions being asked of doctors via this medium.
We really need full time female doctors	We were aware that our only female GP was part-time and became booked up quickly. The introduction of our highly qualified Nurse Practitioner, Carol Clapham makes a wonderful alternative to Dr. Leonard. Carol is able to examine, diagnose, refer and prescribe, and her appointments are available to book online.
Could this (flu day) be advertised in Roundabout/ local shop windows? Didn't see any advertisement for flu jab day helpful for more advertising (for flu day) in the Offords via parish council n/boards	Though we had an extensive flu day awareness campaign this year which saw our numbers attending increase, clearly some patients missed the advertising and emails. Eligible patients (65+ and those with certain chronic diseases), were contacted by email if details were available and notices were in both surgeries. Our new clinical system also alerted our reception staff if a patient was eligible prompting them to ask if a flu jab was required. We intend to advertise flu day in the local publication, the Roundabout later this year and indeed, will contact the Offord Parish Council as helpfully suggested. Flu day this year is booked for Saturday 11 <sup>th</sup> October 2014.
The screen at Buckden does not always seem to register you with the practitioner, even though it says it has	We did have an issue shortly after our new clinical system was installed in June 2013 with the booking in screen not quite working as it should be. We believe these to have been rectified and are sorry for any inconvenience this might have caused at the time.
This survey does not allow me to make observations about the inability to book a nurse online	Due to the wide scope of services our nurses give, patients' altering needs and different time slots required for each of the extensive services our nursing team provide, we are sorry that it is not possible to book nurses' appointment online,. There is no plan for this function to be available in the near future due to the diversity of appointments required.
My only comment would be on the heavy front door ,difficult for elderly female patients maybe spend some money on the chairs? Some Soft Chairs/Cushions should be provided at Lt.Paxton.All the chairs in the waiting area are hard seat and back.	Both the front door and the inner door (foyer) at Buckden surgery have an easy-push button for automatic door opening. We are always concerned for the comfort of our patients However, infection prevention and control legislation means that we should provide easy-wipe chairs and this inevitably means hard surfaces such as the ones at Little Paxton. Adding cushions only provides yet more cross-infection possibilities. The chairs at Buckden surgery are relatively new but do give more comfort to the patients. We keep a keen eye on these chairs to ensure that they are clean and fit for purpose.
The notice boards are difficult to read without standing and invading people's space.would a better place be where the books used to be.	We agree that the notice boards are difficult to reach and therefore notices are sometimes difficult to read and we are acutely aware that we are tight for effective wall space at Buckden Surgery. We will certainly consider moving or adding a notice board to the space directly outside the Nurse Practitioner's room where the books used to be.
It would also make sense to have a wifi access within these areas to allow one to work whilst waiting for the doctor to see you	All GP surgeries are provided with a secure N3 access to the internet in order to run their services with appropriate information governance and have no requirement for WiFi. The cost to the NHS to provide this service would be prohibitive and the partners, in conjunction with Buckden Surgery Patients'

Annex B - Buckden and Little Paxton Patient Participation Action Plan

Action Point	Objective	Action Required and Timescales
Confidentiality	To ensure patients do not hear patient identifiable information at reception	<p>Strides have been made to better equip staff in how to communicate without identifiable information being used but remains a concern to some patients. More training is planned for 2014 along with reminders at meetings. Reminders also in our weekly newsletter from our Senior Partner</p> <p>Timescale: Ongoing</p>
Texting Appointment Reminders	To remind patients of pre-booked appointments when they book and 24 hours before.	<p>Most patients have found this extremely useful however some did not know of this service. We are considering another drive to collect more patients' mobile phone numbers in order for them to receive this service.</p> <p>Timescale: within 4 months</p>
Flu Day	More organisation required	<p>Some patients felt that the flu day could have been better organised. We recognise that we were one clinician short on the day itself which affected the speed the patients were seen. The introduction of the new Shingles vaccine (which take longer to administer than the flu vaccine), was another contributing factor. Our flu awareness campaign was also successful meaning we attracted around 200 additional patients compared to last year. We are looking into a better 'calling system' by the doctors on the day, and to ensure we have a full compliment of clinicians administering.</p> <p>Timescale: by October 2014</p>

Appendix C - A flavour of the comments made:

*Always clean, bright and tidy.*

*more privacy at reception would be helpful*

"In the past sometimes used to feel rushed by the Drs but this has improved. Its good having one Dr you see all the time, as they know you well and your history = better care."

*reception is very public to waiting room*

*I particularly enjoy the quiet music*

**The booking-in screen is great!**

*Music/radio superfluous in waiting room, often unwelcome if feeling unwell & wanting peace & quiet.*

[Flu Day] Very busy but efficiently-managed.

[Flu Day] chaotic

[Flu Day] Extremely busy the time I came this time - usually ok - but I don't mind good to see people you don't often see!

*Always found the nurse practitioner very professional, knowledgeable and useful*

[Nurse Practitioner] Very useful and key part of the doctor's practice saving busy doctors time because of their expertise & capability to prescribe and refer.

*very happy to have any additional 'trainees' sitting in.*

*But i wish it was as roomy as little Paxton*

[Text messaging Service] excellent reminder especially when they are advanced appointments

[Text messaging Service] It is a very welcome addition and I am sure will reduce the impact of missed appointments

[Text messaging Service] I'm organised enough to not need text reminders

*It is a lovely surgery and the staff are excellent*

*Keep up the good work.*