

**BUCKDEN AND LITTLE PAXTON
SURGERIES**

PATIENT CONSULTATION

FEBRUARY 2013

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Introduction

The Practice, in consultation with the Buckden Surgery Patients Association (BSPA), formed a Virtual Patient Group (VPG) which was a representation of the practice population. Once this group was formed, in conjunction with the BSPA, questions were formulated for the 2012/13 survey and enable the Practice and the BSPA the opportunity to consider some property areas of common interest or concern with a view to developing a practice action plan for the following year.

Formation of the VPA

Posters were displayed at both Buckden and Little Paxton Surgeries and leaflets were handed out at receptions asking for volunteers to participate in the virtual group. Initially, the automatic booking in system at the Buckden surgery carried a message promoting the VPG, leaflets were included in the repeat prescription medication bags over a four week period and midwives and health visitors were asked to circulate these leaflets also, along with posters and leaflets at the Buckden village and Little Paxton village halls. All new registrations are asked for their participation and an initiative to update patients' records with their email addresses was carried out by reception staff at both surgeries, promoted in particular, when such high numbers attended to 'flu day'.

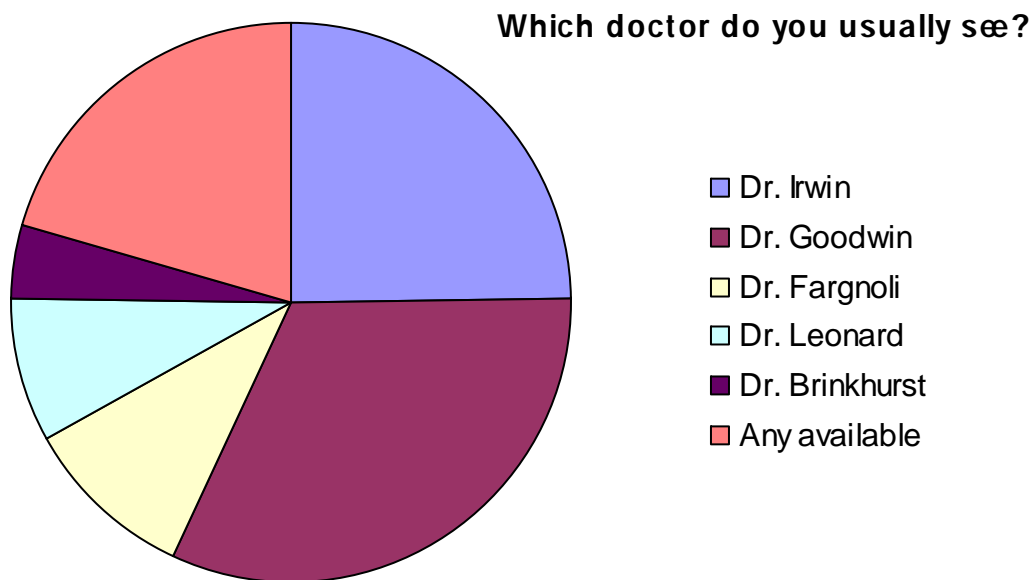
Details of the demographics of the group are shown at Question 10.

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 the last two weeks of January 2013. There were 10 questions overall and all questions required a response before moving on to the next. Questions 6, 7, 8 and 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 doctor do you usually see?

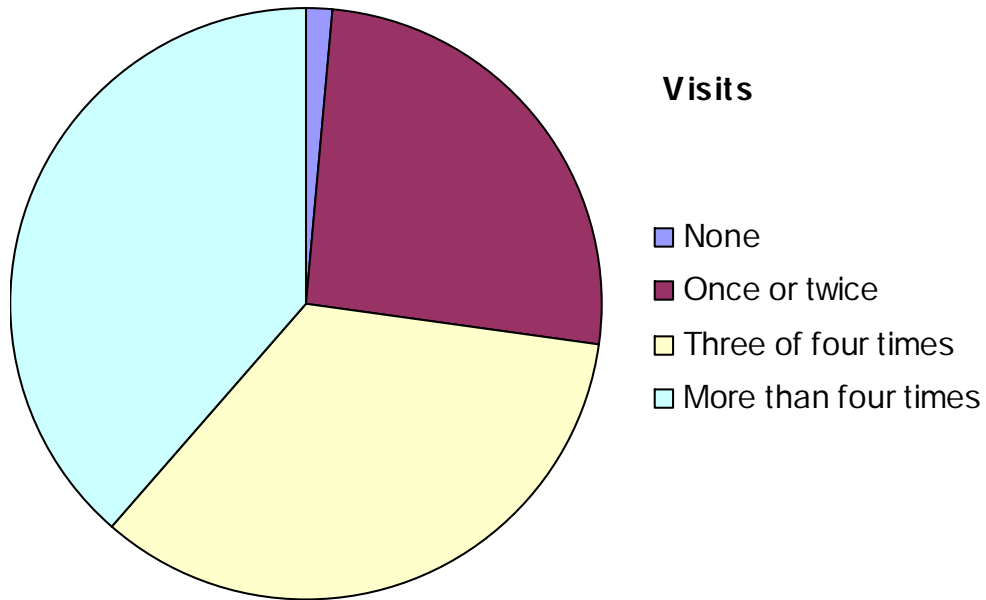
Answer Options	Response Percent	Response Count
Dr. Irwin	24.8%	54
Dr. Goodwin	32.1%	70
Dr. Fagnoli	10.1%	22
Dr. Leonard	8.3%	18
Dr. Brinkhurst	4.1%	9
Any available	20.6%	45
Answered Question		218
Skipped Question		0



It is interesting to note that those wishing to see a preferred doctor still find this remaining a priority to over 65% of those who returned a questionnaire and gives us an insight into the doctor/patient relationship which is still very much evident.

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

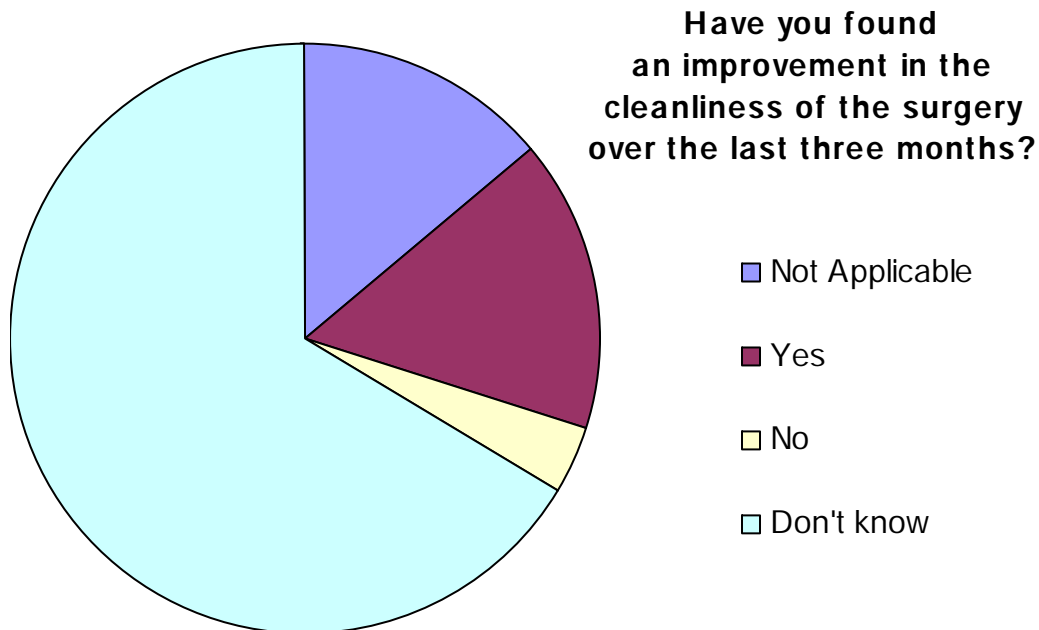
Answer Options	Response Percent	Response Count
None	1.4%	3
Once or twice	25.7%	56
Three of four times	34.4%	75
More than four times	38.5%	84
<i>Answered Question</i>		218
<i>Skipped Question</i>		0



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 relatively experienced patients.

3) We have recently employed new cleaners at Buckden Surgery to comply with current guidelines. Have you found an improvement in the cleanliness of the surgery over the last three months?

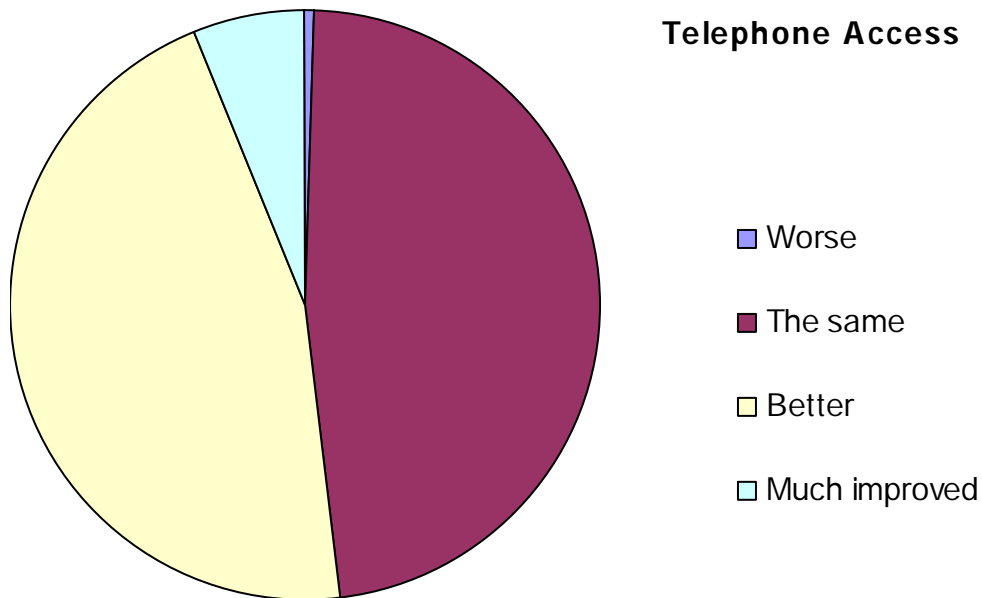
Answer Options	Response Percent	Response Count
Not Applicable	13.8%	30
Yes there is an improvement	16.1%	35
No improvement	3.7%	8
Don't know	66.5%	145
<i>answered question</i>		218
<i>skipped question</i>		0



Recently, Buckden Surgery in particular has had a great deal of effort spent in bringing the surgery up to a satisfactory level of cleanliness, (after a necessary risk assessment, it was felt that there was less of an issue with Little Paxton Surgery, though certain improvements have been made). We adhere to the National Colour Coding Scheme for cleaning materials and equipment.

4) We have also recently upgraded our telephone systems in light of Patient Participation feedback. Do you feel that telephone access is:

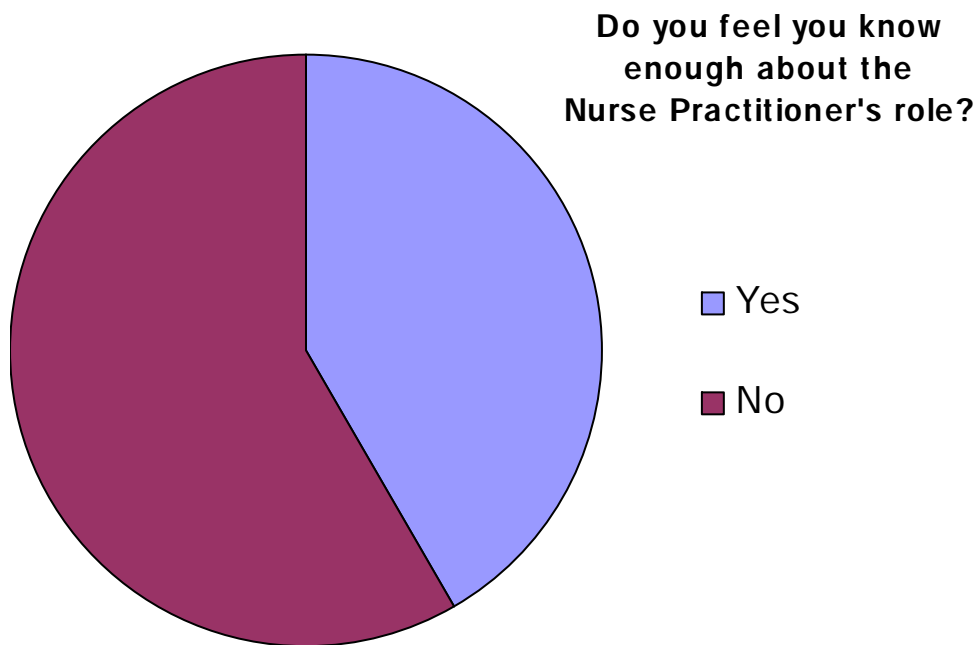
Answer Options	Response Percent	Response Count
Worse	0.5%	1
The same	47.7%	104
Better	45.9%	100
Much improved	6.0%	13
<i>Answered Question</i>		218
<i>Skipped Question</i>		0



It is good to note that nearly 46% of our patients found our telephone system to be improved with only 1 person out of the 218 respondents feeling the telephone system was worse. We are investing in more reception time during 2013 and an improvement to response time and answering the phones should enhance further still at both Buckden and at Little Paxton Surgeries.

5) In May 2012 we appointed a new Nurse Practitioner who is able to prescribe and refer. Do you feel you know enough about the Nurse Practitioner's role?

Answer Options	Response Percent	Response Count
Yes	41.7%	91
No	58.3%	127
<i>Answered Question</i>		218
<i>Skipped Question</i>		0

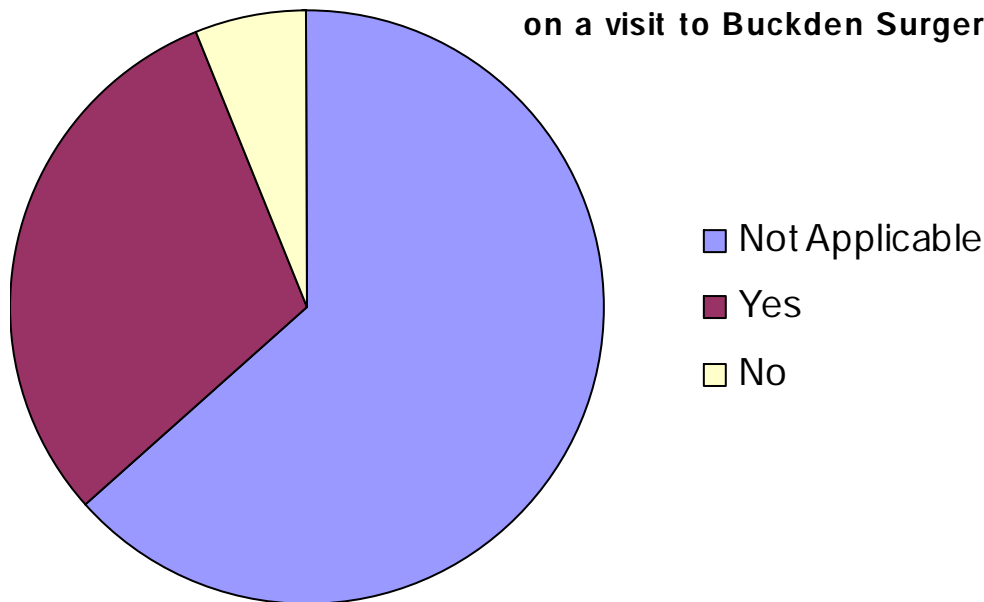


Nurse Practitioner, Jackie Baker, is a highly qualified member of our team, able to diagnose, refer and prescribe. We will be attempting to address the deficit in information with reference to the Nurse Practitioner's role over the coming year.

6) For Health & Safety and cleanliness reasons, we have sadly felt it necessary to remove the Wendy House from Buckden Surgery waiting room and donated it to a local playgroup. We have replaced it with a reading/toy corner. Do you feel there is enough to occupy children on a visit to Buckden surgery?

Answer Options	Response Percent	Response Count
Not Applicable	63.3%	138
Yes	30.7%	67
No	6.0%	13
If you are a Little Paxton Patient, do you feel there is enough to occupy children at Little Paxton Surgery?		17
Answered Question		218
Skipped Question		0

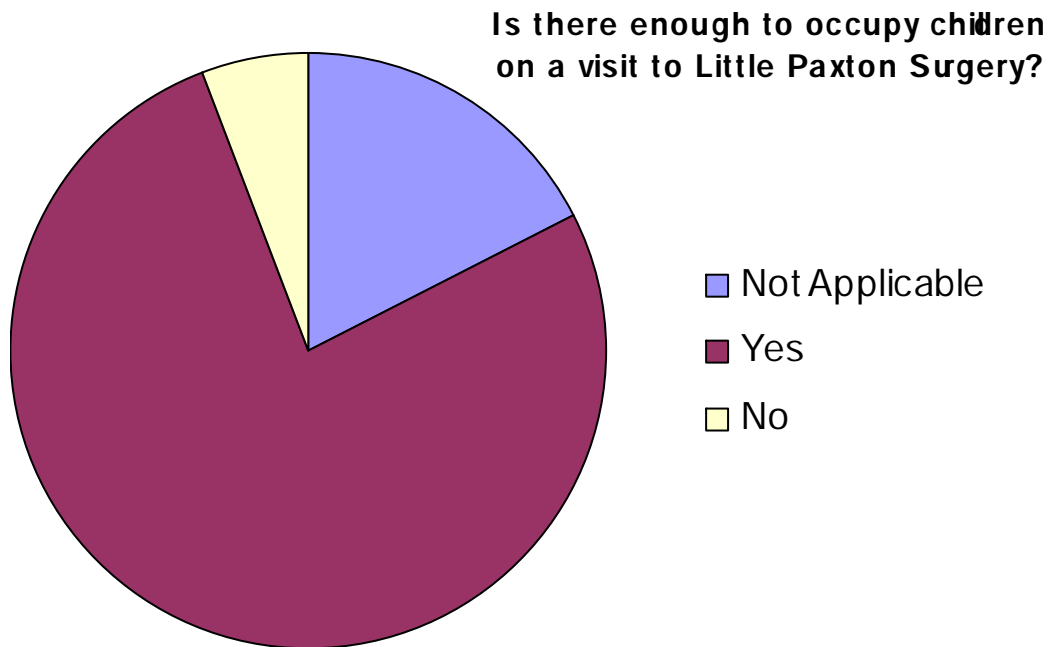
Is there enough to occupy children on a visit to Buckden Surgery?



A large proportion of patients said this question was not applicable, either because they did not bring children to the surgery or because they are Little Paxton Patients. We therefore applied an 'any other comment' box with reference to Little Paxton; the results are shown on the next page. However we received several comments which commended us for removing the Wendy House as patients had felt this had promoted 'noisy play'.

6 continued) If you are a Little Paxton Patient, do you feel there is enough to occupy children at Little Paxton Surgery?

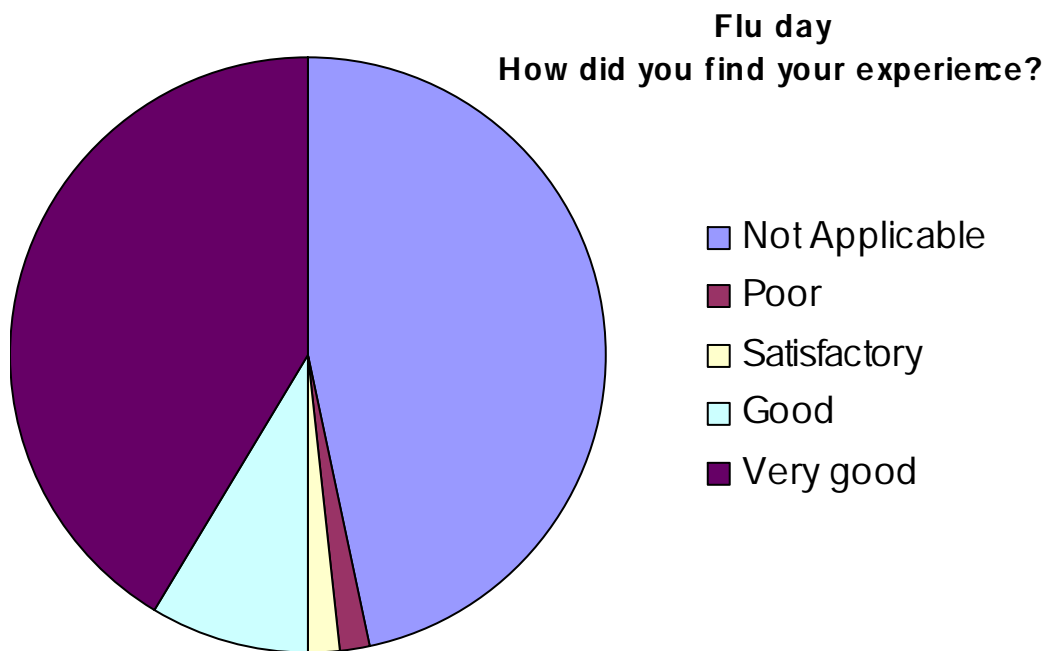
Answer Options	Response Percent	Response Count
Not Applicable	17.6%	3
Yes	76.5%	13
No	5.9%	1
<i>Answered Question</i>		17



Overwhelmingly, the majority of our patients at Little Paxton felt that providing anything additional to the waiting room to occupy children was unnecessary.

7) Our annual flu day was in October as usual. If you joined us for your flu vaccination on flu day, how did you find your experience?

Answer Options	Response Percent	Response Count
Not Applicable	46.8%	102
Poor	1.4%	3
Satisfactory	1.8%	4
Good	8.7%	19
Very good	41.3%	90
Would you like to make any further comment about our flu day?		39
Answered Question		218
Skipped Question		0



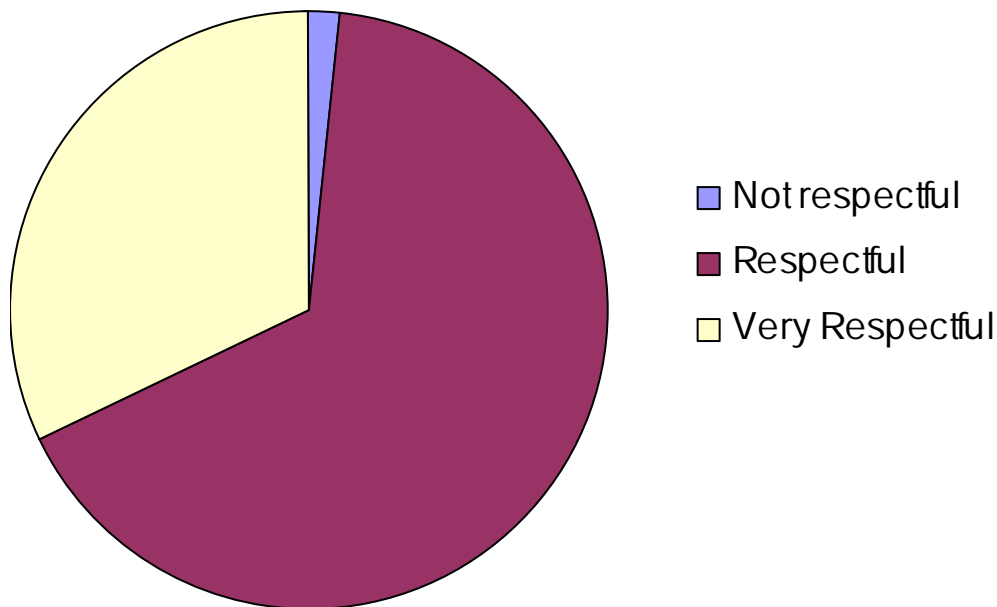
'Flu Day' has been a traditional service offered to patients who qualify for a flu vaccination, on a dedicated Saturday clinic. We are pleased to see, that despite its traditional nature, overwhelmingly, those who used the service found it to be a 'very good' service.

Over 41% found our flu day service to be very good. However, we found from comments made that we insufficiently advertised our upcoming flu day and we intend to address this next year and you will find this as an action point in Appendix B.

8) Comments from our last patient survey have led us to engage in rigorous confidentiality training during 2012 and we now offer a quiet area to speak with a member of the reception team. How respectful do you feel team members are towards your privacy and confidentiality?

Answer Options	Response Percent	Response Count
Not respectful	1.8%	4
Respectful	66.1%	144
Very Respectful	32.1%	70
Do you have any further comments you wish to make about our team members with reference to privacy and respect?		32
Answered Question		218
Skipped Question		0

How respectful?



Over 98% of respondents felt that our staff were either respectful or very respectful. We feel this reflects not only our training programme, but the general feeling of our surgeries, which in part, is reflective of the service provided by the doctors themselves, cascading through all the services we provide. Further comments can be found in Annex A.

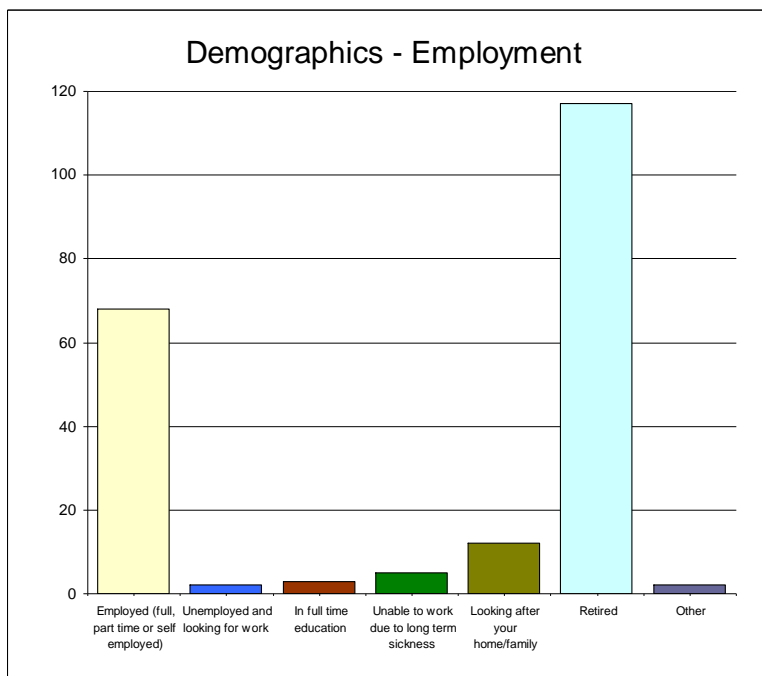
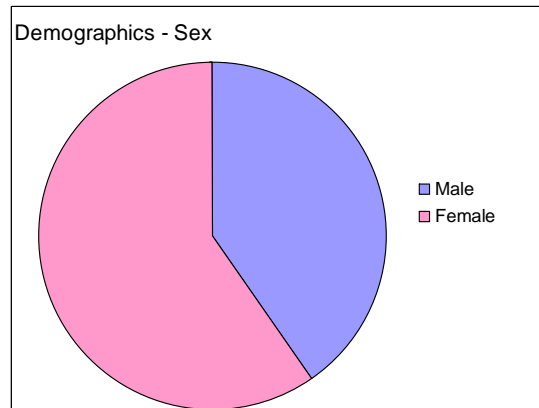
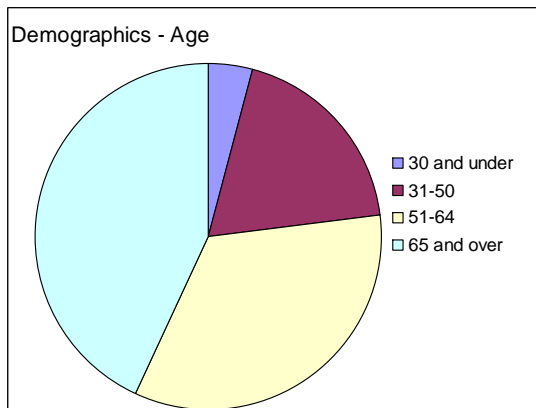
9) Do you have any other helpful comments you would like to make to help us improve our services to you?

Answer Options	Response Count
	218
<i>Answered Question</i>	218
<i>Skipped Question</i>	0

We felt it of paramount importance to allow our participants to have their say on any manner of issues they would like to discuss which may help us shape and improve our services. These comments can be found in Annex A.

10) Demographics - please tick all that apply:

Answer Options	Response Percent	Response Count
30 and under	4.1%	9
31-50	19.3%	42
51-64	33.9%	74
65 and over	43.6%	95
Male	35.3%	77
Female	52.3%	114
Employed (full, part time or self employed)	31.2%	68
Unemployed and looking for work	0.9%	2
In full time education	1.4%	3
Unable to work due to long term sickness	2.3%	5
Looking after your home/family	5.5%	12
Retired	53.7%	117
Other	0.9%	2
Answered Question		218
Skipped Question		0



7) Our annual flu day was in October as usual. If you joined us for your flu vaccination on flu day, how did you find your experience?

Answer Options	Response Percent	Response Count
Not Applicable	46.8%	102
Poor	1.4%	3
Satisfactory	1.8%	4
Good	8.7%	19
Very good	41.3%	90
Would you like to make any further comment about our flu day?		39

Below listed are a flavour of the comments made:

Very, Very, Very good
Very well organised
 it is well organised and the staff are very helpful
 Felt it went very smoothly
excellent service
 it was easy to make an alternative date as we on hols
No Problems - friendly staff and a chance to meet old friends
 Well organised and speedy vaccination.
I was seen to on time and it was a very friendly experience!
 I try and book a separate appt. or add it on to an existing appt.
 Past experience of flu day was horrendous!
 missed it but had it later with nurse at LP
Extremely efficient and quick

8) Comments from our last patient survey have led us to engage in rigorous confidentiality training during 2012 and we now offer a quiet area to speak with a member of the reception team. How respectful do you feel team members are towards your privacy and confidentiality?

Answer Options	Response Percent	Response Count
Not respectful	1.8%	4
Respectful	66.1%	144
Very Respectful	32.1%	70
Do you have any further comments you wish to make about our team members with reference to privacy and respect?		32
Answered Question		218
Skipped Question		0

Whilst an overwhelming 98% of respondents thought the team members were respectful, we had a number of negative comments covering similar aspects of reception including:

The reception area should be segregated to allow for more privacy when booking individual appointments

Little Paxton too open in reception

Receptionist could be persuaded not to repeat patients name & telephone number when making an appointment

YOU CAN ALWAYS HEAR DISCUSSIONS WITH THE RECEPTIONIST & PATIENTS. NAMES, ETC.

I am pleased there is a confidentiality area as I feel reception at Buckden and Little Paxton is too open when one is asked for date of birth etc

I HAVE ALWAYS FELT THAT THERE IS A LACK OF PRIVACY AT RECEPTION

Practice Response:

We understand that an open plan office is not always conducive to private telephone calls and free type boxes on our patient survey gave us to understand that patients still feel that they are overhearing conversations of a private or confidential nature.

Glass partitioning may be an answer and one we will look to include in next year's Patient Survey but a suggestion which has never received a positive response. Music is piped into the reception area to disguise some conversation also.

We are running a continuous improvement training programme for front line staff and improvements and adjustments have been implemented over the past 10 months or so, but we feel this might take some time before patients appreciate the positive differences already being made.

9) Do you have any other helpful comments you would like to make to help us improve our services to you?

Thank you for all your comments of which the majority were very positive. In particular we wanted to take this opportunity to respond to some of your comments directly:

Comment (or example)	Practice Response
<p>Your pharmacy hours are inconvenient, it should not close so long for lunch Chemist hours are not as good as we were led to expect. No Saturday chemist and shut in the middle of day. Pharmacy to be open longer during the day it is closed 1pm-3pm</p>	<p>The pharmacy in Buckden is not owned or run by the partners at the surgery. Dispensary on surgery site does not close for lunch and is open 8-6 most days.</p>
<p>Evening and weekend surgeries. Extended evening hours for members of the community who commute to work. It would be very good to have late opening time one day in the week More appointments for people who work 9 -5</p>	<p>The surgery provides extended hours on a Monday evening.</p>
<p>It is sometimes difficult for a patient to really decide if the appointment is truly an emergency one, but on the odd occasion we have been made to feel slightly uncomfortable having made the appointment. Perhaps it would be possible to suggest that we waited until the afternoon of the same day to monitor a situation. To this end could one or two slots be made available in the afternoon for this scenario?</p>	<p>It is advisable for patients to book morning emergency appointments wherever possible. Hospital services are more readily available in the mornings should you need to be referred on without delay and some bloods required to be taken cannot be stored if not performed in the morning. However, urgent afternoon slots are available which can be booked after 1pm.</p>
<p>The car park surface is treacherous and dangerous in inclement weather, especially for people who are not so agile as they were</p>	<p>We appreciate the concerns expressed by patients regarding the recently icy car park at Buckden surgery. After much discussion it was felt ineffective to apply grit/salt on top of ice and we are unable to clear snow due to the surface gravel. We are unable to tarmac on what is reclaimed land due to regulations. We take your safety very seriously therefore, please take the utmost of care in the snow and ice.</p>
<p>Return to surgery dispensing all prescriptions regardless of our address.</p>	<p>Regulations don't allow us to offer this service. We wish we could!</p>
<p>More consultation time with Dr. and Dr. able to do syringing of ears etc. We had to wait three weeks to see a nurse.</p>	<p>We have recently gained a new nurse trained in ear syringing which should make waiting time for this service much improved.</p>
<p>Always be sure there is at least one lady doctor available for appointments.</p>	<p>Our new female Nurse Practitioner is able to examine, diagnose, refer and prescribe and patients may wish to consider this as an excellent alternative to a GP appointment.</p>

Below listed are a flavour of other comments made:

Happy as it is

service is always first class

Very good and personal service

Very happy!

I still have a problem with the muzack!

*I feel that the service given at Buckden Surgery is exceptionally good and that the staff in the Pharmacy couldn't be more helpful.
Thank You*

I have never encountered any aspect of your services which have not been first rate.

Please time your appointments more realistically

Staff at Little Paxton v helpful

It is very helpful having the option of going to Little Paxton if that gives a more convenient appt

I consider your overall standard of service to be outstanding. Well done and please keep it up.

I think in terms of customer service it has improved

Great practice with wonderful staff. If it aint broke don't fix it!!

Buckden is a lovely surgery

It would be helpful

if repeat prescriptions could be ordered on the phone outside of your opening hours

Allow Dr Irwin more time at Little Paxton

MAKE THE DOCTORS MORE ACCESSIBLE BY TELEPHONE AND EMAIL TO SAVE ON APPOINTMENT TIME

a saturday surgery would be on the wish list

more evening appointments

I order my drugs on line and have found that the service is very efficient

I was disappointed when there wasn't an appointment available to see a doctor I know, for over a week, and I felt anxious, so was offered an appointment with the nurse practitioner who was helpful supportive, professional, thorough, caring and communicative

I think we are very lucky with our surgery. The staff and doctors are all very good

I have always found the surgery and doctors to be very good and I get appointments easily as and when I need them for myself or my children. Thank you

Very good and personal service, I think this is hard to improve on

Always pleased with response times

Email information on upcoming changes or dates for your diary such as flu jab day.

Very efficient as it is.

Service is very good thanks

It was very helpful to be able to speak to a Dr on the telephone to avoid spreading germs (Norovirus) and save time for both parties.

Have enjoyed consultations used to involve less of a wait than now

A dedicated "slot" for patient telephone lab-results enquiries

Our local surgery is very important to us all, please continue in way you all respect the community with your skills.

Annex B

Buckden and Little Paxton Patient Participation Action Plan

Action Point	Objective	Action Required and Timescales
Flu Day - not enough advertising to promote the day.	Better attendance and improved take-up	Posters put up earlier. Notices in repeat prescription bags Email out to VPG in advance Timescale: Early Sept 2013
Nurse Practitioner - not enough known about her role and what she can do	Alternative consultation slot for patients and increased awareness.	A piece about the Nurse Practitioner and her role will be circulated in our Feb newsletter in the waiting room. Newsletter will be emailed to patients in the VPG Poster in the waiting room re Nurse Practitioner's role. Newsletter placed on website. Timescale: Within One Month
Confidentiality	To ensure patients do not hear patient identifiable information at reception	Training. Reminders at staff meetings. Improvements already been seen due to training. Emis numbers only given out from colleague to colleague. Always the patient for identifiable information. Timescale: Ongoing