

## Midway Surgery

### Patient Reference Group

#### Year 2 report

We started our preparation in October by inviting PPG members to put forward their suggestions for our annual survey. We placed notices and a message on the waiting room screen alerting all the patients that we were preparing our survey and would welcome their views.

The initial preparations helped us to form the following starting point:

What do you think are the most important issues on which we should consult our patients? Which of the following do you think should be our priority areas?

Clinical Care

Getting an Appointment

Reception Issues

Opening Times

Planning your care

From the responses we prepared a comprehensive survey covering the following sections:

Appointments at Midway

Arriving for appointment

Seeing a Doctor/Nurse Practitioner/Nurse at Midway

Overall satisfaction

Planning your care

We tried to open out the questions in each of these areas to cover all aspects of appointments by asking how the patients made their appointment and if the time of the appointment was suitable. We asked about accessing the building and if they found the premises clean. We covered their experience with the reception team and the surgery opening hours.

We asked for their views on their actual consultation and if they felt that they were given enough time and how well they felt the clinician was at asking them about their symptoms, listening to them, explaining about tests and treatments, treating them with care and respect, obtaining consent before examination and finally if they had confidence and trust in the clinician they saw.

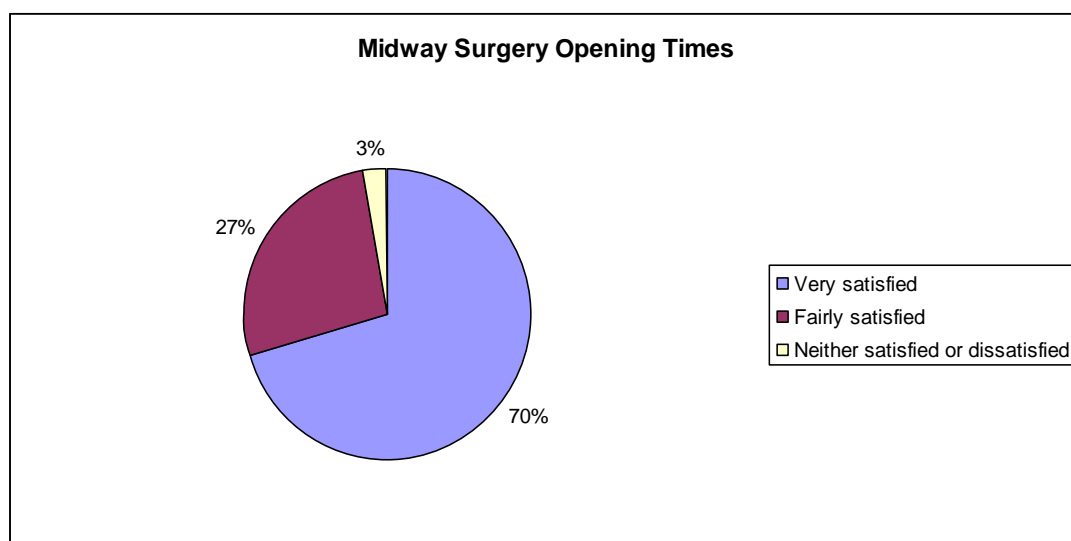
We asked how satisfied they were with the care they receive at Midway and would they recommend us to someone who had just moved into the area.

In the final section of the survey we tried to cover more long term health issues where the patient may be using other health care providers alongside Midway surgery.

The survey was made accessible online and copies were handed to patients at reception and in the waiting room. The waiting room screen reminded all patients that they could take part by joining the PRG or by completing the questionnaire and handing it over to reception for processing.

The analysis of the results of the survey is available in full but it seems that 72% of our patients make their appointments on the telephone whilst 15% use the website facility.

70% are very satisfied with our opening hours and 27% were fairly satisfied.



Happily 97% of our patients find our reception team very helpful.

The overall ratings for the patient consultations with each type of clinician that were broken down into 3 categories, Doctors, Nurse Practitioner and Practice Nurses were all very positive and 98% of the replies indicate that patients have complete confidence and trust in the clinician they had their consultation with.

With regard to overall satisfaction 99% are satisfied with the care they receive at Midway and 93% would recommend us.

The final section which dealt with long term health problems and ongoing care shows an overall positive response but there does appear to be a query about care plans and what they are for.

Having published the results of the survey we opened a **forum** to discuss the results which appear to highlight areas for improvement or follow up. We asked;

### **Are you satisfied with the Surgery Opening Times?**

Our recent patient survey results indicate that 27% of patients surveyed would like to see our opening hours improved. Are you satisfied with our opening hours? Are you aware of our current opening times which are:-

#### **Monday - Friday**

8.30am - 6.30pm

#### **Saturday (First Saturday, every month)**

8.00am - 9.15am

#### **Extended Hours**

##### **Tues and Wed**

6.30pm - 7.30pm

##### **Friday**

7.15am - 8.00am

We had only five responses to this question all of which say they are satisfactory but with some suggestions for improvement in some areas, for example trying to book an appointment in advance for a follow up

and another asking if there are enough Doctors available to satisfy demand. In order to resolve these issues we are taking the following steps.

We shall continue to monitor the appointment system and continually review the availability of clinicians and how we can work more efficiently to cope with the care of our patients.

We do release a selection of appointments which can be booked online but most are available to be booked on the day however these will not always be with the Doctor of their choice. Patients who are happy to see any clinician can normally be seen on the same day.

We have introduced a telephone triage service where some problems can be dealt with via a telephone consultation. There is always the opportunity for the patient to be seen later in the day should it be necessary. This system works well for most patients and leaves some appointments available for later in the day.

The extended hours are currently under review and this should be finalised and implemented in late March and the website information will be updated accordingly.

There is a section on the website which details each doctor's usual rota., however these do vary from time to time because of holidays and other commitments.

We have installed a Surgerypod in which blood pressure, BMI and other routine checks can be done by the patient the results of which are automatically added to the records before they go in for their appointment, we think that the time saving in each consultation will benefit our patients and allow them additional time with the doctor. Patients should be assured that the results are checked on screen by the clinician during the consultation and the clinician would take a further blood pressure test if the earlier results from the Surgerypod were considered to be too high or too low.

There is also a checking process in place to identify any abnormal results for any patient who uses the Surgerypod facility. An on screen alert will advise the patient to report back to reception.

We are in the process of setting up an internal control system that will automatically alert the patient's usual doctor for appropriate action where an abnormal result is obtained via the SurgeryPod.

Our records show that there are on average 80 appointments made each month for which patients fail to attend or cancel and we are now considering the possibility of developing a facility on our website for patients to email their cancellation messages to us.

The other item included in our forum was:-

### **Are you aware of a Patient Care Plan?**

Our recent patient survey results revealed that 75% of patients surveyed are not aware that they could have a Patient Care Plan, if they have a long term condition. If you have a long term condition, are you aware of your Care Plan, if not, how can the Surgery make you more aware?

Only three responses to this forum which indicates we need to provide some more information about care plans to our patients who may suffer from conditions in which they feel a Care Plan would be helpful to them. We will take this as an opportunity to prepare a link on our website and introduce an internal system for our clinicians.

There were 52,464 visits to our website during 2012 and 10,982 for 2013 so far so we believe that it is well used by our patients. We update the site regularly and we are putting more information on it all the time in an effort to inform our patients about new developments within the practice or other information that may be useful.

We also have a practice leaflet available which contains most of the information available on the website for patients without access to the website and copies are available from reception.

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Midway Surgery  
13 March 2013