

## BURBAGE SURGERY PATIENT REFERENCE GROUP SURVEY REPORT

### **Introduction**

Burbage Surgery established a Patient Reference Group in 2011. Regular meetings have been held, usually on a bi-monthly basis. The Practice has undertaken an anonymous survey of registered patients with assistance from the Patient Reference Group (PRG) to identify any areas that our patients feel that we could improve on.

### **Profile of the Practice**

3160 Patients

Age Range 0-64 2604 patients

Age Range 65-74 323 patients

Age Range over 75 233 patients

Sex Male 1596 patients Female 1564

Ethnicity 0.6% (represented by black and minor ethnic groups)

### **Profile of the PRG members**

The surgery advertised for members to the PRG by posters displayed in the waiting room, leaflets in the waiting room, by word of mouth and via the village news magazine published monthly and delivered to every house in Burbage.

The group is made up from patients registered at the practice, the members are a cross section of the list of patients from the surgery including, some retired members, a child minder, a physiotherapist, a retired GP, Mums with young children and patients with work commitments. The practice has a very small ethnic population and this group is not represented in the PRG. Two members of the group do not live in Burbage. The practice acknowledges that there are no patients under 24 in the PRG, no candidates put themselves forward, the practice will endeavour to recruit some younger members for the next year.

The members represent a variety of ages - their names and details of how they can be contacted are below.

June Brew (Chair)

Godfrey Brew

Matthew Kellow

Sophie Marklew

Liz Rowland

Joyce Goold

Marie Hattersley

Mary Nocton

The age ranges represented are	0-24	0
	25-45	3
	46-65	2
	Over 65	3

The Committee can be contacted by either a personal approach to any of the above, or by email at

[patientliaison@hotmail.co.uk](mailto:patientliaison@hotmail.co.uk)

or by post to the Committee at 198 High Street Burbage SN8 3AB.

When the group was established the Practice advertised the fact that the PRG was to be as representative of the Practice as possible, this was done via the local parish magazine, and via the surgery notice board.

The PRG has a dedicated notice board available in the reception area of the surgery.

### **The Survey**

The PRG, GPs' and Practice Managers held several meetings to discuss what the content of the survey should contain.

It was agreed that Access to the surgery for appointments, telephone access and the consideration and care shown to the patient were the main priorities. These areas were identified by the members of the PRG as important to them. The questions were worded to evaluate the patient responses to access and care.

For the survey to be representative of as many patients as possible we tried to establish a "virtual" group to contact the patients by e-mail to ask them to complete a questionnaire, this was not successful, there would not have been sufficient numbers of patients to make the survey representative. Printed slips and signs in the surgery asked if patients would give their email address, we had little response. There was already an existing questionnaire on the Surgery website which is not used by the patients.

In the absence of a virtual group the PRG volunteered to deliver surveys to local households and slips were placed on chairs in the waiting room by members of the PRG inviting them to take part in the survey and to return the completed surveys to Mrs June Brew, an addressed envelope was provided for the patients and stamps were available for posting if requested.

The questions and wording of the surveys was discussed at PRG meetings.

A total of 236 surveys were distributed, 150 of these were distributed by the PRG which gave the group a chance to further advertise themselves by face to face contact with patients. The patients were invited to request a stamped addressed envelope if they wished to post the results back to the PRG, otherwise they could be returned to the chairpersons house by hand.

The remaining surveys were available in reception for patients to complete and insert into an envelope to ensure that they remained anonymous. The survey was available for completion over a 2 week period.

The final question of the survey related to age ranges to enable the Practice to establish that the survey had been completed by a variety of patients.

A total of 231 responses were received.

The results were discussed at a PRG meeting on the 6<sup>th</sup> march 2012. Suggestions were made by the PRG group and GP's to form an action plan. There were no areas of disagreement and no contractual issues were raised.

The full report will be published on the website by 31.03.2012.

The designated notice board in the reception area of the surgery is displaying the results in coloured pie charts and the results and actions will be displayed when the report is published on the website.

All members of the PTG have been sent a copy of the results and actions.

### Results, findings and actions

Q1	<p><b>We asked:</b> How often have you seen a doctor in the past year?</p> <p><b>You replied:</b> None 6.10% Once or twice 28.66% Three or four 26.83% Five or six 17.86% More than six 20.73%</p>
Q2	<p><b>We asked:</b> How are you treated by the receptionist?</p> <p><b>You replied:</b> Poor 0% Fair 1.2% Good 12.8% Very Good 41.5% Excellent 44.5%</p> <p><b>Action:</b> Difficult to improve on this. The reception staff have been congratulated on their attitude towards the patients. Continue to present a cheerful and helpful attitude.</p>
Q3	<p><b>We asked:</b> What do you think of the hours the surgery is open?</p> <p><b>You replied:</b> Poor 0.0% Fair 1.2% Good 12.80% Very Good 41.5% Excellent 44.5%</p>

	<p><b>Action:</b>  Patients are satisfied with the hours that the surgery is open with 98.8% of patients considering that the surgery is good, very good or excellent. The practice will continue to provide early and late appointments.</p>
Q4a	<p><b>We asked:</b>  How quickly can you see a <b>particular</b> doctor?</p> <p><b>You replied:</b>  Same Day 3.7%  Next working day 71.3%  Within 2 working days 19.5%  Within 3 working days 4.3%  Does not apply 1.2%</p> <p><b>Action:</b>  Because of the way the practice manages the appointment system we are able to accommodate 94.5% of the patients seeing a doctor of their choice within 2 working days.  The practice will continue to provide this flexible service.</p>
Q4b	<p><b>We Asked:</b>  How do you measure your satisfaction to Q4a?</p> <p><b>You replied:</b>  Poor 0.0%  Fair 7.3%  Good 29.9%  Very Good 48.8%  Excellent 14.0%</p> <p><b>Action:</b>  92.7% of patients surveyed said good, very good or excellent with the ability to see a chosen doctor. Patients are able to choose whether to see a male or female doctor.  The practice will continue to offer flexibility within the appointment system and from May there will be an extra session worked weekly to ensure that there will be a female doctor available for every clinic.</p>

Q5a	<p><b>We asked:</b> How quickly do you see <b>any</b> doctor?</p> <p><b>You replied:</b> Same Day 40.5% Next working day 30.1% Within 2 working days 19.0% Within 3 working days 3.7% Does not apply 5.5%</p> <p><b>Action:</b> 95.1% of patients could see any doctor within 2 working days. From May an extra session will be added to our clinics, this will enable the surgery to continue to provide this high level of service.</p>
Q5b	<p><b>We asked:</b> How do you measure your satisfaction to Q5a?</p> <p><b>You replied:</b>  Poor 0.0% Fair 2.5% Good 16.0% Very Good 38.7% Excellent 38.7%</p> <p><b>Action:</b> 97.5% said good, very good or excellent. The practice will continue to work to ensure that these levels of satisfaction continue.</p>
Q6	<p><b>We asked:</b> If you need to see a GP urgently can you normally be seen on the same day?</p> <p><b>You replied:</b>  Yes 84.8% No 1.2% Don't know 13.4%</p> <p><b>Action:</b> Taking into account the "don't knows" 96.1% of patients can see a GP on the same day. The practice will continue to provide this excellent level of service.</p>

Q7a	<p><b>We asked:</b> What is the normal waiting time for consultations?</p> <p><b>You replied:</b></p> <p>Up to 5 minutes 18.9% Up to 10 minutes 58.5% Up to 20 minutes 20.1% More than 20minutes 1.8%</p> <p><b>Action:</b> As a single handed practice it is usual for Locum GPs' to be employed for holiday cover and absence by the GPs' for training days. On these occasions it may be difficult for a locum who is not familiar with our system and protocols to adhere to time. Emergencies may also occur which require immediate attention by the GP which may result in appointments being delayed. The reception staff have been made fully aware of this shortcoming If a Doctor or nurse is running late this will be communicated to the patient with an apology, the staff will ask if the patient is happy to wait for their appointment, if not the patient will be offered an alternative appointment.</p>
Q7b	<p><b>We asked:</b> What do you think of the waiting time?</p> <p><b>You replied:</b></p> <p>Poor 3.0% Fair 15.2% Good 38.4% Very good 31.1% Excellent 11.6%</p> <p><b>Action:</b> The reception staff have been made aware of the fact that 77.4% of patients are seen within 10 minutes of the appointment time, however, they need to monitor the doctors clinic throughout the clinic and advise patients if their appointment may be delayed.</p>
Q8a	<p><b>We asked:</b> What do you think about the ability to get through to the practice on the phone?</p> <p><b>You replied:</b></p> <p>Poor 3.1% Fair 19.8% Good 37.0% Very good 24.7% Excellent 15.4%</p>

	<p>The results of the survey seem to indicate that the 96.9% of patients find getting through to the surgery by phone very or fairly easy.</p> <p><b>Action</b> –The main telephone line for patients wishing to book appointments will inevitably be very busy first thing in the morning. The Practice will produce an information slip that can be placed in all repeat medication orders, drawing patient’s attention to the online ordering facility available on the practice website. The Practice will also ask patients to avoid ringing first thing in the morning for routine items.</p>
Q9	<p><b>We asked:</b></p> <p>In general how often do you see the doctor of your choice?</p> <p><b>You replied:</b></p> <p>Never 0.0%  Almost never 0.6%  Some of the time 7.6%  A lot of the time 5.1%  Almost always 60.1%  Always 26.6%</p> <p><b>Action:</b></p> <p>99.4% of patients replied between some of the time and all of the time.  No action required except to continue the level of service.</p>
Q10a	<p><b>We asked:</b></p> <p><b>When you see your doctor:-</b></p> <p>How does the doctor listen to your problems?</p> <p><b>You replied:</b></p> <p>Poorly 0.6%  Fairly well 4.3%  Well 15.4%  Very well 54.3%  Excellently 25.3%</p> <p><b>Action:</b></p> <p>99.4% of patients were satisfied with how the doctor listens to their problems – the GPs’ will continue working to maintain this level of satisfaction.</p>

Q10b	<p><b>We asked:</b></p> <p>How well does the doctor ask about your symptoms?</p> <p><b>You replied:</b>          Poorly 0.0%          Fairly well 4.4%          Well 18.8%          Very well 56.9%          Excellently 20.0%</p> <p><b>Action:</b>          100% of patients were satisfied with how the doctor asks about their symptoms – the GPs’ will continue working to maintain this level of satisfaction.</p>
Q10c	<p><b>We asked:</b></p> <p>How well does the doctor examine you when necessary?</p> <p><b>You replied:</b>          Poorly 0.6%          Fairly well 3.1%          Well 15.0%          Very well 53.8%          Excellently 27.5%</p> <p><b>Action:</b>          99.4% of patients were satisfied with how the doctor examined them – the GPs’ will continue working to maintain this level of satisfaction.</p>
Q10d	<p><b>We asked:</b></p> <p>How well does the doctor explain your treatment?</p> <p><b>You replied:</b>          Poorly 1.3%          Fairly well 6.9%          Well 9.4%          Very well 46.3%          Excellently 36.3%</p> <p><b>Action:</b>          98.7% of patients were satisfied with how the doctor explained their treatment – the GPs’ will continue working to maintain this level of satisfaction.</p>



Q10e	<p><b>We asked:</b></p> <p><b>Gives you time to ask questions?</b></p> <p>Poorly 1.9%  Fairly well 6.2%  Well 22.2%  Very well 8.1%  Excellently 21.6%</p> <p><b>Action:</b>  98.1% of patients were satisfied with how the doctor gives time to ask questions – the GPs’ will continue working to maintain this level of satisfaction.</p>
Q10f	<p><b>We asked;</b>  Involves you in decisions about your care?</p> <p><b>You replied;</b></p> <p>Poorly 1.9%  Fairly well 6.2%  Well 19.1%  Very well 50.6%  Excellently 22.2%</p> <p><b>Action</b>  98.1% of patients were satisfied with how the doctor involves them in decisions about their care – the GPs’ will continue working to maintain this level of satisfaction.</p>

<p>Q10g</p>	<p><b>We asked:</b> Overall how do you feel their approach reflects care and concern for you?</p> <p><b>You replied:</b></p> <p>Poorly 1.2% Fairly well 4.3% Well 12.4% Very well 38.5% Excellent 43.5%</p> <p><b>Action:</b> 98.8% of patients were satisfied with how the doctors approach reflects care and concern about them– the GPs’ will continue working to maintain this level of satisfaction.</p>
	<p><b>We asked the following questions about nursing care?</b></p> <p><b>Q1 - How well do the nurses listen to you.?</b></p> <p><b>You replied:</b></p> <p>Poorly 1.5% Fairly well 1.5% Well 7.3% Very well 51.1% Excellent 38.7%</p> <p><b>Action:</b> Meeting held with nurses and the outcome discussed. Although the satisfaction level is 97% both nurses agreed that they will continue to improve their listening skills</p> <p><b>Q2 - What do you think about the quality of care they provide?</b></p> <p><b>You replied:</b></p> <p>Poor 1.4% Fairly well 2.1% Well 5.0% Very well 35.0% Excellent 56.4%</p> <p><b>Action:</b> Nurses agreed that they need to talk about the patients’ expectations of what their treatment should achieve and discuss the outcomes.</p> <p><b>Q3 - How well they explain your health problems or any treatment that you</b></p>

need?

**You replied:**

Poorly 2.2%  
Fairly well 1.5%  
Well 6.6%  
Very well 47.8%  
Excellent 41.9%

**Action:**

Nurses need to explain the treatment fully to a patient but feel that they are often constrained by time. Despite this 97.8% of people are happy with how well the nurses explained problems.

The nurses will continue to involve the patient in discussions about their health and treatment

**Finally – the age range of those taking part in the survey were:**

<b>0-15</b>	<b>1.2%</b>
<b>16-24</b>	<b>5.5%</b>
<b>25-35</b>	<b>7.35</b>
<b>36-50</b>	<b>31.15</b>
<b>51-65</b>	<b>22.6%</b>
<b>Over 65</b>	<b>32.3%</b>

Dr King would like to thank our Patient reference Group for their help in producing this survey and report, and also to thank the patients who kindly gave their time to complete the survey.

For Patient Information Purposes as part of this report we are also including details of the Practice Opening Hours

**Opening Hours**

Monday 9.00am-1.00pm and 2.00pm- 6.45pm  
Tuesday 9.00am-7.00pm  
Wednesday 8.30am-1.00pm  
Thursday 8.30am-6.30pm  
Friday 9.00am-1.00pm and 2.00pm-6.30pm  
Saturday- Closed  
Sunday- Closed

Telephone: (01672) 810566 Fax. (01672) 811329

Patients requiring medical assistance outside of these hours should contact our Out of Hours Provider, Wiltshire Medical Services, or on a Wednesday afternoon, Dr Ballards' surgery at Great Bedwyn.. Full contact details can be heard on our answer phone, but in summary Contact details are:

0300 111 5717 (6.30pm-9.00am)  
(01672) 870388 ( Wednesday afternoons)

### **Extended Hours**

The Practice has an extended hours contract with the local PCT. This allows us to extend our opening hours to 18.45pm on a Monday evening and 7.00pm on Tuesday evening. Appointments can be pre booked with Dr King and Dr Andrea Clark, and also with our Practice Nurse.