

Patient Participation Group Lead: Hayley Casey

## Unity Surgery

### Our Patient Survey

#### RESULTS OF THE PATIENT SURVEY

Of the surveys returned, most patients were very satisfied with the overall care received at Unity Surgery; 65% were very satisfied, 22% were fairly satisfied and 13% were neither satisfied nor dissatisfied. 1 patient ticked the box that they were very dissatisfied, however, their response on the rest of the survey highlighted that they were very happy or very satisfied with all aspects of the surgery and therefore we took this very dissatisfied comment to be incorrect. We have taken this survey out of the analysis until we have contacted the patient to confirm their result. No other patient expressed that they were quite or very dissatisfied.

39% were fairly happy with the opening hours, 31% were happy with the opening hours and 30% were very happy with the opening hours. This has changed slightly from 2012 when we first undertook our survey. 60% felt they were happy with the opening hours compared to 15% who were fairly happy. Our opening times have not changed and this could be down to patient expectations of opening times being greater than two years ago.

87% of patients felt that it was very easy to access the surgery and the remaining 13% felt it was fairly easy.

92% felt that the Practice was very clean, and the remaining 8% felt it was fairly clean. This is a big improvement on 2012, where only 60% felt it was very clean and 39.5% felt it was fairly clean and 0.5% felt the Practice was not at all clean. The Practice believes this is due to having employed a new cleaner and also that the PPG group has actively taken steps to improve the 'cluttered' look of the waiting room after the results of the first survey in 2012 had been analysed.

40% of patients felt it was fairly easy to get through to reception on the telephone. 20% felt it was very easy. However 24% felt it was either not very easy or not at all easy. The remaining patients expressed that they did not know or left this part of the survey unticked. This seems to have become more of an issue since 2012, as back then the majority of patients felt that it was easy to get through to reception on the phone.

Some patients expressed that they found it either very easy or fairly easy to be put through to a doctor or nurse on the phone and this is a much better response to 2013's survey where patients expressed directly that they felt it was difficult to get hold of a doctor to speak to on the phone. The high majority of patients felt that they did not know how easy it was to speak to a doctor, nurse or obtain results over the phone as they had not needed to try.

Overall, 80% expressed that the quality of care received by the doctor was good or very good; this is compared to 75% in 2012. This included time spent with the patient, asking the patient about their symptoms, listening to their problems, explaining the course of action, involving the patient in their care, showing care and concern and taking the problem seriously. However, some patients reported that it was neither good nor poor, particularly in the areas of spending enough time with the doctor, listening to the patient, and taking the problem seriously. However this result amounted to only 7% of the overall results. 3 patients expressed that they felt that the doctor rated as poor at asking them about their symptoms, however, they did not leave the doctors, or their own name, so we are unable to follow up on this result. 90.9% of patients were treated well or very well by the Practice Nurse, the remaining patients did not answer this question or had not seen the Nurse to be able to

Patient Participation Group Lead: Hayley Casey

comment. Nobody expressed that they were unhappy with the way that the Practice Nurse treated them.

The majority of patients expressed that they could either see their doctor of choice within 2 or 3 days. 30% expressed between 4-7 days, 10% the very next day and 5% the same day.

58% of patients expressed that they were only aware of some of the services both the Nurse and HCA offered 27% expressed they did not know all of them. This is a very similar result to 2012 in which it was noted that many patients were not aware of all the services available.

There were no negative comments expressed on any of the questionnaires this year, there were some positive comments ("Great bunch of people") and some good ideas for the Practice to consider, such as:

"Would like more continuity with doctors who seem to come and go, no-one knows you or your background"

"It would improve confidentiality if the receptionists came to the 'window' to answer queries.

#### AGREEMENTS REACHED WITH THE PATIENT PARTICIPATION GROUP (PPG)

It was agreed amongst the PPG to focus on the following areas:

- How can we make it easier for patients to contact reception?
- How can the Practice increase patient knowledge about the Practice Nurse and HCA services?
- How can the Practice ensure that the reception team consider confidentiality at all times?

It is not practical to consider increasing any admin costs in the surgery. At this point in time, there is no capacity to put another phone line in, and then employ another member of staff to man this phone line. At the moment the surgery has two lines. These are busiest between 8:30am and 11am. One possibility is to encourage patients to phone outside of these busy hours to ensure that the phone line is less busy. It is also a possibility to have set times to ring the surgery for certain queries, for example, 8:30-11am is set aside for ringing about urgent/same day appointments and home visits, 11am-12:30pm is to ring to speak to a doctor or nurse, and after 2pm could be to obtain any results. This may prove difficult to implement and monitor, unless the Practice purchased a new phone system, in which when the patient calls they are immediately directed to a pre-recorded message which asked them to press 1 to make an appointment, press 2 to request to speak to a doctor and 3 to obtain results.

The PPG agreed that it would be very beneficial for the Practice to put up posters and leaflets stating what services are on offer at the Practice. This could also be put on the website and included in more detail in the Practice leaflet, which is given to each newly registered patient.

The receptionists currently undergo annual confidentiality training in addition to full training in this issue on induction and during their online Information Governance training. The Practice's CQC report expressed that, despite the surgery having a small waiting room, whereby it was relatively easy to listen to other's conversations, the reception team were particularly good at being considerate to people's privacy and confidential information. However, the patient who left the comment about receptionists remaining in their seat whilst answering queries is a very valid one and one that the Practice will take to the next non-clinical meeting and will be discussed amongst all the reception team.

In response to the comment about the doctors coming and going – Unity Surgery has been lucky enough to have constant doctors over the last 8-9 years; however, we lost 2 longstanding doctors in the autumn of 2013. These were two very well-liked and respected doctors who had been at Unity for a long time. Since then, we have replaced one of the

Patient Participation Group Lead: Hayley Casey

doctors with another salaried doctor, but have chosen to employ a long term locum to replace the second doctor. This locum doctor recently left to move to Australia and we have had to employ another locum, so it is understandable that some patients feel that there have been no continuity. Hopefully, the situation will soon settle.

#### ACTION PLAN

##### TRAINING

All reception staff will receive another session on confidentiality to include the comment about remaining in their chairs while speaking to patients at the reception desk. This will also be marked as a significant event and will be discussed at clinical and non-clinical meetings to share the learning.

##### TELEPHONE ACCESS

The Practice will consider the implications of purchasing a new telephone system in which it can specify to patients phoning in, at what time to ring regarding certain issues.

The Practice will also put up posters highlighting the busiest times to phone, to encourage patient's to ring outside of these times.

##### HCA/NURSE

The Practice will put more information onto the Practice website stating what services are on offer at Unity Surgery and this will also be put within the Practice Leaflet and on posters in the waiting room.