

Cookham Medical Centre PPG

2014 Patient Questionnaire Report and Recommended Actions

Introduction

There were 269 questionnaire responses – 199 on line and 70 on paper. This was a 60% increase over 2013 (168 responses – 146 on line and 22 on paper) and confirms that paper questionnaires are essential as well as on-line.

64% of respondents were over 60 and 59% were female and about 88% visited the surgery to see a doctor in the last six months.

88% were able to get a nurse appointment when needed compared to 75% in 2013. This is a significant improvement arising from the 2013 Action Plan to increase overall nursing provision.

Item	Recommended action	By	Completion
1. Confirmation of survey validity	Provide statistics on percentages of total practice male and female patients, age ranges, percentage to have visited in last six months (doctor, nurse, flu jabs) and percentage of patients with LTC to confirm that the questionnaire responses are representative of the patient population as a whole.	CMC	

Question 10

46% feel they cannot get a non-urgent appointment to see any doctor when they need one. From a large number of comments, patients have to wait 2 to 3 weeks for an appointment. There is also a suggestion that you need to ring up at 8.30 a.m.

Receptionists are the subject of a large number of adverse comments in the responses, probably because of their role in filtering out emergency and non-emergency cases.

Item	Recommended action	By	Completion
2. Response to patient requesting urgent or emergency appointment	Advise whether receptionists have an agreed list of questions e.g. 'are you in pain', to assist in the identification of emergency cases and ensuring that urgent cases are covered adequately by the triage procedure. <i>(See also recommended action for Question 6.)</i>	CMC	
3. Definitions of urgent and emergency appointments.	Provide definitions	CMC	
	Inform patients via website newsletter and leaflet.	PPG	
4. Advance booking for routine (e.g. LTC clinic)	Advise patients to book well in advance for doctor and nurse appointments	PPG	

Question 8

82% approx who used the triage service were satisfied with the service. This is a significant increase over the previous year (2013 was 46%) but there are a number of comments on waiting times for receptionists to answer the phone.

A number of comments relate to the time taken to contact the surgery by telephone and think that because it is ringing it is simply not being answered.

Item	Recommended action	By	Completion
5. Difficulty getting through on the phone	Publicise that patients with non-urgent appointment requests should not ring before 9.00 a.m.	CMC/PPG	
	Surgery to use the Patient Reference Group NHS contribution to purchase a new telephone system that can incorporate appropriate messaging.	CMC	

Question 7

18% of those with a LTC were not aware of a Clinic.

Some of the comments suggest that patients only know about the need for a review when their repeat prescription request has been put on hold. This can cause problems in ensuring that medicines are available when needed.)

Item	Recommended action	By	Completion
6. Patient responsibilities	Clarify whether patient or surgery should initiate a medicines review	CMC	
	State what is classed as a LTC	CMC	
	State whether repeat prescriptions are put on hold because a review is outstanding	CMC	
	Share this information with patients	PPG	

Question 12 – Getting a planned appointment when needed

30% feel that they cannot get a planned appointment when they need one. Some comments suggest that patients do not always know that they can book well in advance.

From comments made, it appears that patients do not know to book their next appointment immediately after seeing the doctor. In order to ensure that they see a specific doctor it is best if they arrange the follow-up appointment with the doctor whilst at the initial consultation.

Item	Recommended action	By	Completion
7. Follow-up appointments	Doctor or nurse should make follow-up appointment while patient is present, or receptionist should be asked to make appointment as requested by doctor or nurse	CMC	
	Publicise how to make follow-up appointments and how far in advance this is possible	PPG	

Some comments express concern that the receptionists are advising the patients of their test results.

Item	Recommended action	By	Completion
8. Notification of test results	Clarify whether patients are expected to ask for test results and the role of receptionists in providing results. What information can they provide?	CMC	
	Publicise what patients should do and the role of receptionists	PPG	

Question 6

About 30% would prefer appointment times outside 9.00 a.m. to 5.30 p.m. Monday to Friday.

Item	Recommended action	By	Completion
9. Extended hours	Reserve Saturday morning appointments for people who need to be seen reasonably urgently or have genuine difficulty in attending during normal hours	CMC	
	Publicise these arrangements	PPG	

Questions 11, 16 and 17

70% feel that they cannot get a non-urgent appointment to see a specific doctor when they need one and patients have to wait at least 2 to 3 weeks to get an appointment.

54% say service is good or very good (73% in 2013);

32% say service is acceptable (23% in 2013);

14% say service is poor (3% in 2013).

These figures suggest that there is a perception of a significant drop in service standards compared to last year.

Over 80% say that consultation with doctor was good or very good and only 4% approx considered that consultation with doctor was poor and not enough time allowed.

This suggests that the level of service perceptions lies with ability to book appointments, etc. when needed rather than standard of consultation with doctor.

Item	Recommended action	By	Completion
10. Make patients aware of the pressure on appointment time	Quantify the growth in demand over recent years and the number of appointments and home visits carried out in the same periods for both doctors and nurses	CMC	
	Explain how the availability of doctor and nurse appointments relates to funding made available to CMC.	CMC	
	Publish the facts	PPG	

Question 20

There were a total of 524 comments and some of these are covered in the questions above. Salient points from other comments are below.

There were 17 adverse and 5 positive comments about receptionists. The positive comments suggest that their style has improved over the previous year(s). A number of the negative comments suggest that there is not always someone behind the desk, privacy is required and they are not answering the ringing telephone.

Item	Recommended action	By	Completion
11. Reception	Ensure there is always a receptionist at the desk	CMC	
	Upgrade telephone system so that callers know they are in a queue	CMC	
	Have a quiet area where a patient can have a medical discussion in private if requested	CMC	
12. Keypad appointment logging-in system is not hygienic	Put Alcohol Gel in holder on wall by Keypad	CMC	
13. Referrals within the practice	Advise how many appointments (doctor or nurse) result in referral to another member of the team in the last six months and whether the first appointment was actually necessary.	CMC	
14. Knowing when there are changes to doctors or nurses	CMC Bulletin and PPG Newsletter to publicise changes	PPG	
15. Patients not being advised of choices for hospitals for referrals	Clarify the referrals system	CMC/PPG	
16. Responses indicate lack of information and misunderstandings	Create and maintain a FAQ section on the website	PPG	