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| BEEHIVE SURGERY |
| Patient Survey Results and findings |
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| Vibha Gupta – Practice Manager |
|   |

August 2019

Beehive Surgery

1. How long have you been a patient at this practice? (Circle appropriate answer)

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Under 1 yr | 15% | 1 to 5 yrs | 38% | 6 to 10 yrs | 19% | Over 10 yrs | 28% | No response | 0% |

1. To which age group do you belong? (Circle appropriate answer)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24 or under | 25% | 25 - 44 | 36% | 45 - 64 | 24% | 65 or over | 15% | No response | 0% |

1. Approximately how many times have you been to see the doctor in the last 6 months?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| None | 8% | 1-2 | 34% | 3-5 | 42% | 6-10 | 12% | Over 10 | 4% | No response | 0% |

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|  |  |  |  |  |  |  |  |  |  |  |
|  |  | Yes | No | N/A |
| 4 | Are you aware that you can book routine appointments up to 6 weeks in advance? | 76% | 24% |  |
| 5 | Are you aware that in cases of medical urgency you will be seen on the day (subject to triage to determine urgency) the clinician deems it necessary? | 82% | 17% | 1% |
| 6 | If you have telephoned the surgery in the last 6 months, was the call answered promptly? | 84% | 15% | 1% |
| 7 | 1. When at the reception desk do you feel you can talk in confidence if you have a query of a personal nature?
 | 82% | 17% | 1% |
|  |  |  |
| 8 |  Do you find access into the building at your surgery easy?  | 98% | 2% | 0% |
| 9 | When you last visited the surgery, were you satisfied with the overall cleanliness:1. The waiting room?
2. The consulting room?
3. The patient toilets?
 | 98% | 2% | 0% |
| 99% | 0% | 1% |
| 95% | 2% | 3% |
| 10 | When you last visited the surgery, did you feel that you had confidence and trust:1. GPs?
2. Nurses?
3. Admin staff?
 | 99% | 1% |  |
| 99% | 1% |  |
| 99% | 1% |  |
| 11 | When you last visited the surgery, were you treated with dignity and respect by1. GPs?
2. Nurses?
3. Admin staff?
 | 99% | 1% |  |
| 99% | 1% |  |
| 99% | 1% |  |
| 12 | Are you aware that you can ask for a Chaperone to be present during an examination? | 90% | 8% | 2% |
| 13 | Are you happy with the overall Patient Experience when you visit our practice? | 99% | 0% | 1% |
| 14 | Would you recommend this practice to your family and friends? | 99% | 1% |  |
| 15 | In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by1. GPs?
2. Extended Hours?
3. Out of Hours Emergency Doctors?
 |  |  |  |
|  |  |  |
| 95% | 3% | 2% |
| 80% | 15% | 5% |
| 94% | 3% | 3% |
| 16 | In the last 6 months, have you attended A&E for an illness or condition which could have been treated elsewhere? | 6% | 92% | 2% |
| 17 | Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability? **If yes**Would you like to be referred to the Carers Centre? | 6% | 94% |  |
| 2% | 96% | 2% |
| 18 | Are you happy with the interpretation services? | 55% | 0% | 45% |
| 19 | Are you satisfied with the cleanliness of the toilet area? | 95% | 2% | 3% |
| 20 | Are aware of our online services to make appointments, order repeat prescriptions and looks at aspects of your medical record?  | 80% | 15% | 5% |
| 21 | Do you feel the telephone system is adequate?  | 74% | 26% | 0% |
| 22. | Are you happy with the appointment system – give us your views in order for us to improve our system and monitor capacity and demand. | 80% | 18% | 2% |
| 23. | Are you satisfied with the building and its environment? | 90% | 8% | 2% |

**Patient Survey Analysis**

Findings and Actions, reflections and summary detailed below.

Based on 50 completed surveys

**Findings require actions:**

1. 24% of patients were not aware that they could pre book an appointment 6 weeks in advance.
2. 15% of patients felt the telephone was not answered promptly enough.
3. 15% of patients were unaware of the extended.
4. 15% were unaware of online services for appointments and order repeat prescriptions.
5. 26% felt the telephone system was not adequate.
6. 18% of patients felt the appointment system could be improved.

**Action**

1. Promote pre bookable aspect of the appointment system and advise patients of this when they are booking an appointment.
2. Explore a new telephone system with greater functionality to ensure a better patient experience.
3. Information to be more accessible on the different ways to get an appointment.
4. Look at ways to improve our appointment system for on the day appointments.
5. Actively promoting extended hours and online services at the reception via posters.
6. To advertise services in our next newsletter and also on the website. .
7. Enhanced promotion of chaperone services within practice, newsletter and boards. And inside clinical rooms using bespoke speech bubbles for easy reading.
8. Building work carried out throughout the building to improve patient experience.

**Action Point Responses/Reflections**

* The practice accepts that patients can find it difficult to obtain an appointment at certain times of the day. Historically we have found that certain patient groups do need additional support when accessing the surgery. Patient education and perception is key to encourage better understanding of the processes that are required and the expectations from the surgery.
* Appointment booking, we accept that there is a balance in this area and if we are offering a high proportion of pre bookable appointments to patients who very often do not turn up, this can be very frustrating for the practice, there is a fine balance to manage this as a practice when we have an empty appointment not utilised and another patient in need of one. We offer a substantial amount of on the day appointments due to having too many pre-bookable appointments that are not attended by patients despite a reminder text messaging service.
* We have changed the appointment system and give out all on the days slots apart from emergencies in the morning so patients do not have to call back. We have adapted a cancellation list for patients on the electronic appointment system. We have improved access to the patients by giving more on the day appointments and also more telephone appointments.
* The practice accepts it can be difficult to get through on the telephone at peak times. However, we do feel further promotion of the online system would help with this for certain groups. We are actively promoting online services at the reception. We do have a large ethnic minority at the practice with a substantial amount of older patients not English Speaking.
* The Practice will further review access to gaining an appointment to ensure patients do know the various options of booking an appointment.

We do have the following ways:-

* + - Book on day
		- Telephone on day or pre booked
		- Pre booked
		- Online access
* The practice manager has contacted the CCG for timescales of when the new telephone system will be implemented in practice. We are now on separate account domain on Bolton FT Hospital.
* More intuitive ways have been looked at of how we can promote extended hours, online services, chaperone service within the practice and the practice is trialling using speech bubbles in the clinical rooms/ toilets/ noticeboards so patients can easily see this without having to read a more lengthy poster.

**Summary of data findings**

* Feedback on patient experience is excellent 99% of patients would recommend this practice to their friends and family which demonstrates to us that we are providing a good, professional service to our patients
* We noted there were more patients who were aware of pre-booked appointments, extended hours and online services. However we feel more work is needed I these areas.
* Feedback from GP’s very often is that patients do attend for social reasoning and not always for clinical care. This also has an impact on access, capacity and demand for appointments.
* The feedback for being treated with dignity and respect is very good. The staffs at the practice is commended for their valiant efforts daily to ensure our patients are receiving the best possible care, attention and attitude.

**Overall Summary**

* Beehive Surgery accepts that we do need to continually learn from comments made. We need to reflect and respond to the difficulties surrounding access and try to improve were possible in this area
* The practice will continue to listen and learn from patient feedback and make changes as necessary to ensure we have the continued confidence of our patients and feedback through our PPG group
* The practice is committed to ensuring patients are educated and kept up to date with all practice information which is relevant to their health and well being
* The practice will share the report with the PPG group, publish on our patient facing website and discuss further with our staff for a whole team approach.

**Steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

* The Practice have a notice board specifically targeting patients who may have an interest in becoming involved with the PPG group along with forms for completion.
* All new patients are asked if they would like to join the PPG group. Adhoc approach for patients who show an interest in the surgery.
* Notice board with posters and documents for patient information
* Advertised on practice website for any interested patients
* Advertised on practice newsletter for any interested patients
* All staff educated with LGBT training to ensure all aspects of equality and diversity covered

 **Sources of feedback that were reviewed during the year:**

We gained feedback in the following manner:-

* Friends and family feedback
* Patient surveys
* Compliments and suggestion box in reception area were anonymous comments can be added
* Patient website
* Complaints procedure
* Newsletter
* PPG  Meetings