

COLNE CORNER SURGERY

Patient Survey Report – 2012-13

1. Our Patient Reference Group

In 2012 the surgery established a Patient Reference Group which comprised both patients who required postal questionnaires and patients who wished to join a virtual patient reference group.

For our survey in 2013, we have only contacted those patients who had signed up for the virtual patient reference group. This is because our survey related in the main to on-line access to new services. For that reason, contacting patients who do not have internet access to ask them to complete a survey about such facilities did not seem a productive way to achieve a high number of questionnaires returned, and would have been an expensive exercise.

The composition of our survey group for this year is therefore different to that of 2012.

Patients may join the Patient Participation Group at any time of the year, and are invited to do so by means of our Jayex Board, notices in the surgery, or our website. In 2013 we had 13 new members who joined our Virtual group.

We currently have a total of 62 members of our Virtual group, of which 25 are male and 37 are female.

The age breakdown of this group is as follows:-

Under 16 years	0 members
17-24 years	5 members
25-34 years	13 members
35-44 years	11 members
45-54 years	10 members
55-64 years	14 members
65-74 years	5 members
75-84 years	4 members
85+ years	0 members

The ethnic origin of our group is:

White British	58 members
Other White Background	2 members
Pakistani	2 members

5 members of our group are carers.

2. Agreeing the survey

Members of the group were contacted by e-mail to ask what areas they thought we should include in our patient survey. As we have particular developments in mind for the surgery over the coming months, the following areas were suggested as possibilities, but equally we were open to suggestions about other areas:-

- Allowing patients to book appointments on line
- Texting patients to remind them of their appointment times
- Allowing more patients to book their repeat prescriptions on line
- Allowing patients to be able to view their medical records on line
- Texting patients who have had blood tests to let them know the outcome
- Developing improved services for patients who are also carers

7 patients responded to this request and we had a mixture of responses. The only area that no-one thought should be in our survey was services for carers. This was left out of the survey for this year, but is an area we may pick up with those patients who are on our carers register in the future.

We had also been asked by the PCT to add two further areas to our survey which were:-

- a) what services would patients like to see in the new Colne Health Centre, and
- b) two questions relating to the future development of general practice.

3. Our Patient Survey

We had 23 responses to our survey, which was carried out using Survey Monkey. The responses to the questions were therefore as follows:-

1. If we introduce the option of booking appointments on-line, would you use this service? **22 patients answered this question. 20 patients (91%) said 'Yes'**
2. Would you be happy to receive a text to your mobile phone reminding you about your appointment? **22 patients answered this question. 16 patients (73%) said 'Yes'**
3. Would you have any concerns about us texting you to remind you of your appointment? If so, please specify.

The concerns raised were:-

- **One patient was concerned about changing phone numbers**
- **One patient does not need a reminder and has a very efficient diary**
- **8 patients said that they had no concerns**
- **2 patients do not use their mobile phones**
- **One patient said that they would prefer not to receive messages**

4. If you had the option of ordering your repeat prescription on-line, would you use this service? **22 patients answered this question. 20 patients (91%) said 'Yes'**
5. Would you be interested in having on-line access to your medical records? **22 patients answered this question. 20 patients (91%) said 'Yes'**
6. If you had a blood test done in the surgery, would you be happy to receive your results by text, rather than you having to telephone the surgery for them? **22**

patients answered this question. 20 patients (91%) said 'Yes'

7. Do you have any concerns about using any of these facilities online?

Please state.....

- 10 patients said that they had no concerns
- One would use the on-line services but not mobile phone services
- One patient would still like to be able to speak to someone to discuss matters.
- One patient would prefer to contact the practice by telephone.
- One patient does not like to be contacted by mobile phone
- One patient would like to see a dedicated password attached to the service to increase privacy

8. What services would you like to see in the new Colne Health Centre?

The services suggested were:-

Chiropody

Physio

Pain Management

Retinal Screening

Counseling

Ear Syringing

Children's Services

Fracture Clinic

9. What in your opinion, are the 3 most important things about your GP Practice?

Please specify:

The answers given were:-

Number One

- My doctor treats me as a patient and not a number and is committed to my well-being
- Friendly
- Speed of appointments
- A friendly service on entering the surgery
- Availability
- Dr Phillips
- Caring medical staff
- Personal attention
- Accessibility
- Fast appointments
- Good doctors
- Time to listen to the patient
- Access to a doctor
- To be the patient of one doctor
- Not having to wait too long for appointments
- Ease of booking an appointment
- Access to the same professional staff
- Quickness of receiving an urgent appointment
- Being made to feel welcome
- Being seen quickly
- Sympathetic understanding and care

-

Number Two

- The staff treat patients with respect and care and are very friendly and helpful
- Trust in staff
- Being able to talk with a Nurse
- Doctors that are approachable and willing to explain things
- Promptness
- It's small and personal
- Access to a Doctor in an emergency situation
- Quick and prompt appointments
- Efficiency
- Appointment time-keeping
- Trust
- Able to see the doctor of your choice
- Access to a Prescription
- No appointment should be required
- Pleasant and Helpful Receptionists
- Helpful Receptionists
- Easy appointment system
- Politeness and Friendliness of staff
- Allocated time
- Helpful friendly staff
- Not having to wait too long to see a Doctor

Number Three

- There is a positive atmosphere
- Keeps up-to-date with new ideas
- Streamlined communication network
- Nurses that are willing to give the advice you need
- It's location
- Choice of Hospital if needed
- Someone to really listen to your medical needs
- A doctor who will help you with a problem and not fob you off
- Being listened to
- Appointments in a reasonable time
- Access to a specialist referral
- To remain a small practice
- Thorough check-ups by Nurses and Doctors when due
- Helpful and friendly staff
- Quick results
- Caring Nurses and Receptionists

10. What one thing do you think would improve your experience of your GP Practice? Please specify:

The answers given were:

- I realize everyone wants the full attention of their doctor. Sometimes the waiting period to see the doctor can be quite long. Personally I am willing to go with it because of the excellent service I receive from my doctor.
- Faster completion of Insurance Forms
- The experience we have had of this surgery would be hard to beat, the only thing would be getting appointments when needed, but I realize this is virtually impossible to achieve.
- Waiting time in surgery
- Our Corner Surgery we find to be very satisfactory as it is.
- More reviews and surveys on patient care.
- More careful checking of repeat prescription requests
- More comfortable waiting area.
- Seeing the same doctor for each visit not a different locum doctor for each appointment.
- I am content with the service.
- To remain a small practice
- A lady doctor
- When the appointments are running late, keeping delayed patients informed how long the delay could be or what is causing the delay.
- Timekeeping on appointments
- Being seen at your actual allocated time slot
- Can't think of anything.

4. The survey findings

Patients were informed of the results of our survey by e-mail. A message was also added to our Jayex Board offering all patients the chance to be e-mailed a copy of the findings if they so wished.

5. Our Action Plan

On the basis of the responses we received to our survey, the following action plan was suggested to the Patient Reference Group:

1. On-line Appointment Booking

We will aim to introduce on-line appointment booking for some of our GP surgeries by the end of April 2013. We may take a little longer to do this for our Nurse appointments as our Nurses each deal with different areas of patient care, but we will look for ways to make this work too.

2. Text reminders for Appointments

We will look to introduce this service by the end of May 2013. Whilst we appreciate that not all patients may want to receive this service, if we ask each of our 3400 patients for their consent, this will never happen. Instead

we would propose to ask our patients to opt out of this service if they do not wish to receive the messages.

3. Ordering Repeat Prescriptions On-Line

As we received numerous comments from patients about this during our survey, we have reviewed this facility during March 2013. It is now being advertised within the surgery, on our patient leaflet and on prescriptions. Our Receptionists have been given more information on how to set this up for patients. We have had a number of new patients start to use this service this month.

4. On-line Access to Medical Records

Again, we received some early feedback about this facility and so have gone ahead and started to pilot this with just a few patients. A Patient Information Leaflet has been produced, and we have four patients who can already view their records on-line, with another 8 who have expressed an interest and are in the process of signing up to this facility. Safeguards have been put in place to ensure that this is password protected.

5. Receiving test results by text

It is possible for us to set this up now – we have the technology. However, there are a few concerns we need to sort out first, for example, making sure that we have the correct mobile number for patients, and ensuring that patients are able to understand the information they receive. We therefore propose to review the feasibility of introducing this service by the end of May 2013.

6. Services in the new Colne Health Centre

The suggestions received have been passed on to the Pendle Locality Commissioning Group as part of the planning process.

7. Comments about General Practice

These questions were asked by the East Lancashire Clinical Commissioning Group, and therefore your responses have been passed on to the group. We note your comments and will do our best to respond to them in the service we provide. It is good to see a good number of positive comments, particularly at such a difficult time of working within the NHS. We accept that making appointments isn't always easy if patients wish to see a particular GP. As you will be aware, Dr Milne left us in February 2013, and we are in the process of recruiting another GP to replace him. In the meantime, we are working with Locum GPs, but hope to have a permanent replacement within the next few months.

Trying to allow patients sufficient time to go through their problems and to feel that they are listened to, whilst still keeping to time, is a continual problem which we struggle to find the answer to. When we have asked patients in previous surveys if they would like their appointment to be cut

short in order to ensure that our GPs do not overrun, the answer has been no. We do try to make sure that patients are aware their their appointment is for 10 minutes, and to book a double appointment if they feel it may take longer, but it is very hard to predict how long it may take to see a patient. We continually review our systems to try and improve them – we will keep trying!

We do believe that being a small practice allows better continuity of care and a more personal service for our patients. We have no plans to change the size of our practice, but are very keen to ensure that we keep up-to-date with new developments in order to provide the best quality of service that we can within limited resources.

A copy of the survey results, and our proposed action plan was e-mailed to our Patient Reference group, asking for their comments or suggestions. Having received no further feedback we plan to go ahead and make the changes as per the plan.

We plans to introduce more on-line facilities for patients are well underway, and we will continue to up-date our website to keep patients up-to-date with the changes.

Kathryn Phillips
March 2013