**COLNE CORNER SURGERY**

**Patient Survey Report 2013-2014**

**Our Patient reference group**

Early in 2012 we established a Patient Reference Group which consisted of patients who would have postal questionnaires and those who wanted to join the virtual reference group.

For the 2014 survey, we contacted patients who are signed up for the virtual patient reference group, as our survey mainly reflects on some of the online services we have started to offer over the past year. We have also made the survey available to patients who have attended the surgery in person in the hope that this allowed us to reach parts of the patient group that are not well represented by our virtual group.

Patients are asked to join the Patient Group all year round, and are encouraged to do so by various means within the surgery. There is a message on our Jayex Board, notices in Reception, forms available on both Reception counters, a question on our New Patient Questionnaire that all new patients to the surgery are asked to complete, and information on our Practice website. In 2014 we had 12new members who joined the virtual group.

We currently have a total of 74 members of our virtual group, of which 29 are male and 45 are female.

The age breakdowns of these groups are as follows:-

Under 16 years 0 members

17-24 years 5 members

25-34 years 17 members

35-44 years 11 members

45-54 years 11 members

55-64 years 20 members

65-74 years 5 members

75-84 years 5 members

85+ years 0 members

The ethnic origin of our group is:

White British 69 members

Other White Background 1 member

Pakistani 2 members

4 members of our group are carers.

**2. Agreeing the survey**

Members of the group, ranging in age from 17 to 84 years were contacted by e-mail. They were asked what areas they thought we should include in the Patient Survey. We had already discussed possible areas for inclusion at a Team meeting within the Practice but were equally open to suggestions about other areas we should include. The following areas were suggested to the group as a possibility:

* What additional services would patients like to see in the new Colne Health Centre?
* We are hoping that we will be moving into the new Health Centre - are there things you would like to see us do differently if we do?
* Are you aware we now have two Health Care Assistants in practice? Do you know what services they provide?
* Would you like to know more about the procedures you may have at the surgery, i.e. ECGS, blood tests?
* Do you think the move to the new health centre will change the way you receive care from the practice?
* Do you order your prescriptions on-line? Any problems?
* Text reminders – are you using them? Any problems?
* Access to your medical records. This has been running for almost a year now, did you know you could do this?
* Shared access to medical records with hospital and other departments - what are your views? Do you understand why this has been proposed by the Government?

The 3 patients that responded to the request gave similar responses in that they all agreed on the areas listed above. The area that nobody thought should be in the survey was the sharing of medical records. This was left out of the survey, but could be a future topic to pick up on.

**Our Patient Survey**

We have recently developed a new surgery website which now incorporates a facility for conducting a patient survey. The link to the survey was e-mailed to those patients on our virtual group and we had 36 on-line responses. The survey was also made available in paper form to patients who were attending the surgery in person. This would hopefully ensure the survey was reaching a wider group than then PRG. We had 14 responses from this, giving a combined total of 50 responses. The responses to the questions were as follows:

1.Have you used the access to medical records online facility?

38 patients answered this question. 4 said ‘Yes’

2. Which sections have you used the most?

The responses received were:-

* 3 patients had looked at all areas – results/summary/letters
* 1 patient had registered but not received a password
* 1 patient had requested details but not looked at it

3. Is this facility useful?

The 4 patients that answered all agreed it was a very useful function

4. Have you had any problems with it?

The concerns raised were:-

* One patient had ‘password’ trouble
* One patient found inaccuracies within the records
* One patient had trouble at the start but all was ok now

5. Is the Appointment reminders by text message a useful service?

36 patients answered this question. 30 patients said ‘Yes’

6.Is there anything we can do differently?

The concerns raised were:-

* One patient thought that getting a reminder the moment you make an appointment was a bit over the top.
* One patient though the patient name should be included in the text message.

7. Do you have regular repeat prescriptions?

39 patients answered this question. 29 patients said ‘Yes’.

8. If yes, are you signed up for online repeat prescriptions?

31 patients answered this question. 10 patients said ‘Yes’.

9. If you are not signed up, why not?Please explain…..

* 5 patients said they had never got round to sorting it out.
* 6 patients said the chemist dealt with their prescriptions for them.
* 3 patients didn’t know it was possible.
* 2 patients are going to sign up to the service.

10. If you are signed up, are there any problems with the service?

Please explain…..

* 2 patients said it can take a long time to get your prescription back.
* 2 patients responded by saying it was an excellent service.

11. Have you looked at the new Colne Corner Surgery Website?

39 patients answered this question. 4 patients said ‘Yes’.

12. Are there any parts of the website that could be clearer/easier to understand?

Please explain…..

* 4 patients said they did not it existed but will look at it later.
* 2 patients were going to look at it again in more detail.

13. What additional information would you like to see on the website?

There were 0 responses to this question.

14. Have you recently had a blood test or an ECG at the surgery?

39 patients answered this question. 27 patients said ‘Yes’.

15. If yes, did you feel you were given enough information beforehand about the procedure?

27 patients answered this question. 26 said yes.

16. If No, what information would have been useful? Please explain…

* One patient asked for a guidance leaflet

17. Were you advised about how you would get the results of your procedure?

24 patients answered this question. 21 said ‘Yes’.

18. Are you aware that the Surgery offers pre-bookable (late) GP and Nurse Appointments after 6.30pm on a Monday?

38 patients answered this question. 13 patients said ‘Yes’

19. Are you aware that if you speak to a receptionist they can take a message for one of the Doctors to ring you back later in the day?

39 patients answered this question. 20 patients said ‘Yes’.

20. What do you think are the best methods of letting patients know about the changes to the Practice?

49 patients answered this question.

* 16 patients said the surgery website
* 18 patients said Posters in the surgery
* 30 patients said a surgery newsletter
* 2 patients said an e-mail bulletin
* 1 patient said a video message in the waiting room

21. Do you have any concerns about our potential move to the new Colne Health Centre?

27 patients answered this question. 9 patients said ‘Yes’.

22. The move will give us a chance to think about how we do things. Is there anything you think we can improve on or do differently if we move?

Please explain…..

* 5 patients had concerns that the personal touch of a small practice would be lost if we moved.
* One patient wanted more surgeries to be held after 6pm.
* 2 patients wanted more services under one roof.
* One patient wanted better accuracy for the recording of medical records.
* Two patients said they could not answer until we actually move.

**Our Action Plan( our plan is outlined in red below)**

1. **On-Line Access to Medical Records**

The facility to have on-line access to medical records has been available to our patients since March 2013, and was offered in the first instance to members of our Patient Participation Group. Despite advertising the service on our Jayex Board and the surgery website, uptake has not been as high as expected. However, those patients who have given us feedback about this facility have all been very positive.

We therefore plan to carry out a further survey of those patients who have signed up to use the service by the end of June 2014, and to promote this service further to all patients attending the surgery throughout 2014-15.

It was noted that one patient who had access to their medical records had found inaccuracies within the records. We can only apologise for any errors Practice staff may have made, but this demonstrates that patients having access to information can have benefits by ensuring that any mistakes can be rectified.

1. **Appointment Reminders by Text Message**

This facility has been in use for several months now, and we are pleased to see that patients find it a useful service. The introduction has taken a little longer than anticipated as we have followed good practice guidelines and have ensured that we have individual patient consent before sending out the text messages. This has taken a considerable amount of administrative time, but has been a useful exercise in checking we have up-to-date patient contact details. Unfortunately we cannot control the content or the timing of the messages as this is determined by our clinical computer system.

We will continue to ask patients to sign up to this service throughout 2014-15 and hope that this will also start to have a significant impact on the number of patients who fail to attend for their appointments. This happens every day.

1. **Ordering Repeat Prescriptions on-line**

This facility has been available to patients for a number of years now, but again is not as widely used by patients as we had anticipated despite posters and messages within the surgery. We check daily for on-line prescription requests, and as far as we are aware these are processed within 48 hours. However, we would be very pleased to hear from patients who have experienced delays.

We will continue to promote the facility for ordering prescriptions on-line, and ensure that prescription requests are processed within 48 hours.

1. **Surgery Website**

We have recently developed a new surgery website which again has been advertised within the surgery.

We will continue to up-date the website with new information for patients, and would welcome any feedback as to how we can improve it.

1. **Information for patients undergoing procedures at the surgery.**

We were pleased to see that all but one patient were happy with the information they had received about procedures carried out at the surgery.

We will continue to ensure that patients are as fully informed as possible about any procedures, and will add this information to our website too.

We will ensure that all patients are informed about how they will receive the results of their tests, and will provide an information leaflet for patients who are having an ECG carried out in practice by the end of June 2014.

1. **Availability of late appointments**

We have asked this question in the past, and do make our surgery times available on our Practice leaflet and Surgery website, but patients are still not fully aware that we offer later appointments on Monday evenings.

We will continue to make information available to patients about appointment times, and will look at alternative methods of raising awareness of surgery times where possible.

1. **Leaving messages for GP’s to ring patients back.**

Many patients leave messages for our clinical staff every day, and our GP’s and Nurse Practitioner will return their calls at the end of morning or evening surgery wherever possible. We are pleased to see that many patients are aware of this service.

1. **Informing Patients of changes to the surgery**

We note that many patients completing the survey thought that a surgery newsletter was the best way to keep patients up-to-date about any changes.

We will start to provide a quarterly surgery newsletter commencing in April 2014. As pressure on Practice budgets means that the cost of sending this to every household is prohibitive, we will make the newsletter available both within the surgery, and on the surgery website.

1. **Our planned move to the new Colne Health Centre**

We very much appreciated the positive comments that we received about our surgery in response to this question, and note our patients concerns about the planned move to the new Health Centre.

We do believe that the friendliness of our practice that many patients commented on is due to the fact that we are a small practice and this enables us to know many of our regular patients well. Whilst the new building will provide us with a little more space, particularly in the waiting area (as well as beautiful views), it will still be the same small team of staff who are providing your care. That personal touch is very important to us, and we will do our very best to ensure that we keep it that way.

We note the comments of the one patient who would like more surgeries after 6pm. This is something that we are aware of, but as we are a small practice, and our GP’s are already working at full stretch and have extremely long days, this is something that is difficult for us to provide without additional resource to employ additional doctors. This is something we will be looking at if additional funding should become available.

A copy of this report was circulated to all the members of our Patient Participation Group for their comments, but none have been received. We have therefore assumed that our PPG is happy for us to proceed with the planned actions and will ensure that any up-dates are published on our surgery website.

Thank you to all of you who took part in the survey. We very much appreciate the time you have taken to provide us with your feedback.

**Our surgery opening times are as follows:-**

**Reception Times**

* Monday 08:00 - 19:30
* Tuesday 08:00 - 16:00
* Wednesday 08:00 - 18:30
* Thursday 08:00 - 18:30
* Friday 08:00 - 18:30
* SaturdayClosed
* SundayClosed

From 16.00 on Tuesdays, cover is provided by Colne Family Doctors Surgery in the neighbouring Colne Health Centre. This arrangement also applies from 13.00 on one Tuesday afternoon per month. This allows time for staff training and surgery maintenance to be carried out. During these times, patients are advised to ring the surgery telephone number where they will be given contact details for the covering surgery.

**Extended Hours**

We have extended opening hours on Monday evenings between 6.30pm and 7.30pm (or alternatively Thursday evenings if the Monday is a bank holiday). GP and Nurse appointments are available during this time.

**Out of Hours**

**When the Surgery is Closed**

If you require urgent medical assistance when the surgery is closed, and you can not wait until the surgery re-opens, please hang up and dial **111**, to access the NHS 111 service. The NHS 111 service is free to call from landlines and mobiles.

If you have a life threatening medical emergency please dial **999**.

**NHS Direct**

If you require health care advice you can contact NHS Direct on 0845 4647 or visit their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk/).