

ACTION PLAN FROM PATIENT SURVEY 2014 – TALBOT MEDICAL CENTRE

Survey Question/Results	Comments/Action Plan
<p>When you last telephoned the Surgery: Speed at which the telephone was answered</p> <p>No experience 3% Poor 5% Fair 11% Good 33% Very Good 33% Excellent 12%</p> <p>Speed at which the telephone was answered if call transferred</p> <p>No experience 21% Poor 4% Fair 11% Good 25% Very Good 25% Excellent 10% No response 4%</p>	<p>Taking out the patients who had had no experience increases the percentage of patients felt that the speed at which the telephone is answered was good – excellent to 81.91%. Only 5% felt that this was poor or fair. However, we are always striving to improve the speed at which we answer the telephone and regularly monitor our incoming calls via our Daisy Line software. We will continue to monitor our the incoming calls and aware of the “pinch” points during the day and endeavour to cover these were possible.</p> <p>Whilst it appeared that there were only 60% of patients declaring this was good – excellent, 21% had no experience, which increases the percentage to nearly 80%.</p>
<p>Length of time you had to wait for your appointment</p> <p>No experience 0% Poor 8% Fair 16% Good 25% Very Good 30% Excellent 15% No response 6%</p>	<p>74% of patients felt that the length of time they had to wait for an appointment was good – excellent, which was pleasing, although 24% felt if poor – fair, which was disappointing.</p> <p>We did try the telephone triage system in the previous year but this was not successful, so we returned to our system of bookable appointments both on the day and up to 4 weeks’ ahead, as well as using our emergency surgery system for</p>

	<p>those patients who need to be seen urgently. We note that, within our locality, we have the least percentage of patients attending A&E during our opening hours, which is pleasing.</p> <p>111 appointments were “wasted” through DNAs in the last month, which equates to 1317 minutes, despite the use of text reminders! We will advertise the amount of appointments and the minutes “lost” each month on our Envisage screen and on our website to see if we can improve the situation.</p> <p>We also offer “emergency surgeries” each morning and afternoon for those patients who need to be seen urgently. This obviously then reduces the number of pre-bookable appointments. Following the “telephone triage” trial last year, it was noted that 75% of patients wished to be seen on the day. However, except for Mondays, we do only 50% “book on day” appointments, as otherwise this will leave very few book ahead appointments. We will, however, continue to monitor the situation.</p>
<p>Convenience of day and time of your appointment</p> <p>No Experience 1% Poor 4% Fair 11% Good 26% Very Good 34% Excellent 18% No response 6%</p>	<p>82.93 of our patients with experience felt this to be good – excellent, with only 4% feeling that this was poor. We endeavour to offer a range of appointment times from 8.30am every day except Tuesday and late night surgeries until 8.15pm on a Tuesday and a Thursday. We have discussed this on several occasions but feel that the range of appointments we offer should be acceptable to the majority of patients.</p> <p>We offer over 770 appointments each week for doctor consultations, excluding our GP Registrars as well as nursing and HCA appointments every day throughout the week. We are also encouraging self-help for patients via our website and on the Envisage screen.</p>

<p>Seeing the doctor of your choice</p> <p>No experience 7% Poor 6% Fair 14% Good 23% Very Good 28% Excellent 18% No response 4%</p>	<p>77% of our patients felt this to be good – excellent, with only 6% feeling that this was poor. Whilst four of our partners work full time, five of our partners work part-time, which can cause difficulties for patients accessing these doctors, especially as some work over two sites and also have “on call” duties during the week on a pro-rata basis. We also have two salaried GPs, one of whom works at the branch site during term time. We have discussed the difficulties of patients accessing a particular doctor on many occasions and have considered using telephone consultations to improve this. To this end, we have added two telephone consultations to the end of each doctor session, which can be booked by the Receptionist or the doctor, e.g. to follow up a patient’s results etc.</p>
<p>Length of time waiting to check in at the Reception Desk</p> <p>No experience 6% Poor 2% Fair 8% Good 28% Very Good 33% Excellent 19% No response 4%</p>	<p>It was noted that 88.45% of patients feel that this is good – excellent, which is pleasing. We note that, in fact, 75% of the respondents use the automated check in system, which surprising because the general feeling is that a lot patients queue at the desk rather than using the check in screen.</p>
<p>Length of time waiting to see doctor or nurse</p> <p>No experience 2% Poor 6% Fair 18% Good 31% Very Good 26% Excellent 11% No response 6%</p>	<p>73.63% of patients felt this to be good – excellent, with only 6% rating this as poor. We continually monitor the amount of time patients are waiting using our TPP SystemOne reporting module and have, in the past, discussed this with the members of staff who tend to run late. When asked, patients do tend to like to be able to spend as much time as they can with the doctor, though are often asked to re-attend if there is insufficient time in the consultant to cover all their complaints. We have recently used our Envisage screen to publish “top tips for making the most of your consultation”, as published in the Which magazine . We will make a point of directing patients to this on our website and the right</p>

	hand side of the prescriptions. In this way, hopefully consultations will be used more effectively by the patient and the doctor.
<p>Opportunity of speaking to a doctor or nurse on the telephone when necessary</p> <p>No experience 26% Poor 4% Fair 8% Good 18% Very Good 24% Excellent 13% No response 7%</p>	Of those who had experience of “speaking to a doctor or nurse on the telephone”, 81.41% actually felt this to be good – excellent, which is pleasing. We are also in the process of moving our 0844 number to a geographical number and are now able to offer patients our bypass number, which will reduce their telephone costs.
<p>Obtaining a repeat prescription: Readiness of prescription on time.</p> <p>No experience 13% Poor 1% Fair 6% Good 19% Very Good 29% Excellent 27% No response 5%</p>	91.3% of patients who experienced obtaining a repeat prescription commented good – excellent for receiving this on time, which is very pleasing. Only 1% of patients thought it was poor. We endeavour to ensure that all repeat prescriptions are turned around within 2 working days, as per our practice protocol.
<p>Prescription correctly issued</p> <p>No experience 8% Poor 1% Fair 4% Good 17% Very Good 29% Excellent 34% No response 7%</p> <p>Handling of prescription queries</p> <p>No experience 21% Poor 2%</p>	<p>92.73% of patients with “experience” had had their prescriptions correctly issued, which is pleasing but obviously there is still room for improvement.</p> <p>93.55% of patients who had had a repeat prescription felt we had handled it good – excellent, which is again pleasing,</p>

<p>Fair 4% Good 19% Very Good 25% Excellent 21% No response 8%</p>	<p>but still room for improvement !</p>
<p>Obtaining Test Results: Were you told when to contact us for your results.</p> <p>Yes 35% No 17% Don't know 20% No response 28%</p> <p>Level of satisfaction with information provided.</p> <p>No experience 23% Poor 2% Fair 7% Good 21% Very Good 25% Excellent 12% No response 10%</p> <p>Level of satisfaction in the manner in which the result was given</p> <p>No experience 26% Poor 1% Fair 6% Good 20% Very Good 24% Excellent 13% No response 10%</p>	<p>It was interesting that only 35% of patients were told when to contact the surgery for their results and 20% said they didn't know, with 28% not responding to this question, perhaps because it was not applicable. We need to ensure that patients are aware of when to contact the Surgery for their results and will improve the information on the website and add some information on to the Envisage screen in Reception and use the right hand side of prescriptions. The doctors will endeavour to ensure that they let the patient know when they refer them for a test result to avoid the patient having to ring back after the Receptionist has spoken to the doctor. If the patient is having their test done in the practice, e.g. phlebotomy, then the phlebotomist could advise them of when to contact the practice for the results, both orally and with a piece of paper.</p> <p>Taking out those patients who have no experience and those who did not respond, nearly 86% of patients rated the level of satisfaction of the information provided as good – excellent. Unfortunately, the Receptionist is sometimes unable to give the patient the information they require as they are not medically trained and sometimes have to refer the patient back to the doctor. The doctors will ensure that they are more explicit with their comments on test results if not entirely normal.</p> <p>88.5 % of those patients that had received their results were happy with how this information had been given to them, which shows good customer care by our Receptionists.</p>

<p>About the staff: The information provided by the Receptionist</p> <p>No Experience 16% Poor 2% Fair 4% Good 20% Very Good 30% Excellent 23% No response 5%</p>	<p>Nearly 76% of patients with experience felt that the information provided by the Receptionist was good – excellent. As previously stated, as the Receptionists are not medically trained they are sometimes unable to give the patient the information they require and this has to be passed back to the doctor. The doctors will try to be more explicit when reading noting results on the computer.</p>
<p>The helpfulness of the Reception staff</p> <p>No Experience 2% Poor 1% Fair 5% Good 16% Very Good 34% Excellent 37% No response 5%</p>	<p>91.91% of patients rated the helpfulness of Reception staff good – excellent 😊.</p>
<p>Do you use the check-in screen?</p> <p>Yes 75% No 21% Don't Know 0% No response 4%</p> <p>If not, why not?</p> <p>Too complicated 1% Don't know how to use the screen 2% Patient already using screen 3% Prefer to check in with a person 11% Worried the check in will not work properly and you will be left waiting 1%</p>	<p>Whilst this was significantly higher than we anticipated, very few patients who said no, replied to the question of “if not, why not?” The majority of those that did answer this question, preferred to check in in person.</p> <p>It still might be worth publicising the automated check in screen more and persuading patients to use it.</p>

Other - please fill in box	
<p>Do you use the on-line prescription service?</p> <p>Yes 22% No 73% No response 5%</p> <p>If not, why not?</p> <p>Don't know about it 28% Too complicated 5% Prefer to bring in or post request 13% Pharmacy requests on your behalf 6% Other - please fill in box 3%</p>	<p>This was disappointingly low, as we have in fact been offering this service for a couple of years, originally through our Talbot Medical Centre website with a 3rd party provider and, more recently, via TPP SystemOne.</p> <p>It was interesting that 28% of patients are unaware of this service, even though there is information on the website and has been publicised for some time. We will, therefore remind patients about this facility on the right hand side of all repeat prescriptions for two months, as well as ensuring that the practice leaflet is up to date informs patients how to get the instruction leaflets on how to use the service. We will also update the website so that this information is more prominent.</p>
<p>Do you use the on-line appointments system?</p> <p>Yes 25% No 68% No response 7%</p>	<p>It was pleasing that 68% of patients use the on-line appointments system, but it was felt that this could be improved. Of those that don't use it, 27% were unaware of the system, with 4% feeling it is too complicated and 20% preferring to call in or telephone. If we could get more patients using the on-line booking, this would result in less patients telephoning the surgery and therefore improve the waiting times for patients on the telephone.</p>

<p>If not, why not?</p> <p>Don't know about it 27% Too complicated 4% Prefer to call in or telephone 20% Other - please fill in box 2%</p>	
<p>What is your overall satisfaction with the practice?</p> <p>No experience 0% Poor 2% Fair 5% Good 17% Very Good 42% Excellent 28% No response 6%</p>	<p>92.5% of patients rated their satisfaction with the practice good – excellent, which is very pleasing 😊</p>