

# Suthergrey House Medical Centre

01923 224 424



## Patient Participation

### **Report on Patient Participation work 2012-13**

The format for this work follows last year's pattern. The Practice met and discussed areas where we thought we could improve our performance, and then surveyed our Patient Representative Group (PRG same make up as 2011-12) to see if you agree with us and / or think there are other areas we should address.

We thought we should look further at

1. The way we use technology to tell you about changes affecting the Practice and the NHS.
2. Areas where confidentiality could be improved, particularly ways in which the actual geography of the building has an effect.
3. As we become increasingly busy we are more reliant on solving problems on the telephone rather than face to face meetings. Do we do this well and are you comfortable with this concept.
4. At the time there were contentious issues of Doctors striking over their Pensions, and GPs having a more active role in planning the NHS – what do you think about this?

The tabular results of this initial survey follow below, and our areas for further consideration having discussed them are.

1. If you want more medical information you will "Google" it rather than looking on our website. We should therefore keep the website simple and dealing mainly with our Practice workings.
2. Confidentiality remains an important issue especially around the Reception and Nursing areas.
3. There is a majority who are satisfied with the way we deal with medical problems on the phone.
4. You don't think we should strike over our Pensions, though there might be issues where the right to strike should remain.

5. You have reservations about further NHS changes and the role GPs will play in them.

**Suthergrey patient survey 2012 (initial survey of PRG 50)**

We would like your opinions on certain areas of potential change for the Practice in the forthcoming year. Any opinions, or new suggestions, stemming from this survey will be further explored in patient groups and within the partnership. A report from last year is on our website [www.suthergrey.com](http://www.suthergrey.com) Thanking you in advance. Edward Rieu 14/7/12

<b>Information technology</b>	yes	possibly	no
Do you look on our website for medical information	13	16	66
Would you like more medical information on our website	27	45	23
Would you use a computer in our waiting room to find information on medical internet sites	27	6	63

**Confidentiality – are there areas within the surgery where you feel confidentiality (generally being overheard) could be improved.**

	yes	possibly	no
At reception	53	23	20
Nursing area	20	20	60
Waiting room	6	13	77
Consulting rooms	3	10	76

**We have a telephone call back system operating once our daily appointments are full, whereby a doctor will phone you back to discuss your case.**

	yes	possibly	no
In general are you satisfied with this system	76	10	3
Are you content to accept telephone advice when appropriate	78	13	3
Would you always prefer to be seen	30	20	43

**Contentious issues (we are not planning to strike ourselves, but would be interested in your view).**

	yes	no
Do you think doctors should strike over their pensions	27	53
Are doctors ever justified in striking	53	28

**The new NHS bill plans to give GPs a key role in choosing which services, including hospital ones, are available in a given community.**

	yes	possibly	no
Are you aware of these changes	30	27	47
Do you think GPs should have these powers	30	50	6

#### **Other comments**

Following this survey we decided to look further at several areas.

1. Use of phones both for improvements of access to the surgery and as ways of managing our increasing numbers of patients.
2. Can we improve confidentiality by altering the layout of the building as well form improvements in staff training.
3. The NHS is such a large and complex organisation that some parts of it will always be in "crisis". Its survival is dependent on the ways in which we all look after ourselves, as well as we way we use it. How can we all become more involved?

Our second survey was designed to explore these areas, enabling us to propose plans for change that we would consult you on again. Its tabular results and our conclusions follow below.

#### **Use of phones**

We would like to deal with your need the first time you phone the surgery rather than asking you to phone again later e.g. when more appt slots are opened. This would be a considerable challenge for us as we are already busy on the phones, but we wanted to know your views so that we could work towards this goal. The survey shows you would appreciate this.

Our main GP use of the phones currently is managing problems that do not need face to face contact. As we become busier we are more reliant on this method and need to check that you are satisfied, and seek ways to improve the service. Around 80% are comfortable or possibly so, which is encouraging.

#### **Confidentiality**

Around 90% of you feel that a restructuring of the reception / waiting room area would improve confidentiality.

#### **NHS changes**

There is some interest in these changes, and ways we could keep you informed.

Following discussions on the results we planned a series of initiatives that we wanted to know if you agreed with, below is the results of this survey.

**Survey of final plans**

Tell us what you think

We have made some changes, and plan to make more, in the way we deliver health services at the surgery. If you could find the time to tick some boxes it would help guide us.

- To improve confidentiality in the reception area we plan to physically reshape it so that reception will no longer be part of a thoroughfare.

Good idea	Yes 90%	No 10%
-----------	---------	--------

- We have had a doctor working an extra day over the winter period.

Have you found appointments easier to book	Yes 43%	No 57%
--	---------	--------

- We plan to have more receptionists on duty in the busy morning phone in periods

Do you think this would help you contact us at this time	Yes 94%	No 6%
--	---------	-------

- We are considering putting links on the surgery web site linking it with sites discussing proposed NHS changes.

Would you find this interesting	Yes 75%	No 25%
---------------------------------	---------	--------

Now that our new computer system is beginning to run smoothly ie we understand it, improved on line ability to request repeat prescription will be available.

Will you use this facility	Yes 73%	No 27%
----------------------------	---------	--------

**Actions resulting from survey results**

1. We are going to restructure the reception area. The main aim is to improve confidentiality, but movement in and out of the building will be smoother.
2. We had an extra full day GP time over the winter to improve appointment availability, but it is not clear if this was noted. We felt better able to manage demand, and will continue with this.
3. We will have more receptionists answering the phones during busy periods, generally mornings.

4. We will look at ways to keep you informed of relevant NHS changes.
5. We won't load our web site with medical information you already find elsewhere, but will look to develop web based services that improve our services to you; at the same time ensuring that not having a computer at home will not disadvantage you.

*Thank you again for your help in improving Suthergrey Surgery.*  
Edward Rieu, on behalf of us all.