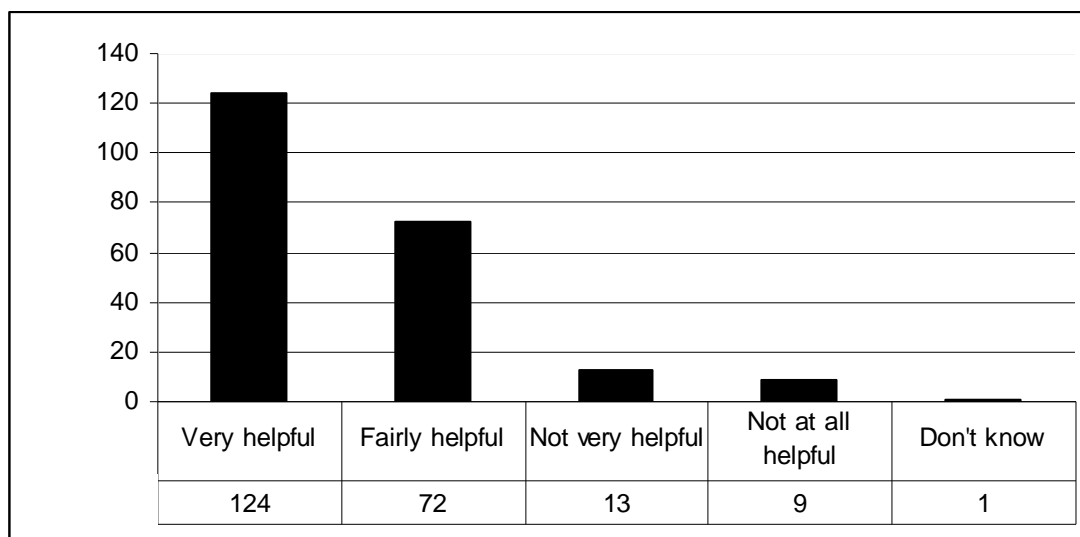


ALEXANDER HOUSE SURGERY

PATIENT PARTICIPATION GROUP QUESTIONNAIRE RESULTS (March 2012)

NUMBER OF RESPONSES – 219 (128 paper, 91 internet)

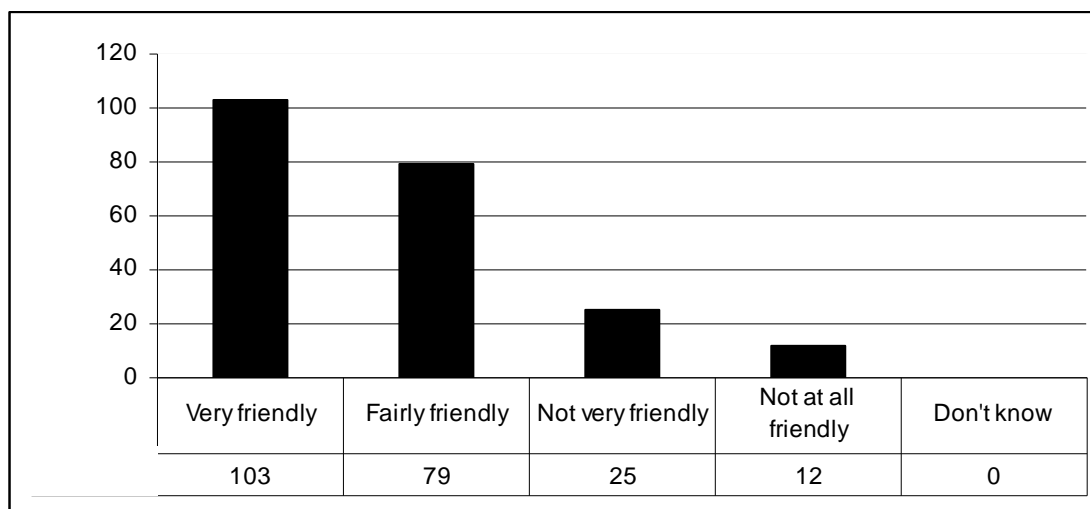
Q1 – Overall, how helpful do you find the receptionists at the surgery?



SURGERY comments

We are delighted that 90% of our patients found our receptionists very or fairly helpful and less than 5% found them not at all helpful.

Q2 – Overall, how friendly do you find the receptionists at the surgery?



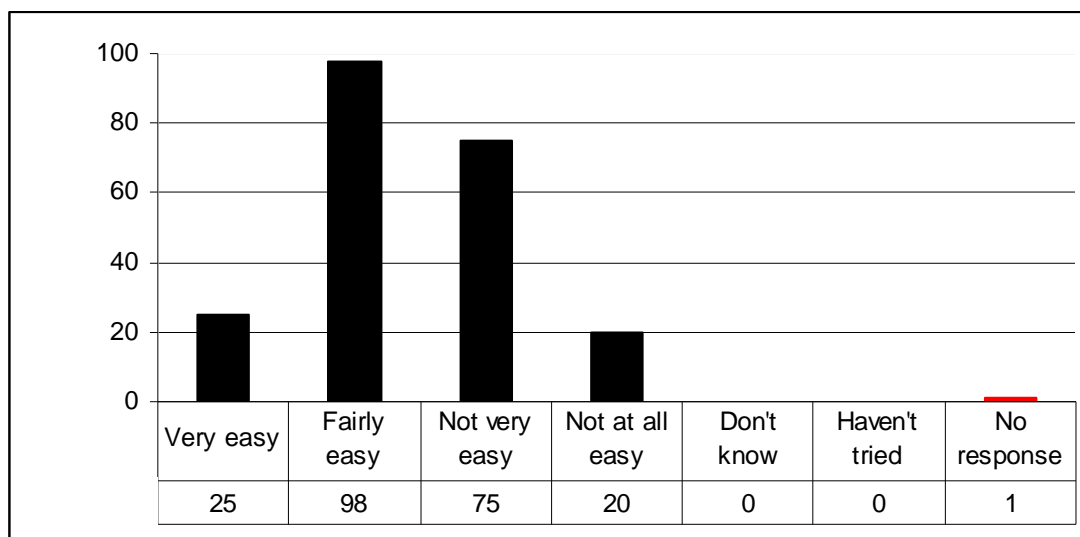
PPG comments

In view of additional comments received, the group feels the surgery needs to address this area with the receptionists.

SURGERY comments

83% of patients find our reception staff very or fairly friendly which we consider to be very satisfactory, especially when added to the response to question 1. We do however acknowledge the individual comments made and appreciate that some support and training is necessary. Being a doctor’s receptionist is not an easy job; our receptionists work very hard and sometimes have to deal with rather unfriendly patients. During this year we have had two retirements, several episodes of illness and 2 periods of compassionate leave among the reception team. A senior member of staff also had to leave at short notice leaving a significant vacancy. They have therefore been under an unusual amount of stress. We intend to do everything we can to support them over the next year.

Q3 – How easy is it to get an appointment for the time you want?



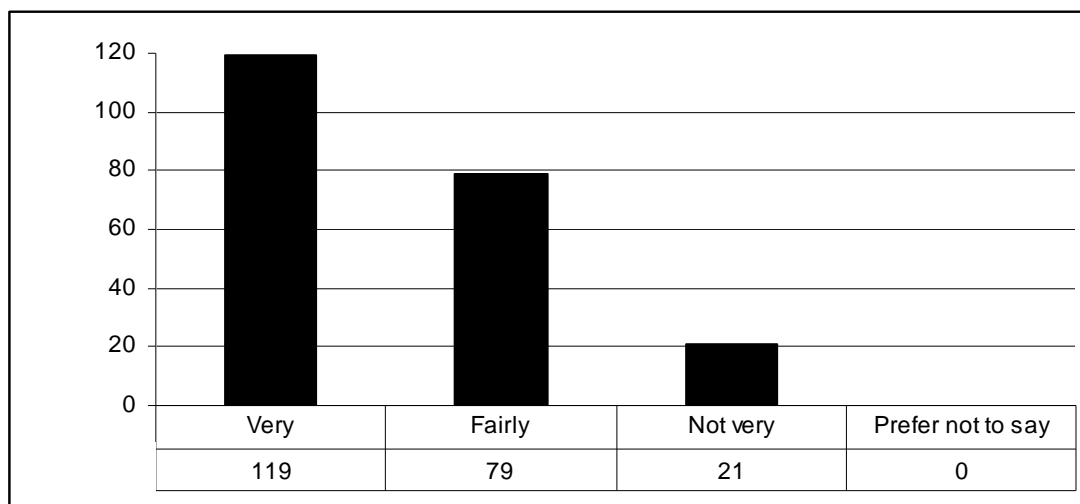
PPG comments

The group is aware of the difficulties the surgery has with the appointments system. However, as only 11% of patients find making an appointment very easy, the group feels the surgery could investigate what improvements could be made, if any.

SURGERY comments

We are concerned that 43% of patients found getting an appointment not very or not at all easy. We would be very pleased if this could be explored in more depth so that we could understand exactly where the problems lie.

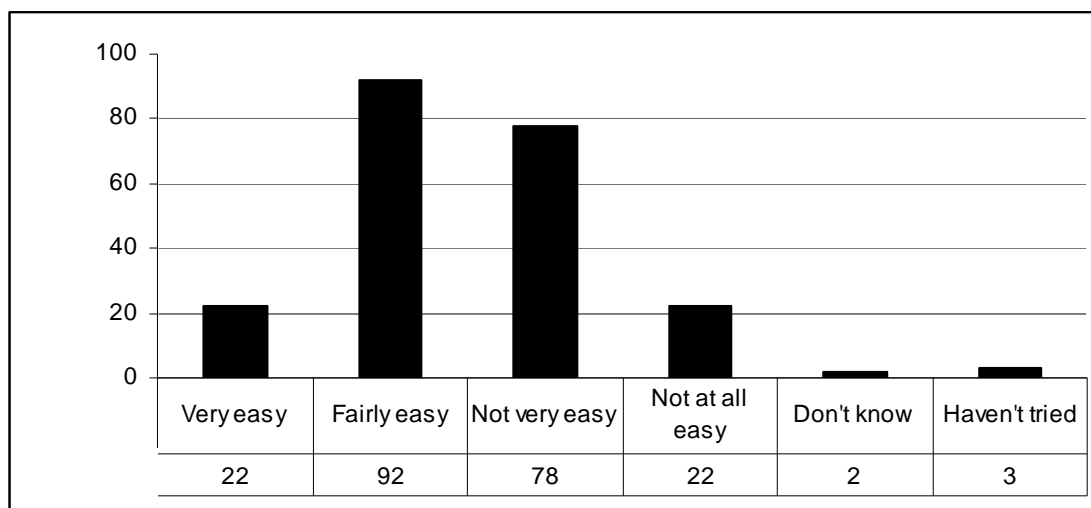
Q4 – How important is it to you that you see a specific GP when coming to the surgery?



SURGERY comments

We are actually very pleased that only 9% do not consider seeing a specific GP as important.

Q5 – How easy is it to get an appointment with the GP you want to see?



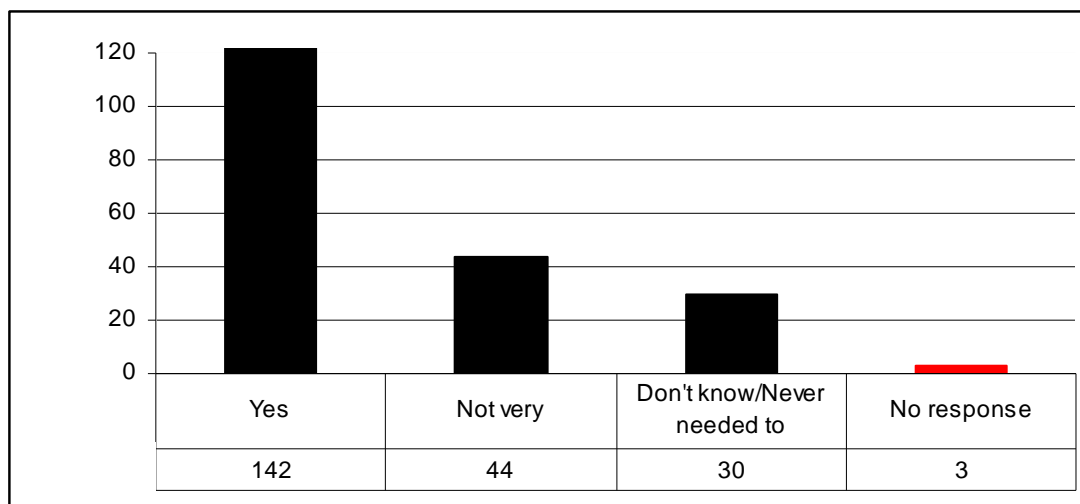
PPG comments

As with Q3, the group is aware of the difficulties the surgery has with the appointments system. However, as only 10% of patients find making an appointment with their GP of choice very easy, the group feels the surgery could investigate what improvements could be made, if any.

SURGERY comments

With an increase in the number of doctors with young children wanting to work part-time and the increasing amount of GP work outside of direct contact with patients (the development of Clinical Commissioning for example) it is becoming more unusual for GPs to be available every day. Any individual GP can only work a certain number of hours in any day; we all need holidays and to take time out for training; the only answer to this problem is the “job-share” arrangements which we are currently offer in the practice.

Q6 – If you need to see someone urgently, can you normally get seen on the same day?



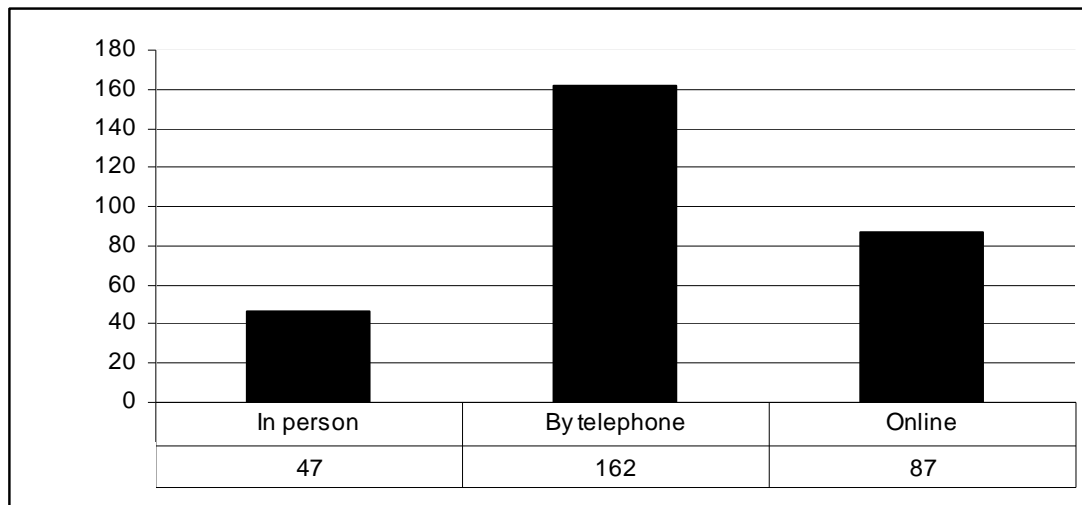
PPG comments

1 in 5 (20%) of patients are unable to see someone urgently. Should the surgery be providing more triage/book on the day appointments?

SURGERY comments

We find this response surprising as we have no limit on access to triage. If an appointment is not available on any day, the patient requesting an urgent appointment will be triaged either by our Nurse Practitioner or a doctor. If an appointment is needed (on the basis of clinical need, not convenience) it will be arranged. We often have appointments available at the end of the Nurse Practitioner triage in the mornings which are opened up for general use, and doctors are prepared to see extra patients when necessary. If we set aside more appointments for urgent use then less will be available for pre-booking, which decreases the ability of a patient to book with the doctor they would choose (see Q5.). We would like to know if the system is not being adequately explained to patients as we cannot think of anything we can do to allow greater access for urgent problems. We would like the group to explore this further.

Q7 – If you had a choice, which of the following would you prefer to use to book an appointment? Please tick all that apply.



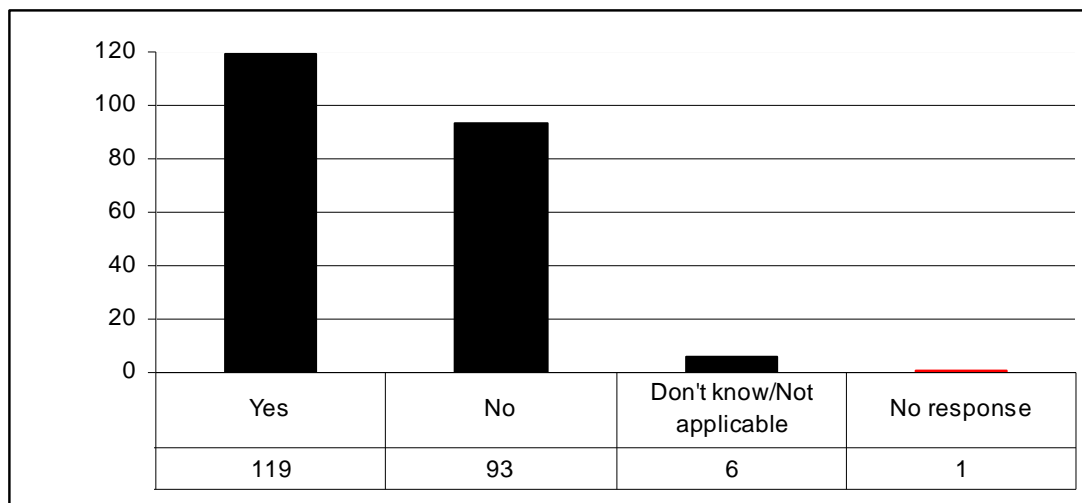
PPG comments

Approximately 40% of patients would like the opportunity to book appointments online. Whilst we are aware of the issues regarding the implementation of the new computer system, once up and running, we feel this is an area that would benefit patients and should be addressed as soon as possible.

SURGERY comments

We have every intention to provide on-line booking once we are able to migrate to a new IT system. This migration has been delayed by the provider and is planned to take place in the late summer.

Q8 – Are you happy with the way the appointments system works?



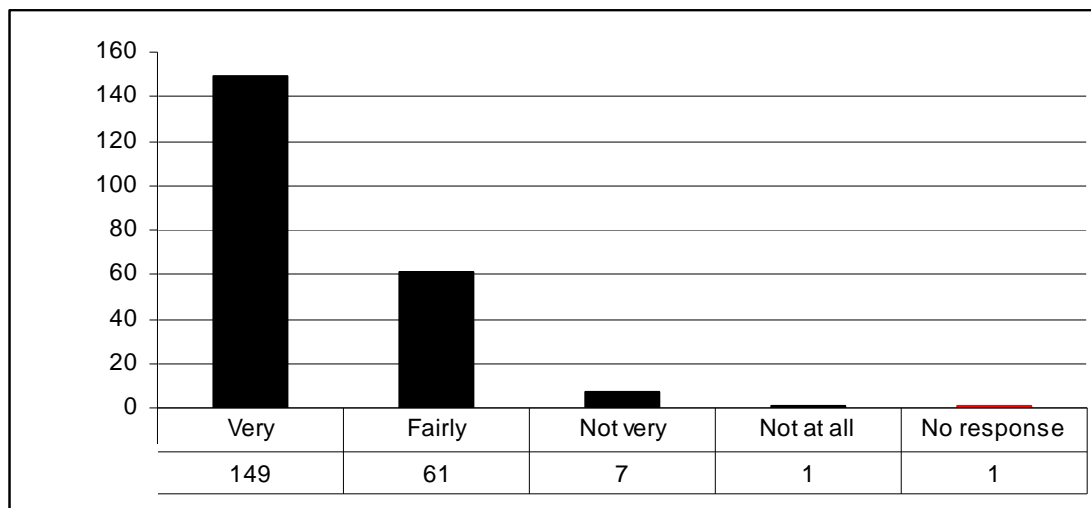
PPG comments

As with Q3 and Q5, the group feels the surgery could investigate whether improvements could be made to the appointments system.

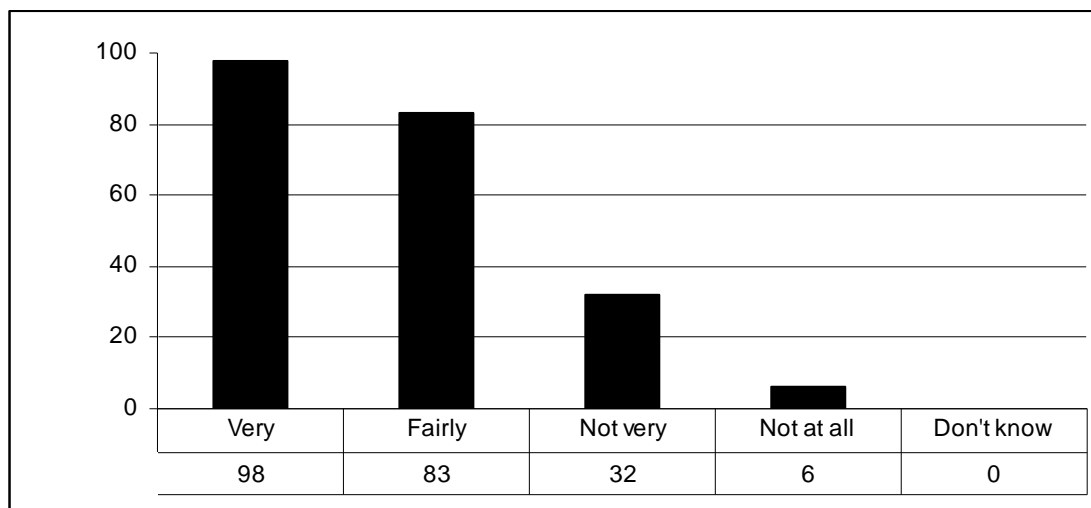
SURGERY comments

This links with Q.3. We would be very interested if the group could explore the problems patients are having with the appointments system so that appropriate changes can be made.

Q9 – How easy do you find getting into the surgery building?



Q10 – How clean is the surgery?



PPG comments

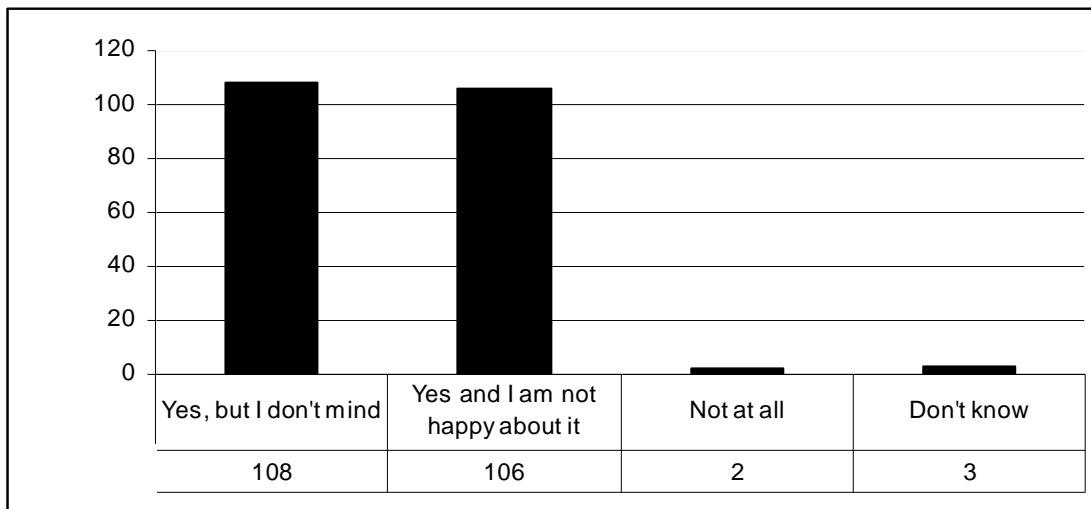
In view of the combined score for fairly, not very and not at all (55%), the PPG feel this is an area that the surgery needs to address as soon as possible.

Specific comments have been received regarding the upholstery on the chairs, the fact there are far too many posters on the walls and there have been concerns over hygiene issues in using the self check-in screen.

SURGERY comments

The cleanliness of the surgery has been an issue for many years and we have made several changes to our cleaning provider. Our current provider is the best we have had but there are still improvements to be made which are being discussed. We agree that floor coverings and furniture need replacing and that is high on our list of priorities. The doctors cannot understand how the self-check in screen can be unhygienic.

Q11 – In the reception area, can other patients overhear what you say to the receptionists?



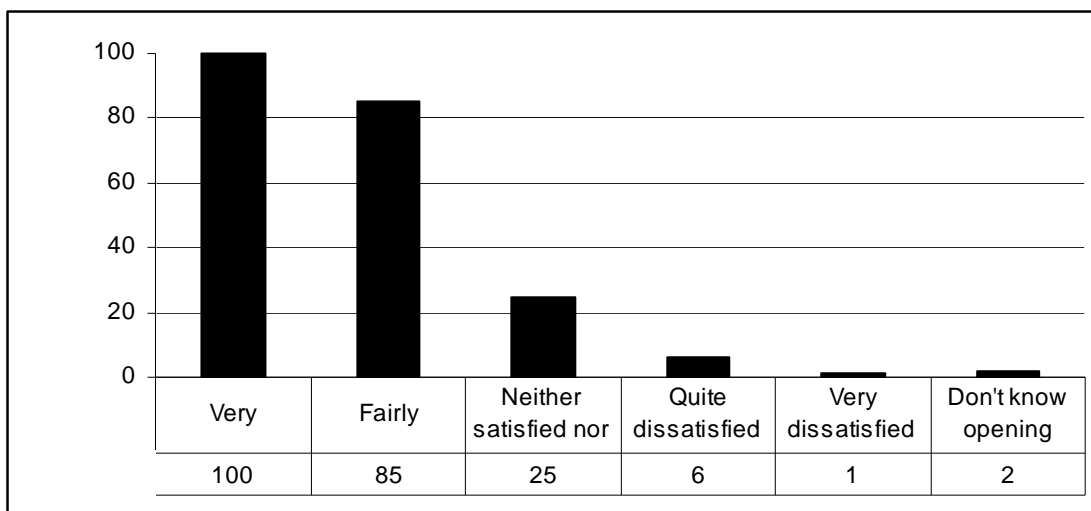
PPG comments

As above, in view of the high score, the PPG feels this is an area that the surgery needs to investigate to see if greater privacy for patients can be achieved in the waiting room.

SURGERY comments

We regard this response as highly significant and is the most concerning response in the questionnaire. We are very keen to correct this and would welcome any ideas.

Q12 – How satisfied are you with the opening hours at the surgery?



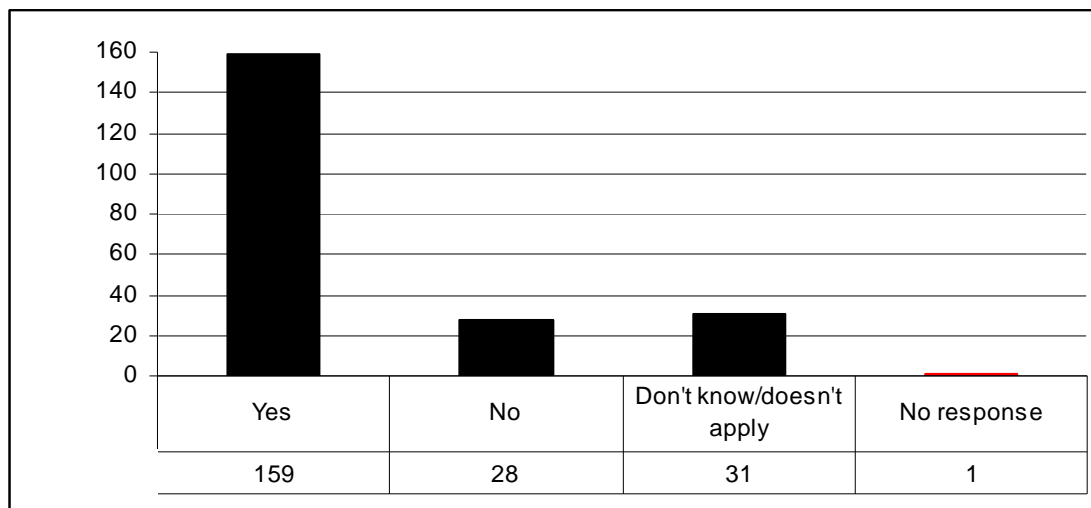
PPG comments

Overall, the group feels the opening hours of the surgery are satisfactory for its patients. In view of the response to Q15 (extended hours) the group feels the surgery needs to advertise this better.

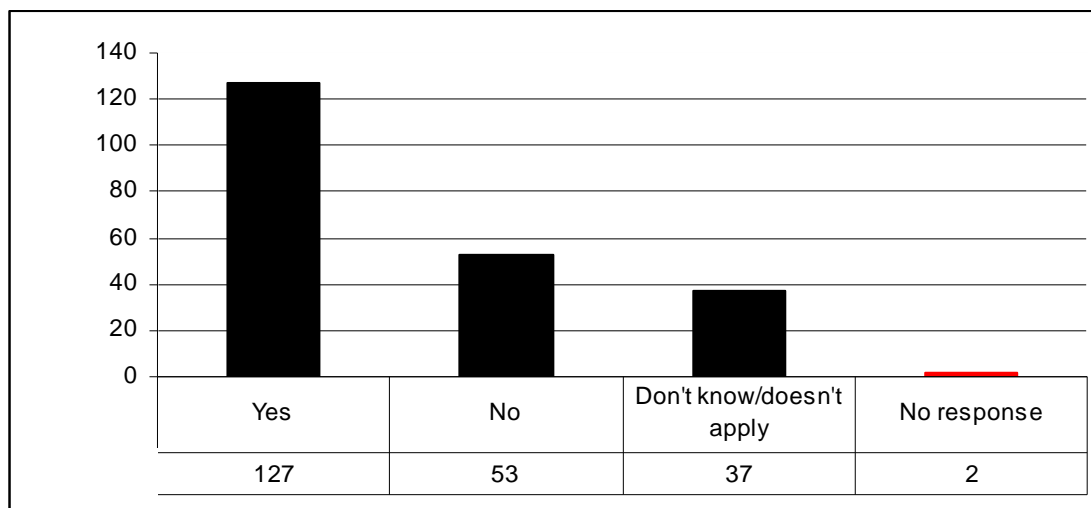
SURGERY comments

We are glad that our opening hours are satisfactory.

Q13 – Are you happy with the process of ordering repeat medication?



Q14 – Would you like to be able to order repeat medication online?



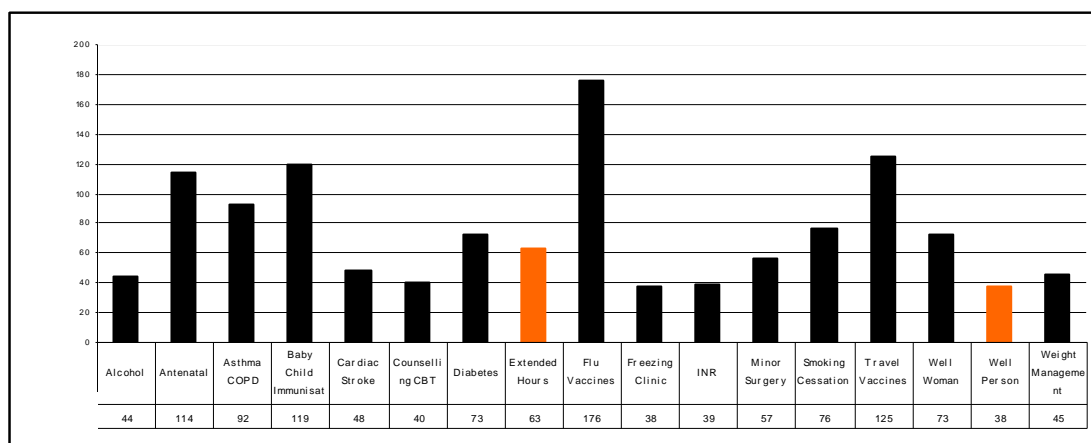
PPG comments

As with Q5, we are aware of the issues regarding the implementation of the new computer system. Once up and running, we feel this is an area that would benefit patients and should be addressed as soon as possible.

SURGERY comments

As with Q.5 we intend to provide on-line repeat prescription request as soon as possible; this is a high priority.

Q15 – The surgery offers many services in addition to GP, Nurse and Phlebotomist (blood test) appointments. Please tick all those services that you are aware of.



PPG comments

As many of the additional clinics are specific to those patients who need to attend them, the majority of the results are to be expected. Of concern to the PPG are two areas that are of benefit to all patients, namely Extended Hours (28%) and Well Person (17%). The group feels the surgery should be advertising these more.

SURGERY comments

We are very happy to advertise the Well Person clinics as well as clinics that promote a healthy lifestyle such as Quit Smoking. The surgery opening times are advertised on the waiting room door and wall as well as in the Practice Leaflet, but we are happy to specifically promote the “extended hours” surgeries .

Q16 – Are there any other services you would like, or think the surgery should provide?

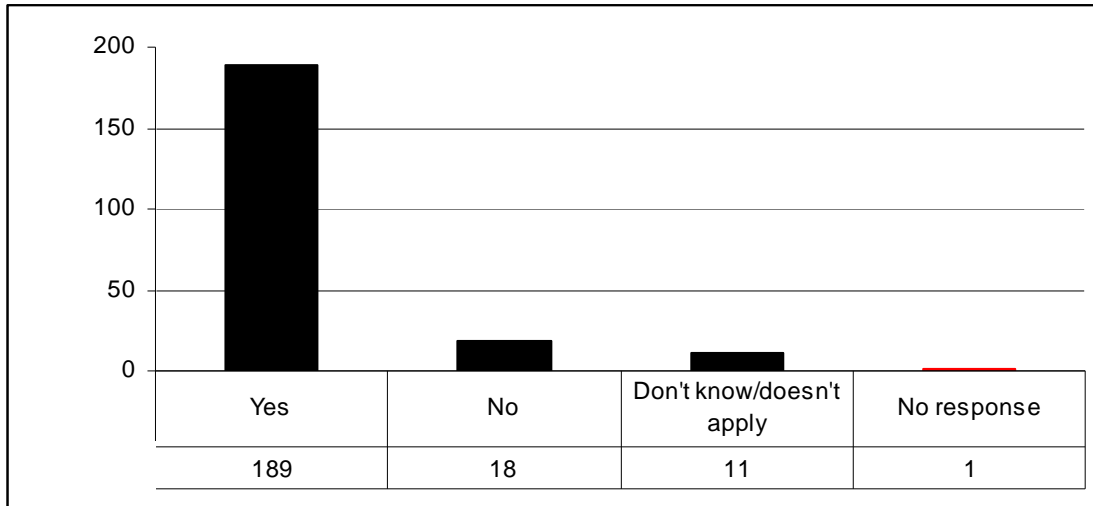
Patient comments included:

- Better weight management clinics consisting of small groups, not 1:1
- Counselling for traumatised parents of young children
- Help with drug & alcohol abuse
- Parenting lessons
- Child discipline
- Emergency repeat prescriptions
- Family planning
- First Aid courses
- Holistic/complimentary treatments
- Monitoring of elderly patients if they have not been seen by GP for some time
- Monitoring of children if they have not been seen by GP for some time
- More direct and specific advice regarding alcohol, smoking and weight loss
- Physiotherapy
- Psychiatric/Mental Health services

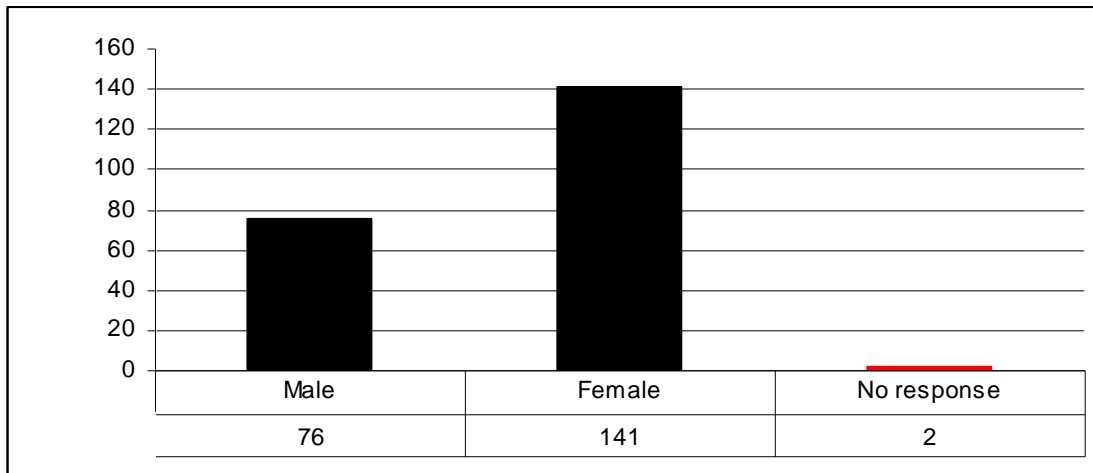
SURGERY comments

Thank you for these interesting suggestions which will be discussed.

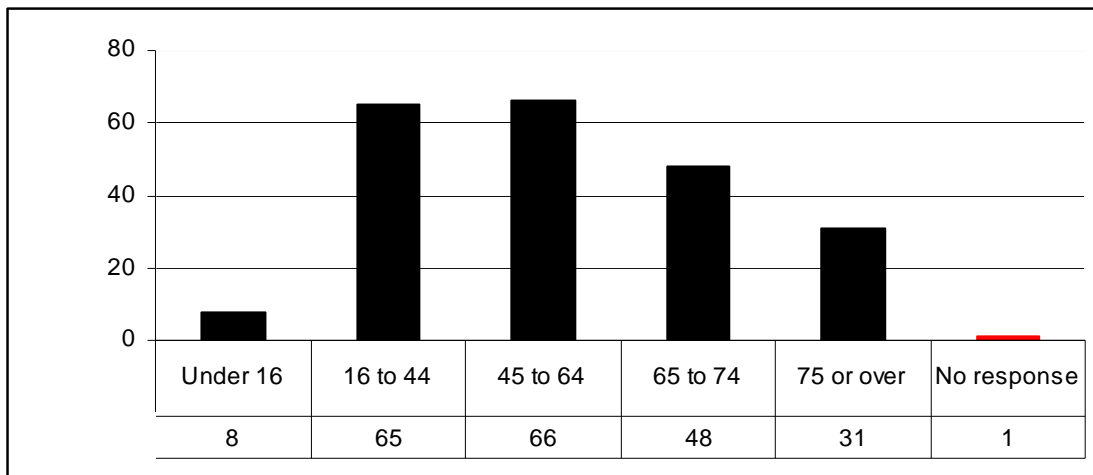
Q17 – Would you recommend the surgery to a neighbour/friend?



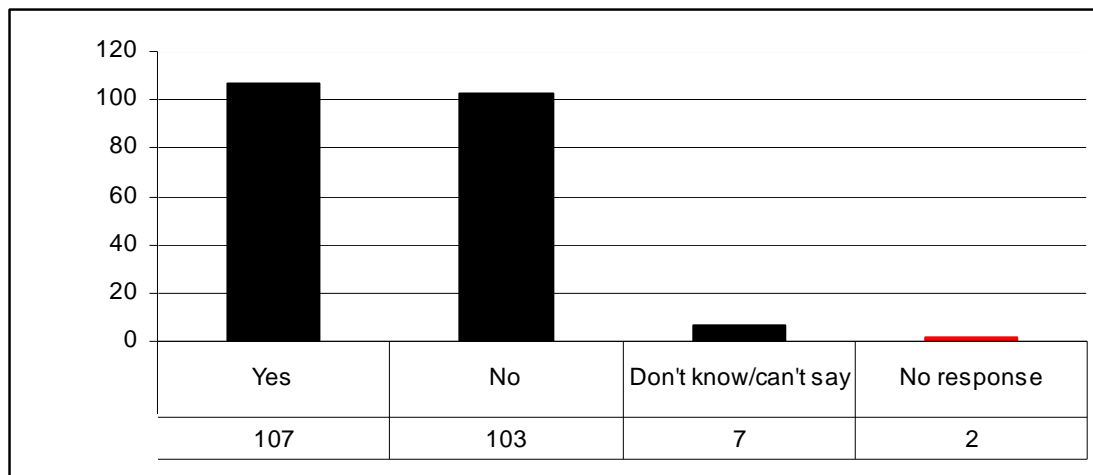
Q18 – Are you?



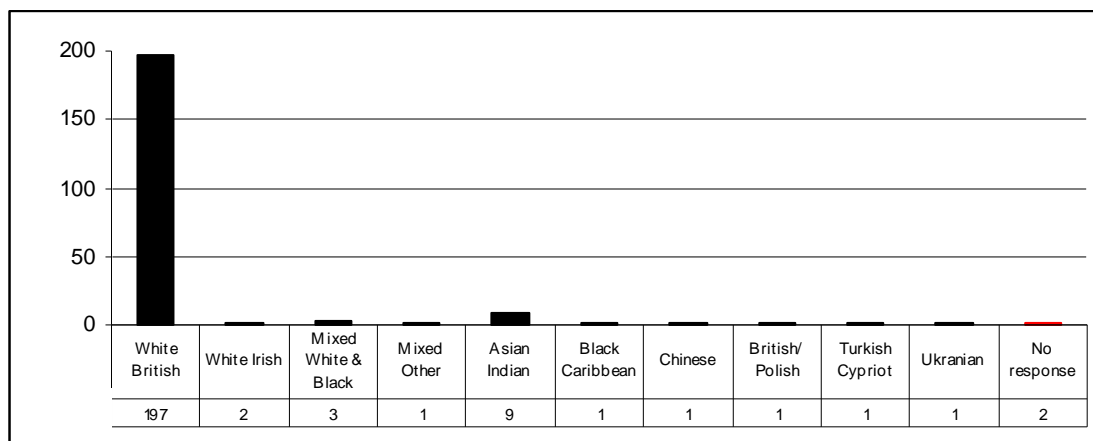
Q19 – How old are you?



Q20 – Do you have a chronic/long standing health condition?



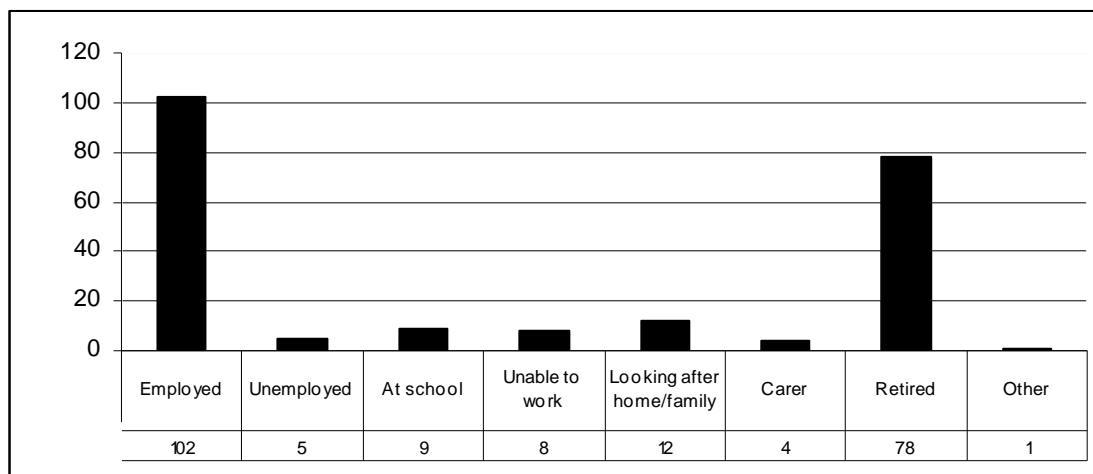
Q21 – What is your ethnic group?



PPG comments

The categories used in the questionnaire are the same as those used by the NHS. Those patients who ticked White Other (English) are included in the White British category.

Q22 – Which of the following best describes you?



Other comments were included on the questionnaire:

Parking

- a) Parking is a problem
- b) Paying for car parking adds to the anxiety of the visit
- c) Not happy about parking charges

PPG comments

As patients will have read in recent newsletters, parking has been a major problem for the surgery, particularly since 'Concept' has been built. In consultation with Rushmoor Borough Council, the fairest and easiest way of dealing with this problem was to make the corner car park 'Pay & Display'. Since these charges have been introduced, spaces are once again readily available.

SURGERY comments

None

Treatment Room

- a) Not much privacy
- b) Other patients have walked in during treatments
- c) Staff from reception have walked in during treatments to consult with nurse

PPG comments

There clearly needs to be signage on the door for vacant/engaged. All staff should be made aware of the need for privacy in this area.

SURGERY comments

We appreciate and regret that interruptions take place in the Clinic Room. The door is locked during intimate examinations; however, privacy will be improved through clearer signage and staff training.

Action Plan

We propose the following actions:-

- The Patient Participation Group and Patient Reference Group further explore
 - problems with the appointment system which should include
 - understanding of and access to urgent appointments
 - suggestions to improve access to a particular doctor

- Privacy in the waiting room.
 - We would appreciate any ideas as the space is quite limited
 - We will explore
 - Rearranging the chairs
 - Music to mask conversation
 - Providing a screen in front of the reception desk
 - Training receptionists and clinical staff to improve confidentiality in the waiting area
 - Action will take place over the next 3 months

- The practice will
 - Advertise our extended hours and Health Promotion clinics **immediately**
 - Improve privacy in the Clinic **immediately**
 - Improve the cleanliness of the surgery **by July 2012**
 - replace flooring and furniture in the waiting room **by March 2013**
 - migrate to a new IT system **planned August 2012**
 - if the above is not further delayed...
 - introduce on-line repeat prescriptions **by December 2012**
 - introduce on-line appointment booking **by March 2013**

These targets will be discussed regularly with the Patient Participation Group.