**SPRING HILL MEDICAL CENTRE**

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**Report on the results from the Patient Questionnaire 2018**

Patient administration personnel handed the 2018 questionnaire to patients during January and February 2018 at Spring Hill and the branch site at Galley Common.

Please find below the outcome of the results of the patient questionnaire which was discussed and approved by the PPG members on 26 March 2018 along with the action plan for Spring Hill Medical Centre. It was approved by the PPG that all actions are to be completed by June 2018 and a post meeting report will be produced and distributed to the PPG to confirm in July 2018.

Overall the response from the questionnaire was positive.

1. **How comfortable is the waiting area at Spring Hill and our branch surgery at Galley Common?**

The majority of patient responses found the waiting areas were good to excellent. Patients commented that work had been done on the fascia’s and guttering at Galley Common. The grass was regularly cut during the spring / summer period also. The Carpark at Spring Hill had also had a makeover and there was less litter.

**ACTION: Practice to focus on litter and bin area at Spring Hill. Internal work is continuing at Galley Common.**

1. **Is your GP surgery currently open at times that are convenient for you?**

The majority of patients said that the Practice opening times were convenient. Some patient’s commented with regards to opening during midday. The practice needs to close the premises (but patients are still able to telephone the practice during the hour of 12.30pm and1.30pm) to undertake **home visits** for its housebound patients or patients who cannot attend either Spring Hill or Galley Common. Furthermore, GP’s and Nurses need time to set up to be able to see patients in the afternoon to ensure they start on time where possible.

1. **Generally, how easy is it to get through to someone at your GP Practice on the phone?**

The majority of patients booked their appointments via the telephone and commented that it was fairly easy to get through if they were not calling at 8am. Patients have commented that it can be very frustrating at 8am to get through to someone but if they want to be seen on the same day then they are provided with a same day appointment. Patients understand that the practice do have a number of routine appointments available which can be booked in advance including 3 early morning clinics and 2 late night clinic per week. The practice has also seen a significant increase in web bookings which also allow patients to pre book appointments in advance with the doctor of choice. However, due to the large number of patients failing to keep web appointments, the practice has introduced a policy whereby if patients fail to attend their appointment 3 times they will no longer be able to pre book via patient services and will have to re-register for this service.

**ACTION: Practice to focus on patient ‘did not attend’ rates and promote the email “Cancel your appointment within 24 hours” in order for those appointments to be offered to patients who want an appointment.**

1. **How helpful do you find the Patient Administrators at your GP Practice?**

The majority of patients felt that the patient administrators are fairly to very helpful. The practice has invested in training for patient administrators who are interested in particular health matters and currently have dementia, cancer and housing options champions. Furthermore safeguarding and vulnerable adults training has been delivered during 2017 and domestic abuse safeguarding training for patient administrators will be in July 2018.

1. **How do you usually make your GP/Nurse/HCA appointment?**

As the majority of patients make appointments via telephone however, the practice has seen a significant increase in on line bookings.

1. **Overall, how would you describe your experience of making an appointment?**

The overall experience was good to very good. Most patients understand the appointment system due to practice communications and campaigns like the telephone message/website and newsletters but noted that it can be frustrating to speak to someone at 8am. Once registered patients found the ease of booking appointments on line and most preferred this option and use the service for prescription ordering. The “share your experience” email on the practice website has also seen a significant increase in patient query’s and questions – most of which are answered within 24 hours. Patients use this system to contact the practice rather than using the telephone and have found it very useful.

1. **When wanting to see a GP/Nurse what type of appointment is it for?**

The majority of patients commented that they wanted an on the day appointment firstly and secondly a routine / follow up appointment. The practice has seen a reduction in “urgent sit and wait” appointments because they are providing on the day appointments and increased the pre bookable appointments on line.

1. **How often do you see or speak to the GP or Nurse you prefer?**

The majority of patients commented that a lot of the time they are able to see and speak to their preferred GP and almost always with a Nurse. Patients understand that the only time patients may not be able to see their preferred GP is when that GP is on-call. The practice tries where possible, to ensure that there are 2 GP’s available every day and communicate to patients that all of the GP’s work a limited number of sessions per week, they do not work full-time at the Practice.  Patients are advised that if they wish to see a particular GP, while we understand that this is best for them in terms of continuity of care, they may wait a little longer for an appointment.

1. **Last time you saw or spoke to a GP/Nurse from your GP surgery, how good was that GP at the following….Involving you in decisions about your care?**

The majority of patients commented that their GP or Nurse were excellent in involving them in decisions about their care. Furthermore this is also reflected in the recent CQC visit and patient feedback cards provided to CQC confidentially.

1. **How long after your appointment time do you normally wait to be seen by a GP/Nurse?**

The majority of patients commented that they have to wait between 5 and 15 minutes to be seen by a GP and less than 5 minutes to see a nurse. However patients did comment that sometimes when they need to be seen they are waiting over an hour to be seen. The practice do offer ‘Sit & Wait’ clinics but this is for a single urgent problem. **Patients are informed at the time of booking that they understand that they will have to sit and wait at the Practice to be seen by the GP on the same day if they feel their appointment is urgent.**

1. **Did you have confidence and trust in the GP/Nurse you saw or spoke to?**

The majority of patients commented that they definitely had confidence and trust in their GP / Nurse.

1. **Would you recommend your GP surgery to someone who has just moved to your local area?**

The majority of patients would recommend the practice to someone who has moved into the local area. The practice has seen a significant increase in new patient registrations and are closely monitoring this along with the practice boundary.

1. **Overall how satisfied with the Practice are you?**

The majority of patients commented that they are very satisfied with the Practice. From the results in 2017, patients commented that they would like appointments with the female doctor and the practice recruited Dr K Arthur in August 2017 in additional to Dr L Craggs.

The practice did received negative comments from patients on not being able to make a routine appointment, the length of wait on the telephone, no appointments as they are always gone at 8.15am and test results. The partners and business manager will be looking into addressing (where at all possible) these comments on the areas of service the practice provides for its patients with focus on constantly reviewing processes and providing excellent management of care to its practice population.

**ACTION: Close monitoring on areas of service the practice provide as example additional communication on the appointment system, test results and the length of wait on the telephone.**

**SPRING HILL ACTION PLAN – PATIENT QUESTIONNAIRE 2018 RESULTS**

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| NUMBER | ACTION | ACCOUNTABLE OFFICER | DATE OF COMPLETED ACTION |
| 1. | **Practice to focus on litter and bin area at Spring Hill. Internal work is continuing at Galley Common.** | **C Jones** | **June 2018** |
| 2. | **Practice to focus on patient ‘did not attend’ rates and promote the email “Cancel your appointment within 24 hours” email in order for those appointments to be offered to patients who want an appointment.** | **C Jones** | **June 2018** |
| 3. | **Close monitoring on areas of service the practice provide as example additional communication on the appointment system, test results and the length of wait on the telephone.** | **C Jones** | **June 2018** |

Actions to be completed; June 2018. Report to be distributed to PPG July 2018.