**SPRING HILL MEDICAL CENTRE**

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**Report on the results from the Patient Questionnaire 2016**

With the input from the Patient Participation Group (PPG) deputy chair, the practice redesigned the patient questionnaire for 2016. The rational for this was for the practice to ascertain from the patients if there were any additional services the practice could look into developing and providing in order to help the patients with non-medical and medical appointments to which the practice did not currently offer. Patient administration personnel handed it out to patients during January and February 2016 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 21 March 2016 along with the action plan or Spring Hill Medical Centre. It was approved by the PPG that all actions are to be completed by June 2016 and a post meeting report will be produced and distributed to the PPG to confirm in July 2016.

Overall the response from the questionnaire was positive with excellent suggestions from service users for potential additional services for the practice to investigate and develop.

1. Did you find the surgery easy to access?

The majority of patient responses found Spring Hill easy to access. Galley Common, as a branch surgery is a lot smaller therefore less parking spaces and this was highlighted with patients within the surgery that parking can be a problem. The partners are aware of this but are not in a position to develop the parking area at present. The main site based at Arley has adequate parking therefore that is why the majority of medical personal are based there during the working week. The branch surgery should only have 1 GP, 1 Nurse and 1 Receptionist at any time during the working week.

**ACTION: The practice cannot offer additional parking at Galley Common at this time.**

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 excellent to very good. Patients commented that the chairs in the waiting room at Galley Common needed replacing.

**ACTION: Practice to focus on external and internal building investment within the branch surgery including new waiting room chairs and windows.**

1. How easy is it to get an appointment for the time you want for a GP or Nurse?

The majority of patient responses found that it was very easy to get a nurse appointment and fairly easy to get a doctor’s appointment. The practice has seen the departure of Dr Zurob and the arrival of Dr Obaid and Dr Shah during August 2015. The partners are currently looking at the appointment system and the influx in DNA’s (Did not attends).

**ACTION: Practice to focus on maximising the use of appointments and focus on DNA patients.**

1. How do you book your appointments?

The majority of patients booked their appointments via the telephone. The practice had a new telephone system installed in 2015 with an automated system. Whilst this has worked well, the practice is looking at the best option for managing the test results line and to increase on-line usage in order for more on-line appointments to be utilised and less telephone calls to reduce the wait for patients who need urgent medical advice via the telephone.

**ACTION: Focus on the test results line and communication campaign on using the internet to make on line appointments.**

**4b**. Are you aware of the different appointments used at the practice; Routine, sit and wait, emergency (to be seen)

The majority of patients understand the appointment system but further work needs to be undertaken on communicating what the appointments are to be used for. The partners have had discussions surrounding the abuse of emergency appointments and how to utilise the appointments more effectively but communicating to patients either face to face or via booklet.

**ACTION: Practice to produce a communication booklet on the different types of appointments and appropriate use.**

1. Are you aware of the Practice online system?

The majority of patients did not know the practice had a patient online system. This system can be used for booking online appointments and ordering prescriptions (once registered), along with opening times and information about the Practice. New patients receive this information within the welcome pack however, further focus needs to be on existing patients who would prefer to use patient services on line rather than the telephone but are unaware the practice has this facility. The Jayex in the waiting room at Spring Hill could be utilised to communicate our website and services.

**ACTION: Utilisation of the Jayex and poster campaign highlighting patient on line services.**

1. How often do you access the surgery’s website?

The majority of patients did not access the website; this could be due to no internet facility at home or they were no aware of the website address. Further communication on the website and its services is to be highlighted to patients.

**ACTION: Communication drive how useful the practice website is and its facilities.**

1. Are you aware we can send out information via text messages?

The majority of patients did not know that the practice sends out information via text messages. A communication campaign on contact details was undertaken in October, November and December 2015 in order for the Practice to ascertain if patients were happy to receive text messages from the practice using the details provided. More communication on this facility needs to be undertaken within Spring Hill and Galley Common in order for better uptake.

1. Are you happy with the continuity of care you receive from Spring Hill Medical Centre – are you able to visit your desired GP or nurse?

The majority of patients were happy with the continuity of care they received from either a GP or Nurse however, the Partners recognised that there has been an influx of new practice members (clinical and non-clinical) during August 2015 to February 2016. The doctors and nurses try to split their time between Spring Hill and the branch at Galley Common but as the main site is at Arley; where at all possible the majority of doctors and nurses will remain at Spring Hill as there is more capacity to accommodate patients during the working week.

**ACTION: Doctors and nurses to provide an equal split between the main site and branch during the working week in order to provide patient continuity of care.**

1. Are you aware the surgery offers the following services?

*Ear Syringe, ECG, 24hr BP Monitor,Spirometry, Minor operations, Cervical Smears, Asthma check, Liquid Nitrogen, Dressings, Certain Injections.*

The majority of patients knew about additional services that the Practice provided and have made suggestions on services to which the practice do not provide at present.

**ACTION: Business Manager to liaise with external agencies (including the Clinical Commissioning Group) with a view to providing more services within primary care as highlighted by Patients via question 10 of the questionnaire.**

1. The Practice is keen to ensure it is providing the services its patients require. Is there a service you would like us to provide?

Patients have suggested the following services be brought into a Primary Care setting:

1. Additional Phlebotomy services
2. First aid training
3. Age Concern
4. Baby weight clinics
5. Respite services (Locally) for carers
6. Local services (non-medical) to which patients can access
7. Overall how satisfied are you with the practice?

Overall the majority of patients were very or fairly satisfied with the Practice. The practice received positive comments such as excellent service, lovely smiley staff and excellent idea to have a doctor board at Spring Hill detailing who is on duty and the length of waiting time proved very popular with patients. Furthermore, the practice is working with Citizens advice Bureau and Age UK on pilot projects along with being the pilot for the community Nurses frail and elderly project. The practice is also involved in a piece of work with external agencies, locality team and the clinical commissioning group to provide additional community services to patients. The next meeting is scheduled for April 2016.

The practice did received negative comments from patients on not being able to make a routine appointment, the length of wait when they are booked an emergency (to be seen) appointment and that there is only one female doctor. 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.

**SPRING HILL ACTION PLAN – PATIENT QUESTIONNAIRE 2016 RESULTS**

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| NUMBER | ACTION | ACCOUNTABLE OFFICER | DATE OF COMPLETED ACTION |
| 1. | External and internal building investment within the branch surgery | C Jones | June 2016 |
| 2. | Focus on maximising the use of appointments to manage patient demand  Focus on DNA patients with a view to minimise loss of appointments | C Jones | June 2016 |
| 3. | Focus on test results line Communication campaign on using the internet to make on line appointments.  Produce a communication booklet on different types of appointments and appropriate use | C Jones | June 2016 |
| 4. | Utilisation of Jayex machine at main site and poster campaign highlighting patient on line services. | C Jones | June 2016 |
| 5. | Promotion of practice website is and its facilities. | C Jones | June 2016 |
| 6. | Doctors and nurses to provide an equal split between the main site and branch during the working week | C Jones | June 2016 |
| 7. | Business Manager to liaise with external agencies (including the Clinical Commissioning Group) with a view to providing more services within primary care as highlighted by Patients via question 10 of the questionnaire. | C Jones | June 2016 |

Actions to be completed; June 2016. Report to be distributed to PPG July 2016.