

Strand Medical Group

PPG Awareness week, questionnaire results

2017



Overview

The Strand Medical Group celebrated national PPG awareness week by hosting members of the PPG at the Practice. During this week a questionnaire was handed out by member of the PPG. The questionnaire was designed in collaboration with the PPG and it was hoped that a true and honest reflection of the service would be gained.

This document displays the results of the questions along with action points that have arisen.

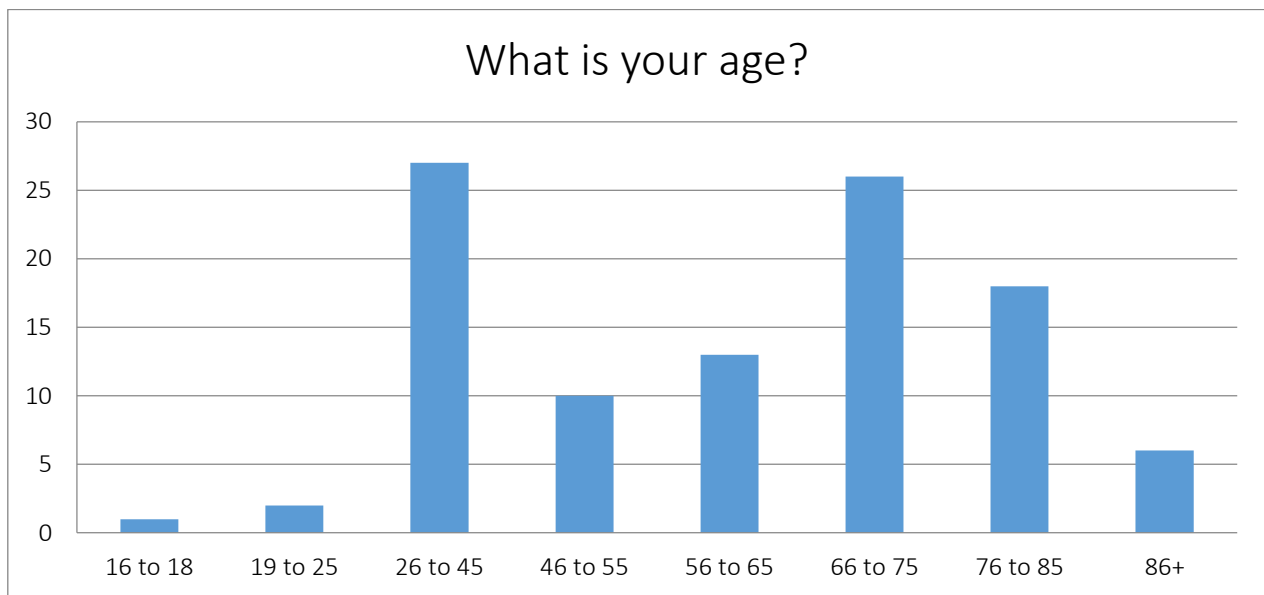
If anyone would like more information, please contact Justin Cankalis, Practice Business Manager.

The results

102 legible surveys were returned further to the PPG awareness week.

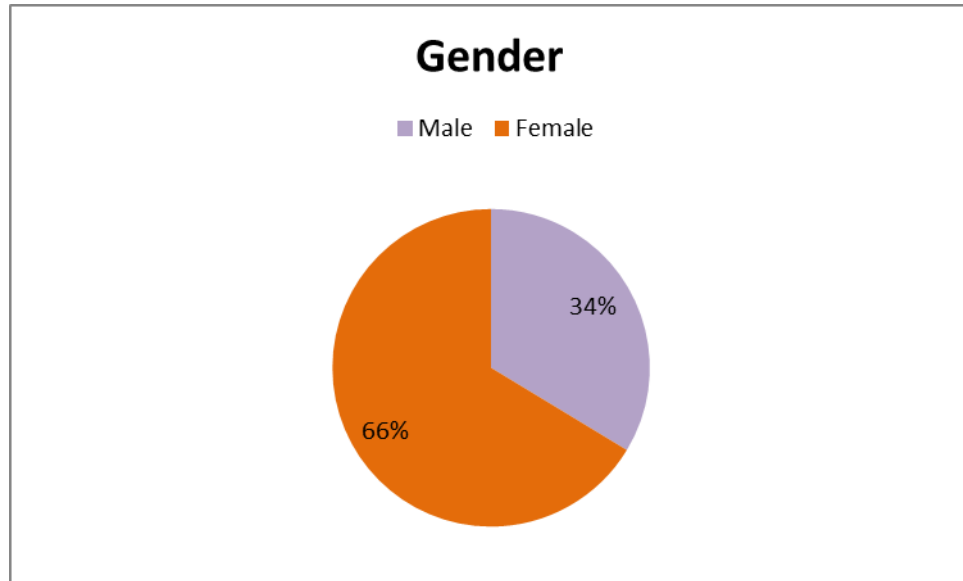
- 26% of respondees were aged between 26 & 45
- 25% of respondees were aged between 66 & 75

We believe the spread of age offers a good insight into patient experience, i.e those of working age and those of retirement age.

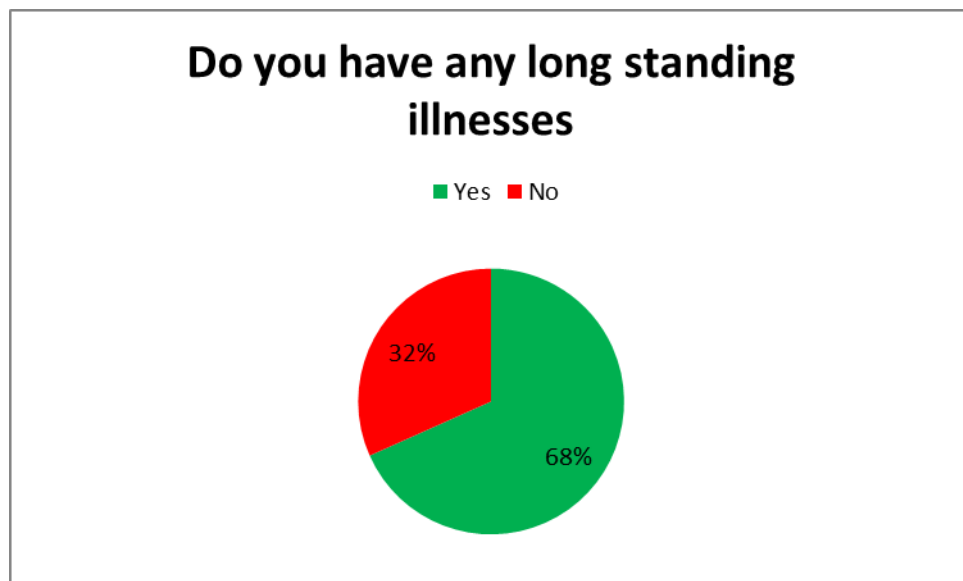


Action: It was agreed that the next surgery would include an option for parents/carers of children in order to offer a broader insight

66% of responses were from female patients; this mirrors the fact that during this particular week 59% of presentations were female.

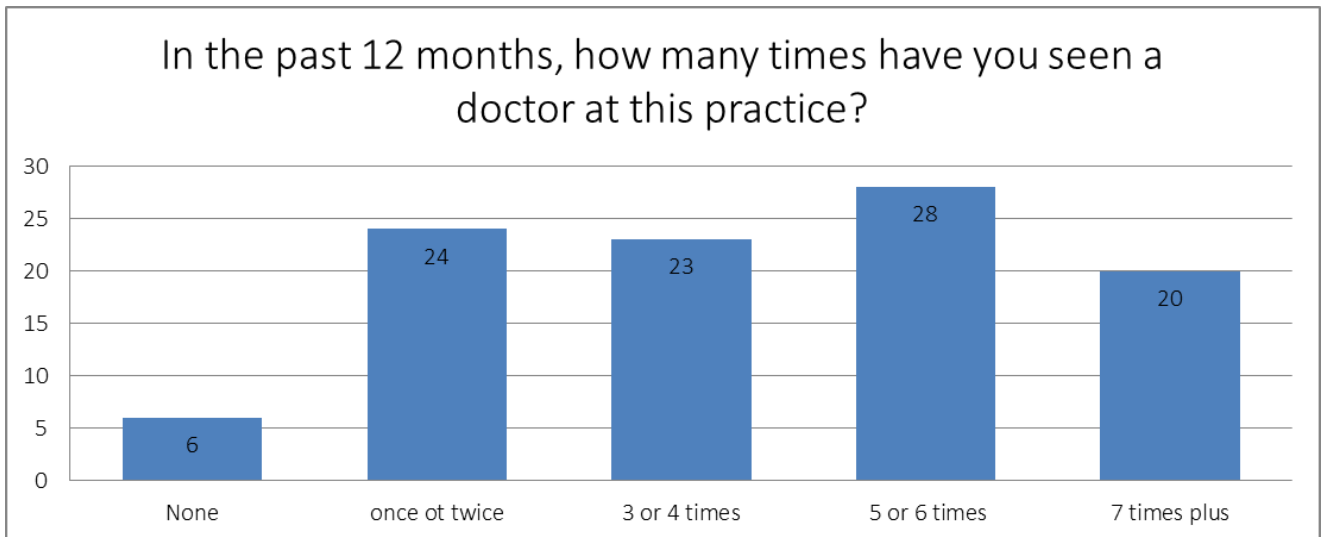
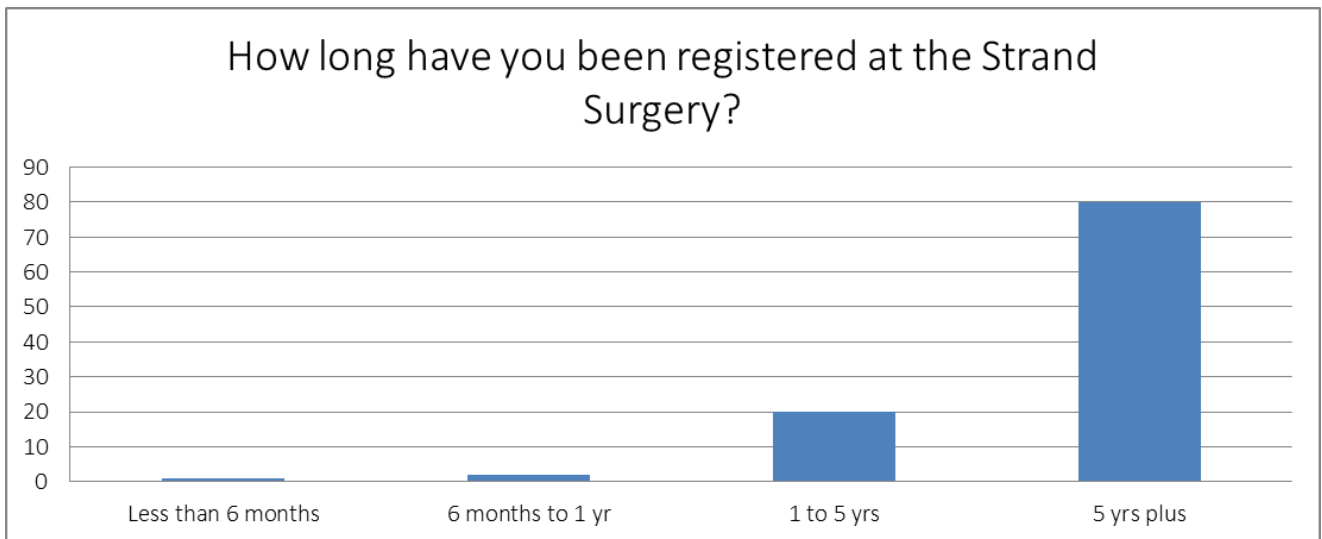


This question was designed to identify how many patients with a long term illness used the surgery in an average week; this will help us shape our future appointment criteria.



78% of patients that responded have been registered with the practice for 5 years or more. Whilst 3% joined the practice in the last 12 months.

If the 3 % is used against the total list size of 14,000 registered patients, this would indicate that 420 patients have joined the surgery in the last 12 months. Whilst some of this is through choice, a percent is through necessity as a number of surgeries have closed down in the last 12 months meaning patients have had to register elsewhere. The Strand remains committed to ensuring that patients within our boundaries are able to receive health care, hence our list remains open.

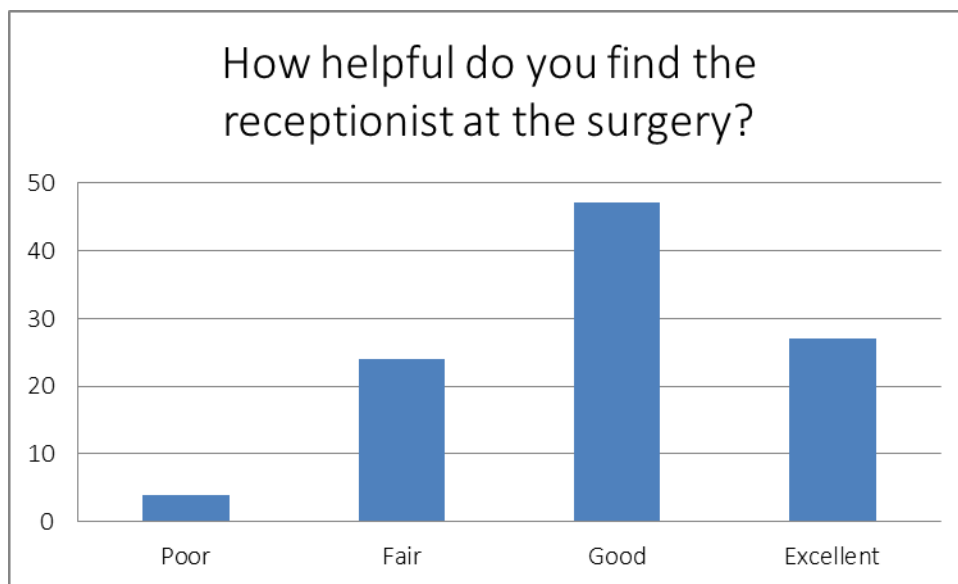


Action: The surgery has been asked why not close the list to new patients. This is not an option the surgery currently wishes to take. This act goes against the ethos of the doctors, and the agreement with the CCG. List closure is an action that is taken in extreme situations and requires a business case and sign off from NHS England.

Staff – Operational

The next set of questions was designed to gain feedback on the operational and clinical staff at the Strand.

The practice and PPG were delighted to see the outcome of the question relating to the reception team. Often as the reception team is at the front end of the surgery they receive unjust criticism. We acknowledge that customer service and empathy is essential, especially in the health service. We remain committed to providing a friend and efficient service whilst ensuring patients are treated with dignity and respect.



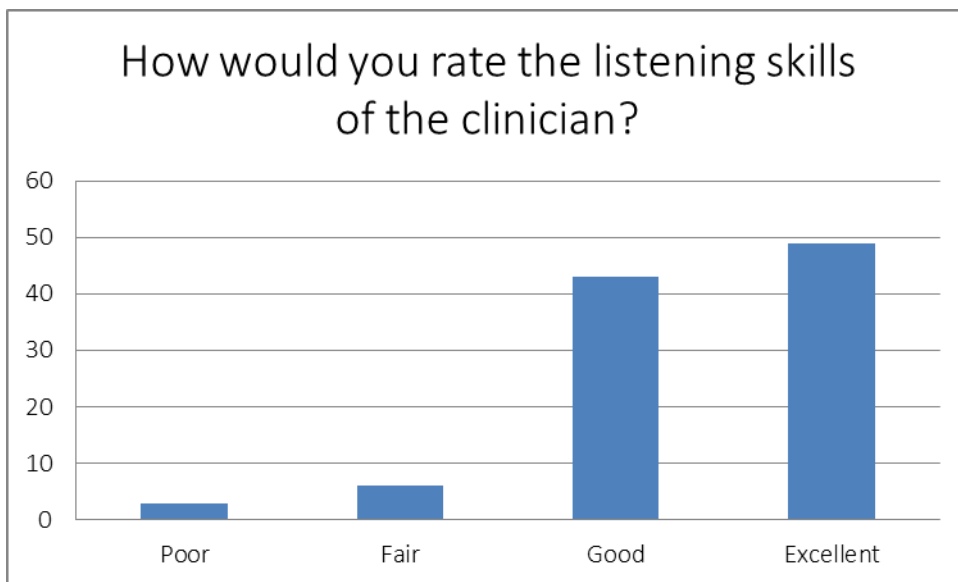
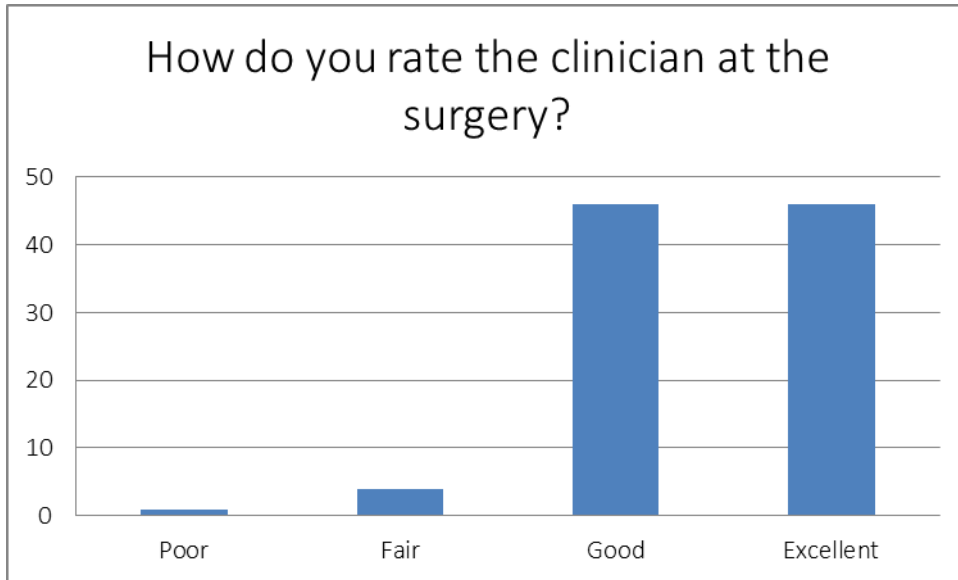
Action: Feedback to the team, continue to work on customer service skills and shared learning with other practices.

Retain PPG comments book for future reference

Continue to monitor official websites such as rate my care and NHS choices.

Staff – Clinical

A common trend with surveys conducted by the Strand is that on the whole, patients are very satisfied with the treatment provided by clinical team.



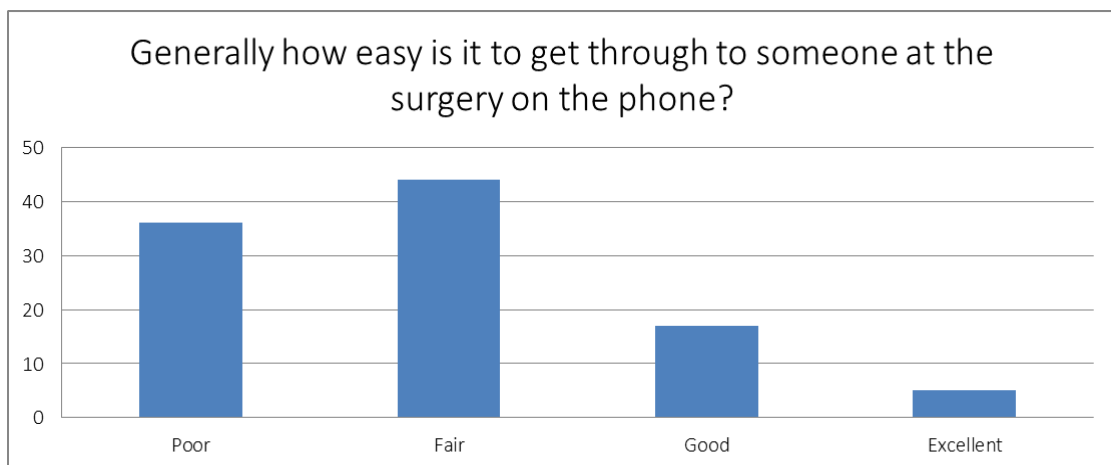
Action: Written feedback indicated dissatisfaction with the ability to see a doctor of choice; the surgery acknowledges that at times it is challenging to get an appointment, especially with a named GP. We will shortly be working on 'work flow', i.e. who does what, and can it be done by another. This will free up some of the GPs time, thus allowing more patients to see their doctor of choice.

Access

The Strand is acutely aware of the challenges some patients face when trying to access the surgery. It is evident from the results below that whilst improvements have been made, this is an ongoing issue.

In the last 12 months the Strand made further changes to the telephony system to allow patients to make a choice of who they wish to speak to before joining a queue. However, at times demand exceeds capacity, the surgery has 50 inbound lines and due to current space restrictions, a maximum of 5 telephony desks. In simple terms, this means that each telephonist has up to 10 lines to answer at any one time, hence on occasions delays.

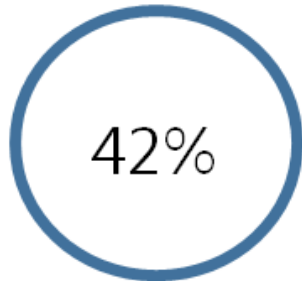
The surgery has 50 incoming lines based on overwhelming feedback from patients. Previous surveys have indicated that patients would much rather know where they are in the queue than to constantly receive an engaged tone. The Strand believes this is also a safer method; therefore patients can make a choice to either stay on the line if their need is urgent, or to call back at a quieter time if their needs are routine.



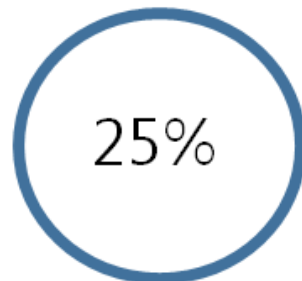
Action: Written statements indicate that the introductory message is too long; the Practice Business Manager will address this, but must ensure that important information is conveyed.

Demand Vs Capacity - The Strand are midway through negotiations with the NHS, CCG and developers over premises. All acknowledge that the current premises do not offer sufficient space to meet today's demands, never mind those of the future. It is therefore hoped that the Strand Surgery will relocate just a short distance to the site of the former Lloyds building; this will allow us to increase our floor space and our ability to increase capacity.

Summary



Written responses related to challenges getting an appointment



Written responses related to challenges getting through on the telephone

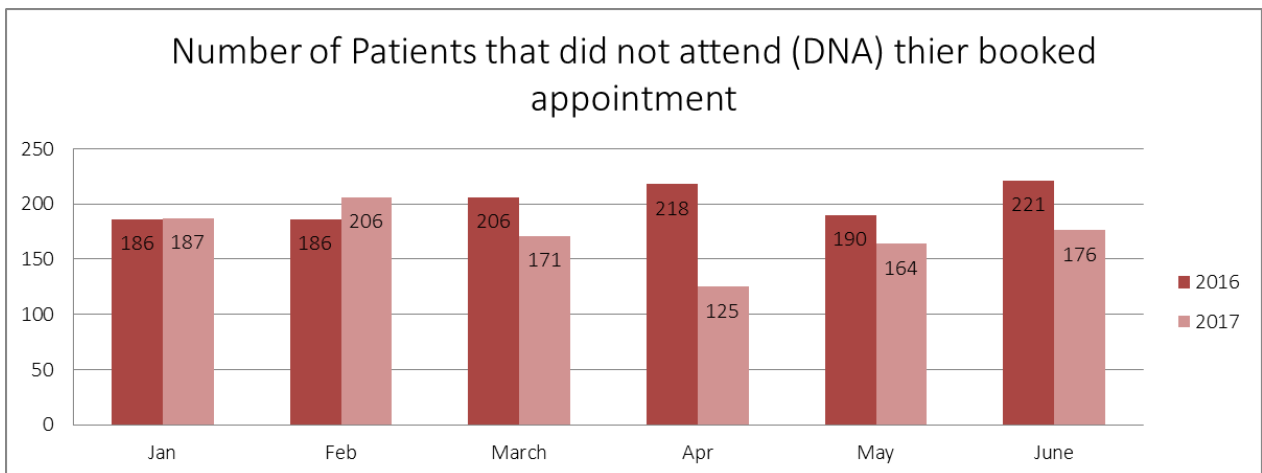


Written responses related to concerns about continuity of care

Conclusion

The Partners and team at the Strand acknowledge the challenge some patients have when trying to access the surgery. It is anticipated that the potential relocation will allow the surgery to attract new GPs, nurses and other health care professionals to the surgery in order to increase capacity, as well as to allow the team to work in premises fit for purpose. However, the relocation is by no means a done deal. In the interim, the practice and patients must work together to ensure the right patients receive the right treatment at the right time. This includes informing the surgery when you are unable to make an appointment, there is no red card for cancelling an appointment as we are able to offer it to others. However, if, within a 12 month period, a patient fails to attend 3 appointments without letting us know, we have the authority to remove patients from our list. We do not like taking this action; however on occasions it is necessary.

Whilst 2017 has seen a reduction in the number of patients that did not attend their appointments, this year alone on average there have been 172 wasted appointments a month, this equates to just under a weeks' worth of appointments.



It is no secret that there is a national shortage of GPs, Worthing is one of the more challenging areas for recruitment. Therefore it is essential that changes happens, these changes also involves patients and the management of expectation. It will be essential that where appropriate, patients seek advice for routine matters from alternate sources, such as Pharmacies, the voluntary sector, local groups and for simple minor illnesses such as coughs and colds, self-help guides. The Strand will therefore be participating in the self-care week (13th to 19th November 2017) and will be making an early start by displaying self-treatment guides for patients to take away.

The Strand is also working closely with two neighboring surgeries (Selden Road and Worthing Medical Group) to form a GP Hub. It is now acknowledged by the NHS that the pressure on Primary Care is unsustainable and that change needs to happen. Based on this the three surgeries are taking a proactive approach and will be working collaboratively to share resources, ideas and will be engaging with community teams, voluntary sectors, the council and local hospitals to create a local community network. This will allow care providers to work more efficiently and effectively but more importantly, it will allow us to do away with bureaucracy to ensure that patients receive treatment and care in a joined up manner.