

PATIENT DIRECTED ENHANCED SERVICE REPORT

ST CLEMENTS PRACTICE



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1. INTRODUCTION

1.1. OVERVIEW

St Clements Practice has set up the process for the Patient Participation Directed Enhanced Service (DES) with the aim to get patient feedback about the quality and range of services provided by the Surgery. There are different stages to this process which are outlined below:

1. Patients were invited to sign up for a Patient Reference Group (PRG) via an online registration link on the Surgery website or paper forms available at the Surgery.
2. A group of 6 patients volunteered to take part in an online forum to express their views. St Clements Practice also holds a face to face Patient Forum, whose feedback informs the questions asked in the online survey.
3. Patients' feedback from the online forum and Patient Forum was analysed and formed a basis for further investigation in the online patient feedback survey.
4. The survey was released on 23rd September 2013 and 328 patients responded to the survey using either online or paper versions of the survey.

This report details the findings from the feedback survey and from this actions were agreed with the Patient Reference Group with timescales for implementation.

1.2. OPENING AND EXTENDED HOURS

St Clements Practice has a Practice population of 17,427 patients (January 2014). Its core hours are Monday - Friday 8.00a.m to 6.30p.m. Extended appointment hours are as follows:

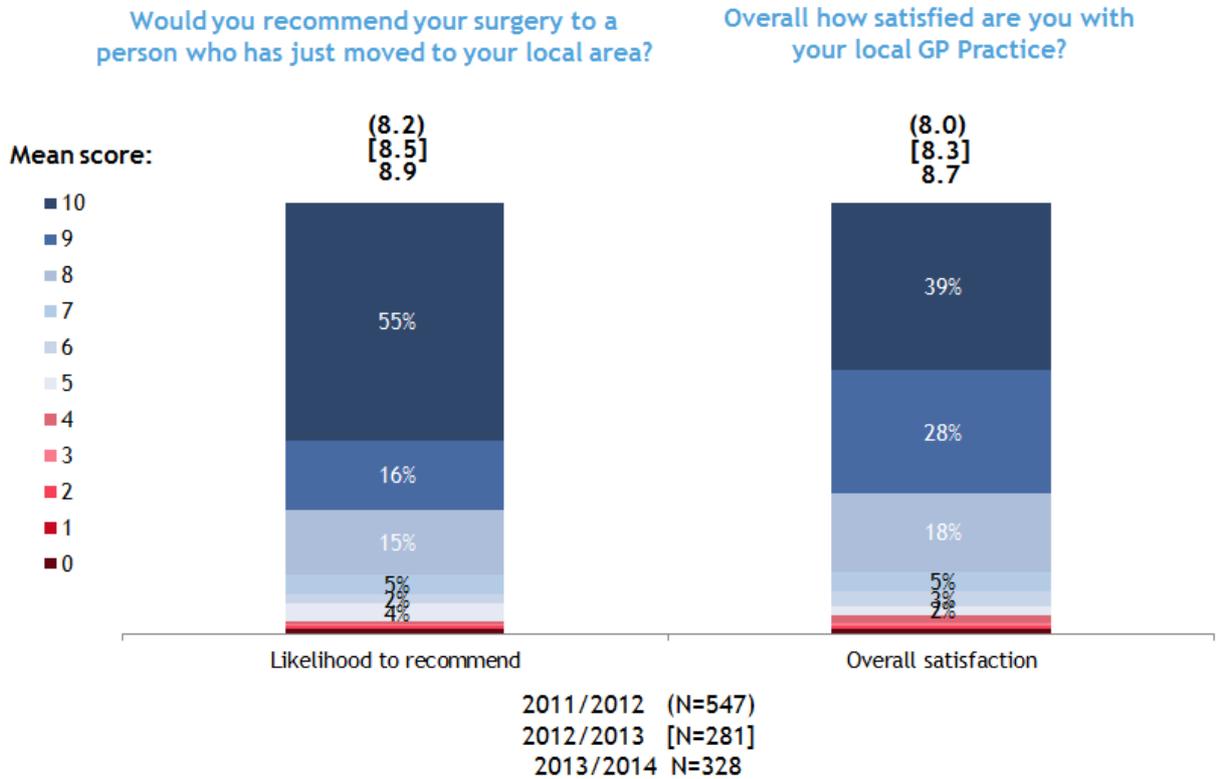
- Doctor Nandy offers an early morning, pre-booked clinic (7.30- 8.00a.m.) on Fridays and Dr. Harlow on Tuesdays. Other doctors are in practice from 8.00a.m and at varying start times such as Monday, Wed & Thurs 8.00a.m. - 7.00p.m.
- Late evening pre-booked appointments (6.30 - 7.00p.m.) are available as follows:
 - Mondays - Drs. Foster and Rushen
 - Tuesdays - Drs. Burns and Harlow
 - Wednesdays - Drs. Chapman and Fitzgerald-Barron
 - Thursdays - Drs. Vincent and Chapman

However, these are subject to change throughout the year as a consequence of holidays and moving commitments. Other GPs are in the Practice with earlier finishing clinics.

Saturday openings are from 9.00am-12.30, alternate weeks. All doctors offer a pre-bookable Saturday morning clinic on a rota basis throughout the year. The Doctors' Personal Receptionists are available to advise patients of their individual doctor's availability on a daily basis.

Appointments for both regular and extended hours at the Surgery can be booked either by phone or in person at the surgery.

2. OVERALL VIEW OF THE SURGERY

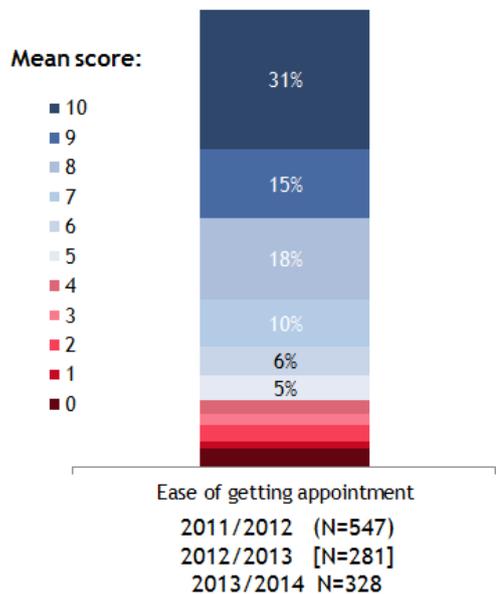


Patient satisfaction with the Surgery has increased quite significantly since 2011/2012, as can be seen from the mean scores above. This year, 90% of patients rated their satisfaction between 7 and 10 and 91% rated their 'Likelihood to recommend' the Surgery with a 7-10 score.

How easy was it to get an appointment at the time you wanted on your last trip?

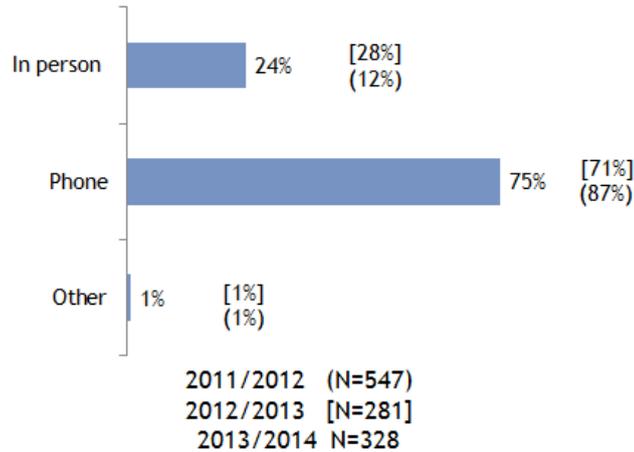
Mean score:

(6.9)
[7.5]
7.4

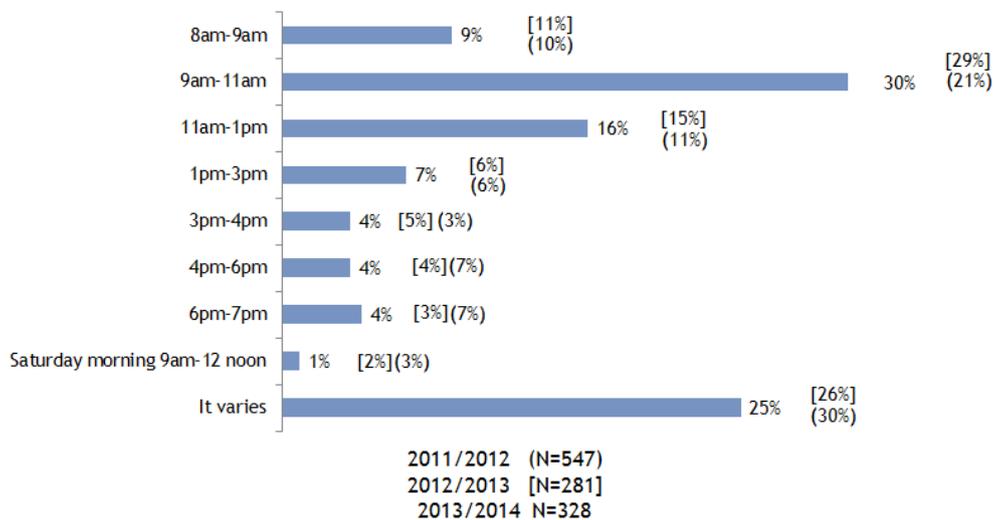


Patient feedback shows that patients still find it roughly as easy as last year to get an appointment, although they find it slightly more difficult. Satisfaction with getting an appointment has increased quite considerably since 2011/2012, however. Nonetheless, as in previous years it is likely that overall satisfaction with the Surgery is affected negatively by dissatisfaction with the ease of getting an appointment; 74% of patients rated the ease of getting an appointment between 7 and 10 compared with 90% who rated their overall satisfaction between 7 and 10.

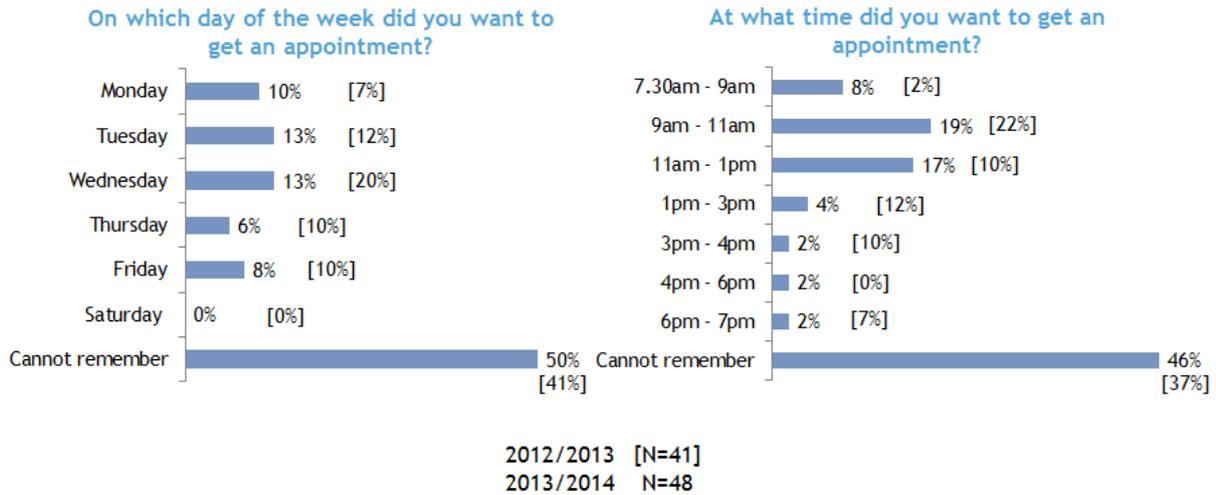
Which of the following methods did you use to book your appointment?



What would be the best time for you to visit the Surgery on most occasions?

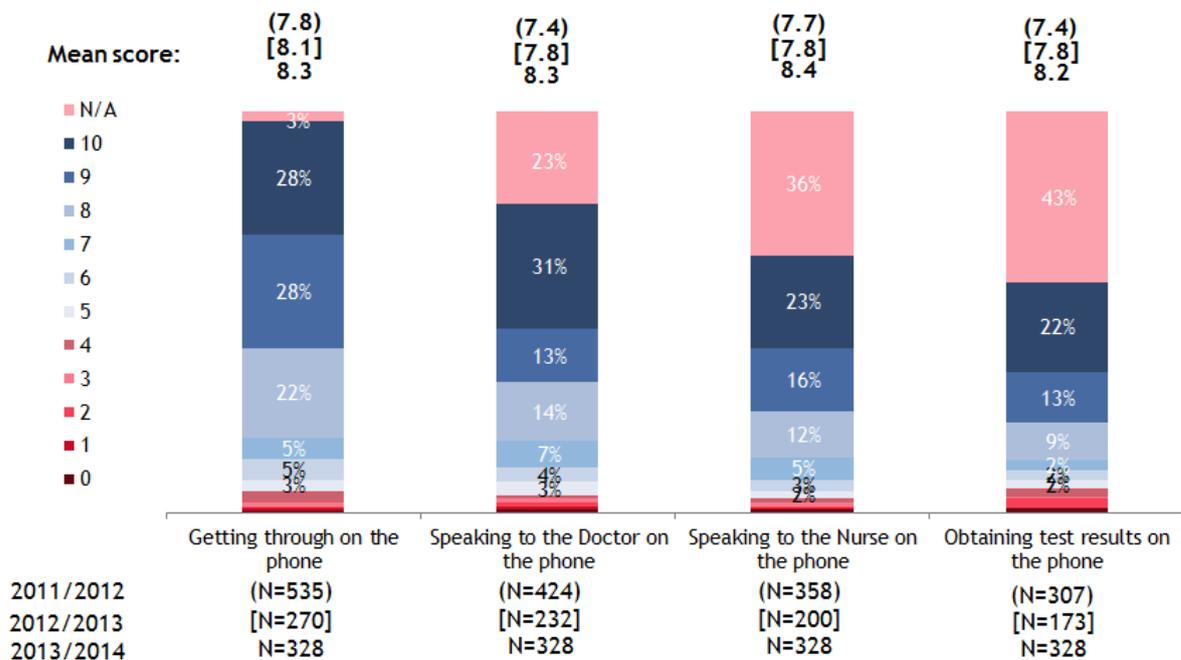


As in previous years, most appointments (75%) are booked over the phone. A quarter of patients say that their preferred appointment time varies, although there is still a preference for morning appointments. Nearly a third (30%) of patients prefer appointment slots between 9am and 11am.



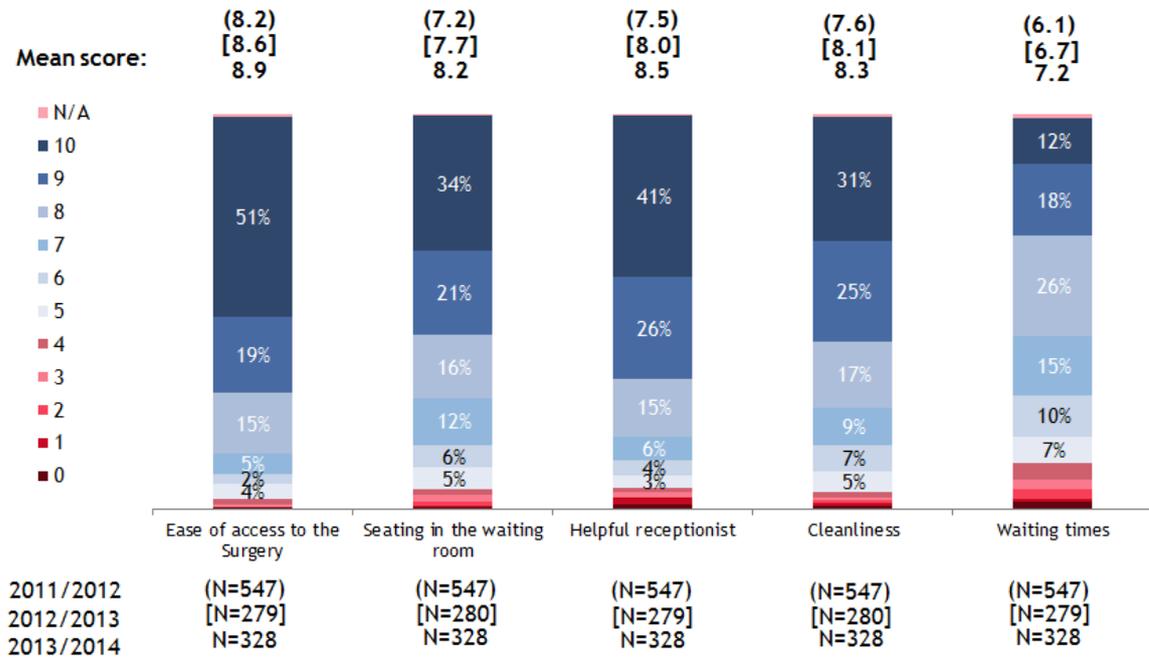
The two questions above were first asked in last year's survey. As was the case last year, the only patients who saw these questions in the survey this year were those who rated the ease of getting an appointment on their last trip between 0 and 4. 50% of these patients could not remember on which day they had wanted to get an appointment on, although a fifth had wanted one on a Wednesday. Nearly a half (46%) of patients could not remember at what time they had wanted to get an appointment, although most (19%) had wanted one between 9am and 11am.

How would you rate the surgery on the following criteria?



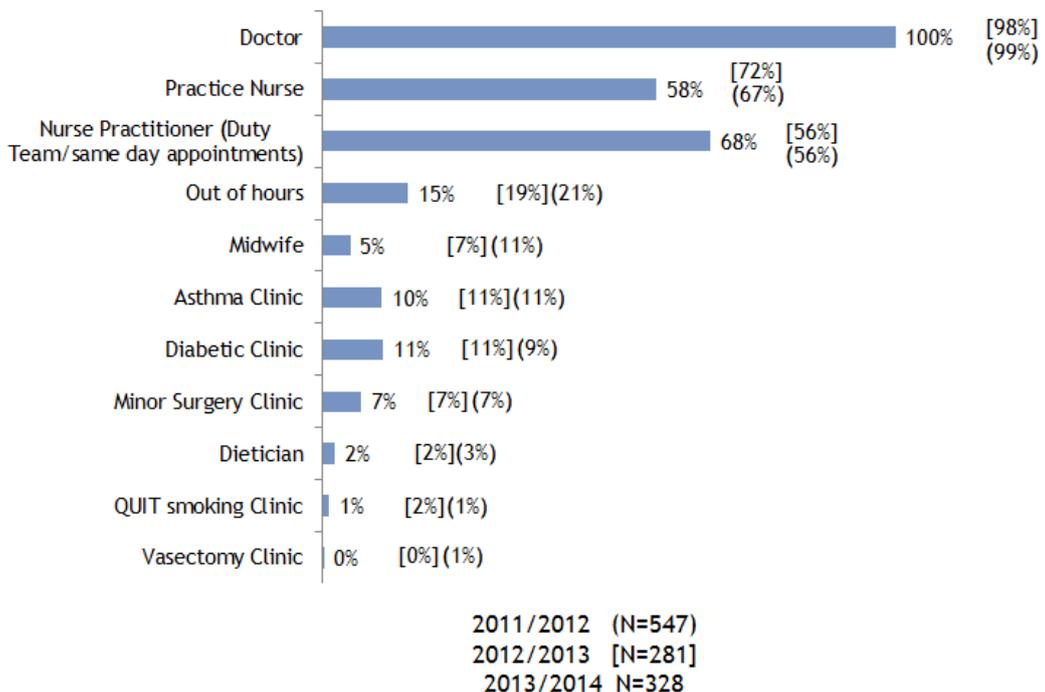
Satisfaction with getting through on the phone, speaking with both Doctors and Nurses on the phone and obtaining test results on the phone has increased each year since 2011/2012. Satisfaction with speaking to the Doctor on the phone and with obtaining test results on the phone has particularly improved.

How would you rate the surgery on the following criteria?



Patient satisfaction with the ease of access to the Surgery, seating in the waiting room, the helpfulness of the receptionist, cleanliness and waiting times has improved year on year since 2011/2012. Waiting times, nevertheless, remain a priority for improvement as this factor consistently achieves the lowest mean score (7.2 this year).

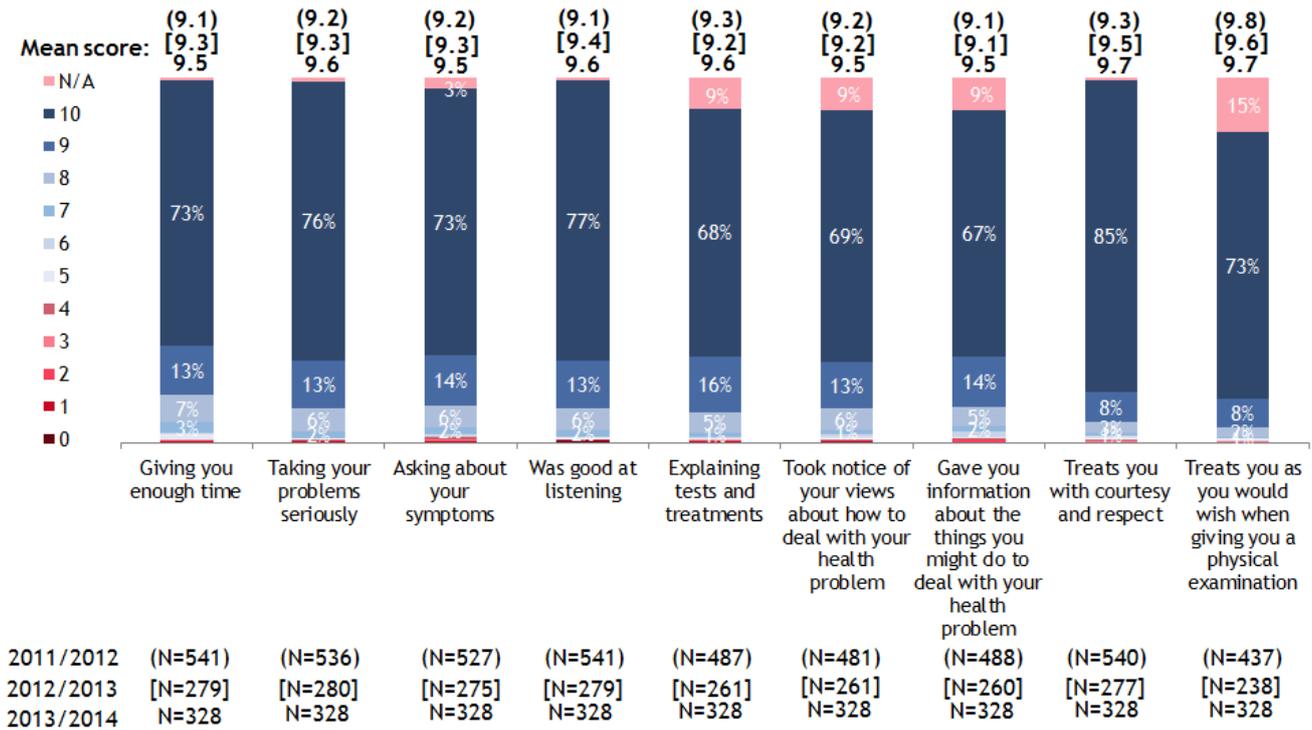
Which of the following services have you used at your surgery?



All patients use the Surgery for an appointment with a Doctor. The proportion of patients seeing a Practice Nurse at the Surgery has fallen by 14% since 2011/2012, although 12% more patients now see a Nurse Practitioner. Use of the Out of Hours service has also fallen by 6% since 2011/2012.

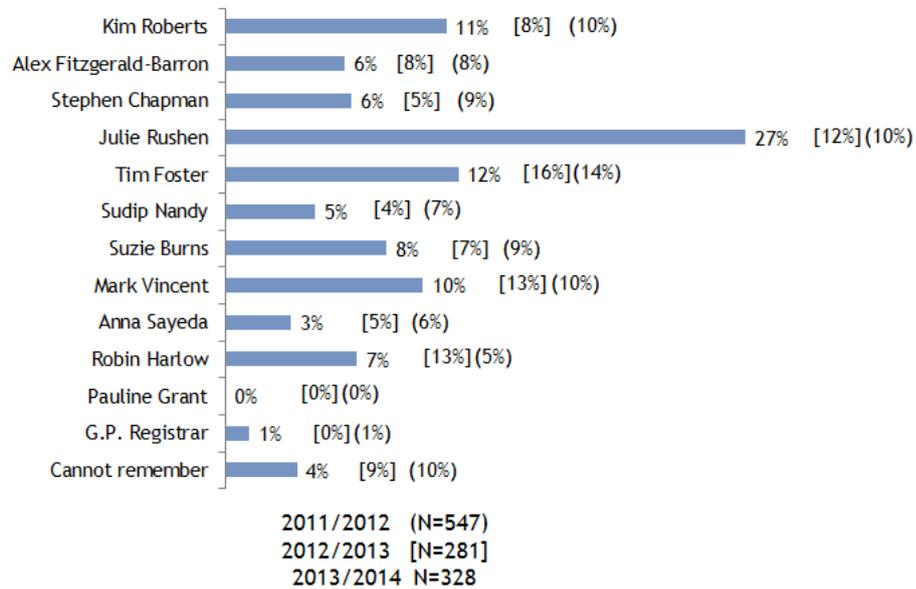
2.1. VIEWS ABOUT DOCTORS AT THE SURGERY

Thinking about the Doctor you saw on your last visit how would you rate your experience?



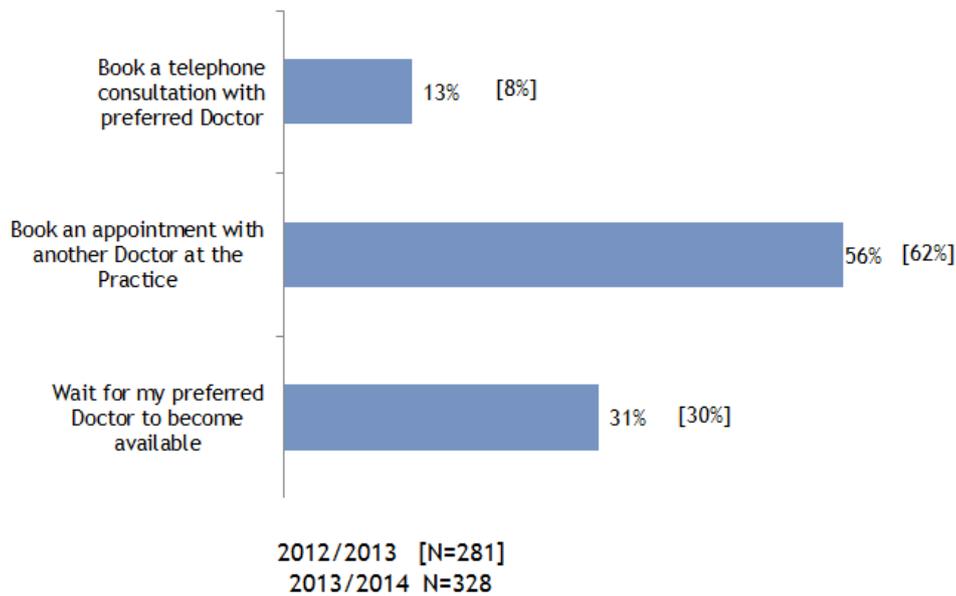
Satisfaction with the service provided by the Doctors across all criteria has improved since 2012/2013 and patients remain extremely happy with their experiences with the Doctors. In particular, patients are satisfied that Doctors treat them with courtesy and respect and treat them as they would wish when being examined; these factors both achieved a mean score of 9.7.

Which Doctor did you see last time?



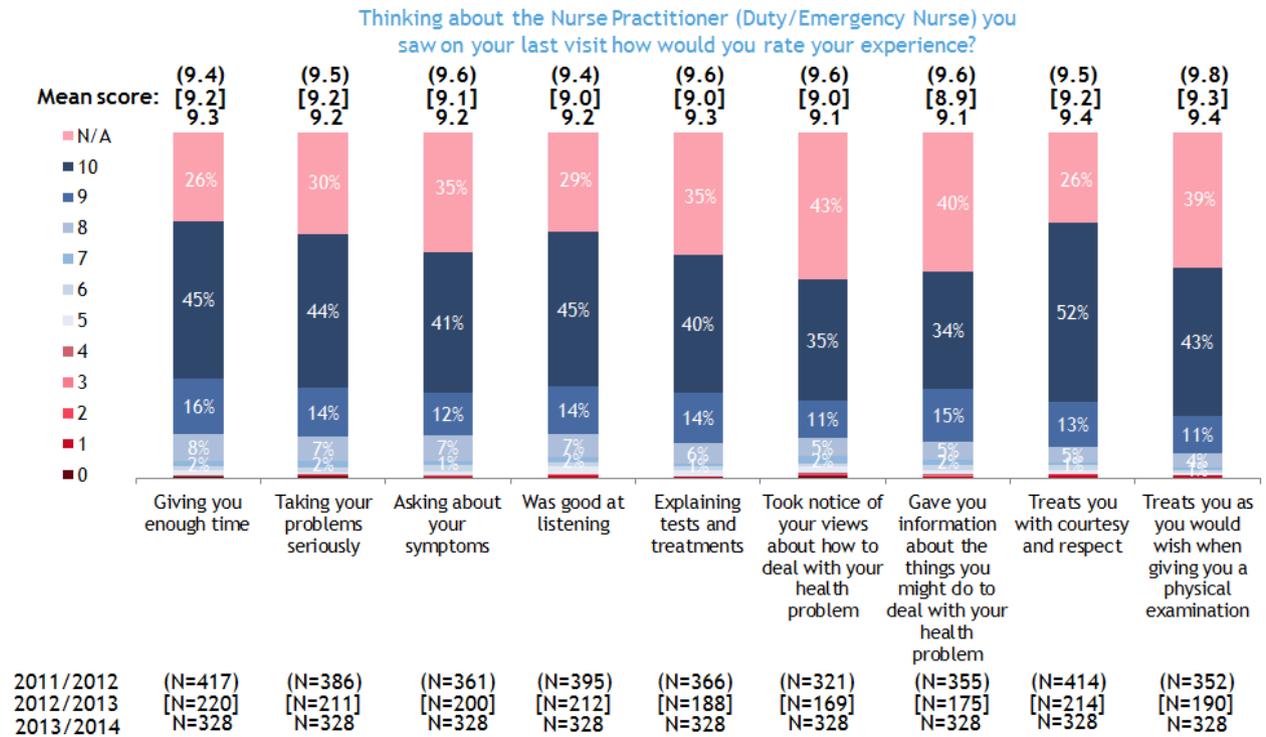
Over a quarter (27%) of patients saw Dr. Julie Rushen on their last visit to the Surgery. 11% saw Dr. Kim Roberts, 12% saw Dr. Tim Foster and 10% saw Dr. Mark Vincent.

What action do you take when your preferred Doctor is unavailable due to holiday?

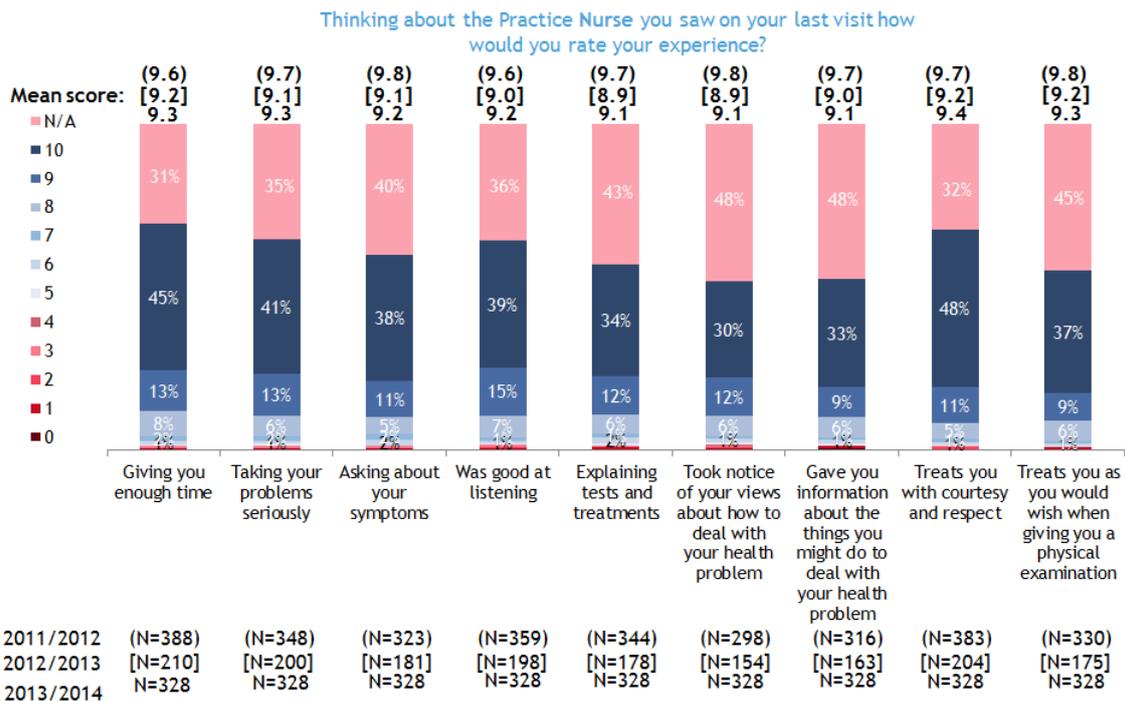


As in 2012/2013, most patients (56%) book an appointment with another Doctor at the Practice when their preferred Doctor is unavailable. This year, however, 5% more patients choose to book a telephone consultation with their preferred Doctor. A broadly similar proportion of patients wait for their preferred Doctor to become available.

2.2. VIEWS ABOUT NURSES AT THE SURGERY



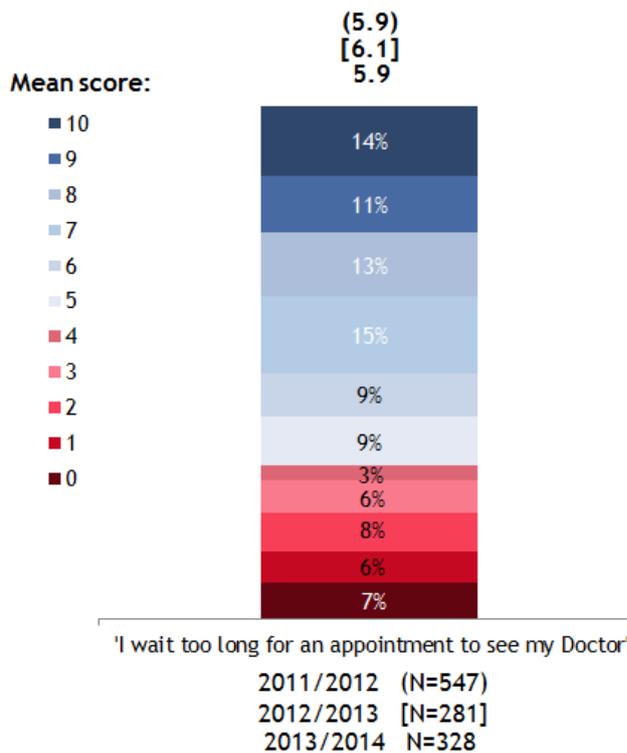
Patients are also extremely satisfied with the service provided by the Nurse Practitioners at St Clements. Like the results relating to the experiences with the Doctors, patients were also extremely satisfied with the way the Nurse Practitioners treat them with courtesy and respect and treat them how they would want when being examined (this criteria both achieved a mean score of 9.4).



Patients are also extremely happy with the service provided by the Practice Nurses, although general satisfaction across all criteria has fallen since 2011/2012. Patients are particularly satisfied that the Practice Nurses treat them with courtesy and respect (this factor achieved a mean score of 9.4).

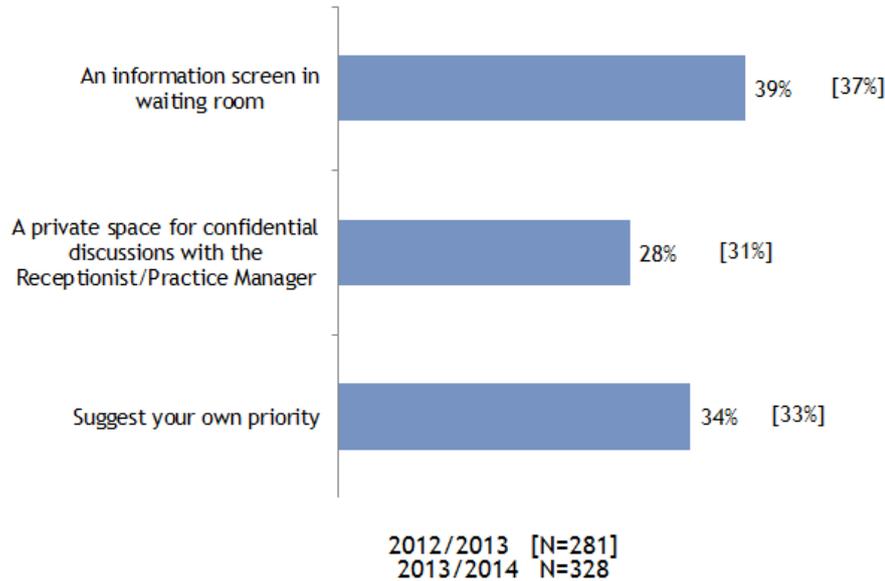
2.3. IMPROVEMENTS TO THE SURGERY

How much do you agree with the following statement?



Patients were asked to give feedback on whether they think they wait too long for an appointment with their regular Doctor (rather than an emergency appointment). As in previous years, patients are not very satisfied with how long they have to wait for an appointment with their regular GP. 38% of patients rated their dissatisfaction with this factor between 8 and 10.

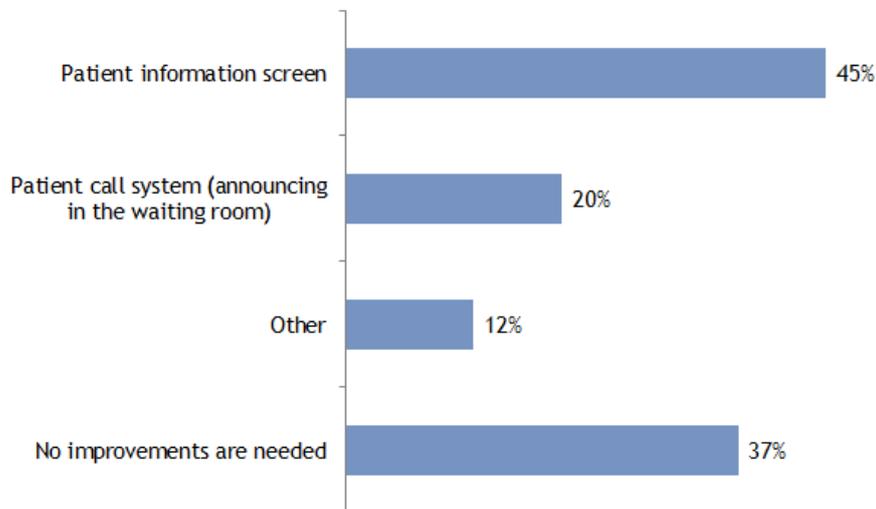
If you were to choose an improvement for the NEW premises, what would it be?



As in 2012/2013, the most popular addition to the new premises would be an information screen in the waiting room; 39% of patients would like to see this installed. Just over a quarter (28%) of patients prioritised their desire to see a private space for confidential discussions with the Receptionist/Practice Manager. Just over a third (34%) had their own suggestions for a priority to the new premises. The following suggestions were mentioned:

- Ability to book appointments online
- Seaparate male and female toilets
- More spacious waiting room
- More pleasant waiting room with cheerier decor - view outside, newer magazines, pictures on wall
- Television in the waiting room
- Clearer signs to waiting room/s; more instructions on electronic book-in system
- Children’s area with toys
- More receptionists
- More space for wheelchairs/prams
- More parking spaces
- More polite receptionists with improved customer service skills
- Faster repeat prescription service

Looking forward to the new Practice premises, what would your priorities be for improving communication?



2013/2014 N=328

In a revised question about what patients would prioritise to improve communication in the new Practice premises, nearly half (45%) revealed they would prioritise a patient information screen. A fifth would like to see a patient call system installed, while 37% seem to be extremely satisfied with the Surgery and believe no improvements are needed.

12% of patients prioritise other improvements to the communication from the Surgery; their feedback included the following suggestions:

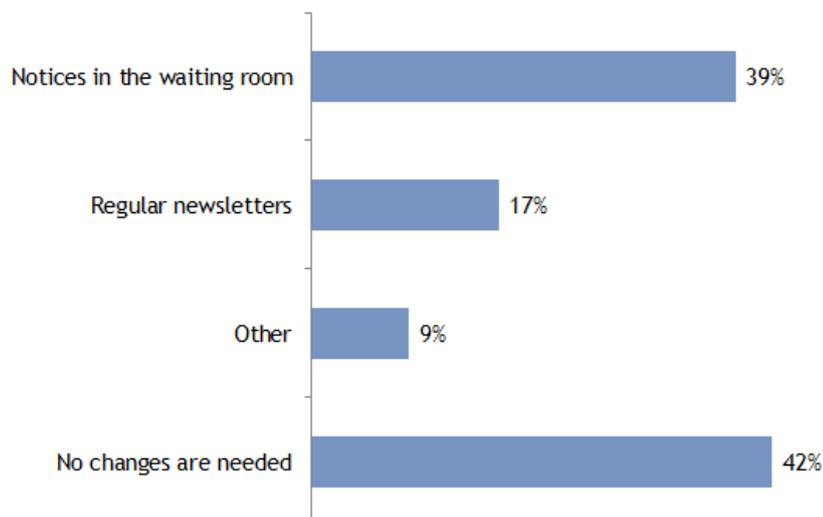
- More electronic check-in screens
- Encourage everyone to use the check-in screen to avoid long queues at Reception
- Patient information screen and call system not suitable for those with sight and hearing impairments
- Some patients like the Doctor collecting them from the waiting room as it is more personal
- More use of the internet e.g. receiving the newsletter via email
- More information on flu jabs
- More information on what the Practice is doing to improve
- No wi-fi in waiting area
- Estimated waiting times/how many patients are ahead in the queue
- More privacy when communicating with Receptionist in the waiting room
- Rolling screen not just for waiting times but also with information on services offered - better than posters on notice boards

Patients were also asked for their suggestions on other improvements to communication (which they would not necessarily prioritise). Their suggestions included the following:

- Ability to book appointments online, with information given on a GP's annual leave/unavailability
- After booking online, the acknowledgement email should contain details of what was ordered
- Improvements to ordering repeat prescriptions online; changes to medicine quantities and chemists are often ignored

- The Surgery should be more proactive in communicating test results to patients
- Improvement in written communication, especially generic letters
- Newsletter regularly emailed and posted
- Improved customer service skills from the receptionists
- Let patients know if there is a change in procedures - e.g. making them aware that they have to report to Reception before a flu jab
- Check-in system should give clearer information about where to go to see a Doctor or Nurse
- Waiting times shown on a screen
- Ability to receive test results by text, email or phone call; or at least better notification when results are available
- The Surgery should phone patients to notify of earlier appointments if cancellations occur
- Improved communication about patient support groups
- Home visits if necessary
- Options for Receptionist/Results/Manager/Practice Nurse etc. on the telephone
- Ability to email Doctor to save both Doctors and patients time for non-urgent health problems
- More phone lines at peak times
- More privacy when speaking with Receptionist
- More awareness of the differences between Nurse Practitioners and Practice Nurses if this is important
- Information on what to do if ill at the weekend

In addition to our website and patient handbook, what other means would you suggest for advising patients?



2013/2014 N=328

Past feedback seemed to indicate that not all patients were aware of the varying ways of obtaining appointments with a clinician at the Practice, so a new question was introduced to determine how patients would suggest they be advised and informed (aside from the website and patient handbook). Just under two fifths (39%) of patients would like to be advised via notices in the waiting room, although just

over two fifths (42%) stated that no changes need making to existing communication methods. Just under a fifth (17%) would like regular newsletters.

9% of patients suggested other ways they would like to be advised and informed; their suggestions included the following:

- Newsletters emailed regularly
- More general email communication
- Patient information screen or TV screen
- Explanations over the phone
- Improved awareness of existing communication - e.g. some patients are unaware of the patient handbook
- Improved website
- More awareness about how improvements to the Surgery can be put forward by patients

Patients were also asked for any other feedback they would like to give about St Clements in an open-ended question. Their feedback and suggestions included the following:

- Excellent service, especially by Doctors like Dr. Rushen
- A wider choice of reading material would be appreciated, with new things to read from time to time
- Ability to check-in on electronic system to see a Nurse
- Repeat prescriptions often go missing and take a long time
- Some staff can be unfriendly or rude; others are helpful and polite
- There should be more privacy at Reception
- Information on waiting times is necessary
- It should be easier than it is to see your regular Doctor
- Should be more disinfectant gel for hands
- Increased toilet provision and cleaner facilities
- Run-down premises - patients look forward to the new location
- £20 is quite expensive if a patient (especially on a low income) requests for a letter to be written by their GP
- Request to make results from this survey made available in paper copy
- More awareness that one is able to speak to their Doctor on the phone
- Request for a good number of drop-off parking spaces at the new premises

3. ACTIONS FOR DISCUSSION WITH THE PRG

Action 1: Screen in the waiting room

- To understand what information patients would like on a potential new screen

Action 2: Waiting times to see own GP

- To continue to review access to appointments with doctors and nurses

Action 3: 'Tired' practice premises and waiting rooms

- To ensure a positive patient experience in the new premises

4. FINALISED ACTIONS AFTER PRG DISCUSSION AND TIMELINES

Action 1: Screen in the waiting room

Patients have identified a screen in waiting rooms amongst their suggestions to improve communication. We have delayed this in previous years, mindful of our planned move to new premises as part of the Winchester City Council redevelopment of the area. However, the Practice will undertake a questionnaire on this topic amongst its patient list. We want to understand what information patients would like on these screens before we proceed with any purchase. The questionnaire will begin in April, in waiting rooms and online, as part of the process.

Timescale: April 2014

Action 2: Waiting times to see own GP

Waiting for an appointment with own GP was also identified as an issue for some patients. The Practice keeps patient access to appointments with doctors and nurses regularly under review. The Practice has recently adjusted its Duty Day system which, it was felt, took too much GP time away from routine clinics, thereby reducing their patients' access to routine appointments with them. The Practice has employed THREE Advanced Nurse Practitioners to work on the Duty Team which manages the care of patients who believe they have an urgent clinical problem which needs to be addressed that day. This has been designed to reduce the number of GPs involved in the Duty Team from 2 every day to 1.5 and adds another 5 routine GP clinics (70 appointments weekly) for patients' pre-booked appointments with their doctor. The daily Duty Team now comprises 2 Practice-based Nurse Practitioners; 1 visiting Nurse Practitioner; 1 visiting GP and 1 Practice-based GP. This team manages all urgent medical needs from our patients from 8.00a.m. - 6.30p.m., Monday - Friday.

We have some evidence that this increase in routine appointments has improved patient access to appointments with their GP, however, we do ask patients to cancel, in advance, appointments which they no longer need so that they can be available for patients who do need them.

The Practice has also introduced a facility for patients to book their own appointments online, and the number of patients registering for this service is increasing.

Timescale: Ongoing

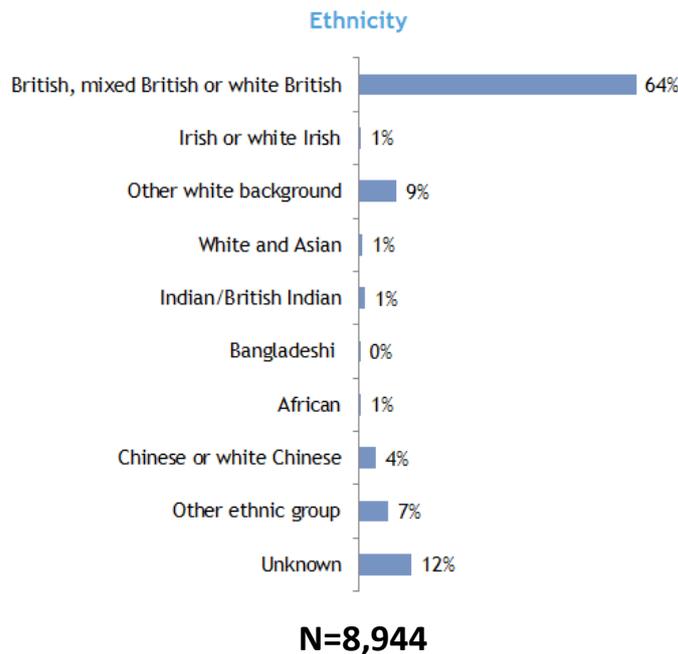
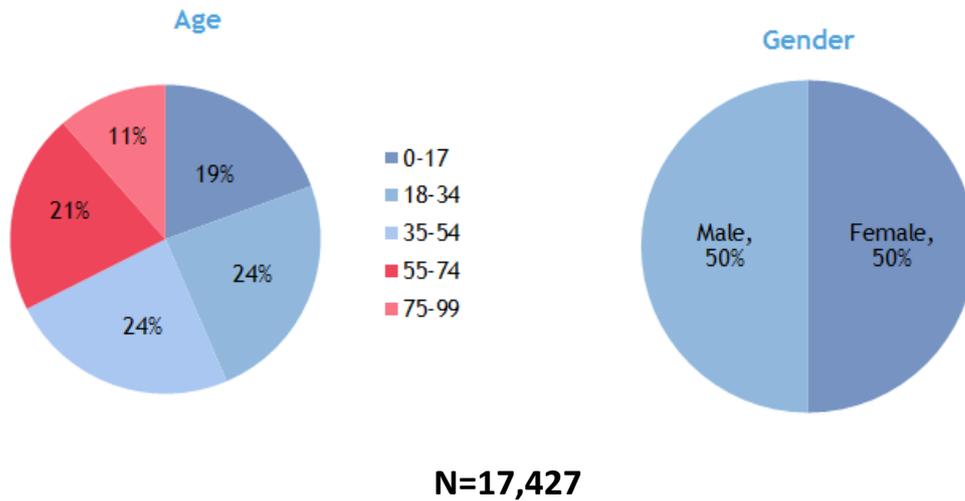
Action 3: 'Tired' practice premises and waiting rooms

As identified in 'Action 1' above, the Practice has worked with Architects and the Council on plans for the new Practice premises which we hope to develop and move to without too much further delay. Nevertheless, we continue to try to maintain the practice in good decorative order. We can do nothing about the absence of windows in the waiting rooms but have painted them in white to maximise the brightness of the rooms. We have replaced the flooring in the ground floor waiting room and are in the process of doing the same in the first floor waiting room (March 2014). We have been influenced by patient feedback, however, in endeavouring to design the new premises so that patients' needs and their experience are as positive as can be achieved by the design of a building.

Timescale: March 2014

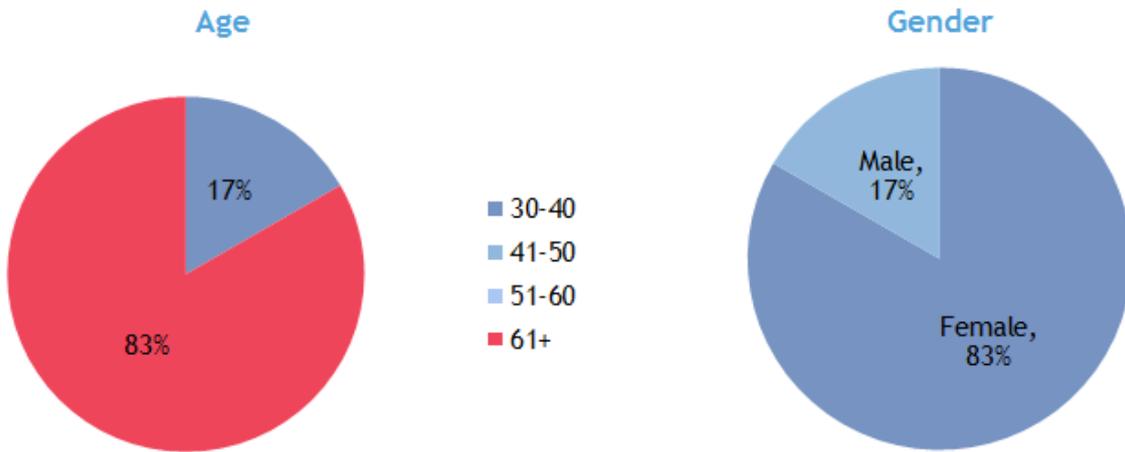
5. PROFILES

5.1. SURGERY PROFILE

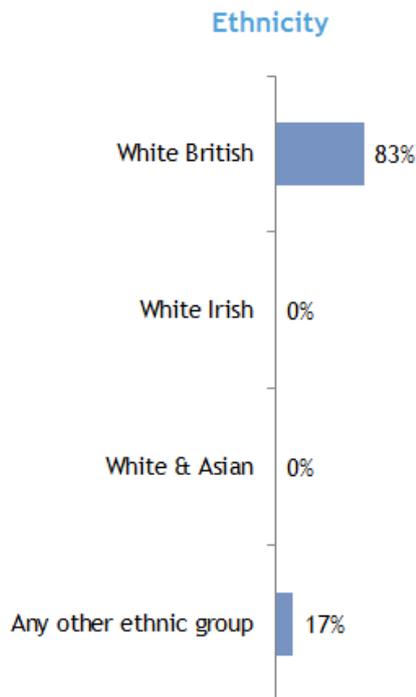


The Surgery only has ethnicity details for 8,944 of its patients.

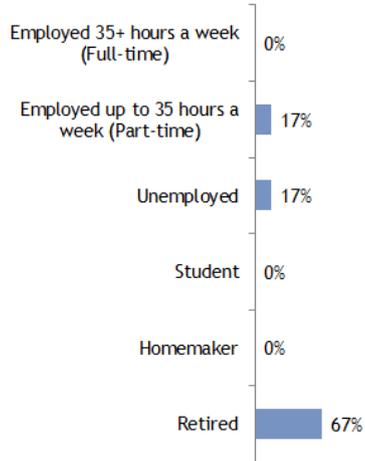
5.2. ONLINE FORUM PROFILE



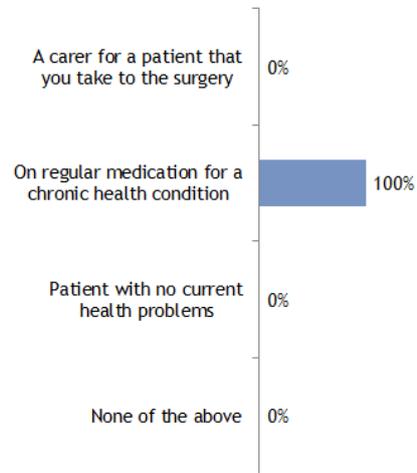
N=6



Employment Status



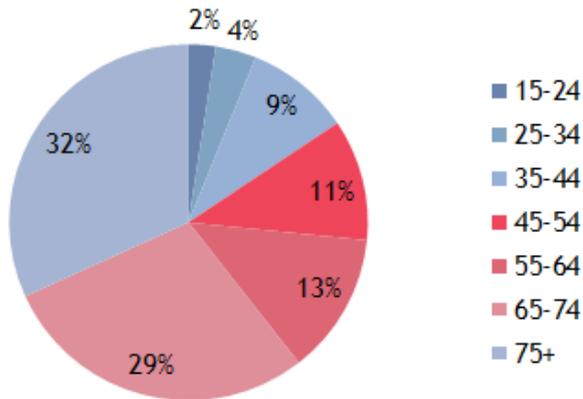
Carer/Patient Description



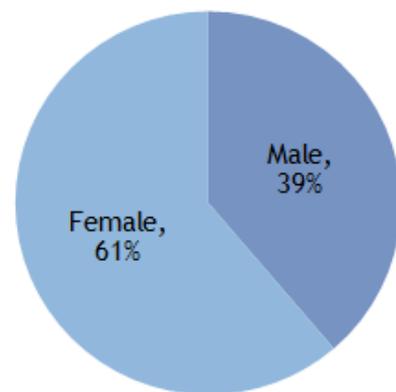
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5.3. SURVEY PROFILE

Age

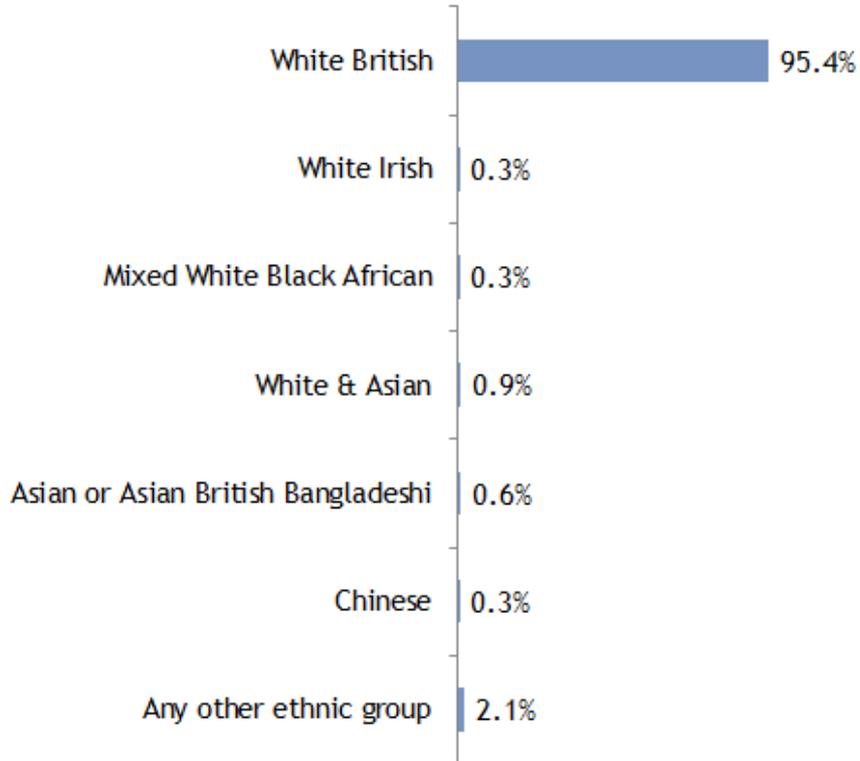


Gender



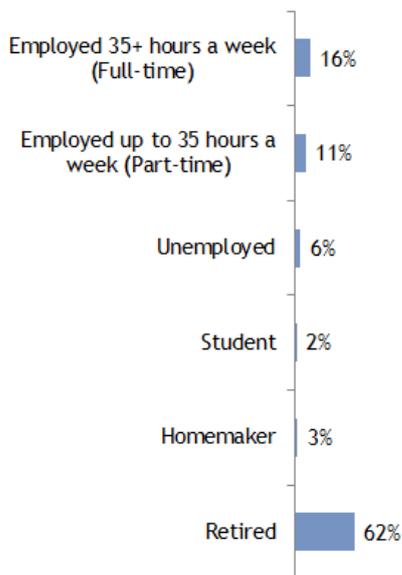
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Ethnicity

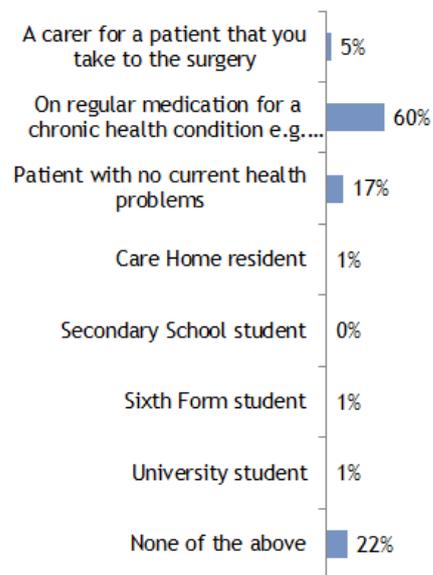


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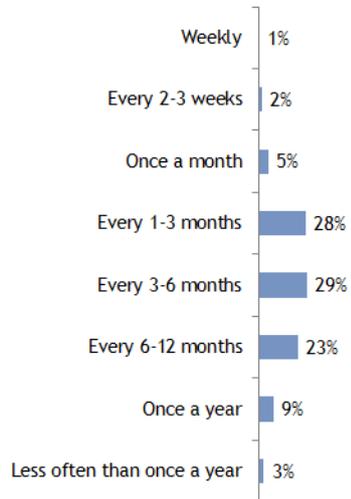
Employment Status



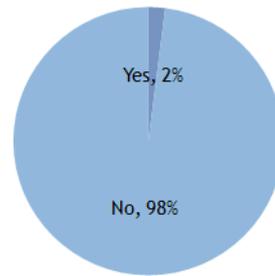
Are you...?



How would you describe how often you come to the Practice?



Are you housebound?



N=328

6. METHOD AND PROCEDURES

St Clements Practice followed the below methods and procedures in order to complete the Patient Participation Directed Enhanced Service (DES):

6.1. STEP 1: DEVELOP A WAY OF GAINING THE VIEWS OF PATIENTS AND ENABLING FEEDBACK - PRG

St Clements Practice decided to gain the feedback of their patients through the Patient Reference Group in online and face to face forums as well as via an online survey.

St Clements chose to gather patients' feedback through an online forum because of its flexibility, allowing patients to participate when it suited them and it also allowed all patients to have their say. Patients were able to remain anonymous and it allowed disabled patients or those with mobility issues to give their feedback from a location that suited them.

Patients were informed about the online Patient Reference Group and survey in the following ways:

- Leaflets in Reception
- Personal requests from physicians
- A registration link was placed on the Surgery website and online repeat prescription ordering page
- Paper registration forms were available at the Surgery reception
- Information about registration was added in letters sent out to Surgery patients to try and engage the participation of the groups of patients underrepresented by the Patient Reference Group and online survey

From 27th August 2013 a group of 6 patients who volunteered took part in discussions which covered the following areas:

- Overall views about the Surgery
- Booking appointments
- The Surgery environment
- The Doctor experience
- The Nurse experience
- Priorities for improvement

This group was open for discussions until 3rd September 2013. The Practice's Patient Forum also met on 27th September 2013 to discuss the main issues which they would like identified for the patient questionnaire.

6.2. STEP 2: AGREE AREAS OF PRIORITY WITH PRG

Results from the online and face to face PRG discussions were analysed and formed the basis of the survey for the wider Practice population.

6.3. STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

The Patient feedback survey was released on 23rd September 2013 and was available until 6th January 2014. A total of 328 responses were collected using online and paper versions of the questionnaire.

Patients were encouraged to take part in the survey in the following ways:

- A registration link was placed on the Surgery website
- Paper copies of the survey were available in the waiting room
- Text messages with a survey link were sent to those patients whose mobile telephone numbers were available to the Surgery
- Patients in Residential Care Homes, where capable, were invited to complete the patient survey during GP visits on paper
- Patients who were seen at or from local schools, colleges and universities were encouraged to complete either the paper or online versions both in person and at consultations, via the Practice website or via an internal email from their own institution
- Where appropriate, patients who were visited at home were informed of the patient survey
- Patients attending for appointments at the practice were handed questionnaires and information regarding the online questionnaire and encouraged to complete the forms.

6.4. STEP 4: PROVIDE PRG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRG ON CHANGES TO SERVICES

The Practice met with its Patient Forum on 31st January 2014 to discuss survey findings and also engaged feedback from its online PRG between 6th February 2014 and 20th February 2014.

6.5. STEP 5: AGREE ACTION PLAN WITH THE PRG AND SEEK PRG AGREEMENT TO IMPLEMENTING CHANGES

Please refer to Section 4 to see the actions the PRG agreed upon having considered the survey feedback. These were: having a screen in the waiting room, a reduction of waiting times, and an improvement to the décor of the waiting rooms and premises.

6.6. STEP 6: MEETING DES REQUIREMENTS

Please see below for the locations in the report of the specific DES requirements.

Actions Taken	Location of section in report
a. A description of the profile of the members of the PRG	5.2 & 6.1
b. The steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category	6.1
c. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local Practice survey	6.1
d. The manner in which the contractor sought to obtain the views of its registered patients	6.3
e. Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan	6.4
f. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented	6.5 & 4.0
g. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local Practice survey	2.0 - 2.3
h. Details of the action which the contractor	
i. And, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local Practice survey	4.0
ii. Where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2014, has taken on issues and priorities as set out in the Local Patient Participation Report	4.0
iii. The opening hours of the Practice premises and the method of obtaining access to services throughout the core hours	1.2
j. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients	1.2

7. ABOUT TPOLL

St Clements Surgery has been supported in the process by Tpoll Market Intelligence Limited (Tpoll), a leader in online customer feedback, which was established in 1999. For more information about Tpoll please go to www.tpoll.com.

Tpoll has supported St Clements in the following ways:

- Setting up and managing the online PRG forum
- Questionnaire design
- Setting up and hosting the online survey
- Data collection via online and paper survey
- Chart and report production