

SIBFORD SURGERY PATIENT PARTICIPATION DES 2012

Our small, friendly practice was first established in the village of Sibford Gower more than 100 years ago. We have two doctors and a full complement of ancillary staff working from the surgery. There are facilities for the disabled, and a dispensary to supply medicines to most of our patients.

The practice is open from Monday to Friday from 8am until 6.30pm. There are sessions to see the doctor every day both morning and afternoon. The nurse is available for appointments on 5 mornings and 3 afternoons per week. The practice can be telephoned from 8am until 6.30pm to make appointments, for results please telephone after 10am. You can call into the practice between these hours also to make appointments and collect prescriptions.

In 2011 the recruitment started for the patient reference group. We advertised this in the waiting room and on the website. We had some response but not from a wide variety of patients. After a few months we decided to add a note to the other side of the prescription. We had a better response but again not all patient groups were being represented. We waited for another two months promoting the patient reference group on the website, also by placing notices within the practice and by keeping the note on the prescriptions, but unfortunately there was no more response. The members consisted of 6 people and after discussion with the GP partners it was decided to carry on and arrange a meeting but continue to advertise so that people of all ages could be involved. The group at this stage consisted of five men and one woman aged from 60 – 85. Due to travel constraints one member had to drop out leaving us with four men and one woman. We have since had more interest and another lady has signed up to the group to start when we meet again. The request is still on the website for anyone else wishing to join.

The first meeting was held on 28th September 2011. A letter was sent to each member of the group on 5th September 2011 and before the meeting started the group was asked if there was anything they wished to be added to the agenda. They were happy with what was on the agenda but wanted to add AOB. The agenda items were listed as follows.

- Priorities for Patients
- The survey
- Changes to practice policies
- Complaints
- GP National Survey
- AOB

From this meeting the following was discussed:

Priorities for Patients

Patients leaflets – there didn't seem to be an up to date patient information leaflet available for existing patient to see although each new patient that registered with the practice was given one.

Parking at the practice and disabled parking – although parking is an ongoing problem it is constantly under discussion within the practice and staff try and alleviate the problem by not parking in the patient car park. Disabled parking is resolved by the patient ringing before they leave home so that a member of staff can place cones in the parking place closest to the building. This is advertised on the website and in the waiting room. Most of our disabled/less-abled patients are aware of this facility.

Survey

The survey was discussed. The group felt that a survey should cover all aspects of the practice from telephone access to GP/Nurse consultation. A suggestions and comments box should be added for free text. The questions that the group wanted to ask were finalised with one addition – this was regarding the practice information leaflet.

Changes to practice policies

Would there ever be an opportunity to make appointments on line? Unfortunately our current software provider did not offer this option but may well do in the future.

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Complaints

Just one had been received regarding the telephone system and waiting times on the phone – this was discussed but it was generally felt that access via the telephone was good.

GP National Survey

This was discussed and the group felt that as a practice we achieved a high standard of care to patients.

AOB

NHS drug losses on repeat items ordered but not really required. This is an ongoing problem faced by all dispensaries but was felt that there was little that could be done to prevent it. It is always assumed that if a patient orders something then it is required by that patient.

Practice prescription delivery service – not available at the moment from the practice but will be discussed regularly.

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The Survey

The survey which was agreed with the patient reference group was handed out to random patients as they came into the practice. It was filled out anonymously and returned to a sealed box on reception. The information was collated and then the patient reference group met again with the practice manager to discuss the results of that survey. This meeting was on the 14th December 2011. The results of the survey are listed below.

1. Have you been in contact with the practice in the last six month? Yes/No

100% of the people asked had been in contact with the last six months.

2. Were you satisfied with the appointment time/date offered to you? Yes/No

97% were happy, 3% were not.

3. Were you happy with the way that reception handled your query? Yes/No

97% were happy, 3% were not.

4. Do you think access via the telephone was acceptable? Yes/No

97% thought access was acceptable, 3% did not.

5. When you saw the doctor, were you happy with the consultation? Yes/No

90.5% were happy with doctor's consultation, 1.5% was not, 1.5% said neither, 1.5% said not entirely and 5% did not answer.

6. If you saw the nurse, were you satisfied with the consultation? Y/N

Of the patients that answered (77%) 84% were happy with the consultation 1% said they were not happy and the remainder said it was not applicable.

7. Did you have a prescription dispensed? Were you satisfied with the service? Yes/No

84.5% were happy, 10% were not, 2% answered not applicable, 1.5% was not dispensed to and 2% did not answer.

8. Do you have a copy of an up to date practice leaflet Yes/No

63% do not have a copy, 32% do and 5% did not answer.

9. Please add any comments/suggestions which may help us to improve the service we offer.

Please see below.

VERY SATISFIED WITH EVERYTHING

GOOD SERVICE, HELPFUL AND APPOINTMENTS USUALLY ON TIME WITHOUT A LONG WAIT.

ALWAYS A PLEASANT SERVICE, VERY PLEASED WITH THIS SURGERY

ALWAYS EXCELLENT SERVICE FROM ALL AREAS OF THE SURGERY. THANK YOU

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(APPT) HOWEVER I DO WORK AN HR AWAY SO LATE EVENING APPTS WOULD BE HELPFUL

(GP) BIT IMPERSONAL. NO APOLOGY FOR MY WAIT OF 20 MINUTES

(DISP) SOMETIMES SHORT OF STOCK

KEEP UP THE GOOD WORK

I WOULD PREFER TO BE LOOKED AT AS A WHOLE PERSON NOT AS AN ILLNESS SURROUNDED BY A BODY.
THERE SEEMS TO BE LITTLE FOLLOW UP REGARD TESTS AND VISITS.

PERFECT

(PHONE) DON'T LIKE THE NEW SERVICE. (OVERALL) THIS IS AN EXCELLENT SERVICE WHICH ONLY
NEEDS ENCOURAGEMENT

ALL PERFECT - THANKYOU

ALL GREAT - THANKS

DISPENSARY ARE VERY HELPFUL (PIL) - USE ON LINE ACCESS (OVERALL) VERY SATISFIED

THE STAFF AND DOCTORS ARE FIRST CLASS

(PHONE) NOT ALL THE TIME - PRESUMABLY BECAUSE RECEPTION BUSY & LONG WAITS INVOLVED.

I HOPE I NEVER MOVE AWAY SO THAT I HAVE TO GO TO ANOTHER SURGERY.

I HAVE ALWAYS BEEN VERY HAPPY WITH DOCTORS AND STAFF

ALL STAFF VERY HELPFUL AND ALWAYS HAPPY

MY WIFE AND I ARE BOTH VERY SATISFIED - EXCELLENT PRACTICE

I AM ALWAYS SATISFIED BOTH WITH APPT TIMES AND CONSULTATION

*PRESCRIPTION COLLECTED IN BANBURY (OVERALL) SOMETIMES I FEEL THE DOCTOR IS RUSHED –
PERHAPS DUE TO THE NUMBER OF PATIENTS BOOKED IN.

BRILLIANT SERVICE

ALWAYS FRIENDLY, WELL ORGANISED AND EFFICIENT. WELCOMING ATMOSPHERE IN RECEPTION

FABULOUS SURGERY AND STAFF

WE HAVE ALWAYS BEEN VERY PLEASED WITH THE SERVICES OFFERED BY THE PRACTICE

A VERY FRIENDLY PRACTICE

NEW TO THIS SURGERY. V IMPRESSED WITH THE SERVICE AND THE WELCOME

WE ARE VERY FORTUNATE TO HAVE SUCH A PROFESSIONAL AND FRIENDLY PRACTICE TEAM, THANK YOU

VERY HAPPY WITH THE SERVICE, VERY FRIENDLY AND CARING. THANK YOU.

ALL STAFF ARE GREAT

ALWAYS BRILLIANT :) THANK YOU

IT ALL WORKS REALLY WELL - NO PROBS!

GREAT SERVICE AT ALL TIMES

AN EXCELLENT SERVICE

AN EXCELLENT SERVICE - LONG MAY IT CONTINUE

I WAS LEFT TO WAIT ALTHOUGH THE RIGHT DRUGS WERE IN STOCK

SMALL IS BEAUTIFUL

EASY TO MAKE A SUITABLE TIME

SOON PRESCRIBED TABLETS TO PUT ME RIGHT AGAIN

ALWAYS VERY HELPFUL

OVERALL VERY SATISFIED WITH A 'PERFECT' LOCAL SURGERY

ALWAYS SEEN WITHIN 2 DAYS, SOMETIMES SAME DAY, THIS IS VERY SATISFACTORY

VERY EFFICIENT AND FRIENDLY, CALLS BACK IF NECESSARY

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PRESCRIPTION HELPLINE WORKS PERFECTLY FOR ME AND MY REGULAR PRESCRIPTION
TREATMENT AND REFERRALS MOST SATISFACTORY
INJECTIONS, STITCH REMOVALS ALL DONE VERY WELL
VERY SATISFIED, MY PRESCRIPTIONS ARE COMPLICATED AND THERE HAS NEVER BEEN A PROBLEM
I WILL ASK FOR A COPY AS MY LEAFLET IS OUT OF DATE
PLEASE KEEP THE SURGERY OPERATING AT THIS LEVEL! THERE CAN'T BE MANY AS GOOD AS THIS ONE
MORE THAN SATISFIED, I AM ALWAYS ABLE TO GET AN APPOINTMENT ON THE SAME DAY
PERSON CENTRED, DISCREET AND UNDERSTANDING
NEVER A PROBLEM [ACCESS]
VERY KIND AND UNDERSTANDING, I HAVE GREAT FAITH IN THEIR [GP] KNOWLEDGE
VERY QUICK AND EFFICIENT
PRACTICE LEAFLET GIVEN WHEN I JOINED PRACTICE
THIS PRACTICE IS WONDERFUL. BEING SMALL IS AN ADVANTAGE AS YOU FEEL LIKE A PERSON NOT A NUMBER.
I CANNOT PRAISE THE SURGERY MORE HIGHLY. WELL DONE TEAM!!

AND THE NEGATIVES

*NOT ENTIRELY HAPPY [GP CONS] I FELT I COULD NOT BE GOT RID OF QUICKLY ENOUGH - CLOCK WATCHING IS NO GOOD
*I HAD A BLOOD TEST AND A URINE TEST AND NO RESULT WAS FORTHCOMING, I AM STILL STANDING SO ASSUME ALL IS OK.
*THERE IS A LACK OF OLD FASHIONED FAMILY DOCTOR ATTITUDE (NOT JUST HERE IN HOSPITAL AS WELL)
PEOPLE ARE NUMBERS, NOT PATIENTS WITH NORMAL WORRIES ETC DOCTORS SHOULD BE TREATING THE WHOLE PATIENT

* WAS FROM ONE SURVEY

From the survey the patient group and the practice manager concluded the following:

- Dispensary – stock and waiting times were mentioned a couple of times. These issues were constantly being addressed and would be raised at the next dispensing meeting. On the whole most patients were happy with the service provided.
- Patient information leaflet – not enough people had a copy. It was suggested we leave these in the waiting room for people to collect as they came in or just to read whilst they waited for their appointment.
- Results – it was unclear whether patients were aware they had to telephone for their results. Even though it was stated on the website and patient leaflet perhaps there was something else we could do. Perhaps the nurse could give a slip of paper to each patient at a blood test appointment to remind them to ring in a few days for the result. This is being looked into. A notice has since been put up to remind patients to call for results 2-3 days after their blood test.
- Waiting times for doctors – if a doctor is running late the receptionist will advise the patient as they check in for their appointment. A notice has been put up to inform patients of this.
- Can we put the website address on the prescription – this has been done.

The whole survey was discussed and the patient group felt that overall the practice was achieving in all areas and had very few for improvement apart from the suggestions listed above.

To carry the actions forward it was agreed that the practice manager would take the suggestions above to the partners and to action them. Since this all actions had been actioned by the practice.