

Heywood Family Practice

Patient Opinion Survey 2012

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Acknowledgements

The Doctors, Nurses, Practice Manager and Staff would like to thank all of the patients who took part in the 2012 Patient Opinion Survey. We do value the information the survey provides and we appreciate the time and thought given by patients to help us identify the areas in which we can try to improve, as well as those of which we can be proud.

In total, 184 questionnaire responses were received from patients using the Surgery in September and October 2012. Whilst this is slightly down on 2011 (203), it is worth noting that Dr. Rebecca Haggitt was not included this time as she was on maternity leave. The responses were sent directly to CFEP - UK Surveys (Exeter University) who analysed the results on our behalf. A full list of the 28 survey questions can be found on page 3.

I would like to take this opportunity to extend my thanks on behalf of the Surgery to the Patient Participation Group Working Party members for giving up their time and expertise in order to complete the action plan, details of which can be found on page 13.

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Survey Questions:

- Q1 Your level of satisfaction with the Practice's opening hours
- Q2 Ease of contacting the Practice on the telephone
- Q3 Satisfaction with the day and time arranged for your appointment
- Q4 Chances of seeing a doctor/nurse within 48 hours
- Q5 Chances of seeing a doctor/nurse of your choice
- Q6 Opportunity of speaking with a doctor/nurse on the telephone when necessary
- Q7 Comfort level of waiting room
- Q8 Length of time waiting in the practice
- Q9 My overall satisfaction with this visit to the doctor/nurse is
- Q10 The warmth of the doctor/nurse's greeting to me was
- Q11 On this visit I would rate the doctor/nurse's ability to really listen to me as
- Q12 The doctor/nurse's explanation of things to me were
- Q13 The extent to which I felt reassured by this doctor/nurse was
- Q14 My confidence in this doctor/nurse's ability was
- Q15 The opportunity the doctor/nurse gave me to express my concerns or fears was
- Q16 The respect shown to me by this doctor/nurse was
- Q17 The amount of time given to me for this visit was
- Q18 This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was
- Q19 The doctor/nurse's concern for me as a person on this visit was
- Q20 The extent to which the doctor/nurse helped me to take care of myself was
- Q21 The recommendation I would give to my friends about this doctor/nurse was
- Q22 The manner in which you were treated by the reception staff
- Q23 Respect shown for your privacy and confidentiality
- Q24 Information provided by the Practice about its service
- Q25 The opportunity for making compliments or complaints to this practice about its service and quality of care
- Q26 The information provided by this practice about how to prevent illness and stay healthy
- Q27 The availability and administration of reminder systems for ongoing health checks is
- Q28 The practice's respect of you right to seek a second opinion or complimentary medicine was

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Profile of Respondents

	No. of Responses	Our Mean Score (%)	National Mean Score (%)*
Age			
Under 25	17	67	69
25 - 59	59	77	71
60 +	100	76	75
Blank	8	70	70
Gender			
Female	105	76	71
Male	67	73	73
Blank	12	75	70
Visit usual practitioner			
Yes	118	76	74
No	48	73	68
Blank	18	76	70
Years attending the Practice			
< 5 years	16	80	72
5 - 10 years	27	76	71
> 10 years	127	74	72
Blank	14	72	70

*The national mean score has been calculated using data from 517 practices

Compared to the Practice population, the Survey has a bias towards female patients but was broadly in line with the national picture as a whole.

The majority of responses were from patients who have been with us for more than 10 years and were in relation to a visit to their usual practitioner

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Executive Summary

Overall 92% of all patient ratings about the practice were either – good, very good or excellent. This is a 4% increase from the Survey undertaken in 2011.

Our telephone access satisfaction mean score (Question 2) increased from 59% in 2011 to 64% in 2012. This is 3% higher than the National mean score for practices of a similar size. We are particularly pleased with this as it was an area of focus for us in 2011, culminating in our upgrading the telephone system at the end of 2012.

Our overall patient satisfaction mean score was 75% compared to:

- A mean score of 74% in 2011
- The National mean score of 72% in 2012 for practices of a similar size

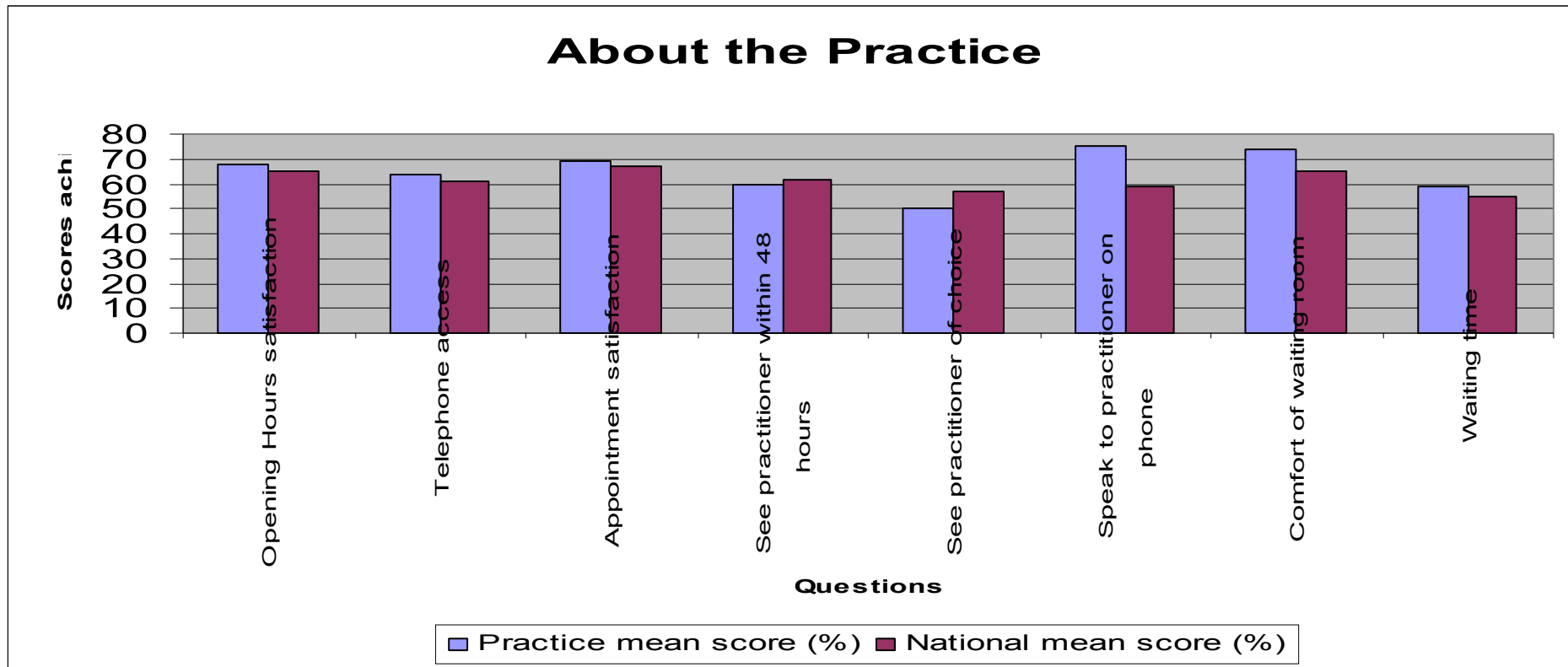
Of the 28 questions included within this year's survey, 26 were scored the same as or better than the National mean score. The 2 instances where we were slightly behind were – Question 4 – see practitioner within 48 hours and Question 5 – see a practitioner of choice. In respect of Question 4, it is worth noting that our emergency doctor system ensures that all same day emergency patients are seen on the day of request. It is also worth noting that, whilst we are behind the National average, our scores have improved from 2011 in both instances.

When comparing our results with the National position for practices of a similar size, we are in the top 25% of all mean scores in 9 instances. We are however, in the bottom 25% for one Question (Q5 – see practitioner of choice)

When comparing this year's results to the results from the 2011 survey, whilst we have made significant improvements in many areas, we have fallen back slightly in some areas.

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The following table contains the data relating to our performance as a Practice in relation to the national average.



The areas where we are slightly outside of the national position are:

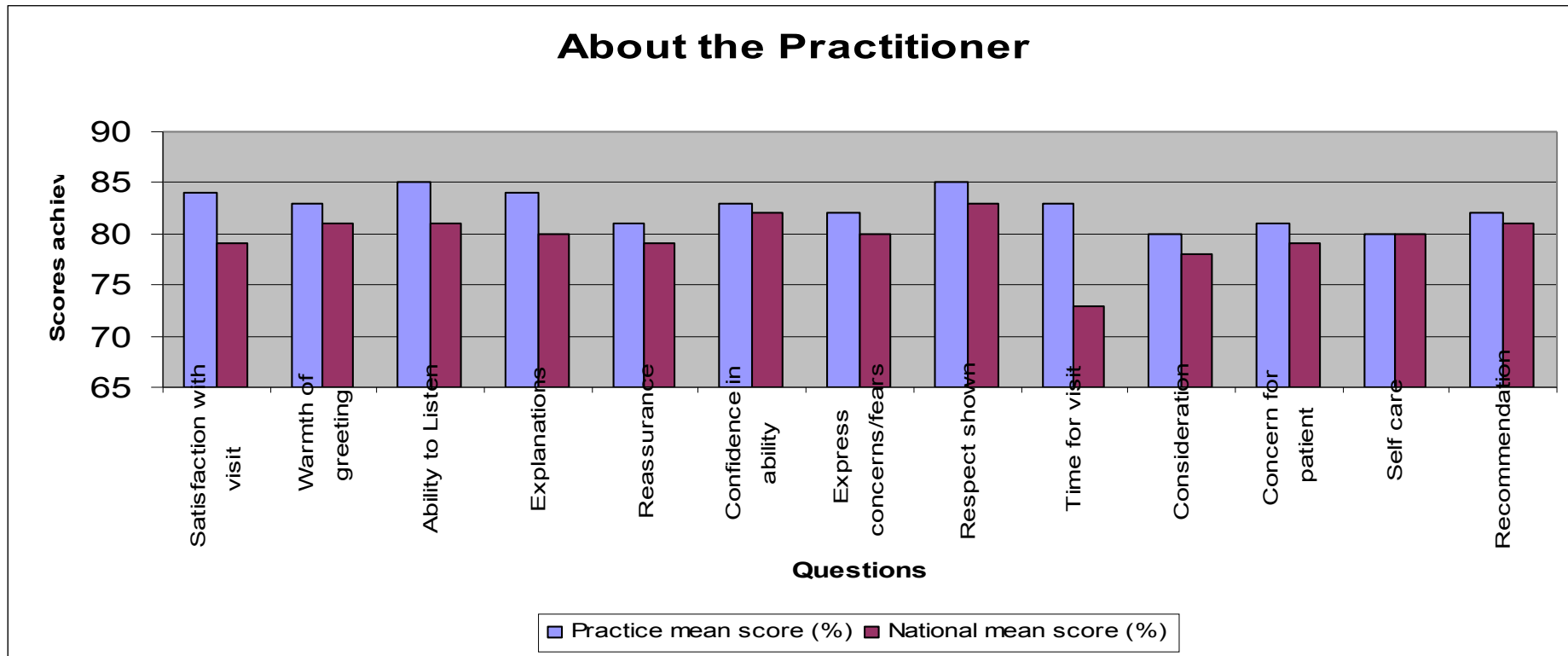
Q4 – see practitioner within 48 hours

Q5 – see practitioner of choice

It is good to see that our telephone access score has increased as it was a major focus of attention during 2012, culminating in a new telephone system being installed.

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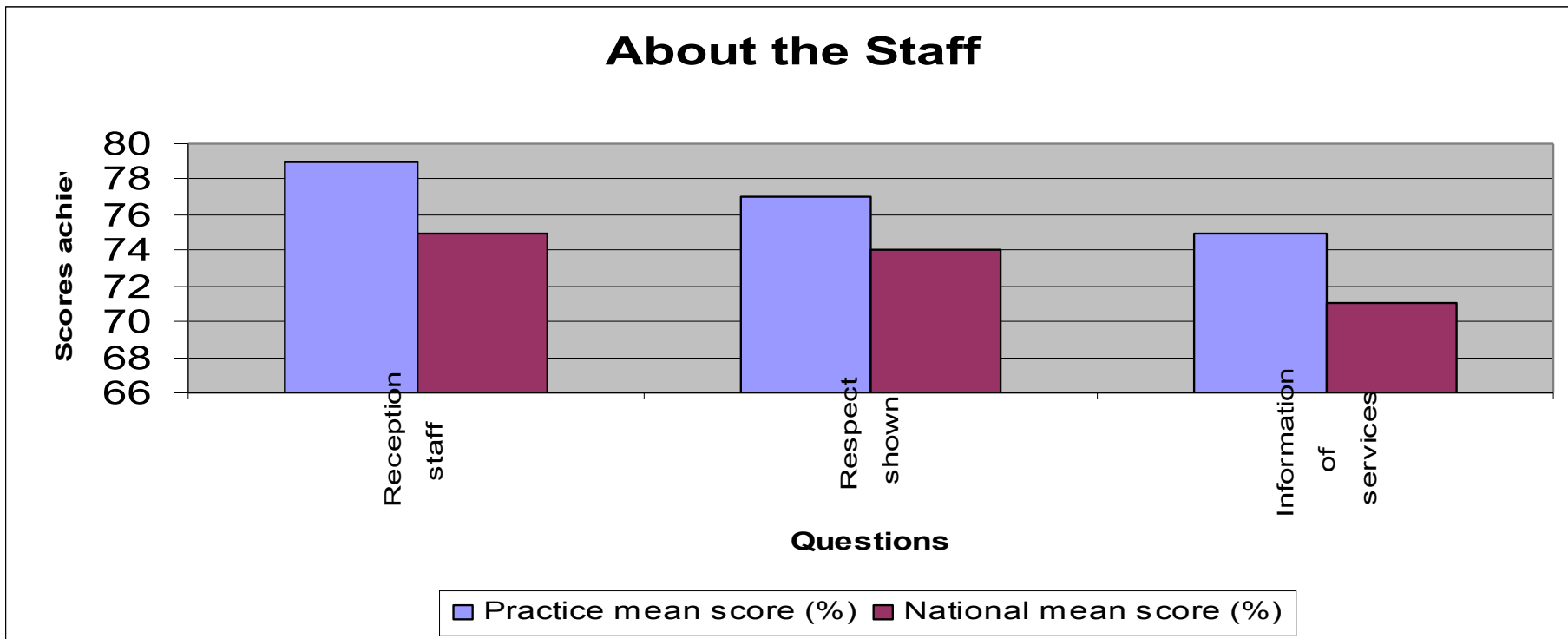
The following table contains the data relating to the performance of our Practitioners in relation to the national average.



The above reflects a similar picture to that of last year. Again, we scored higher than the national average on all but one of the above areas – Q20 self care, where we equalled the national average mean score of 80%.

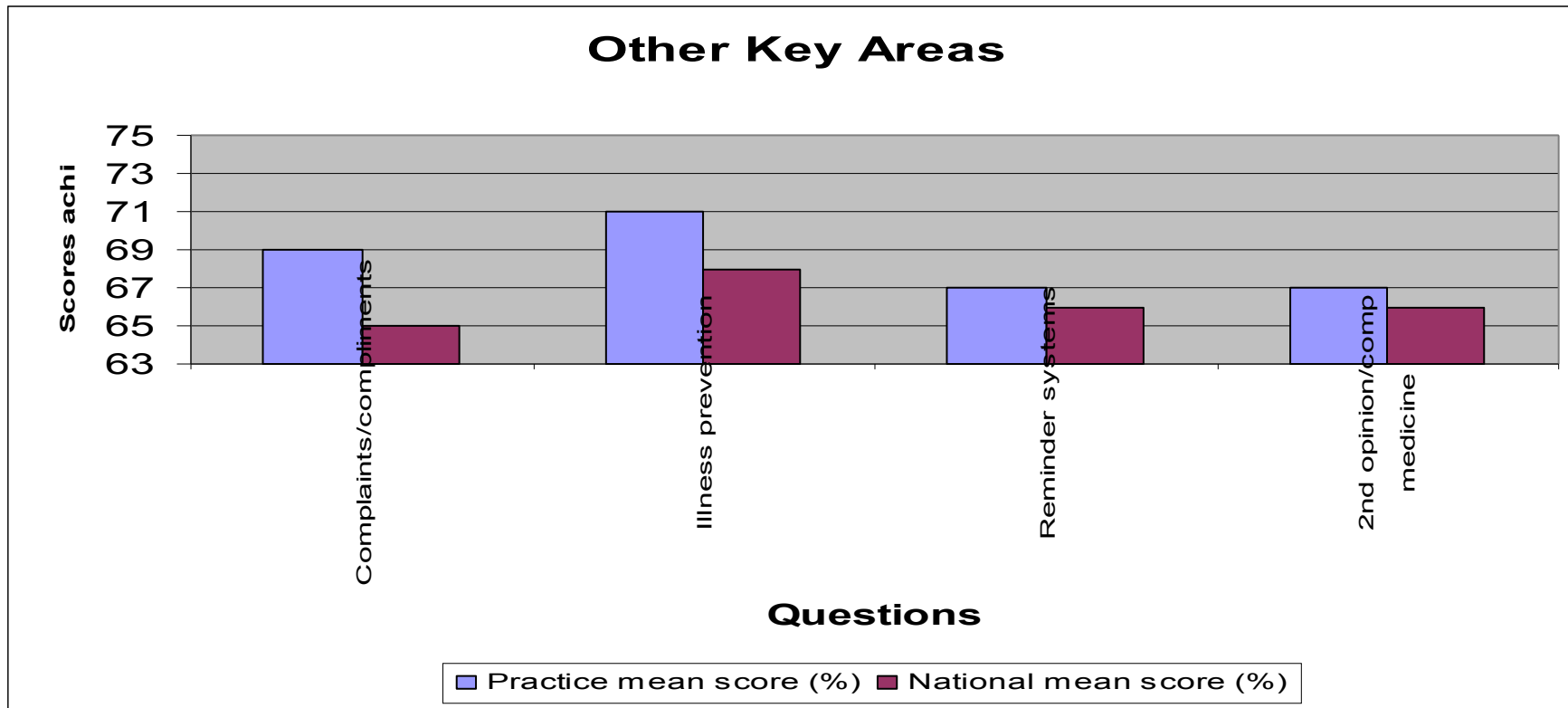
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The following table contains the data relating to the performance of our Staff in relation to the national average.

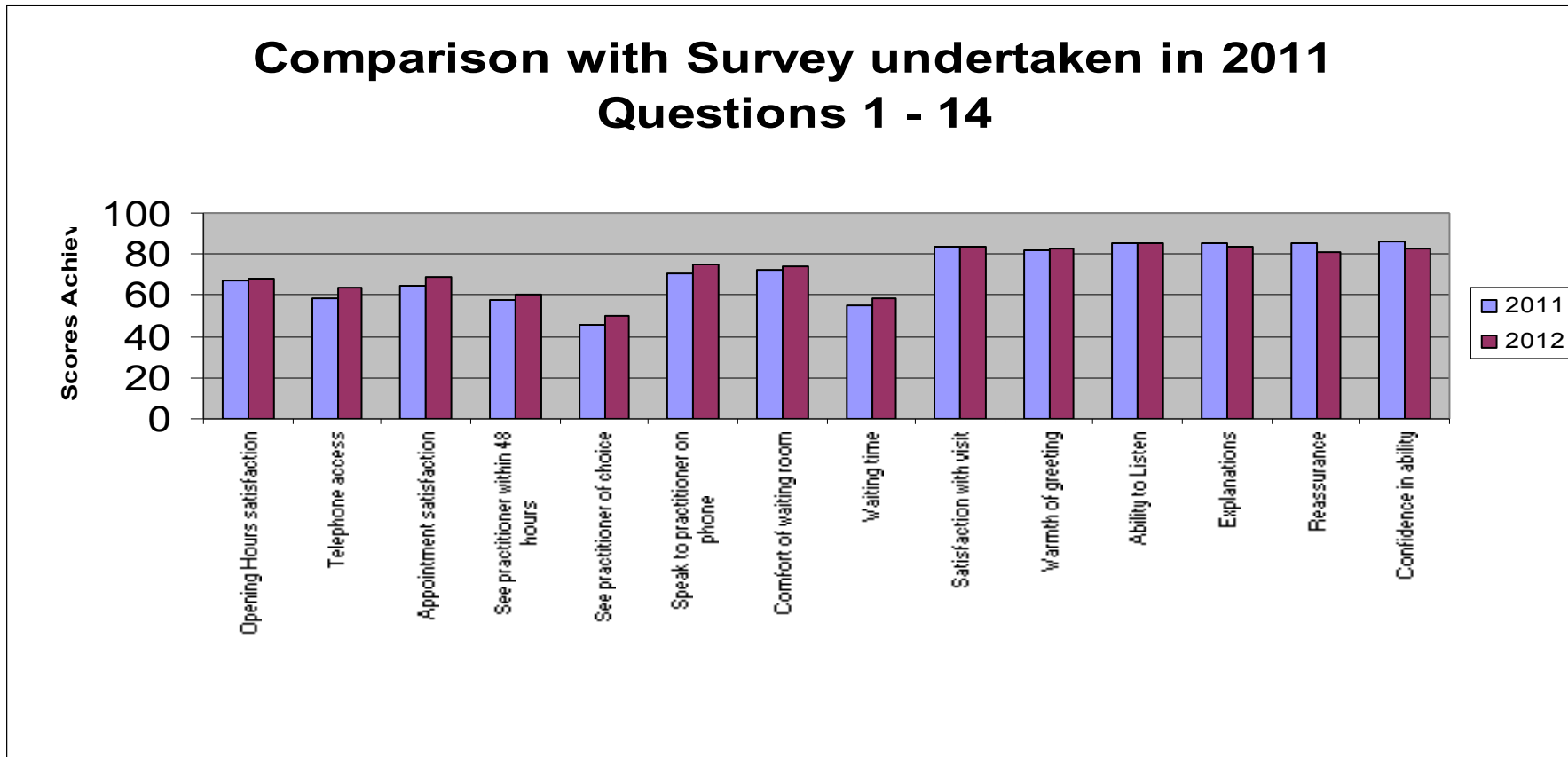


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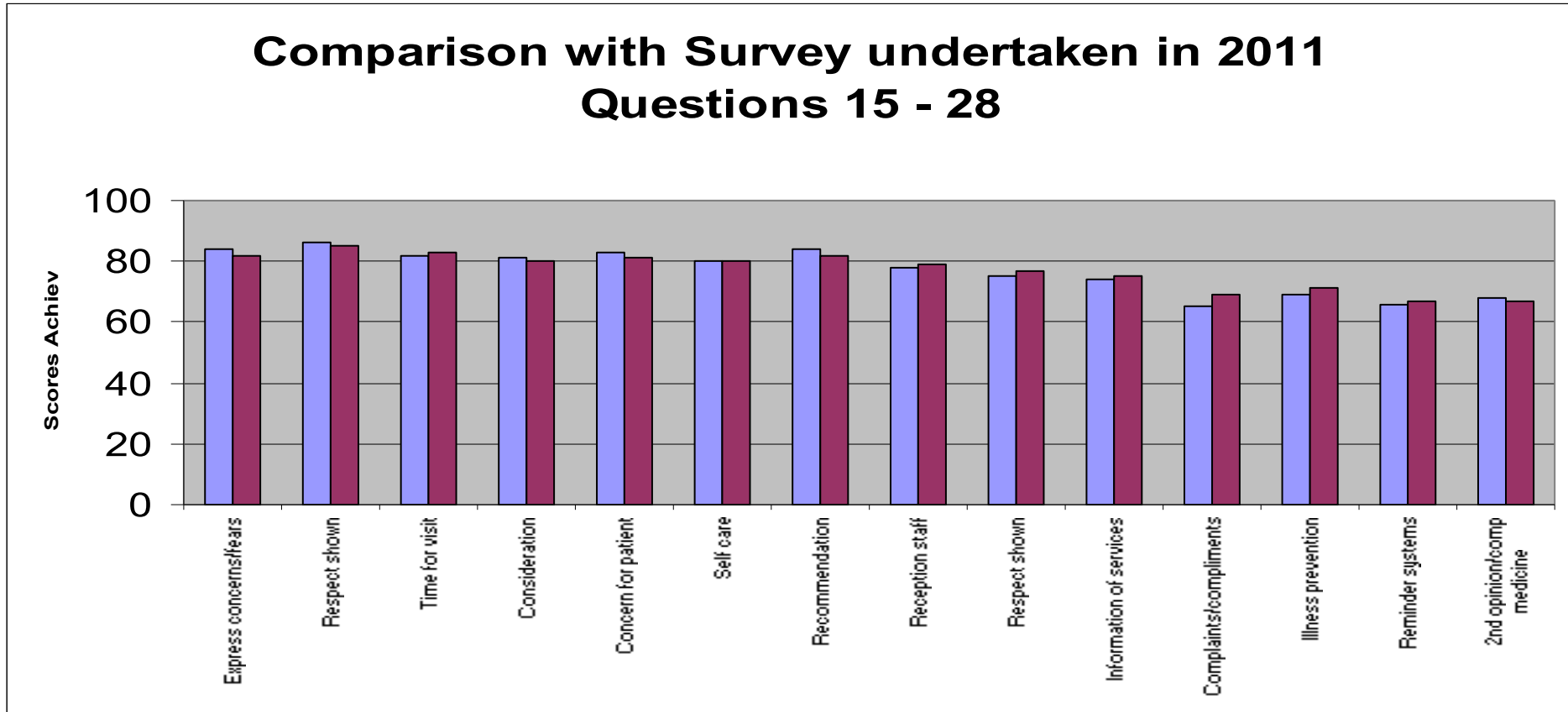
The following table contains the data relating to our performance in 4 other key areas, in relation to the national average.



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Actions from Last Survey

Issue	Owner	Proposed Action	Target Completion Date	Completion Date
Telephone Access	Practice Manager	Investigate the possibility of adding 2 additional lines to the telephone system. This would create additional capacity and compensate for the additional usage seen as a result of the introduction of telephone triage.	30 th May 2012	31 st March 2012
	Practice Manager	Investigate whether we can streamline the automated call handling system and reduce the number of options facing the caller	30 th May 2012	1 st November 2012
	Practice Manager	Continue to promote the use of the on-line appointment booking system through the Practice Newsletter and information in the Surgery.	30 th May 2012	1 st May 2012
See Practitioner of Choice & see Practitioner within 48 hrs.	Practice Manager	Increase each Doctor's appointment list by 2 appointments per session. In addition, add an additional 2 telephone appointments per Doctor per session.	1 st April 2012	31 st March 2012
	Practice Manager	Include an article within the May Edition of the Practice Newsletter which explains the appointments system in greater detail	30 th April 2012	1 st May 2012
	Practice Manager	Increase our use of 'Locum' Doctors during 'peak times' or to cover periods of extended absence.	1 st March 2012	1 st February 2012
Waiting Area	Practice Manager	Undertake a review of all notice boards and patient information areas in order to ensure literature up to date and current.	1 st March 2012	1 st March 2012

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Issue	Owner	Proposed Action	Target Completion Date	Completion Date
Reasonably low uptake of Practice Survey	GC	Research a website solution – where patients can undertake a ‘mini survey’ at various points during the year. Feedback could be provided via the Practice Newsletter.	01 August 2013	
General Notice boards within Practice are untidy	GC	Appoint a Notice Board “monitor” to be responsible for ensuring notices are up to date, current and appropriate.	01 June 2013	
Length of time for Consultations	GC	Consider increasing the length of some consultations to 15 minutes. GC to liaise with the Doctors to explore options	01 June 2013	
Missed Appointments	GC	Research method of contacting patients by text to remind about forthcoming appointments. Tie in with move to new clinical system (emis web) in due course	Awaiting details of migration to emis web	

Heywood Family Practice - Patient Participation Group

The Heywood Family Practice - Patient Participation Group (PPG) was formed in July 2011.

It was agreed that we would operate on a 'virtual' basis in order to accommodate people's busy lives and personal situations. Patients joined the Group steadily over the subsequent months and we now have 27 members, made up as follows:

Gender		Age Profile		Visits to Practice		Ethnicity	
Females	20	35 – 44	6	Very Rarely	5	British Group	26
Males	7	45 – 54	4	Occasionally	15	Irish	1
		55 – 64	4	Regularly	7		
		65 – 74	9				
		75 – 84	4				

In order to discuss the findings from the CFEP patient survey, it was agreed that we would form a working party that would meet face to face. This meeting took place on Wednesday 27th February 2013 at the Practice.

This report was subsequently produced and reviewed by all working party members and then circulated to the wider Group for comment. All of the areas within the Action Plan were agreed by the Group, along with the timings for completion.

This report has been published on the Practice website at the following address: <http://www.heywoodfamilypractice.nhs.uk/>