

TANGMERE MEDICAL CENTRE

PRACTICE SURVEY 2015

This year, a number of patients kindly completed our practice survey. Patients from all age groups took part, something that has not happened in previous years. It was good to have so many positive comments about the doctors and the staff at the surgery and we are grateful for your support.

The number of patients registered at Tangmere Medical Centre currently stands at 4,348. The majority of them are families with young children. Only 625 patients are over the age of 65, 14% of the list size. Most of the patients fall into the category of white British. Indeed, all of the patients who completed the survey were within this ethnic group.

The plans for new housing in Tangmere have yet to be passed and building is unlikely to start for a number of years. The practice is large enough to accommodate an increase in its population in the future.

The Surgery is open from 8.00 until 6.30 each day. Reception does not close for lunch. Clinics run throughout the day. In addition, the doctors offer a late surgery from 6.30-7.30 every Monday as part of the extended access enhanced service.

RECRUITMENT OF PATIENT REPRESENTATIVE GROUP

The terms of the patient participation enhanced service requires that the Practice develops a structure that gains the views of patients and obtains feedback from the practice population. Tangmere has an active Patient Group which was set up four years ago and now has more than 400 members. The group organizes weekly walks which have proved popular. They also arrange educational talks, inviting local consultants to speak on a variety of topics. They produce a quarterly newsletter which is distributed to patients. All new patients are invited to become part of the patient group and the members do try to attract members from all age groups and backgrounds.

When compiling the survey, efforts were made to attract a good cross section of patients, particularly patients with young families. A message was put on the practice website and posters were put in the waiting room asking for suggestions, areas where improvements could be made. The newsletter reminds patients about the survey and invites people to submit questions to be incorporated in it.

It is recognized that it is difficult to form a truly representative patient group of patients. In an ideal world, the practice would have liked to attract representation from a wide age group, covering all ethnic groups. However, it was found that many patients were disinterested and were not prepared to be involved.

DESIGN OF THE SURVEY

In line with guidance from the Department of Health, the surgery wanted to ask for patient feedback on:-

- Clinical care
- Opening hours
- Making an appointment
- Reception issues

In addition to these areas, the surgery was keen to incorporate questions suggested by the patient group.

At a meeting with the patient group, the doctors thanked all those who had completed the survey the previous year. The results were discussed and the attendees were asked for any suggestions that could be incorporated into this year's survey.

Patients were primarily interested in being able to access the doctor and being able to make appointments or seek advice as soon as possible. They also wanted to be able to request and collect medication easily. They were particularly concerned that elderly patients should be able to collect their medication from the surgery immediately and should be able to sit and wait for it rather than coming back a second time.

After discussion with the PRG the survey was designed based on the following:-

The priorities of the surgery

- To find out whether patients were satisfied with the clinical care they receive
- To find out if there are any issues with reception
- To find out whether patients are happy with the opening hours
- To find out whether patients find it easy to make an appointment

PRG priorities and issues

- To improve access to the doctors and nurses.
- The group requested a board with the names of the doctors working each day.
- To reduce waiting times for appointments
- To obtain repeat prescriptions quickly and efficiently

In previous years, to achieve the required number of completed questionnaires, double the number of copies had to be sent out. In recognition of this, it was agreed that to achieve a response from 100 patients, 200 surveys would need to be handed out to patients, selected at random as they came to reception.

SURVEY RESULTS

As in previous years, more surveys were completed by women than by men. The surveys were completed by patients from all age groups. This is something that has not happened before. In previous years, the majority were completed by patients over the age of 55. It was useful to read the comments from some of the younger patients and to build a truly representative view of the practice population.

Access to the building was not considered to be a problem and only 10 patients who responded considered that they had a disability of any kind. Two patients said that they suffered from arthritis and had difficulty walking to the treatment room. They both asked if it was possible to have a chair in the corridor so they could sit for a while. 94% of respondents found the waiting room comfortable although one person asked if patients who are coughing and sneezing could be segregated.

92% of those surveyed were happy with the opening times of the surgery. Although the surgery closes at 6.30, we do try to be flexible. Dr Chishick is always prepared to see patients later than this if needed. One patient asked if more appointments could be made available late in the afternoon so that patients collecting children from school could make appointments after the school run. A couple of patients said that they would prefer to sit and wait for an appointment. Two patients did not like being kept waiting by the GP and two felt that children who are ill should not have waiting appointments and should be seen quickly.

90% of patients said that were able to get through on the phone within an acceptable length of time and that the reception staff were helpful. 74% said that they were able to book an urgent appointment when they needed one. All patients responded that they were treated with dignity by the doctor and that the doctor listened to them.

Feedback about the nurses was positive. All patients said that were treated with respect and that the nurse listened to them. They felt fully informed by the nurse and considered that the nurse knew enough about their medical history.

76% of the patients who responded knew that they could order their prescriptions on line. Only 18% actually order their prescriptions through the website or by email, 82% preferring to come down to the surgery. When asked if they would like to register so that they could order their prescriptions on line, 74% said no.

Individual comments were positive, praising the surgery and the dedication of the doctors and nurses at the practice. There were some suggestions:-

- Several patients asked for toys for children and for daily newspapers. This was raised by the patient group and has been discussed further. Regrettably, this is not something that the clinicians are comfortable with because of the infection

control issues. There is always a danger that germs will be spread, particularly by children. The doctors want to minimize the possibility of infection and therefore consider that patients should bring their own toys for their children to play with.

- Several patients requested a male GP.
- One patient asked for a water filter for the waiting room.

ACTION POINTS

- Review of the number of on the day appointments.
- Consider sit and wait appointments at the end of each surgery
- Review of appointment times for children, both morning and also after school.
- Keep chair in the corridor so that patients who struggle to walk can sit down for a while.