

# Welcome



# Patient Participation Group

## March 26<sup>th</sup> 2013

**Ball Tree Represented by:**

- **Dr Sunil Emmanuel**
- **Mr Gerard Cronin**
- **Mrs Claire Ogle**



# **This evening:**



## **Introductions**

## **Our items for discussion**

**Update from November Meeting**

**Surgery News**

**Department of Health News**

**Ball Tree Staff Access Survey**

**Patient Access Survey**

**Your items for discussion – set the agenda!**

**What are your priorities for us for 2013?**



# Update from November 1/2



- TV Screen in Waiting Room – add more surgery specific information: we have added some Ball Tree slides. Limitations on duration of Surgery based information as the screen is sponsored by external outsourced screen provider.
- Informing patients regarding waiting times. If running late staff inform patients and apologise – no resource to increase number of screens or fund more sophisticated software
- Notice board showing which doctors are in: under consideration subject to sufficient resources
- Request for advocacy advice in surgery: No resource currently. The surgery currently hosts a Time to Talk service. There is the potential for a more integrated approach ‘proactive care’ enabling us to work more closely with social care coming later this year.



# Update since November 2/2



- Missed appointments: we advised all patients in the questionnaire that they should inform reception in advance regarding cancellations and alerted them to the costs of missed appointments.
- Online booking: this is under active planning – will likely go live during the Summer 2013
- SMS Texts: this is under active planning – will likely go live during the Summer 2013
- New survey results: we have simplified the presentation as you will see and the results are on the website
- We have undertaken an extensive internal survey regarding access to our services



# Surgery News



- We are busy planning for a new year
- We hope to have increased continuity of care by having Salaried GPs rather than locums
- More educational activity within surgery for doctors as we want to help the next generation of clinicians. Dr Hobson is contributing to the local Commissioning Board leading for Education
- More research opportunities for our patients as it helps the expertise for our clinicians
- Increased number of nursing hours





## Department of Health

**Encouraging us to focus more upon**

### **Pro-Active Care**

Aiming to reduce admissions to hospitals and provide more care for patients at home or in the surgery

### **Support Patients with multiple or chronic conditions**

We have our Long-Term Condition Annual Reviews – we hope to do more of this as we have had good feedback and we think it makes a difference.





## GP Practice Based Commissioning

**Ball Tree Surgery is part of:**

### **Coastal West Sussex Clinical Commissioning Group**

There are 5 Practice Based Commissioning localities representing Adur, Arun, Cissbury (Worthing), ARCH (Chichester/Bognor) and Chanctonbury areas. It covers 56 practices with a registered population of 488,000 people.

**We are in the Adur Locality and contribute to the Adur Locality Board**



# Staff Access Survey



**We wanted to make sure that we are providing the right number of appointments at the right time.**

To find out, for three weeks in February all the staff took part in a survey to monitor the requests for appointments.

We discovered that for the most part we are doing well and that our patients are able to access us appropriately.

- We always have urgent appointments on the day
- Routine appointments with any GP within 2 days
- Routine appointments with preferred GP within a few days (except for holidays)
- Nurse and blood test appointments either on the day or within a day or so.

We are considering increasing the number of on the day appointments for our specialist nurses who are able to deal with more minor illnesses







# Ball Tree Surgery

Patient Survey March 2013

**Thank you**

to all those who took the time to take part

We have read all your comments and have discussed them with the whole surgery team and with our patient participation group.

We need your help to let us know where we are doing well so we can do more!

We also need to know where we can make changes to improve our services.

Keep in touch!





# About the survey

Ball Tree created a new patient survey and distributed it to all patients over a 2 week period in February 2013

We provided more opportunity for patients to provide constructive feedback and ideas regarding the access and services that we provide.

In addition to the patient survey, all the staff took part in an internal survey to help us better understand the requests for appointments and services coming into the surgery and whether we are providing sufficient numbers of appointments to meet our patients' needs.

As with the nature of many questionnaire surveys – not all surveys had all questions completed. We have taken percentages assuming that the total number is all those who answered or felt that the question was applicable to them. E.g. although 245 patients responded, if only 200 people answered a particular question, we have used 200 as our total.





# Who took part?

## Participants

33% Men

66% Women

**3% of our patients**

**(245 out of 8,200)**

## Age

Over 80

5%

60 – 80

35%

40 – 60

30%

20 – 40

20%

10 – 20

10%

## Disability

10%

## Ethnicity

White British

98%

## What can we learn?

The numbers are not representative of our local population so the results will be biased.

However, we can only use the results that we have.

All patients who visited the surgery were given the chance to complete the survey. In future we will explore also having this survey on our website.



# Who took part – how long have they been registered at the surgery?



How many years have they been registered at the surgery?

## Years

0 – 1	7%
2 – 4	18%
5 – 10	24%
11 – 20	20%
21 +	31%

How many times have they visited surgery in past year?

## Visits

0 – 2	14%	
3 – 5	41%	← This is about average
6 – 10	30%	← This and figures below are above average
11 – 15	6%	
16 – 20	5%	
21 +	3%	

## What we can learn

Many of our patients have been with us for a long time. We can benefit from their experience and insight into the changes we are making.

## What we can learn

Nearly half of the patients surveyed visited the surgery more frequently than the national average. This means that there is a higher demand on our resources.





# Who took part – experience of the practice

	Yes
<b>Do you know who your registered doctor is?</b>	<b>72%</b>
<b>Do you have a preferred doctor?</b>	<b>54%</b>
Of those that answered yes ... <b>If you know who your registered doctor is, are they the same as your preferred doctor?</b>	<b>69%</b>
<b>Do you try to see the same doctor for on-going problems?</b>	<b>82%</b>

## What we can learn

Our patients understand the importance of continuity for medical care and try to see the same doctor for on going problems.

We plan to communicate with all our patients in the near future regarding letting them know who their registered / usual doctor is.





# Telephone access

We asked if you could get through to us in a reasonable time – we also asked you what you considered to be a reasonable time.

Except between 12pm and 2pm where the response was **79%** yes and **21%** No

For all other times the average response was **95%** yes

Overall the average response is **91%** Yes

## What we can learn

We are planning on reviewing our telephone access during the 12pm – 2pm time period.



# About our reception team ...



	<b>Yes</b>
<b>Are they helpful?</b>	99.6%
<b>Are they professional?</b>	99.1%

## Comments included:

*“ Always found them to be kind and helpful  
Helpful and considerate  
Helpful and good at problem solving  
Usually cheerful and helpful  
Very helpful  
Great*

*”*

## What we can learn

We are fortunate to have a great team working to support our patients



# Access to appointments

Can our patients access the appointments they need when they need them?



**Urgent** **93%**

**Routine** **79%**

**With Registered GP** **67%**

**With Preferred GP** **94%**

**With Nurse Team** **94%**

**With HCA Team** **89%**

## What we can learn

For urgent medical matters, GPs will always see patients on the day. We think that there might be a misinterpretation of the question in the survey. Our internal survey regarding access to urgent appointments taken through reception shows 100%

For Routine GP appointments, we will never be able to always meet demand, however our internal survey showed that there was always availability for routine appointments within 2 days and with own doctor within 4 days provided they are not on holiday.

Patients are able to access their preferred GP for the majority which is good. Similarly the nursing team.

Our internal survey showed 100% accessibility to our Health Care Assistants (HCAs) with blood tests always available on the day. There was some indication within the survey that not all our patients are aware that we have both nurses and HCAs within our team.







# Access to services

	All Ages	Under 50	Under 40
Would you like to book online?	54%	76%	78%
Would you like SMS Text reminders?	56%	75%	84%
Would you like Telephone appointments?	72%		

## What we can learn

We are planning to introduce new ways of accessing the surgery including online booking and text message reminders.

We will still ensure that there is appropriate access for all our patients and we will not be reducing our usual telephone and in person access capacity.

The results show that our younger patients are keen for us to commence these services





# About our GPs ... Do they

Listen to you?

Treat you with dignity and respect?

Examine you, as you would wish?

Explain your condition in a way that you understand?

Explain your treatment in a way that you understand?

Explain your medication in a way that you understand?

Give you the chance to ask as many questions as you would like?

If you ask questions, do you receive answers that you understand?

across all questions  
**Average % Yes**

**97%**

“

*Always treats me with respect  
Always listens to me  
worth waiting for!  
Kind caring and sympathetic  
very helpful and considerate  
understanding and pleasant  
Very helpful x lots  
All is good – thank you!  
Is fab*

”





# About our Nurses ... Do they

Listen to you?

Treat you with dignity and respect?

Examine you, as you would wish?

Explain your condition in a way that you understand?

Explain your treatment in a way that you understand?

Explain your medication in a way that you understand?

Give you the chance to ask as many questions as you would like?

If you ask questions, do you receive answers that you understand?

across all questions

**Average % Yes**

**97%**

“

*They are always friendly and helpful*

*Polite and helpful*

*Lovely helpful ladies*

*Very kind and efficient*

*Always pleasant!*

*Very helpful x lots*

”



# About our Health Care Assistants... Do they



across all questions  
**Average % Yes**

Listen to you?

Treat you with dignity and respect?

Examine you, as you would wish?

Explain your condition in a way that you understand?

Give you the chance to ask as many questions as you would like?

If you ask questions, do you receive answers that you understand?

“ **100%**

*Very helpful x lots  
Very caring  
Always answer my questions*

”



# Prescriptions



	Yes
Are they accurate?	97%
Are they ready when you expect them?	97%
Have you had problems with repeats?	27%
If problem was it resolved quickly?	94%

## What we can learn

We also asked about our communications about prescriptions

We need to think about how we can help let people know when their prescription will be ready.

We need to help our patients understand that they need to let us know in advance about repeat prescriptions and not to leave repeat prescriptions until the last minute

