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Patient
Participation
Survey Report
2012

Kings Road Medical Centre

Introduction

The surgery was started in the 1930's by Dr Jude Welling. At that time including Kings Road Medical Centre, there were 12 sites in total. During the proceeding years this went down 2 sites, Kings Road and Eastcote Surgery. The surgery registered patients are split 60/40. We have a mixture of patients from various multicultural backgrounds. Our aim is to provide the highest quality medical care and full range of medical services together with special clinics designed to promote optimum healthcare amongst our patients.

The practice currently has a patient population of about 7500 patients looked after by 3 Doctors (2 male and 1 female) 2 practice Nurse, 1 Diabetic Nurse, 1 phlebotomist, and 1 external Community Dietician

The surgery has always strived to offer the best possible service to all its patients and take into consideration the comments and suggestions made by the patients. In line with this around mid 2011 the practice set up a Patient Participation Group comprising of members within our patient group.

PPG Members

The invitation to join the PPG was done via word and mouth; it was also advertised in house on the notice board. Currently our PPG compromises of 5 male and 3 female, from different ethnic background, skill set and with different health needs. The practice took every steps to try and communicate and extended an invitation to patients in the hard to reach categories.

Local Survey

Due to time constraint, a decision was reached to use the existing questions from previous surveys in order to initially establish the areas where the patient population felt that the surgery needed improvement on.

Survey

The survey was carried out both in-house and on the website a total of 216 questionnaires was given out. Initially a search for the patients with mobile phones numbers were carried out on the clinical system. A text message was send directing the patient to the website asking them to fill in the anonymous questionnaire. For those patients whom the practice were unable to reach, they were either given the questionnaire when they came into the surgery or the questionnaire was posted to the,

The survey results were emailed to all members of the PPG group and their points of view were requested.

The main issues which arose from the email discussion were:

- 1: Lack of appointments.
- 2: Waiting time on the Telephone.
- 3: Not enough doctors.
- 4: More locum
- 5: Improve reception Staff services
- 6: Background music

Kings Road Medical Centre

1: Both the lack of appointments and waiting times on the telephone have been visited on numerous occasions, but with only three doctors taking surgery there is only a limited amount of appointments that can be offered on a daily basis. The practice has also notice that over the past few years the DNA (Did Not Attend) percentage has increased steadily. Patients make appointment but do not turn up, thus leaving no appointments for patients who are in urgent need of them. DNA's are a contributing factor of the lack of appointment issue.

2: The reception staffs try their utmost to ensure that the waiting time on the telephone is not too long, however sometimes this may not be possible as they have patients waiting at the front desk to make appointments/referrals/get test results etc. There are three lines coming into the surgery and only two reception staff on duty.

3: Regrettably the practice does not have enough clinical rooms to accommodate more doctors during the morning surgery when the demand for appointment is at its peak.

4: The surgery tries to ensure that there are locum doctors available when one doctor is either away or sick that this has been in place for a long time- however, some patients do not want to see a locum doctor as they feel that "their" doctor is aware of their problem and the locum may not know.

5: The practice at present is looking into various courses to help reception staff improve on deliverance of services offered.

6: Background music – Unfortunately, this is not possible as some patients would like background music and some do not. Too some it can be too loud and to the other is it too low. It is not possible to please everyone.

Questionnaire circulated

Improving Practice Questionnaire



QIP ID
Survey ID
Practice ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice		Poor	Fair	Good	Very good	Excellent
1	Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2	Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3	Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4	Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5	Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6	Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7	Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8	Length of time waiting in the practice	<input type="checkbox"/>				

About the doctor/nurse (whom you have just seen)		Poor	Fair	Good	Very good	Excellent
9	My overall satisfaction with this visit to the doctor/nurse was	<input type="checkbox"/>				
10	The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11	On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12	The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13	The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14	My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15	The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16	The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17	The amount of time given to me for this visit was	<input type="checkbox"/>				

Please turn over ➔



SAMPLE ONLY
PLEASE DO NOT COPY



About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24	Information provided by the practice about its service (e.g. review prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<p>Are you:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male	<p>Was this visit with your usual clinician?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>How many years have you been attending this practice?</p> <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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Thank you for your time and assistance

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REV 1.04



Statics of the surgery

IPQ Report

Number of patients providing feedback : 219

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	24	56	69	45	65	69	74	87
25 - 59	114	58	71	48	67	71	75	86
60 +	68	65	75	46	71	75	78	93
Blank	13	56	70	39	65	70	76	95
Gender								
Female	117	59	71	45	68	72	75	87
Male	78	63	73	50	70	73	76	88
Blank	24	57	70	40	65	70	76	94
Visit usual practitioner								
Yes	138	61	74	49	71	74	77	88
No	42	62	68	46	64	68	72	83
Blank	39	56	70	45	66	70	75	93
Years attending								
< 5 years	45	58	72	48	68	72	76	90
5 - 10 years	80	59	71	52	67	72	76	87
> 10 years	72	63	72	50	69	73	76	88
Blank	22	59	70	42	65	71	75	91

* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Kings Road Medical Centre

Your patient feedback

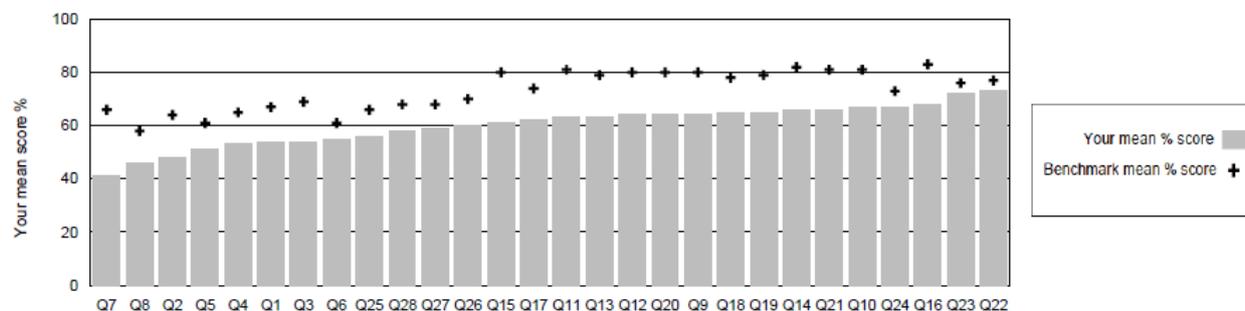
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	54	67	44	62	66	71	99
Q2 Telephone access	48	64	24	56	64	72	99
Q3 Appointment satisfaction	54	69	37	64	69	74	99
Q4 See practitioner within 48hrs	53	65	25	57	65	72	99
Q5 See practitioner of choice	51	61	24	53	60	69	99
Q6 Speak to practitioner on phone	55	61	31	54	61	67	99
Q7 Comfort of waiting room	41	66	31	61	66	72	100
Q8 Waiting time	46	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	64	80	49	76	80	84	99
Q10 Warmth of greeting	67	81	50	78	82	86	99
Q11 Ability to listen	63	81	50	78	82	86	100
Q12 Explanations	64	80	49	77	81	84	100
Q13 Reassurance	63	79	49	75	79	83	100
Q14 Confidence in ability	66	82	50	79	83	86	100
Q15 Express concerns/fears	61	80	50	76	80	84	100
Q16 Respect shown	68	83	50	80	84	88	100
Q17 Time for visit	62	74	46	70	74	79	100
Q18 Consideration	65	78	48	74	78	82	100
Q19 Concern for patient	65	79	48	75	79	83	100
Q20 Self care	64	80	51	78	81	85	99
Q21 Recommendation	66	81	46	77	81	85	100
About the staff							
Q22 Reception staff	73	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	72	76	45	72	76	80	100
Q24 Information of services	67	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	56	66	42	62	66	71	100
Q26 Illness prevention	60	70	46	66	69	73	100
Q27 Reminder systems	59	68	43	63	67	72	99
Q28 Second opinion / comp medicine	58	68	44	63	67	72	99
Overall score	60	73	46	69	73	77	100

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Kings Road Medical Centre

Your patient feedback

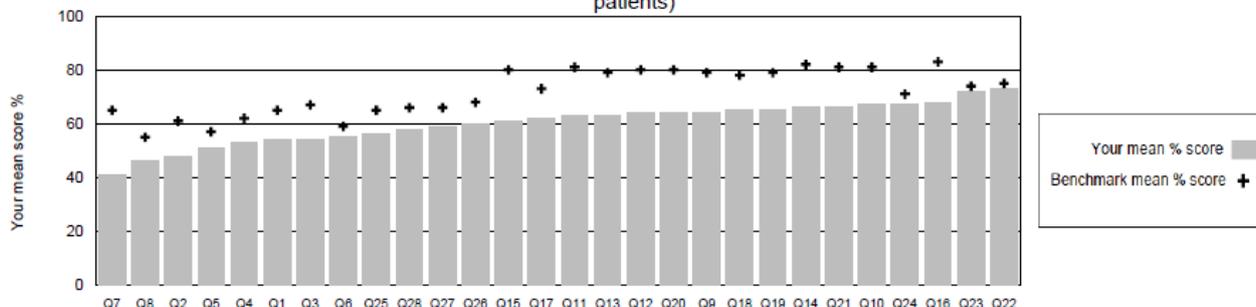
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	54	65	46	62	66	69	84
Q2 Telephone access	48	61	25	54	62	68	85
Q3 Appointment satisfaction	54	67	41	63	68	72	87
Q4 See practitioner within 48hrs	53	62	33	56	63	69	90
Q5 See practitioner of choice	51	57	32	51	58	63	85
Q6 Speak to practitioner on phone	55	59	36	54	59	64	80
Q7 Comfort of waiting room	41	65	39	60	66	71	90
Q8 Waiting time	46	55	32	51	55	60	79
About the practitioner							
Q9 Satisfaction with visit	64	79	49	76	80	84	93
Q10 Warmth of greeting	67	81	54	78	81	85	94
Q11 Ability to listen	63	81	56	78	82	86	95
Q12 Explanations	64	80	55	77	81	84	94
Q13 Reassurance	63	79	51	76	79	83	92
Q14 Confidence in ability	66	82	55	79	82	86	95
Q15 Express concerns/fears	61	80	51	77	80	83	92
Q16 Respect shown	68	83	61	81	84	87	95
Q17 Time for visit	62	73	47	70	74	78	94
Q18 Consideration	65	78	49	74	78	82	91
Q19 Concern for patient	65	79	50	75	79	83	93
Q20 Self care	64	80	62	77	80	84	91
Q21 Recommendation	66	81	46	78	81	85	95
About the staff							
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Q23 Respect for privacy/confidentiality	72	74	47	71	75	78	90
Q24 Information of services	67	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	56	65	43	62	65	68	83
Q26 Illness prevention	60	68	46	66	69	71	84
Q27 Reminder systems	59	66	46	63	67	70	84
Q28 Second opinion / comp medicine	58	66	48	63	67	70	85
Overall score	60	72	46	68	72	75	87

- Your mean score for this question falls in the highest 25% of all means
- Your mean score for this question falls in the middle 50% of all means
- Your mean score for this question falls in the lowest 25% of all means

* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



Looking at the above data – it is comparable with all practices who have participated in the survey and with practices who have the same number of patients as Kings Road. Kings road Medical Centre is fairly comparable with Questions 6, 22, and 23. Questions 2,7 and 8 are part of our action for improvement for 2013. Even though the attitude of reception staff was one of the issues picked up by the PPG members and the patient populations, in comparison to other surgeries Kings Road is very near the bench mark.

Action Plan for 2013

1: Comfortable waiting room- The practice will look into redecorating the waiting rooms, both at Kings Road and Eastcote.

2: Reception Training- This has been brought to the attention of the reception manager but also the practice will be looking into further training on customer relations for all reception staff

3: Waiting time on telephone – the reception staff will be given training on effective time management

4: Waiting time to see a doctor – The doctors have been informed re: the waiting time and this will be continuously enforced.

While there have been a few negative comments, there have also been a few positive ones.

- This is an excellent practice. My whole family, including my very elderly mother have been very well served by all staff at the practice. I know how hard everyone works as I have had telephone calls from the doctors late in the evening. I have also had a call from one of the doctors on a Sunday morning to ask me how my mother was following an illness during the pervious week. Fantastic support.
- Generally I find all very helpful.
- In my experience this is a very good practice and I am very happy with it.

Kings Road Medical Centre

Surgery Opening Times

OPENING HOURS Opening Hours (reception and phone line opening)	Details of opening hours			
	Reception		Phone	
	Kings Road	Eastcote	Kings Road	Eastcote
Monday	9am- 6pm	9am- 6pm	9am – 6:30pm	9am -12:00pm 2pm-6:30pm
Tuesday	9am- 6pm	9am- 6pm	9am – 6:30pm	9am -12:00pm 2pm-6:30pm
Wednesday	9am- 6pm	9am-12pm	9am – 6:30pm	9am -12:00pm
Thursday	9am-12:00pm	9am- 6pm	9am - 12:00pm	9am -12:00pm 2pm-6:30pm
Friday	9am- 6pm	9am- 6pm	9am – 6:30pm	9am -12:00pm 2pm-6:30pm
Saturday	Closed	Closed	Closed	Closed
Sunday	Closed	Closed	Closed	Closed

Advance access is on Mondays run by two GP. These appointments are bookable on the day.

APPOINTMENTS

We run an advanced access appointment system, whereby we aim to offer everybody an appointment on the day they want it. A few pre-bookable appointments are available each morning and late afternoon, but the majority of appointments are given out at 9am each day. To book an appointment, please telephone or call into reception.

Telephone advice

The Doctors and nurses are happy to give advice on the telephone. Please speak to the receptionist who will advise you of the best time to call, or will take a message for the Doctor/Nurse to call you back.

HOME VISITS

Home visits are for the bedridden or housebound. These should be requested before 10am to enable the Doctor to organise the call. Please note that lack of transport is not sufficient reason for a doctor to be called out. Children should usually be brought to the surgery. This is in accordance with current national guidelines