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Patient Participation **Survey Report 2013**

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, 1 external Community Dietician and numerous reception and admin staff.

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 comprises of 4 male and 7 female, from different ethnic background, skill set and with different health needs. The practice took every step to try and communicate and extend an invitation to patients in the hard to reach categories but found it extremely difficult to reach and recruit patient from this category.

Local Survey

A meeting in July 2012 was held to discuss the previous questionnaire and to establish questions for 2012/13 survey. Out of the 11 PPG members, only 4 were able to attend due to time/location/prior commitments. The 4 PPG Members felt that previous years questionnaire answered all their questions that they would like answered. In previous years about 25 to 30 questions were asked, this time however, the PPG felt that the questions should be restricted to 14 with yes /no options, with only a few questions for free text. The PPG felt that the same results could achieve by asking the appropriate questions within the limited questions that has been posed. PPG expressed that in today's environment, and limited time factor, our patient population did not have the time to sit and fill in a lengthy questionnaire.

Survey

During September, October and November, the survey was carried out both in-house and on the website a total of 239 questionnaires (181 for Kings Road & 57 for Eastcote) was given out or accessed via Survey monkey Patient who had their mobile phone number on the clinical system were sent a text messaging directing them to the website asking them to fill in the anonymous questionnaire. For those patients whom the practice was unable to reach, they were either given the questionnaire when they came into the surgery or the questionnaires were posted to them.

Questionnaire circulated

Kings Road Medical Centre & Eastcote Surgery Questionnaire

Q1: Which is your Practice?

Kings Road Medical Centre	<input type="checkbox"/>
Eastcote	<input type="checkbox"/>

Q2: How easy is it to book an appointment at your Practice?

Very easy	<input type="checkbox"/>
Easy	<input type="checkbox"/>
Neither easy nor difficult	<input type="checkbox"/>
Difficult	<input type="checkbox"/>
Very difficult	<input type="checkbox"/>

Q3: Do you know the Opening days/hours of your Practice?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Q4: How satisfied are you with the opening hours at the Practice?

Very satisfied	<input type="checkbox"/>
Satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Please expand if you chose dissatisfied or very dissatisfied:

.....

Q5: In the past 6 months how easy have you found the following?

	Haven't tried	Very Easy	Easy	Neither easy nor difficult	Difficult	Very difficult
Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a Doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtaining test results by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kings Road Medical Centre

Q6: How helpful do you find the receptionist at the surgery?

Very helpful	<input type="checkbox"/>
Helpful	<input type="checkbox"/>
Neither helpful nor unhelpful	<input type="checkbox"/>
Unhelpful	<input type="checkbox"/>
Very unhelpful	<input type="checkbox"/>
Please expand if you chose unhelpful or very unhelpful:	
.....	
.....	
.....	

Q7: Is there a particular doctor you prefer to see at the GP surgery?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Please expand if you chose yes:	
.....	
.....	
.....	

Q8: Thinking about the GP you see most often how you would rate them in the following areas?

	Very Good	Good	Neither good nor poor	Poor	Very poor
Giving you enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explaining tests and treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating you with care & Concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your problems seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9: Thinking about the nurse you see most often how would you rate them in following areas?

	Very Good	Good	Neither good nor poor	Poor	Very poor
Giving you enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explaining tests and treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating you with care & Concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your problems seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kings Road Medical Centre

Q10: In general how satisfied are you with the care you get at the surgery?

Very Satisfied	<input type="checkbox"/>
Satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Please use the space below to make any additional comments:

.....

.....

.....

.....

Q11: Would you recommend the surgery to someone who has just moved to your local area?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>

Q12: Gender?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

Q13: Your age

Under 18	<input type="checkbox"/>	55-64	<input type="checkbox"/>
18-24	<input type="checkbox"/>	65-74	<input type="checkbox"/>
25-34	<input type="checkbox"/>	75-84	<input type="checkbox"/>
35-44	<input type="checkbox"/>	85 +	<input type="checkbox"/>
45-54	<input type="checkbox"/>		

Q14: Which group best describes your ethnicity?

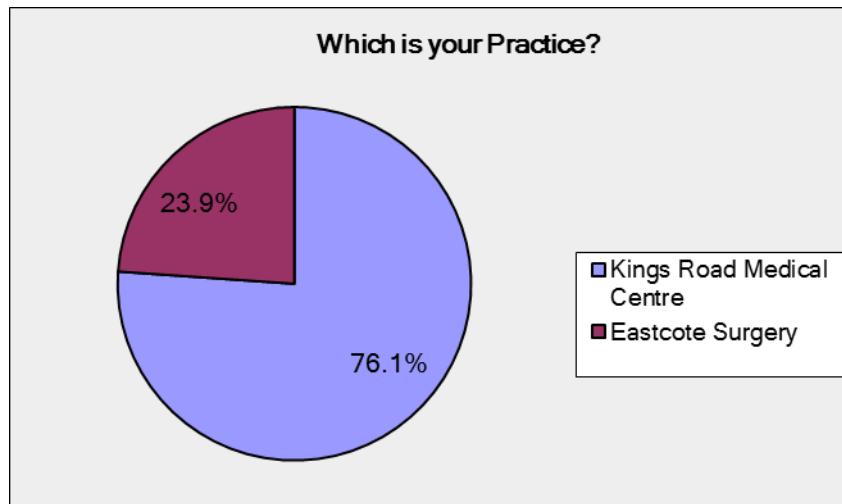
<input type="checkbox"/> White British	<input type="checkbox"/> Pakistani or British Pakistani
<input type="checkbox"/> White Irish	<input type="checkbox"/> Bangladeshi or British Bangladeshi
<input type="checkbox"/> Black British	<input type="checkbox"/> Sri Lankan or British Sri Lankan
<input type="checkbox"/> Caribbean	<input type="checkbox"/> Chinese or British Chinese
<input type="checkbox"/> African	<input type="checkbox"/> Other British Asian
<input type="checkbox"/> Indian or British Indian	<input type="checkbox"/> Mixed British
<input type="checkbox"/> Arab or British Arab	<input type="checkbox"/> Other, please state:

Statics of the surgery

Q1: Which is your Practice?

Out of the 239 patients who participated in the surgery, 76% (181 respondents) were registered at Kings Road Medical Centre and 24% (57 respondents) were at Eastcote Surgery, while 1 patient refused to answer the question.

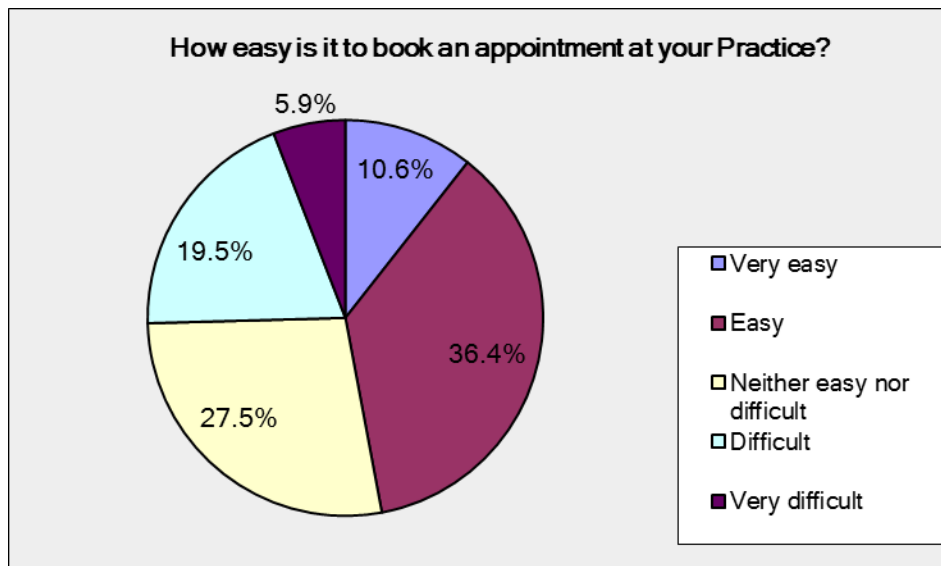
Which is your Practice?		
Answer Options	Response Percent	Response Count
Kings Road Medical Centre	76.1%	181
Eastcote Surgery	23.9%	57
<i>answered question</i>		238
<i>skipped question</i>		1



Q2: How easy is it to book an appointment at your Practice?

Analysing the surgery, it was found that most patients found it easy to book an appointment at the surgery

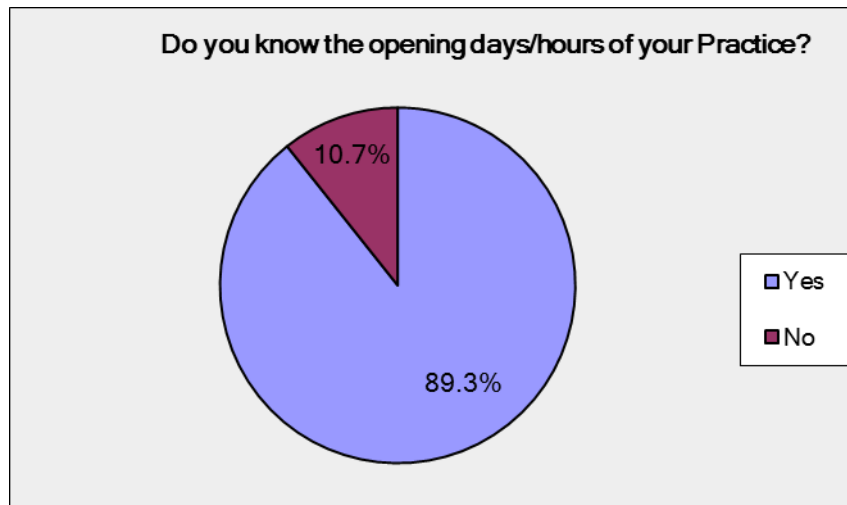
How easy is it to book an appointment at your Practice?		
Answer Options	Response Percent	Response Count
Very easy	10.6%	25
Easy	36.4%	86
Neither easy nor difficult	27.5%	65
Difficult	19.5%	46
Very difficult	5.9%	14
<i>answered question</i>		236
<i>skipped question</i>		3



Q3: Do you know the Opening days/hours of your Practice?

Majority of the patients were aware of the opening hours of the practice

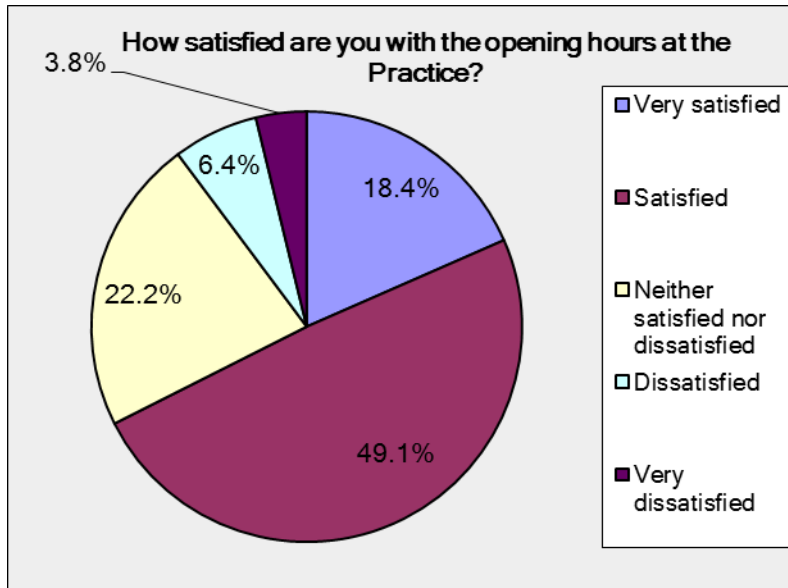
Do you know the opening days/hours of your Practice?		
Answer Options	Response Percent	Response Count
Yes	89.3%	200
No	10.7%	24
<i>answered question</i>		224
<i>skipped question</i>		15



Q4: How satisfied are you with the opening hours at the Practice?

Even though there were some negative comments on the opening hours and the lack of very early morning, very late evening, or even week-end appointments available, majority of the patients were satisfied with the opening hours.

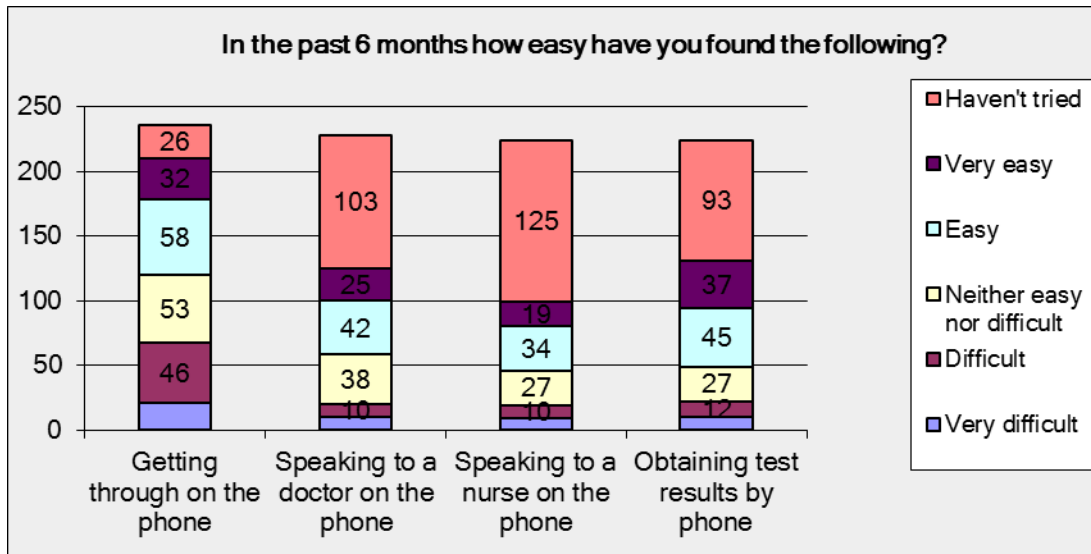
How satisfied are you with the opening hours at the Practice?		
Answer Options	Response Percent	Response Count
Very satisfied	18.4%	43
Satisfied	49.1%	115
Neither satisfied nor dissatisfied	22.2%	52
Dissatisfied	6.4%	15
Very dissatisfied	3.8%	9
Please expand if you chose unhelpful or very unhelpful		19
<i>answered question</i>		234
<i>skipped question</i>		5



Q5: In the past 6 months how easy have you found the following?

One of the action plans for last year 2011/12 was to decrease the waiting times on the telephone system. The practice has achieved this target and this is shown by the 32 respondents finding it very easy, 58 respondents finding it easy and 53 find it neither difficult nor easy to get through to the surgery on the phone system.

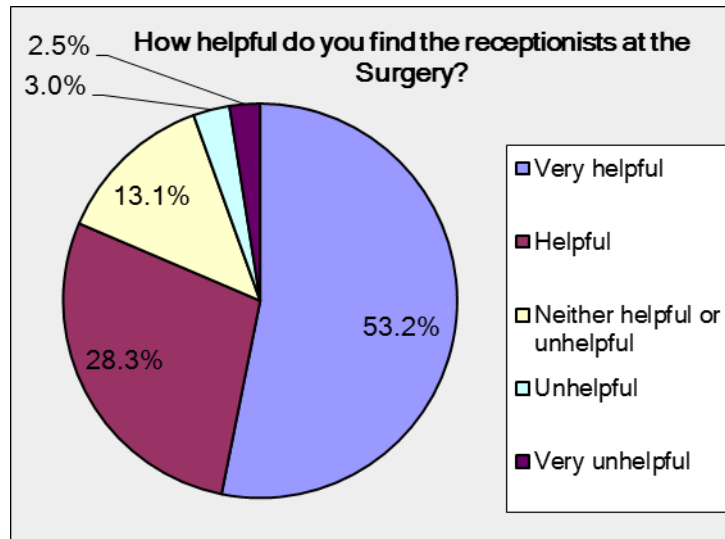
In the past 6 months how easy have you found the following?							
Answer Options	Haven't tried	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Response Count
Getting through on the phone	26	32	58	53	46	21	235
Speaking to a doctor on the phone	103	25	42	38	10	10	228
Speaking to a nurse on the phone	125	19	34	27	10	9	224
Obtaining test results by phone	93	37	45	27	12	10	224
<i>answered question</i>							238
<i>skipped question</i>							1



Q6: How helpful do you find the receptionist at the surgery

Our receptionist carry out a very difficult job, due to their position, the perception, when a patient is unable to obtain an appointment to see clinicians is that the reception staffs is being difficult. However that is not the case, the reception staff try, within the constraints of their position to do the best for the patient

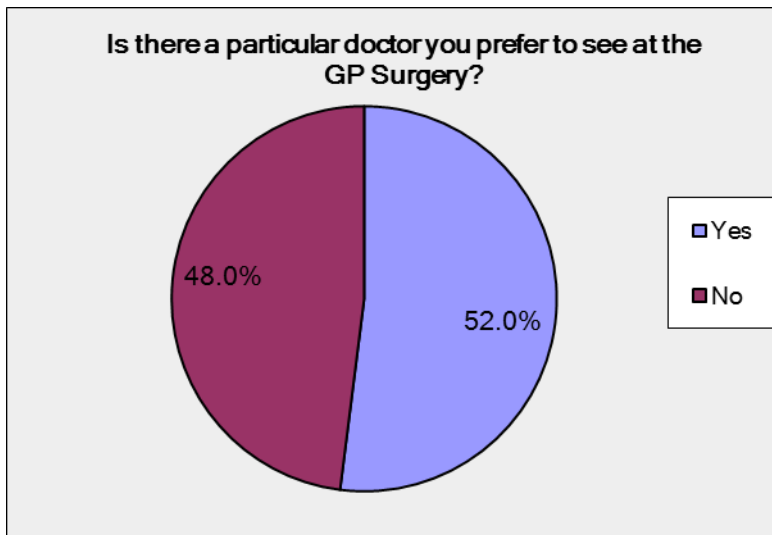
How helpful do you find the receptionists at the Surgery?		
Answer Options	Response Percent	Response Count
Very helpful	53.2%	126
Helpful	28.3%	67
Neither helpful or unhelpful	13.1%	31
Unhelpful	3.0%	7
Very unhelpful	2.5%	6
Please expand if you chose unhelpful or very unhelpful		20
<i>answered question</i>		237
<i>skipped question</i>		2



Q7: Is there a particular doctor you prefer to see at the GP surgery

All patients have the right to express your preference of practitioner. However, it may not always be possible for various reasons, but the receptionist would do their utmost to meet the patients' requirement.

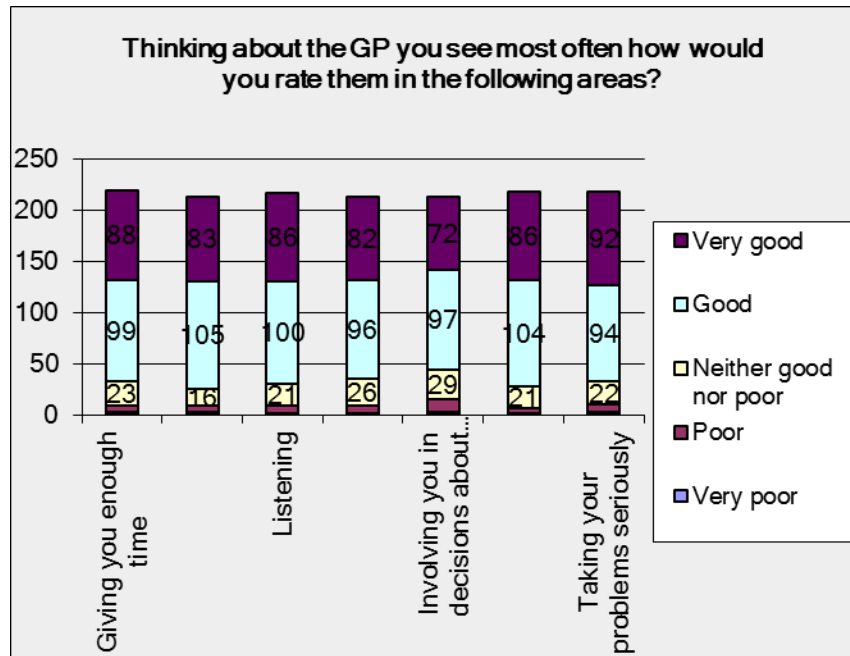
Is there a particular doctor you prefer to see at the GP Surgery?		
Answer Options	Response Percent	Response Count
Yes	52.0%	115
No	48.0%	106
Please expand if you chose yes		69
<i>answered question</i>		221
<i>skipped question</i>		18



Q8: Thinking about the GP you see most often how you would rate them in the following areas?

The top two Answers which got the most positive response is "asking you about your symptoms" 49.3% (105 respondents) and "Treating you with care and concern" 48% (104 respondents)

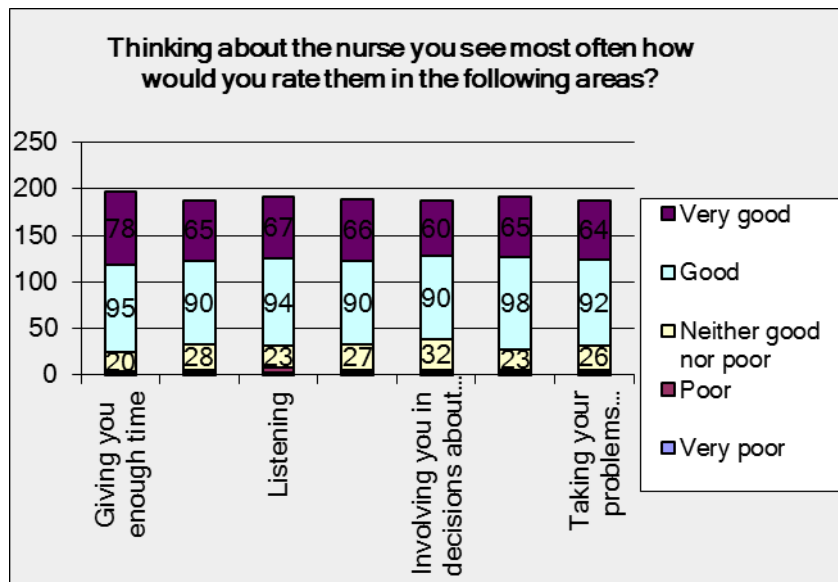
Thinking about the GP you see most often how would you rate them in the following areas?						
Answer Options	Very good	Good	Neither good nor poor	Poor	Very poor	Response Count
Giving you enough time	88	99	23	7	2	219
Asking you about your symptoms	83	105	16	6	3	213
Listening	86	100	21	8	1	216
Explaining tests and treatments	82	96	26	8	1	213
Involving you in decisions about your care	72	97	29	13	2	213
Treating you with care and concern	86	104	21	5	1	217
Taking your problems seriously	92	94	22	8	2	218
<i>answered question</i>						220
<i>skipped question</i>						19



Q9: Thinking about the nurse you see most often how would you rate them in following areas?

51% (98 respondents) felt that they were treated with concern and care by the nurses.

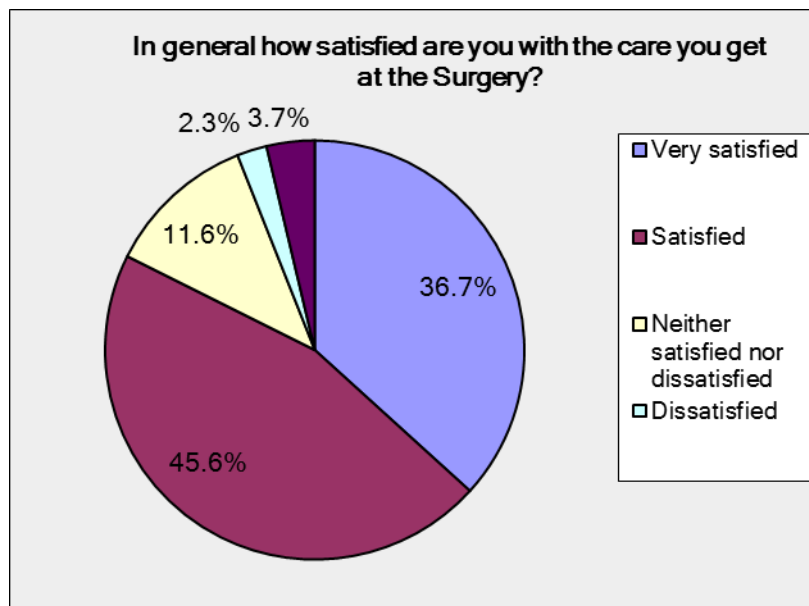
Thinking about the nurse you see most often how would you rate them in the following areas?						
Answer Options	Very good	Good	Neither good nor poor	Poor	Very poor	Response Count
Giving you enough time	78	95	20	3	1	197
Asking you about your symptoms	65	90	28	3	2	188
Listening	67	94	23	6	2	192
Explaining tests and treatments	66	90	27	4	2	189
Involving you in decisions about your care	60	90	32	3	3	188
Treating you with care and concern	65	98	23	3	2	191
Taking your problems seriously	64	92	26	3	3	188
<i>answered question</i>						197
<i>skipped question</i>						42



Q10: In general how satisfied are you with the care you get at the surgery?

It is very encouraging to know that 79 respondents were *very* satisfied with the surgery and 98 respondents were satisfied with the surgery and 24 respondents skipped the questions.

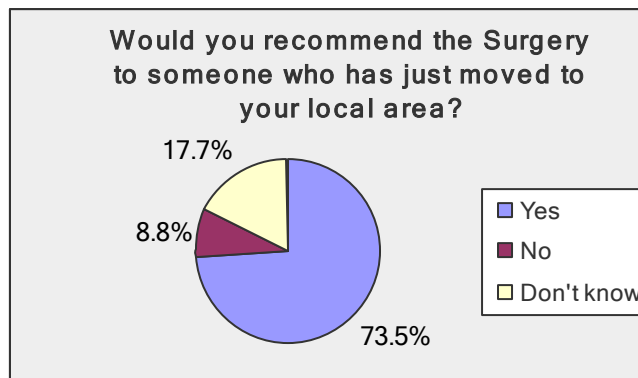
In general how satisfied are you with the care you get at the Surgery?		
Answer Options	Response Percent	Response Count
Very satisfied	36.7%	79
Satisfied	45.6%	98
Neither satisfied nor dissatisfied	11.6%	25
Dissatisfied	2.3%	5
Very dissatisfied	3.7%	8
Please use the space below to make any additional comments		22
<i>answered question</i>		215
<i>skipped question</i>		24



Q11: Would you recommend the surgery to someone who has just moved to your local area?

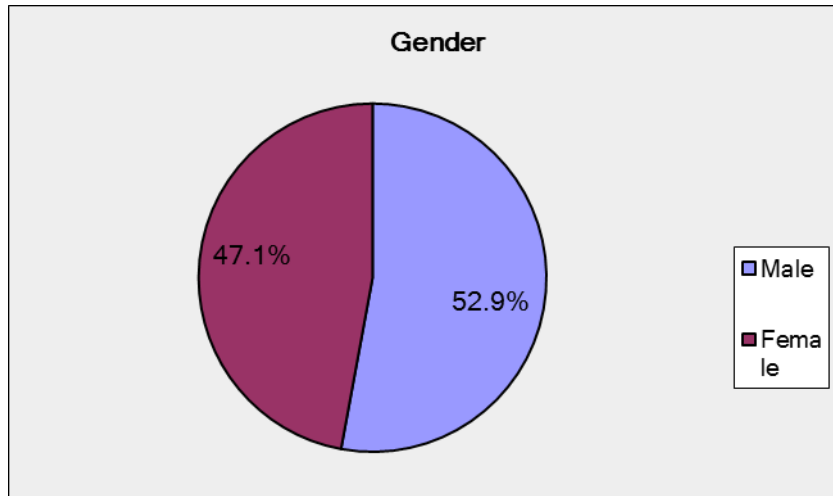
The answer to this question is very encouraging.

Would you recommend the Surgery to someone who has just moved to your local area?		
Answer Options	Response Percent	Response Count
Yes	73.5%	158
No	8.8%	19
Don't know	17.7%	38
<i>answered question</i>		215
<i>skipped question</i>		24



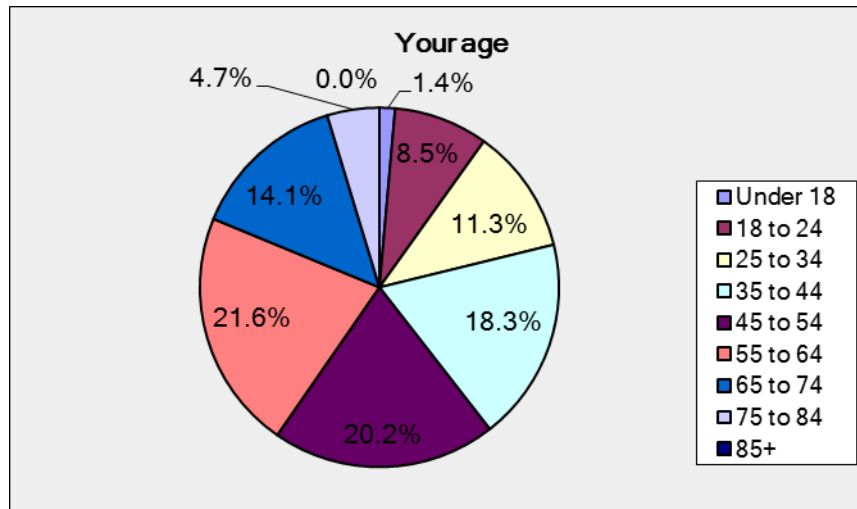
Q12: Gender?

Gender		
Answer Options	Response Percent	Response Count
Male	52.9%	99
Female	47.1%	88
<i>answered question</i>		187
<i>skipped question</i>		52



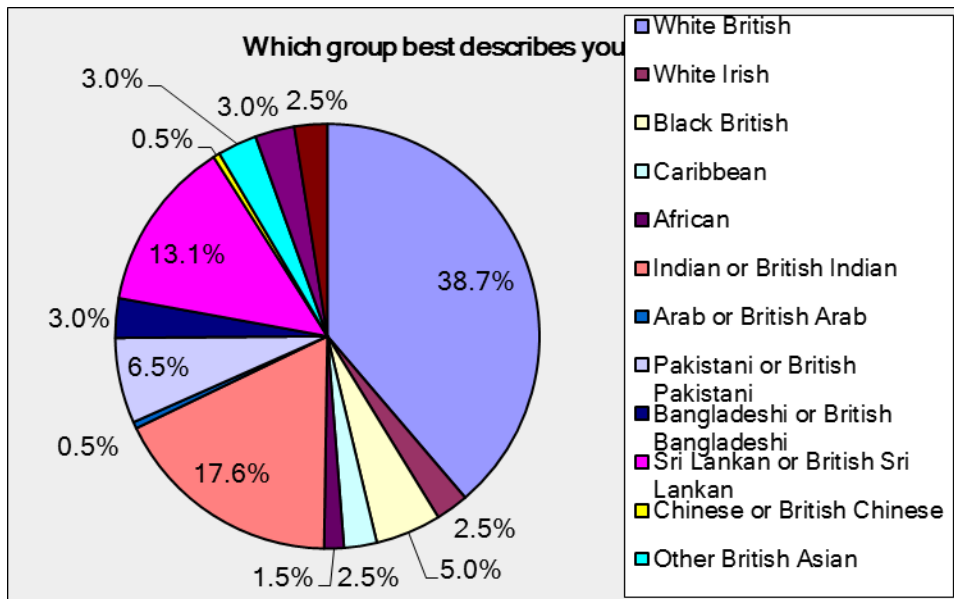
Q13: Your age

Your age		
Answer Options	Response Percent	Response Count
Under 18	1.4%	3
18 to 24	8.5%	18
25 to 34	11.3%	24
35 to 44	18.3%	39
45 to 54	20.2%	43
55 to 64	21.6%	46
65 to 74	14.1%	30
75 to 84	4.7%	10
85+	0.0%	0
<i>answered question</i>		213
<i>skipped question</i>		26



Q14: Which group best describes your ethnicity?

Which group best describes your ethnicity?		
Answer Options	Response Percent	Response Count
White British	38.7%	77
White Irish	2.5%	5
Black British	5.0%	10
Caribbean	2.5%	5
African	1.5%	3
Indian or British Indian	17.6%	35
Arab or British Arab	0.5%	1
Pakistani or British Pakistani	6.5%	13
Bangladeshi or British Bangladeshi	3.0%	6
Sri Lankan or British Sri Lankan	13.1%	26
Chinese or British Chinese	0.5%	1
Other British Asian	3.0%	6
Mixed British	3.0%	6
Other, please state	2.5%	5
<i>answered question</i>		199
<i>skipped question</i>		40



Kings Road Medical Centre

Summary

The survey results were better than expected, 76% of the patients at Kings Road Medical Centre, 24% at Eastcote took part in the survey. The practice was unable to compare the practice survey with the National survey average as the questions differed vastly. 36% of the patients found it easy to book an appointment at the surgery. Both the sites run a "on the day" appointment system for the Gps, Patients ring the surgery on the day that they feel unwell and majority of the time they are given appointments. However, the practice also has some pre-bookable appointments with the GPs. All nurses and phlebotomist appointments are pre-bookable in advance. 49% of the patients were happy with the opening hours of the surgery and 89% knew the opening hours of the practice. 25% found it easy getting through on the phone, and 45% found it easy to speak to a Gp on the phone, 56% found it easy to speak to a nurse, and 42% found it easy to obtain test results via the phone. 53% of the patient population found the reception staff very helpful and only 3% found them very unhelpful. Based on percentages, there was minimal difference between patients who were able to see the GP of their choice 52%, and 48% who were not able to see a Gp of their choice. The survey showed that the patient population were satisfied with the handling of their illness by the clinician who was treating them. 47% of the patients were satisfied with the care that they received at the practice and 74% of them would recommend the surgery to someone who has moved locally to the surgery.

Lack of appointment

The practice has provided the maximum amount of appointments for the Gps and other clinicians as is possible due to space. However, after the survey, a Did Not Attend (DNA) audit was carried out. DNA's are appointments that have been made by patients which they did not attend for any number of reasons nor did they phone the surgery to cancel the appointment, which could have been given out to patients who urgently needed to see a GP. In September 2012, 71 appointments were DNA'ed which equated to nearly 4hrs of lost appointment times. In October 2012, 65 appointments were DNA'ed which equated to nearly 3.6hrs of lost appointment times. In November 2012, 122 appointments were DNA'ed which equated to nearly 7hrs of lost appointment times.

Action Plan for 2013

After perusing and having discussed that survey at great lengths the PPG felt that the following

- 1. Queuing system on the telephone at Kings Road Medical Centre**
- 2. Improve Website**
- 3. Early morning queuing to get appointments both at kings Road and Eastcote surgery**
- 4. Reception Area at Kings Road Medical Centre**
- 5. Reception Staff**

Comments

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

Positive comments

1. The receptionists are very wonderful they are always happy to help. I often have to sit in reception. How they do that job, people are very rude to them.
2. They are all very friendly and try to help within the constraints that they have.
3. Helpful if they have time to be
4. clarified any queries and tracking prescriptions

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