

Kings Road Medical Centre

Dr.M.P. Eddington Dr L Wijayaratna Dr D Jayesinghe

Patient Participation **Survey Report 2013**

Introduction

Kings Road Medical Centre

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 preceding 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 7200 patients looked after by 3 GP Partners (Drs. Eddington, Wijayaratra and Jayesinghe), 1 Salaried GP (Dr. Doshi), 2 Practice Nurses who run various clinics between them, Flu, Travel, Baby Immunisation, Asthma, COPD, and Diabetes to name a few. 1 phlebotomist and 1 external Community Dietician and several admin and reception staff. During 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 3 male and 12 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

During June 2013 a discussion was held and it was decided to ensure continuity of comparison the previous years' survey questionnaire would be repeated. It was felt that the same results could be achieved by asking the appropriate questions. It was 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 therefore The questions were restricted to 14 with yes /no options, with only a few questions for free text

Survey

During November, December and January 2014, the survey was carried out both in-house and on the website a total of 239 questionnaires was given out or accessed via the practice website. Patient who had their mobile phone number on the emis web clinical system were sent a text messaging directing them to the website asking them to fill in the anonymous questionnaire. The second text was sent out again three week later. 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. The Practice found that this method worked very well not only in terms of the practice survey also raising patient awareness of the practice website where further patient information at ones finger tips are available.

The survey results were emailed to all members of the PPG group and a meeting was held on Monday 17th March at 1:30 at Kings Road Medical Centre. Due to commitments 9 members were present and 6 were unable to attend. The members who were not able to attend were asked to email their thoughts/opinion to the Practice Manager. Any issues raised by non attending members were than raised at the meeting.

In addition to analysing the survey results, the main issues which arose during the discussion were:

- 1: Lack of appointments.
- 2: Telephone system
- 3: Patient Education
- 4: Extended hours being offered at Eastcote
- 5: Display current DNA monthly figures

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Kings Road Medical Centre & Eastcote Surgery Questionnaire – December 2013

Q1: Which is your Practice?

Kings Road Medical Centre	
Eastcote	

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

Very easy	
Easy	
Neither easy nor difficult	
Difficult	
Very difficult	

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

Yes	
No	

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

Very satisfied	
Satisfied	
Neither satisfied nor dissatisfied	
Dissatisfied	
Very dissatisfied	

Please expand if you chosen 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						
Speaking to a Doctor on the phone						
Speaking to a nurse on the phone						
Obtaining test results by phone						

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

Very helpful	
Helpful	
Neither helpful nor unhelpful	
Unhelpful	
Very unhelpful	
Please expand if you chose unhelpful or very unhelpful:	
.....	
.....	
.....	

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

Yes	
No	
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					
Asking about your symptoms					
Listening					
Explaining tests and treatments					
Involving you in decisions about your care					
Treating you with care & Concern					
Taking your problems seriously					

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					
Asking about your symptoms					

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Listening					
Explaining tests and treatments					
Involving you in decisions about your care					
Treating you with care & Concern					
Taking your problems seriously					

Very Satisfied	
Satisfied	
Neither satisfied nor dissatisfied	
Dissatisfied	
Very dissatisfied	
Please use the space below to make any additional comments:	
.....	
.....	
.....	
.....	

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

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

Yes	
No	
Don't Know	

Q12: Gender

Male	
Female	

Q13: Your age

Under 18		55-64	
18-24		65-74	
25-34		75-84	
35-44		85 +	
45-54			

Q14: Which group best describes your ethnicity?

White British	Pakistani or British Pakistani
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White Irish	Bangladeshi or British Bangladeshi
Black British	Sri Lankan or British Sri Lankan
Caribbean	Chinese or British Chinese
African	Other British Asian
Indian or British Indian	Mixed British
Arab or British Arab	Other, please state:

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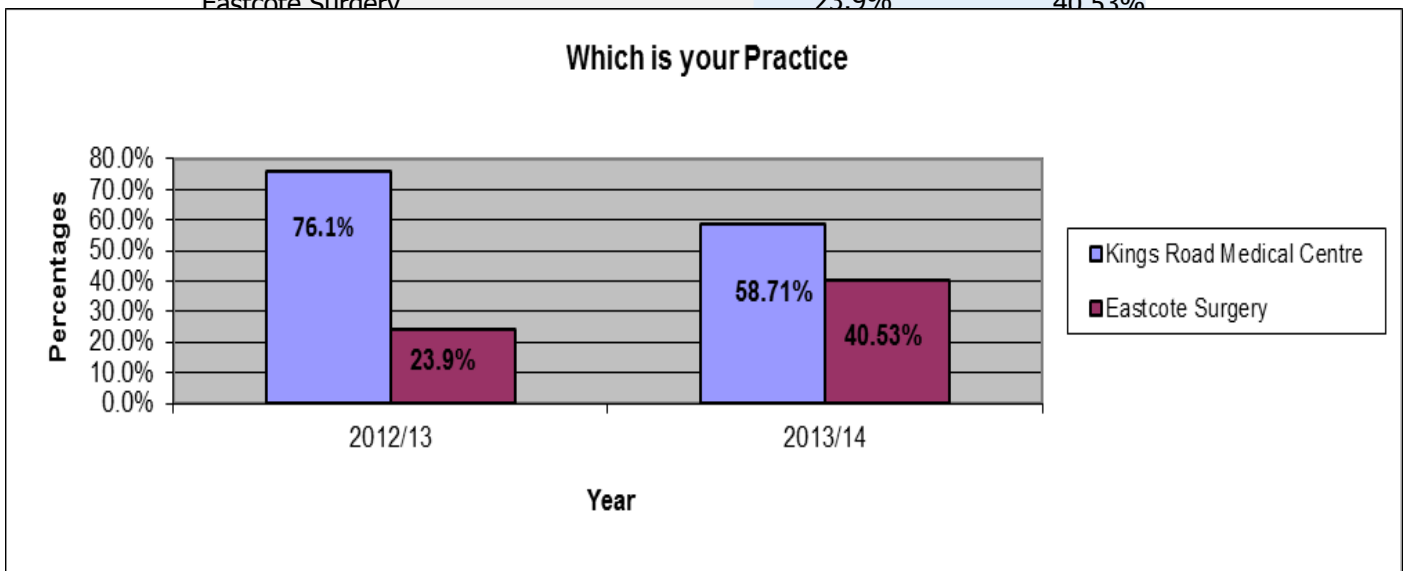
Survey statics:

Skipped questions have been omitted from the results shown below.

Q1: Which is your Practice?

239 patients participated in the surgery, 76% in 2012 were registered at Kings Road Medical Centre and 24% at Eastcote Surgery; whilst the numbers at Kings Road for 2013/14 had gone down the numbers at Eastcote during 2013/14 increased. This could be due to the fact that as the survey was carried out over the net, patients at Eastcote became aware that the practice had a website which they could access; also in 2013, a GP practice in Eastcote unfortunately ceased trading and their patients us.

Which is your Practice?		
Answer Options	Response Percent	
	2012/13	2013/14
Kings Road Medical Centre	76.1%	58.71%
Eastcote Surgery	23.9%	40.53%

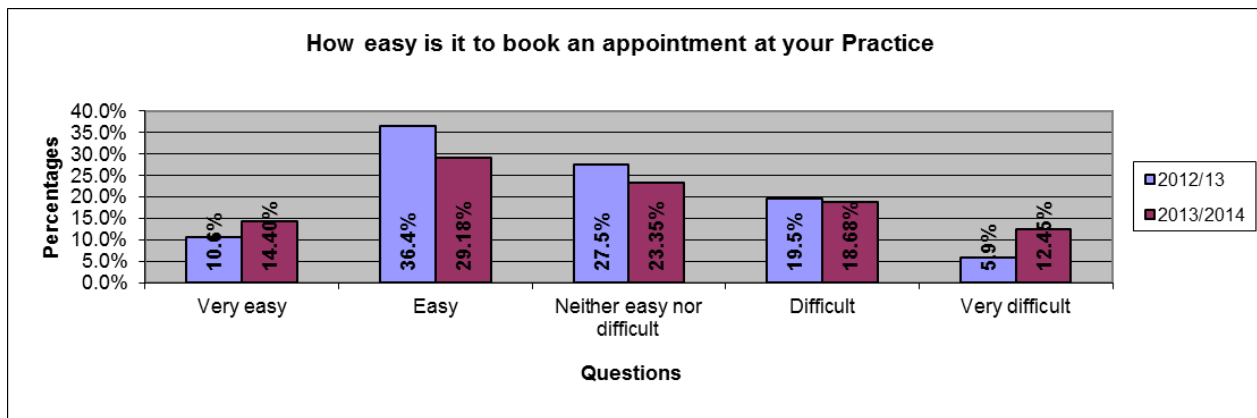


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Q2: How easy is it to book an appointment at your Practice?

Patients who found it easy to book an appointment in 2013/14 increased from the previous year and in contrast, patients who found it very difficult increased from 5.9% to 12.45%. The reason for the increase could be that some patients ring for appointment later in the day and are therefore unable to obtain an appointment as all the appointments have been given in the morning; this results in frustration and anger.

Answer Options	Response Percent	
	2012/13	2013/2014
Very easy	10.6%	14.40%
Easy	36.4%	29.18%
Neither easy nor difficult	27.5%	23.35%
Difficult	19.5%	18.68%
Very difficult	5.9%	12.45%

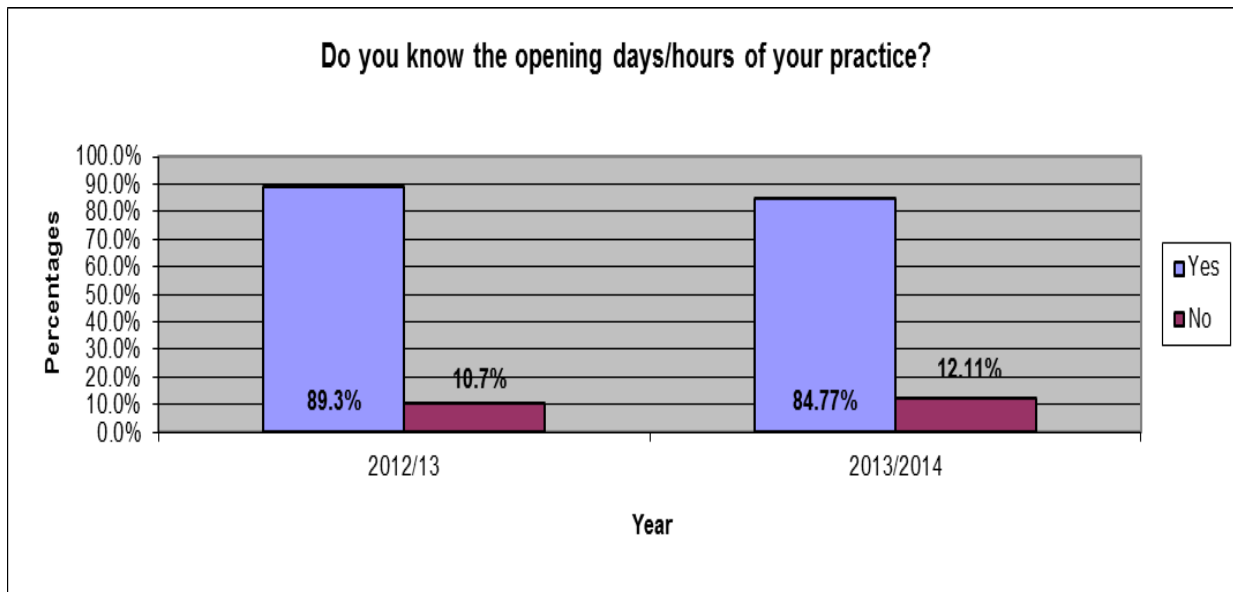


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Q3: Do you know the Opening days/hours of your Practice?

As there has been in a decrease in the percent from the previous year, this shows that the surgery has been unsuccessful in advertising and making patients aware of the opening hours. The surgery has been adverting in-house, on the website as well as in the practice booklet-

Do you know the opening days/hours of your Practice?		
Answer Options	Response Percent	
	2012/13	2013/2014
Yes	89.3%	84.77%
No	10.7%	12.11%



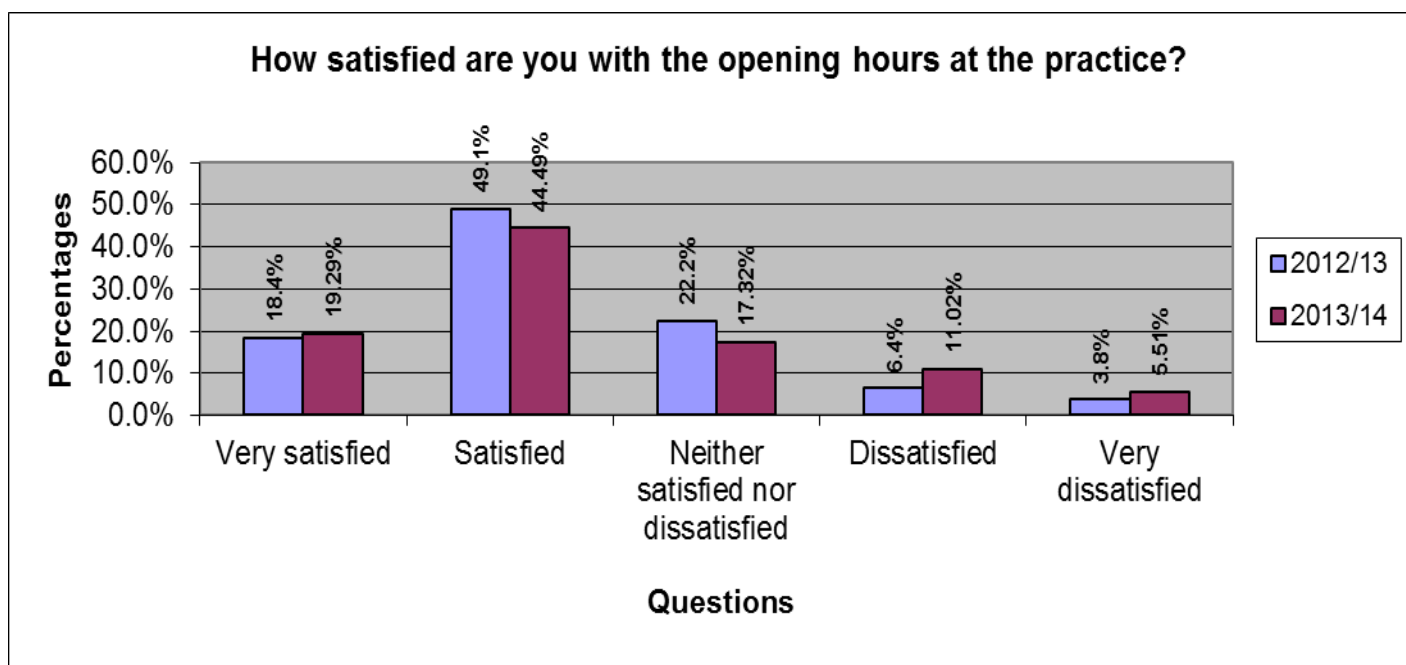
Q4: How satisfied are you with the opening hours at the Practice?

Even though there were some negative comments on the opening hours and the lack of very early morning, very

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late evening, or even week-end appointments available, majority of the patients were satisfied with the opening hours as well as the extended hours.

Response	2012/13	2013/14
Very satisfied	18.4%	19.29%
Satisfied	49.1%	44.49%
Neither satisfied nor dissatisfied	22.2%	17.32%
Dissatisfied	6.4%	11.02%
Very dissatisfied	3.8%	5.51%



Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

- Thursday closes half day. Only one day open after 6PM, and no early appointments before 9am for people who work
- Need online booking service and more flexiable appointments.

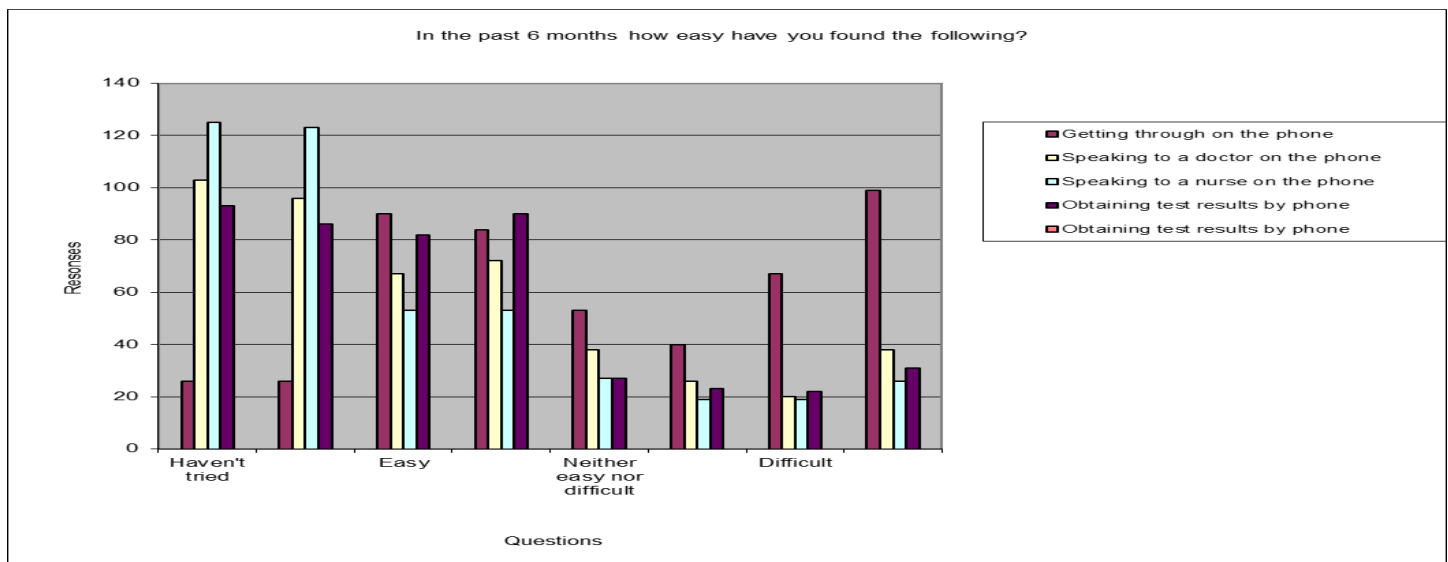
Q5: In the past 6 months how easy have you found the following?

Getting through on the telephone system- One of the action plans for 2014/15 for the practice is to reevaluate the

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telephone contract. If the patient wishes to speak with a doctor or nurse, they can leave a message at reception and the clinician will get back to the patient after surgery has finished.

	Haven't tried		Easy		Neither easy nor difficult		Difficult	
	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14
Getting through on the phone	26	26	90	84	53	40	67	99
Speaking to a doctor on the phone	103	96	67	72	38	26	20	38
Speaking to a nurse on the phone	125	123	53	53	27	19	19	26
Obtaining test results by phone	93	86	82	90	27	23	22	31



Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

- I am very satisfied with the surgery and if I leave the message with the receptionist for doctor to call me, I always get a quick response from the doctor.

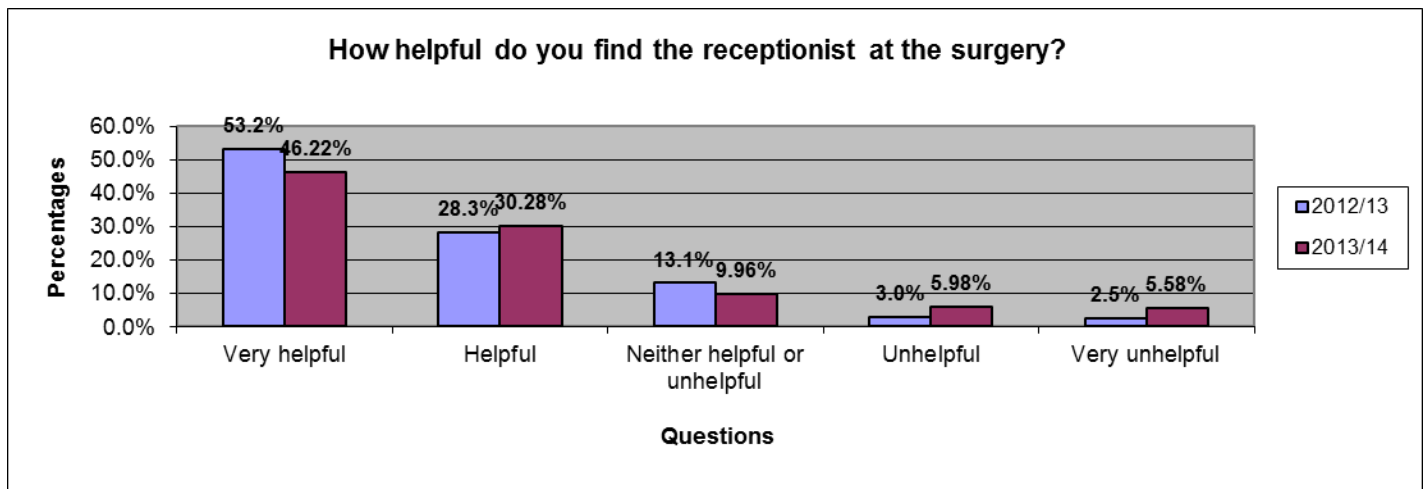
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Q6: How helpful do you find the receptionist at the surgery

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	
	2012/13	2013/14
Very helpful	53.2%	46.22%
Helpful	28.3%	30.28%
Neither helpful or unhelpful	13.1%	9.96%
Unhelpful	3.0%	5.98%
Very unhelpful	2.5%	5.58%



Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

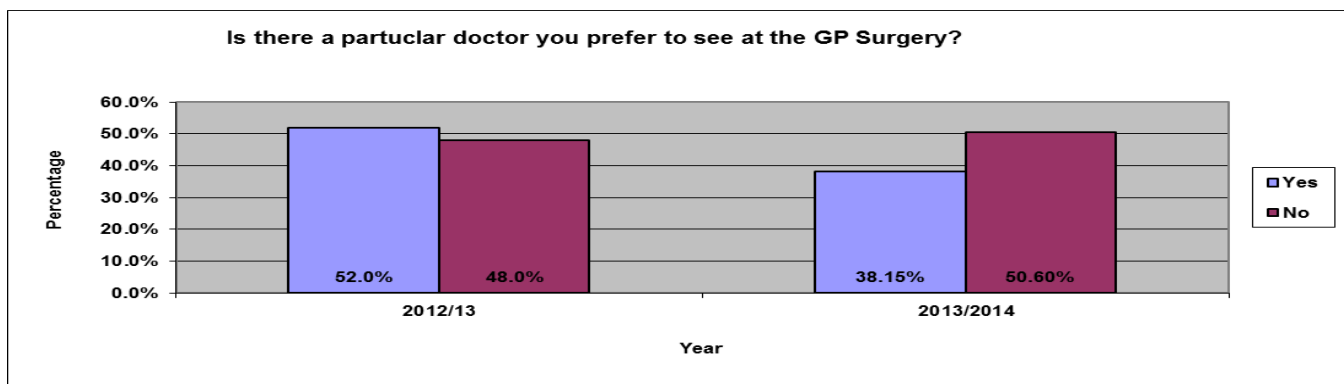
- all the doctor's and receptionist are very helpful and polite.
- Appts not helpful but other issues sorted out
- Especially Bhanu at Eastcote surgery - very friendly
- All of the receptionists are excellent, very friendly and helpful.
- The receptionists are the opposite of so many stories one hears of doctors receptionists. I can't fault them
- There is more than one reception and they are all very helpful apart from one. Unfortunately I'm not aware of her name.
- the receptionist need to learn some manners and to stop telling us lies saying the doctors have no bookings when all of a sudden they turn around and give us a booking! Its petty and have no respect for ill people!

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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	
	2012/13	2013/2014
Yes	52.0%	38.15%
No	48.0%	50.60%



Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

- I prefer to see the doctor I have been seeing for over 25 years. I have seen another doctor when he was not available and I found her very condescending
- I find that one is easier to talk to than the others and seems to have more time for you
- Mostly you see whoever is available, which is when the experience varies considerably. If you can see who you want to see the experience is much better, but I understand that this is not always possible. My comments have been based on my worst experiences, not my best ones.
- Dr VJ as very understanding and takes time to go through things with you.
- I am not fobbed off, problems are investigated properly. My under active thyroid was diagnosed quickly. Not all GPs are so thorough.
- Dr Jayesingh, but if he is not available, I'm happy to see others.
- IT IS VERY DIFFICULT TO GET AN APPOINTMENT WITH MY PREFERRED DOCTOR

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

As can be seen the numbers have gone up from previous years.

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

	2012/13 Good	2013/14 Good	2012/13 Neither good nor poor	2013/14 Neither good nor poor	2012/13 Poor	2013/14 Poor
Giving you enough time	187	191	23	25	9	27
Asking you about your symptoms	188	189	16	29	9	22
Listening	186	189	21	30	9	24
Explaining tests and treatments	178	174	26	42	9	21
Involving you in decisions about your care	169	171	29	40	15	22
Treating you with care and concern	190	189	21	26	6	23
Taking your problems seriously	187	118	22	13	10	23

Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

- Excellent surgery staff- from reception staff to GPs and nurses. thank you to one all all and the back room/admin staff also who all work so hard. Getting appointments is still hard and you can be holding on the phone for quite a while sometimes but staff try their best and if I have to queue then I do- it is my health and I must do my bit to help myself- whatever the system is. Text reminders are great as is the check in screens.

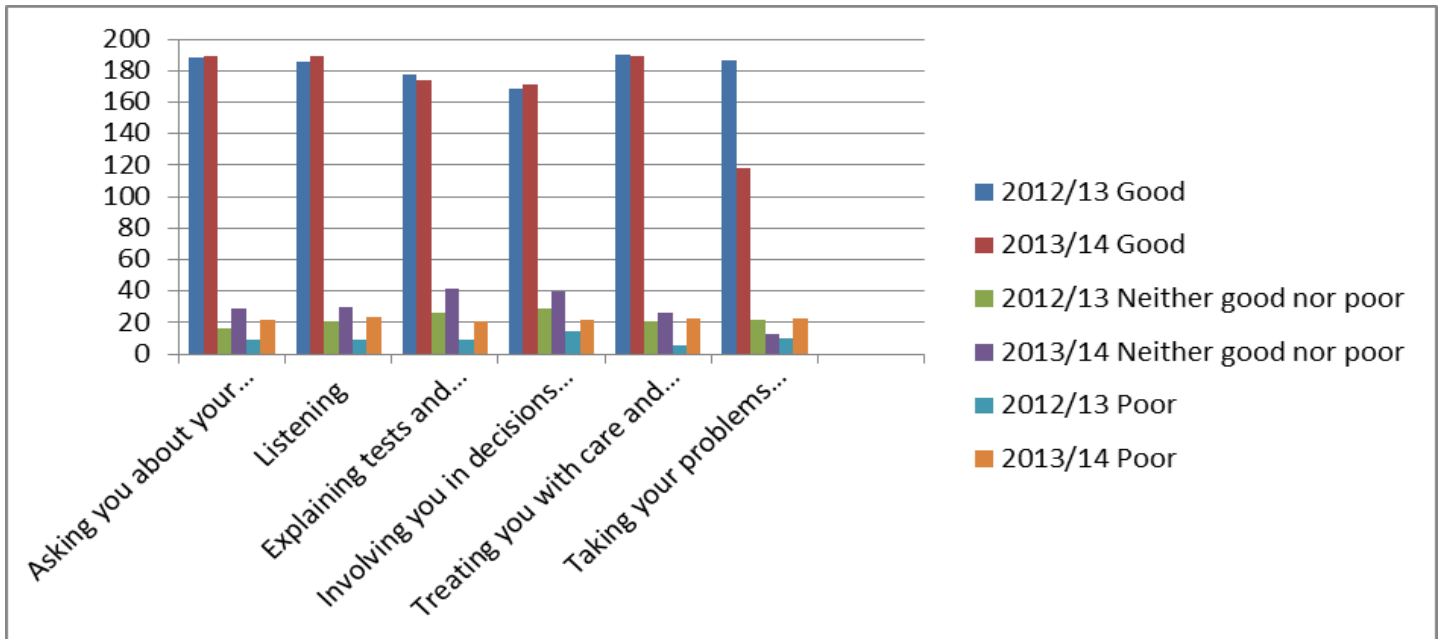
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Q9: Thinking about the nurse you see most often how would you rate them in following areas?

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

Answer Options

	2012/13 Good	2013/14 Good	2012/13 Neither good nor poor	2013/14 Neither good nor poor	2012/13 Poor	2013/14 Poor
Giving you enough time	173	182	20	23	4	17
Asking you about your symptoms	155	164	28	33	5	17
Listening	161	165	23	31	8	25
Explaining tests and treatments	156	159	27	37	6	18
Involving you in decisions about your care	150	153	32	37	6	19
Treating you with care and concern	163	167	23	29	5	20
Taking your problems seriously	156	161	26	33	6	19

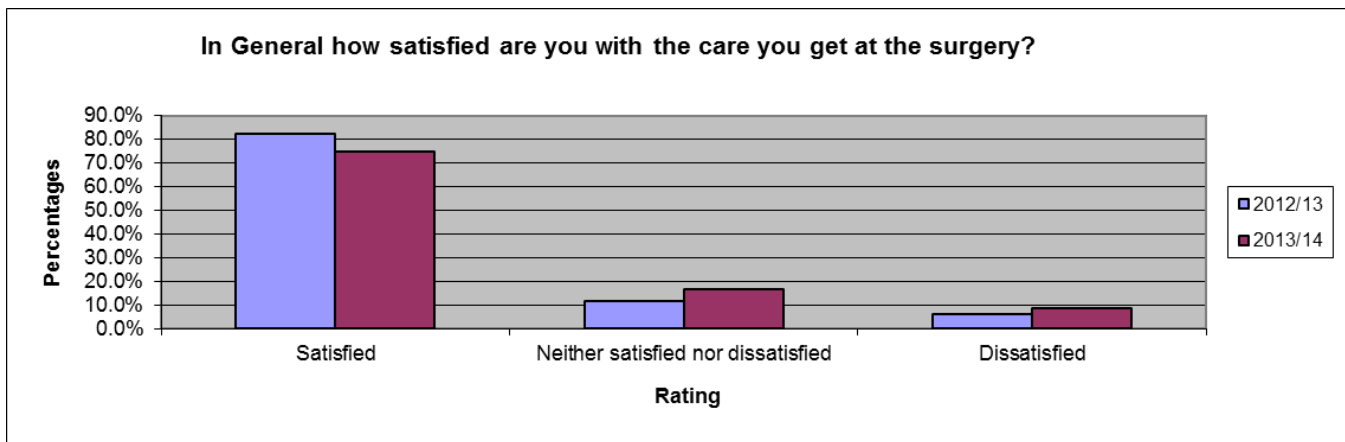


This numbers below have increased from the previous years.

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

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In general how satisfied are you with the care you get at the Surgery?		
Answer Options	Response Percent	
	2012/13	2013/14
Satisfied	82.3%	74.79%
Neither satisfied nor dissatisfied	11.6%	16.67%
Dissatisfied	6.0%	8.54%



Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

- I am happy with my care at the surgery,
- I have always had good care and owe my life due to picking up of high blood pressure in pregnancy and was in hospital same day and gave birth to healthy girl.

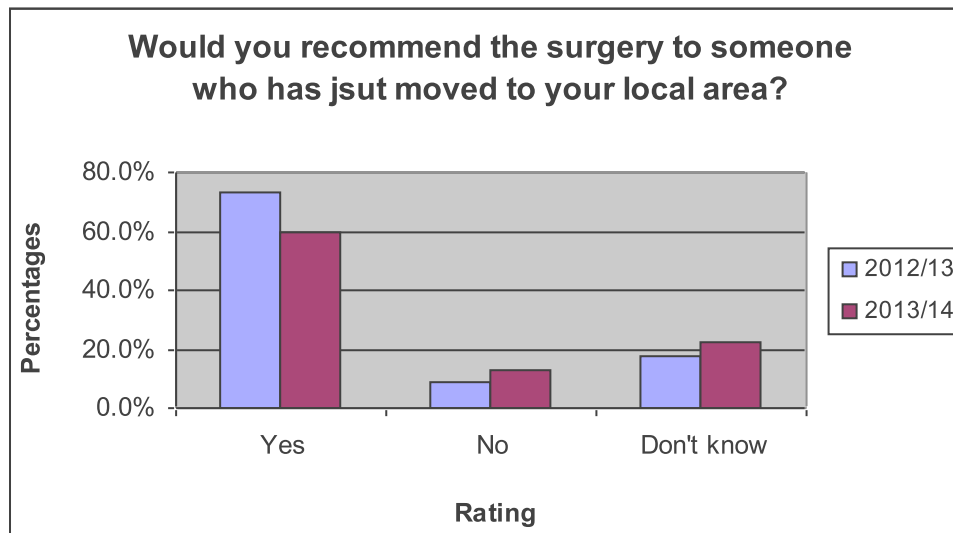
Q11: Would you recommend the surgery to someone who has just moved to your

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local area?

It is very discouraging to know that only 59.8% respondents in 2013/14 as opposed to 73.5%. 22.54% would recommend the surgery, however, this is due to patient perception of the surgery and the only way to change this is through patient education, which the surgery will be pursuing.

Answer Options	2012/13	2013/14
Yes	73.5%	59.84%
No	8.8%	13.11%
Don't know	17.7%	22.54%



Some positive and negative comments were copied and pasted without any correct as were given by patients on the survey.

- I would happily recommend the Eastcote practice

Q 12: Gender?

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Answer Options	Response Percent	
	2012/13	2013/14
Male	52.9%	40.16%
Female	47.1%	52.46%

Q13: Your age

Answer Options	Response Percent	
	2012/13	2013/14
Under 18	1.4%	0.00%
18 to 24	8.5%	6.97%
25 to 34	11.3%	13.52%
35 to 44	18.3%	18.44%
45 to 54	20.2%	23.77%
55 to 64	21.6%	21.72%
65 to 74	14.1%	9.43%
75 to 84	4.7%	0.41%
85+	0.0%	0

Q14: Which group best describes your ethnicity?

Which group best describes your ethnicity?		
Answer Options	Response Percent	
	2012/13	2013/14
White British	38.7%	37.04%
White Irish	2.5%	2.47%
Black British	5.0%	4.53%
Caribbean	2.5%	2.06%
African	1.5%	1.23%
Indian or British Indian	17.6%	19.34%
Arab or British Arab	0.5%	0.82%
Pakistani or British Pakistani	6.5%	3.29%
Bangladeshi or British Bangladeshi	3.0%	0.41%
Sri Lankan or British Sri Lankan	13.1%	9.47%
Chinese or British Chinese	0.5%	0.82%
Other British Asian	3.0%	2.47%
Mixed British	3.0%	1.23%
Other, please state	2.5%	4.53%

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Summary

The survey results were as expected, 58.71% of the patients at Kings Road Medical Centre, 40.53% at Eastcote took part in the survey, 076% skipped the question. The practice was unable to compare the practice survey with the National survey average as the questions differed vastly.

29.18% 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. Kings Road Medical Centre runs an extended-hours session every Monday from 6:30-8:30pm, there are two doctors on site running concurrent surgeries. During normal surgery time if a patient is more than 10 minutes late, reception enquire from the Gp if they will see the patient, unfortunately the practice is unable to extend this courtesy in the extended hours. Doctors have given specific instructions; if a patient is late in the extended hours they will not be seen as this can delay the doctor and other patients waiting.

66.15% of the patients were satisfied with the opening hours of the surgery and 84.7% knew the opening hours of the practice. 84 patients found it easy getting through on the phone, and 72 patients found it easy to speak to a Gp on the phone, 53 patients found it easy to speak to a nurse, and 90 patients found it easy to obtain test results via the phone. 78.03% of the patient population found the reception staff very helpful.

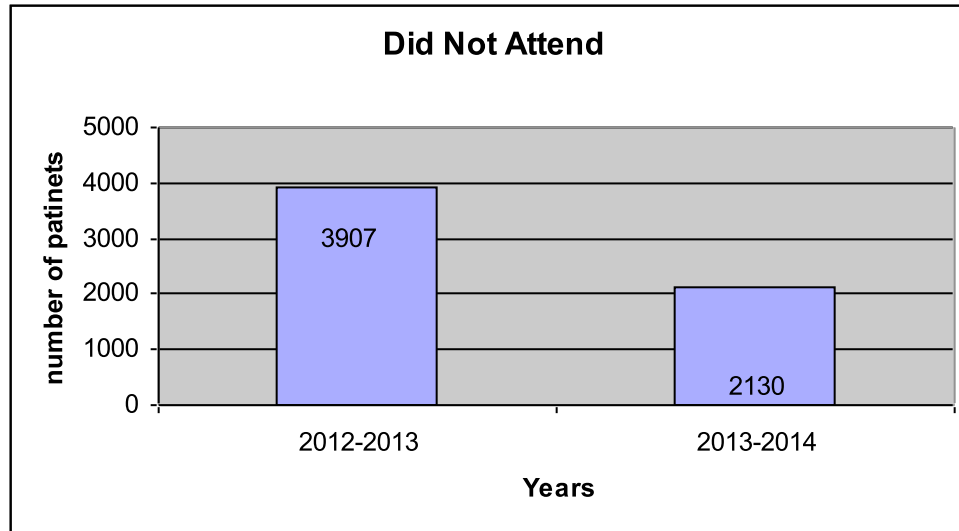
There is a slight increase difference in the percent of patient who wished to see a particular GP. Last year 48% of the patient population had no preference whilst this has increased to 50.60%. The survey showed that there was a slight increase the patient population who were neither satisfied nor dissatisfied with the handling of their illness by the clinician who was treating them. Patient education is the key to improving communication with our patient population.

Lack of appointment

Lack of appointments has been visited on numerous occasions during various Patient Participation Group Meetings as well as in house staff meetings. The practice has provided the maximum amount of appointments for the Gps and other clinicians as is possible due to space and manpower. Patients make appointment but do not turn up or even phone to cancel the appointments; 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. This unfortunately cannot be solved even if there was space available to schedule in another GP session as DNA would still occur. The DNA'ed appointment can be appointments booked on the day or even appointments booked in advance.

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.

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For 2012-2013 the data range for the above figures are from 1st April to 31st March and in 2014 figures it relates to 1st April 2013 to 28th February 2014. According to our calculations, the practice lost **651hours** in 2012-13 (this equates to 27.1 days) and **355hrs** in 2013-14 in un-informed Did Not Attend appointments (this equates to 15 days lost).

Review of 2013 Action Plan

1. **Queuing system on the telephone at Kings Road Medical Centre** – As the surgery is tied into a contract this would be possible until the contract has been terminated and the practice is in a position to view other contracts. To terminate the contract mid-term would not be financially viable for the practice.
2. **Improve Website** – the Practice Manager is in the process of updating the website.
3. **Early morning queuing to get appointments both at kings Road and Eastcote Surgery-** The Surgery does not advocate early morning however, the patients have taken it upon them selves to queue due to lack of appointments – this can be combated if patients can phone and cancel their booked appointment as over 2000 booked appointments have been wasted due to patient not turning up or phoning in advance to cancel.
4. **Reception Area at Kings Road Medical Centre-** since the last survey, Kings Road Medical Centre has benefited with the laying of the new floor.
5. **Reception Staff** – Reception staff have been provided with in-house training

Action plan for 2014-15

1. Telephone system
2. Patient Education
3. Extended hours being offered at Eastcote
4. Display current DNA monthly figures

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Surgery Opening Times

OPENING HOURS	Details of opening hours			
	Reception		Phone	
	Kings Road	Eastcote	Kings Road	Eastcote
Opening Hours (reception and phone line opening)				
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