

Heathgate Medical Practice
D82078

Directed Enhanced Service (DES)
Patient Reference Group



Summary of actions to comply with the 2014/2015 DES

March 2015

This version of the report is in addition to the national template submitted to NHS England East Anglia Area Team, also publically available

Background

The Patient Reference Group Directed Enhanced Service (DES) has over the past three years, required us, in conjunction with our Patient Reference Group (PRG) to undertake an annual patient survey.

The content of the survey had to be approved by the PRG and as a result of the survey responses, we were required to discuss the key trends with the PRG and create an action plan to implement change as a direct result of the survey findings.

With the introduction of the Friends and Family Test (FFT) in General Practice this year, the requirement has changed.

We are not required to create and undertake such a comprehensive survey but are with our PRG, still required to review patient feedback (from a range of sources), identify three key priority areas and create an action plan to implement change based on the themes identified.

Our very supportive PRG has helped us achieve this objective this year and this report summarises the process we followed this year.

During our PRG meeting on 14th May 2014 we discussed the requirements of the DES and the PRG agreed to support us. The group were still keen to undertake some form of patient survey and then use this as the source for the action plan.

We agreed to create a series of postcards with a general question about our service and four other themes to prompt patients to providing feedback that could then be used in identifying the three key areas.

We decided to call the campaign 'Send us a postcard' and we promoted it on our website, in Practice and in our Summer newsletter.

Send us a postcard!

The campaign ran for 6 weeks from the 14th July 2014 over the summer period.

The postcards

Each of the four postcards carried two questions. The first was the same on each and the second covered the following areas:

- Our opening times
- How to access urgent medical care when we are closed

- What other medical services we could offer
- The earliest and latest appointment times we offer

The post cards were printed professionally and this is an example of one of them.

Heathgate Medical Practice
SEND US A POSTCARD

Question 1

Who was your main contact with today?

1. A GP
2. A Nurse
3. Reception
4. Our dispensary

Overall, please indicate how satisfied you are with the service you received (circle one).
Fully satisfied / Partially satisfied / Unsatisfied / Very unsatisfied

Question 2

How would you obtain urgent medical care when we are not open?

.....

.....

Please return the card to the Practice via the collection container in Reception.

400 cards were printed (100 of each of the second questions) and 239 were returned (60%). The Partners and PRG were delighted with this response rate. The results were collated.

Results – question one

Here are the results of the general question that appeared on each card. There is an overall Practice result and those specific to our Poringland and Rockland St Mary surgeries,

Overall, please indicate how satisfied you are with the service you received today. There were 4 main contact options (GP, Nurses, Reception Team and Dispensary) and 4 response options.

GPs

| | Poringland responses | Rockland Responses | Total |
|---------------------|-----------------------------|---------------------------|--------------|
| Fully satisfied | 64 | 21 | 85 |
| Partially satisfied | 3 | 3 | 6 |
| Unsatisfied | 0 | 0 | 0 |
| Very unsatisfied | 2 | 2 | 4 |
| Total | 69 | 26 | 95 |

Nurses

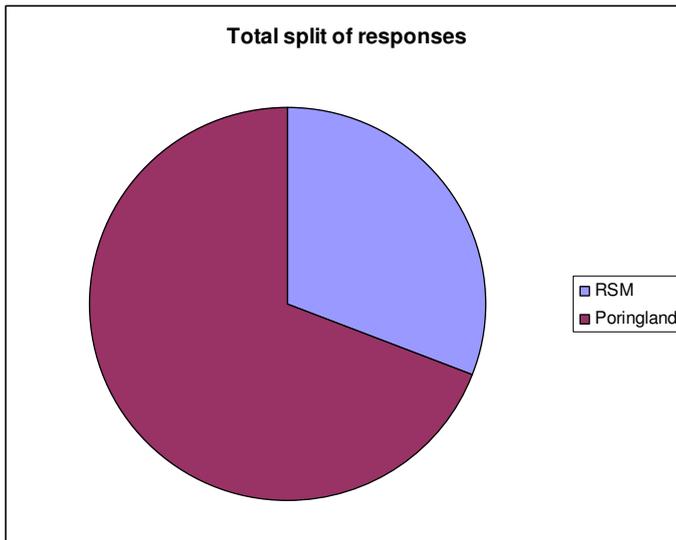
| | Poringland responses | Rockland Responses | Total |
|---------------------|-----------------------------|---------------------------|--------------|
| Fully satisfied | 39 | 13 | 52 |
| Partially satisfied | 0 | 0 | 0 |
| Unsatisfied | 0 | 0 | 0 |
| Very unsatisfied | 1 | 3 | 4 |
| Total | 40 | 16 | 56 |

Reception team

| | Poringland responses | Rockland Responses | Total |
|---------------------|-----------------------------|---------------------------|--------------|
| Fully satisfied | 22 | 14 | 36 |
| Partially satisfied | 1 | 2 | 3 |
| Unsatisfied | 0 | 0 | 0 |
| Very unsatisfied | 4 | 0 | 4 |
| Total | 27 | 16 | 43 |

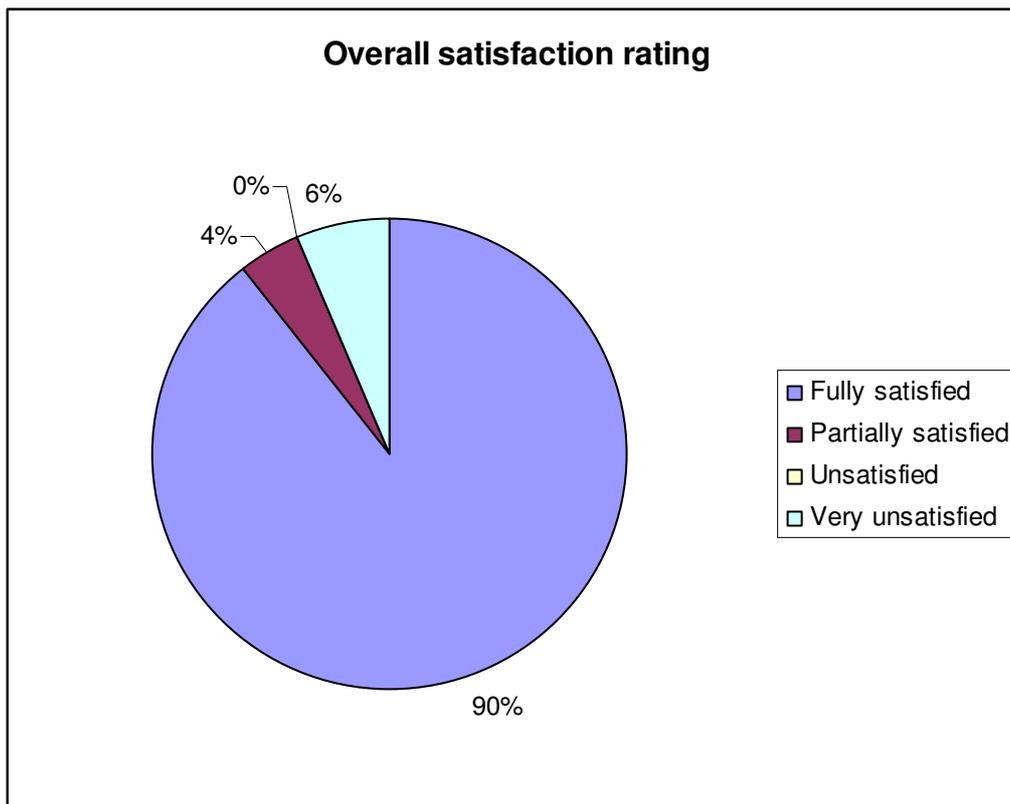
Dispensary

| | Poringland responses | Rockland Responses | Total |
|---------------------|-----------------------------|---------------------------|--------------|
| Fully satisfied | 37 | 4 | 41 |
| Partially satisfied | 1 | 0 | 1 |
| Unsatisfied | 0 | 0 | 0 |
| Very unsatisfied | 3 | 0 | 3 |
| Total | 41 | 4 | 45 |



31% of responses were from Rockland St Mary patients, which is a greater percentage of the patient list split between the two surgery sites.

Taking the total responses from across both sites, this is how the overall satisfaction index rating for all groups looks:



94% of patient were either fully or partially satisfied with our service. It is of course disappointing to see any unsatisfied rating but without asking the patients that chose this option to explain their reasoning, unfortunately we are unable to investigate this further.

None of the post cards with the 'very unsatisfied' choices had any other comment, explanation or reasoning for the choice made.

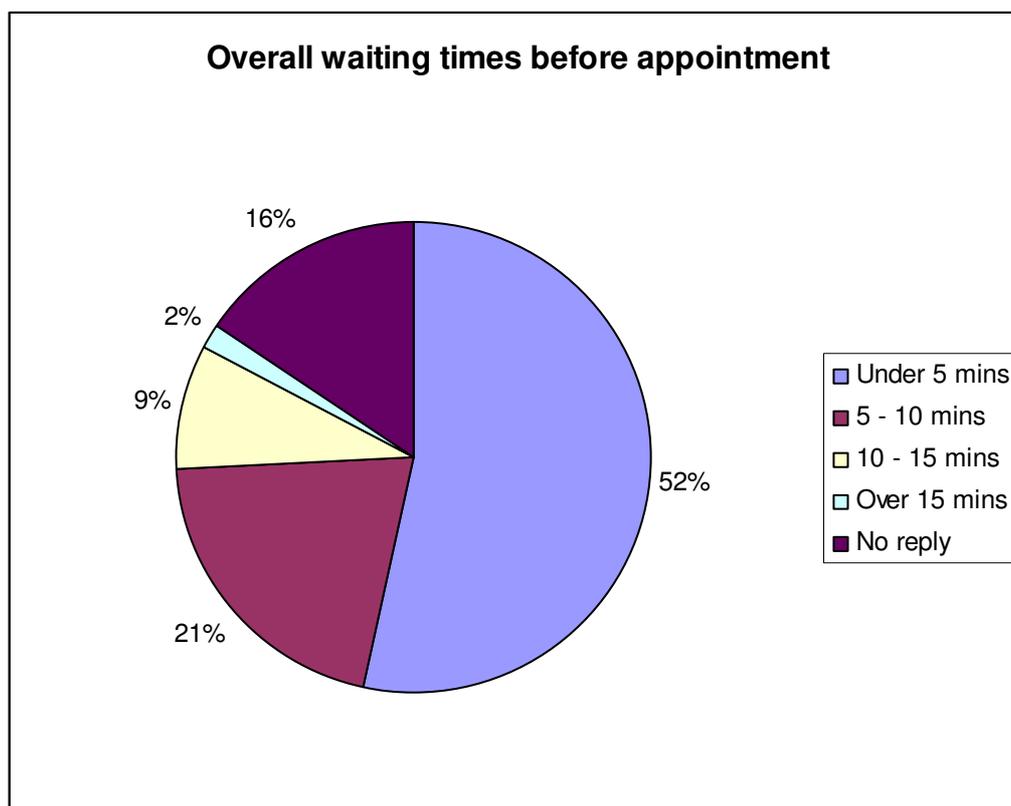
Results – question two

Taking each of the four individual questions on the post cards in turn:

If you had an appointment today, how close to your booked appointment time were you seen?

| | Poringland responses | Rockland Responses | Total |
|-----------------|-----------------------------|---------------------------|--------------|
| < 5 minutes | 20 | 11 | 31 |
| 5 – 10 minutes | 8 | 4 | 12 |
| 10 – 15 minutes | 5 | 0 | 5 |
| > 15 minutes | 1 | 0 | 1 |
| No reply | 4 | 5 | 9 |
| Total | 38 | 20 | 58 |

Here are the overall percentages:



The positive message here is that 73% of the appointments during the period of the consultation saw patients being seen very close to their appointment time (within 10 minutes). The longest waits were at Poringland.

This can be difficult to balance, as sometimes if there is an urgent situation requiring attention or someone is particularly ill, it is not always possible to run to time. Some of our clinicians have 'catch up' slots in the middle of their clinics which, were introduced to help

prevent them running late. All our clinicians apologise if they are running late and at the beginning of March we loaded new software to our automatic check machines that now provide patients with details of their estimated wait time to be seen.

What other medical services would you like us to offer our patients?

There were 47 responses from Poringland patients. These have been grouped where possible.

| Area | Number of responses |
|--|----------------------------|
| Saturday opening | 2 |
| Dispense to all | 2 |
| Hearing aid batteries | 1 |
| Evening appointments | 2 |
| Chiropody | 1 |
| Minor illness clinics | 1 |
| Patient events on clinical matters | 1 |
| Health promotion – lifestyle clinics | 1 |
| Out of hours services | 1 |
| Comments but non specific – such as ‘lots’ | 1 |
| None or nothing | 7 |
| No reply | 27 |
| Total | 47 |

Some of these services are already offered in Practice although clearly from these responses, some patients are not aware of this.

If we exclude those who did not reply, 35% of people who responded at Poringland, do not think there is the need for us to offer any additional services.

There were 23 responses from patients at Rockland St Mary surgery.

| Area | Number of responses |
|-------------------------------------|----------------------------|
| Physiotherapy | 1 |
| X Rays | 1 |
| Later appointments in the afternoon | 2 |
| Saturday opening | 1 |
| No reply | 18 |
| Total | 23 |

What are the earliest and latest appointment times we offer?

There was a real mixed bag of replies. The responses from Poringland patients:

Earliest

7.30am – 1 reply
8am – 10 replies
8.50am – 1 reply
8.30am – 6 replies
10am – 1 reply
No response – 18 replies

There were 37 responses in total

Latest

3pm – 1 reply
5pm – 1 reply
5.30pm – 2 replies
6pm – 11 replies
7pm – 1 reply
7.15pm – 1 reply
7.30pm – 1 reply
No response – 18 replies

There were 37 responses here too!

The Rockland responses are as follows:

Earliest

7am – 1 reply
8.30am – 6 replies
No response – 6 replies

There were 13 responses in total

Latest

5pm – 3 replies
5.30pm – 4 replies
No response – 6 replies

There were 13 responses

How would you obtain urgent medical care when we are not open?

With the press reporting increasing numbers of people attending A&E when there are other routes to access health care services out of hours, both the Partners and PRG were keen to ask this question. Again, there were some really interesting responses. They have been grouped where possible:

| | Poringland responses | Rockland Responses | Total |
|---|-----------------------------|---------------------------|--------------|
| Visit A&E | 10 | 2 | 12 |
| Call and take instructions from your answer phone | 5 | | 5 |
| Call 999 | 7 | 1 | 8 |
| Call 111 | 3 | 4 | 7 |
| Call 999 or 111 depending on situation | 2 | 3 | 5 |
| Chemist | 3 | | 3 |
| Walk in centre | 4 | 3 | 7 |
| Consider all options depending on situation | 3 | 2 | 5 |
| Other – such as pull my emergency cord | 3 | 2 | 5 |
| No response | 1 | 2 | 3 |
| Don't know | 1 | | 1 |
| Total | 42 | 19 | 61 |

We accept the question is quite general. i.e. we do not describe what constitutes 'urgent medical care' (this could be signs of a stroke or simply run out of essential medication), but there are some interesting responses.

Taking out the no response, over 35% of patients suggest they would call 999 or visit A&E. This may be the appropriate route for the care needed or is this the type of inappropriate visit to A&E that is causing increased demand at our local hospital.

Other comments

Whilst there was not a general comments box, some cards carried other comments, which are worth highlighting. One comment of a very personal nature has not been reported and the card destroyed.

- Thank you for your excellent service
- Hilary, Christine and Liz – an excellent team
- 3 stars to Kerry who always has a happy face
- All reception team are helpful and supportive
- Dr Palframan must not retire
- I know I have to wait to see my GP but I am happy with that
- Excellent service – thank you
- We are looked after so well
- Dr Dennis has good listening skills, excellent communication and is very person centred
- No other proposals – surgery is excellent
- Sharon – thank you
- So far, so good
- Tracey and Frances – fully satisfied with their help
- Sharon took my blood and there was not a drop leaking after she and done it
- Excellent on line service
- No need to change a thing – ‘it aint broke’
- Dr Ames is great
- Dr Brookings was very caring

Reviewing and agreeing an action plan

The findings were initially discussed at a Partners business meeting and then summarised in a document which was shared with the PRG.

This was the key agenda item for discussion at our PRG meeting on 4th November 2014 when this matter was discussed in detail.

The minutes of that meeting are available on our web site under the Patient Reference Group tab.

Like the Partners, the PRG were delighted with both the response rate and the overall satisfaction question. Here are the two extracts from the PRG meeting minutes covering this;

[‘This is a 60% response rate, which members acknowledged was a great achievement’.](#)

[‘Generally like the Practice Team, members felt we should be pleased with the overall satisfaction result of 94% of patients being either fully or partially satisfied with the service they received from us during the period of the survey’.](#)

The results of the survey were shared with our wider Practice patient population through our October Practice newsletter, which is available to patients in paper form in Practice and electronically on-line. Our March 2015 copy carries an update on the Send us a Post Card action plan.

Agreed action plan

The PRG made three suggestions for an action plan, which were agreed with the Practice representatives. Using the 'you said', 'we did' methodology these are summarised below, along with details of how we delivered them.

Action One

You said:

The survey suggested that there was confusion over our opening times and so the PRG asked for greater promotion of our opening times on our website and at the entrances to our buildings.

We did:

Our website has a designated page for opening times and these are now also carried in the rolling news banner on the home page.

All entrances to the surgery sites have new clearer signage of our opening times.

At our Rockland St Mary surgery, which is open part time, the answer phone message when we are closed is clearer about how to access health care at that time.

Also at Rockland St Mary surgery, we plan to revert back to core afternoon opening of 2.30pm to 5.30pm rather than an earlier closing in the winter months, as we have agreed to change our staffing levels at the site for safer working.

At Poringland, we have increased promotion of our Extended Hours early, late and weekend service in our patient leaflet and website.

Action Two

You said:

Some patients from their responses about the services they would like us to offer, are clearly not aware of those we already offer in Practice; including minor injury and minor surgery clinics.

We did:

We have improved the section in our Practice leaflet on the range of services we offer in surgery and also made this clearer on our website.

Action three

You said:

There were a range of responses to the question around how to access urgent medical care when the surgery is closed, with a suggestion from the PRG that patients are not still fully aware of the NHS 111 service.

The third action was for the Practice to increase awareness around the NHS 111 service both on our website and in local parish newsletters.

We did:

The NHS 111 logo has greater prominence on our website with a message in the rolling news banner. Details of the 111 services also now appear on the 'opening times' page of the site and the wording in our Practice leaflet is clearer around accessing this service.

We have also had articles written by the Practice published in three prominent local Parish Newsletters, which cover 80% of our Practice population area, about the NHS 111 service.

Summary

As indicated above the Practice has implemented change as a result of the action plan agreed with the PRG and we hope these actions make a difference in the following areas:

- Awareness of our opening times
- Awareness of the full range of services we offer
- Awareness of the NHS 111 service

Where any change is implemented, it is good practice to measure the impact of the change and a repeat survey focusing on these three areas will be discussed with the PRG at the Spring 2015 meeting.

Since the post card survey, the national Primary Care Friends and Family Test, in which we are contractually obliged to participate, has been launched. We are collecting monthly feedback from patients on the services we provide and submitting this to the national data portal.

The Partners discuss the monthly results and the data will be shared with the PRG at the next meeting.

Garry Whiting
Managing Partner
14th March 2015