

Chilwell Valley & Meadows Surgeries

Results from the 2013 Annual Patient Survey

SUMMARY & KEY RESULTS

During January 2013 209 registered patients from both surgeries completed a copy of the General Practice Assessment Questionnaire (GPAQ) together with an additional question relating to access.

Some highlights:

Helpful Receptionists: Nearly all respondents say that our receptionists are either very helpful or fairly helpful.

Online Appointment Booking: More people want to be able to use online booking to make their appointments - this availability of this service has been publicised but is still not widely used

Overall Experience of the Practice: Four-fifths of respondents rate the care that they receive from the practice as very good or excellent, and a similar proportion would definitely recommend the practice to others.

Opening Times: 85% of respondents are happy with current opening times. Those that weren't happy wanted the surgery to open after 6.30pm and on Saturdays. [NB Some regular appointments are already available after 6.30pm at Chilwell Meadows Surgery.]

Clinical Care: More than nine out of 10 respondents say that the doctors or nurses that they see are either good or very good at giving them enough time, listening to them, explaining tests and treatments, involving them in decision making, and treating them with care and concern.

Comparison with 2012

The findings were very similar to those from the 2012 survey with the following exceptions:

A slightly higher proportion of people reported that it was difficult to get through to the surgery by phone (17% compared with 13% in 2012)

Slightly fewer people said that it was easy to get an appointment both on the same day (86% compared with 91% in 2012) and in advance (72% compared with 77% in 2012).

Median waiting times to be seen had reduced to 5-10 minutes (compared with 11-20 minutes in 2012) but levels of satisfaction about waiting times have not increased.

Full details of the survey are shown on the next pages. The results will be discussed by members of the Patient Reference Group on Wednesday 4th March at 6.30pm at Chilwell Meadows Surgery.

BACKGROUND

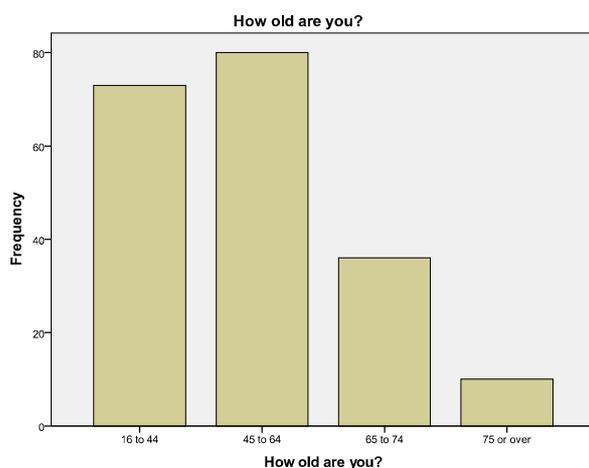
How was the survey conducted?

- We gave out 100 questionnaires to patients attending each of our surgeries in the two weeks commencing 14th January 2013.
- We also emailed all members of the Practice 'virtual' Patient Reference Group and invited them to complete an on-line version of the survey.

Who completed the survey?

We received 209 completed responses:

- Half were from patients who normally attend Chilwell Meadows Surgery and half were from patients who normally attend the Valley Surgery.
- 180 surveys were completed by patients attending the surgery and 29 were completed online.
- 71 of respondents (35.7%) were male and 128 (64.3%) were female (10 people didn't answer this question)
- In terms of ethnicity, 97.5% of people who completed the questionnaire described themselves as white, and the remainder were from a mixture of ethnic groups.
- 54.6% of respondents reported that they had a long-term medical condition.
- Just over half of respondents (57.3%) reported that they were working / employed, with 24.6% being retired, and the remainder being unemployed (1.0%), in full-time education (1.5%), unable to work due to medical problems (8.0%) or looking after home / family (5.5%).
- The age distribution of people who completed the questionnaire is shown below:



There were no statistically significant differences in any of the above between respondents from the Valley Surgery and those from Chilwell Meadows Surgery.

RESULTS

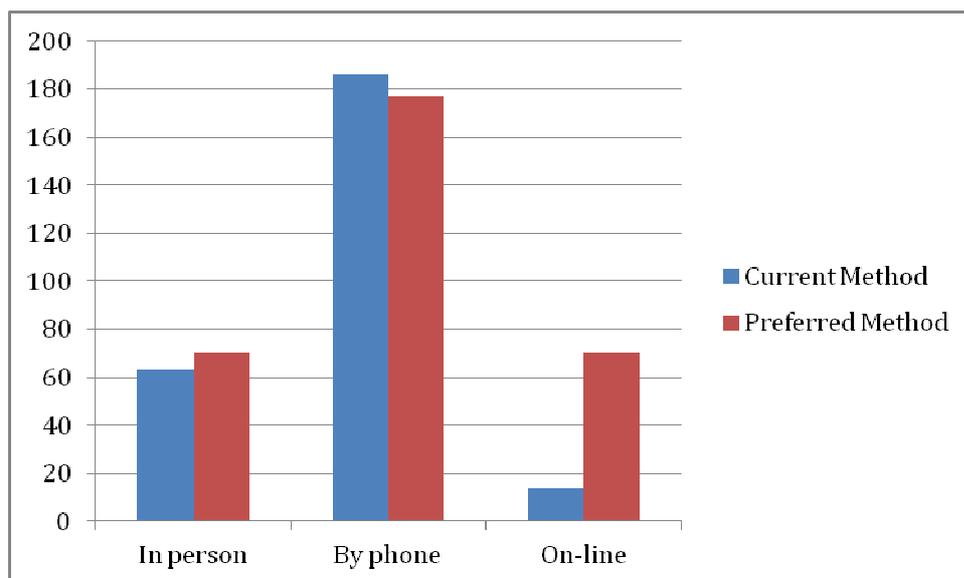
The survey asked about receptionists and getting through to the surgery by phone:

- Nearly everyone (99%) who completed the survey said that our receptionists are very helpful (80%) or fairly helpful (19%). [no difference from 2012]
- Of those that had tried to get through to the surgery by phone, 83% of respondents reported that it was very easy or fairly easy, but 17% thought that it was not easy. [in 2012 13% said that it was 'not easy']
- Of those that tried to speak to a doctor or nurse by phone, 75% reported that this was very or fairly easy, but 25% said that it was not easy. [no difference from 2012]

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

The survey asked about booking appointments:

The figure below shows that the majority of people book their appointments by phone, but more people would prefer to be able to book online. These results are similar to those from 2012 despite efforts to increase awareness of on-line booking facilities.



There was no significant difference in responses between the Valley Surgery and Chilwell Meadows Surgery.

The survey asked about ease of booking appointments:

86% of respondents who had tried to get an appointment on the same day reported that they were normally able to do so (compared with 91% in 2012). Although 77% of respondents indicated that it was important to be able to book an appointment in advance, only 72% reported that it is easy or very easy to do so (compared with 77% in 2012). Only 65% of respondents from Chilwell Meadows Surgery agreed that it was easy to book ahead compared with 81% of those from the Valley Surgery

The survey asked about people's experience of seeing a particular doctor:

- Of the 165 patients who like to see a PARTICULAR doctor, 40% said that they can usually be seen on the same or next day, but 36% reported having to wait five or more days. Only 47% rated this aspect of our service as very good or excellent and 15% rated it as poor or very poor. These results are similar to 2012.
- 134 (64%) of respondents said that they like to see a particular doctor. Of these, 43% managed to see or speak to their preferred doctor almost all of the time (compared with about half in 2012), whilst 20% only saw them some of the time. These results are similar to 2012.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

The survey asked about people's experience of seeing *any* doctor:

- Of the 198 patients who tried to see ANY doctor, 80% said that they can usually be seen on the same or next day (compared with 85% in 2012), with only 4% having to wait five or more days. 70% thought that this was very good or excellent (compared with 79% in 2012), with only 4% rating it as poor or fair.

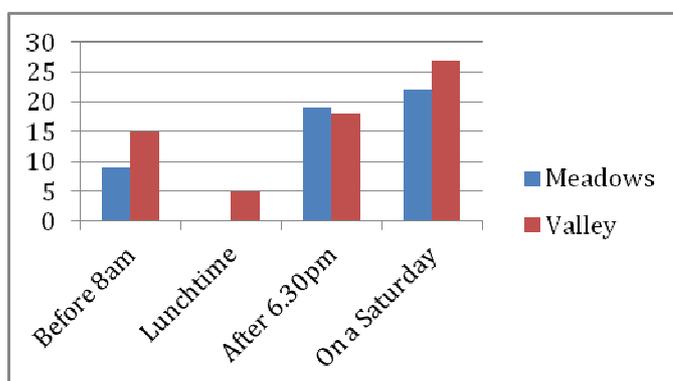
There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

The survey asked for comments about the practice opening times:

- 85% of people who completed the survey said that the current surgery opening times are convenient for them.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

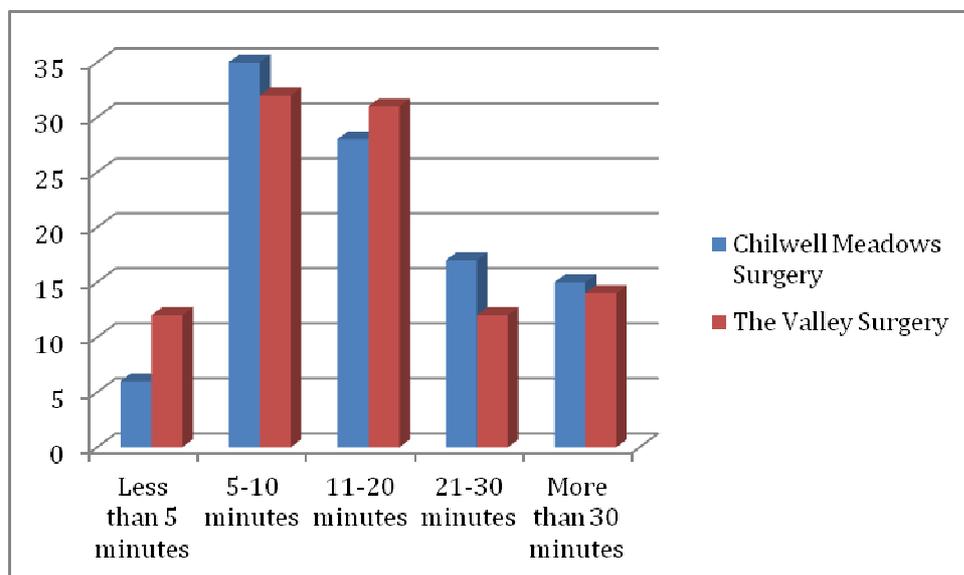
- The preferred opening times for those who said that the current arrangements are not convenient are shown below:



There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

The survey asked about waiting times to be seen at the surgery:

- The figure below shows the length of time that people reported waiting for their last consultation. The median waiting time was between 5-10 minutes (compared with 11-20 minutes in 2012).



- Despite the improvement in waiting times 41% of respondents thought that waiting times were only fair, poor, or very poor; and only 33% rated waiting times as very good or excellent. These ratings were almost identical to 2012.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

The survey asked about the care provided by the doctors and nurses:

Of the 195 respondents that had seen a GP in the past six months:

- 94% thought that the GP was good or very good in giving them enough time;
- 94% reported that the GP was good or very good at listening to them
- 93% thought that the GP was good or very good at explaining tests and treatments
- 91% thought that the GP was good or very good at involving them in decisions about their care
- 94% reported that the GP was good or very good at treating them with care and concern
- 85% of respondents said that they definitely had confidence in the GP that they spoke to, and a further 12.5% agreed with this to some extent.

These results are not significantly different to 2012. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

In terms of practice nurses:

Of the 136 respondents that had seen a nurse in the past six months:

- 96% thought that the nurse was good or very good in giving them enough time;
- 95% reported that the nurse was good or very good at listening to them
- 96% thought that the nurse was good or very good at explaining tests and treatments
- 96% thought that the nurse was good or very good at involving them in decisions about their care
- 96% reported that the GP was good or very good at treating them with care and concern
- 82% of respondents said that they definitely had confidence in the nurse that they spoke to, and a further 17% agreed with this to some extent.

These results are not significantly different to 2012. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

The survey asked about the extent to which the practice helps people to understand their health problems, cope with health problems, and keep healthy:

- 87% of respondents thought that the practice helped them understand their health problems very well, whilst 12% were unsure.
- 87% thought the practice helped them cope with their health problems very well, but 11% were unsure and 2% thought that the practice did not do this very well.
- 77% of people who completed the questionnaire thought that the practice helped to keep them healthy, whilst 19% were unsure and 5% disagreed.

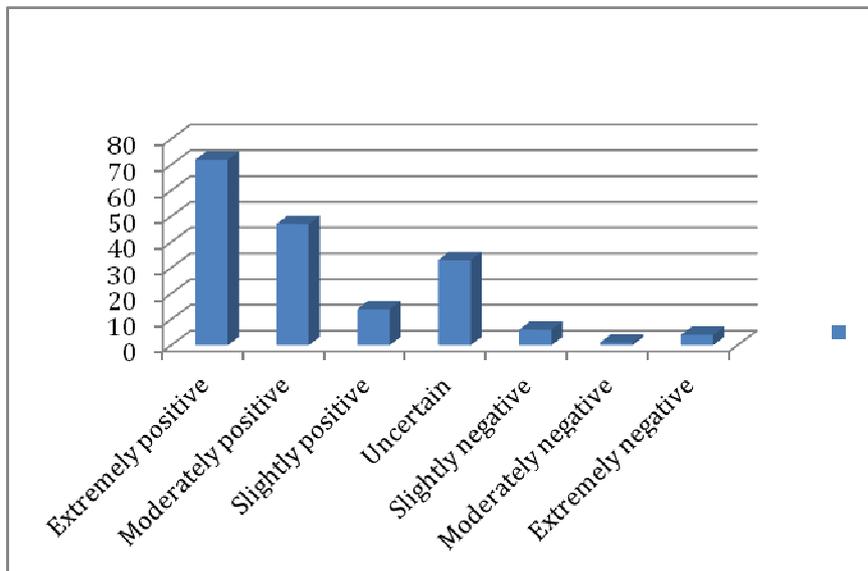
These results are similar to 2012. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Overall 82% of respondents rated their experience of the surgery as very good or excellent, 15% rated it as good, and the remainder rated it as fair or poor.

76% said that they would definitely recommend the practice to someone who had just moved into the area and a further 21% said that they probably would do so.

These results are similar to 2012. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

An additional question was added to the survey this year to invite respondents' opinions about the possibility of introducing a GP based telephone triage system. The distribution of responses is shown below with 75% being positive. In an ancillary question 63% agreed that the proposed system would probably improve care.



Numerous respondents made comments about the possibility of introducing GP telephone triage, and these are appended for information.

Appendix: Free text comments about a possible GP triage system

Alot of people may be able to appointments more easily when they need to be seen, and people that only need a repeat prescription or something easy for GP to deal with over the phone saves time for both parties.

Having 2 young children I would find this very helpful as sometimes i need advice and whether i go to a pharmacist first, they are reluctant to provide anything given their age.

I think this is a good idea because I have seen GP and then been sent to hospital. I feel it would save GP time and my time and stress if I could talk to GP phone and he or she could advise me what would be the best way for me to be treated. And if GP needs to see me or I need to go to hospital.

It would save time and only people that need to be seen will be seen.

I think it's not good use of a GP's time and probably would be better if you used a triage nurse to filter the non-emergencies.

This may free up appointments.

Prevents people having to take time off work to get to the surgery, however may not pick up on the other symptoms over the phone.

It may be difficult to diagnose the problem without seeing the patient in person. People may just like it for general queries.

Normally things I come to the surgery for, need to be dealt with face to face, I use a pharmacist at other times.

Some problems can be solved/eased via a telephone conversation, but regular reviews, blood pressure checks, blood sampling would obviously require a visit.

The main reason I have for seeing my doctor is around flare-ups of psychological illness and I value the face to face consultation hugely. If it was my usual doctor, it may be ok to talk to her on the phone first but would not want to speak to an unknown doctor about the situation

if I ring and have to speak to a doctor then still have to make an appointment it would mean being even later for work, then I already would be.

If unable/unfit to attend surgery it would be very beneficial (as to not spread illness) If it also offers a quicker way to speak to a doctor then waiting my usual week it would be very beneficial.

This would keep waiting times down and allow you to have medical attention without unnecessary delays.

1. I think for the 'working man' at least this would be an excellent option. 2. It would be a good filter to help prioritise who gets seen and when. 3. The ability to view patient history while on the phone would I think save time.

Great idea may save time waiting for appointments.

It is a good idea, it would most probably save time.

May prevent unnecessary appointment saving time for all.

Sometimes face to face contact makes it easier to describe symptoms and communicate feelings.

Generally good idea, but feel 'seeing' the patient in most instances is the best policy.

I think alot of issues could be dealt with over the phone.

I think that most problems could be sorted out on the telephone.

I would like to book an appointment days in advance to fit my schedule if necessary.

Save doctor time on quick queries. Won't work for everything.

Useful in ongoing situations. Useful in reporting blood results or next steps. Wouldn't want to see it as a block to seeing a doctor, but I understand other health professionals can deal with some issues. Would not want to loose face to face opportunities for consultation.

Sometimes I know I don't actually need to see a doctor so to be given the option to just get advice on the phone would be preferable.

Because if i want a doctor i ask for a doctor but if i want a nurse i ask for a nurse. I have to see a doctor for some of my problems and a nurse for others the above system would delay me getting to see the person i need, i sometimes need to see the nurse quickly if her book is full she rings me or tells me when she can see me that day.

It could save time for patients and doctors by reducing the need to be seen. When problem can be dealt with by phone.

It would assist time wasting for patients and doctors.

I would prefer that my baby is able to see a doctor so that they can see any problems and how he is. I'd feel more confident that an accurate diagnosis would be given this way. I would not be concerned about if I needed the service and would be happy for telephone consultation for that - just not my baby.

Ease of time for all concerned.

My sister's surgery is as above and she has difficulty seeing a doctor, and has to explain all her symptoms on the phone, without much success.

In case of uncertainty it would avoid the necessity of an appointment.

I would really like to see a doctor but a phone call for some advice would be helpful.

This would save doctors time if nurses or another doctor was able to give advice over the phone and not waste appointments.

How can you see on the phone? May help but I expect Dr to say call in/make appt for me to see you/ you can use chemist/nhs direct for advice.

Because I try always to see the same doctor and so she knows me and recurring problems, sometimes they can be sorted with quick 1 to1 on phone.

Good idea - my son has a severe learning disability and challenging behaviour and GP visits are difficult for him.

Good idea. Often no need to see a doctor results etc be discussed over the phone.

I have no experience of this system so cannot offer an opinion.

If this practice is used the person you speak to is not necessarily familiar with your medical condition which might mean that you have a delay in treatment/consultation.

Sometimes I don't like appointments because I am worried about wasting a doctor's time, then I have subsequently become quite ill. If I had felt I could speak to a doctor sooner I may have avoided this.

If the problem was a minor query it would save the doctor time is an appointment wasn't needed and reassure patient.

It would stop people wasting doctors time. You would be able to see a doctor only if necessary.

Would potentially save time if problem can be dealt with on phone, though most complaints need personal contact.

I would think, It would free up the doctors time, as they know what person needs to be seen, and be able to prioritise. As at the moment there is always a waiting time in the surgery where you're just sat around waiting. I've known to wait 40 mins before now, which really is unacceptable.

This would be helpful at times when its to check out problems which may not need to have visit to GP.

This would save alot of time. I would benefit from the professional advise from my usual GP and could be guided by them to the next stage (blood tests etc).

Very good idea, to give you an idea if it was urgent. Whilst you may just need a quick chat it will save the patient time by not having to come in. So I think this is very good.

If a certain condition was repetitive and straight forward to deal with then a phone call might suffice as other straight forward and obvious infections. Sometimes good advice and reassurance would suffice.

You may not need to attend the surgery. Answer over the phone may be sufficient.

You don't come across the same over the phone as in person.

Same results in less time - Some things need to be done by a Dr but could be done over the phone - may also be good for less mobile patients.

Well run operation, no problems.

It could speed things up eg. Arranging for blood tests. It could avoid the need for visiting the surgery.

It isn't very often I need to speak to a doctor/nurse first, but in the event that I'd need to, it would be very useful.

Depends on how long you have to wait to speak to the doctor, and how difficult it is getting through on the phone. Any of these problems would make things very difficult and I would prefer no change from current practice.

Would be concerned whether or not I could explain on the phone. Particularly if its something to 'look at'. But for more regularly or routine things then yes a good idea.

For routine ones such as repeat prescriptions etc this could be very efficient.

This would mean that some patient queries/concerns could be dealt with quickly and efficiently and not require a time consuming appt.

If I had acute symptoms i would prefer to be seen. Fortunately I don't use the Dr's regularly and therefore difficult for me to have an informed opinion.

Sounds like nhs direct - poor advice received. Earlier GP diagnosis from actual symptoms would of been better. Could be too general and lots of questions needed to determine accurate diagnosis. Would be interested to see statistics relating to diagnosis using this system.

Can offer reassurance without having to come and wait for appointment. Would probably significantly reduce surgery appointments.

Sometimes it's just a question, i.e can I have a diabetic check, or am I up to date with jabs for abroad?.

For some conditions, there is clearly ne need to be on the presence of a doctor.

Anything that saves time is positive.

Find it easier to speak to a doctor face to face.

You don't know until it's been tried.

I think that this is a good idea as sometimes you can be unsure as to whether a visit to a doctor is required so this would be a good way to enquire first. My concern would be children's appointments I think I would always prefer an appointment regardless of the problem.

It could be a very good idea but your own doctor knows you best. I don't usually trouble the doctor unless i have to, so I feel if I go to see her it is because i am generally concerned or worried. Another doctor may not seem too concerned.

Doesn't seem as personal as one to one, face to face.

I think this carries considerable risk that important symptoms might not be identified.

Not all problems can be dealt with over the phone, e.g. If you have symptoms which need visual diagnosis.

It will save duplication of appointments that may be needed if tests are required before seeing the GP.

I am not sure how effective or necessary this would be. But, this would be excellent if put into place.

More specific consultations would be more efficient, effective and satisfying for patient and health care professional.

I have spoken to relatives living in different areas of the UK where this system has already been tried and has failed. It is more costly waiting on the phones for various reasons. Often they couldn't get through because of congested phones that caused exasperation etc. There were also many other gripes, which eventually forced the Practice to change back to their original systems.

At times I have a concern that I wish to discuss with a GP but may feel that it's trivial and don't wish to waste their time with an appointment - especially if there's a long waiting time as it then becomes poor use of my time also. This sounds like a kind of triage system, which would probably work for a lot of people.

Unless unwell, all my appts are routine due to my conditions. Some are booked by the surgery by letter, others as required by me eg prescription reviews. Whilst telephone "triage" may seem appropriate for some I do not foresee, other than emergency, where it could improve the routine of care provided to me by my GP and nurses at surgery. I could see in certain patient profiles and families where efficiency could follow, subject to a busy GP not diverting from key appointment availability.

It can only be a positive response, in order to see the correct person. The only concern would be if you wanted to see a particular doctor & was refused. On certain occasions you might be embarrassed to discuss some ailment on the phone.

It is not always easy to convey how you feel over the phone. A face to face consultation is essential.

Time saving, but some may think of it as a privacy issue if it isn't their preferred GP they talk to.

Creates confidence that my problem is being 'owned'.

If this relieves pressure on appointments when I do need to see a doctor, it should be positive, but I would not want to wait a long time to speak to a doctor on the telephone before being given an appointment

Surely as a responsible patient I wouldn't trouble my doctor for a trivial complaint I should speak to the chemist they should be able to advise me of the next course of action. Maybe a nurse could be utilised for this.

I only see my doctor when I know I need to see them, I am not happy seeing an alternative doctor as my regular doctor knows my medical problems, where another has to read notes or does not have the time too so they cannot always give good advice. If this is just for everyday small illnesses I would not mind as much. But my ongoing medical problems I would not like this idea. The other problem is if you are at work with a minor problem you cannot always take a phone call while sat in an office full of people

If I had spoken to the Doctor, I would then know if I did indeed need to see the Doctor or not. I do not like to waste any time of a nurse or Doctor. Think you should be able to see a nurse also without first seeing the Doctor.

My doctor is not in every day. I would be unhappy to speak to another doctor who is not familiar with my present situation.

Sometimes I may just need confirmation of what symptoms may be in order to deal with them without bothering the doctor. Other times I could just require advice with regard to my medication or some side effect that may have occurred or affected dosage such as sickness. Being unsure of medical matters can be worrying when a moments confirmation/reassurance could be all it would take especially with regard to children perhaps when a weekend is approaching. The Stapleford walk in centre was an asset when children fell ill at weekends or late Friday as a whole weekend can seem a long time with an ill child. However, I do think that Valley Surgery practices are second to none I think we are very blessed to have you. I have no complaints whatsoever.

Would be more positive if the appointment was same day if required

This would take time away from face to face consultations for the GP. This type of service is already provided through nhs direct and so is not needed. For minor issues the receptionist is able to take a message and speak to nurse/ dr and call you back. Therefore it seems like it is wasting the doctors' time and turning them into call centre operators rather than medical professionals. It would also increase the risk as patients may be misdiagnosed over the telephone and not receive the treatment they need.

Would I still be able to book an appointment on line or would it mean making a telephone call instead?