

Cherry Hinton & Brookfields Medical Practice
GPAQ December 2012 Patient Survey Summary

The survey seeks to gain our patients' feedback on the holistic service we offer and covers several key aspects:

- **Access** to the practice and includes reception engagement, appointment access (including clinician choice) and waiting times (Questions 1-18)
- **Consultation Experience** with GPs and Nurses in the context of your LAST appointment with each of these healthcare professionals (Questions 19 - 30)
- **General** healthcare questions about your clinical experiences with our GPs and Nurses in the context of your overall health and your general surgery experience (Questions 31 – 35).
- **Demographic** data gathering information about you as an individual to allow us to get an overview of our practice population and tailor our services accordingly (Questions 36 – 40)
- Patient Participation Group (PPG) awareness (Question 41 and 42).

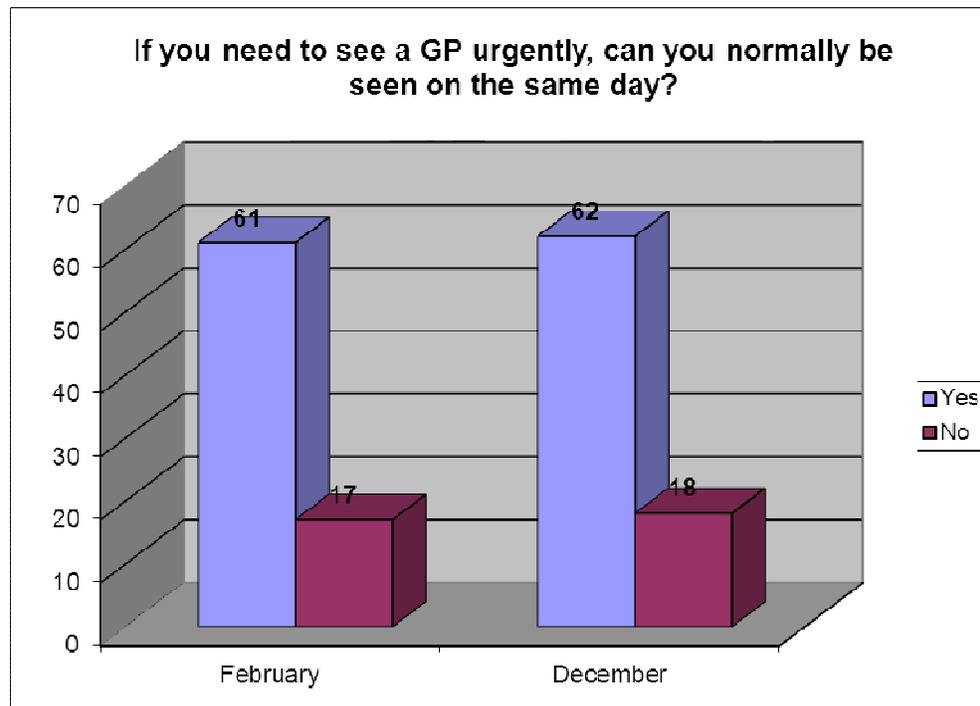
Access

There was little variation of the scores in this section of questions from the previous survey with twelve of the eighteen questions receiving the same score or a 1% variation. The most significant change (+6%) relates to access to the preferred GP where 37% of patients stated they always or almost always see their preferred GP versus 31% in the last survey. The practice is pleased to see this figure improving.

The actions agreed by the PPG as a result of the last survey were on the whole focused around access and have been implemented. A comparison of the results relating to these is detailed below.

Please note all figures in graphs are expressed as percentages (%).

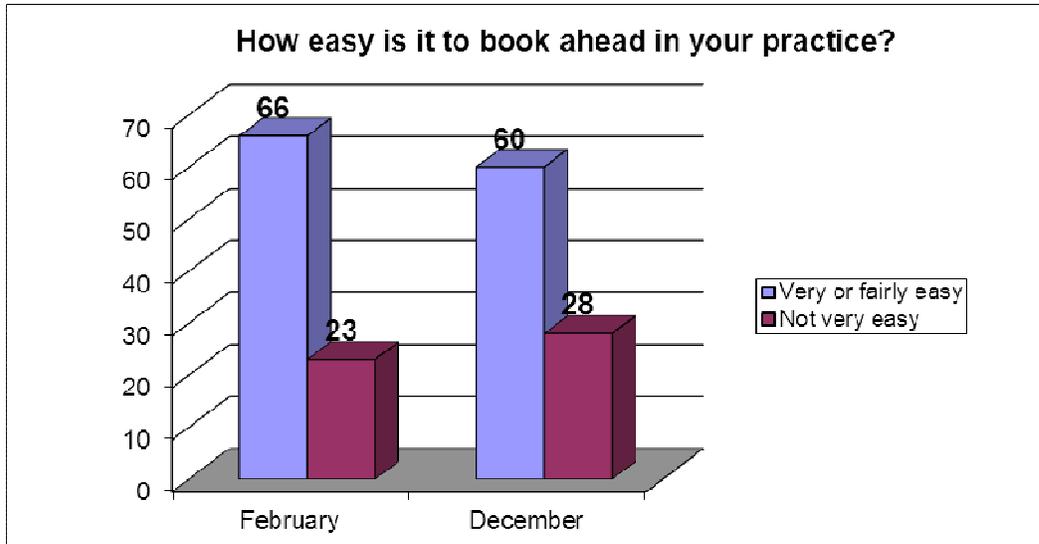
Action 1 - Provide more book on day (and fewer pre-bookable) appointments on the first working day and the busiest day to meet on-the-day demand (Q4)



From the above we can see that the majority of patients say they can be seen on the same day and this has remained the case across both surveys. The practice is pleased to see these

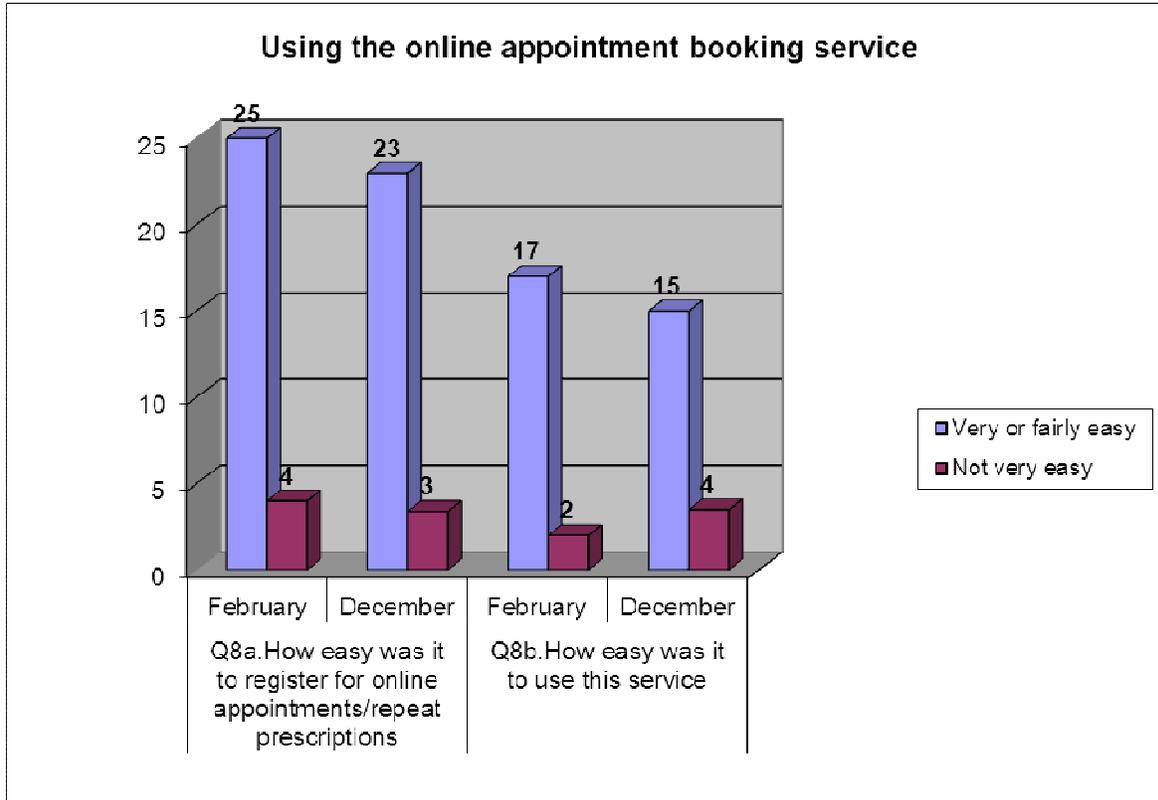
relatively high scores, although of course improvement is always desirable. The similar scores suggest that the action produced little outcome.

Action 2 - Adjust the number of GP appointments across the two sites to more closely match the ratio of patients registered at each site and **Action 3** - Adjust further the mix of appointments each day to provide more opportunity for patients to book in advance by telephone or online (Q6)

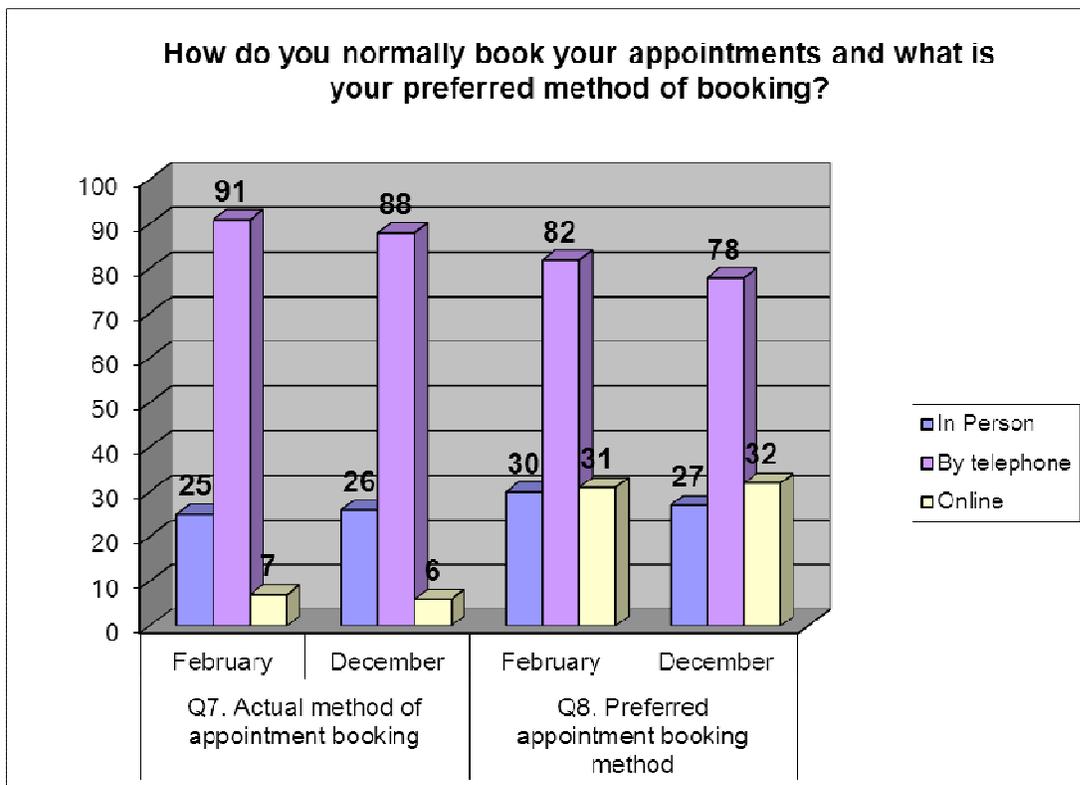


As in the previous survey the ability to book ahead is highly valued by patients with 90% and 89% respectively scoring this as important. However, the graph above shows that the actions 2 and 3 have not had a positive impact and indeed there has been a decrease in satisfaction with the ability to book ahead.

Action 4 - When we have sufficiently improved overall pre-bookable appointments availability it might be appropriate to consider promoting the on-line facility more widely (Q7 and Q8):



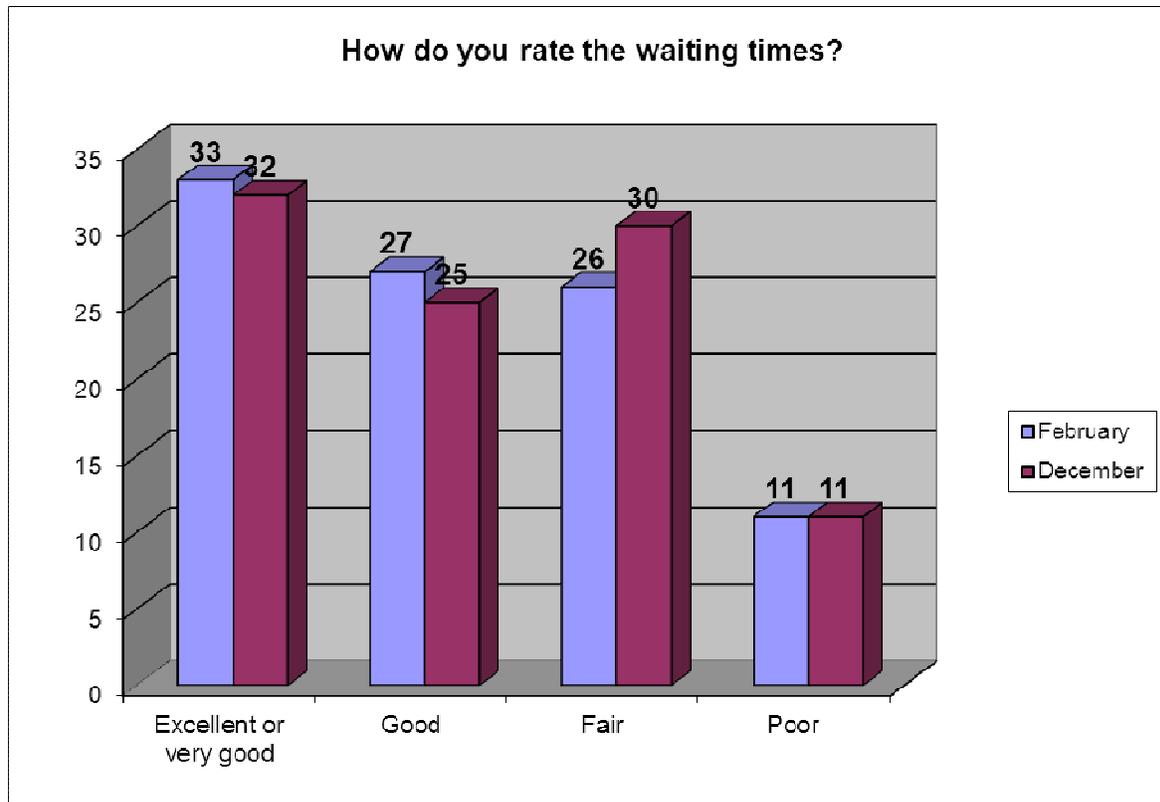
Across the two surveys the results are fairly similar, with a 2% reduction in ease of registering and using the service. These results suggest that it is not necessarily lack of ease that is preventing patients using the online appointment booking service.



The greatest discrepancy in method of booking appointments between actual and preferred methodology lies with online bookings. However, the practice notes 49% said they had not tried to register for online appointments or online prescriptions and 23% were not aware of this service. The previous survey action to promote the online service once overall pre-book-ability was established would be a sensible action to carry forward considering the discrepancy.

Carry forward action – promote, and increase availability of online appointments.

Action 5 - Review patient posters and contents of information leaflets to see whether information provided to patients needs to be more explicit re appointment usage (Q14)



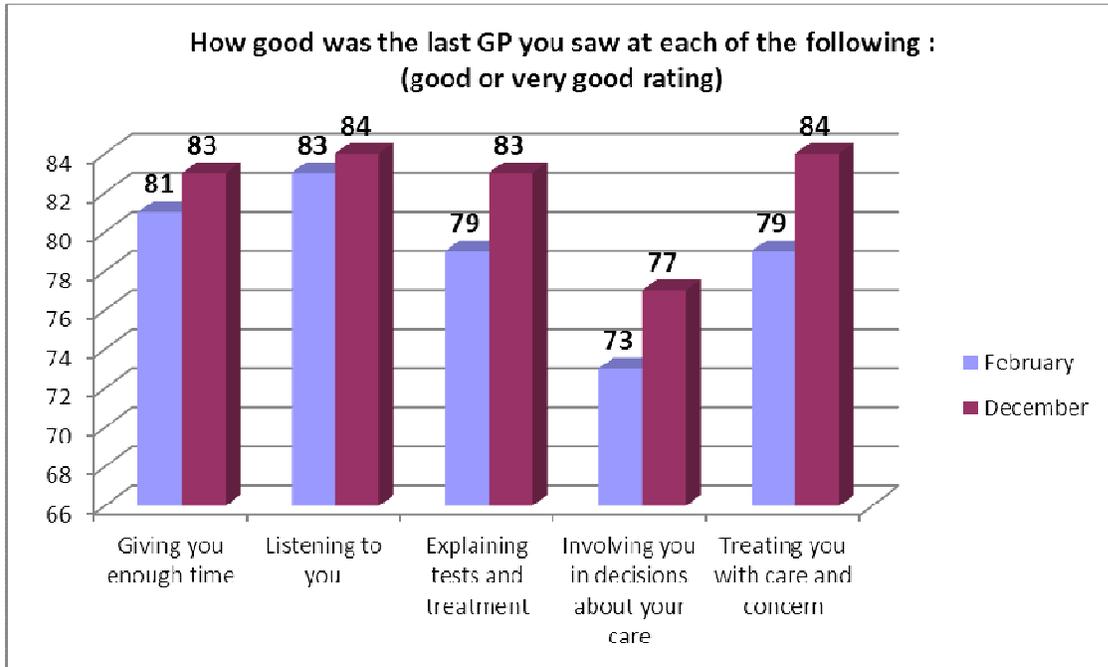
There is little variation in the results across the two surveys for excellent, very good or good ratings and these ratings reflect the majority suggesting waiting times are not an issue for patients. However, we note the increase in fair rating for waiting times in December and will informally highlight this to the clinicians.

Over all the access related scores have remained fairly high but unfortunately the actions have not produced significant changes. The practice, and PPG, feels this may be due to the recruitment of two new partners and the inevitable shortage of appointments over an extended period as a result of this transition. The practice will therefore maintain the changes elicited by the previous survey and would hope to see an improvement in these scores going forward.

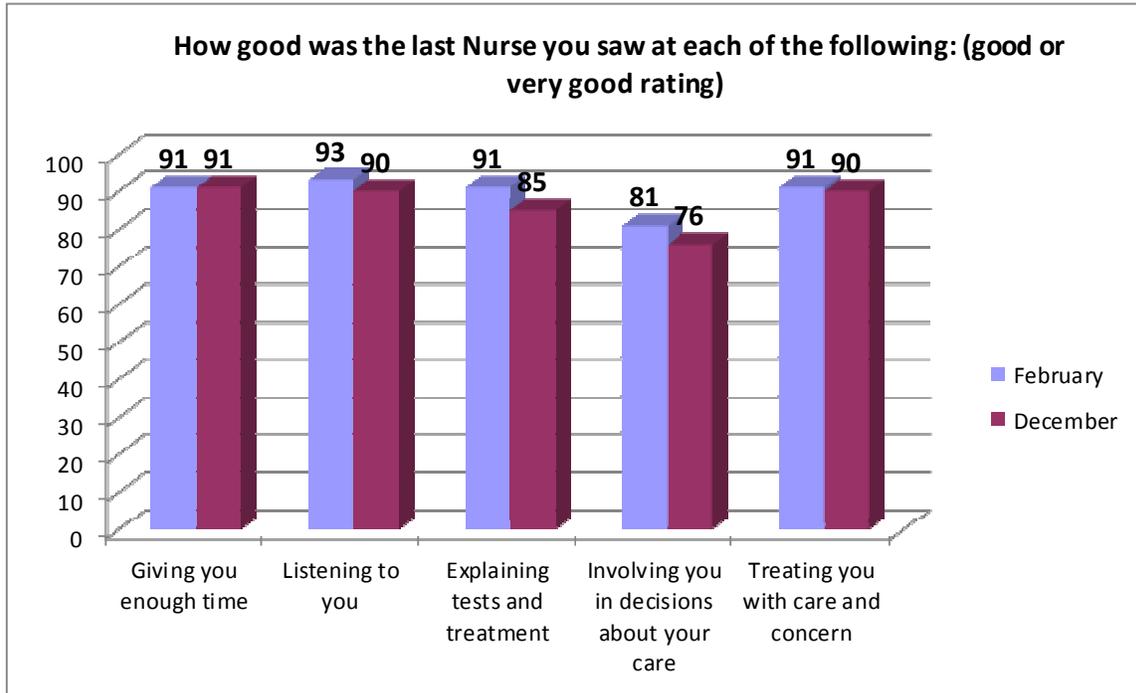
Consultation Experience

The consultation experience scores are overall pleasing for both GPs and the nursing team. The final action from the February survey relates to this section.

Action 6 – Individual GPs to reflect on the feedback from their individual survey scores and modify their behaviour as necessary. Over time it is expected that some measureable improvement will be detected.



The practice is very pleased that patients are feeling the benefits of the GP reflections, evidenced by the increased satisfaction for explaining (+ 4%), involving the patient (+4%) and care and concern (+5%) although we note patients feel enough time and listening remains the same.



Again, the practice is pleased to see that the patients feel the nurses have improved (7%) in the effort made to explain your care to you; this is excellent improvement on an already good score. We note the small reduction in listening to you (3%), involving you (5%), and showing care and concern (1%). Despite this reduction the practice feels these are good scores.

Confidence remains high amongst patients in our GPs (95%) and Nurses (96%).

General healthcare

The practice is pleased to report the good scores of our GPs and nurses in helping you to understand your health problems (74% - an increase of +1%), help you cope with health problems (74% - an increase of +4%), and keeping yourselves healthy (66% - an increase of +1%).

Despite these positive results this is an area the practice feels it should continue to improve on the healthcare we provide and therefore we will carry this action forward and include our nursing team.

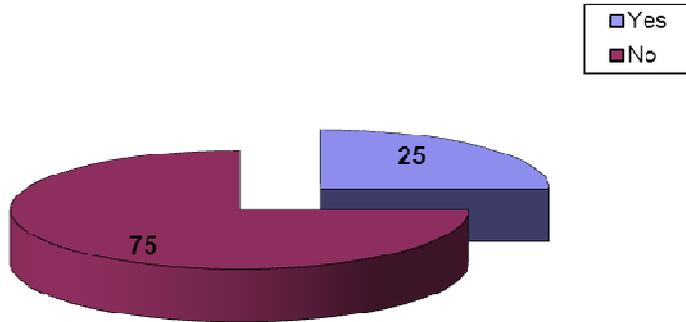
Action: GPs and nurses should continue to build on the feedback from their composite scores and modify their behaviour as necessary. The GPs should take into consideration (and Nurses where available) their individual survey reports.

Patient Participation Group (PPG) added Questions

The PPG included an additional two questions to the December survey around the awareness of the PPG in the wider practice population. The results can be seen on the following page.

Action: Increase awareness, representation and attendance after which the group can define their objectives going forward.

Are you aware this surgery has a PPG?



What made you aware of the PPG?

