

# The Chantry Health Group

## Patient Participation & Survey Report



**The Chantry Health Group**  
Church View Medical Centre  
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### Patient Participation & Survey Report

**Date Produced:** 28<sup>th</sup> February 2014

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#### **Practice List Profile** (Correct as of 31<sup>st</sup> January 2014)

<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Overall</b>
0 - 65	2484	2371	4855
66 - 75	313	316	629
76 +	265	356	621
		<b>Total</b>	<b>6105</b>

## **Patient Participation Group**

The Patient Participation Group (PPG) is an interesting lively discussion forum.

In 2011 we had an average group size of just 10 patients. We now have 28 patients who are members of the group and on average we have 14 attending each meeting.

The group meets approximately every 12 weeks. The meetings are usually over a lunch-time, but we do have some early evening meetings, which are more convenient for working-age patients who can't make it during the day. We are always happy to welcome new members.

### Current Group Profile

<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Overall</b>
0 - 65	3	5	8
66 - 75	2	7	9
76 +	7	4	11
		Total	28

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## **Practice Survey**

At the meeting of the Patient Participation Group (PPG) that was held on 21<sup>st</sup> August, members were asked to devise a patient satisfaction questionnaire. The objective being to get patient comment on –

- What is good about the surgery that we can build on
- Areas where improvements can be made

Once completed, this valuable feedback would then form the basis of surgery improvement plans for the following year.

The group felt that after reviewing the questions that had been asked in previous surveys that they were still appropriate. We decided to use the same question format as before as this would make it easy to compare the results.

The questionnaires will not ask for a patients name and will remain anonymous throughout.

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## **Survey Results 2013-14**

The survey ran between October 2013 and January 2014. Questionnaires were given out to patients when they attended the surgery during this period.

A member of the Participation Group was on hand at times to offer help with filling in the form when required. There was also an electronic version that was sent to all patients that had consented to being contacted by email. 115 questionnaires were returned.

The responses that were given have been added together and summarised as an average (mean) percentage of the maximum score that was achievable. The benchmark figure was calculated by the university which created the original questions (GPAQ) which our survey was based on. It is a national average and is what we are expected to achieve or exceed.

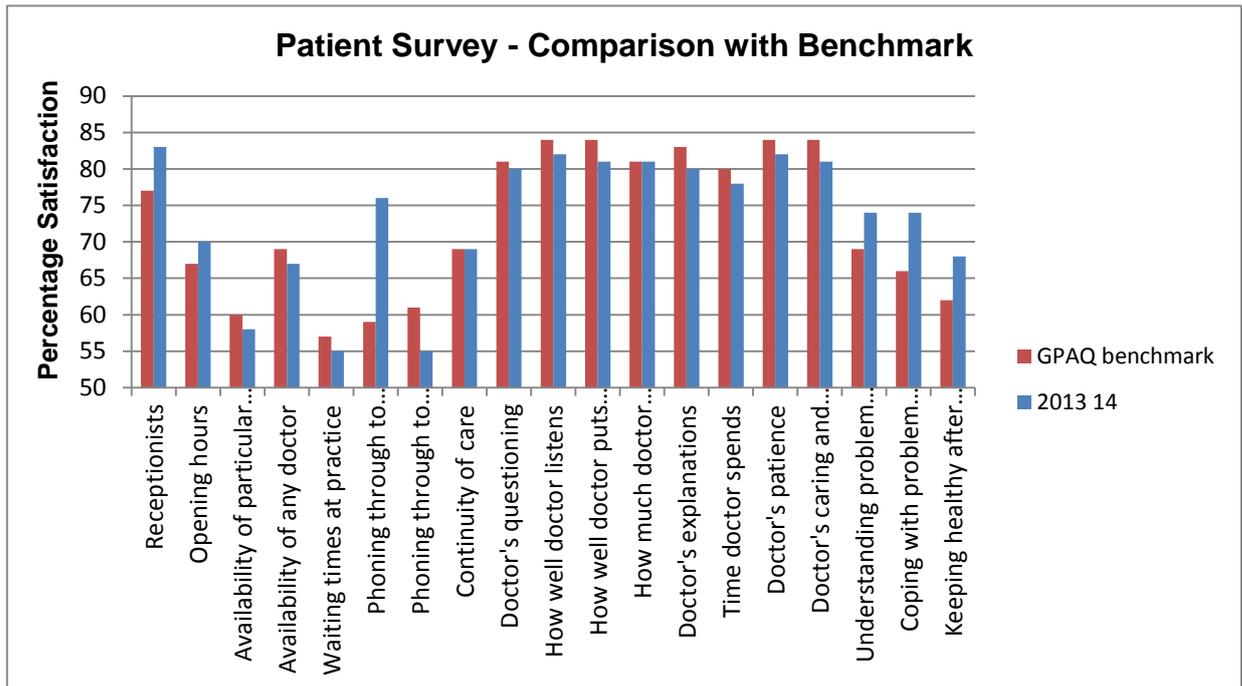
<b>Patient Survey Results 2013/14</b>	<b>Mean score</b>	<b>Bench mark</b>
<b>Q2.</b> Satisfaction with receptionists	83	77
<b>Q3a.</b> Satisfaction with opening hours	70	67
<b>Q4b.</b> Satisfaction with availability of particular doctor	58	60
<b>Q5b.</b> Satisfaction with availability of any doctor	65	69
<b>Q7b.</b> Satisfaction with waiting times at practice	53	57
<b>Q8a.</b> Satisfaction with phoning through to practice	75	59
<b>Q8b.</b> Satisfaction with phoning through to doctor for advice	56	61
<b>Q9b.</b> Satisfaction with continuity of care	79	69
<b>Q10a.</b> Satisfaction with doctor's questioning	79	81
<b>Q10b.</b> Satisfaction with how well doctor listens	79	84
<b>Q10c.</b> Satisfaction with how well doctor puts patient at ease	79	84
<b>Q10d.</b> Satisfaction with how much doctor involves patient	79	81
<b>Q10e.</b> Satisfaction with doctor's explanations	78	83
<b>Q10f.</b> Satisfaction with time doctor spends	77	80
<b>Q10g.</b> Satisfaction with doctor's patience	80	84
<b>Q10h.</b> Satisfaction with doctor's caring and concern	79	84
<b>Q11a.</b> Ability to understand problem after visiting doctor	70	69

<b>Q11b.</b> Ability to cope with problem after visiting doctor	70	66
<b>Q11c.</b> Ability to keep healthy after visiting doctor	62	62

### **How this looks on a graph**

Where the blue bars are higher than the red, this shows a result better than the National average.

Where the blue bars are lower than the red this shows a below average result.



### **Summary of Results**

The survey shows that there are certain areas where our patients' satisfaction is well beyond that of the National average. In particular –

- our Receptionists
- our opening hours
- our phone call handling
- being able to understand and cope with a problem after seeing a doctor
- our patients' ability to keep healthy after a problem.

We will consider these areas to see what we can learn from what we are doing right.

There are areas where we have fallen behind the National average. These are areas where we have seen significant improvement in recent years.

Together with the PPG we will consider what could have caused the recent decline in ratings and make plans to turn this around.

Discussions took place at the meetings held in November and February and actions agreed.

## **Survey responses & actions to take**

Q2. Satisfaction with Receptionists	Number of responses
Very poor	0
Poor	0
Fair	4
Good	19
Very good	48
Excellent	43

The responses to this question showed that most patients (96%) rated the Reception staff 'Good' to 'Excellent'. This equates to a mean score of 83%, 6% above the National average. We will continue to promote good 'customer service' and will be having refresher training sessions for our staff.

Q3a. Satisfaction with opening hours	Number of responses
Very poor	1
Poor	2
Fair	10
Good	35
Very good	41
Excellent	20

Q3b. Additional hours requested	Number of responses
Mornings	12
Lunchtime	6
Evenings	21
Weekends	42
None	40

Q3a and Q3b above show that there is a high satisfaction rating when it comes to opening hours. 86% of the patients asked are satisfied with the opening hours on a scale of 'Good' to 'Excellent'. Further to this though, more than half of the patients (63%) did ask for additional opening hours if possible.

We currently have GP appointments available on a Monday morning from 7am and Nurse and GP appointments available on a Wednesday evening until 7.20pm. These extended hours are popular and we will be looking at the feasibility of extending these to other days.

Government intentions are that there will be 7 day access to Primary Care Services starting in 2014. We will let patients know how this will be delivered as soon as arrangements have been finalised.

Q8a. Satisfaction with phoning through to practice	Number of responses
Very poor	1
Poor	0
Fair	5
Good	35
Very good	33
Excellent	25

These figures equate to 75% satisfaction compared to the National average of 59% in this area. 2013/14 saw the introduction of a dedicated prescription line, which could be responsible for other calls being handled more efficiently.

Q8b. Satisfaction with phoning through to doctor for advice	Number of responses
Very poor	2
Poor	5
Fair	6
Good	11
Very good	9
Excellent	3

At the surgery we operate 2 different systems for patients who are seeking advice.

Firstly we have a triage nurse who works 4 days a week providing a minor illness clinic as well as telephone triage for patients who are requesting advice.

Secondly we have a message board system. Messages are left with the receptionist, who will then put the given details on to the message board; the GP will look at the message and give a response for the receptionist to relay, if direct contact with the patient is not necessary.

As we are falling slightly behind the benchmark for this area we will discuss the systems we use with all staff to see if we can make any improvements

Q9b. Satisfaction with continuity of care	Number of responses
Very poor	0
Poor	1
Fair	19
Good	31
Very good	29
Excellent	19

For satisfaction with continuity of care we have scored particularly well at 14.5% above the benchmark. We will continue to make available, whenever possible, appointments with a usual GP, and continue with our recall system of inviting patients, by phone to check-ups at regular intervals.

Q10b. Satisfaction with how well doctor listens	Number of responses
Very poor	1
Poor	1
Fair	7
Good	17
Very good	35
Excellent	35

Unfortunately the responses to this question means we have just slightly missed the benchmark, however looking at the majority of patients (91%) rate the GP's listening skills Good – Excellent.

Comments from the PPG were that patients often felt that the GP spent more time looking at the computer screen and typing in than actually facing them and listening. They appreciated the point that the GP needed to access and assimilate the records while they were consulting and also record the current symptoms, medication etc.

These comments were put to the GPs who agreed to be reflective about their consultation techniques and try to adjust the screen/face to face time balance.

Q10e. Satisfaction with doctor's explanations	Number of responses
Very poor	0
Poor	2
Fair	10
Good	15
Very good	34
Excellent	33

Again, disappointingly, we have slightly missed the benchmark (by 5%), but with 87% of respondents scoring Good – Excellent.

The PPG members suggested that the GPs could spend a little more time with explanations and also that more pre-printed literature could be given out. We will action these recommendations. We will also publicise better that patients can also make nurse appointments where extra time can be spent with explanations and assurance.

## **Other Comments**

The questionnaire asked for any other comments and on the whole these were very complimentary.

Parking was raised as an issue by several respondents. This is an ongoing problem that we don't think we will ever fully resolve. We have been working with our neighbour practice, Pelham, considering options such as a parking attendant, token barrier entry, parking spaces in nearby car-park, disabled only parking. We are aware that the car parking is being abused by people, not necessarily patients, who are leaving cars here while they shop and we are looking at measures to combat this problem. We welcome more suggestions on how we tackle this!

It was suggested to have hot drinks available in the waiting room. After consideration both practices decided that, as there was little space particularly at busy times, and with small children often running around, there would be a safety issue. We could therefore not proceed with this idea.

Another suggestion was to have background music in the waiting area. Licencing laws permitting we will try this for a trial period.

The format of the survey also received comment. It was felt to be too long. Members of the PPG also concurred with this and also commented that it should run for a longer period. We will therefore, be designing a new more compact version for next time.

## **What next**

The actions as proposed will be carried out over the next few months. A review will be carried out in July to establish what has been successful and where we need to make further improvement. A redesigned survey will be organised towards the end of the year.