

# Simmondley Medical Practice – Patient Survey 2014 / 2015

*Quarter 1 – Compiled by Simmondley Medical Practice Patient Participation Group*

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## **Introduction:**

Simmondley Medical Practice has seen a few changes since the last Patient Survey carried out in 2013 / 2014. Most significantly there has been a change in the doctors who provide the valuable service to its patients. However, this should now lead to a more settled period and the consistent provision of consultation by doctors who will become, and are now becoming known to patients.

In coordination with the Practice Management team, the Patient Reference Group has also again been extremely active in helping to provide feedback to the practice for the services that it provides; in assisting in the establishment of a new “Over 75’s Champion” role; in the help with reviewing an annual survey and in assistance with the organization of a Christmas Raffle, the latter, in such times of austerity, doing really well and raising the sum of £240 which has been donated to the Derbyshire Air Ambulance Service.

The main aim of this report though is to concentrate on the results from the annual patient survey and provide further feedback to the practice management team so that;

- **Existing levels of service excellence can and should be maintained.**
- **Areas of concern can be noted and actions planned to resolve these.**
- **Recommendations for possible areas of improvement can be presented.**

The basis of this year’s annual survey has been in the form of the recent Friends and Family Test; the results being taken from the questions asked and comments recorded on forms filled in by patients whilst visiting the practice; and / or by filling in the same form on-line via the new-look Practice web site at

<http://www.simmondleymedicalpractice.co.uk>

## Friends and Family Test:

The Friends and Family Test has been an anonymously gathered response to the following question;

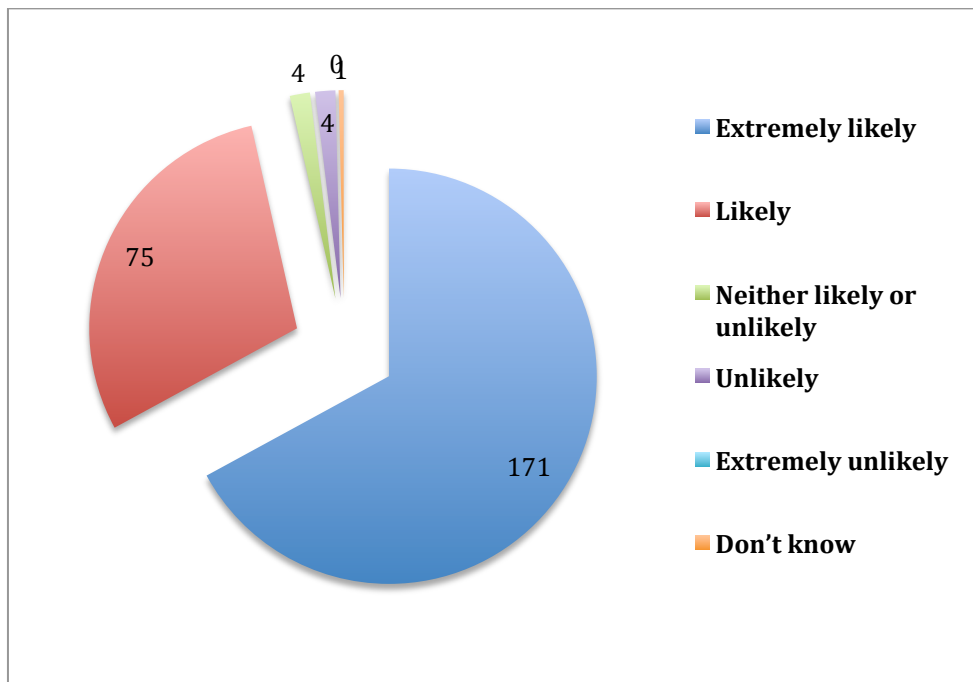
***How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?***

The responses being a choice of;

- **Extremely likely**
- **Likely**
- **Neither likely nor unlikely**
- **Extremely unlikely**
- **Don't know**

Along with this was the possibility to give a main reason for the response as well as providing extra comments.

The results are continuously collected, but the basis has been made from those gathered during quarter 1 (November and December 2014, and January 2015). These totalled 225 in number and the overall results, in the form of a chart, speak for themselves;



Ongoing results will be published in the form of a quarterly chart, as above.

All patients coming into the surgery in November and December were given a survey form and asked to complete it if they wished. This covered a broad spectrum of our patients. Nurses and our over 75s champion are also asked to take these to patients, during home visits, so that this involves our older and/or frail or disabled patients too.

Because of the anonymity of the survey, the age and sex of participating patients is unknown. But from the 255 results reviewed, 171 of those were from patients who would be Extremely Likely to recommend friends and family to Simmondley Medical Practice, a further 75 would be likely; only 4 would be neither likely nor unlikely; 4 would be unlikely and 1 did not know. There were no patients surveyed who would be Extremely Unlikely to recommend the practice. This makes for a very strong testament that overall patients are happy with the services and treatments provided by the practice.

### **Existing levels of service excellence can and should be maintained**

Some of the main reasons why patients are extremely happy with these services and treatments provided by Simmondley Medical Practice are the outstandingly helpful, kind and efficient ways that members of the practice team in the front line handle them. This is in terms of both the front desk and over the telephone. Following close on with this, the doctors and nursing staff are also reported to be professional and proficient in provision of both first line care and in follow-up treatments. They have been commented as always be willing to listen and provide good advice and guidance.

Working as a team, this reflects in another main reason for patient's happiness and that is the ability to always get an appointment, most often when required and always within 1 to 2 days of the request. In many cases this has been reported as same day.

Although the survey results were collected anonymously, the patients participating were asked if they would mind having their comments published. These are amongst some of those received and agreed;

- ***“Timely appointments and comprehensive clinics. The recent extension of hours (early mornings and weekends) shows the practice's interest in providing a good service to patients.”***
- ***“I can always get an appointment quickly. Prescriptions come online and go straight to chemist electronically.”***
- ***“We have received excellent support, advice and treatment over our 30 years as patients at this practice. Appointments are always available and visitors to our area have always been supported if necessary.”***

- ***“The surgery has current initiatives and maintains its professional balance. The doctors are pleasant and listen to patient’s comments and refer to other specialties as appropriate.”***
- ***“I am always treated so professionally, yet in such a friendly manner! I always come away from a visit to this practice believing that the very best people has been done for me - and I've been a patient here for 26 years!”***
- ***“Excellent client care / relationship. Always polite / willing to help. Try to fit in appointments at short notice.”***
- ***“Always get an appointment. 24 Hours - 48 Hours. Cheerful and helpful staff.”***
- ***“It has always been possible to book fairly immediate or same day Doctors appointments. First Class caring service, always received. Always quick referrals when follow up treatment required.”***
- ***“Speedy appointments, often same day. Prompt medical action. Friendly welcoming staff.”***
- ***“The staff at Simmondley Medical Practice have always been helpful and gone the extra mile to help in any way they can. They give a good service - excellent.”***

### **Areas of concern can be noted and actions planned to resolve these.**

From the answers to the question it can be demonstrated that 67% of patients who participated are extremely likely to recommend Simmondley Medical Practice to friends and family, and 29% are likely to do so. This gives a staggering total of 96% of patients who are therefore happy with the service, facilities and treatments provided.

However many comments provided a common theme and it is these that let us suggest areas to be noted and possible actions that can be considered. These are;

The staff, both clinical and administrative are extremely friendly, helpful, efficient, knowledgeable and professional in ensuring that the patient gets to visit a doctor as soon as is possible. In some cases, from experiences recorded on the forms, this has been the case for many years. Reviewing the survey comments, these include such praises but also some concerns.

The latter being mainly that patients are really happy with the status quo and do not want standards to deteriorate. Due to the (natural) changeover, there is some concern about having confidence in the new doctors, but this is only to be expected.

There are also comments from some patients who make follow up visits that they do not necessarily see the same doctor who they originally consulted and this is a concern to some. There is also concern that due to the doctors who provide consultation (at the time of the survey) that there may not be enough doctors in regular attendance and therefore the ability to get “same day” appointments will suffer.

With the current move towards improving the ability to issue repeat prescriptions, one of the untapped facilities available to patients with internet access is to sign up for Vision Online and book repeat prescriptions and indeed doctor appointments, using this technology. There were a few comments that Vision Online has limitations and so is not used perhaps as often as it could be.

#### **ACTIONS:**

##### **1. Appointment Availability**

**To maintain the same excellent service levels in all aspects and sustain good appointment availability. This may or may not require extra medical staff, depending upon demand.**

##### **2. Continuity of Care (Seeing the same GP on follow up appointments)**

**Try to ensure that the same patient sees the same doctor, for at least the duration of the ailment being treated.**

##### **3. Maintain level of Excellent Service**

**To make and perhaps assist patients in the use of Vision Online, promoting it as an alternative to calling the surgery by telephone or in fact having to visit to submit a repeat prescription.**

**Provide feedback to the developers and host site that runs Vision Online to suggest improvements that would help promote its use.**

## **Recommendations for possible areas of improvement**

In summary, and in reviewing not only the results of the Friends and Family survey but previous reports provided by the Patient Reference Group, it is clear that Simmondley Medical Practice provides and has provided an excellent service to its patients for a long time. So much so that the only main concern is that “changes”, mainly to do with medical staff, has caused some concern. Whether this is unfounded may need time to tell. The main recommendation for what is needed, in the words of one of the survey comments, is “More of the Same”. So we must all keep our eye on the ball and not allow changes to deteriorate what has become such a reputable and excellent Practice. We need to embrace change, drive on and succeed, as has always been the case in previous years.

## **APPENDIX**

### **Progress on previous years**

It should also be noted in this report that following the patient survey last year, the below improvements have been implemented to satisfy the actions made in that report;

#### **Actions Requested:**

- **Acquire a wheelchair for use within the building**
- **Consider improvements to the out of hours service and make the CCG aware of the current dissatisfaction with the service.**
- **Work with the PPG to improve patient's knowledge of the services available and way of accessing them through revision of the surgery booklet, surgery website and video loop.**

#### **Actions Taken:**

- **Wheel Chair provided by the practice for use of patients within the surgery.**
- **Extended Surgery hours have been implemented during the working day. Additional GP hours added over predominately busy times. e.g. over Christmas and into the New Year, proposals also to cover additional GP hours over Easter Bank holidays in place. Reported to CCG about the dissatisfaction with the out of hours service.**
- **Web site and Video loop in the waiting room continually updated to show the likes of Additional Clinics, Flu Clinics, and Changes of GP's. Surgery Booklet updated. Education of patients about the Minor Ailments clinics run by participating Pharmacists, through advertisement at the practice and at the local school.**

**In addition to the above:**

**Over 75's Champion has been appointed.**