

Old Harlow Health Centre - December 2008

Patient Survey Report

2008 Patient Survey Results + review of 2007 Patient Survey.

For the last 5 years Old Harlow Health Centre has run the NHS approved standard patient survey (GPAQ). This report compares the last two years results with each other, and also compares the 2008 results with the national average response for each question – i.e. the average result taken from hundreds of GP Surgeries across the UK.

The results of the OHHC GPAQ 2008 survey are summarised as follows.

Of the 273 individual patient surveys completed, 24 negative comments were noted, but over 77 positive comments were made. The most common positive comment was the level and degree of care and professionalism shown by clinical staff, followed closely by the excellent service provided by reception staff. Of the 24 negative comments, the most prevalent issue raised was the waiting time at the surgery to be seen by the doctor on the day of the appointment. The mean score relating to Q9b 'Satisfaction with continuity of care' may be associated with the two GP Registrars attached to the Practice for the last year

A summary of the OHHC GPAC survey (shown below) was analysed, and clearly the results of Q10a to Q10h inclusive; which specifically focuses on how much time, attention and involvement the Dr provides the patient, were excellent. In these areas our Doctors scored around the national GPAQ benchmark. This is very clear evidence that the focussed and diligent work of Doctors, Nurses and administrators at OHHC has significantly contributed to this excellent performance.

2008 Survey results – survey carried out during September 2008

Table 1. Mean scores of evaluation questions (as percentages) compared to the GPAQ benchmarks 2007

<u>Mean score</u>	<u>GPAQ benchmark</u>	
Q2. Satisfaction with receptionists	81	77
Q3a. Satisfaction with opening hours	69	67
Q4b. Satisfaction with availability of particular doctor	63	60
Q5b. Satisfaction with availability of any doctor	78	69
Q7b. Satisfaction with waiting times at practice	62	57
Q8a. Satisfaction with phoning through to practice	67	59
Q8b. Satisfaction with phoning through to doctor for advice	63	61
Q9b. Satisfaction with continuity of care	66	69
Q10a. Satisfaction with doctor's questioning	84	81
Q10b. Satisfaction with how well doctor listens	86	84
Q10c. Satisfaction with how well doctor puts patient at ease	85	84
Q10d. Satisfaction with how much doctor involves patient	84	81
Q10e. Satisfaction with doctor's explanations	85	83
Q10f. Satisfaction with time doctor spends	84	80
Q10g. Satisfaction with doctor's patience	86	84
Q10h. Satisfaction with doctor's caring and concern	87	84
Q11a. Ability to understand problem after visiting doctor	74	69
Q11b. Ability to cope with problem after visiting doctor	68	66
Q11c. Ability to keep healthy after visiting doctor	61	62

Old Harlow Health Centre - December 2008

Patient Survey Report

Summary of 2008 Survey and Initiatives

In early 2008, the results of the 2007 survey were analysed (see table below) and as a result, the key activity was to pursue further enhancements to telephone system to ensure that an improved service to the patients was achieved.

The table below compares the 2008 OHHC GPAQ survey against the 2007 OHHC GPAQ survey. An increase in score was seen for all indicators compared to the 2007 survey.

An improvement in phoning through to the practice Q8a has been achieved, however the Practice will strive for continued improvement in this area.

An expected increase in Q5b was experienced; this was against a back drop of the previous year's unexpected drop. We believe this better reflects the fact that the Practice strictly adheres to the 24/48 hour access. Question 9B, which relates to continuity of care has improved marginally; this is consistent with the fact that the Practice is a training Practice and has at least two GP Registrars at any time.

An increase for Q3a was experienced, the satisfaction with opening hours. The Practice this year scores higher than the national average, however the surgery has not changed its hours in the past year, however some of the comments indicated that they would like to see evening surgeries and weekend surgeries.

2006 - 2007 Comparison	2008	2007
Table 1. Mean scores of evaluation questions (as percentages)	Mean score	Mean score
Q2. Satisfaction with receptionists	81	78
Q3a. Satisfaction with opening hours	69	63
Q4b. Satisfaction with availability of particular doctor	63	59
Q5b. Satisfaction with availability of any doctor	78	70
Q7b. Satisfaction with waiting times at practice	62	54
Q8a. Satisfaction with phoning through to practice	67	60
Q8b. Satisfaction with phoning through to doctor for advice	63	58
Q9b. Satisfaction with continuity of care	66	62
Q10a. Satisfaction with doctor's questioning	84	83
Q10b. Satisfaction with how well doctor listens	86	84
Q10c. Satisfaction with how well doctor puts patient at ease	85	82
Q10d. Satisfaction with how much doctor involves patient	84	81
Q10e. Satisfaction with doctor's explanations	85	83
Q10f. Satisfaction with time doctor spends	84	80
Q10g. Satisfaction with doctor's patience	86	83
Q10h. Satisfaction with doctor's caring and concern	87	83
Q11a. Ability to understand problem after visiting doctor	74	67
Q11b. Ability to cope with problem after visiting doctor	68	58
Q11c. Ability to keep healthy after visiting doctor	61	56

Our key priorities for continuing to maintain and improve patient satisfaction over the next two years.

Given the fact that the results of our 2008 survey showed that Q11b – Q11c have increased significantly from the previous year, it demonstrates that inroads have been. However the three questions are also very subjective and can be interpreted in many different ways by the patient's answering the question.

Old Harlow Health Centre - December 2008

Patient Survey Report

Shown below are the 'Could be improved' comments from the 2008 survey. Only these comments are shown as these are more relevant in terms of focusing on possible areas of improvement.

See summary below.

Summary of patient comments from the 2008 GPAC Survey

273 surveys carried out - 77 patients gave positive comments.

29 patients gave comments on 'if anything could be improved', whilst 31 patients gave other comments (most of which were complimentary)

175 patients did not comment at all.

All comments entered in 'if anything can be improved' area

(These are transcribed as written, and have not been altered for grammar or punctuation)

Opening hours

Just a small point would prefer soft classical music on the sound system, think its more relaxing

More flexible surgery hours as I work 12 hour shifts

Doctor availability/ quicker appointments

I cant think of anything it's the best practice I have used in 42 years

No very good

Better communication via website or email eg blood test results etc via email

Seeing the same doctor

Saturday morning opening would be good and perhaps two evenings till 8pm for emergencies only

Bring back children's books

No

Cant stand the background music – not a big problem

A bit later evening surgery, maybe a couple of evenings per week for people who work

Perhaps opening on a Saturday morning

Get rid of answering phone

Booking appointment system

Background music. Sometimes loud/irritating. Making appointments for blood tests. Evening/weekend appointments

No

To be able to see my preferred doctor quicker

When appt made with a specific time to ensure as best as possible to keep to this. Where there is slippage then where possible keep the patient informed of this (If appt is to be in excess of 15 mins updates with estimate every 10 to 15 mins)

Stop smoking

Weekend appt would be very helpful but I do realise that doctors also require a break

No very satisfied

End of uncertainty as to whether the surgery needs to be resited

Not really

I would like to see the reintroduction of Saturday morning surgery

Daylight lighting would be nice

Opening hours, I work full time and have to take time off to visit the doctor which I have to make up which at times I find stressful or I don't bother making an appointment

When I called out of hours doctor they haven't been very helpful

Old Harlow Health Centre - December 2008

Patient Survey Report

The vast majority of comments made in the 2008 survey were extremely positive, and these very positive comments far outweighed the 'if anything can be improved' area shown above. However, in reviewing the above 29 comments, the top issue raised by our patients was the extended access followed by the waiting time at the Practice for their allotted appointment time, the telephone system and the music broadcast is still not to everybody's liking or is too loud.

As per the previous two years, 2 comments related to the time management issues with regard consultation length and the cumulative effect when consultations take more than 10 minutes. It should be reiterated that being a Training Practice does sometimes impact upon consultation length as well as the normal issue of the more complicated patient consultation.

In summary, following analysis of both the GPAQ 2008 survey statistics, and the total review of patient comments, the priorities over the next 2 years to improve patient satisfaction are;

- 1) Extended access or Opening Hours
- 2) The time management with regard to GP consultation length.

The detailed action plan for achieving these priorities is as follows;

1) The Practice commenced offering extended opening hours on the 24th November 2008. As well as GP appointments, a full service is provided by the Nurses for routine appointments which are available up to 8.10 pm on Monday evenings. The reception is fully manned and accessible up to 8.45pm for the collection of repeat prescriptions, booking future appointments and general enquiries. The next patient survey will establish whether the Practice sees an improvement in the score for opening hours.

2) The delivery of improved GP 'appointment time duration' adherence will only be achieved if the Practice were to rigidly stick to 'one problem – one consultation', which is not the Practice philosophy. The consensus is that the doctors would rather address the needs of the patient during the consultation, it is regarded that this is a better use of both patient and clinician time and may reduce the necessity of a further appointment. Some of the comments reflect this, in as much that they 'comment on the waiting time', but understand the reasons behind it. It should also be noted that being a forward thinking 'Training Practice' the doctors are reflective, discussions on this type of issue are held with the GP Registrars and the rest of the Practice team on a regular basis. The Practice will continue to monitor and review this issue over the next two years to see if any changes to the appointment system need to be implemented.

In terms of communicating the findings of the 2008 GPAQ survey, the Practice team GP's and staff have met (5th January 2009) and discussed the findings in detail to address the issues raised, and in terms of communicating our above stated action plans and initiatives to our patients, the practice has chosen to use the OHC Practice website as the primary source / method for communication. (This document will be available for download or viewing from the practice website at www.oldharlowhealth.co.uk as well as being available as a physical document directly from the Practice) We have also put up clear - large format print posters in our waiting areas, not only promoting the Practice website, but also promoting the fact that the findings of our recent 2008 patient survey are also viewable on-line via this website. These waiting room posters will also point out that this information is also available in hard copy format for those patients without web access, thus ensuring that all patients can review our survey findings - not just patients who have access to the internet.

The results of the survey were discussed with the '**Friends of Jenner House**' patient group on the 25th February 2009. The feedback received was positive and it was remarked that the implementation of the new patient call system and the new notice board in the entrance foyer had improved the patient

Old Harlow Health Centre - December 2008

Patient Survey Report

experience. The patient group also acknowledged the improved system of calling patients via an CD panel which provides a visual call as well as audio call.

The practice manager is the lead person within the practice for patient satisfaction surveys. As part of the process of analysis of this year's survey, we have considered the option of running further surveys on the needs of specific groups – however we believe that the measures we will be putting in place over the next two years will make a significant difference to all our patients; and therefore at this time there is no immediate justification for running further focus studies or patient surveys aimed at any one particular group of patients.

In summary. The action plan detailed above, will directly and positively impact on our ability to deliver improved patient services in the key priority areas over the next 2 years. This information is being fully shared with our patients, via web access, and via report copy if requested at the time of a practice visit.