

Southmead & Henbury Family Practice

Patient Satisfaction Survey 2014

Overview

As a practice that believes in providing a high standard of customer service, we are now into our third year of having an active Patient Participation Group (PPG) at both our Southmead & Henbury surgeries.

During that time, the practice has worked with the PPG to give patients a meaningful voice on matters of importance to them and in future, as the group develops; their views should help influence key decisions made by the practice.

Current Patient Participation Group

The group is currently is made up of 33 patients.

Groups that we feel are under represented

We feel that certain ethnic groups are still under represented, i.e. Indian & Polish plus also certain disability groups (Hard of hearing/Visual impairment) and carers of all ages.

Improving Practice Questionnaire 2014

During February and March 2014, we completed our patient survey using the Improving Practice Questionnaire (IPQ), as this is a validated survey undertaken by a company specialising in data analysis.

Details of the methodology used for the survey are contained with the IPQ report.

Ethnicity

- 77% White British
- 4.5% other White European
- 5% Indian/British Indian
- 4.5% Black African
- 5.5% declined to state ethnic background
- 2% Other Asian
- 1.5% Chinese

The complete survey results have been reviewed by the Health Centre staff and circulated to all the PPG members.

The results of this survey were reviewed internally at a number of team meetings, and subsequently discussed virtually with PPG members during March 2014. Feedback from the process resulted in the following highlights:

Best Things:

Seeing own GP - The report found that the practice was 3 percentage points above the mean for similar practices in respect of the patient being able to see the practitioner of their choice. The practice strongly believe in the principle of continuity of care, and thus encourages patients to see their own GP whenever possible.

Patient feedback - Very constructive and encouraging comments from patients included at end of survey – examples being:

“I don’t see the need for improvements. The service at this time is on the whole very very good.”

“Very happy with the practice as it is”

Areas for Improvement

Waiting Room

Comfort of waiting room – air conditioning or fans requested. The PPG appreciated the difficulties around updating the waiting room in a building that is not practice owned. The practice’s performance was close to mean (within 1%) for practices of a similar size.

Opening Hours Satisfaction

The survey indicates a satisfaction level 5 percentage points below the mean. However, the practice already provides early morning appointments from 07:30 on Fridays, evening appointments on Mondays, Tuesdays and Wednesdays, as well as routine Saturday morning appointments from 08:00 – 10:00 – and thus feels it is providing flexibility already. However there may be problems in terms of making this availability known, so we should seek to achieve this through appropriate means in the coming months.

Access by telephone

This scored significantly (10%) below the mean. It would appear that this is an issue that relates specifically to Southmead Health Centre, where a new telephone system was installed by the CCG in 2013. Unfortunately, this was incorrectly configured on installation, and as a consequence had too many incoming lines relative to the number of reception staff available to answer calls. This has been rectified, and the

practice are in the process of commissioning audit software that will provide in depth information in respect of call patterns.

The practice have just launched full online facilities for booking and cancelling appointments – details being on the practice website. The uptake of this will reduce pressure on appointments.

Seeing practitioner with 48 Hours

It was acknowledged that the practice scores relatively poorly for this, though the systems exist for patients to be seen urgently if required. It was felt that this needed further analysis and perhaps better explanation of the way in which the appointment system works.

Main Priorities Identified

The following areas for development in 2014 were agreed:

1. Practice to gain a better understanding of patterns of telephone access, and to work with the PPG to regularly monitor and improve this.
2. Access to appointments – practice to actively promote the new Patient Access online booking facility through a newsletter and other means of publicity, potentially including targeted group e-mails to patients.
3. Access to appointments – work with the PPG to devise ways to improve understanding of and make adjustments to appointment booking processes to improve 48 hour access.
3. Waiting Room – to consider funding streams for air conditioning
4. To regularly refresh the practice website to ensure that it encourages patients to visit it and keep abreast of practice developments.
5. After a recent hiatus in the practice's management arrangements, to reinvigorate the practice's engagement with the community and PPG.
6. The practice & PPG would work together to reach out to groups who are under-represented groups on the PPG.