**NHS**

**South West Essex**

Practice Survey Reporting

This report summarises development and outcomes of Clayhill Medical Practice Patient Survey in 2011/2012.

**Process used to recruit the surgery’s PRG**

The surgery advertised both on the internet and in Reception about a request for patients to become a part of a Patient Reference Group. They were informed that this group was to attend meetings every month at the surgery where they would have the opportunity to express their thoughts about what is good at the surgery and what if anything could be done better. Over a period of months a selection of names were collected both on the internet and in person.

**Priorities for the survey and how they were agreed**

The practice held a meeting at the surgery in February 2012 of those patients who had responded to the surgery’s advertisement. The meeting was attended by 4 patients and Practice staff. The practice were keen to look at issues regarding patient’s experience with regards to appointments, surgery facilities, access to the surgery, telephone access, staff helpfulness, seeing a GP of their choice and the quality of care patients receive.

Those present had a very interesting discussion about what was good and what could be done better at the surgery. The surgery then had an opportunity to review the salient findings of this discussion and gave all those who agreed to be a part of the patient reference group the opportunity to review different questionnaires to choose the most relevant to the priorities agreed.

These was a detailed set of questions that the surgery felt would help to inform both the Doctors and patients of areas of which the surgery could develop its service further. The survey carried out in the surgery had around 100 responses.

All questionnaires were collated and analysed using an excel sheet. The results identified the areas where the surgery scored high and also the areas where the surgery can make some improvements.

The results from survey were discussed in view of the priorities agreed with the PRG and action plan was developed.

**Below please find enclose Patient Survey Questionnaire Results >>>>>>>>**

About Receptionists and Appointments

**Q1. How helpful do you find the receptionists at your GP practice?**

**Q2. How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

**Q3.** **How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

**Q4.** **If you need to see a GP urgently, can you normally get seen on the same day?**

**Q5.** **How important is it to you to be able to book appointments ahead of time in your practice?**

**Q6.** **How easy is it to book ahead in your practice?**

**Q7.** **How do you normally book your appointments at your practice?**

**(Please X all boxes that apply)**

**Q8. Which of the following methods would you prefer to use to book appointments at your practice?**

**(Please X all boxes that apply)**

**Q9.** **How quickly do you usually get seen?**

**Q10.** **How do you rate this?**

**Q11.** **How quickly do you usually get seen?**

**Q12.** **How do you rate this?**

**Q13.** **How long did you wait for your consultation to start?**

**Q14.** **How do you rate this?**

About Opening Times

**Q15.** **Is your GP practice currently open at times that are convenient to you?**

**Q16.** **Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please X all boxes that apply)**

About seeing the Doctor of your choice

**Q17.** **Is there a particular GP you usually prefer to see or speak to?**

**Q18.** **How often do you see or speak to the GP you prefer?**

How good was the last GP you saw at each of the following?

**Q19.** **Giving you enough time**

**Q20.** **Listening to you**

**Q21.** **Explaining tests and treatments**

**Q22.** **Involving you in decisions about your car**

**Q23.** **Treating you with care and concern**

**Q24.** **Did you have confidence and trust in the GP you saw or spoke to?**

How good was the last Nurse you saw at each of the following?

**Q25.** **Giving you enough time**

**Q26.** **Listening to you**

**Q27.** **Explaining tests and treatments**

**Q28.** **Involving you in decisions about your care**

**Q29.** **Treating you with care and concern**

**Q30.** **Did you have confidence and trust in the Nurse you saw or spoke to?**

About care from your Doctors and Nurses

**Q31.** **Understand your health problems?**

**Q32.** **Cope with your health problems**

**Q33.** **Keep yourself healthy**

**Q34.** **Overall, how would you describe your experience of your GP surgery?**

**Q35.** **Would you recommend your GP surgery to someone who has just moved to your local area?**

It will help us to understand your answer if you could

tell us a little about yourself

**Q36.** **Are you?**

**Q37.** **How old are you?**

**Q38.** **Do you have a long-standing health condition?**

**Q39.** **What is your ethnic group?**

**Q40.** **Which of the following best describes you?**

Action Plan

When any survey identifies a need for action these will be discussed in full at the next Patient Participation Group Meeting. A meeting was arranged by the practice with the PPG ON March 2012 for discussion and action plan.

At the meeting it was agreed that that the overall results of the Survey were pleasing. Access to the practice was good however 32% of patients felt that an additional late night opening after 6pm would be easier for them and 36% Saturday’s so it was agreed to change our extended hours opening to Saturday, Wednesday or Thursday evening alternately.

**Surgery Opening Hours**

* Monday 08:00 - 18:30
* Tuesday 08:00 - 18:30
* Wednesday 80:00 - 18:30
* Thursday 08:00 - 18:30
* Friday 08:00 - 18:30
* Saturday 09.00 - 12.30
* Sunday **CLOSED**

**Emergencies Out of Hours Care**

For medical care outside surgery hours please Telephone **0845 602 1807** covered by the **East of England** **Ambulance Service**.

Clayhill Medical Practice is **Closed** on Sunday & Bank Holidays

**How to book appointments**

For on the day or pre-booked appointments you will have to contact the reception after 8.30am. You will be offered an appointment on the day or next day, depends on the urgency that we also offer telephone consultation if appropriate.

You will still be able to pre-book an appointment up to two months in advance with your usual GP. Our Practice Nurses also provides a wide range of services; reception staff will advise you whether your appointment should be with the Doctor or Nurse.

**Appointment Times for Patients**

**Doctor’s (time table)**

|  |  |
| --- | --- |
| **Doctor F Ogunbiyi**  | **Doctor F Hlordzi** |
| **DAY** | **AM SESSION** | **PM SESSION** | **DAY** | **AM SESSION**  | **PM SESSION** |
| **MONDAY** | 9.00 – 13.00  | 4.00 – 6.00  | **MONDAY** | 9.00 – 13.00  | 4.00 – 6.00  |
| **TUESDAY** | 9.00 – 13.00  | 4.00 – 6.00  | **TUESDAY** | 9.00 – 13.00  | 4.00 – 6.00  |
| **WEDNESDAY** | 9.00 – 13.00  | 4.00 – 6.00  | **WEDNESDAY** | 9.00 – 13.00  | 4.00 – 6.00  |
| **THURSDAY** | 9.00 – 13.00  | 4.00 – 6.00  | **THURSDAY** | 9.00 – 13.00  | 4.00 – 6.00  |
| **FRIDAY** | 9.00 – 13.00  | 4.00 – 6.00  | **FRYDAY** | 9.00 – 13.00  | 4.00 – 6.00  |
| **SATURDAY** | 9.00 – 12.30  |  | **SATURDAY** | 9.00 – 12.30  |  |
| **SUNDAY** | **CLOSED** |  | **SUNDAY** | **CLOSED** |  |

**Extended hours**

Under the extended hours scheme we open Saturday Morning from 9.00am – 12.30pm (pre booked by appointment only). This service is routinely provided by Dr Ogunbiyi and Dr Hlordzi.

**Nurse’s and Health Care Assistant’s (HCA’s) (time table)**

|  |  |
| --- | --- |
| ***Nurse’s***  | ***HCA’s*** |
| ***DAY*** | ***AM SESSION*** | ***PM SESSION*** | ***DAY*** | ***AM SESSION***  | ***PM SESSION*** |
| ***MONDAY*** | *9.00 – 12.30*  | *16.00 – 18.00* | ***MONDAY*** | *9.00 -12.00* |  |
| ***TUESDAY*** | *9.00 – 12.30*  | *16.00 – 18.00* | ***TUESDAY*** | *9.00 -12.00* |  |
| ***WEDNESDAY*** | *9.00 – 12.30*  | *16.00 – 18.00* | ***WEDNESDAY*** | *9.00 -12.00* |  |
| ***THURSDAY*** | *9.00 – 12.30*  | *16.00 – 18.00* | ***THURSDAY*** | *9.00 -12.00* |  |
| ***FRIDAY*** | *9.00 – 12.30*  | *16.00 – 18.00* | ***FRYDAY*** | *9.00 -12.00* |  |
| ***SATURDAY*** | ***CLOSED*** |  | ***SATURDAY*** | ***CLOSED*** |  |
| ***SUNDAY*** | ***CLOSED*** |  | ***SUNDAY*** | ***CLOSED*** |  |