

**Framlingham Medical Practice
(GPAQ)**

Patient survey & report

-

September 2008

Date: 29th September 2008

HOW THE SURVEY WAS CONDUCTED:

We agreed to undertake our fifth annual survey on a week when all GPs would be working.

This was announced via our website (www.framlinghamsurgery.co.uk), in the waiting rooms via posters and on the Jayex display system and participation was voluntary.

To ensure sufficient returns we provided 250 questionnaires for patients having GP consultations at the surgeries in Framlingham and Earl Soham.

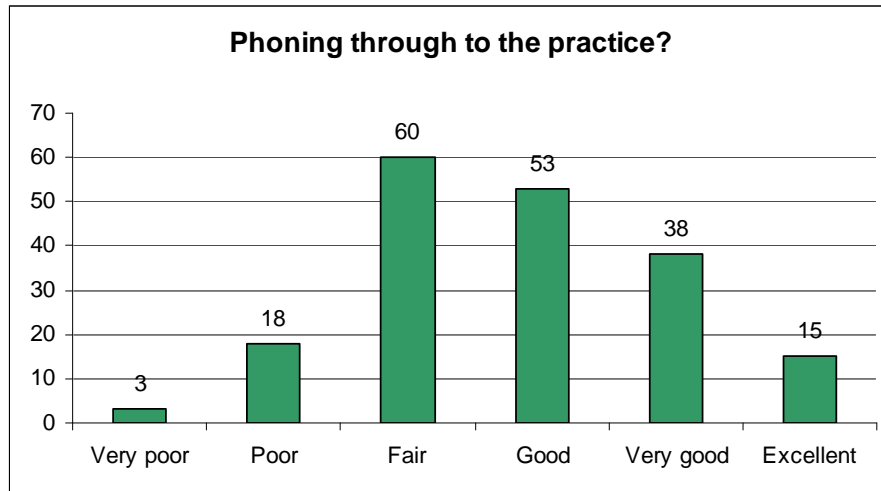
A display table was set up in the main surgery waiting room with GPAQ survey information posters, questionnaires and a ballot box for returned completed survey forms.

The questionnaires were offered to each patient by the receptionist with a request that they be completed in the surgery and posted in the ballot box.

The return rate this year was excellent – with 193 responses – in marked contrast to the past three years; perhaps a reflection that the general public are more aware that their views are necessary and valued.

Overall report ratings

There were 13 questions which were rated against a national benchmark and the Practice exceeded all except one. This was “*Satisfaction with Phoning through to the practice*” where we achieved 56% against a 59% national benchmark score – however this was a real improvement on last years 40% score.



In the 2008 GPPSS survey (a Department of Health survey) one of the questions was “*In general, are you satisfied with how easy it is to get through to someone on the phone at your doctor's surgery?*” - we achieved 88% however the national benchmark was 91% which indicates that this IS an area we need to monitor.

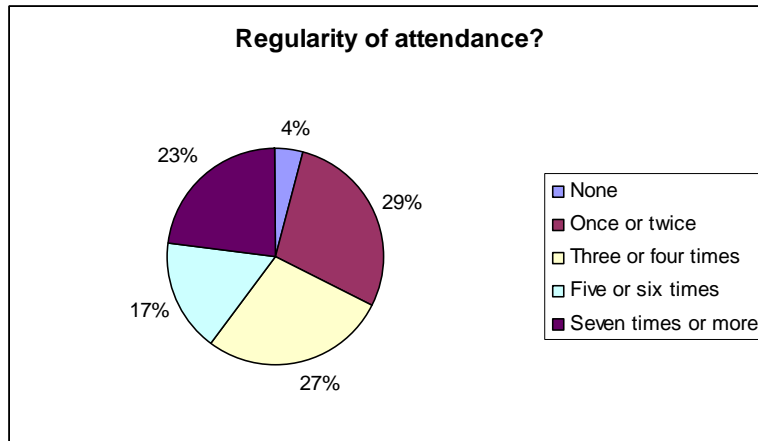
Patient Demographics

This is a reasonably affluent area, with few pockets of deprivation. There is a high percentage (77%) of owner-occupiers and in terms of employment status there were similar levels of “employed” and “retired” presenting at both surgeries.

The majority of respondents denoted their **Ethnic group as White**.

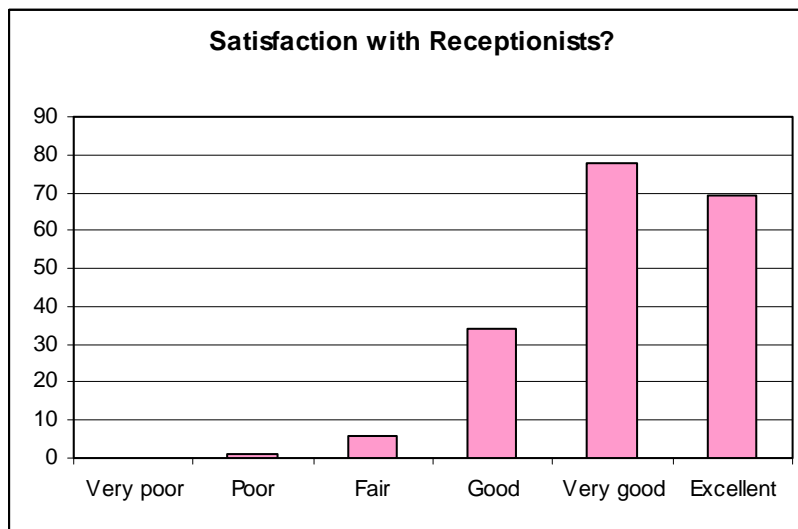
Number of attendances in past 12 months:

A similar percentage of patients are “regular or frequent” attendees, having attended the surgery three or more times in the past year and this has been a constant for the last four years.



Satisfaction with receptionists:

97% rated our receptionists as *Good* or *Very Good* and *Excellent*. This clearly demonstrates the high levels of customer-care provided by our receptionists.

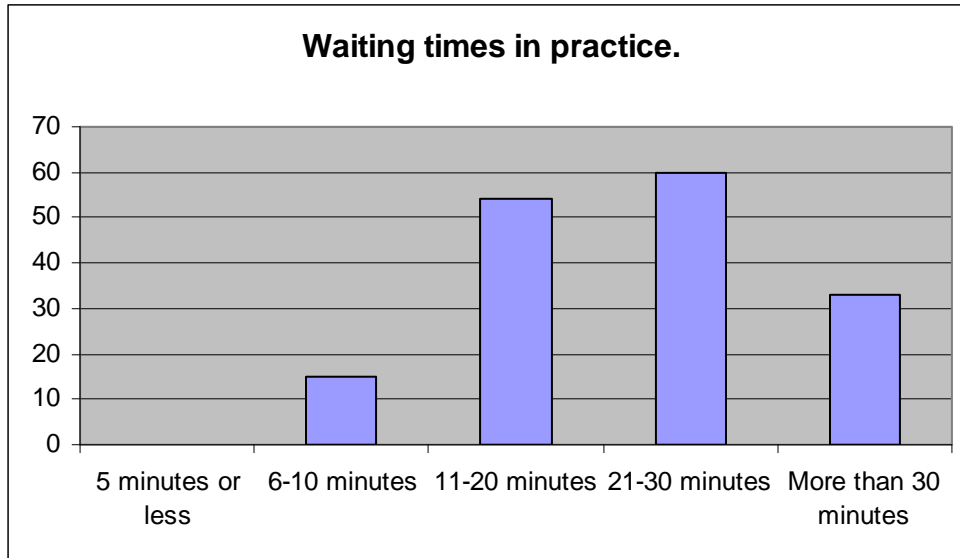


Two patients had written “it depends who is on duty” though – showing that we can’t please everyone, however we DO try!

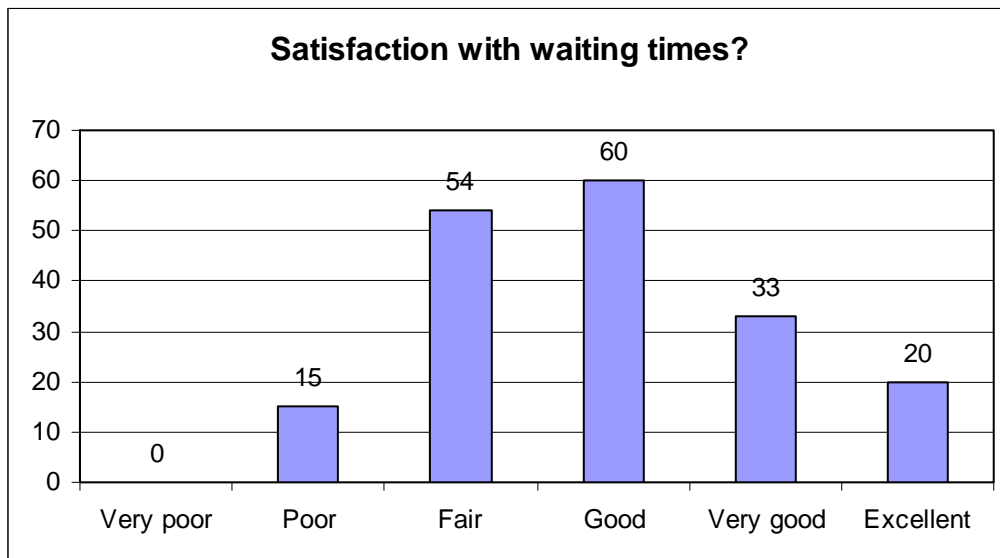
WAITING TIMES

It appears that the majority of those surveyed had waited between 11 and 30 minutes which might have been due to their arrival time or if their appointment had been delayed by doctors being called out or other patients with earlier appointments being seen beyond the routine 10 minute appointment times.

When the doctors are called out on emergencies and there is likely to be delay the receptionists let patients know when they book in and keep them informed as and when they have further information. At Framlingham surgery a message is also put on the Jayex message board.

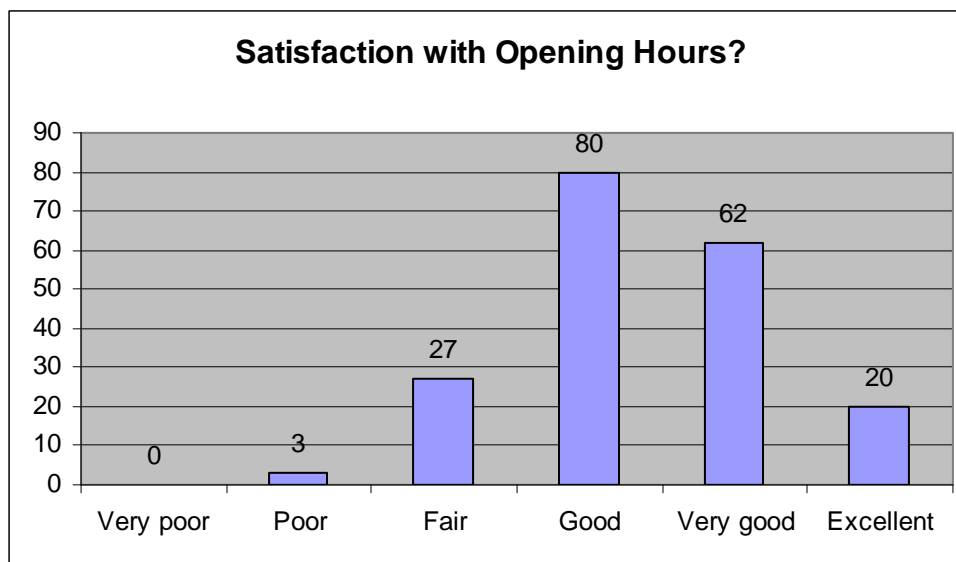


The majority of those surveyed indicated they were satisfied with this wait although we would ideally like to facilitate an improvement for those whose experience had been "poor".



ACCESS - OPENING HOURS.

81.5% (162 patients) expressed satisfaction regarding our current opening hours with the remaining 18.5% (30 patients) feeling it was *fair* or *poor*.



Comparing this with another government survey¹ question “*Over the last six months or so, were you satisfied with the hours your GP surgery was open?*” – We achieved 77.5% positive responses compared with a benchmark of 83.7% nationally. Whilst 79% (194) of patients were satisfied with our opening hours (at March 2008) the remaining 21% (59) patients requested the following: 2 wanted lunchtime opening however the surgery IS already open at lunchtimes, 8 wanted evening opening and the remaining 26 preferred weekend (primarily Saturday) opening –with 1 giving “other reason” – but no details.

Our current opening hours are based on the GMS contract and our evening and weekend work is contracted-out to Suffolk Doctors on Call. The practice recently signed a local agreement with Suffolk PCT and agreed to introduce extended working hours in May 2008 to improve access for the general public.

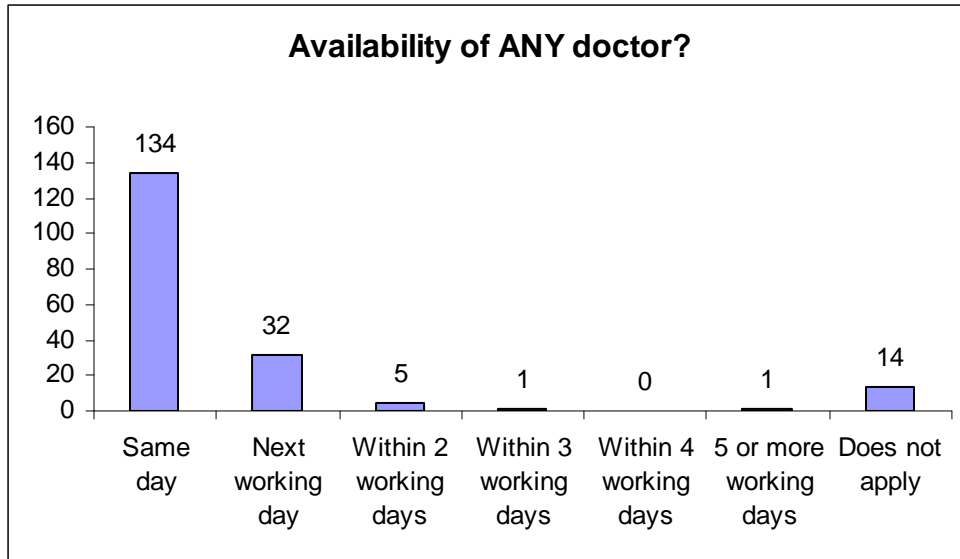
The Practice agreed to initially address early morning and evenings and open from 7.15a.m. until 8p.m. on Mondays as these are our busiest days when the majority of GPs are on duty, therefore we could provide two GPs working consecutively. This decision was based on previous GPAQ patient surveys which we felt provided a more representative sample of patients who had attended surgery during the past two years as the GPPSS survey results had not been made public at that time.

¹ GPPSS Access survey – Department of Health 2007-08

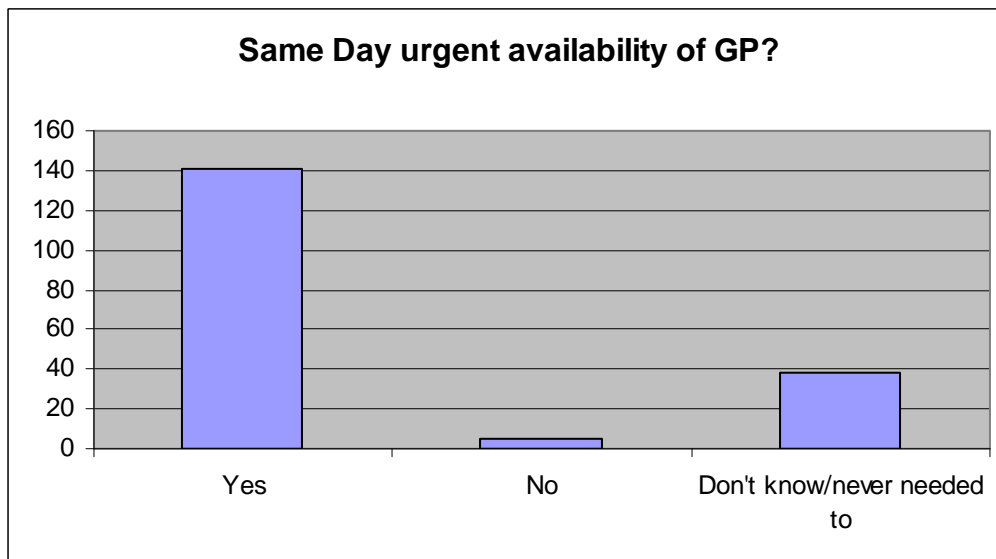
HOW DO YOU RATE OUR ACCESS TO A GP?

The NHS Plan introduced Access targets stating: “by 2004 all patients will be able to see a primary care professional within 24 hours and a GP within 48 hours” this aimed to ensure fast access to services but meant that patients may not see their “preferred” GP.

Over the past few years we have tried various methods of trying to meet our Access targets and provide patients with the appointments they request.

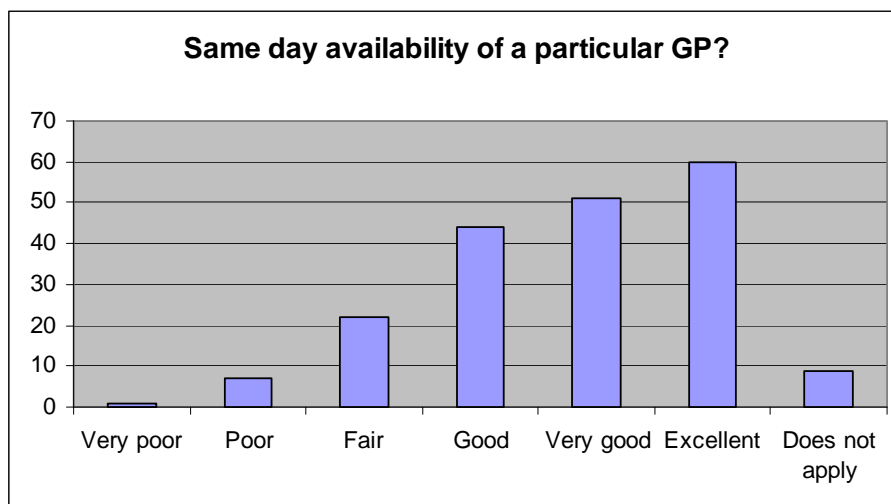


The graph above demonstrates that the majority of patients reported that we were able to offer them an appointment with a doctor on the same day or next day (within 48 hours).



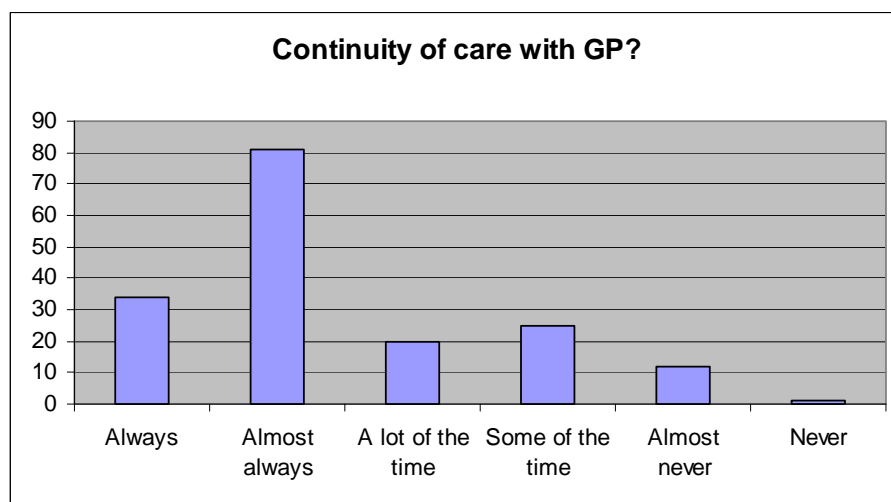
76% reported being seen on the same day or next working day for urgent GP appointments.

OPPORTUNITY TO SEE A “PREFERRED” GP



Continuity of care is very important to our patients – therefore the receptionists aim wherever possible, to facilitate this. 79% of patients requesting an appointment with a preferred GP scored our response as good to excellent. 11% felt the response was fair – however 8 patients felt their experience had been “poor”. One reason for this might be the result of a recent shortage of female doctor appointments, owing to unforeseeable sickness absence, and although we tried to minimize the impact by arranging some female Locums a few patients had verbally reported difficulties in obtaining appointments with a female doctor within 48 hours.

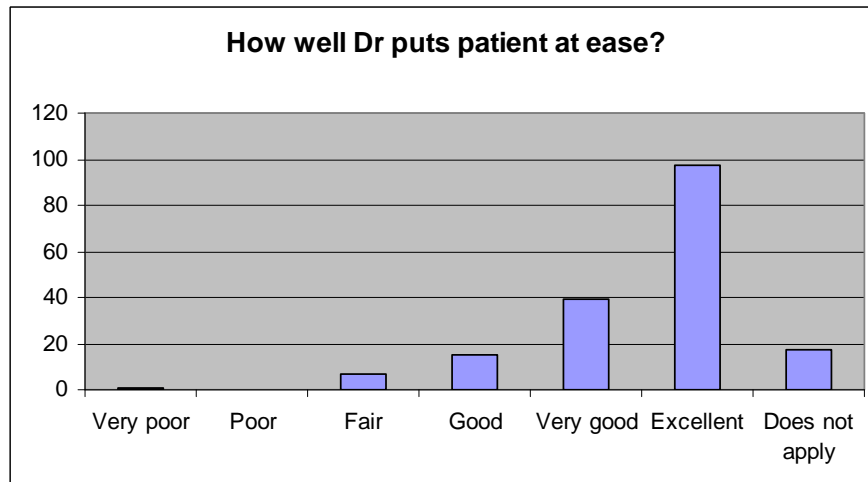
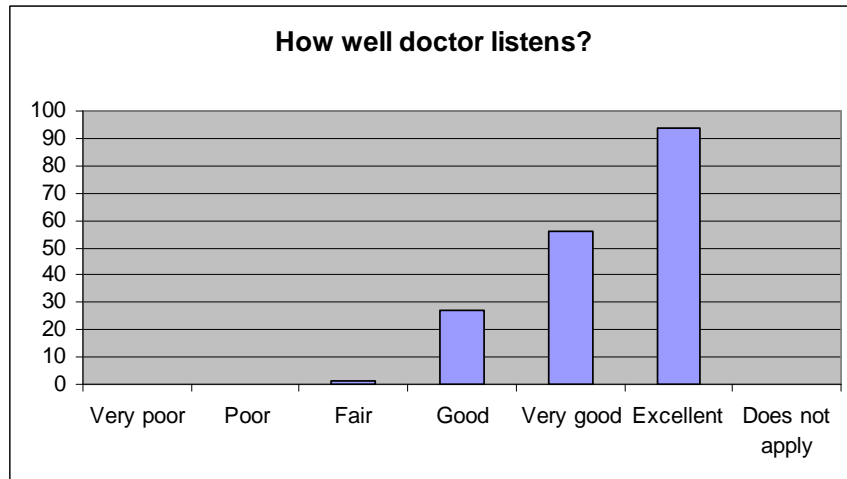
The graph below indicates that a significant number of patients felt that we had provided continuity of care for some or all of the time.



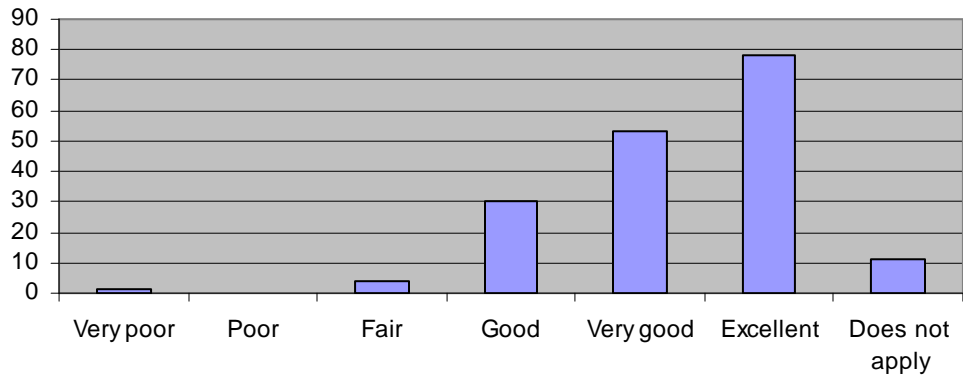
We currently offer 60% “book on the day” and 40% “book ahead” appointments - enabling patients to book two weeks in advance for GP follow-up appointments (slightly longer for nurse appointments) or to assist those with specific occupational or transport needs.

THE CARE PROVIDED BY OUR GPs:

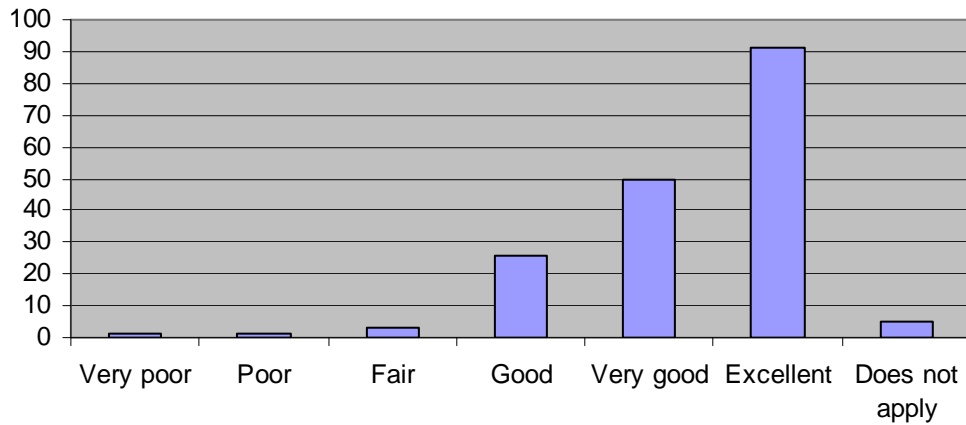
The graphs below show the majority of patients scoring the doctors personal skills as “*Good*” to “*Excellent*” – a similar outcome to all previous years.



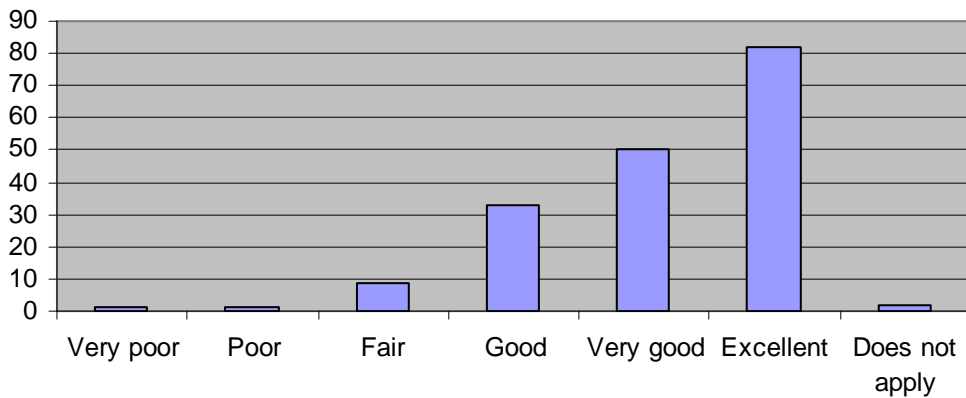
How well GP involves patient?

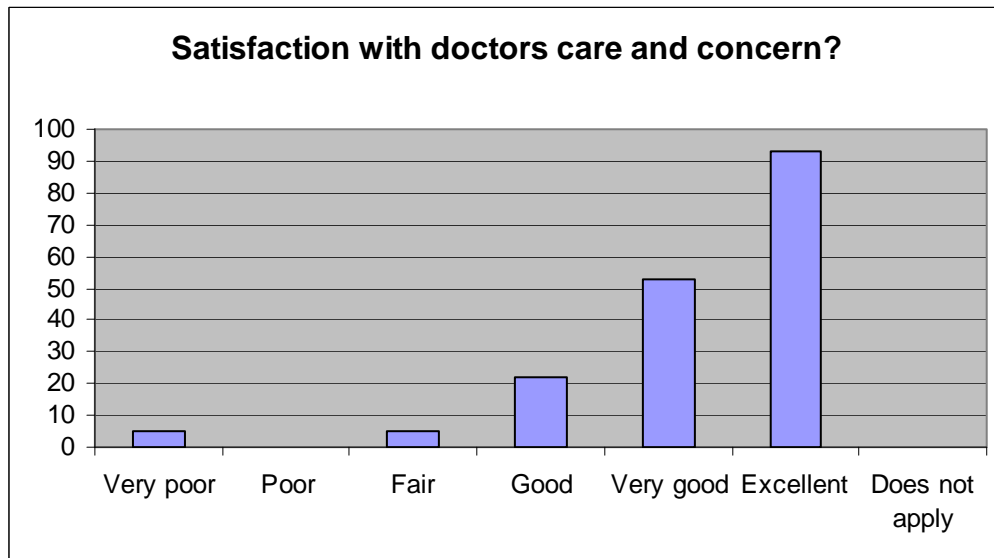
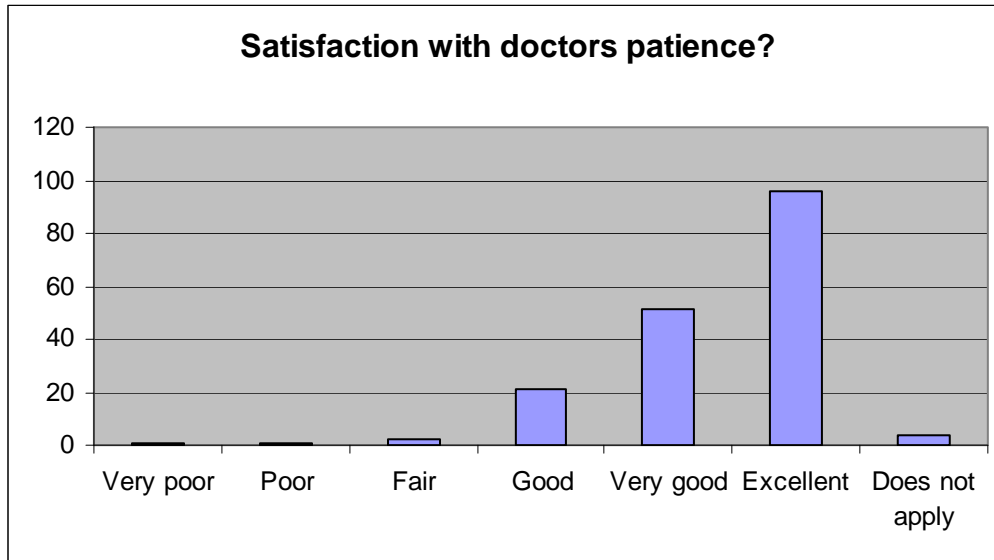


Satisfied with GP explanations?



Satisfaction with time doctor spent with you?

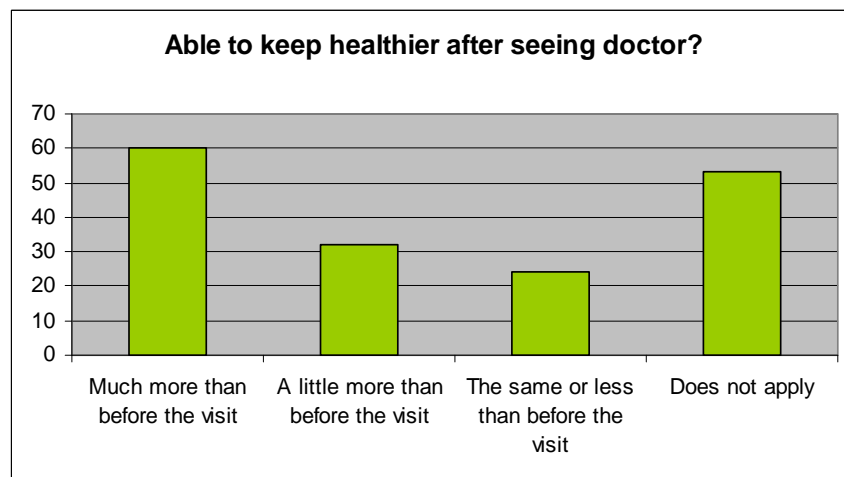
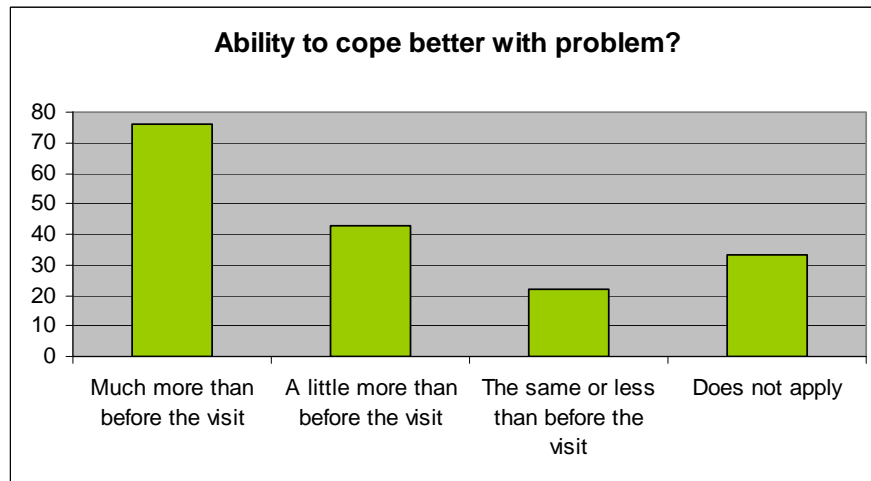
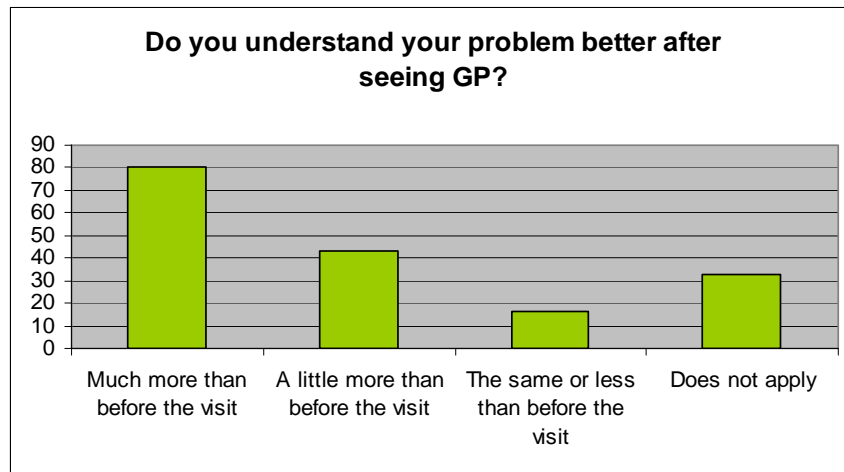




Whilst pleased with these responses we are aware that there are a small minority of patients who clearly indicated that they were not satisfied with the service offered by a doctor (or doctors) and this will be investigated where possible.

DID PATIENTS REPORT ANY BENEFIT FOLLOWING THEIR APPOINTMENT?

The graph below outlines how the majority of patients felt after their appointments:



Health education is paramount to enabling patients to manage their own conditions and these graphs indicate that these patients felt more able to understand and cope with their medical problems following their GP consultations.

OVERALL HOW SATISFIED ARE YOU WITH OUR PRACTICE?

Patients made the following comments:

Very pleased with every aspect of this medical practice.

Small practice providing personal service

Do not come here very often - satisfied

I am always treated well with very helpful people (Doctors, nurses or reception staff). I have never had to worry about any of the doctors I see. I am never about what improvements could be made - I think I am satisfied. I hope in trying to improve we don't lose sight of how good things are at both surgeries.

Being able to see a good family doctor at each visit.

The care and friendliness from all staff at the practice is second to none. I've never experienced better. Nurse Practitioner is fantastic as is pharmacy service. There is never a snappy or patronising tone that I have experienced elsewhere.

Feeling at ease with the staff in the surgery, although fortunately I do not have to visit often.

All the doctors I see are sympathetic and caring

I see one or two particular doctors all the time. Small country surgery - easy to park.

Find the doctors and staff extremely kind and helpful

Quick to book, friendly and efficient.

The surgery is excellent & the speed of seeing a doctor is good.

Excellent personal attention not only from Dr but from reception and nursing staff. A super personal service - we are lucky to have such a surgery.

GP provision and service has improved beyond recognition over 10 year period.

I think it aims to do its best. No drugs refused a patient if needed as this supports the Hippocratic oath - a system we thought we were paying into to do just that! More must be done so further generations will get good healthcare whatever that means (NHS or private)

In general it is very good.

We have excellent doctors here - very personable and empathetic. You are to be congratulated on how well this surgery is run. Thank you Framlingham for caring.

Generally very happy all round. Very good service! Everyone is very pleasant and helpful, much appreciated - thank you.

I feel great just need visit to surgery to keep health that way.

All very good

Always get hold of someone

Dr has requested diagnostic procedure before sending me to consultant - thus saving everyone's time - excellent!

Everything is fine - no complaints at all.

When I hear about the problems people in Ipswich have trying to see a doctor. I think the service we receive is excellent.

The ES practice is brilliant including the unusually friendly and efficient receptionists. The closure of the ES practice was obviously no-one's fault and handled well with the exception that e-mails were not forwarded to the Fram practice therefore my repeat prescription was not ordered and fram reception were rude.

I have found everyone here very friendly and helpful

Consistent

Always pleased with staff and doctors - thank you.

An excellent practice.

Trying to get through to surgery in mornings.

All members of the team at Framlingham are always happy to deal with any queries with a smile and very professionally either face to face or on the phone. They are all trained to the highest level and make up with the rest of the doctors, nurses etc. The best medical practice I have ever had the pleasure of attending. Working together as a team makes the practice work excellently and I am very proud to be a patient there. Keep up the excellent work.

Always excellent, very well satisfied.

Its very good.

A friendly, helpful surgery

As a Diabetic I have the very best treatment from doctors and nurses

I can usually access health.

Dr is wonderful. Surgery - clean, efficient. Improvement - take off some of the pressure from the doctor. Would be lost without the doctor.

Excellent service from all the staff - we are very fortunate. If in the future my husband can't drive me to the surgery this would be real problem. Buses come hourly from our village to Fram. But I doubt if I could walk the extra distance.

I only moved to this area 3 years ago and was quite concerned after having my doctor for 25 years. I must say that this practice has always made me feel more than comfortable and I have no worried at all about it.

The doctors and nurses at the practice are first class. Thank you for all the care over the past year. (nothing can be improved) because they seem to keep with up everyone's needs. The surgery overall is very good.

I have been treated well, informed , treated promptly and with care.

Very caring doctor who always shows concern. The nursing staff are very helpful. The receptionists always try to accommodate. The pharmacy is helpful.

It is first class.

I've only been a member of this practice for around 13 months and so far rate it higher than my previous practice. PRG is the only doctor I have see her and so far, so good!

Due to my sons health problems and disability RJM and the receptionists are always v. quick in getting him seen.

A very caring practice. A very good practice.

Good availability of appts..

Well looked after.

This practice gives a high standard of care and I am very happy with it.

RJM has always been very helpful with everything and his diagnosis accurate.

Always of a very high standard.

Excellent service . Very kind and helpful staff.

Friendly and professional. Both doctors and nurses are helpful and will put themselves out considerably, especially for my children. The service is excellent, friendly and professional above all. I like the way we were kept informed about the practice in local newsletters etc.

Friendliness of staff, doctors and nurses.

LC is a kind, helpful and very understanding lady. Could not ask for a better doctor.

Could maybe improve app. Times? Very happy with my doctor, very helpful and caring.

Able to be seen very quickly. Other services suffer i.e. blood tests. Sound professional advice.

Everyone at the practice is helpful and efficient.

I don't come that frequently so I am not really qualified to say but when I come the surgery is always clean, staff friendly and I have no problems in getting to see a doctor. It seems a very good set up - thank you.

The whole team at the centre are very helpful - thank you

Good friendly staff at reception who understand their jobs. As a new patient I have been very impressed with the efficiency of the practice and think all staff offer good "customer service". Very pleased to be a patient here. Feel that my family and I are in really safe hands.

I have always had the very best care here.

LC is the best GP I have ever had. We are extremely lucky to have her. We just wish she could work more days.

LC is excellent. She has seen me through 2 cancers and is always concerned about my wellbeing. I would rather wait for an hour to see her because I know she will not rush - will always listen and gives her undivided attention. She is totally excellent.

Very thorough and caring. Very good feel to clinic.

Quicker appointments with usual doctor.

Pleasant staff doing a good job

I have been very satisfied with the care provided at the practice.

Friendly, professional advice. Improve - surgery hours could be extended without increasing Drs hours. It would be helpful to be able to book appts in advance.

All of the staff are so friendly and helpful. Improve? Some of the doctors make you feel you are being a nuisance but there are others who are really caring.

Well qualified, empathetic and professional. Very satisfied with the practice

New to practice, service better than old GPs - more care here!

The way the local doctors surgery manages to work as well as it does when it's hands are so tied by inappropriate legislation.

I don't feel that I could have been better served elsewhere.

In general satisfactory

A good doctor.

The atmosphere at the surgery is generally very friendly.

The surgery is very good and In my mind cannot be improved upon. Thanks.

Patients felt we could improve on:

Evening hours or weekends for access - given that I work 9 - 5 in Bury St Edmunds.

I would like to make an appointment on a previous day (I didn't know I could until I asked the receptionist)

A more stringent review of my heart problem in regard to treatment e.g. change in medication.

More lines open at 8.30 when everyone is trying to ring to get an appt. with their chosen doctor on that same day.

It would be nice if you could install a 2nd display in waiting room at opposite end so people sitting with their back to the current one could see who is being called.

Parking could be improved.

The answer phone service - every call costs money when you are trying to get through in the morning and you are told to hang up and try again. Unfairness of collecting prescriptions from the surgery it seems to go on influence rather than distance.

Parking could be improved.

Trying to get through to surgery in mornings.

Web-base site - enable one to simply ask questions, book appt, Per??? Updates or maybe test results

Maybe two phone lines - as hard to get through at 8.30 then missed all appts.

It is sad the PCT does not allow me to have my treatment which was stopped at Ipswich Hospital July 2006.

Good availability of appts. (could improve..) more knowledge, use and education about the whole realm of alternative therapies.

Support from a community nurse. I sometimes experience problems with my medication from the surgery due to late deliveries, sometimes things don't arrive at all.

Waiting time could be improved - - with children has been 60 minutes occasionally and usually because we have been added onto normal hours or because a GP has been called out urgently. Perhaps info on the board of likely waiting time?

Dispensary times reduce to 24 hrs.

I would like to make advanced appointments to make it easier to get time off work.

I have experienced some problems getting an appt to see (my female GP) when I feel I need to - but not very often

Liaison between heart, diabetes & urology.

Quicker appointments with usual doctor.

Less waiting time - especially when an appt. has been booked for a certain time.

It would be helpful to be able to book appts in advance.

Some of the doctors make you feel you are being a nuisance but there are others who are really caring.

Improve - being able to get through on the phone in the morning (very busy)

Improve - booking appts in advance of 1 week. Punctuality of appointments.

Longer surgery hours, more parking spaces.

Outside working hours it is almost impossible to get a doctor to call when my wife can't cope with the pain of a migraine and her medicine not working

What could be improved - a similar experience in hospital once referred to specialist care would help!

The beep from the automatic "appt/doc ready" machine is very loud!

Less government rules, more freedom for those at the sharp end to work as they know will be to the real advantage of their patients. On health generally - a similar approach to Germany where "alternative" care is part of the mainstream and there is a better holistic approach would be of great financial benefit to the "health" (illness) service in the UK

ACTION PLAN

There is always scope for improving the quality of our service. Below are the areas for improvement as highlighted by the survey; the responses in **BLUE** explain the actions which we propose taking:

Frequent or regular attendees – we need to ascertain whether visits are resulting from regular review of medical condition and whether patients actually need to see a GP at each visit, or could be directed towards other healthcare professionals (Practice Nurses/HCA/Phlebotomist). **We will continue to audit and provide regular reviews for patients with Chronic Diseases and ensure that (as far as possible) patients are directed towards the most appropriate clinician for their healthcare needs.**

Accessibility - we will continue to monitor clinic appointment capacity and are due to meet with the PCT to discuss our Access results to see if these can be improved. **Opening hours will be reviewed in line with government & PCT recommendations and funding.**

Waiting times – there appeared to be some lengthy waits of more than 30 minutes. **The survey was conducted during our student doctor placements and therefore often two GPs would have been delayed as they were mentoring and observing the students in parallel clinics.**

Telephone services - **We will continue to liaise with our supplier to ensure our system is correctly set up – we would also appreciate the public making us aware of any problems as they arise.**

Patient comments – we will endeavour to address as many of the issues raised as feasible. **Rather than install another Jayex display board we will move the seating around to ensure that all chairs face the display screen – we will also investigate whether it is possible to alter the volume of the “beep”.**

Report prepared by Denise Guy, Practice Manager.

29th September 2008

The next meeting of the Framlingham Community Care Scheme is due to be held on Tuesday 20th January 2009 at 7.30pm at the Surgery, Pembroke Road, Framlingham

I can confirm that I received a copy of this report prior to this meeting.

I am willing to circulate copies to the other Wardens and, time allowing, will invite any feedback at the January meeting.

Report witnessed by:

(Mr Andrew Lovejoy, Chairman – Framlingham Community Care Scheme)

Dated: