

Claverley & Pattingham
Medical Practice
Patient Survey
2013/14

Practice Background

- Claverley Medical Practice is a long established practice providing medical care to a patient population of around 4500 patients . Patient numbers are stable; very many of our patients and their families have been patients of the practice for many years; we have significant numbers of very elderly patients, including over 100 in nursing or residential homes, but many young families also.
- Workload increases inexorably each year as more and more care is being transferred from hospital to community setting as well as many nationally-driven changes on a yearly basis. The breadth and complexity of conditions and treatments for which the GP is responsible has increased massively, with many patients, often very elderly, having multiple health issues.
- After a period of significant change in GPs we now have four permanent doctors in post. This has followed a very intense recruitment process which has taken a considered amount of time due to few GPs wishing to work full time. Also there is a recognised problems nationally in recruiting GPs. We have also recruited a new full time practice manager as well as new admin and reception staff to support the increasing health needs and services the practice is offering.
- A number of other improvements and developments in the practice are under consideration and discussion to further strengthen and secure the future of the practice for our patients.
- The practice has recently upgraded their clinical system to a web based system. The practice is continually reviewing the benefits the web based system has to offer patients in terms of efficiency and accessibility.

Claverley survey

How the survey was carried out

Firstly, we made a first draft of a survey using previous models. Secondly, we asked the opinion of our Patient Reference Group to see if the survey was applicable and easy to complete. After taking into account any comments and input from the Group, we then made a final draft of the survey and carried this out during a 3 month period in 2013/14

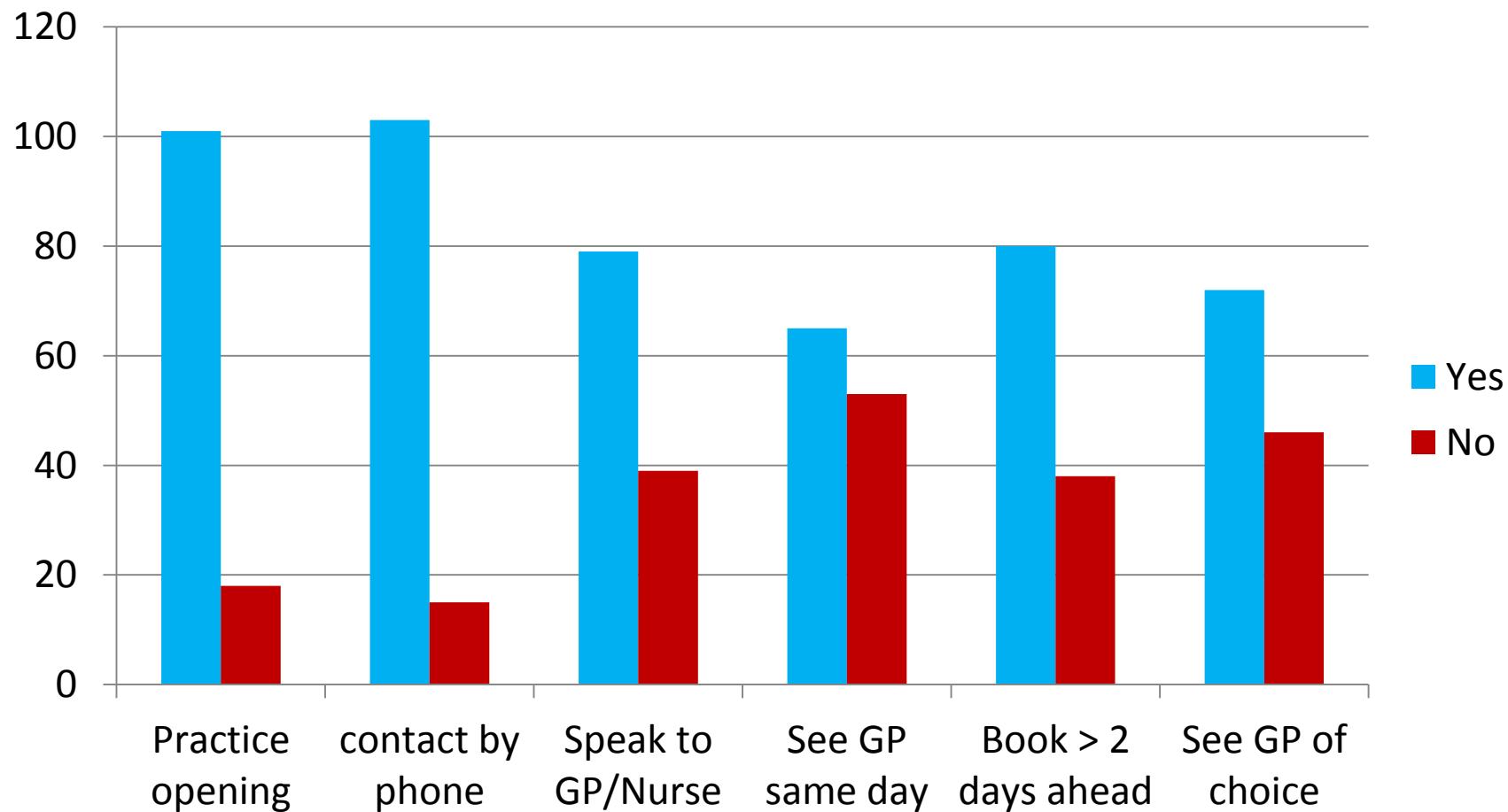
A total of 119 patients took part in the survey

119 patients took part by completing the survey in the surgery or downloading it from the practice website.

We targeted patients who attended the doctor, practice nurse, during clinics, i.e. baby clinic, chronic disease clinic, including patients attending the surgery to collect prescriptions etc.

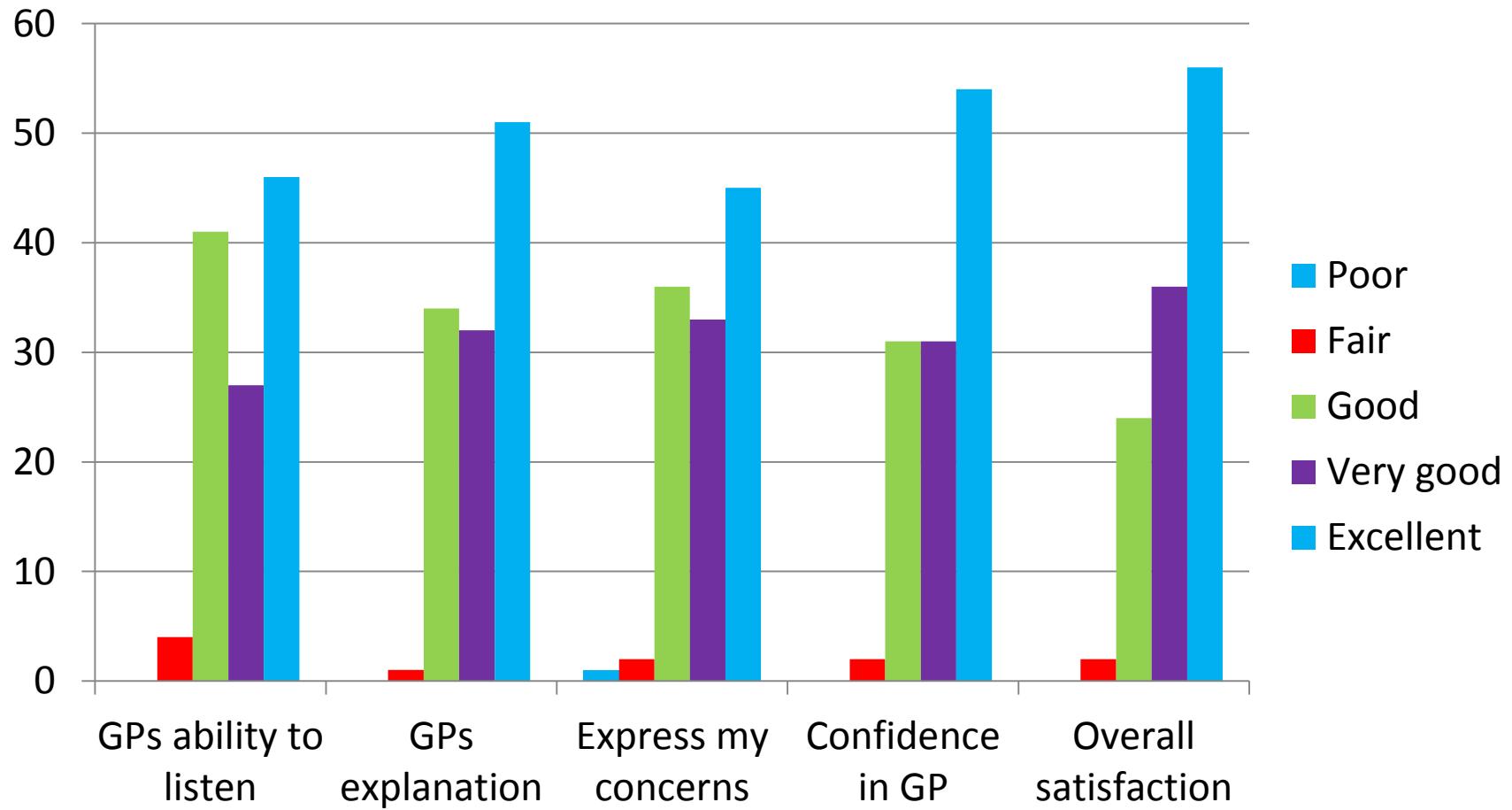
We posted the survey on our website for patients to download and complete . We advised patients of this facility via the website and when attending the surgery.

Are you satisfied with access to the Practice



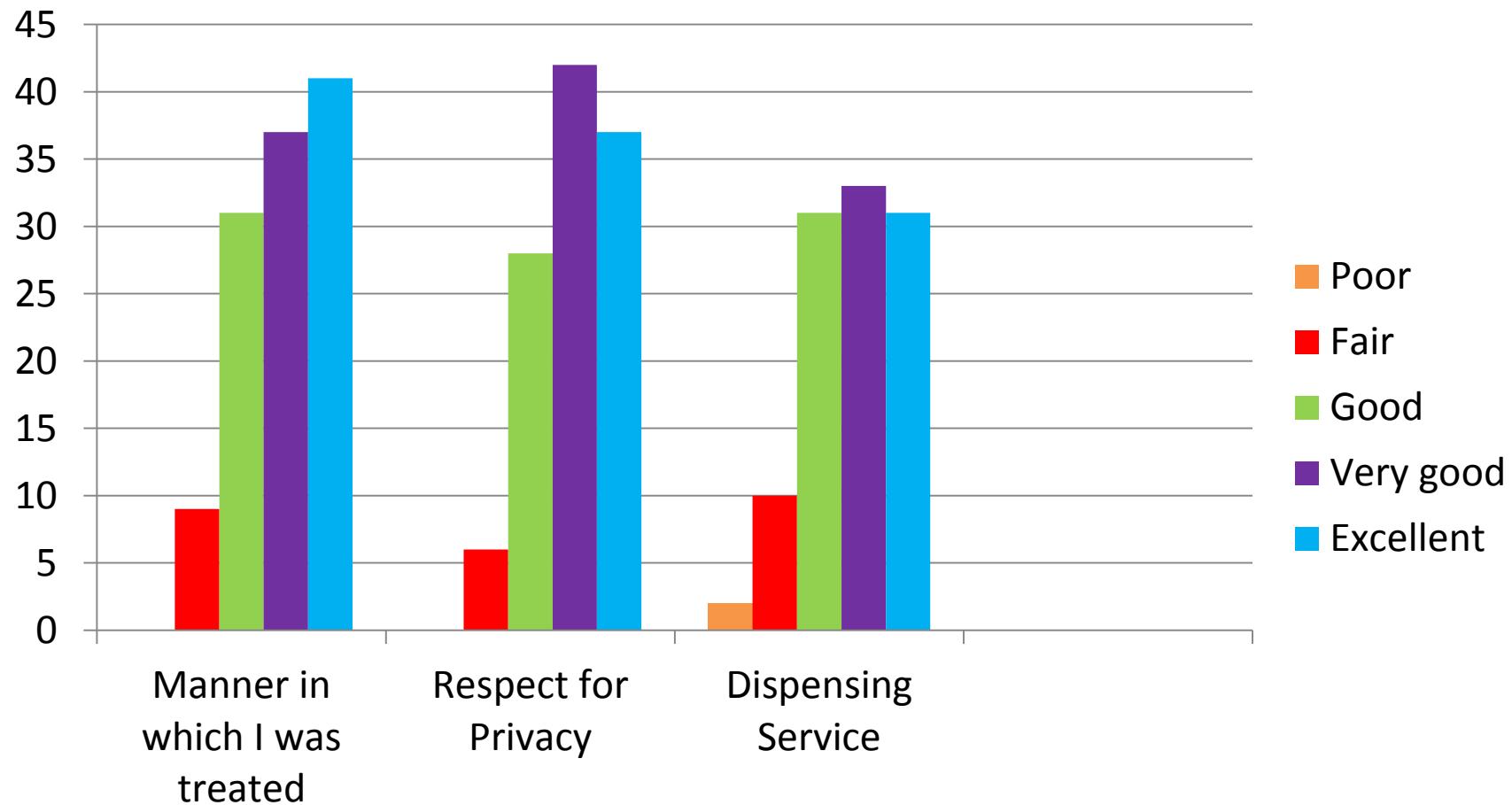
2013/2014

Consultation Experience with a Doctor & Nurse



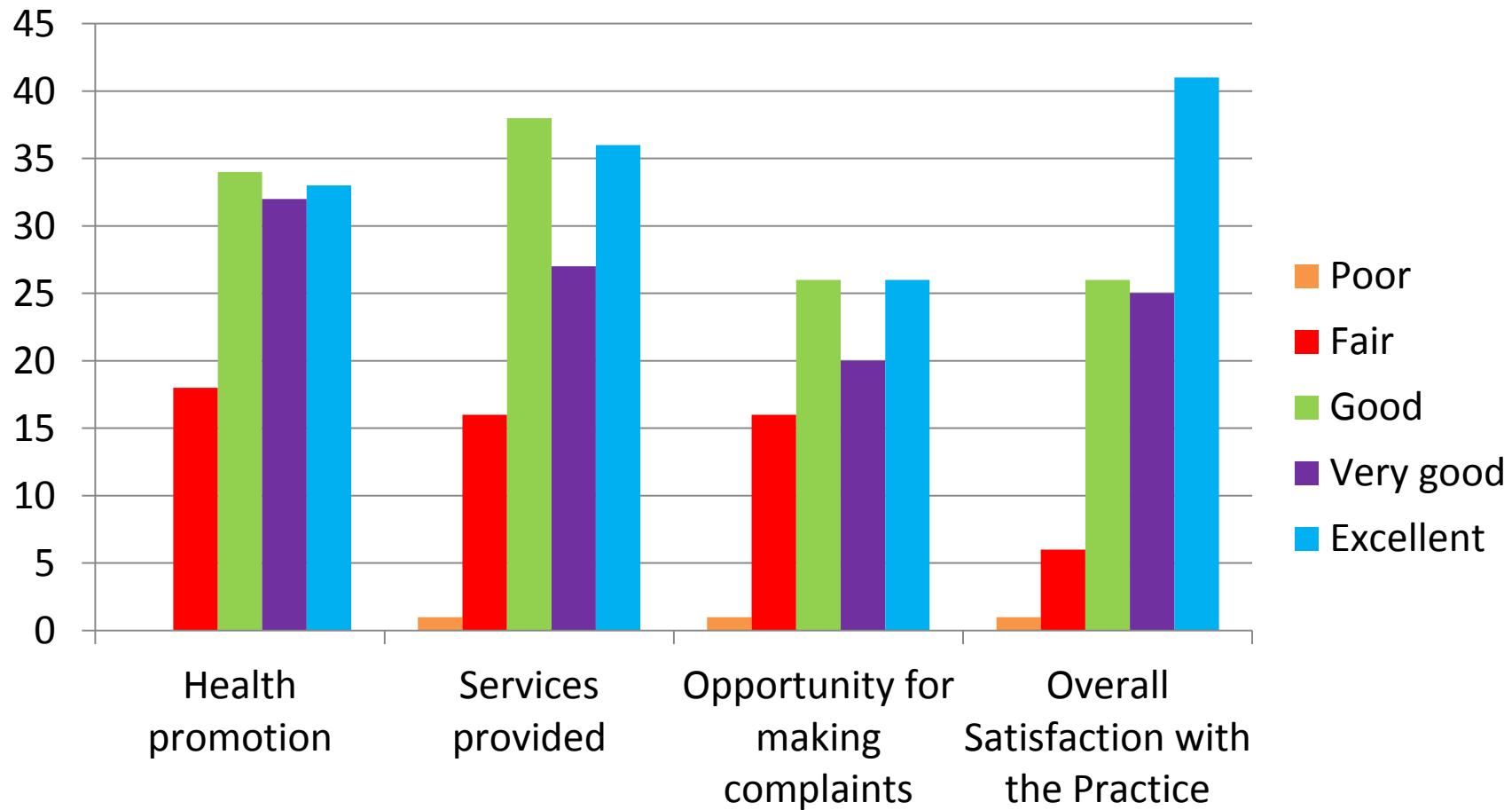
2013/2014

Reception & Staff



2013/2014

Generally



2013/2014

General Comments

- Good service for the 50 years I have been coming here.
- Don't think we can improve the service as volume of patients.
- Long waiting time to see particular doctors.
- Doctor rang me out of hours.
- Staff are all friendly, helpful and approachable.
- Turn music down/off in the waiting room.
- Always make the effort to fit in my daughter with asthma, much appreciated.
- Always feel grateful we are looked after in such a professional way.
- One or two monthly repeat home visits to be offered.
- I find this doctors practice very good and don't see any way of improving.
- Extra surgeries to be offered at the Pattingham surgery.
- Very good service provided.
- Very difficult to get an appointment with the doctor of your choice.
- Easier to get appointments and waiting time only 1-2 days.
- Want to see my doctor.
- The whole practice has always been very courteous, pleasant and helpful.
- Very kind staff- always helpful
- Dispensary very convenient to us.
- Practice could be bigger as cannot park for chronic patients.

Practice Solutions (Action Plan).

We have taken on board our patients' feedback and have endeavoured to address some of the problems highlighted as below:

Problem highlighted from survey:

- The doctor I would like to see is very booked up.
- It is hard to see doctor of choice.
- I waited 5 weeks to see a specific doctor for continuity, this is not acceptable
- Doctor of choice is not easy to see.
- Doctor of choice does not work 5 days a week.
- No appointment availability when I wanted it.
- There is a need for more permanent doctors as I can only get an appointment with a locum.
- Older people need to have confidence in a personal doctor who is accessible when required.

Practice Comments/Solution:

There are now 4 permanent doctors in post. Three of these doctors have joined the surgery in the last 12 months after careful selection. Clearly the one long standing GP cannot see a disproportionate number of patients and he also has to allocate time to represent the patients interests on clinical commissioning group.

We would encourage patients to be prepared to see alternate doctors in order to achieve continuity. All patients can have every confidence in all of the doctors who now permanently work at the surgery.

The GPs now working at the practice have been chosen on the basis of quality. Many GPs now feel unable to work 5 days per week as the commitment of doing this and the personal cost is excessive.

Practice Solutions (Action Plan).

We have taken on board our patients' feedback and have endeavoured to address some of the problems highlighted as below:

Problem highlighted from survey:

- Appointment not always conducive to working day.
- Teacher working full time, impossible to get an appointment.
- Making appointments could be made easier.
- Be able to ring in earlier than 8:30am as I am on my way to work.
- I work long hours, more early/late appointments would be useful.
- More flexible opening hours. i.e. weekends, bank holidays and evenings.
- Not keen on out of hours service provider "primicare" would like surgery opening hours evenings and weekends.

Practice Comments/Solution:

We are imminently introducing a free online service which allows patients to book and cancel appointments online.

This service is called "patient access". Patients will be prompted to register at reception for this service. It will be advertised via our surgery website, Email, in both surgeries and will also be advertised in our parish newsletter.

We have taken advantage of the new government winter pressures funding. These are doctors appointments offered outside the normal surgery hours for a 12 week period. Doctors are allocated to these surgeries on the day.

There is a national assessment taking place regarding GP practices opening weekends and bank holidays. This includes considering the support services e.g. social services and urgent care services that will be required to be accessible during these times. Once this assessment is complete the surgery will evaluate the value of this service.

Practice Solutions (Action Plan).

We have taken on board our patients' feedback and have endeavoured to address some of the problems highlighted as below:

Problem highlighted from survey:

- I take blood pressure medication and can only have 28 days supply, it would be more convenient to have 56 days supply as it is in other practices.
- Sometimes struggle to collect prescriptions during working hours.

Practice Comments/Solution:

The practice adheres to the BMA and the national audit office recommendations to provide 1 months supply of prescriptions.

In cases of excessive hardship exceptions may be considered.

Many of our patients organise shared pick up of prescriptions. If patients work closer to a pharmacy the surgery can post patients script to them at home enabling them to access the pharmacy for their medication.

Practice Solutions (Action Plan).

We have taken on board our patients' feedback and have endeavoured to address some of the problems highlighted as below:

Problem highlighted from survey:

- Unsure whether one problem per appointment is a good idea.
- Long waiting time to a doctor majority of the time.
- When attending for an appointment I have had to wait 30mins.
- When routine appointments are made, I have still waited an hour with a young child. I would be prepared to come later by a telephone call and not wait the hour in the surgery as this is happening on a regular basis.

Practice Comments/Solution:

This is an issue of quality and clinical safety. To repeatedly attempt to address multiple health problems, often complex in nature during a single consultation is potentially unsafe and can result in errors/omissions in care and compromises both patient and doctor which we cannot accept.

This also results in extended waiting times for all other patients. We consistently remind patients of their booked consultation time and politely request they try to adhere to this.

Patients are encouraged to book a double or further appointment for each health problem.

We are in the process of implementing a duty doctor appointment system which will be piloted from March 2014. This will involve a triage system for filtering patients to the appropriate appointment , appointment time and clinician.

Practice Solutions (Action Plan).

We have taken on board our patients' feedback and have endeavoured to address some of the problems highlighted as below:

Problem highlighted from survey:

- Improve parking at Claverley.
- The surgery needs a bigger premises and ideally bigger parking in the area.
- We know you are trying to deal with the problem of car parking- a large surgery etc.
GOOD LUCK!

Practice Comments/Solution:

Availability of parking is an issue we have little control over and is a problem at both Claverley and Pattingham surgeries.

The only solution to this is relocation of the surgery, which is a project for Pattingham and Claverley that we are actively perusing .