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24th January 2012

Patient Reference Group – Patient Survey Consultation January 2012

Background

In November 2011, the Health Centre began recruiting members to the Patient reference Group. The Patient Reference Group, or PRG, is a new initiative to encourage patient feedback and participation in decisions about a variety of practice services. The primary aim of this group is to establish a “cross-section” of the practice population so that everybody’s views may be heard.

Members of the PRG have the opportunity to vote on topics which they would like to discuss. At the Health Centre, the PRG will be a "virtual" group.

The opinions of the PRG are collected using online surveys or email, and the group is notified by email when each survey is ready for completion.

The surveys are also available on paper by post and they will also be at the surgery in the waiting room.

The results of these surveys are collated by the practice and members of the PRG have an opportunity to comment on the results. Discussions about the survey results and any changes to be implemented to practice services as a result are sent back to PRG members, who may submit their comments via email or post to be considered.

Patient Survey Consultation

During early February the Health Centre plans to carry out a survey open to all its patients to seek views on various aspects of the care received at the Health Centre. There were a number of areas which all patients would expect to be included in the Patient Survey and questions on these topics were drawn up to form a “core” survey.

The Patient Reference Group was invited to review 26 additional questions covering a range of issues, and to offer views on which 10 questions should be included in the Patient Survey. The number of questions was restricted in order to keep the number of questions patients are asked to answer to a reasonable level. Some PRG members commented on the process:-

“I appreciate that you need to keep questions to a minimum (I work in market research), and I think it's a very positive step that you're consulting at all”

Partners:

Dr Bernadette Flintan

Dr G C Moncrieff

Dr S P Attwood

Dr Helen Weaver

Dr R A Fox

Dr J Holt

Assistants:

Dr Marlett Smit

Dr Kelly Gladwish-Harris

Dr Claire Hutt

Registrar: Dr Mark Widgery

Practice Manager: Paul Netherton

“With 29 already, another 10 is pushing it to the limit of people's interest, if you anticipate people answering each question. May be better to focus on one particular area, eg appointments; then do a second survey on other key issues.”

The consultation began on 13 January 2012, when each member of the PRG received an email. The consultation closed on 23 January 2012 at midday. This was to ensure there was sufficient time to report on the consultation to the PRG members and to prepare the Patient Survey to be launched for patients on 30 January 2012.

Methodology

The consultation used a number of different ways to collect feedback. An online survey was created using the surveymonkey.com on-line tool, which is DDA compliant. PRG members could also complete and email an attached Word version of the consultation back to bhc.prg@nhs.net, or print it and send it back by fax (01869 320314), post, or hand it in to the reception desk at the surgery. Paper copies were available at the surgery on request. PRG members were asked to indicate which 10 questions they wished to see included in the Patient Survey and to rank those in order from 1st choice to 10th choice. The PRG members received an email advising how to take part on 13 January 2012, and an email reminder to participate on 19 January 2012.

Results

The detailed results of the survey are included in the appendix.

45% of the PRG members responded by the consultation deadline with a total of 56 responses received. Of these:

By on-line survey	51	91%
By email	1	2%
By post/returned to surgery	4	7%

The 10 questions to be included in the Patient Survey were those which received the most responses from PRG members. Where two or more questions received the same number of responses, the average ranking would determine which question took precedence over another.

With the feedback received from the PRG the questions which will be included in the Patient Survey are:-

1. In general, how satisfied are you with the care you get at the Surgery ?
2. Would you like to be reminded about your appointment
3. Did you have confidence and trust in the doctor you saw ?
4. In the Reception Area, can other patients overhear what you say to the Receptionist?
5. How far in advance would you like to be able to book a routine appointment ?

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6. In your opinion how much does your GP know about your medical history?
7. How do you feel about how long after your appointment time you normally have to wait ?
8. If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this ?
9. Have you ever missed an appointment because ?
10. Missed appointments are a problem for the practice. Can you easily contact the practice when you wish to cancel an appointment ?

During the analysis of responses the Practice noted that the question which was the seventh choice of the PRG members would be more meaningful if it was associated with the question which had been ranked as eleventh by the PRG. This additional question will be added to the Patient Survey:

11. When you are in the surgery, how long after your appointment time do you normally wait to be seen?

Acknowledgements

The Practice wishes to thank all the PRG members who responded to this initial consultation and hopes that more members will be encouraged to participate in future surveys and consultations. The feedback has been very useful in preparing the Patient Survey, which will be available for all patients during early February 2012.

Detailed Results in following Appendix

Partners:

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For our Patient Survey, please choose 10 questions you believe should be included in the questionnaire, ranking them from 1st Choice to 10th Choice. You cannot have two questions with the same ranking.

Answer Options	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice	6th Choice	7th Choice	8th Choice	9th Choice	10th Choice	Rating Average	Response Count
Have you ever missed an appointment because I had recovered I forgot I was delayed by traffic/public transport It was too difficult to cancel Other Reason (please state) I have never missed an appointment	6	3	2	1	2	5	3	1	1	3	6.19	27
Would you like to be reminded about your appointment By text By Email By personal call By appointment card Other (please state) I do not want to be reminded about appointments	5	4	4	2	2	1	3	4	3	6	5.44	34
How do you normally book your appointments to see a doctor or nurse at the Surgery? In person By phone By fax Online Digital TV Doesn't apply	4	0	2	3	1	2	1	0	3	1	6.12	17
How far in advance would you like to be able to book a routine appointment ? 8 weeks 6 weeks 4 weeks 1 week It does not matter to me	6	6	2	3	5	2	2	1	2	1	6.90	30
Missed appointments are a problem for the practice. Can you easily contact the practice when you wish to cancel an appointment ? Always Most of the time Usually Sometimes Never I have never tried to cancel an appointment	2	1	3	3	0	3	6	5	2	2	4.96	27
If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this ? Yes No	3	2	3	4	4	1	1	4	3	3	5.50	28
Would you recommend the Surgery to someone who has just moved to your local area.? Yes Might Not sure Probably not Definitely not Don't know	1	1	0	0	1	4	3	1	3	5	3.74	19
Which of the following do you use to find out information about the surgery practice? Telephone NHS Choices Website (www.nhs.uk) Practice Website (www.bicesterhc.co.uk) Email Notice board Other	0	0	0	0	2	2	2	0	1	0	4.57	7
In the Reception Area, can other patients overhear what you say to the Receptionist? Yes, but don't mind Yes and am not happy about it No, other patients can't overhear Don't know	3	3	2	4	6	2	4	2	5	0	5.77	31
Are you able to get a seat in the waiting room at your surgery? Always Almost always A lot of the time Some of the time Almost never Never Does not apply	0	0	1	0	3	1	1	1	0	1	4.88	8
As far as you know, is the surgery open Before 8am at Lunchtime After 6.30pm On Saturdays On Sundays	0	4	2	2	3	2	0	2	1	2	5.78	18
How satisfied are you with the opening hours at the surgery ? Very Fairly Neither satisfied nor dissatisfied Quite dissatisfied Very dissatisfied Don't know opening hours	3	4	3	0	1	4	2	4	0	1	6.23	22
When you are in the surgery, how long after your appointment time do you normally wait to be seen? I don't normally have appts at a specific time I am normally seen on time Less than 5 minutes 5 to 15 minutes 15-30 minutes More than 30 minutes Can't remember	4	4	5	4	0	4	3	2	0	0	7.00	26
How do you feel about how long after your appointment time you normally have to wait ? I don't normally have to wait long I have to wait a bit too long I have to wait far too long No opinion/doesn't apply	0	5	4	3	6	2	3	3	2	1	5.86	29
In your opinion how much does your GP know about your medical history? A lot Fair amount A little Nothing	3	5	5	3	3	2	2	2	2	2	6.34	29
In general, how satisfied are you with the care you get at the Surgery ? Very Fairly Neither satisfied nor dissatisfied Quite dissatisfied Very dissatisfied	5	4	5	6	3	3	2	2	2	2	6.50	34
Did you have confidence and trust in the doctor you saw ? Yes, definitely Yes, to some extent No, not at all Don't know/can't say	3	2	6	4	3	4	3	1	1	4	5.90	31
Did you feel you were treated with respect and dignity while you were in the surgery ? Yes, always Yes, sometimes No	1	2	1	6	3	1	5	1	2	1	5.61	23
Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems ? Yes No	3	1	0	1	1	2	0	2	5	0	5.20	15
Did the doctor or nurse give you information about the things you might do to deal with your health problem ? Yes No Don't know Does not apply	0	0	1	1	2	4	1	2	2	0	4.69	13
Did you and the doctor or nurse agree how best to manage your health problem ? Yes No Don't know Does not apply	0	0	2	0	0	0	0	5	0	2	3.67	9
Do you think that having discussions with your Doctor or Nurse has helped improve how you manage your health problems? Yes To some extent No Don't know/can't remember Does not apply	1	3	1	3	1	1	4	1	3	1	5.42	19
In the past 6 months have you had enough support from local services or organisations to help you manage your long-term health condition(s). Please think about all services and organisations, not just health services. Yes To some extent No Don't know/can't remember I have not needed such support	1	1	0	1	1	2	2	2	4	3	3.94	17
The surgery adequately covers the whole range of health services I require Strongly Agree Agree Partly Agree Disagree Strongly Disagree	1	1	1	2	1	1	2	6	5	3	3.96	23
I would like the surgery to consider offering the following health services:(Please state)	1	0	1	0	1	0	0	0	1	4	3.75	8
In the last 12 mths have you used any of the health services below instead of using similar services which might be available at your surgery ? None of these Going to A & E at a hospital (instead of your GP) NHS Direct (24 hr telephone helpline) NHS Walk-in Centre Private Dr (that is not through the NHS) Family Planning Clinic Counsellor Chiropractor Physiotherapist	0	0	0	0	1	1	1	2	3	8	2.19	16

PRG Patient Survey Consultation January 2012

