

BOUGHTON MEDICAL GROUP

Local Patient Survey 16th to 28th June 2013

Questionnaires returned by 328 patients (2.8% sample). The vast majority were completed prior to the patient's appointment that day, so the replies generally relate to previous experience rather than to the clinician they saw that day.

Overall Local findings

(Q1 & Q2 were about the name of the GP and Nurse and how long since their last consultation here)

Q3. Last time you saw or spoke to a doctor or nurse at this GP surgery, how good were they at involving you in decisions about your care?

GPs 90% very good or good	National Survey	National Survey
Nurses 87% very good or good	UK Average (Sept 2012)	UK Average (June 2013)
Overall 87.5% very good or good	76%	75%

Q4. Last time you saw or spoke to a doctor or nurse at this GP surgery, how good were they at giving you enough time?

GPs 95% very good or good	National Survey	National Survey
Nurses 91% very good or good	UK Average (Sept 2012)	UK Average (June 2013)
Overall 93% very good or good	86%	86%

Q5. How easy do you find it to get an appointment within 48 hrs to see a GP or nurse?

GPs 56% very easy or easy	National Survey	National Survey
Nurses 57% very easy or easy	UK Average (Sept 2012)	UK Average (June 2013)
Overall 57.5% very easy or easy	62%	54%

Q6. How easy do you find it to get an appointment more than 2 days in advance to see a GP or nurse?

GPs 46% very easy or easy	National Survey	National Survey
Nurses 52% very easy or easy	UK Average (Sept 2012)	UK Average (June 2013)
*Overall 50% very easy or easy	74%	77%

***(79% in the June 2013 National GP Patient survey for BMG)**

Q7. How satisfied are you with the quality of healthcare you receive from our practice nurses/nurse practitioners?

GPs 94% very satisfied or satisfied	National Survey	National Survey
Nurses 96% very satisfied/satisfied	UK Average (Sept 2012)	UK Average (June 2013)
Overall 94.5% very satisfied or satisfied	90% (2011 data)	86%

Q8. How satisfied are you with the service you receive from our reception staff?

	National Survey	National Survey
	UK Average (Sept 2012)	UK Average (June 2013)
Overall 96% very satisfied or satisfied	88%	88%

Q9. How easy do you find it to get through to the practice by telephone?

	National Survey	National Survey
	UK Average (Sept 2012)	UK Average (June 2013)
*Overall 60% very easy or easy	77%	75%

*(80% in the June 2013 National GP Patient survey for BMG)

Q10. How easy do you find it to have a telephone consultation with a GP?

	National Survey	National Survey
	UK Average (Sept 2012)	UK Average (June 2013)
Overall 21% very easy or easy	25%	5%

(56.5% overall said this did not apply)

Q11. If you have visited our website in the last 6 months, have you found it useful?

	National Survey	National Survey
	UK Average (Sept 2012)	UK Average (June 2013)
Overall 32% very useful or useful	No national data held	No national data held

(60% overall said this did not apply)

Q12. Would you recommend this practice to someone who has moved to your local area?

	National Survey	National Survey
	UK Average (Sept 2012)	UK Average (June 2013)
Overall 89.5% definitely or probably	81%	80%

Patient common comments were principally, as expected, about the difficulty of getting through on the phone, especially between 8.00 am and 9.00 am, and not being able to get an appointment in both under 48 hours and within 14 days.

We had far fewer comments this year about the car park (charge) than expected (only 3). We had only 3 unsatisfactory / adverse survey responses. We had many more complimentary comments about both GPs and nurses, and many patients expressed complete satisfaction with the practice. Three patients (1.1%) commented about the car parking charge of £1 (unchanged since May 2013).

*There are two statistical anomalies in the local versus the National GP Patient Survey for BMG .We have extracted the individual data for BMG from the National Patient Survey published in June 2013.

Report from the Chair of the Patient Reference Group (Clive Jones – 10th July 2013)

“I give our initial comments on your survey below”.

2013 Local Survey

A sample of 328 (2.8%) out of a list of 11,700+ is good, much better than the Ipsos/MORI one at (1.82%) and overall, this survey indicates better results than the National one. (Ipsos/MORI did caution using specific figures in their survey if applied to practices).

Looking at specific items, taking the questions

"Last time you spoke to a Doctor or Nurse at this GP surgery, how good were they at

a. involving you in discussion about your care and

b. giving you enough time " the answers to both (a. 87.5%) and (b.93%) in the Very Good and Good categories combined, were better than National figures at a.76% and b.86%. As this was of concern (previously), it is an encouraging change.

I find the answers to questions 5 and 6 conflicting. It is implied that it is easier to get an appointment within 2 days (57.5% easy) rather than 2 weeks (50% easy).

A positive result is in the "would you recommend this practice" category where satisfaction is a lot better than the National figure.

The phone satisfaction figures are significantly worse than the National figures. Does this mean you should be reviewing the 8am arrangements? Is it time to encourage further the on-line booking arrangements?

Action Plan from the Practice following the Practice Meeting 9th July 2013

1. 48 hour GP appointments. The Practice conducted a Capacity Analysis in June 2013. We have seen the volume of consultation grow from 54,800 (in 2005) to 64,800 (est. in 2013) in the past eight years (+19%) with the same number of FTE GPs and Nurses (11.5).
2. In March 2013 we ran an audit of all GP consultations. In 2006 we found that up to 40% of GP consultations were not appropriate or the patient could have been seen by another healthcare professional. In March 2013 that figure fell to just 2.5%. This was through a major investment in Staff training and dialogue coaching. Patients could be better “signposted” to other healthcare professionals. The Practice had also increased its establishment by a further 30 hpw for an Advanced Nurse Practitioner to see patients “on the day”.
3. We have an active “Did Not Attend” (DNA) process and we have reduced our average DNA rate to 1.6% (almost half of the UK average rate of 3% and the Secondary care rate of 10%).
4. The decision was made by the GP Partners, at the start of July 2013 to recruit an additional Full Time salaried GP. There will, however, be no reimbursement from the NHS.
5. The Practice recruited a new Apprentice in July 2013. This is to cover the long term sickness absence of a Staff member (6 – 9 months). This will help to cover the telephones, especially at the critical times of 8.00 am to 8.45 am.

6. The Practice paid increased overtime (without re-imburement from the NHS) to bring additional Reception Staff in to cover the telephones at key times during the busy summer holiday period.
7. The Practice has had to provide GP Locum cover in July and August to cover GP sickness absences and the busy schools summer holiday period.
8. The Practice is to buy-back and re-equip two new consulting rooms (Circa. £50k) from NHS England/ Cheshire & Wirral Partnership. The former Health Visitors' room will be converted into two new GP and Nurse consulting rooms.
9. We will continue to emphasise and promote the availability of online booking of appointments (which have been available here since 2004). The Practice has always offered appointments up to 14 days in advance. We will continue to highlight this availability.
10. There has been no central investment from Government for more than 15 years so the Partners will have to fund the above programme (>£200k) personally in order for the Practice to continue to meet the constantly rising demand for appointments.

Philip Smith,
Managing Partner

8th October 2013