

# Grange Road Surgery

Bishopsworth, Bristol BS13 8LD Tel: 0117 9644343 Fax: 0117 9358422

**Drs Gillian Elstow Gillian Lewis Patricia O'Neill Douglas Redpath  
Rachel Grech Chris Yerbury Ruth Knight**

## **PATIENT PARTICIPATION REPORT 2012 / 13**

### **Grange Road Surgery Patient Reference Group**

This group was established in July 2011 as a 'virtual' patient reference group (PRG). There are currently 19 members of the group.

We gave members the option to be contacted by either post or email as research showed that significant numbers of people in the local area are not able to access the internet at home. In the future we also plan to invite members for face to face meetings in order to discuss specific issues.

### **Representation**

<b>Practice population profile</b>	<b>%</b>	<b>PRG profile</b>	<b>%</b>
<b>Age%</b>			
Under 16	23	Under 16	0
17 – 24	11	17 – 24	0
25 – 34	15	25 – 34	6
35 – 44	13	35 – 44	11
45 – 54	14	45 – 54	11
55 – 64	10	55 – 64	28
65 – 84	12	65 – 84	44
Over 84	2	Over 84	
<b>Ethnicity %</b>			
White British	96.8	White British	100
White Irish	0.8	Irish	0
Other white	0.8	Other white	0
Mixed – White & Black Caribbean	0.6	Mixed - White & Black Caribbean	0
Asian/Asian British - Pakistani	1	Asian/Asian British – Pakistani	0
<b>Gender %</b>			
Male	49.4	Male	39
Female	50.6	Female	61

The statistics above show that despite the relatively small size of the group, the majority of groups are represented. However the 'under 24' age group is under represented and the overall age profile is skewed towards the 65-84 age range.

Recruitment to the PRG is dependent on contact with the patients using the practice and we believe that current membership reflects patients' use of practice services. 61% of those in the group are regular users and 33% occasional users of the service and 6% rare users.

We hope that over time, as occasional and rare users of the service attend the surgery, awareness and hence membership of the PRG will be increased.

## **Recruitment plan**

We continue to raise awareness of the PRG and encourage all patients to sign up. The steps included:

### **Leaflets and notices**

- PRG leaflets and notices in the reception and waiting areas
- Notice with the GP Survey results and an invitation to join the PRG to influence changes

### **Practice information**

- Information about the PRG incorporated into the practice leaflet
- Details on website encouraging patients to join

### **The direct approach**

- Encourage PRG members to spread the word amongst other patients
- Ask people making complaints whether they would be interested in joining PRG
- Inviting those with long term conditions, as high service users, to join the group.

### **Staff**

- Team meetings with doctors, nurses, receptionists and admin staff to explain the initiative and encourage them to promote membership amongst patients
- Emails to all staff on site to remind them of need to recruit to PRG

### **Differences between practice population and PRG**

The differences between the practice population and PRG membership mainly reflect the frequency each group attends the practice and by maintaining the efforts outlined above, no user group should be unaware of the group's existence.

## **The Practice Survey**

### **How were the areas of priority set?**

We consulted with the patient reference group via letter/email depending on their stated preference - see Appendix 1 and the suggested questionnaire that was enclosed can be found in Appendix 2.

The PRG were satisfied with the proposed questions.

### **Update on 2011/12 action plan**

We also took this opportunity to update the PRG on progress achieved on the 2011/12 action plan – see Appendix 1 for details.

### **How were the questions drawn up?**

We decided to use the IPQ questionnaire as a basis for the survey for a number of reasons:

1. It is a reliable and validated questionnaire that is designed for use in GP surgeries and asks questions from a patient perspective
2. We can compare the responses from our survey to a national benchmark to see how we compare to other GP practices in each area

3. We can compare the survey responses to those of previous years Grange Road Surgery surveys to see if our patients think we have improved.
4. We could ask additional questions if the PRG felt they were needed
5. There is space for comments to pick up any themes or issues not covered by the survey questions

### **How was the survey conducted?**

The survey was conducted in November 2012.

We distributed 560 questionnaires to every patient on arrival until we ran out and received 431 responses a 77% response rate. Patients were asked to complete the questionnaire after they have finished their consultation with the doctor or nurse and before they left the surgery. After the survey had been completed we sent off the responses for analysis.

### **What were the results of the survey?**

Please see [Appendix 3](#)

### **Action Plans**

#### **How were the PRG consulted on the proposed action plan?**

The survey report showed that although we have improved in some areas since previous surveys, it is clear that there is still room for improvement. So we shared the report with the PRG and asked for help identify our priorities and develop an action plan. We made the following proposals – see Appendix 4 for details:

#### **The action plan**

##### Telephone system

1. Add an additional phone line in addition to the two added earlier in the year
2. Increase the number of people answering the phone in the morning
3. Investigate whether the phone system will allow us to have a 'queue countdown' message

##### Appointment availability

4. Increase the number of Doctor appointments available each week
5. Increase capacity by creating an additional consulting room

##### Access

6. Install automatic doors to improve access
7. Drop down one side of the reception desk to improve access
8. Publicise our extended hours for working people more effectively

##### Confidentiality

9. Asking patients queuing at the reception desk to stand behind a line for better confidentiality
10. Encourage those that wish to discuss something confidentially to make this known
11. Nursing team to close treatment room door during consultations

##### Neighbours

12. At the request of the local neighbourhood forum put up notices asking patients to park considerately

This action plan was supported by the PRG and in addition there were suggestions from both the PRG and staff that we prioritise:

- Reducing the waiting period for pre-book appointments (see appointment availability above)
- Ongoing training and support for the reception team
- Improving access for all patients (see access above)
- Creating the additional consulting room (see appointment availability above)

### **Implementation - progress update**

#### Telephone system

1. Adding a further additional phone line is a more complex exercise than we anticipated as our phone system has reached capacity – we are investigating our options further.
2. We have an additional person answering the phone each morning
3. Our current phone system will not allow us to have a queue countdown message.

#### Appointment availability

4. We are providing an additional 56 face to face and telephone appointments each week to take pressure off Thursday afternoons and increase the number of pre book appointments available so that the wait is less than 1 week for routine appointments.
5. The new HCA treatment room is scheduled for completion by the end of April 2013

#### Access

6. Automatic doors have been installed
7. We are still exploring the best way to drop down one side of the reception desk
8. Extended hours for working people are being publicised on notice boards and the website.

#### Confidentiality

9. The confidentiality line has been installed
10. A notice asking patients to stand back from the reception desk and encouraging requests for a confidential conversation is in place
11. The nursing team are closing their doors routinely

#### Neighbours

12. A notice has been placed in the waiting room regarding local parking difficulties and the need for care and consideration

*These changes had no contractual implications.*

### **Publication of this patient participation report**

This report and its appendices will be published on the Grange Road Surgery website

[http://www.grangeroadsurgery.co.uk/public\\_index.htm](http://www.grangeroadsurgery.co.uk/public_index.htm)

In addition highlights of the report are on notices in the waiting area and patients are being encouraged to ask for a copy of the full report at the reception desk.

It has also been circulated amongst all staff to highlight the areas for improvement and the action plan.

### **Opening times**

Doors are open 08.30 to 19.00 (phones until 18.30) Mon - Fri

Extended hours take place on a Monday evening until 9pm and the second Saturday of the month 9am – 11am.

**Thanks**

Our thanks go to all the patients and staff at Grange Road Surgery for their contributions to the improvements in our services.

We look forward to working with you in 2013-14 and making a difference.

*If you would like to join the Patient Reference Group please ask for a form at reception or email the Patient Reference Group on [grangeroad.patients@nhs.net](mailto:grangeroad.patients@nhs.net)*

## **Appendix 1: Consultation with the PRG on the questionnaire**

Many thanks for continuing to support the Patient Reference Group. This email is to update you on developments here at Grange Road Surgery.

### **1. GP Survey**

The results of the national GP survey have come back <http://results.gp-patient.co.uk/report/10/result.aspx>. We are particularly pleased that 57% of Grange Road Surgery patients see the GP they prefer and that 84% said GPs were good at involving you in your care. 89% of patients said that they were satisfied with the hours that the surgery is open however the bad news is that only 9% of patients found it very easy to get through on the phone so we clearly have some work to do in this area.

### **2. Telephone System**

As a result of the poor survey results we have installed a new telephone reporting system that we think has helped us identify the problem. Mondays are by far our busiest day and we receive around twice as many calls on a Monday than any other day. Most of the calls to the surgery (32%) come in between 8.30am and 10am each morning. Overall 99% of calls are answered within 7 seconds and the longest someone has had to wait to speak to someone in the past month is 1 minute and 13 seconds.

But this information only relates to those people that have got through to us. We are aware that especially during the very busy morning periods, people can get an engaged tone and have to redial. As a result we will be adding two additional lines into the surgery increasing capacity by 33% and are increasing the number of people answering the phone throughout the day. We really hope this will make a difference to patients trying to speak to us.

### **3. Appointment System**

Feedback told us that the new appointment system was an improvement on what had gone before. We now have significantly more 'book ahead' appointments as requested, but the system still needed to be improved. We knew we had enough appointments available but they were not always at the right times and on a daily basis we often had to ask people to call back when the next batch were released. This led to a situation where someone could call for an appointment at 2pm and were asked to call back at 5pm when the appointments were released and were given the same appointment they would have been given if they had been offered it at 2pm.

So we made some adjustments. We now offer more urgent appointments on a Monday when there is the greatest demand and more pre-book appointments later in the week – this appears to be working better. We also decided to never ask anyone to call back for an appointment as we believed that we had enough appointments of the right type at the right time. This was less successful. We found that demand for appointments increased by nearly 20% immediately. We could not cope with this, so instead we now offer more flexibility when booking urgent appointments by allocating some that can be booked up to 24 hours ahead.

We have asked ourselves why did demand increase? The conclusion we have come to is that people who, in the past, would have been asked to call back and then got better in the meantime, were now being offered doctor appointments. As a result we are now looking at ways that we could offer 'self care' advice to the 'soon to be well' group of patients so they are not turned away.

### **4. Touch screen**

We get very few complaints overall, and many of them relate to the time people are kept waiting past the time of their appointment. We understand the frustration this causes so although we cannot change the wait (on occasion some people need longer with the Doctor than the time allocated), we have now configured the touch screen to let you know on arrival how many people are ahead of you to see the doctor.

### **5. Antiseptic Hand Gel**

A suggestion from the survey last year was to place antiseptic hand gel by the touch screen to improve infection control. This is now in place and after a successful trial will stay.

### **6. Redecoration of the waiting area**

We are planning a programme of redecoration as the new signage has left the rest of the waiting area looking a little tired.

**7. Signage and Notice Boards**

You may have noticed that we have a lot of brand new notice boards in the waiting area. We are currently thinking about how to use them in the most effective way and are looking for some innovative and fun ideas to catch people's attention and help them manage their health. Some may be seasonal e.g. flu vaccinations and travel immunisations, some may have information on managing particular chronic diseases and others help patients find local community groups that meet their needs. If anyone is interested in helping us make the most of this space – please do get in touch.

**8. Staff Changes**

The number of patients on our list has increased significantly in the past few years to nearly 10,000 and we are currently recruiting for a new nurse and two new receptionists to help us meet our patients' needs.

**9. Survey time**

In the near future, we are once again planning to run a survey called the 'Improving Practice Questionnaire'. This questionnaire is used by many GP practices so not only tells us how we are doing in comparison to previous years but also how we compare to other GP practices. In this way we get a clear idea about the areas we need to improve on. A sample questionnaire, which includes space to write comments, is attached for you to have a look at. Do you think that there are any other issues we should be asking about that would not get raised by people completing the questionnaire? Please don't hesitate to let me know.

Finally we are always looking for new members of this group, so if you know of anyone who may be interested please encourage them to pick up an application form from reception.

With best wishes from everyone at Grange Road Surgery

# Improving Practice Questionnaire



CFEP USE ONLY	Org ID
	Survey ID
	Practitioner ID

**You can help this general practice improve its service**

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a ball point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

About the practice	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<input type="checkbox"/>				

About the doctor/nurse (whom you have just seen)	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<input type="checkbox"/>				

SAMPLE ONLY  
PLEASE DO NOT COPY

Please turn over ↷





**About the doctor/nurse (continued...)**

	Poor	Fair	Good	Very good	Excellent
18 This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19 The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20 The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21 The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				

**About the staff**

	Poor	Fair	Good	Very good	Excellent
22 The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23 Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24 Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				

**Finally**

	Poor	Fair	Good	Very good	Excellent
25 The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26 The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>				
27 The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28 The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

**SAMPLE ONLY  
PLEASE DO NOT COPY**

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

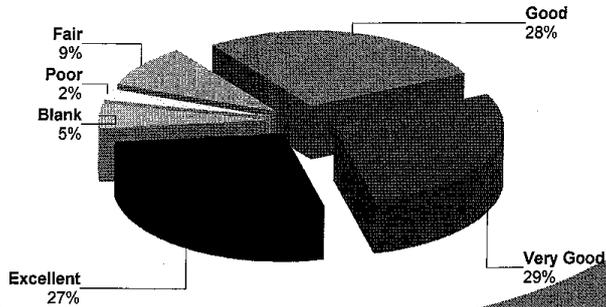
<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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**Thank you for your time and assistance**



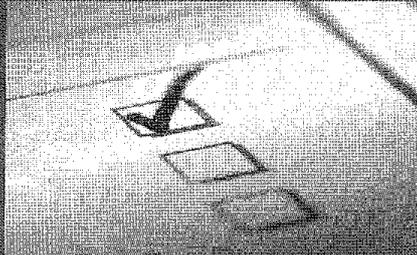
# 84%

of all patient ratings about this practice were good, very good or excellent

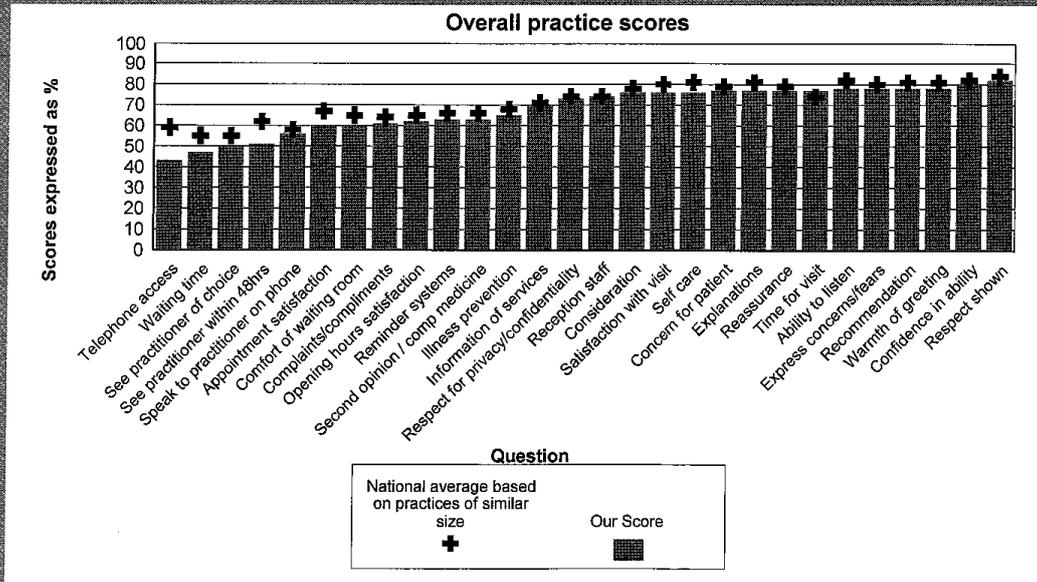


Thank you for your participation in this survey

## Patient Experience Survey Results 2012/2013 Grange Road Surgery



### "Striving towards excellence"



The results of this survey will help us to provide the best possible service to you



## **Appendix 4: GP Survey Action Plan**

Dear Patient Reference Group Member

### **Re: Recent patient survey results and our improvement plans**

Thank you to all of you that completed our recent patient survey. We find the survey results exceptionally helpful when we are thinking about what we can do to improve the service we offer at Grange Road.

The detailed survey results and poster overview are enclosed for you to have a look at. We received 431 responses and were delighted that so many people took the time to write detailed comments as this gives us an insight into the reasons for the answers given.

The highlights for us are a 2% improvement in the overall rating of the surgery with 84% of scores rated at 'good' or better. Satisfaction with the quality of care received has also improved significantly and is rated on average around 5% better than in previous years - an achievement we are very proud of.

However, despite the changes we have made over the past few years, patients are still facing the same problems with getting through on the phone and access to appointments. We think that this may be due to the increasing number of new patients registering at the practice. There are now 10100 patients registered with the practice.

This year, patients have said that we also need to consider longer opening hours, confidentiality in the waiting room and car parking.

Therefore our plans so far are:

#### **1. Telephone system**

We are going to add another phone line (in addition to the two we added in September 2012) which should reduce the number of times people get an engaged tone, particularly first thing in the morning. In addition we have two new receptionists which means we can increase the number of people answering the phones throughout the day.

We are also going to investigate whether our phone system will let us have a 'queue countdown' message e.g. '*you are 4<sup>th</sup> in the queue*' and see if it is possible to make the opening message shorter.

#### **2. Availability of appointments**

Demand for appointments has risen across the board and we are not entirely sure why. Winter is always a busy time, but this Winter has been our busiest ever. As a result patients are waiting a week for a routine pre-book appointments and Thursday afternoons have become particularly busy for emergencies.

The reception team try very hard to ensure that those that need to be seen urgently (within 24 hours), or as an emergency (within 4 hours) are prioritised, which inevitably causes disappointment to others.

Therefore we are going to increase the number of Doctor appointments available, offering an additional 56 face to face and telephone appointments each week.

#### **3. Availability of rooms**

Our ability to offer any more nurse or doctor appointments is limited as our building is close to full capacity, with every room now being used all day every day.

Therefore we will be creating a new clinical room by moving the children's play area to the glass walled area of the waiting room and installing a treatment room in its place. This room will be used by our HCAs for blood tests, health checks, ECGs, spirometry etc.

#### **4. Waiting room**

The waiting room is often cold as a result of doors being left open and we are aware that our double entry doors can be difficult for people with pushchairs or people in wheelchairs to negotiate. Therefore we will be installing automatic doors in the near future.

In addition the reception desk is not suitable for those in wheelchairs and therefore we will be dropping one side of the desk to make the reception area more accessible for these patients.

#### **5. Confidentiality**

There is often a 'crush' at the reception desk which means that patients in the queue may overhear another patient's discussions with the receptionist.

We will be marking out an area in front of the reception desk and will ask patients to stand behind the line to respect others confidentiality. We will also encourage those that wish to discuss something of a confidential nature to make it known so the receptionist can take the conversation to a quiet area.

In addition the nursing team will routinely close their doors during consultations to encourage open discussion of any issues.

#### **6. Parking**

The local Bishopsworth neighbourhood forum has received complaints about patients parking inconsiderately and blocking access to local resident's driveways. At their request we have put a notice in the waiting room asking people to park with care and consideration.

We also recognise that parking on site is very limited and so have investigated the possibility of extending the car park. Unfortunately this will not be possible.

#### **7. Longer opening hours**

We operate extended opening hours on a Monday night and also on the second Saturday of the month. These appointments are earmarked for working people so they can access routine appointments outside of normal work hours.

These appointments are not always fully used and the feedback we have had suggests that patients may not be aware of their existence, so we plan to publicise these appointments further.

#### **But have our plans overlooked something important?**

We would very grateful if you could take the time to read the full survey document and let us know what you think our top **two** priorities for improvement should be.

We plan to publish the survey results and our improvement plan on the website by the middle of March so the deadline for this feedback will be the end of February.

However, please don't hesitate to get in touch after this date as we welcome feedback at all times. Thank you very much for your help.