

SURVEY REPORT March 2014

The practice has a list size of 6281 broken down as follows:

Age range	male	female	Total	% of practice population
0-16y	577	555	1132	18.02%
17-24y	280	276	556	8.85%
25-34y	348	305	653	10.40%
35-44y	350	367	717	11.42%
45-54y	456	435	891	14.19%
55-64y	405	449	826	13.60%
65-74y	415	440	817	13.61%
75-84y	194	223	431	6.64%
85y+	61	145	193	3.28%

The practice is in an area of high deprivation but with affluent pockets. Population is 99% white British. We have four GPs, two male and two female partners, two practice nurses and one health care assistant. Our practice area includes the whole of PL24 area, Golant, Carlyon Bay and Charlestown, plus some parts of Fowey, St Austell and Luxulyan.

Our patient participation group has now been running for 2 years. The group has remained quite small with meetings every two months and virtual members who are kept in touch by email. Achievements to date include helping with flu clinics, registering with Intercare and sending unused medication to third world countries, the group has its own noticeboard, also members have attended outside meetings to find out more on commissioning changes, LINK Cornwall, and NHS 111. The chairman has also attended a meeting with chairs of other PPGs. The current chair is standing down in March 2014 and a new one elected at the AGM.

The group discussed and agreed questions to be included in the practice survey. It was decided to keep it fairly short and concentrate on access, repeating last years survey with some additional questions about missed appointments, plus free text for patients to add their own questions and replies to these questions.

The survey was conducted during January and February 2014 with forms being left on chairs in the waiting room, at reception, added to our website, emailed to patients who had left addresses, posted to a selection of patients and given out by GPs when seeing patients. To maintain anonymity a collection box was available for all returns. 105 of 350 were returned to us. This was viewed as a positive return by the PPG

The results have been collated and discussed at a PPG meeting with the results and action plan posted on the website, for the survey results please click the button on our home page. The action plan will also be included in the spring quarterly newsletter.

Action Plan

The results of the survey have been posted on the practice website at www.middlewaysurgery.Gpsurgery.net Copies of the action plan with details of the website will be included in the practice quarterly newsletter available from reception, with copies attached to all prescriptions for one month.

31% of questionnaires were returned. 52.8% were completed by patients aged 55-74. 69.3% of returns were made by female patients.

71% of patients had been seen within the last 3 months, with 82% booking appointments by telephone.

10.5% of patients find it not at all easy to get through on the phone and a further 20% not very easy. We think this relates to the period from 8.30am when our phones are at their busiest. We have four telephone lines available and are limited by the number of staff available to answer them. We may repeat a previous survey to find out if patients would prefer a queuing system on the phones.

Only 0.9% found it not very easy to speak to a doctor on the phone, this is an improvement on last year. We now have telephone consultations where the patient is given a 15 min time slot for a GP to ring them, these are offered to patients where a physical examination is not needed, eg test results, discussion of referrals etc. Over 90% of patients are now aware of the telephone consultations, 89.4% of patients were happy with them.

91.28% of patients are seen within a week or an acceptable time period for a non-urgent appointment.

The majority of patients are seen the same day, however some patients say they cannot normally get an appointment the same for urgent cases. If no appointments are available and the patient says it is urgent a GP will ring them back. It is then up to the GP to decide whether to add another appointment slot to their surgery based on clinical need. We will remind all staff to offer the option to speak to a GP on the phone. Details of appointments and telephone slots to help patients understand the system have been included in numerous newsletters.

Only 48% of patients were aware of the extended hours appointments, this figure is down from the previous year when 58% were aware. Information about these appointments are included in the practice leaflet, on our website, NHS choices website and periodically in our quarterly newsletters.

Car parking, 82.7% of patients felt it was very easy or fairly easy to park, showing an increase over last year, we thought the on-site pharmacy may have reduced the figure. 8.6% needed a disability space. The car park is reserved for GPs and patients, staff are asked to park in the free car park across the road.

96% rated the waiting room fairly good to excellent. Several people gave positive comments on the appel system where current information and updates are displayed on a TV screen.

96% found the receptionists to be fairly or very helpful. This is an increase on last year.

91.3% of patients are likely to recommend the surgery to someone moving into the area, this is an increase on last year. Two patients said they would probably not recommend us. As the forms are completely anonymous we cannot comment on the reasons for this. If patients are unhappy with the service it would be helpful if they could let us know so that we can address their concerns. Patients are advised to contact the practice manager with any comments or complaints.

Missed appointments. 20% of patient said they had missed an appointment. The main reason given was that the patients forgot. This has been a concern for the PPG and the practice when at least 20 or more appointments are missed every week. This equates to a full session for a doctor or nurse, and these appointments could be available to other patients. We will include a reminder in the next newsletter for patients to cancel appointments if no longer needed. If booking at reception patients are encouraged to complete their own appointment card with the date and time, this may help as a reminder. If booking on the phone the staff will encourage patients to write it down.

Freetext questions and answers are included in the survey results. Where appropriate comments have been added by the practice.

Surgery opening hours are as follows:

Core hours 8am to 6.30pm Monday to Friday.

Office Hours Monday –Friday 8.30am to 6.30pm (not closed during lunchtime)

Surgery times. 8.30 am – 12.30pm, 4pm to 6pm (one morning per week from 8am)

Extended hours appointments daily Monday to Friday, either before 8am or after 6.30pm.