

Hampton Health GP Patient Survey 2012/2013

Thanks to all patients who took part in our survey. The details of your responses are published on our website. We have discussed the report and the comments you have made and we would like to offer the following plan and explanation in response to what you have told us.

If there are changes in provision or manner of delivery of services which you feel still need to be addressed we would be grateful for your comments either via email to Leona.charity@nhs.net

SECTION A: ABOUT YOUR SURGERY

We are pleased that patients find it easy to get to the surgery and that the majority of patients find the receptionists very helpful.

Q3: In the reception area can other patients overhear what you say to the receptionist?

55.5% of you said yes, but didn't mind
32.8% of you said yes, and were not happy about this – which is an increase on last years 21.6%.

Last year we said we would try to resolve this by trying to take the phones away from reception and looking into installing a queuing system.

Unfortunately due to space constraints in our current building and the fact that our phone lines are a lot busier we have been unable to achieve this.

We consulted with a company to try to set up a queuing system to restrict the number of patients at the reception desk and offer more privacy but found there was not enough room to do this without compromising Health and Safety.

You may be aware that our business plan for a new building has been passed by the PCT and we are working with a developer hoping to have a new building to move into by summer 2014. We plan to address confidentiality in the new building by moving the phones away from the reception desk and providing a separate interview room for patients to use for more confidential discussions.

Q7 & Q8: Where you given sufficient Information about the Practice when you registered and if not what information would you have liked.

Thank you for your comments to these questions. Following your feedback in the questionnaire we will:

- Include information in the registration pack about the Health Visiting service and the Family Centre, for those with children.
- Give you more information in the surgery and on the website about our services and how to access them.
- Ensure in our patient leaflet and on our website it is clear what our opening times, clinic times and contact details are.

SECTION B: GETTING THROUGH ON THE PHONE

The majority 44.3% find it fairly easy to get through on the phone but this percentage is less than last year and more of you are finding it not very easy to get through on the phone.

We are discussing with our telephony provider to see if there is a better way of handling the calls into the building and to see if we can make our menu clearer so you can pick the right department.

As we said in the previous section we aim to remove phone calls from the reception front desk in the new building, which should make getting through easier.

We are also looking at providing somebody from the clinical team to be available to answer calls and queries when the GPs are with patients. We will establish a set time when a member of the clinical team is available to contact for test results.

SECTIONS C to F - ACCESS TO A DOCTOR OR NURSE, WAITING FOR YOUR APPOINTMENT, SEEING THE DOCTOR YOU PREFER, GP SURGERY OPENING HOURS

Whilst the majority answering the survey have been able to make an appointment within 2 days there does seem to be a problem with being able to book an appointment in advance and there were lots of comments about the problems you are having getting an appointment.

Your comments also indicate that some patients don't know we already offer early appointments on a Wednesday morning between 7am & 8am with the GPs, or a Nurse Practitioner and late appointments between 6.30pm and 7.30pm with a Nurse Practitioner, and that we try to give priority for these appointments to those people who can't get into the surgery during a normal working day. These appointments are available to book ahead.

Your comments have included requests for later appointments, appointments on Saturdays, and more days where we offer extended hours both early mornings and late nights and have commented on the difficulty with a specific GP.

Within our current resources we would struggle to open on a Saturday or offer more surgeries on different days within extended hours. The surgery is currently open from 8.30am (or 7am on a Wednesday) to

6.30pm (7.30pm on a Thursday) and we don't close at lunchtime apart from the occasional training session for staff which is always publicised in advance on our website. Opening times however may change as the practice gets bigger; in fact we plan to offer Saturday clinics in our new building once we have settled in.

We do recognise that most of our prebookable appointments are currently early in the day and the later appointments tend to be for emergencies only. We have tried to offer some appointments later in the day that can be booked ahead, however we recognise from your comments that we are not doing enough and we therefore plan to offer more appointments that you can book ahead with the GPs between 5pm and 6pm.

We have tried to amend the appointment system throughout the year to provide more access but recognise from your comments that we need to do more to try to improve access. We are currently offering on average 81 appointments per 1000 patients per week.

The MacKinsey study commissioned by the Government indicated practices should be offering 72 appointments per 1000 patients per week.

We are still working towards providing more information on appointments how and when to book and who to see and what alternative other resources patients could try first such as NHS Direct or local pharmacies. This will be available at the practice and on the website.

SECTIONS G & H: SEEING A DOCTOR OR A PRACTICE NURSE AT THE GP SURGERY

The majority of you completing the survey think our doctors and nurses are very good – thank you for your positive comments.

Q25 & 26: For those with ongoing/long term health conditions. Do you feel there is continuity of care i.e. information is shared by the doctors so that you can see any doctor for your condition? Please provide more detail.

We had lots of comments on this thank you.

A lot of our clinicians do work part time and this does sometimes make it difficult to share the information needed to improve care for those with ongoing or long term conditions.

We take your comments on board and will discuss what we can do to improve this.

SECTION I: SERVICES OFFERED BY THE PRACTICE

We are working on providing more details of our services on our website and in a leaflet and we will use your comments to try to inform you all more about any changes or about current services and how they work.

Response to specific comments.

Why can't we still come in and wait to be seen?

We withdrew the open access clinics in the mornings after patient complaints about the length of wait time to be seen. This was due to the volume of patients who booked into these clinics, not always appropriately. We have no plans to reintroduce these.

Why doesn't the practice offer blood tests on site?

We have been unable to offer this service due to lack of space at the practice. We can offer some blood tests to patients with chronic diseases or those who would find it difficult to get to the CCC however we still don't have the resources/space to offer a full phlebotomy service and will not be introducing this until we move into our new building.

Are you having a chemist in the new surgery?

There are no plans to have a pharmacy in our new building. The area is well provided with pharmacies and it would be likely that we would struggle to get a license.

What about other services patients would like to see offered i.e. acupuncture?

Acupuncture is not currently offered free in primary care and if introduced would be a private service patients would have to pay for.

It is possible to order prescriptions online. Please speak to our receptionists for details and for a login.

If you are interested in getting more involved in the practice please join our patient group. We have a virtual group where we communicate via email so you don't have to commit to attending meetings. Email Leona.charity@nhs.net for more information.