



The Exchange Surgery

Gracefield Gardens Health and Social Care Centre  
2-8 Gracefield Gardens Streatham, London, SW16 2ST

Tel: 020 3049 4888 Fax: 020 3049 4889

[www.theexchangesurgery.com](http://www.theexchangesurgery.com)

## Patient Survey Report Spring 2013

We invited the original group of Patients from last year's PPG to become part of a Virtual Forum once again this year and also sent text messages to all our patients inviting them to join in the autumn of 2012.

This group of patients were asked to decide upon areas which were most important to them to explore in a survey. We also asked them to consider an area that the partners were also keen to explore.

The group picked 6 areas to focus on.

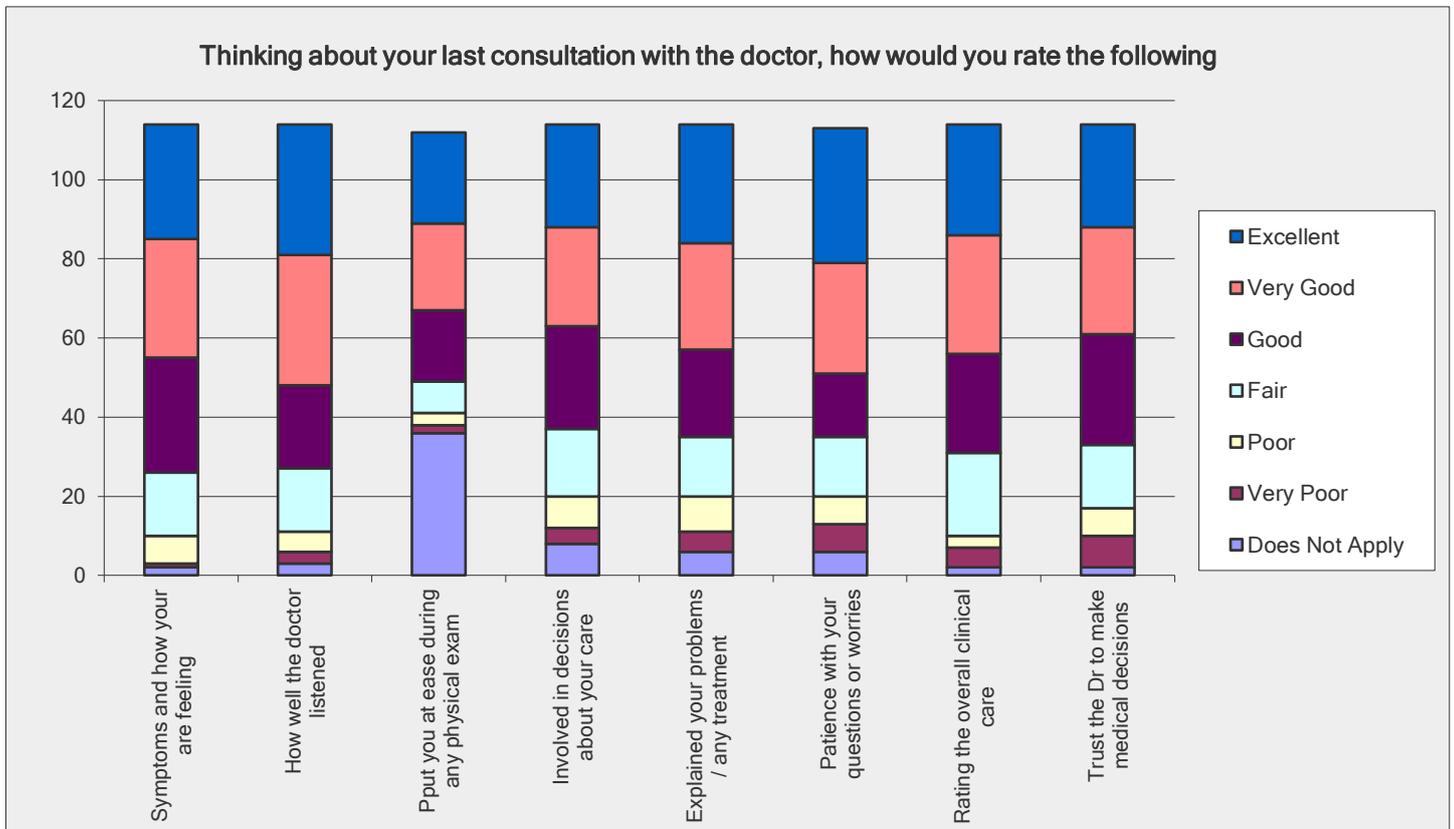
- Clinical Care
- Referrals to secondary care
- Telephone Triage
- Overall Satisfaction with practice
- Telephone Access
- Patient Recalls

The Practice Manager then created a survey covering these areas and texted all patients with a mobile the link to this online survey.

We received 119 responses to the survey. The analysis report and action plan are listed below.

## Clinical Care

Following on from last years' survey the group agreed that it was important to put this question once again to our patients in order to continue to be fully aware of their feelings about the Clinical Care they receive within the practice.



For easier reading of the individual questions and analysis of the results I have listed them below.

How thoroughly the doctor asked you about your symptoms and how you are feeling?  
 How well the doctor listened to what you had to say?  
 How well the doctor put you at ease during your physical examination, if you had one?  
 How much the doctor involved you in decisions about your care?  
 How well the doctor explained your problems or any treatment that you need?  
 The doctor's patience with your questions or worries?  
 How would you rate the overall clinical care you received from this practice?  
 How much do you trust your doctor to make medical decisions that are in your best interests?

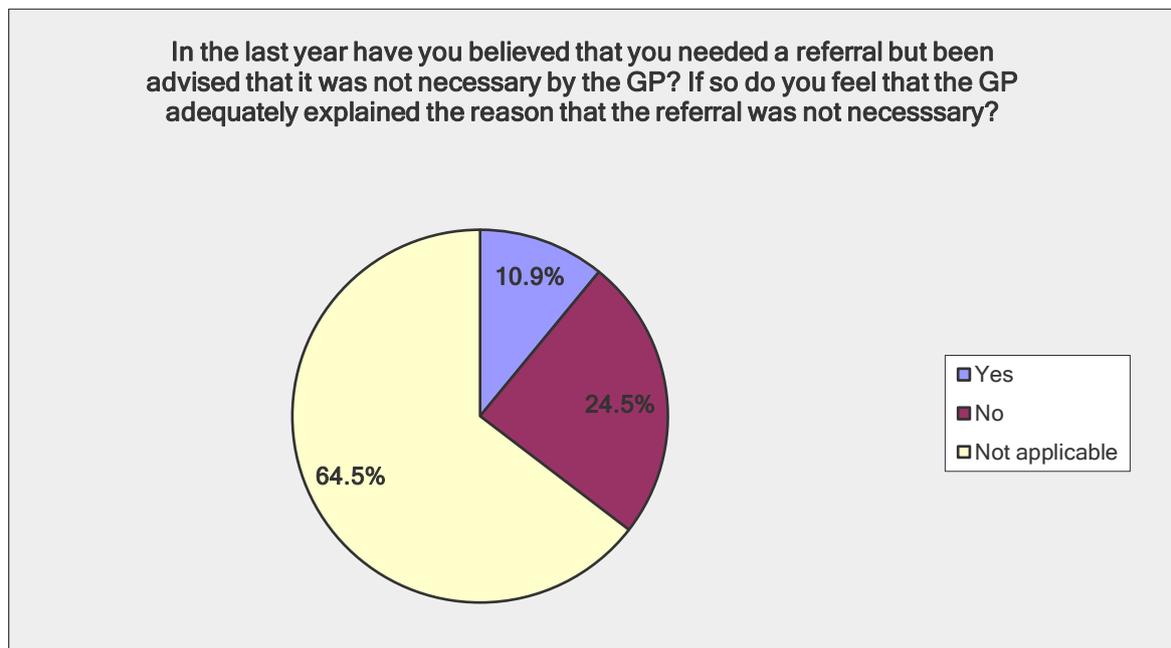
Question 1  
 Question 2  
 Question 3  
 Question 4  
 Question 5  
 Question 6  
 Question 7

### Action Plan

Each of these areas will be discussed within a Partners meeting to see if any improvement is required in any particular area

## Referrals to Secondary Care

Following last years survey which showed that 68% did not feel they had an adequate explanation as to why a referral to Secondary Care was not necessary the partners met to discuss this and how best to explain to the patient in a more effective way, therefore it was felt that this question should once again be put to the patients.



From this we can see that 24.5% of those 119 who answered this question said that they were not satisfied, 10.9% were satisfied and that 64.5% said it was not applicable to them. This would seem a better result but still needs some discussion to ensure all patients are satisfied with the explanation for them not being referred on to Secondary Care.

### Action Plan

Further discussion with clinicians as to how they are explaining to the patients re their not being referred into Secondary Care

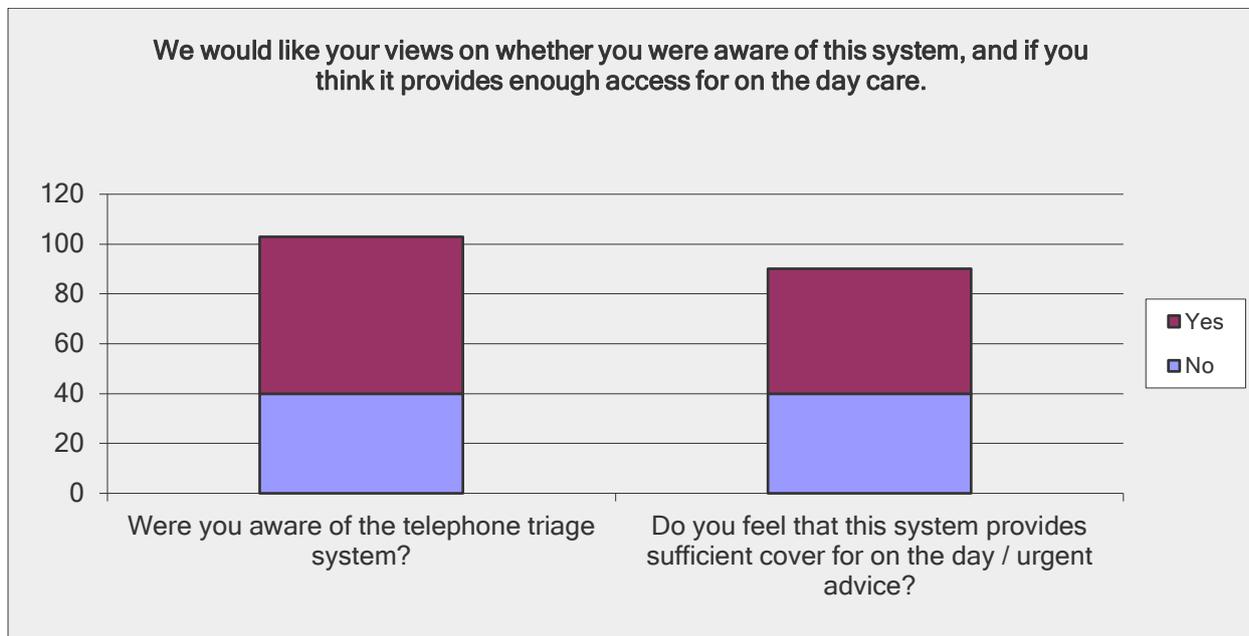
Consider a leaflet to distribute to patients even before there is a need for referring on to Secondary Care explaining the NHS Policy (not necessarily Practice Policy) of not referring on to Hospital or Specialist Care unless further treatment cannot be provided within Primary Care or local Community Services.

Ensure that not only Clinicians but Administrative Staff are aware of this NHS Policy

## Telephone Triage System

Three questions were asked under this heading

### Q1

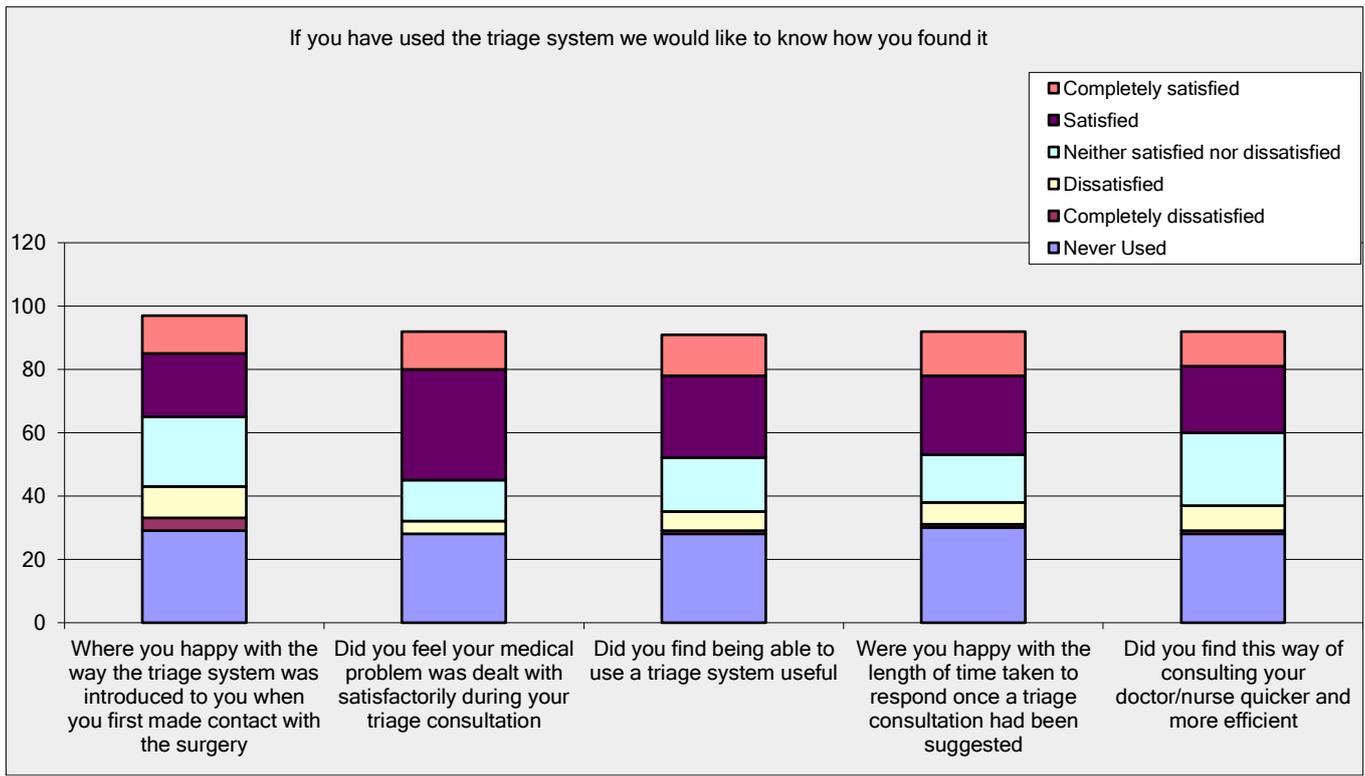


Following the use of a triage system for on the day appointments it would appear from the figures that the majority of patients are now aware it exists and that it is felt by a slight majority of those answering the questions that they feel the system provides sufficient cover for the on the day/urgent advice.

### Action Plan

Consider further ways of advertising the triage system out at Reception and on Web Site

**Q2**



Of the 96 patients who responded to this question we can see from this chart that the majority of patients who have used this system were either satisfied or completely satisfied with the way the triage system was conducted. Similar numbers of respondents answered they were neither satisfied or dissatisfied with the system and a very few who stated that they were dissatisfied with the way it was conducted the rest of the 96 patients indicating that they had never used the system.

Percentage of results listed below:

	Completely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Completely Dissatisfied	Never Used
Q1	12.5%	20.8%	22.9%	10.4%	4.2%	50.2%
Q2	13.2%	38.5%	14.3%	4.4%	0.0%	30.8%
Q3	14.4%	28.9%	18.9%	6.7%	1.1%	31.1%
Q4	15.4%	27.5%	18.5%	7.7%	1.1%	33.0%
Q5	12.1%	23.1%	25.3%	8.8%	1.1%	30.8%

**Action Plan**

As the figures show that over 10% of the 96 patients who responded to this question felt dissatisfied with the way the triage system was introduced to them when they first made contact with the surgery. Discussion with the reception staff, as they are the ones who will be answering the phone and therefore first contact, as to how they put across the Triage System to the patients.

**Q3**



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Some practices have telephone triaging for all GP appointments, so that any request for a consultation will initially be through a telephone consultation, with face to face appointments available as agreed with a doctor. How much you like or dislike this system?

Answer Options	Response Percent	Response Count
Like completely	8.0%	8
Like	18.0%	18
Neutral	32.0%	32
Dislike	31.0%	31
Dislike completely	13.0%	13
	<i>answered question</i>	100
	<i>skipped question</i>	19

The above concept is quite new and not surprising that most of the 100 patients who answered this question were not sure whether they liked the idea or not. Only 8% indicated that they completely liked the idea with 13% stating the opposite.

### Action Plan

The result show that most of the 100 patients answering this question were neutral one form of action would be to have a trial period of telephone triage for all appointments. This would follow an intense programme of information being given to the patients such as: Posters, Leaflets, Text Messages etc.

## Overall Satisfaction with the Practice Team

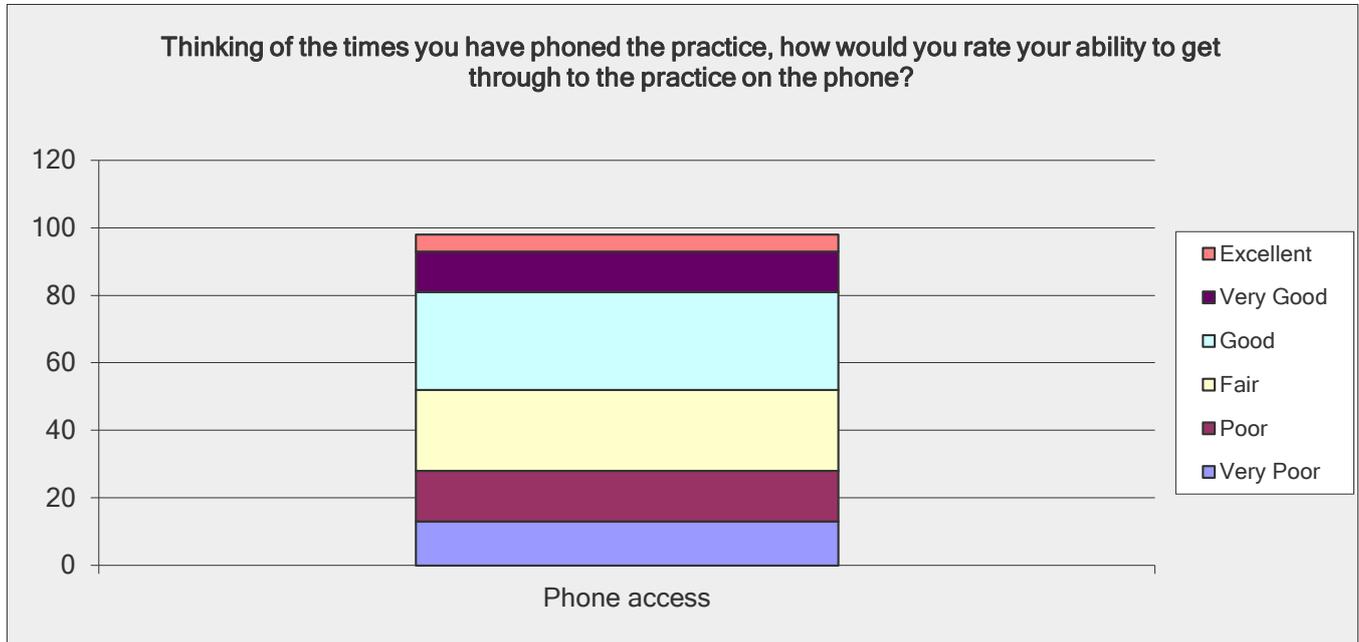


Nearly 50% of the 99 respondents felt they were fairly confident in the practice as a whole with 33% being very confident. This result also showed that the patients responding to all these questions felt either Confident or Fairly Confident in recommending the practice to friends, family members or to new neighbours. A small percentage felt unsure or would not recommend.

### Action Plan

The practice to look closely at any comments made to this question to see where the minority of unsure and would not recommend have their reservations.

## Telephone Access and DNA's



From this we can see that an overall 70% of the 98 respondents felt the telephone access was either Very Good, Good, Excellent or Fairly Good. With 15% replying saying they felt it was poor and 12% indicating they felt it was Very Poor.

### Action Plan

We are continually aware that at particular times of the day the telephones are very busy causing patients difficulties in getting through and are always looking at ways to find alternative ways to ease telephone access and will continue to do so.



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## DNA'S

Lots of appointments are wasted each week by patients who do not attend or cancel their appointments. We are hoping the introduction of the triage system will help as appointments will be made for on the day. However we still have the availability of appointments booked in advance and even though patients are given appointment cards and texted a high number of patients do not attend or cancel in enough time for the surgery to fit other patients into their appointment time. Is there anything else which you think we could do which would reduce the number of patients missing their appointments?

### **Action Plan**

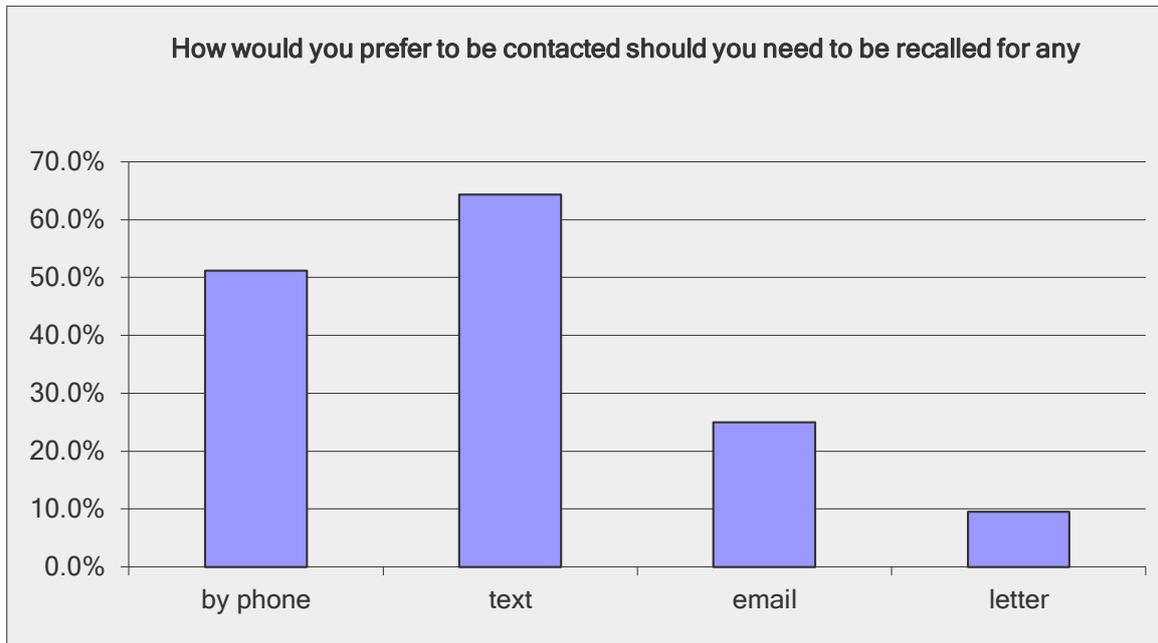
47 patients responded to this questions with various suggestions all of which will be looked at by the practice to see which are practical and which we can possible try out.

Some of the suggestions we are already using such as text messages reminding patients of their appointments and giving out appointment cards.

Other suggestions included giving out small diaries instead of appointment cards as not so easily mislaid.

Shortening the time when bookable in advance appointments can be made to one week and many more.

## Patient Recall System



These results show that over 60% of the respondents prefer to be contacted by text with 50% preferring to be telephoned. Only 10% preferred being contacted by letter with 25% by email.

## Action Plan

Area	Action	Date	Whom
Clinical Care	To approach patients who have responded to the clinical care questions as 'very poor' and gather more details about the reasons behind this to be able to better determine how to improve. <ul style="list-style-type: none"> <li>Practice Manager to approach patients and then discuss responses with clinical team.</li> </ul>	By September	Practice Manager Clinicians
Secondary Care referrals	Further discussion with the clinical team how they explain to patients when referrals are determined as not clinically necessary. Consider training for the administrative staff to ensure full understanding of why patients are not always suitable to be referred to Secondary Care.  Look into possible resources which can help with this. Such as posters and leaflets explaining the NHS Policy regarding referrals to Secondary Care. Ensure the skills of the individual GP's within the practice and the community services are fully advertised so that patients are aware of what is possible in the community currently.	By June	Partners and Practice Manager
Telephone Triage	Discuss expanding Triage System to cover further appointments. Ensure greater advertising of the Triage System to patients with Posters, Text Messages and Leaflets to ensure complete understanding before implementing any further increase in the Triage Appointments	By August	Practice Manager Clinicians Administrative Staff
Overall Satisfaction of Practice	Although the overall feedback was good regarding the patients satisfaction of the service they receive from the practice. It would be useful to look at the comments made by the minority of patients who are not satisfied to try to amend this view	By September	Partners with clinical team
Telephone Access	The practice team to revisit the procedure for answering calls and how patients are put on hold. Issues to consider <ul style="list-style-type: none"> <li>How many patients can be put on hold at any one time</li> <li>How easy is it to see which line is on hold first and to ensure that that line is picked up first.</li> <li>How do staff ensure patients are not forgotten and left on hold to long.</li> </ul>	By August	Practice Manager and lead administrator
DNA's	Review suggestions on ways to reduce DNA's and work through which are feasible and which aren't.	By August	Practice Manager and lead administrator
Patient Recall System	To take to a Clinical Meeting/practice meeting the results showing that patients prefer to be sent a text or phoned should they need to be recalled.	By September	Clinicians, Administrative Staff Secretarial Staff