



**BILLERICAY  
MEDICAL  
PRACTICE**

## PATIENT SURVEY RESULTS 2013/2014

Billericay Health Centre, Stock Road, Billericay, Essex. CM12 0BJ

## RESULTS

Rating for getting an appointment



Rating for providing Clinical Care



Satisfaction with Opening Hours



Rating your consultation with a Doctor



Rating your consultation with a Nurse



Rating the professionalism of our Staff



Rating the Out of Hours Service



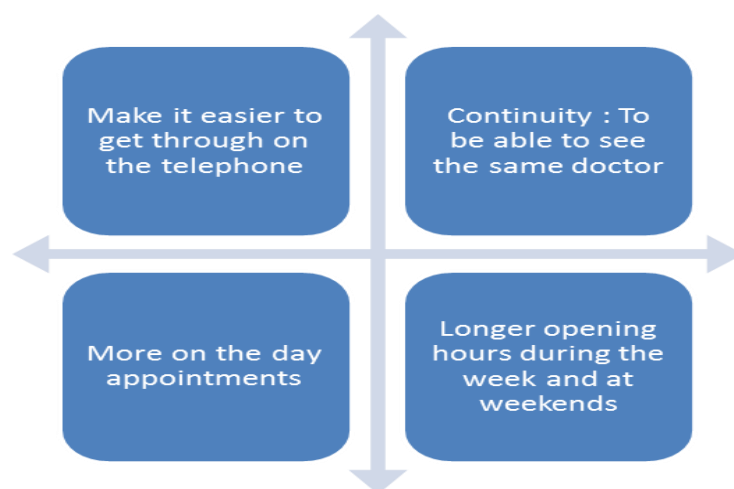
Rating Others i.e. Midwife/Counsellor



Rating getting through on the Telephone



## APPOINTMENTS – WHAT YOU TOLD US WE COULD DO BETTER



(161 comments from 294 patients)

It was very clear from the responses we received to this question that access to the practice is your main priority and we are always looking for ways to improve, hence giving you this opportunity to tell us what we could do better.

Improving access is always a priority and we periodically review our demand vs the capacity of appointments we provide. The practice regularly provides an average of 800 routine GP appointments per week. In addition to this the practice also provides a duty doctor every day that will see patients with a need for urgent care that cannot wait until the next routine available appointment.

We also provide a Saturday service whereby we offer routine, pre-bookable appointments with a doctor and nurse between the hours of 8.30 am to 12.00 noon. While this service is pre-bookable, if we have appointments that are cancelled we do offer them to anyone who telephones or walks in to the surgery whenever they are available.

The survey has shown that patients are finding it difficult to get through on the telephone.

Although the practice has for several years offered on-line booking that we would have hoped would have reduce the volume of calls to the surgery, patients are obviously still experiencing delays in their calls being answered.

The practice regularly monitors the volume of calls being received throughout the week and we have for the past year made all staff available to answer calls during our peak times.

As there is a limit to the number of staff that can be deployed on to the phones throughout the day without having an effect on other patient services we will continue to monitor our peak times so that all staff can be available during these times to answer the phones.

A certain number of the comments we received mentioned the need for more appointments outside the current surgery opening hours for patients that work and find it difficult to attend the surgery during the day.

The practice has for several years offered patients the opportunity to book an appointment on a Saturday as part of the extended hour's contract that was being funded by the local Primary Care Trust and more recently by NHS England.

From the 1<sup>st</sup> April 2014 part of the funding for this service is being withdrawn and although the practice has decided to continue with the Saturday surgery it will not be possible to offer additional appointments on a Saturday or outside the current surgery opening hours of 8am to 6.30pm.

From the comments received in the survey it was very clear that many patients would like to see the doctor of their choice. Although this is something that the practice understands, this is not always possible. With the majority of the partners not working full time the availability of certain doctors will always be restricted. Being a group practice patients are encouraged to consult with other doctors if the doctor of their choice is not available as all of the doctors have access to a patient's medical record.

If as expected there are changes to GP contracts from 1<sup>st</sup> April 2014 regarding patients over the age of 75 years of age, we will write to advise patients over 75 which doctor in the practice is their "usual doctor". All information relating to their care will be sent to that doctor in the first instance and it will be possible to book priority appointments with this doctor.

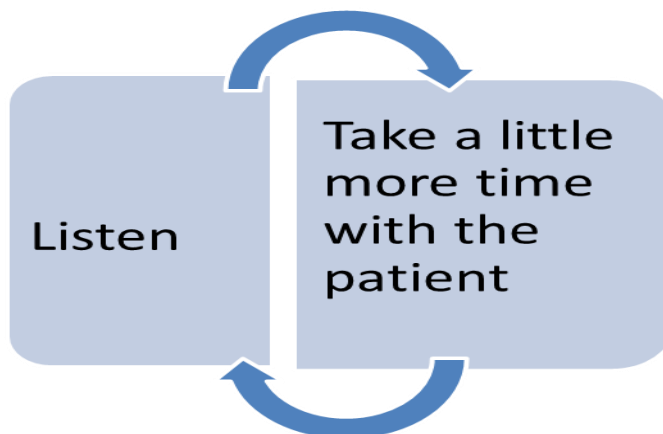
When we look at how our patients book their appointments we do find that many will book on the day rather than in advance and therefore we have to balance this to ensure that doctors are not pre-booked too extensively. Over the last few years we have also increased the number of telephone consultations we offer to try and improve access and save you having to attend the surgery if not clinically necessary. We have also introduced a text reminder service to remind patients of their appointment. It is hoped that this service will remind patients to cancel their appointment if no longer required, reducing the number of patients who do not attend, allowing the practice to offer the appointment to another patient.

### **This is in our Action Plan.**

Given the current resources we have the practice does not feel, at this point in time, that we can extend the services further than the current provision. However, we will continue to review the demand vs capacity of appointments as well as to review when patients contact the surgery by telephone. We will advertise our Saturday surgery more prominently as it was obvious from the results that some patients are not aware of this service. In addition to this we will continue to remind patients of the availability of telephone consultations with a doctor.

## How We Care For You

### 1- DOCTOR'S CONSULTATIONS – WHAT YOU TOLD US WE COULD DO BETTER



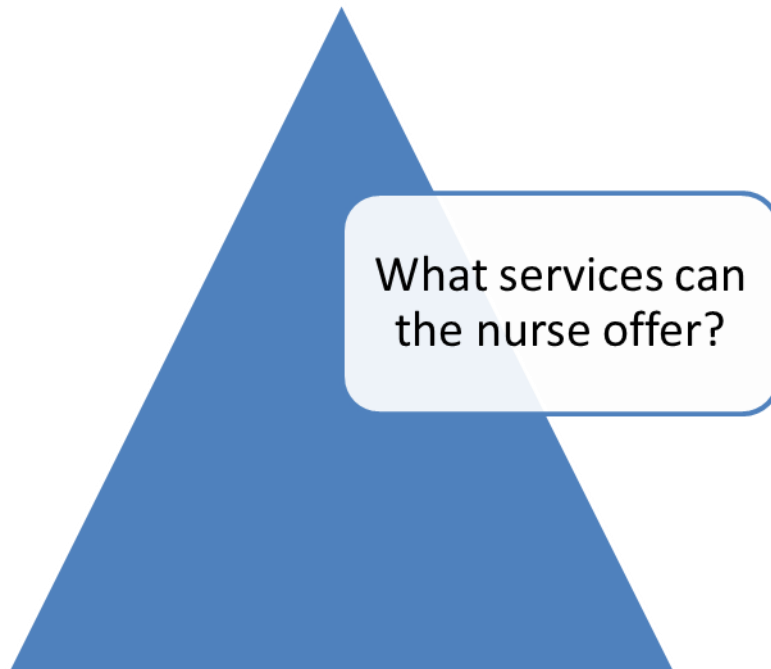
(25 comments from 294 patients)

The results in this area are very much appreciated. We did however receive several comments from patients who felt that sometimes their consultations were rushed or they were not listened to.

We will continually strive to meet your expectations. Each GP has ten minutes per consultation and some consultations do take longer than others. It is never a GP's intention to make a patient feel rushed and we believe this is why our service is recognised so highly in the results. If you feel you need more information, please ask us for it. If you feel you have been rushed or not listened to, please let us know at the consultation.

If for any reason you leave the surgery dissatisfied please tell our Practice Manager. He will be willing to listen to any concern you have and will work with you to ensure that we resolve matters to the fullest extent possible.

## 2 - NURSE'S CONSULTATIONS – WHAT YOU TOLD US WE COULD DO BETTER



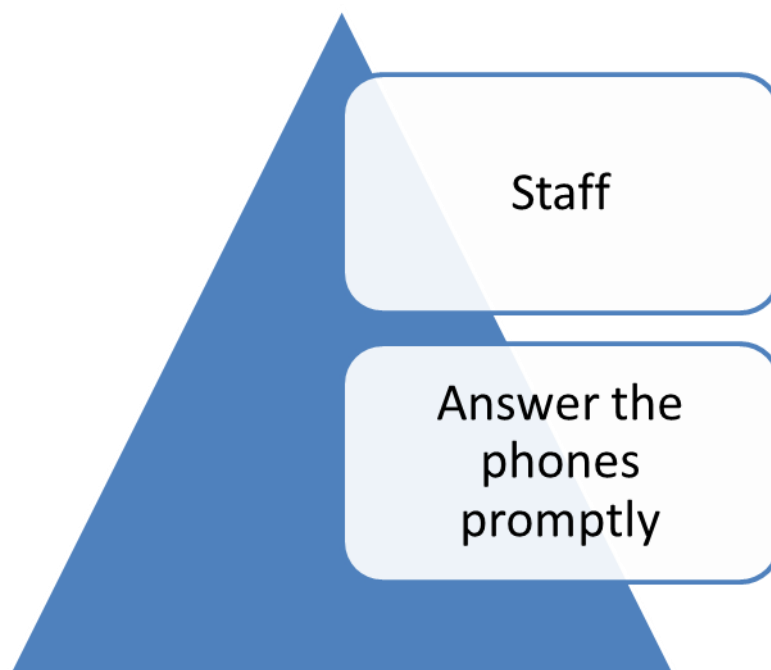
(7 comments from 294 patients)

Thank you for giving us such a high satisfaction rate for your consultations with our Nurses. Our Nursing team welcomed the positive response from you and they will strive to continue to meet your expectations and work with you to manage your conditions.

### **This is in our Action Plan.**

As several of our patients did not know what services the nurses provided and would book an appointment with their GP instead, we will ensure that the services our nurses provide are signposted on our website and on the waiting room screens.

### 3 - PROFESSIONALISM OF OUR STAFF – WHAT YOU TOLD US WE COULD DO BETTER



(72 comments from 294 patients)

1. We were sorry to hear that some of the patients who completed the survey found our staff unhelpful, abrupt, and always in a hurry.

We do understand that there will be times when the level of service patients expect may not meet expectations and when this happens the practice has a complaints procedure to investigate such claims. If anyone has an issue regarding a member of staff or indeed any other matter regarding the practice we would encourage the patient to write to our Practice Manager so he can investigate your concerns.

You may if you wish send your complaint to the Practice Manager by e-mail [bhc@nhs.net](mailto:bhc@nhs.net) or by letter fully explaining the reasons for your complaint.

Staff have a very difficult role dealing with all types of patient queries and demands and at times may not give patients the answer they were expecting to receive. When this happens it is important to remember that they are only following instructions that have been agreed upon by the partners.

#### **This is in our Action Plan.**

Any concerns regarding staff are addressed through their annual appraisal. We will however be introducing a staff monitoring procedure where all issues will be addressed on a one to one basis throughout the year .

- 2: As mentioned earlier in the report, the practice does deploy all administrative staff on the phones during peak times to handle the volume of calls that the surgery receives. On a typical Monday morning the practice can receive anything of up to 200 calls during the first couple of hours from when the surgery opens at 8am.

Peak times : 8am to 10am and 2pm to 3pm

The practice does not have unlimited resources and we have to balance the number of staff answering the phones against other services we provide to patients such as the printing of prescriptions, scanning patients letters onto their medical records, as well as dealing with patients at the front desk.

The practice would ask patients to help reduce the volume of calls being received during our busiest time every day by calling the surgery late morning or late afternoon if the call does not relate to booking an appointment or is not urgent.

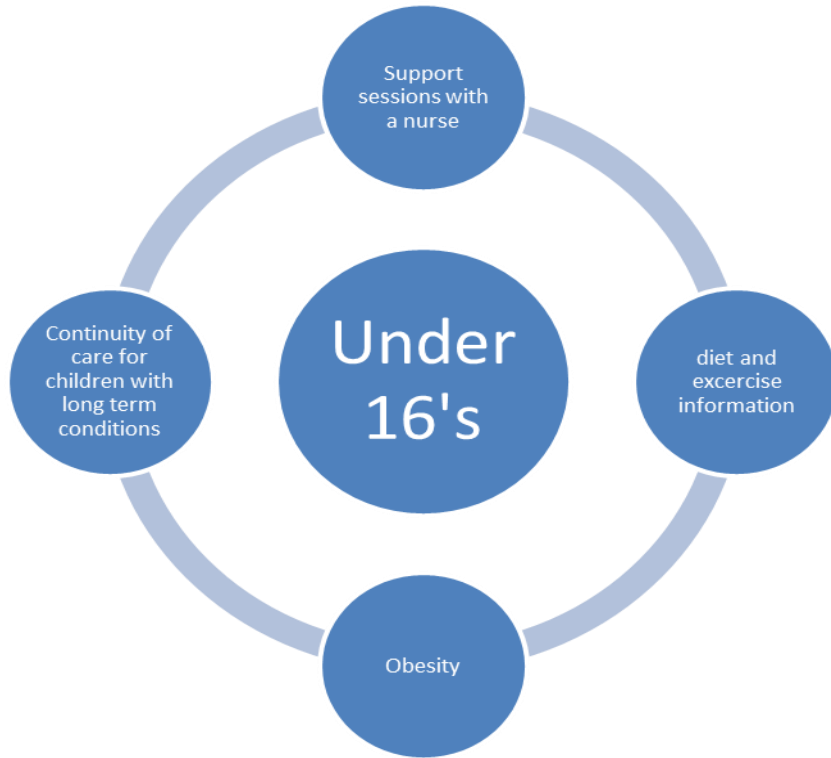
**This is in our Action Plan.**

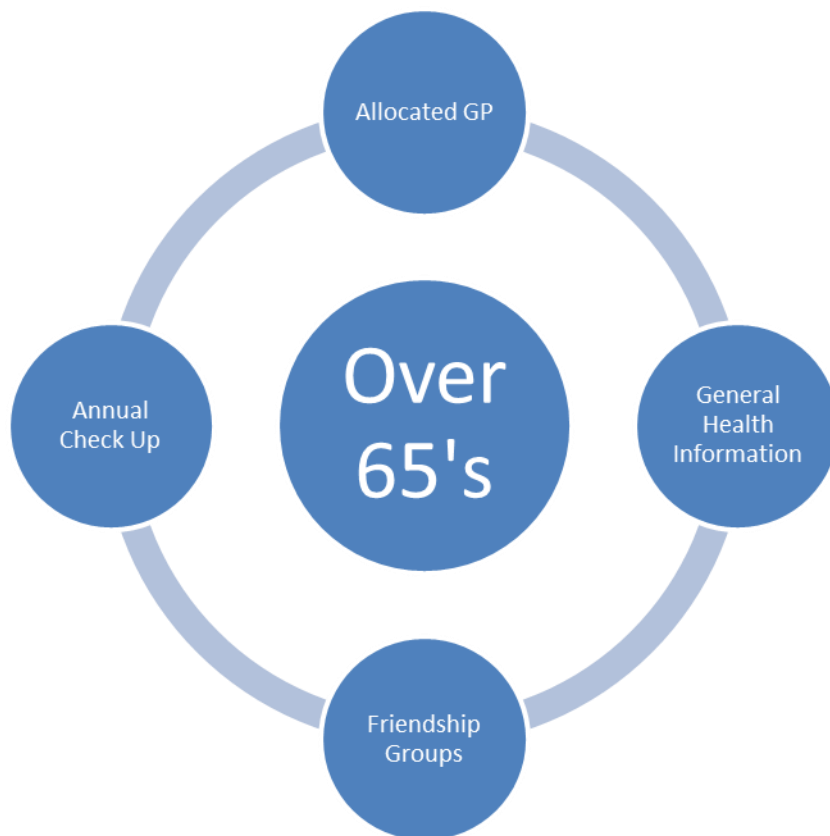
We will continue to monitor the volumes of calls received throughout the week and answer every call as quickly as possible with the resources available.



## WHAT OTHER SERVICES WOULD YOU LIKE TO SEE IN OUR COMMUNITY?

*These tables depict some of the suggestions you gave us and many of you had a common theme of identifying the need for a Minor Injury Unit and for Annual Health Checks.*





Although at practice level we cannot implement some of your suggestions, such as a local Minor Injury Unit, discussions regarding such issues do take place in the wider clinical community i.e. at our locality meetings and at meeting with the Clinical Commissioning Group.

Our Patient Participation Group will be asked to signpost patients through their newsletter in how they can get information on many of the suggestions mentioned in the survey, such as Friendship Groups and General Health Information. If you have any other ideas for the newsletter then please e-mail the Patient Participation Group at PPG-BHC@NHS.NET

The Patient Participation Group throughout the year organise several education events (details of previous events can be found on the practice website [www.gps-billericayhealthcentre.co.uk](http://www.gps-billericayhealthcentre.co.uk) ) where speakers will give a talk to patients on various subjects.

If you have any ideas for a talk or would like to get involved with the Patient Participation Group then once again you can contact them on the e-mail address above or if you would prefer you can contact the surgery with your contact details and we will pass them on to the group's secretary.

**This is in our Action Plan.**

The Patient Participation Group will continue to produce a newsletter throughout the year informing patients of talks or anything of interest to patient's health.

## ACTION PLAN 2013/2014



<b>Appointments</b> Action : Practice Manager When : Ongoing	<ul style="list-style-type: none"><li>•Advertise Saturday Surgery more prominently.</li><li>•Check appointments by demand v capacity</li></ul>
<b>Nurse Consultations</b> Action : Practice Manager When : 1st April 2014	<ul style="list-style-type: none"><li>•Advertise the services that the Nurses / HCA provide</li></ul>
<b>Professionalism of staff</b> Action : Practice Manager When : 1st April 2014	<ul style="list-style-type: none"><li>•Introduce a staff monitoring system</li><li>•Check telephone calls to deploy available staff at peak times</li></ul>
<b>Other Services</b> Action : PPG and Practice Manager When : Ongoing	<ul style="list-style-type: none"><li>•To continue to publish Newsletter</li><li>•To continue to provide educational talks</li></ul>

## ACTION PLAN 2012/2013

Over the past year all of the action points we agreed in the 2012 /2013 survey have been implemented. We agreed to :

Action	Action	Action
<p>To produce and display in the surgery information leaflets on the following services to try to avoid A + E attendances.</p> <ul style="list-style-type: none"> <li>• NHS 1-1-1</li> <li>• Minor Injury</li> <li>• Walk-in centres</li> </ul>	<p>To produce and display in the surgery an information leaflet on the in-house services the surgery provides to avoid A + E attendances.</p>	<p>To promote the alternative services to A + E on the Practice Website and on the surgery waiting room screens.</p> <ul style="list-style-type: none"> <li>• NHS 1-1-1</li> <li>• Minor Injury</li> <li>• Walk-in centres</li> <li>• In-House services</li> </ul>

## ACTION PLAN 2011/2012

Action	Action
<p><u>Nurse On-Line appointments</u></p> <p>We were hopefully going to implement a pilot scheme for on-line nurse's appointments later in the year.</p>	<p>After careful consideration it has been decided not to offer on-line appointments with a nurse. The reason for this decision is that the nursing team all offer different services and it would be difficult to ensure patients were booking an appointment with the appropriate nurse.</p> <p>The practice has however introduced telephone consultations with a nurse.</p>

**Thank you for all of your comments and for completing the survey.**

