

# Billericay Medical Practice

## Patient Survey Report

2012 – 2013



### **Opening Hours**

#### Monday to Friday

8.00am to 6.30pm

#### Saturday

8.30am to 2.30pm  
(Routine appointments only)

### **Telephone Numbers**

Surgery : 01277 658071

Out of Hours Emergency : 01277 658071

## **Introduction**

The Department of Health have for the past few years been looking at ways of ensuring that patients have the opportunity of getting involved in decisions about the range and quality of care they can access at their surgery.

The Department of Health also hope that over time, patients will also become involved in services that will be commissioned by their surgery and colleagues across the locality.

The Practice has therefore been actively engaging with its patients and in 2010 our Patient Participation Group was formed.

This is a "face to face" group that meets regularly throughout the year to discuss any issues the surgery or patients may have.

Although the Practice already had an established Patient Participation Group by 2011, the practice still encourages patients to join.

There are several ways we try to achieve this and by working alongside our Patient Participation Group we hold regular coffee mornings and education events as well as advertise for new members in the waiting room and via the practice newsletter. In addition to this members of the Patient Participation Group spent time during the year speaking to patients in the waiting room, encouraging patients to join.

In addition to the face to face Patient Participation Group, patients can if they prefer become members of our Patient Reference Group.

This is a group where patients have the opportunity to communicate with the Practice or if they would prefer directly with the Patient Participation Group.

We are pleased that more than 300 patients are participating through one of the two groups mentioned above.

## **The Report**

The report will :

- Provide a profile of the Patient Participation and Reference Groups.
- The steps taken by the Practice to ensure a fair demographic representation of our patients.
- The steps taken to determine the questions that would form part of the practice survey.
- How we worked with the Patient Participation Group and Patient Reference Group to establish and implement our survey.
- Review the survey report.
- How the Patient Participation Group and Patient Reference Group were involved in deciding on the final action plan.
- The action plan that was agreed with our Patient Groups.
- Actions taken from the 2011 survey.

The Practice would like to thank you for your continued support and welcome any feedback or ideas you may have in improving services.

## **Profile of Patient Reference Group**

As at 1<sup>st</sup> April 2012 the Practice had a patient list of approximately 12,300. These numbers have steadily grown and as at 1<sup>st</sup> March 2013 the Practice list size was 12,800.

Although we try to establish a profile of patients that is reflective of our patient population, including those most vulnerable or difficult to reach groups, the profile of the group lies entirely in the patients who wish to participate.

During the summer of 2011 the Practice targeted more than 25% of our patients by letter.

These patients were selected at random, taking into account :

- Age
- Gender
- Ethnicity
- Carers
- Housebound
- Patients with long term conditions
- Patients who very rarely attended the surgery.

In addition to this we contacted all of our patients in ethnic minority groups as well as those within specific care groups.

Since the initial campaign in 2011 we have continued to encourage all of our patients to join one of the groups by handing out information to all new patients who wish to join the practice.

We also display information about the group in the waiting room, on the website, by holding coffee mornings and education evenings organised by members of the Patient Participation Group as well as members talking to patients in the waiting room.

### **Profile as at 1<sup>st</sup> March 2013**

<b>AGE</b>	<b>Total List</b>	<b>% Representation</b>	<b>Face to Face</b>	<b>Virtual</b>
16 – 24 years old	1114	0	0	1
25 – 34 years old	1405	0	0	11
35 – 44 years old	1957	1	0	19
45 – 54 years old	1918	1	3	18
55 – 64 years old	1596	3	6	46
65 and over	2250	11	13	232

<b>GENDER</b>	<b>Total List</b>	<b>% Representation</b>	<b>Face to Face</b>	<b>Virtual</b>
% Females	4907	4	18	188
% Males	4876	3	4	139

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<b>ETHNICITY</b>	<b>Total List</b>	<b>% Representation</b>	<b>Face to Face</b>	<b>Virtual</b>
<b>White</b>				
% British group	2684	12	22	318
% any other White background	n/a	0	0	5

<b>Mixed</b>				
% White & Black Caribbean	0	0	0	0
% White & Black African	0	0	0	0
% White & Asian	0	0	0	0
% any other Mixed background	18	0	0	0

<b>Asian or Asian British</b>				
% Indian	14	14	0	2
% Pakistani	1	0	0	0
% Bangladeshi	5	0	0	0
% any other Asian background	3	0	0	1

<b>Black or Black British</b>				
% Caribbean	1	0	0	0
% African	0	0	0	0
% any other Black background	1	0	0	0

<b>Chinese or other Ethnic Group</b>				
% Chinese	30	3	0	1
% any other	n/a	0	0	0

<b>OTHER GROUPS</b>	<b>Total List</b>	<b>% Representation</b>	<b>Face to Face</b>	<b>Virtual</b>
Care & Residential Homes	52	0	1	0
Carers	30	0	1	0
Learning Disabilities	19	0	0	0
Long Term Conditions	3500	6	1 0	228

- Although the majority of patients in the Patient Reference Group are recorded as White British, we sought to engage with patients from other ethnic groups and there is a representation from Asian, Chinese and several European ethnic groups.
- 70% of our patients in the group have long term medical conditions such as diabetes, mental health, respiratory or hypertension.

**It is our intention to continue to work alongside our patients to help us improve the standard of services we offer and hope to continue to encourage more patients to join either the Patient Participation Group or the Patient Reference Group.**

## **Information about the Group**

### **BILLERICAY MEDICAL PRACTICE**

#### **INFORMATION ABOUT THE PATIENT PARTICIPATION GROUP**

The Patient Participation Group was formed early in 2010 with the objective of improving communication between the Patients and the Practice. Their task is to improve knowledge of services available for patients, to hold a minimum of six meetings a year to discuss ideas, and work with the Practice to see how these ideas can be put in place.

It was started at the time that Primary Care Trusts had been trying to find out what the public thought about NHS services by holding a number of Public Meetings. The PCT Headquarters at Phoenix Court, Basildon helped us with initial information on what we should be doing. They organise about four meetings a year in their Board Room where we can meet other PPGs, exchange information with them, and have speakers to give us all information on other organisations providing health care, and the changes we are undergoing in providing health care in the future. We are finding out about Clinical Commissioning Groups, and how our Practice will be affected.

We have a committee and members, and anyone who attends the practice is welcome to join. Please contact the Practice Manager, or look on the website for information. You are welcome to attend meetings.

So far we have tried to keep abreast of the changes the NHS is undergoing. We have arranged several talks every year on interesting health topics. We publish a newsletter about four times a year. We visit places of interest where we have been invited. We have organised two coffee mornings and fundraising events, one for Dr Fernie, and one for Dr Clear Hill. Over Christmas we held a coffee and mince pie event to let patients know what we are doing, and to give patients a chance to talk to us. We have helped the Practice with surveys, and also during the recent password change crisis, so there are practical ways of helping.

If you have a health problem to raise we can try to help, but generally the first way of raising a problem should be through the Practice Manager.

We hope that you will think about what you can do for the Practice and join the Patient Participation Group.

**BILLERICAY MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP**  
**(The liaison between the Practice and their Patients)**

**I would like to become a member of the group  
(Only open to patients of the Practice)**

Name:

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Address:

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Tel No:

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Email :

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I am/am not willing to help with events

I am/am not interested in attending meetings

Please hand completed form in today to one of the members at the coffee/mince pie event, or hand it in later at Reception.

## **How did we ask you to participate**

### **“Have your say”**

During the summer of 2012 all patients within the Patient Participation Group, Patient Reference Group as well as patients attending the surgery were asked if there was a particular subject they would like the 2012 /2013 survey to be based on.

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*Dear Patient,*

*Last year the practice asked patients to place 7 headings in their order of priority.*

*These were:*

*Getting an appointment  
Clinical Care  
Parking  
Communication  
Opening Times  
Staff  
Premises*

*Based on the feedback we received from patients we developed our first Patient Survey on the two most important priorities. These were “Getting an appointment” and “Clinical Care”.*

*To assist the practice in producing this year’s survey I would be grateful if you would please let me know if there are any new priorities you would like the practice to consider including in addition to the 5 headings that were not used last year.*

*Can I please have your suggestions by no later than Tuesday 31<sup>st</sup> July 2012*

*Kind regards*

*Peter Tyrrell  
Practice Manager*

## Billericay Medical Practice Patient Survey

We want to know what your health priorities are. We want your views on how we can improve services to our patients. We want you to look at what the priorities are of other patients. We want you to HAVE YOUR SAY and be part of our patient reference group.

**Your Name (Required)**

**Your Date of Birth (Required)**

**Your address (Required)**

If you have **not already** signed up to the our Patient Reference Group and wish to participate, please indicate the best means for us to contact you: e-mail / telephone / post (please delete as appropriate)

If you have selected e-mail or telephone above, please enter the details below.

*If you respond positively to this we will be able to contact you for your views. We will also ask you to participate in surveys and you will have an opportunity to respond to our findings. We will give you the results of those surveys and any plans of action we intend to implement from the results will be made available to you. This will really help the practice to develop future services.*

**For your information:**

*We have already formed a Patient Participation Group who will work with the Practice to help us contact patients, help with surveys and their analysis and ultimately enhance communication between patients and the practice. In the future they will take forward your views to ensure you are heard.*

**Please tick the box below if you are willing to let us give them your contact details. If you do not tick the box then only directly employed practice staff will contact you.**

**I consent to only my contact details being given to the Practice patient Participation Group. (REQUIRED)**

Yes / No (please select as appropriate)



**HAVE YOUR SAY!**

**What do you think are the most important issues on which we should consult our patients?**

**(Please tick as many as you wish)**

**Indicate below:**

- Parking
- Premises
- Clinical Care i.e. GP / Nurse consultations
- Getting an appointment
- Opening times
- Communication Services, i.e. Text Reminder / On-line bookings etc
- Other

If other please state :

**Please complete the following information about yourself before finishing, thank you:**

**Sex (Required)**

Male / female (please select as appropriate)

**Please state your age (Required)**

**Ethnicity (Required)**

**Do you have a long term condition i.e. Asthma, Diabetes, High Blood Pressure etc, please enter details in the box below.**

**Thank you for taking the time to complete this information.**

**Please hand the completed survey to a member of staff**

## **What you told us and how we prioritised the results**

Once all of the results had been collated in early October 2012 the practice met with representatives of the face to face Patient Participation Group to discuss and decide on the priorities that should form part of a more extensive survey.

As the replies received did not come up with anything significantly different to what had already been asked in the 2011 / 2012 survey the Patient Participation Group agreed that the survey should be more relevant to current services being provided within the community.

It was therefore agreed by the Patient Participation Group to draft a survey to provide patients with information on alternative non-emergency services to avoid them using the Accident and Emergency Services at local hospitals. In early December a draft questionnaire was circulated to all patients in the Patient Participation Group and Patient Reference Group for their comments and approval for the survey to go ahead based on the draft questionnaire.

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## **We asked you to agree the survey?**

In early December members of the Patient Reference Group were asked for permission to go ahead and produce a survey on Accident and Emergency Attendance.

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Dear Patient,

As you will know each year the Practice endeavours to undertake a Patient Survey and, in doing so, wishes to agree with the Group what areas are considered a priority for us to address.

Talking to those patients who are members of our face to face Patient Group who meet periodically throughout the year we thought that we would propose an alternative Survey this year based on the services available to you when the Surgery is closed.

In the first instance I would like to ask you if you would agree to this being a priority for us to review this year? I have attached a sample/draft set of questions in order for you to see the type of survey we will develop if you are in agreement. If you are in agreement then this survey will be extended to include a concluding sheet asking for anonymous personal data such as age, sex, ethnicity, etc.

I hope that you will be able to spend some time to review and help us in this matter. I would ask that you respond by **Friday 14th December 2012** in order that I can then collate the responses and implement a plan for developing the Survey further.

If you disagree with this being a matter for patient survey then please advise accordingly and please let me have any further suggestions that you feel will benefit the Practice and patient population.

Thank you for your help in this matter. I look forward to hearing from you by **14th December 2012**.

Kind Regards

Peter Tyrrell  
Practice Manager

# **Proposed Patient Survey**

## **Billericay Medical Practice**

**Over the last few months Billericay Medical Practice, along with many other Practices across South West Essex, have been looking at the reasons for patients attending Accident and Emergency Departments and some of the findings have led us to question whether or not our Patients have enough information to support them in making a decision as to where to seek treatment should they need medical assistance or advice.**

**The Practice met with our Patient Participation Group (PPG) to discuss the concerns around the impact on the provision of urgent care and we agreed that the first step would be to ask you, our patients, about what you would do and where you would go.**

**Emergency care is the advice or treatment you will be given if you have a medical emergency or experience a critical or unexpected health problem and need help immediately. This care would be provided by you contacting 999 or attending an Accident and Emergency Department.**

**However, if the matter is not an emergency i.e. life threatening, you can contact other services before going to an Accident and Emergency Department to seek assurance, treatment, advice or referral to the service best suited to meet your medical condition.**

**If we could take a few minutes of your time to ask you to complete the following questions, your input will help us look at what we need to do to support you.**



**Patient Participation Group Survey  
Accident and Emergency Attendance**

**The Practice is keen to understand why patients choose to attend hospital Accident and Emergency in preference to alternative services, as well as to offer patients information regarding the alternative services available. Please read the following information before completing the questions.**

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**Emergency Services Available from the GP**

- Every weekday during surgery hours the surgery offers patients who require on the day urgent care the opportunity of consulting with the Duty Doctor. These consultations are for patients who have a medical condition that cannot wait until another day.

**Out of Hours GP Service**

- Run by East of England Ambulance Service.
- You will be directed direct to the Out of Hours Services if you ring the main surgery number when the surgery is closed. Telephone 01277 658071.
- Monday to Friday 6.30pm – 8am, Weekends 6.30pm Friday – 8am Monday, Public and Bank Holidays.
- You will be assessed by a Doctor on the telephone who may offer telephone advice, an appointment to attend a Primary Care Centre, visit from Emergency Care Practitioner/Nurse, visit from GP.

**Minor Injuries Unit : Orsett Hospital**

- Monday – Sunday 10am – 8pm (doors close at 7.30pm). Open on Bank Holidays except Christmas and Boxing Day.
- The Unit provides a comprehensive nurse-led service dealing with minor injuries including limb/head/eye injuries, removal of foreign bodies, minor cuts, bruises, burns, scalds, sprains, emergency wound care.
- X-ray service for adults Monday – Friday until 4pm. Shoulder to fingers and knees to toes only.
- Onward referrals to A&E, Fracture Clinic, Community Services e.g. District Nurses, GP, Practice Nurses

**GP Walk in Centre**

- 2 White Hart Lane, Chelmsford. 8am – 8pm 365 days per year.
- The centre provides access to a GP or nurse and deals with: BP checks, contraceptive advice and emergency contraception, minor cuts and bruises, muscle and joint injuries, skin complaints, coughs, colds and flu symptoms.

**NHS Direct**

- Telephone 0845 4647
- Staffed 24 hours a day, 365 days a year.
- When you call NHS Direct, you will be asked to provide some basic information, including details of any medication you may be taking. If you're calling on behalf of someone else, you'll need to provide this information on their behalf.
- They will assess your problem and advise you on the best course of action. If you're feeling unwell at the time of your call, you may be told how you can look after yourself at home, or recommend seeing a pharmacist (chemist).
- If it's something more serious, you may be advised to see another health professional, such as your doctor. If the problem is very serious, they can help you to access the ambulance service

**1. Have you attended Accident and Emergency within the last year when the GP surgery was open?**

- Yes ( please go to question 2 )
- No ( Please go to question 4 )

**2 Why did you choose to attend A&E rather than the GP/Out of Hours GP/Minor Injury Unit?**

- Unable to get an emergency appointment with GP
- Felt GP/Out of Hours/Minor Injuries Unit would not be equipped to deal with the problem
- Not aware of Out of Hours/Minor Injuries Unit
- Other – please state
- \_\_\_\_\_

**3 What was the outcome of your attendance at A&E?**

- Admitted to hospital
- Referred to hospital outpatients for follow up
- Referred to GP for follow up
- Other – please state
- \_\_\_\_\_

**4 Were you previously aware of the alternatives to A&E?**

- |  |     |   |    |
|--|-----|---|----|
| <input type="radio"/> GP Services          | Yes | / | No |
| <input type="radio"/> Out of Hours Service | Yes | / | No |
| <input type="radio"/> Minor Injuries Unit  | Yes | / | No |
| <input type="radio"/> Walk in Centre       | Yes | / | No |
| <input type="radio"/> NHS Direct           | Yes | / | No |

**5 Having read the alternatives to A&E, would you still choose to attend A&E in similar circumstances?**

- Yes
- No

**6 Where would it be most useful to find information regarding alternatives to A&E?**

- Displayed in GP waiting room
- On Practice website
- In Practice leaflet
- Patient Participation Group newsletter
- Pre-recorded information on telephone
- Other – please state
- \_\_\_\_\_

- 7 **Are you?**
- Male
  - Female
- 8 **What age range do you fall into?**
- 18-30
  - 31-50
  - 51-64
  - 65-70
  - 71+
- 9 **Do you have a long term illness or condition (eg heart disease, respiratory disease, diabetes or significant other)?**
- Yes
  - No
- 10 **Do you rely on someone else to care for you i.e. you have a carer / or have social service support for your everyday living?**
- Yes
  - No
- 11 **What is your ethnic group?**
- White
  - Black or Black British
  - Asian or Asian British
  - Chinese
  - Mixed
  - Other
  - If other please specify
- 

***If you are not a member of our patient reference group and would like to join, please leave your name and email address at reception.***

**Thank you for taking the time to help us with this. Please hand the completed survey to a member of staff at reception.**

**The results will be published online and available in the Surgery by 31st March 2013.**

## The survey

Once all of the comments had been received ( selection below ) and the PPG and PRG agreed for the survey to go ahead the survey was published for patients to complete.

- I agree that emergency treatment, whether needed during surgery time or out of surgery hours will be a valid subject to focus on as a survey or questionnaire.
- I am in agreement with this survey and will participate in answering the questions.
- I agree that this would be a valuable survey to undertake, as there must be many people who do not know all the options available to them other than GP's or A&E.
- I certainly did not know of the walk-in-clinic in Chelmsford.
- I am in complete agreement
- Certainly a good idea to draw attention to the useful information on page one. The questions look fine.

## **The Survey Results**

To try to capture results from as many patients as possible, during the end of 2012 the Practice distributed the survey to members of the Patient Participation Group and members of the Patient Reference Group.

The survey was also available to complete on-line via the practice website and 750 copies were printed for patients to pick-up in the waiting room.

35% of the results were completed on line, with 65% returned to the surgery.

Once the results had been collated the Practice met with the Patient Participation Group to analyse the information that had been received and from this meeting produced a draft report for the Patient Reference Group to review and to seek their agreement on the proposals being made.

## **Your Support**

The Practice would like to thank everyone who supported us in producing this report.

We plan to carry out the actions noted and ensure that we continue to engage your help to continue to improve our standards and services throughout the coming years.

**We asked the Patient Participation Group and Patient Reference Group to review the results**

**Subject: Billericay Medical Practice - Patient Survey Results for Comment and Agreement for Action Plan**

To all members of the Billericay Medical Practice, Patient Reference and Patient Participation Group

Thank you to everyone who took the time to complete the patient survey and I have attached the data for you to review and comment.

Looking at the results the Surgery is pleased to see that patients are using the Out of Hours Service's, although I believe the survey still highlights a need to have a method of informing patients of what other services are available instead of using Accident and Emergency.

In view of this our Action Plan for this year will be to inform patients through a marketing campaign on the services available to patients that will include the Minor Injuries unit, Walk-in centres as well as the new NHS 111 service that will shortly replace NHS Direct.

Your comments with regard to the Survey would be greatly appreciated along with agreement to this action plan. I would ask that if you wish to make comment you do so by Friday 22nd February 2013.

I will then formalise the Report and a final version will be available for you to view on our website, [www.gps-billericayhealthcentre.co.uk](http://www.gps-billericayhealthcentre.co.uk) by the 31st March 2013.

Kind regards

Peter Tyrrell  
Practice Manager



The Survey Results

**Billericay Medical Practice**

**Patient Survey**

Results for Patient Reference Group to Review



**2012 /2013**

## **Billericay Patient Participation Group**

### **We asked :**

**Billericay Medical Practice, over the last few months, along with many other Practices across South West Essex, have been looking at the reasons for patients attending Accident and Emergency Departments and some of the findings have led us to question whether or not our Patients have enough information to support them in making a decision as to where to seek treatment should they need medical assistance or advice.**

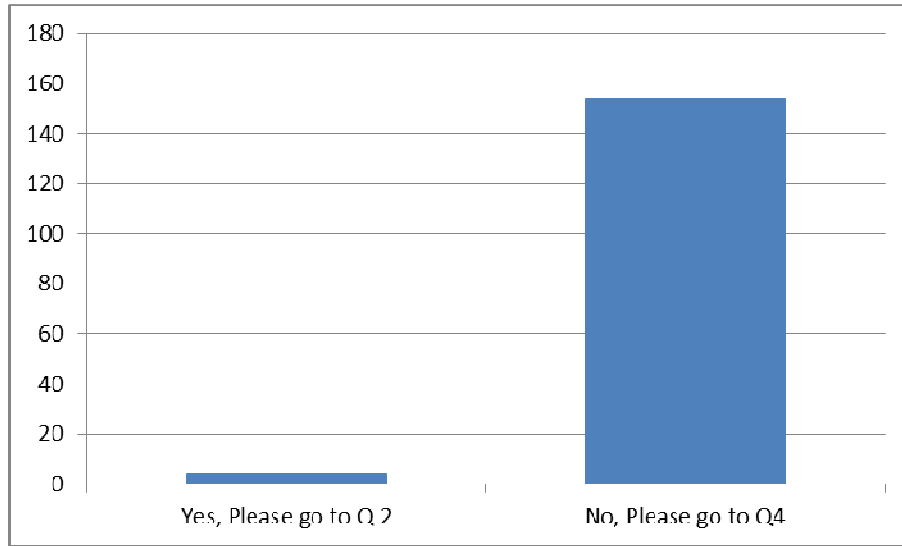
**The Practice met with our Patient Participation Group (PPG) to discuss the concerns around the impact on the provision of urgent care and we agreed that the first step would be to ask you, our patients, about what you would do and where you would go.**

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**If we could take a few minutes of your time to ask you to complete the following questions, your input will help us look at what we need to do to support you.**

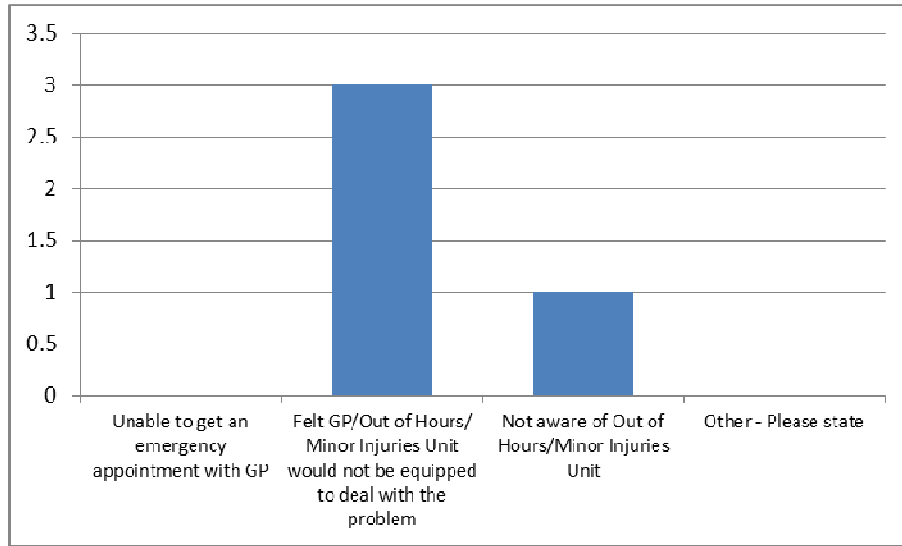
**1: Have you attended Accident and Emergency within the last year when the GP surgery was open?**



Option	Total
	<b>158</b>
<b>Yes</b>	<b>4</b> <b>2%</b>
<b>No</b>	<b>154</b> <b>98%</b>

Base : 158 out of 198 people answered this question

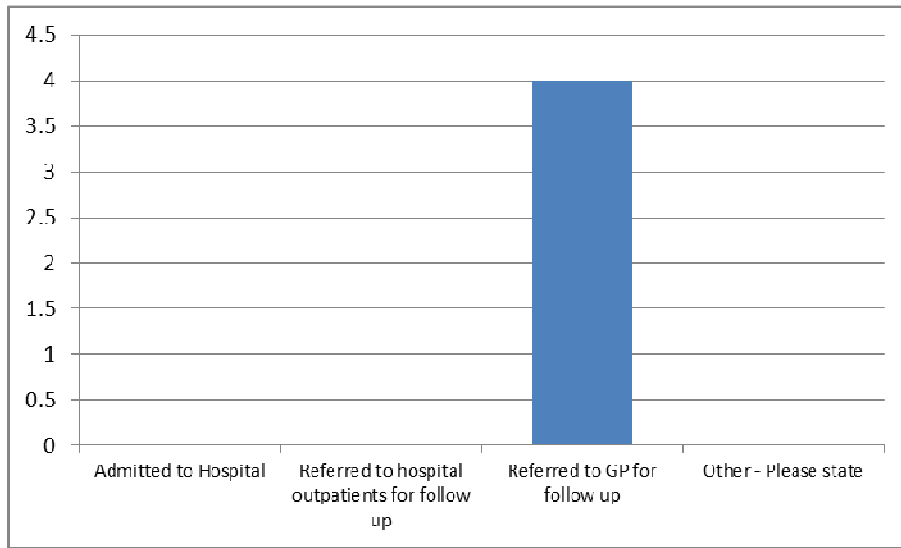
**2: Why did you choose to attend A & E rather than the GP/ Out of Hours GP/ Minor Injury unit?**



<b>Option</b>	<b>Total</b>
	<b>4</b>
<b>Unable to get an emergency appointment with GP</b>	<b>0</b>
<b>Felt GP / Out of Hours / Minor Injuries Unit would not be equipped to deal with the problem</b>	<b>3</b> <b>75%</b>
<b>Not aware of Out of Hours / Minor Injuries Unit</b>	<b>1</b> <b>25%</b>
<b>Other</b>	<b>0</b>

Base : 4 out of 198 people answered this question

**3: What was the outcome of your attendance at A & E?**

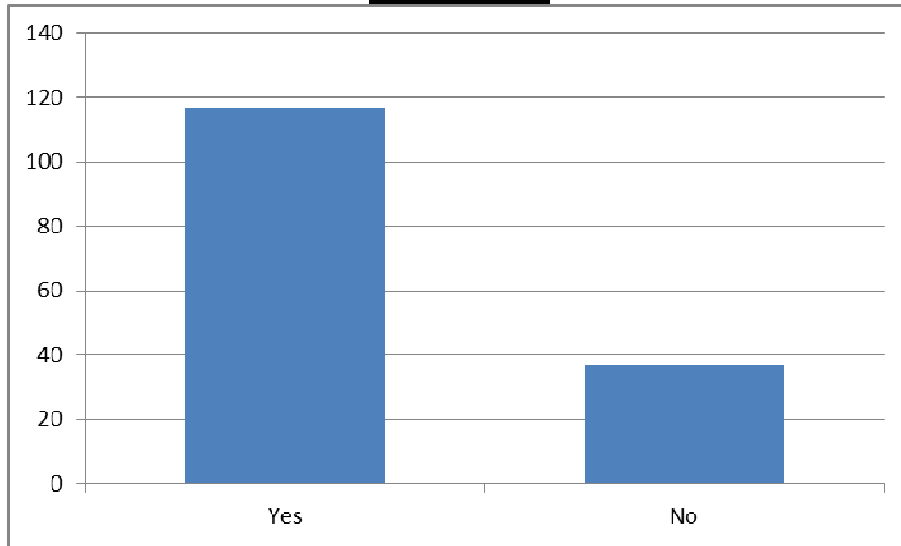


<b>Option</b>	<b>Total</b>
	<b>4</b>
<b>Admitted to hospital</b>	<b>0</b>
<b>Referred to hospital outpatients for follow up</b>	<b>0</b>
<b>Referred to GP for follow up</b>	<b>4</b> <b>100%</b>
<b>Other</b>	<b>0</b>

Base : 4 out of 198 people answered this question

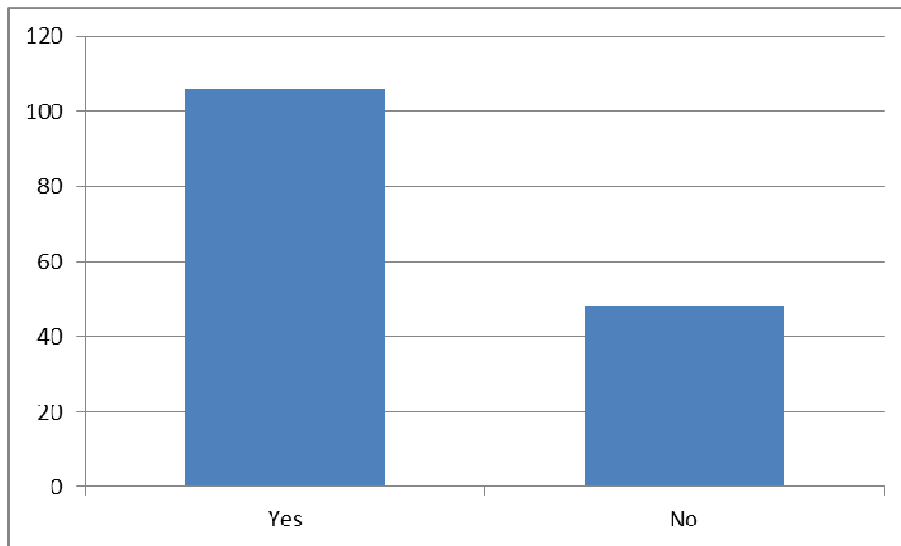
**4: Were you previously aware of the alternative to A & E?**

**GP Services**



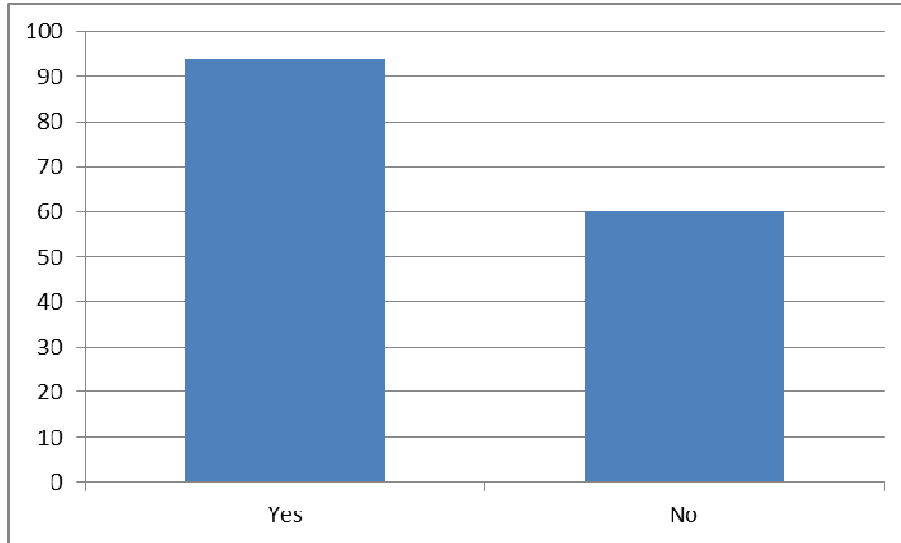
Option	Total
<b>GP Services</b>	<b>154</b>
<b>Yes</b>	<b>117</b> <i>76%</i>
<b>No</b>	<b>37</b> <i>24%</i>

**Out of Hours Service**



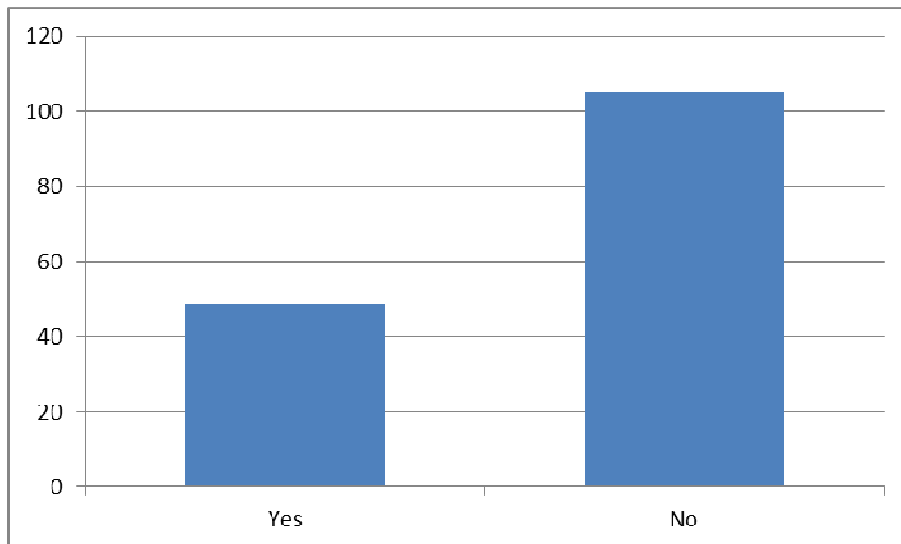
Option	Total
<b>Out of Hours Service</b>	<b>154</b>
<b>Yes</b>	<b>106</b> <i>69%</i>
<b>No</b>	<b>48</b> <i>31%</i>

### Minor Injuries Unit



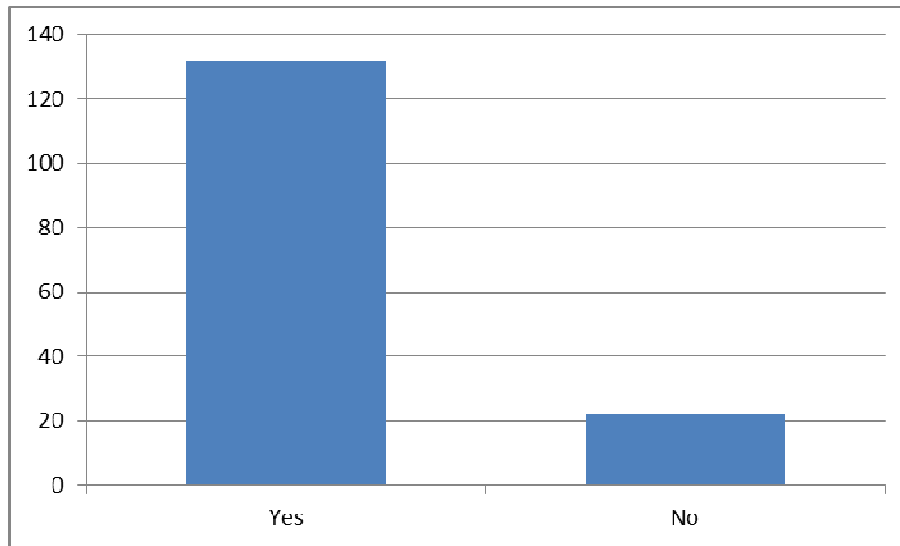
Option	Total
<b>Minor Injuries Unit</b>	<b>154</b>
<b>Yes</b>	<b>94</b> <b>61%</b>
<b>No</b>	<b>60</b> <b>39%</b>

### Walk In Centre



Option	Total
<b>Walk In Centre</b>	<b>154</b>
<b>Yes</b>	<b>49</b> <b>32%</b>
<b>No</b>	<b>105</b> <b>68%</b>

## NHS Direct

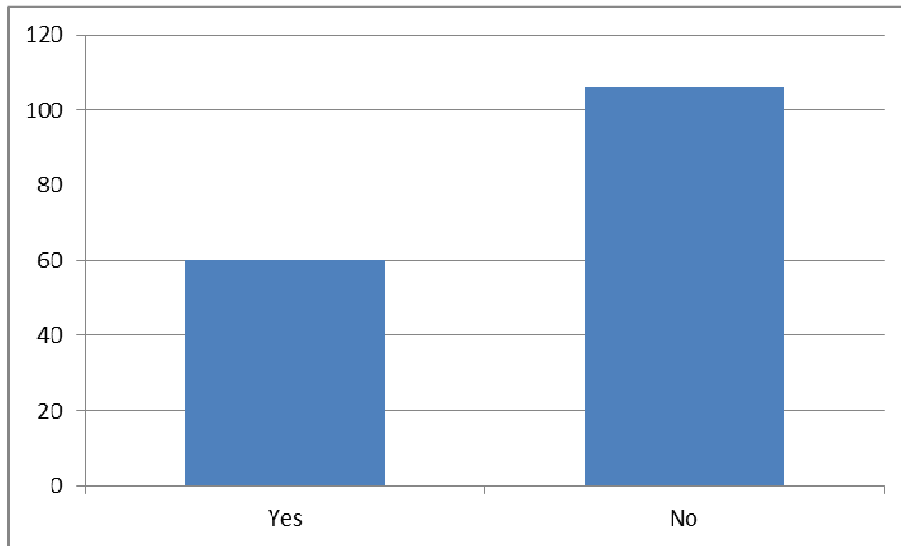


Option	Total
<b>NHS Direct</b>	<b>154</b>
<b>Yes</b>	<b>132</b> <b>86%</b>
<b>No</b>	<b>22</b> <b>14%</b>

Base : 54 out of 198 patients answered this question



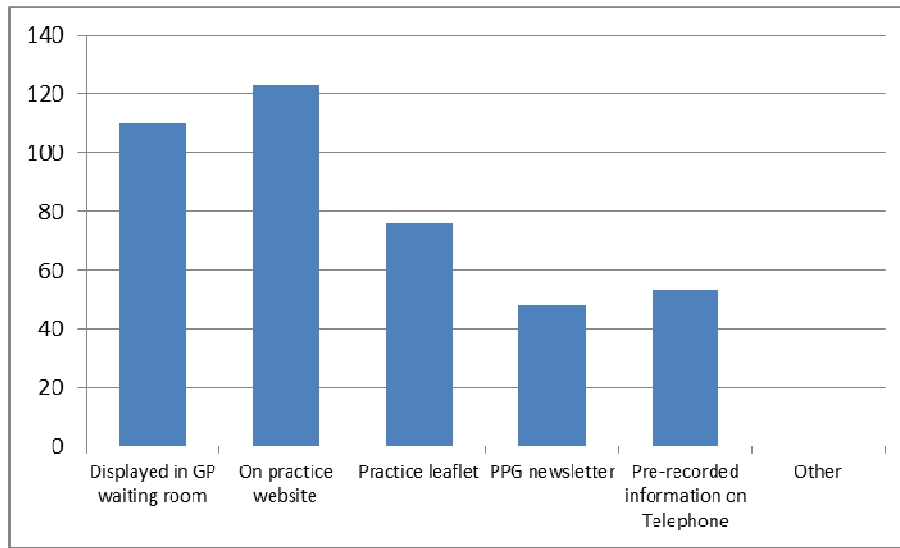
**5: Having read the alternatives to A & E, would you still choose to attend A & E in similar circumstances?**



<b>Option</b>	<b>Total</b>
	<b>166</b>
<b>Yes</b>	<b>60</b> <b>36%</b>
<b>No</b>	<b>106</b> <b>64%</b>

Base : 166 out of 198 people answered this question

**6: Where would it be most useful to find information regarding alternatives to A & E?**



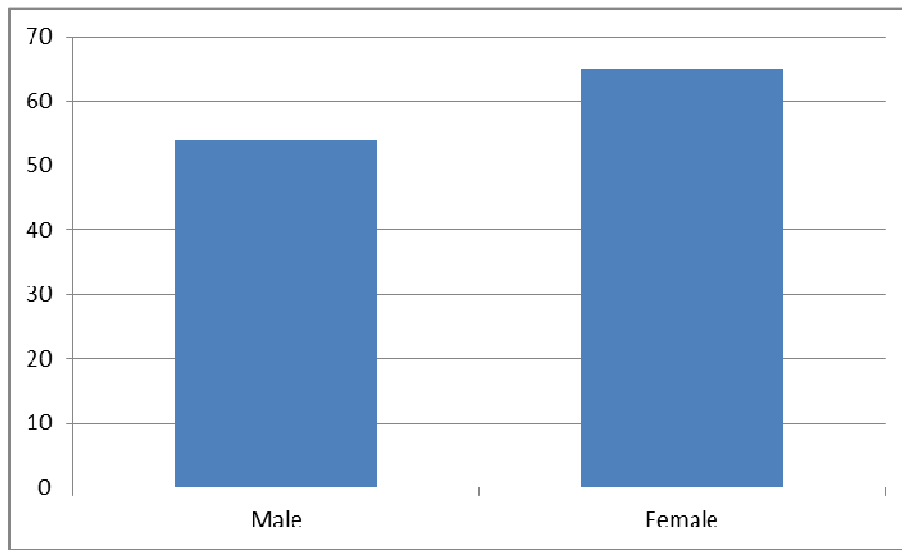
<b>Option</b>	<b>Total</b>
<b>Multiple questions ( can answer more than one)</b>	<b>190</b>
<b>Displayed in GP waiting room</b>	<b>110</b> <b>58%</b>
<b>On Practice website</b>	<b>123</b> <b>65%</b>
<b>Practice leaflet</b>	<b>76</b> <b>40%</b>
<b>PPG Newsletter</b>	<b>48</b> <b>25%</b>
<b>Pre-recorded information on telephone</b>	<b>53</b> <b>28%</b>
<b>Other</b>	<b>0</b> <b>0%</b>

Base : 190 out of 198 people answered this question

If other , please state :

<u><b>Comments</b></u>
<ul style="list-style-type: none"> <li>• <b>On front door so seen from the outside</b></li> <li>• <b>Striking leaflet in chemists in prominent position</b></li> <li>• <b>Should only be on GP out of hours telephone system</b></li> <li>• <b>Unfortunately common sense does not prevail nowadays because of so many rules and regulations! Perhaps the Health Service has themselves to blame! Unfortunately many people cannot define what an emergency means.</b></li> <li>• <b>Sent as a reminder memo card to have handy</b></li> <li>• <b>Leaflet distributed to every household</b></li> <li>• <b>On a notice board outside of the Practice building.</b></li> </ul>

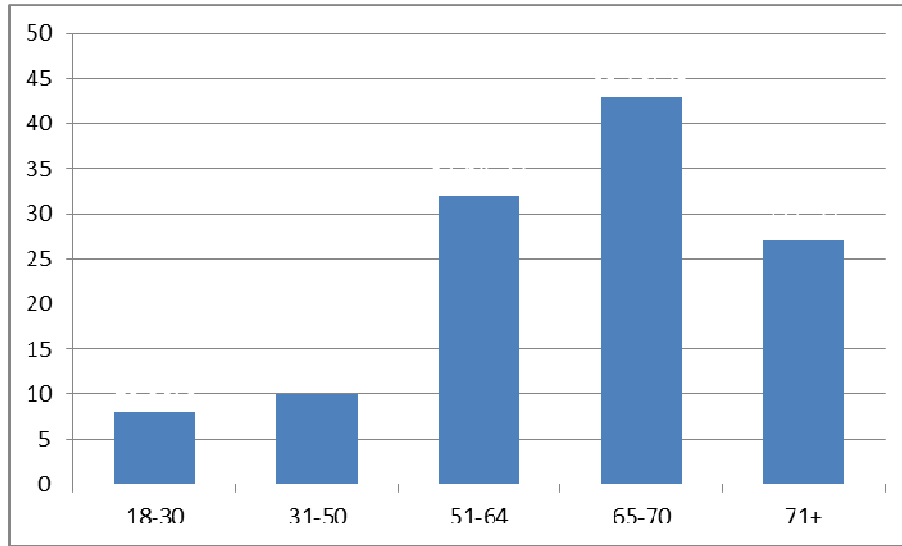
**7 : Are you?**



Option	Total
	119
Male	54 46%
Female	65 54%

Base : 119 out of 198 people answered this question

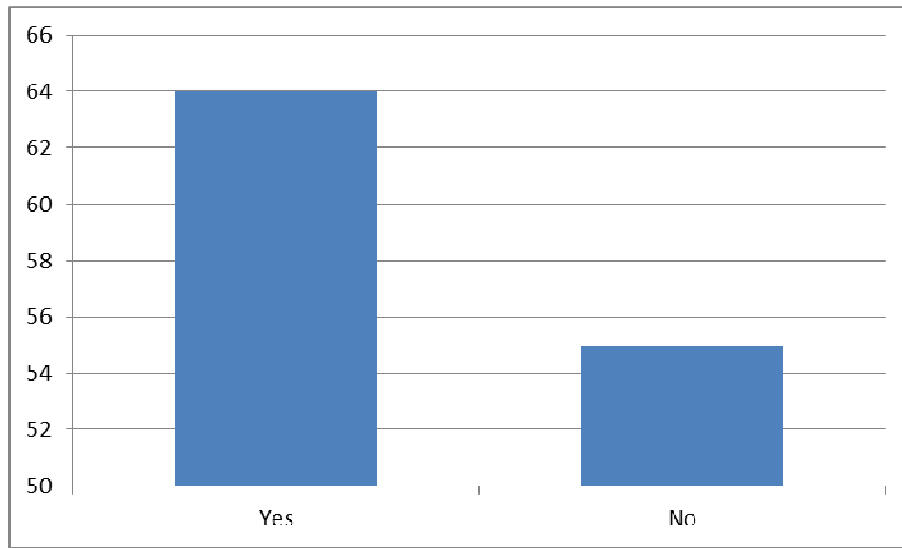
**8 : What age range do you fall into?**



Option	Total
	120
18 to 30	8 7%
31 to 50	10 9%
51 to 64	32 27%
65 to 70	43 36%
71 +	27 21%

Base : 120 out of 198 people answered this question

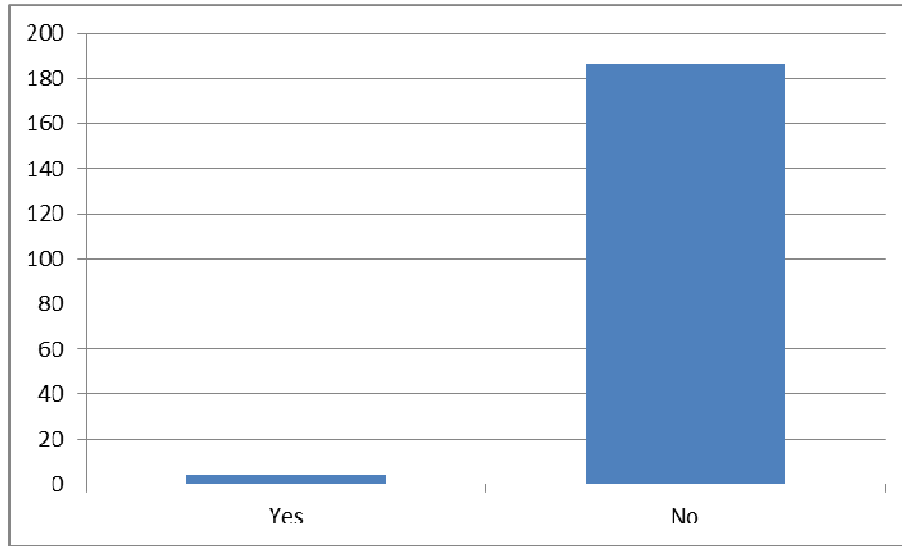
**9: Do you have a long term illness or condition (e.g heart disease, respiratory disease, diabetes or significant other)?**



Option	Total
	119
Yes	64 54%
No	55 46%

Base : 119 out of 198 people answered this question

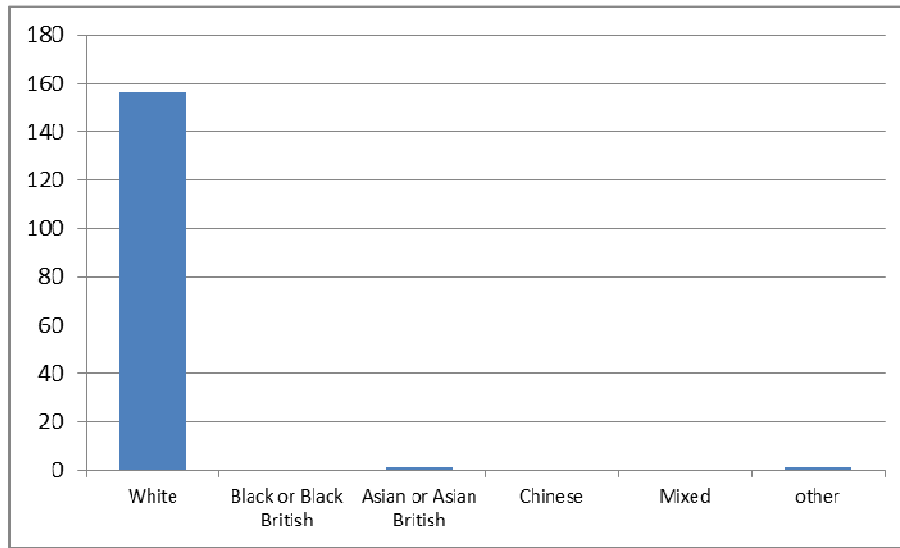
**10: Do you rely on someone else to care for you i.e you have a carer / or have social service support for your everyday living?**



Option	Total
	190
Yes	4 2%
No	186 98%

Base : 190 out of 198 people answered this question

### 11 : What is your ethnic group?



Option	Total
	158
White	156 99%
Black or Black British	0 0%
Asian or Asian British	1 0.5%
Chinese	0 0%
Mixed	0 0%
Other	1 0.5%

Base : 158 out of 198 people answered this question

If other, please specify

<u>Comments</u>
<ul style="list-style-type: none"> <li>• What have the above questions got to do with ethnic group!</li> <li>• White English</li> </ul>

## What are we going to do?

Having reviewed the results with members of the Patient Participation Group it has been agreed that the practice will with the support of the Patient Participation Group produce the following :

### ACTION PLAN

#### Outstanding from the 2012 Survey

<u>Action</u>	<u>By Whom</u>	<u>By When</u>	<u>Review by:</u>
To implement a pilot scheme for on-line booking of nurse appointments.	Practice Manager and Lead Nurse	June 2013	September 2013  To review the results of the pilot scheme

#### “To Do” from the 2013 Survey

<u>Action</u>	<u>By Whom</u>	<u>By When</u>	<u>Review by:</u>
To produce and display in the surgery information leaflets on the following services to try to avoid A + E attendances. <ul style="list-style-type: none"><li>• NHS 1-1-1</li><li>• Minor Injury</li><li>• Walk-in centres</li></ul>	Practice Manager and members of the PPG	June 2013	September 2013  To check and amend leaflets if required.
<u>Action</u>	<u>By Whom</u>	<u>By When</u>	<u>Review by:</u>
To produce and display in the surgery an information leaflet on the in-house services the surgery provides to avoid A + E attendances.	Practice Manager and members of the PPG	June 2013	September 2013  To check and amend leaflet if required.
<u>Action</u>	<u>By Whom</u>	<u>By When</u>	<u>Review by:</u>
To promote the alternative services to A + E on the Practice Website and on the surgery waiting room screens. <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>	Practice Manager	June 2013	September 2013  To check and amend information, if required.

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





## **Feedback on the 2011 / 2012 Patient Survey**

### **What we have done!**

#### **GP On-Line appointments**

We have increased the number of GP appointments that are available to book on-line at the same time they become available for patients to book either at reception or on the phone.

#### **Continuity of Care**

To try to allow patients to book an appointment with the doctor of their choice we have increased the number of appointments that are available to book in advance for every doctor.

#### **Telephones**

We have increased the number of hours each day that we keep the maximum number of staff available on the phones, so that patients can get through to the surgery quicker.

#### **Telephone consultations**

We have throughout the year been promoting telephone consultations to allow patients the opportunity of consulting with a doctor over the phone.

#### **Waiting times**

We performed an audit on each of the doctor's average waiting times a patient waits before being seen and we will be reviewing this again later in the year to see if any improvements have been made.

### **What we have not done!**

#### **Nurse On-Line appointments**

Due to the implementation of a new clinical system during the summer, the pilot scheme for on-line appointments for the nurses was put on hold.

We will hopefully be implementing a pilot scheme for on-line nurse's appointments later in the year.

## **ACCESSING THE SURGERY**

### **Monday to Friday**

The Surgery is open as follows: Monday to Friday 8.00 am – 6.30 pm

A receptionist is contactable both via the telephone and face to face from 8 am in the morning until 6.30 pm in the evening.

During these times appointments are available from 8.30 am to 1pm and from 3.30pm to 6pm

Appointments are available to book with a doctor or a nurse up to two weeks in advance. Appointments are also available to book on the same day (capacity allowing).

Telephone consultations are available with either a GP or Nurse. If patients have an urgent need to see a GP and are informed that all appointments have been booked, they will be offered an emergency appointment that morning or afternoon depending on the time of the call.

*(The Practice doors/telephones are only open from 8 am to 8.30 am whilst there is a Contract, provided by the Primary Care Trust, that gives the Surgery some funding to have a receptionist available during these times. If and when this Contract ends, the Practice doors will be closed during these times but calls will still be answered by a Receptionist at our Out of Hours service)*

### **Saturdays (Extended Hours Service)**

8.30 am – 2.30pm

Appointments are available with the GP on Saturdays and these are all pre-booked appointments.

A receptionist service is available during this time for advice, guidance and information in all usual practice services.

*This Saturday service is made available by Contract from the Primary Care Trust (PCT). The Saturday service is dependent on the Practice being offered a reasonable Contract by the PCT on an annual basis (Basildon and Brentwood Commissioning Group/NHS Commissioning Board from 1<sup>st</sup> April 2013)*

**Telephone Access:**

Patients can access a receptionist during any of our opening times.

We have an automated telephone system which gives you the choice of speaking to the receptionist, obtaining test results etc.

Telephone appointments are available with both a GP and Practice Nurse throughout the week but not on Saturdays.

**On-line Access:**

The practice has a system for on-line access by patients to appointments and prescriptions. On-line access is available 24 hours a day, 7 days a week.

Proof of identity is required at the point of contact with a Receptionist to create a password and login account for the on-line service.