

## **The Blackdown Practice**

### **Practice Survey Results 2013-2014**

#### **Review of Information Provided by the Blackdown Practice to its Patients**

At the January 2014 meeting of the patient participation group, a number of ideas for the patient survey were discussed, these included:

- **Review of dispensary services** – with a view to determine where improvements could be made to the current system e.g. considering any difficulties patients found with the current system, convenience, why patients chose to have their prescriptions dispensed elsewhere, developing a community collection service;
- **Patient experience** – ease of making appointments, ease of access, waiting times for appointments (in terms of booking and when in waiting room) differentiating between triage, urgent and routine, opening times of surgeries;
- **Information provided by the Practice** – how do patients find out information about the surgery, reviewing the patient pack (new and existing patients), information available in the surgery to view.
- **Use of the out of hours service** – considering the change to 111.
- **Patient-led Care Quality Commission (CQC) type inspection**

It was felt that the patient experience was already covered by the national patient survey and that dispensary services would be reviewed as part of the planned programme of Practice development. Overall it was considered that information provided by the Practice was the preferred option for the survey this year. This would be helpful in terms of preparation for the future CQC inspection in that patients would have critically appraised information provided by and available in the Practice. It was agreed that there would be a survey undertaken to provide a balance of quantitative and qualitative information.

This survey would be supported by site visits and a review of the patient pack by group members (reported separately).

A questionnaire was generated by the Practice Manager. This was mailed to members of the patient group and handed out to patients by each reception for 2 weeks from 24 February – 7 March 2014.

The survey questions are shown in Appendix 1.

#### **Results**

**103** questionnaires were returned. The responses were anonymous. The patient could e-mail or post their response back to the Practice or hand it in to reception.

The demographics of the patients completing the survey were not recorded; this information was deliberately not collected in order to keep the survey short, thereby encouraging completion.

**Q1 What methods do you use to find out about services provided by, and the latest news about, the Practice?**

	<b>Number of patients selecting each method</b>	<b>Percentage</b>
<b>Display in waiting room</b>	49	30%
<b>The patient pack</b>	1	1%
<b>Practice newsletters</b>	22	13%
<b>Practice website</b>	16	10%
<b>Staff and Doctors</b>	35	20%
<b>The patient group</b>	2	2%
<b>NHS Choices website</b>	2	2%
<b>Don't know</b>	8	5%
<b>Haven't tried</b>	23	15%
<b>Other</b>	4	2%
<b>TOTAL</b>	<b>162</b>	<b>100%</b>

**Other methods of obtaining information included**

Knowledge of local residents
Parish Pump
St Nicholas' Church
Magazine [Parish?]

**Related comments**

When does the practice newsletter come out?
Rarely scan notices except when I am looking for something specific

**Q2 How easy is it for you to find the information you need about the Practice?**

	Number of responses	Percentage
Very easy	40	39%
Fairly easy	36	35%
Not very easy	1	1%
Not at all easy	1	1%
Don't know	4	4%
Haven't tried	20	20%
<b>Total</b>	<b>102</b>	<b>100%</b>

**Q3 If you have tried to find out information about the Practice, is there anything you could not easily find?**

No

Arthritis Group

**Related comments**

Only currently use for online prescriptions

Fine as it is!

**Q4 Do you think the information displayed in the surgery is useful?**

	Number of responses	Percentage
Yes	94	91%
No	1	1%
Don't know	8	8%
<b>Total</b>	<b>103</b>	<b>100%</b>

<b>Q5 Do you think the information displayed in the surgery is up to date?</b>		
	<b>Number of responses</b>	<b>Percentage</b>
<b>Yes</b>	88	92%
<b>No</b>	1	1%
<b>Don't know</b>	7	7%
<b>Total</b>	<b>96</b>	<b>100%</b>

<b>Q6 If you use the website, do you think the information on the website is useful?</b>		
	<b>Number of responses</b>	<b>Percentage</b>
<b>Yes</b>	30	33%
<b>No</b>	3	3%
<b>Don't use the website</b>	58	64%
<b>Total</b>	<b>91</b>	<b>100%</b>

<b>Q7 If you use the website, do you think the information on the website is up to date?</b>		
	<b>Number of responses</b>	<b>Percentage</b>
<b>Yes</b>	27	31%
<b>No</b>	0	0%
<b>Don't use the website</b>	60	69%
<b>Total</b>	<b>87</b>	<b>100%</b>

**Q8 What information do you think the surgery should provide that it doesn't currently either in the waiting room or on the website?**

Screening for testicular cancer
Well man's clinic information
How to get an appointment with a doctor if urgent but not immediate without having to phone in and waiting for a call back
A screen in the waiting room that shows information about keeping healthy for all ages
Support groups that are viewing in the area
Digital display to indicate waiting time or place in queue
Opening times and telephone numbers for all three surgeries
Not much community 'prevention of ill health' info
Information leaflets on diagnosis/ conditions like they do in A&E

**Related comments**

Music at Churchinford
Website is incredibly wordy. Needs summaries and links to details. Cannot think of anything I needed to know and could not find
Use on call drs number - you should put on phone line

**Q9 What number do you telephone if you think you need to see a doctor when all three surgeries are closed?**

	Number of responses	Percentage
111	35	38%
Devon Doctors	9	10%
Telephone usual surgery and listen to answer phone message	18	18%
Don't know	20	22%
Other response	11	12%
<b>Total</b>	<b>93</b>	<b>100%</b>

## Discussion points at March 2014 Patient Group Meeting

- If patients have tried to find out about services provided and general news then the three most popular methods (consistently across all three sites) were
  - Displays in waiting rooms
  - Staff and doctors
  - Newsletters
- Parish magazines have been mentioned as a way of providing information. It was noted that this method had been used to publicise the Churchinford patients group as an experiment. It was agreed that the use of the parish magazines should be used to deliver a message e.g. regarding care.data or the 111 service, rather than a timed event.
- A higher proportion of patients use the Practice website rather than NHS choices but web access not as popular as other methods. It was noted that people filling in the survey were attending the surgery, so would the use of websites be higher in patients who often do not attend? The website needed a face-lift!
- Use of patient pack as a source of information is very low. Newer patients to the Practice who were present stated that they had found the patient pack to be very useful. The patients attending the meeting who had been with the Practice a long time were not aware of the pack. In terms of size and format, the A4 size was felt to have the advantages of being more readable due to font size and that it could contain full documents. An example was the complaints policy. It was felt to be preferable that the complaints policy was included in full rather than a sentence in a smaller pack highlighting the availability of the complaints policy. However, the A4 size was not so convenient in terms of storage. The use of fridge magnets and business card information was discussed. This could mean the main contact information is more readily available.

### Encouragingly:

- 93% of patients who had tried to find out information they needed about the Practice had found it easy/very easy to do so.
- Of those using the website, 91% found it to be useful and 100% found it to be up to date.
- 91% of patient found the displays in the surgery useful and 92% felt they were up to date
- 38% of respondents knew about 111, a further 18% would have used the surgery to get the out of hours number. 10% of patients would have used the Devon Doctors Ltd number, this has now been switched off.
- The group discussed the comments regarding information not provided:
  - Telephone triage an explanation of the system. The telephone triage and appointment system was explained at the meeting and it was felt that a newsletter article explaining the system would be useful. Likewise the

information should be available on the website. Triage was probably not the term to use, with telephone consultation possibly more appropriate.

- Display screen – it was noted that it was intended there would be a display screen as part of refurbishment at Hemyock.
- Community support groups – it was noted that it is difficult for the Practice to display some information as it is seen as endorsing the group which may not be appropriate.
- Public health/health promotion material and information regarding common clinical conditions

### **Actions as a consequence of the March 2014 meeting**

- Increase utilisation of parish magazines as a method of communication.
- Write a parish magazine article regarding 111 and care.data.
- Update (modernise) the Practice website.
- Review the patient pack.
- Consider the use of fridge magnets/plastic business cards to publicise the Practice telephone numbers, hours of opening and the out of hours number.
- Write a newsletter article and post information on the website regarding telephone consultations and how the appointment system works.
- Display screen – install at Hemyock as part of refurbishment.
- Allocate more space for health promotion, public health and clinical condition information.

## Information Provided by the Blackdown Practice to its Patients

**Q1** What methods do you use to find out about services provided by, and the latest news about, the Practice?

- Displays in waiting rooms
- The patient pack
- Practice newsletters
- Practice website
- Staff and doctors
- The patient group
- NHS choices website
- Don't know
- Haven't tried
- Other – please detail below

**Q2** How easy is it for you to find the information you need about the Practice?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried – please go to **Q4**

**Q3** If you have tried to find out information about the Practice, is there anything you could not easily find? Please detail below.

**Q4** Do you think the information displayed in the surgery is useful?

- Yes
- No
- Don't know

**Q5** Do you think the information displayed in the surgery is up to date?

- Yes
- No

**Q6** If you use the website, do you think the information on the website is useful?

- Yes
- No
- Don't use the website

**Q7** If you use the website, do you think the information on the website is up to date?

- Yes
- No
- Don't use the website

**Q8** What information do you think the surgery should provide that it doesn't currently either in the waiting room or on the website? Please detail below.

**Q9** Finally... the test! What number do you telephone if you think you need to see a doctor when all three surgeries are closed?