

HARVEY GROUP PRACTICE  
PATIENT PARTICIPATION GROUP AND PATIENT SURVEY RESULTS  
2013-14

There are currently 85 patients in our patient participation group (PPG) of who approximately half are active in either attending meetings or communicating via email. The last PPG meeting was held in July 2013 at Jersey Farm Surgery at which 16 patients attended along with one GP and the Practice Manager. Topics discussed included opening hours, new computer and phone systems, changes within the NHS and at Harvey Group, and information for patients. A list of action points was recorded for which a response was subsequently circulated by email. An additional newsletter was circulated in October 2013 to all patients for who an email address was held.

For the 2013-14 patient survey the topics were chosen with the agreement of the PPG following previous meeting and comments from patients. The form was initially emailed to patients and then made available at both surgeries from November 2013 – February 2014. 101 survey forms have been completed (compared with 180 a year ago) and I have looked over the responses and comments.

Satisfaction was again measured in a scoring range of 1-4, with 4 as the highest rating. I am pleased to note once again the high level of satisfaction both overall and for the majority of the specific questions.

A report was issued by email or letter to the PPG members in February 2014 with a proposed action plan. Comments were invited and the responses were supportive of the plan. Some additional comments were made that have been incorporated. A statistical summary of the survey results is shown at the end of this report.

Patient's comments on the survey form included some of the following subjects. For brevity I have edited the remarks and used a different font to highlight. Where able a response follows immediately after or within the action plan.

#### *Appointments*

With Dr Walton being elected to the Herts Valley Clinical Commissioning Group and the work covering 3 sessions per week, which doctor should I now see regarding my diabetes problems?

There have been a lot of changes with regard Doctors at Harvey House in respect of new Doctors, Locums etc...in a very short time recently, and sometimes feel that I can't get to see a Doctor who I have been seeing long term.

Very hard to make an appointment at a suitable time within a reasonable number of days from phoning.

Long waiting times to see preferred doctors.

Have seen 4/5 different doctors over the last month, all gave time and listened but seeing a different doctor every time is not satisfactory

Sometimes it has been 3 weeks before I was able to make an appointment

Availability of appointments within 48 hours was scored as being considerably poorer than last year and patient comments reinforce the view that we need to offer more same or next day appointments.

We continue to offer most GP appointments at 15 minutes to allow more time for the consultations and to minimise waiting time for patients.

It has always been our policy, to encourage patients to see the same doctor for continuity of care, and to minimise use of unfamiliar locums. However as has been mentioned by patients verbally and within the survey the situation has changed in the past few months. This has arisen due to the concurrent maternity leave of Drs Maton and Chatterjee, the resignation of Dr Molefi-Youri, and the appointment of Dr Walton to the board of Herts Valleys Clinical Commissioning Group taking up one and a half days of his time. Four locum GPs have covered the resulting 20 sessions each week. Drs Maton and Chatterjee will be returning to work in May 2014 and two new permanent doctors will be appointed.

#### *Services available*

Suggestions For Additional Services –

Blood test - (x 12) The blood testing service in St Albans continues to be under review by the local clinical commissioning group (Herts Valleys CCG).

Stairlift – (x3), & better banisters on the stairs - Harvey House. Patients may always ask to be seen downstairs.

Weighing platforms

Easier opening doors - Jersey Farm. A specification is currently being drawn up at Jersey Farm for improvements including electric doors.

Cryotherapy. The request should be discussed with Dr Clegg.

Well woman clinics. Appointments are available on request.

More health promotion; Info on health and wellbeing session for teenagers. Could the patients requesting these be more specific please?

#### *Premises*

Providing a few seats 21 inches high instead of regular height to help those of us who have difficulty in rising from the standard height seats would help.

I will look into this.

Concerned that consultation's of patient whilst with a doctor can be heard from the outside whilst waiting upstairs at Harvey House

I am awaiting some specialist information on how best to remedy this.

#### *Accessing information about the surgery*

I was not aware that JF is now open from 8 am. I have visited the surgery several times recently but have not seen any information posted about the changes – also the Wednesday afternoon surgery. Could we be informed by e-mail about such matters?

Email has been used in the past year to circulate surgery information and offer vaccination invitations. We currently hold email addresses for almost 20% of patients though we have noted that changes are not always notified to us.

This surgery provides an excellent service.

Receptionists have a good attitude but open plan reception area prevents any “privacy”

### *Action plan*

I circulated to the PPG a proposed action plan that I have now updated to reflect the views of patients who responded. The plan is as follows:

- Practice team to suggest changes to the appointment system to make more same and next day (and perhaps slightly beyond that), and then discussion and agreement to be reached with the Patient Group. This to include how we can maximise the available appointments for the most popular doctors.
- Reminders to our clinicians and publicity to patients about the wealth of health leaflets available on Patient.co.uk website. These can be requested from the doctor or nurse or downloaded at home.
- Publicity about the longer opening hours at both surgery’s.
- Provision of information on website about new doctors.
- Further review of how to provide general health information in the practice.

A meeting of the Patient Group will be arranged to discuss the action plan along with other topical issues.

The current Practice opening hours are:

Harvey House: Monday - Friday 8.00am - 6.30pm

Jersey Farm: Mornings: Monday - Friday 8.00am - 12.00 midday. Afternoons: 3.30pm - 6.00pm except Wednesday 2.15 – 4.45pm.

Most appointments are between 9am and 12.15pm, and 4pm and 6pm on Monday to Friday. We also offer some appointments between 2.30pm to 4.15pm on Monday to Friday.

Extended hours appointments for a GP, and nurse at available at Harvey House on Saturdays from 9am to 11.45am.

### **Summary of Survey Results**

*The following figures are percentages*

Preferred method of booking appointments

Phone	44
Online	40
In person	16

Success in booking an appointment less than 48 hours ahead

Able to	49
Unable	51

Success in booking an appointment of choice more than 48 hours ahead

Able to	80
Unable to	20

Do patients try to see a doctor of choice & if so do they succeed?

No	36
Yes	64

*If yes are they successful?*

Always or most of the time	85
Not often or never	15

Planning your care – percentage satisfied on 3 questions

Rating	94
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Would have liked additional information

Yes	53
No	47

Satisfaction with hours of access to surgery

	Harvey House	Jersey Farm
Very satisfied	57	47
Fairly satisfied	35	45
Dissatisfied	8	8

Preferred ways of accessing patient & services information (*figures are actual*)

Website	80
Email	70
Posters/leaflets	58
Electronic screen	43
Folders in waiting room	42
Text message	19

*The following figures are averages based on a rating score from 1-4*

Satisfaction with GP consultation: overall rating on 9 separate questions scored from 1-4

Rating	3.9
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Satisfaction with nurse consultation: overall rating on 9 separate questions scored from 1-4

Rating	3.8
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Telephone access – overall rating on 4 questions scored from 1-4

Harvey House	3.2
Jersey Farm	2.9

Reception – overall rating on 4 questions scored from 1-4

Harvey House	3.4 average rating
Jersey Farm	3.7 average rating

Premises – overall rating on cleanliness, décor, & comfort of seats scored from 1-4

Harvey House	3.2 average rating
Jersey Farm	3.2 average rating

Services satisfaction based on score of 1-4

Harvey House	3.5 average rating
Jersey Farm	3.5 average rating

Overall satisfaction based on score of 1-4

Harvey House	3.5 average rating
Jersey Farm	3.6 average rating

The survey forms were completed by patients in 8 age groups from 18 to over 85, by 7 carers, and from 8 ethnic groups including the 3 covering the highest percentage of patients. 55% of the forms were completed by females.

Reported by Philip Eaton, Practice Manager, March 2014