
HOLLY TREE SURGERY PPG SURVEY 2015/2016

MARCH 2016

Dear Patient,

This document contains the results of the Holly Tree Surgery patient survey carried out in December 2015.

The survey is conducted once per year by the surgeries Patient Participation Group (PPG). The PPG is a group of Holly Tree Surgery patients, who act on a volunteer basis, to ensure that the Doctors in the practice know how we, the patients, feel about the care and service they provide.

We try to encourage as many patients as possible to complete the survey. If you are willing to provide feedback, please join our VPPG. The VPPG is a Virtual Patient Participation Group. It does not meet, and takes very little time. VPPG members are sent emails 4-5 times per year, asking their opinion on certain matters related to primary patient care, and they are asked to complete a 5-10 minute survey once per year. It is a small amount of time which helps to ensure that our opinions are heard by those who run the practice. Our VPPG has been instrumental in keeping the walk-in system so popular with the majority of Holly Tree Surgery patients.

If you are interested in joining the VPPG, please contact our Chairman, David Kirk on 01252 792 418 or at david.kirk123@btinternet.com

EXECUTIVE SUMMARY

- The findings of the survey for 2015-2016 are based on a sample of 190 patients from an adult patient population of 4264. The sample under-represents working age patients and male patients.
- The findings of the survey are broadly in line with those of previous surveys.
- The walk-in appointment system continues to carry a high level of support from the majority of patients.
- In general, patients accept that this might lead to significant waiting times, but accept this because of the certainty of being able to see a GP of their choice on the day and at the time that they want to.
- Most patients find the opening hours of the surgery to be satisfactory. However, the portion who find the opening hours Fair or Poor increases for the 20-60 age group. A minority of written comments criticise difficulties of access for people who work.

As you review this document please note:

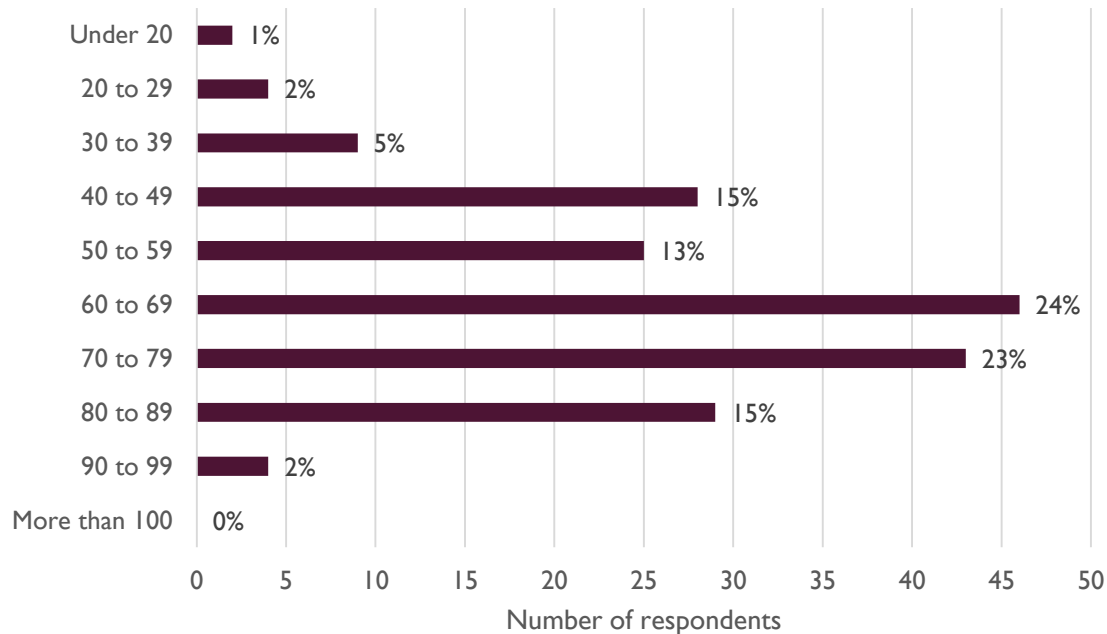
- (1) You will find a number of graphs which contain a legend labelled 14/15 and 15/16. These labels refer to the results from the Patient Surveys carried out in the 2014/2015 Financial Year and the 2015/2016 Financial Year. The trends between the 2 years results, while interesting, should be viewed with caution. The 2014/2015 survey sample is small meaning that there is often no statistically significant difference between the results even when the bar charts seem to show a difference.
- (2) The vast majority of patient comments received through this survey were positive. For the sake of brevity, we have not included all the individual positive comments. Contrary to this, however, in the name of improvement, where a patient gave a “poor” rating to an aspect of the surgery, we have included the specific associated negative comment.

190 OUT OF 4264 ADULT* PATIENTS RESPONDED TO SURVEY

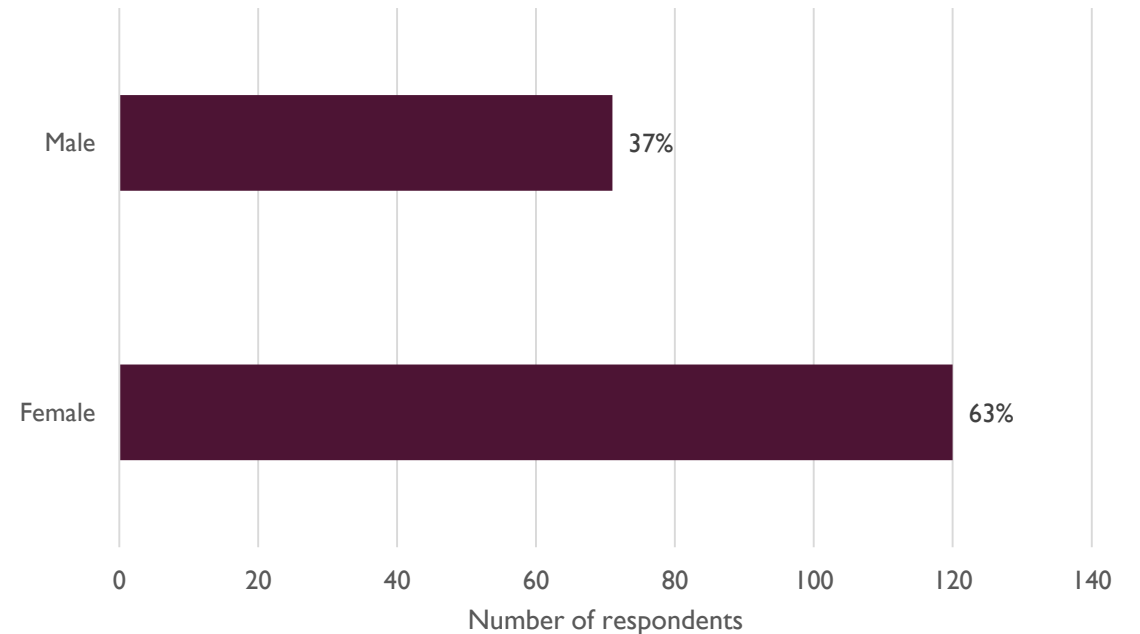
*Adult patient is patient over 20 years of age

The survey for 2015-16 was open from 13 November to 4 December 2015. During this time, we received 191 replies in total. Of these, there was a fairly even split between those who replied on-line and those who submitted paper copies.

What is your age?

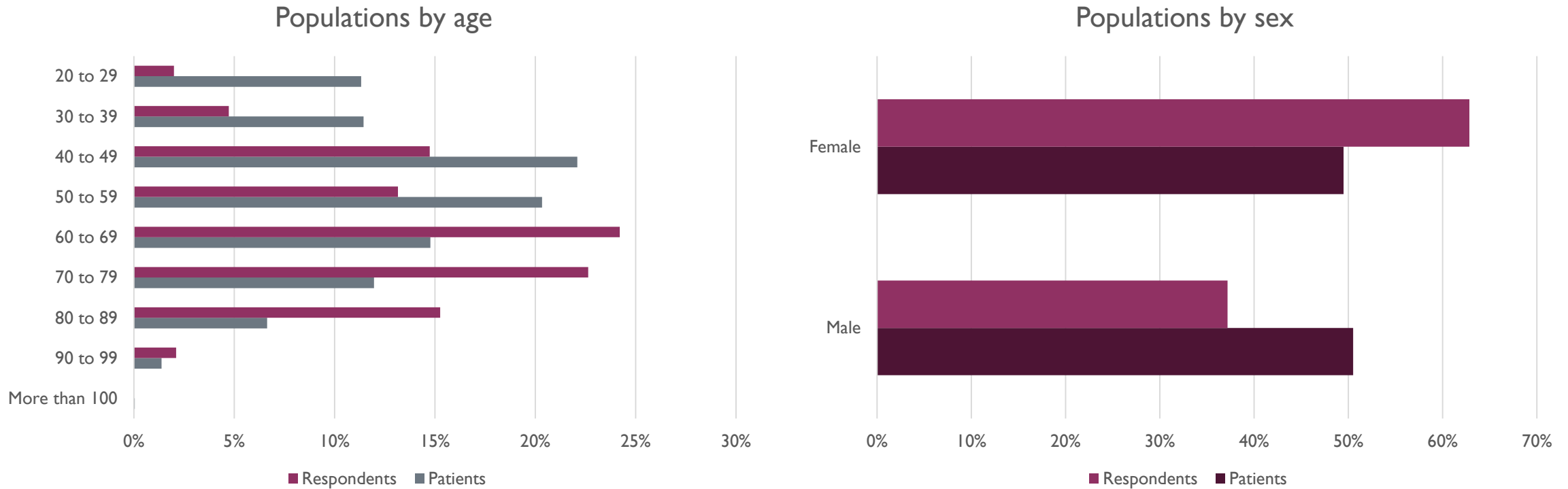


Are you male or female?



Sample sufficient for XXX certainty

WORKING AGE SURVEY RESPONDENTS (>20 AND <60) ARE UNDER REPRESENTED AND WOMEN ARE OVER REPRESENTED VERSUS TOTAL PATIENT POPULATION

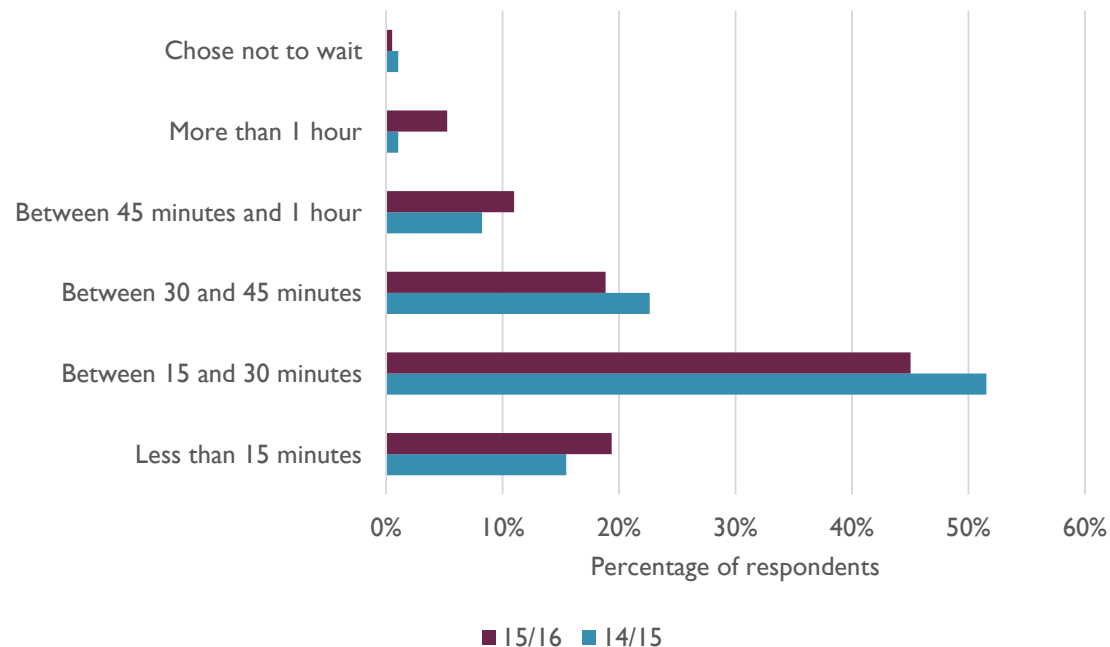


The respondent demographics, however are reflective of the increased usage of the surgery by women (who often bring children) and patients over 60

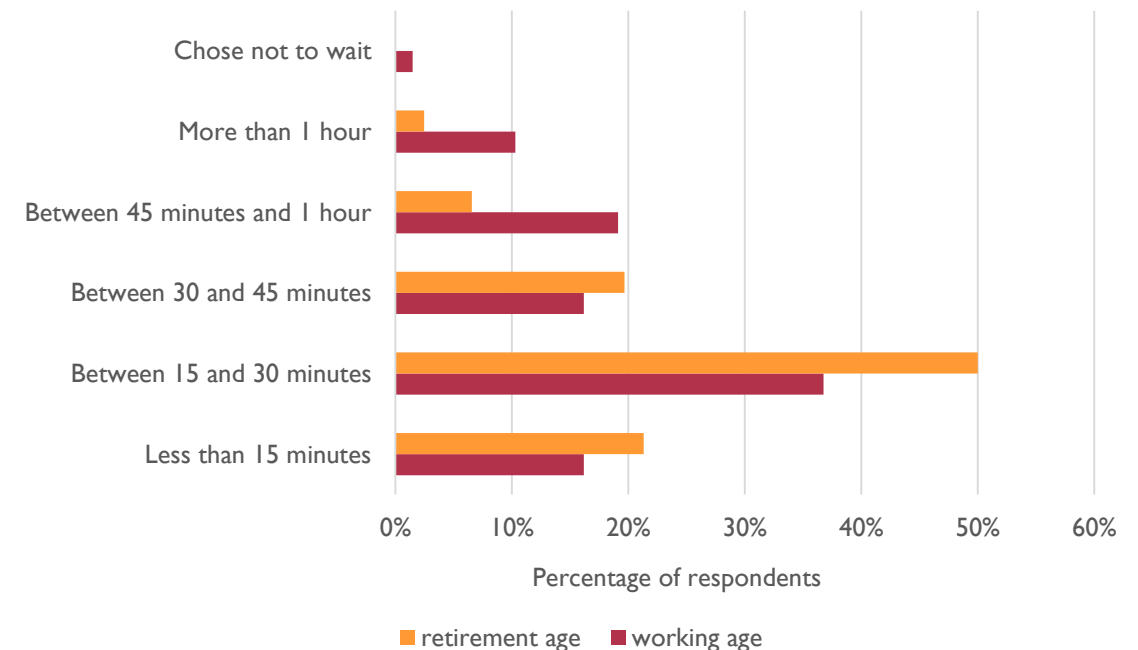
MEDIAN WAITING TIME IS 15 TO 30 MINUTES, IT HAS NOT CHANGED SINCE LAST SURVEY. WORKING AGE PATIENTS, HOWEVER, EXPERIENCE DISPROPORTIONATE SHARE OF THE LONGER WAITS

Holly Tree Surgery operates a walk-in system for GP appointments starting at 8:30am and 3:30pm. This means you choose which time and day to come, and which doctors you see. Thinking about the last time you visited the surgery to see a GP, from the time you booked in at reception, how long did it take you to see a GP? (some patients arrive early, please do not add in any time waiting before the session began)

Waiting time trend



Waiting time by age

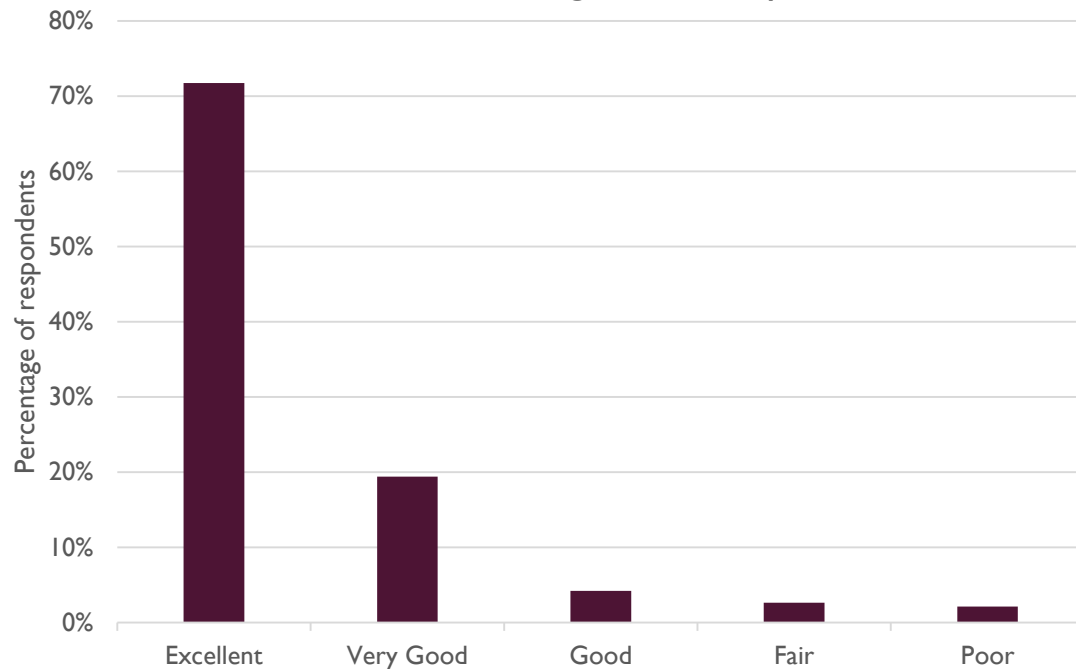


63% of respondents added comments. The vast majority (over 80%) supported the current system of walk-in appointments. There were many unqualified comments in support of the walk-in system. Others qualified their support, saying that, whilst they acknowledged the wait, they would rather do this, knowing that they could see their GP there and then, rather than to change to an appointment system. There were a small number of critical comments about the waiting time (12%), for example, one comment indicated the unsuitability of the current system for really ill patients.

MORE THAN 90% OF RESPONDENTS RATE THE WALK-IN APPOINTMENT SYSTEM AS EXCELLENT OR VERY GOOD

How would you rate the current walk-in appointment system?

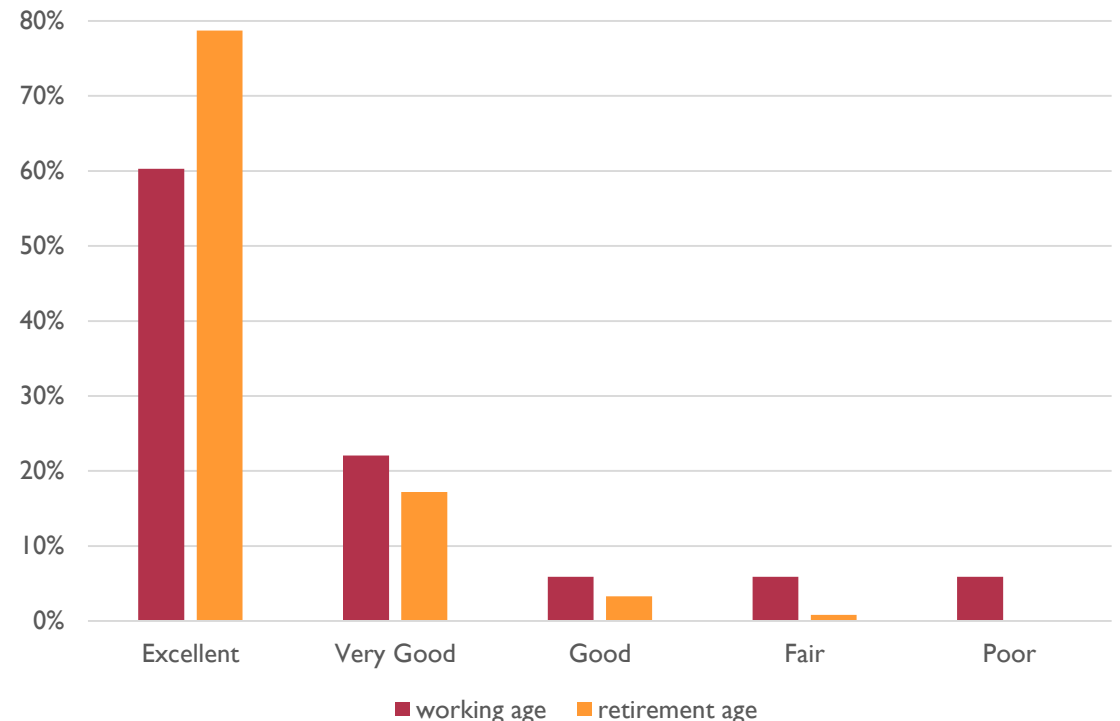
2015/2016 Rating of walk-in system



Note: Prior year data not available

2/3 of comments in the “any other comments” section relate to the walk-in system, they are overwhelmingly positive

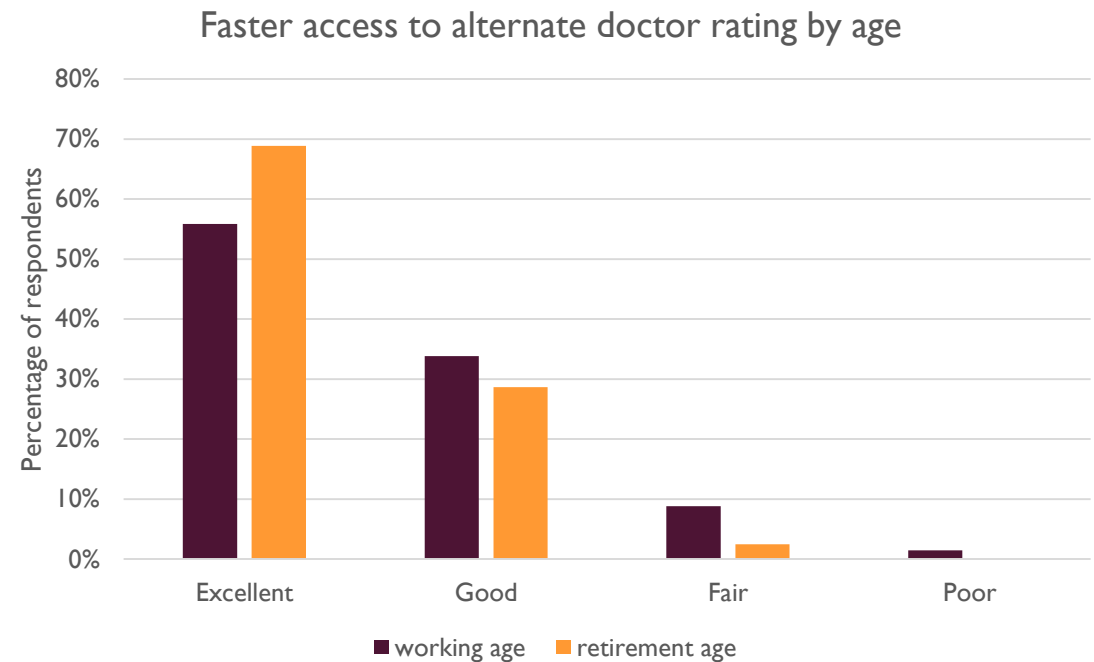
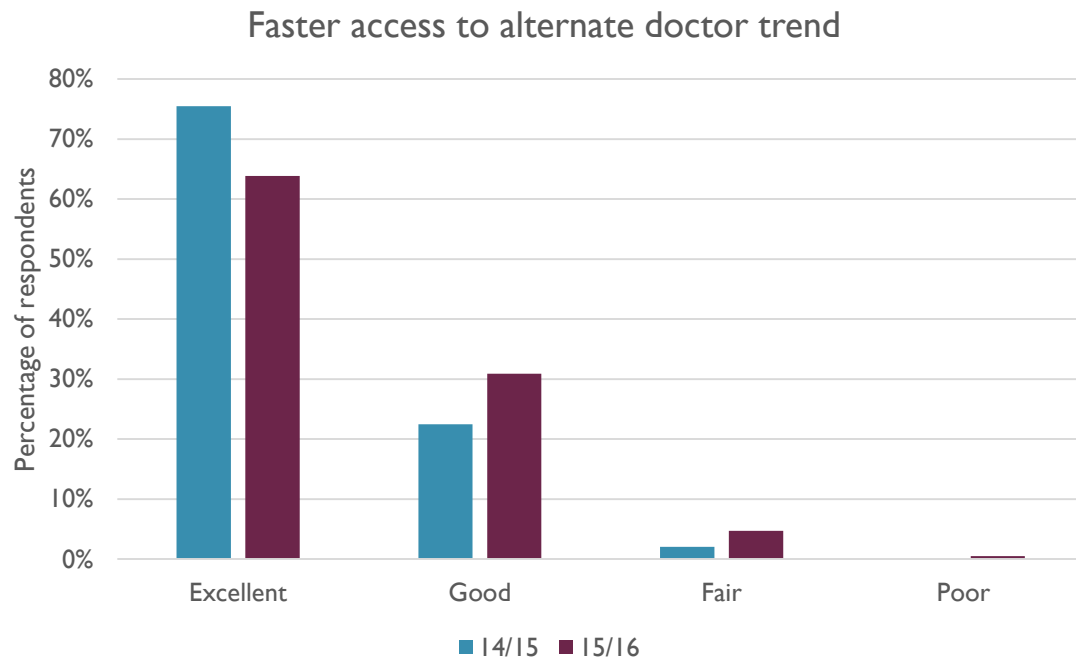
Walk-in system rating by age



Note: Satisfaction with walk-in system is lower for the working age population. Nonetheless More than 80% of working age respondents rate the system as Excellent or Very Good

RESPONDENTS APPRECIATE THE OPPORTUNITY TO SEE AN ALTERNATE DOCTOR IF THE WAIT FOR THEIR OWN DOCTOR IS LONG

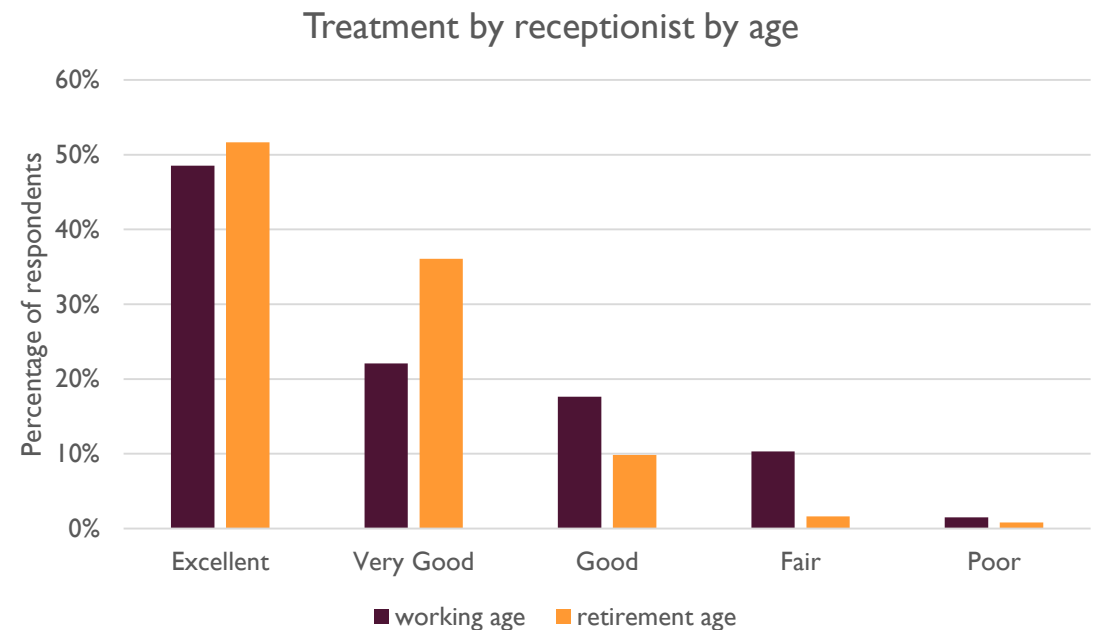
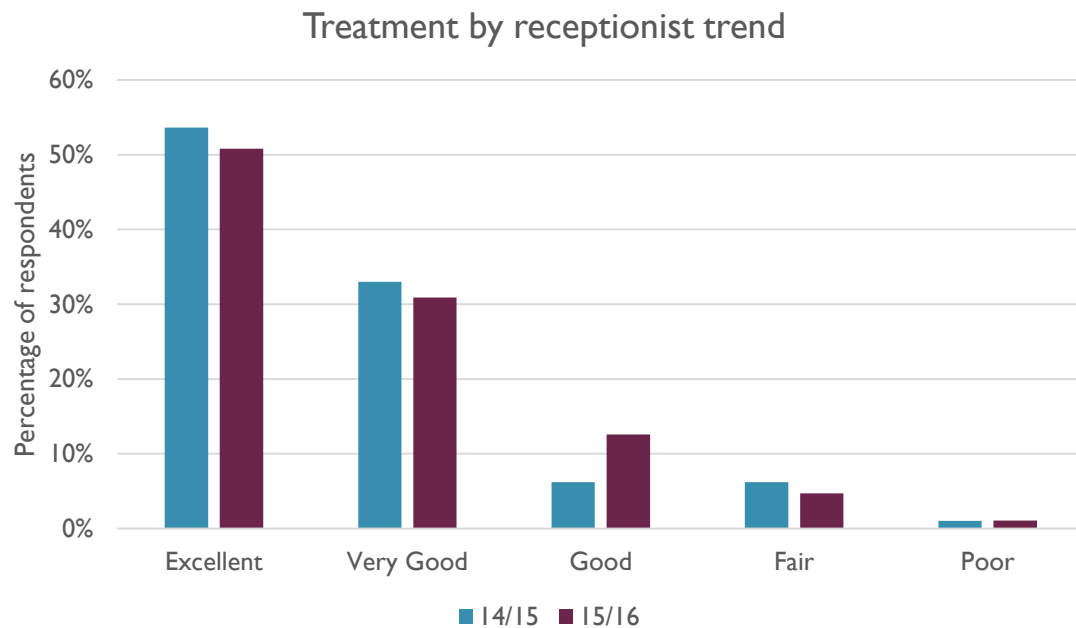
Some patients have a “usual doctor” who they may know best. When booking in, the receptionist will alert a patient if that doctor has a long queue, and will offer an alternative doctor. How do you rate this system?



There were over 80 written comments. These all supported the current approach, giving the patient the choice of seeing an alternative doctor, waiting to see a specific doctor or returning on another day. A minority felt that they were not consistently advised of the alternatives. One person felt that there was undue pressure to see an alternative doctor.

RESPONDENTS GENERALLY FEEL THEY ARE TREATED WELL BY THE RECEPTIONISTS

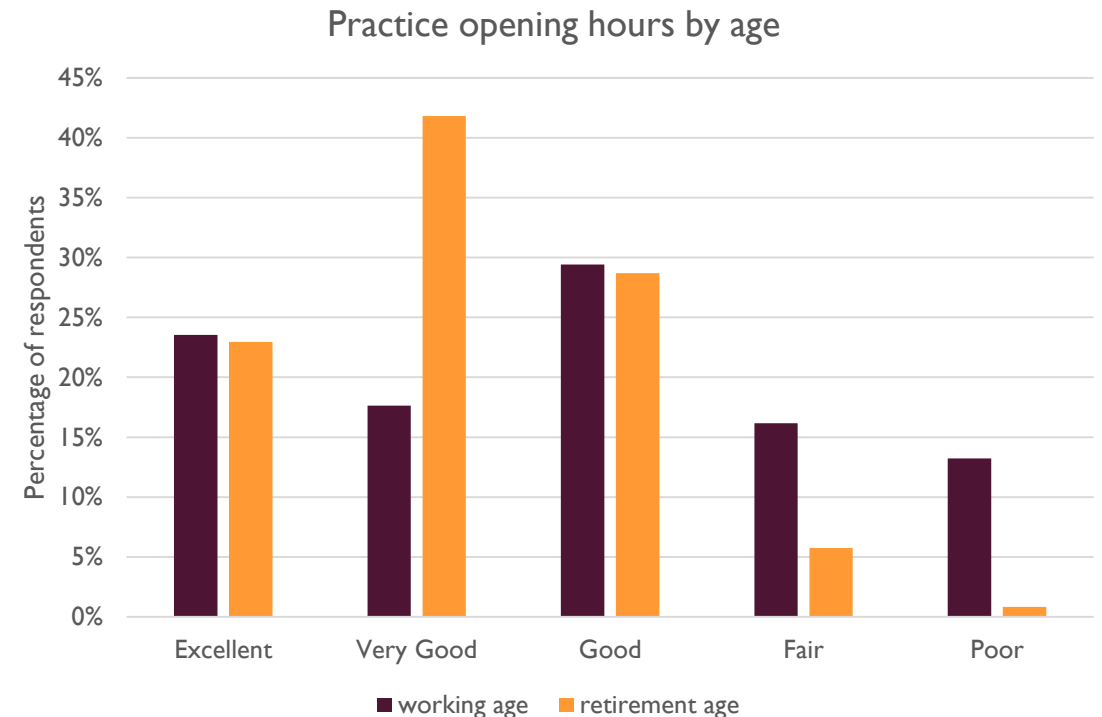
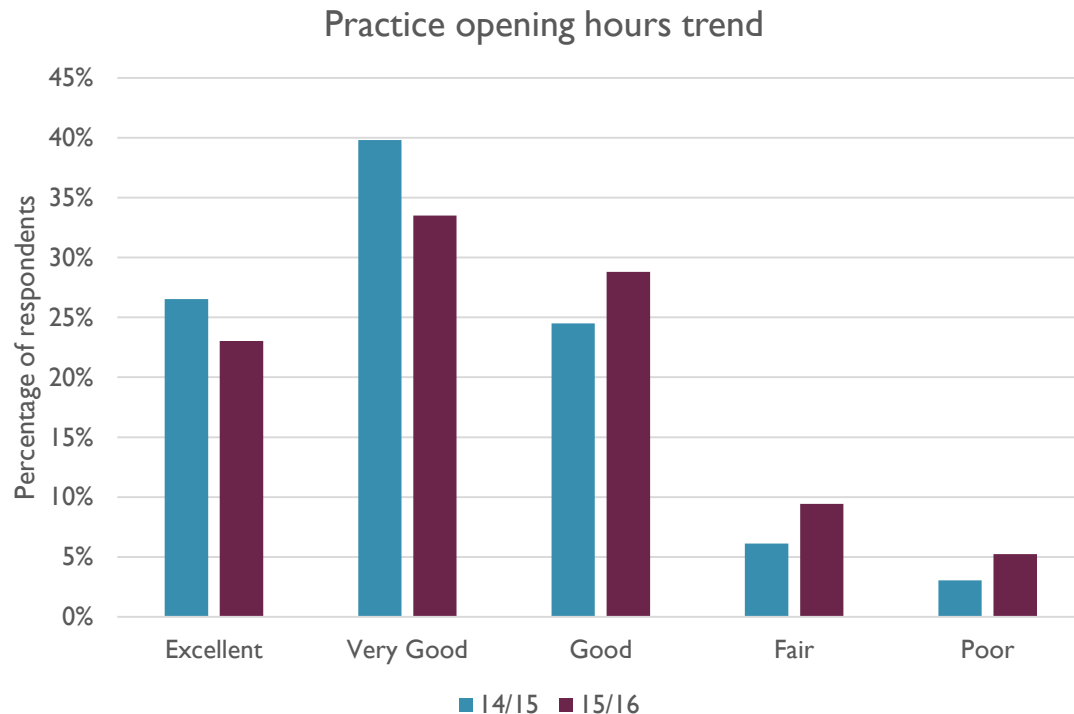
How do you rate the way you are treated by receptionists at the practice?



Written comments from 83 respondents. Over 70% were supportive, describing reception staff as 'helpful', 'informative' and 'professional'. Around 6% indicated that there was some variability in the experience. Partly because of the individual or because of pressures at busy times. Around 20% of the responses were critical of reception staff, sighting a number of issues including staff who were considered to be unapproachable, rude, or failing to acknowledge patients. Some specific issues were raised, such as 'little understanding of autism'. One suggestion was that 'staff should be empowered to allow a very sick or distressed person to see a doctor immediately'. Another suggestion was the need for 'stronger team leadership'.

A MEANINGFUL MINORITY (15%) OF PATIENTS VIEW THE OPENING HOURS AS LESS THAN ADEQUATE, THIS FIGURES RISES TO 30% IN THE WORKING AGE RESPONDENT POPULATION

How do you rate the hours the practice is open?

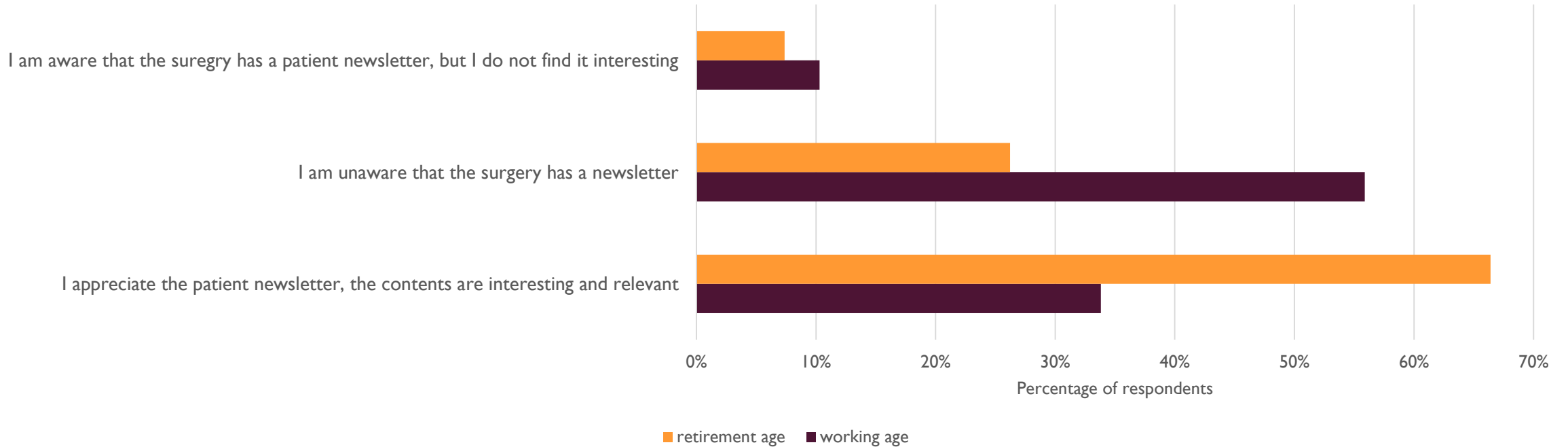


WRITTEN COMMENTS ABOUT THE OPENING HOURS

- Written comments were provided by over 90 individuals.
- One quarter of these comments indicated that the current arrangement suited them, although around a half of these indicated that, although it suited them, they would expect that it was less suitable for working people.
- A quarter of comments suggested the need for a late evening surgery or that a reversion to the previous pm opening times would help working people and families.
- Around a quarter of comments suggested that a Saturday morning surgery would help working people, particularly commuters, some of whom feel that it is impractical for them to attend at the moment.
- Additional comments suggested (a) better publicity of out of hours access and (b) need to give more to priorities to the pm sessions for working people and families.

NEWSLETTER IS APPRECIATED, BY THOSE PATIENTS WHO KNOW ABOUT IT.

Holly Tree Surgery produces a patient newsletter, which of the following statements best describes how you feel about it?



COMMENT DETAIL FOR “POOR” RATINGS

Alternative Doctor	Opening Hours	Receptionists
Because I have often been persuaded to see the very doctor whom I was trying to avoid	It is impossible to see a doctor if your child is at school. When I was at the surgery waiting. The school children came after school with their parents and were told the wait was an hour. I counted 5 who said they couldn't wait. When I worked, I simply couldn't wait an hour for the doctor, can it open a couple of evenings later? Say till 7pm?	At times they can be rude (one staff member in particular) and when you are here about medical issues you wish to see a friendly and polite face to ease your anxieties
	The hours should reflect the patients that attend the practice. It's impossible to see a doctor if you work. It should have one late opening a week which is bookable, with a couple of emergency slots that have to be booked on the morning when the practice opens.	Depends entirely on who is on duty. you need a good team leader not the disgruntled one you have
	Would value a Saturday morning again for emergencies or for those in full time work mon to fri	
	Evenings!	
	An evening or two please! As I work!	
	The hours need to be longer, so that there aren't so many people coming at once.	
	Not long enough in the evening, impossible to get back from work by 5:15.	
	Would like longer hours in the afternoon	
	It always requires me to take time off work or my children out of school if we want to see a doctor. there should be at least one or two 'open ' nights. Even if it is not the regular doctors covering it - the practice just does not offer a service regarding opening hours fit for 2015!	
	Hours are not suitable for working people	