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# HOLLY TREE SURGERY PPG SURVEY 2016/2017

JANUARY 2017

Dear Patient,

This document contains the results of the Holly Tree Surgery patient survey carried out between October and December 2016.

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](mailto:david.kirk123@btinternet.com)

# EXECUTIVE SUMMARY

- The findings of the survey for 2016-2017 are based on a sample of 148 patients from an adult patient population of 4382. 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 is hugely valued by the vast 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, at a location that is close to their home.
- When survey respondents were asked to select among factors which might influence their choice of GP Surgery, the availability of a walk-in system was the single most important factor, far outweighing longer/weekend opening hours and the availability of special clinics (e.g. warfarin, asthma)
- When asked about opening hours, most patients are satisfied with the current hours. However a significant minority (mostly working aged patients) would like extended surgery hours, although opening hours are rated fairly low compared with other features of the surgery, such as the walk-in system and the ability to see a GP without making an appointment in advance.

As you review this document please note:

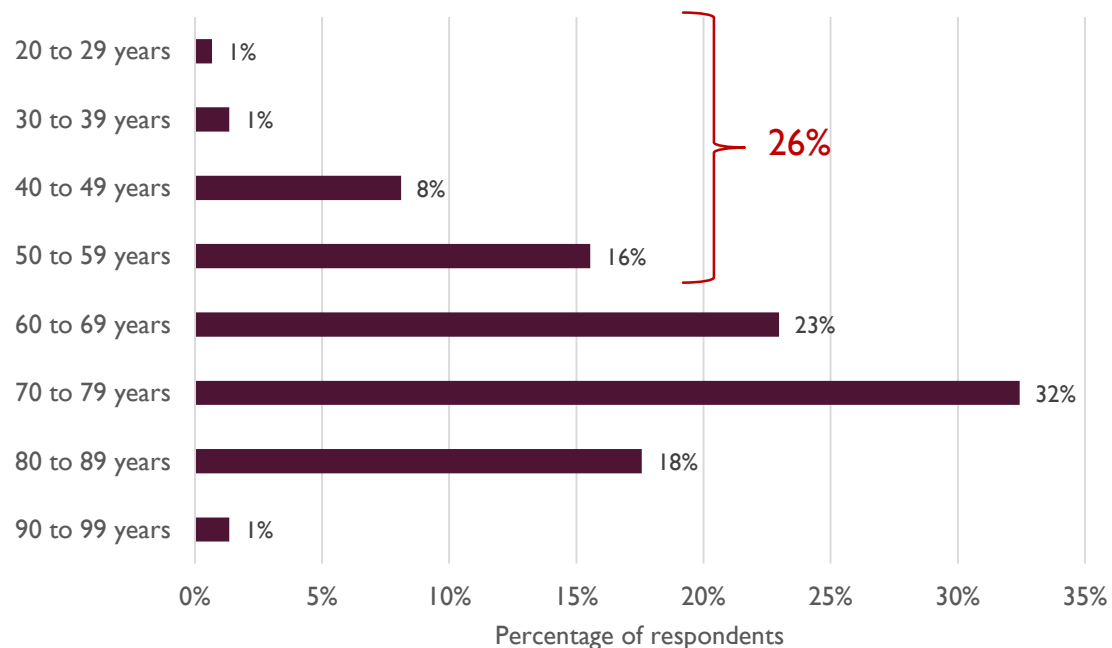
- (1) You will find a number of graphs which show trends in results from the last 3 years patient surveys. The trends, while interesting, should be viewed with caution. The sample surveys are small meaning that there is sometimes no statistically significant difference between the results even when the bar charts seem to show a difference.

# 148 OUT OF 4382 ADULT\* PATIENTS RESPONDED TO SURVEY

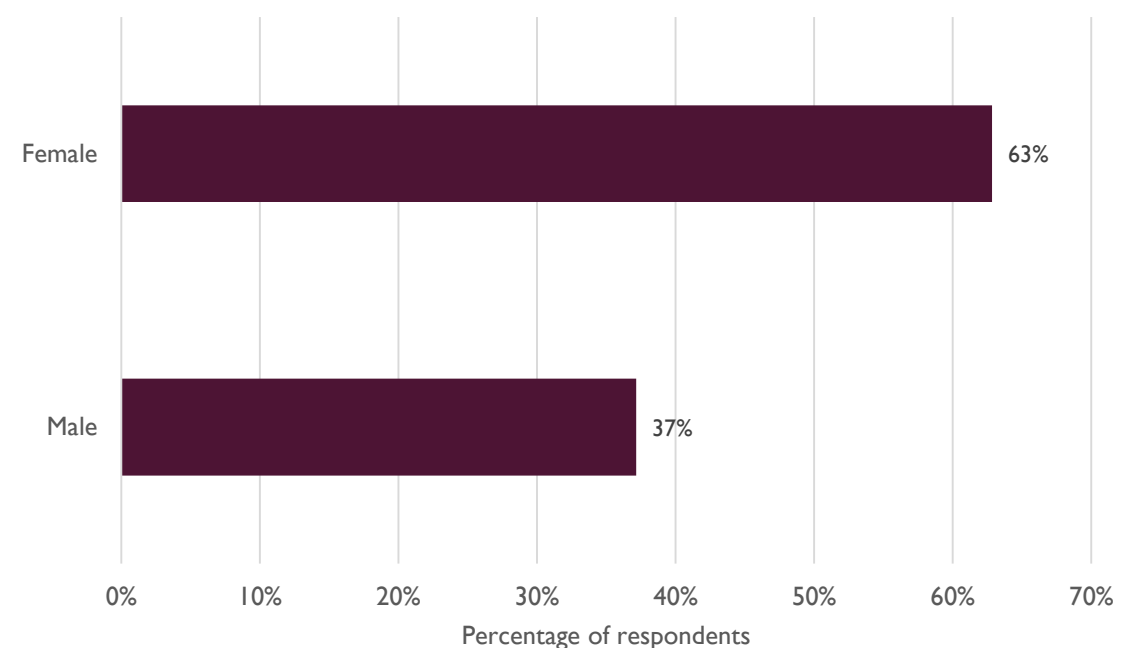
\*Adult patient is patient over 20 years of age

The survey for 2016-2017 was open from 24 October to 20 December 2016 (5 weeks longer than prior year). Number of respondents is disappointing in comparison to prior year (down 22% from 190). Male to Female ratio is same as prior year. The percentage of working age respondents (defined as <60 years) has also decreased to 26% (from 36%), with declines coming in the 30-50 age range.

What is your age?

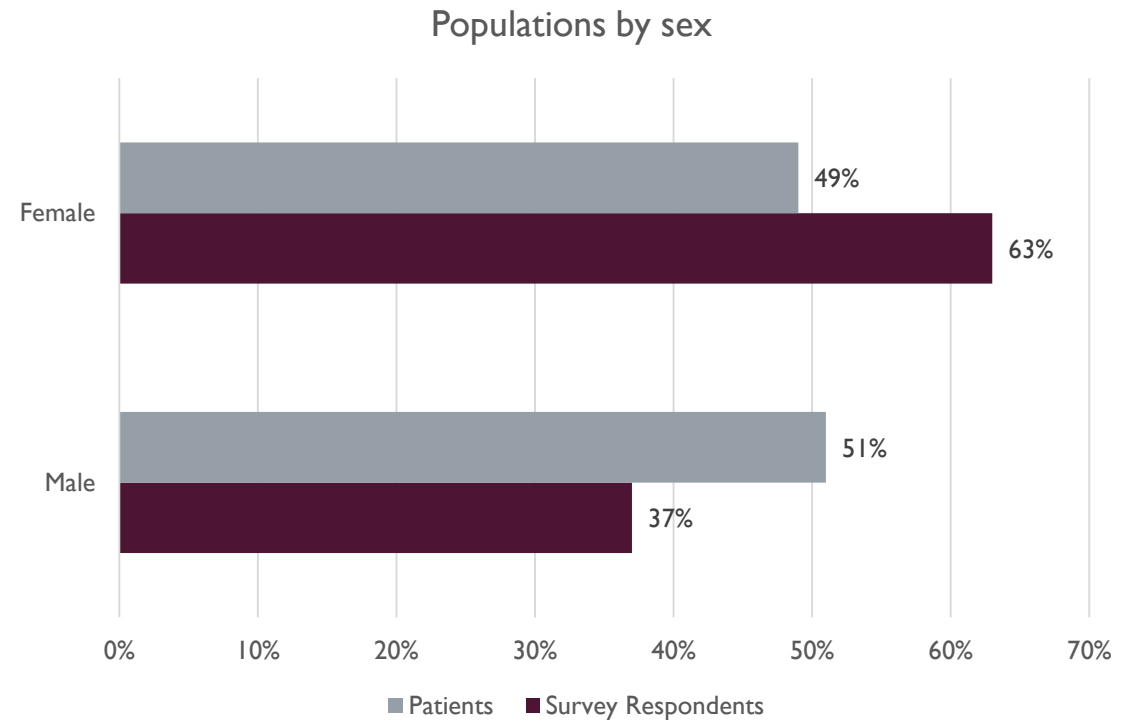
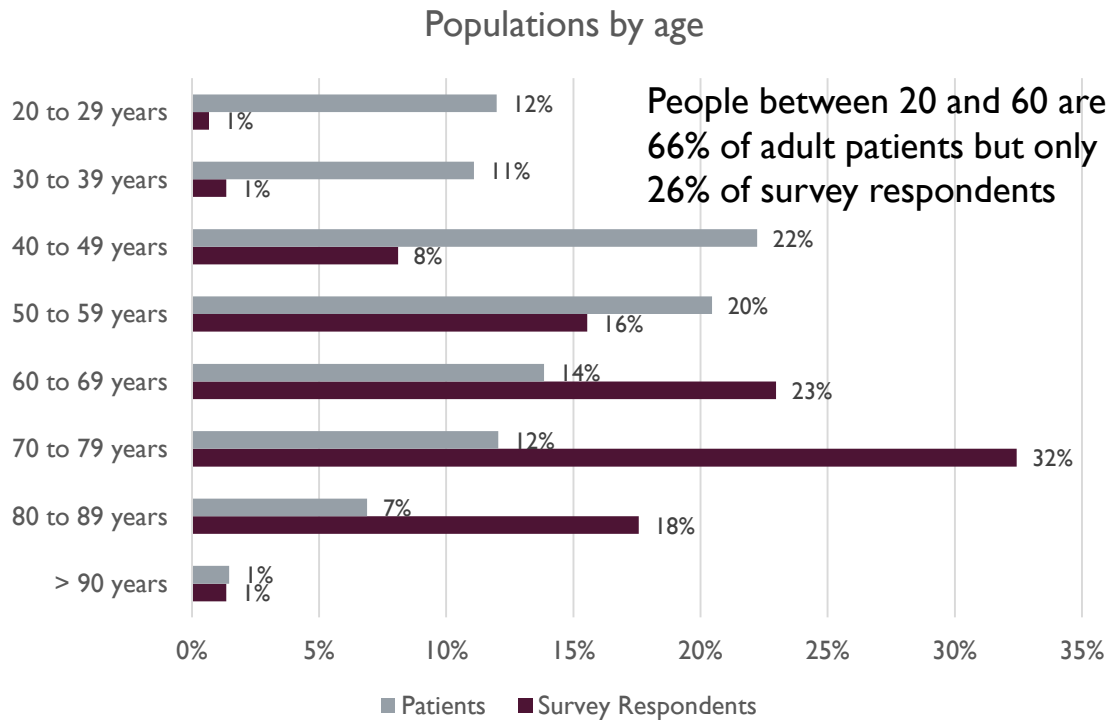


Are you male or female?



Sample sufficient for +/-9% certainty

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

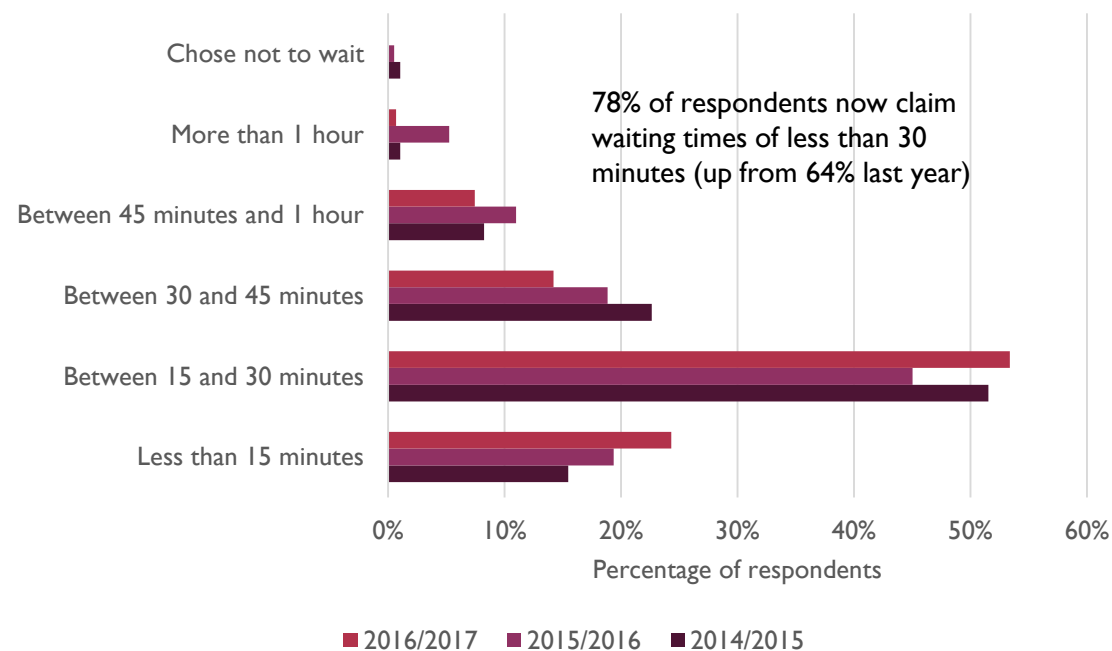


The respondent demographics, however are reflective of the increased usage of the surgery by women (who often bring children) and patients over 60

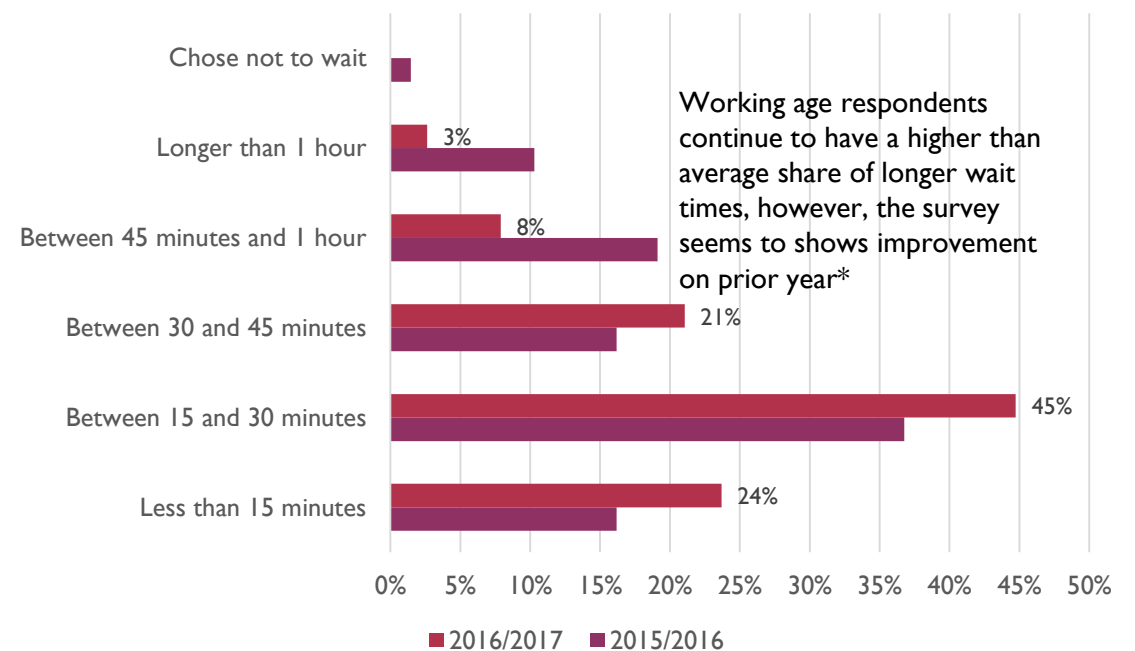
# MEDIAN WAITING TIME IS 15 TO 30 MINUTES, THIS HAS NOT CHANGED FOR THE LAST 3 YEARS.

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 trend (working age patients)



\*Note : Statistical improvement unclear due to small sample size

# VERBATIM COMMENTS ON “WAITING TIME” FOR LAST VISIT

- There were 51 written responses, all were fully or partially supportive of the current system. People with partially supportive responses are those who accept any wait as a necessary consequence of what is seen as an otherwise excellent system

I think this is a great system even if I had to wait longer when I came in.

I would rather wait, knowing that I will be seen by a doctor.

Can always get in quickly if I queue early - means can get to work- excellent process.

I don't mind how long I wait. I value being able to see a doctor on that day.

Waiting times have got longer over the years - probably due to growing populace. However, the convenience of a walk-in surgery overrides

I would not wish to see this system discontinued, a wait of minutes has to be preferable to a wait of days

At our previous surgery, we would often wait 40 minutes before being seen for a booked appointment!

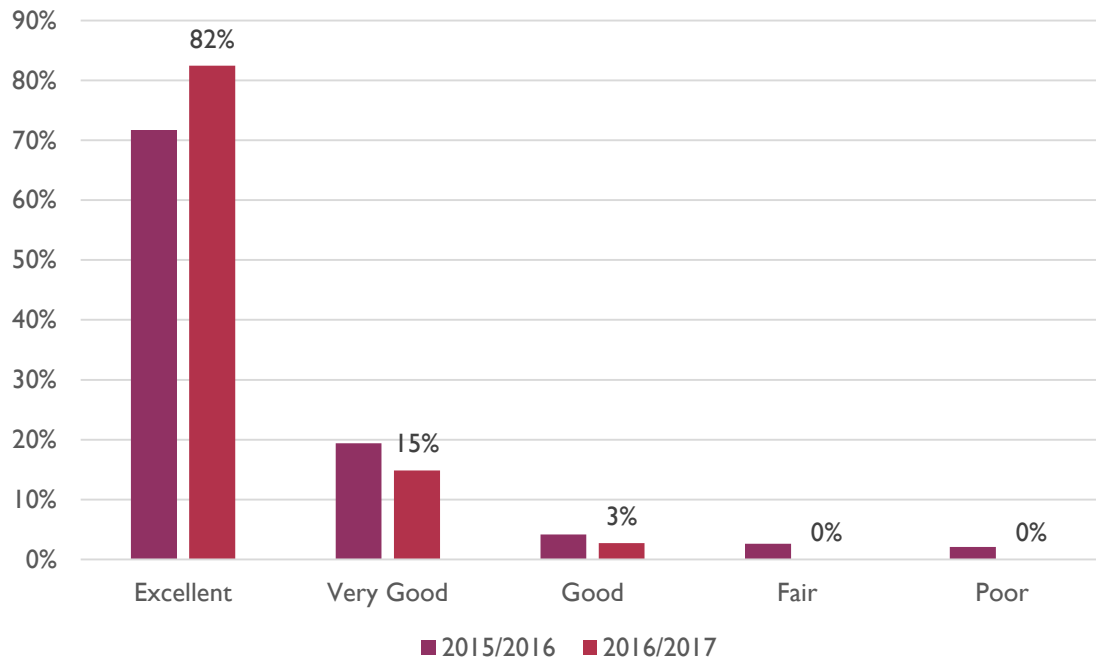
While the waiting times can be far longer than desired I don't have a problem. I view it as a necessary evil to see my preferred doctor at a day/time that best suits my needs. I would rather wait than to have to book an appointment.!

The important thing is KNOWING I may can see a doctor

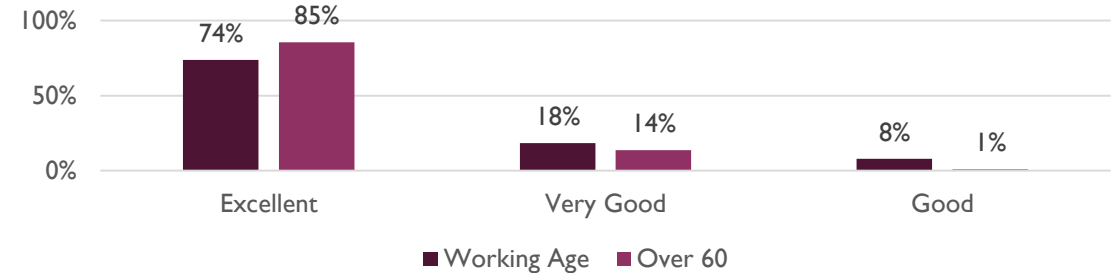
# MORE THAN 95% OF RESPONDENTS RATE THE WALK-IN APPOINTMENT SYSTEM AS EXCELLENT OR VERY GOOD

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

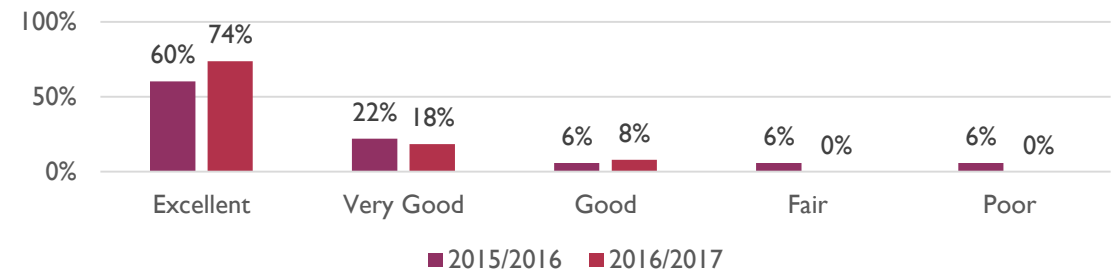
Walk-in appointment system rating trend



Walk-in system rating by age



Working age rating of walk-in system trend



Survey respondents show increasing appreciation for the “walk-in” system with more than 95% rating the system as excellent or very good. This is up from 90% last year. It is well liked by both working and retired age groups. Although the working age segment is a little less enthusiastic, the percentage rating the system as excellent or very good is 92% (up from last year).

# VERBATIM COMMENTS ON THE WALK-IN SYSTEM

- Of the 78 written responses, the vast majority are fully supportive of the current walk-in system. Many (17% written of response) go so far as to insist on the retention of this system , with comments such as “An excellent system, please do not change it.”.

it just works !

I wouldn't trade it for anything! It works well.

Walk-in is a great system - you get to see the doctor when you need to. If there is a wait, that is fine.

Excellent - would not want surgery to change to appointments, which causes endless issues if you need an appointment quickly.

It would be good to have a mix of pre-bookable and demand led appointments.

Absolutely first class - long may it continue.

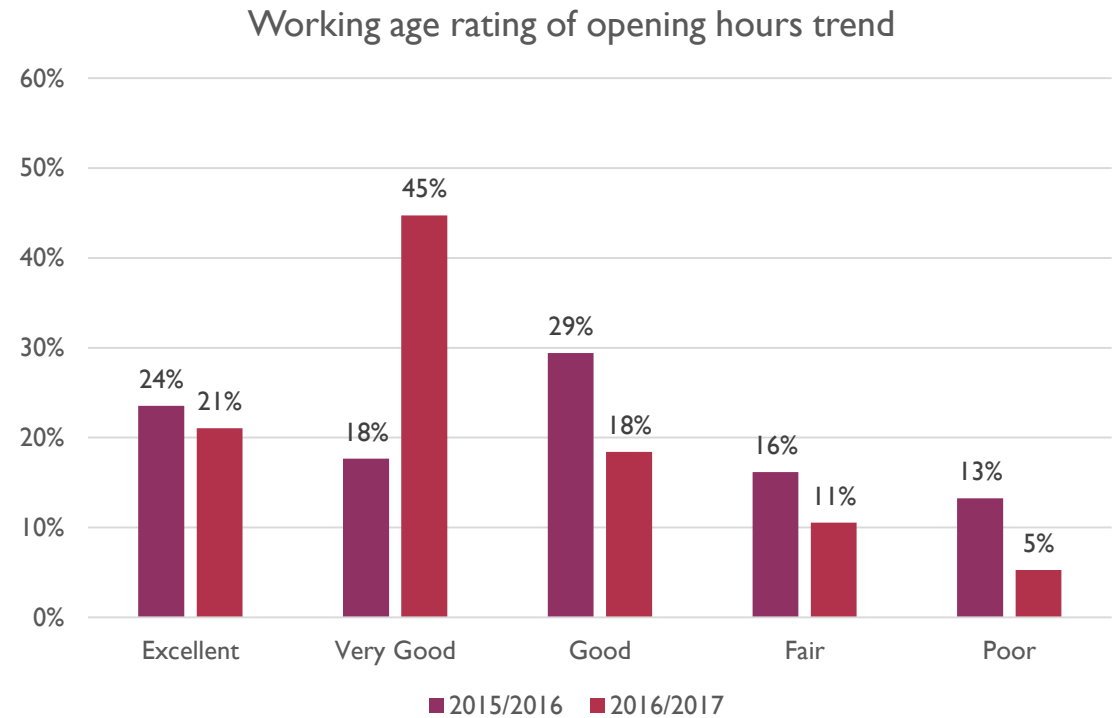
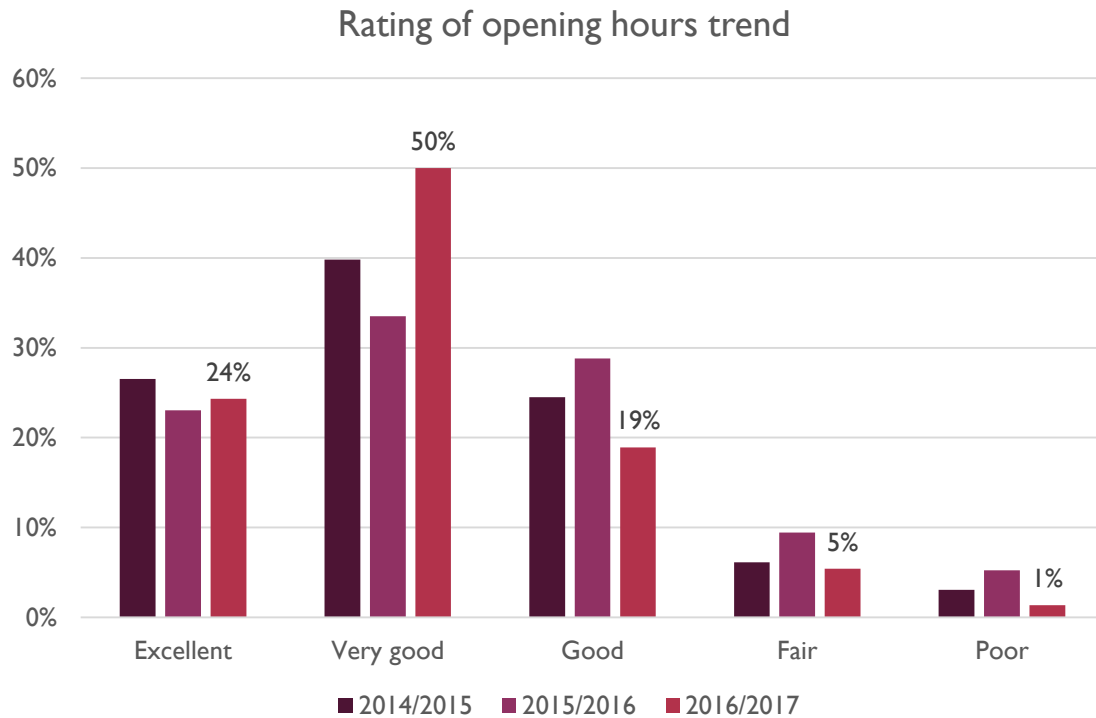
Please do not stop it, I am sure it must result in less people attending A&E or using out of hours doctors as we are able to see a doctor on the day we need it... sadly none of us can plan when we are going to be ill

It is an amazing system. You come on the understanding that you may have to wait but it is so reassuring to know you will be seen. Particularly if you have children!

This is how it should be at any practice. No one knows when they are going to be ill.



# SURVEY RESPONDENT SATISFACTION WITH OPENING HOURS HAS IMPROVED



Percentage of Survey respondents rating opening hours as fair or poor has fallen to 6% (from 15% last year). On the whole, working age respondents are less satisfied with opening hours, with the percentage rating the hours as fair or poor totalling 16%. Still, this is an improvement on prior year.

## VERBATIM COMMENTS ABOUT THE OPENING HOURS

- The 51 written responses to this question were split between under 60 year olds (38%) and over 60 year olds (61%). Within these answers a minority (18%) supported the current hours, but some of these people recognise that whilst the current hours are good for retired people, they are less satisfactory for working people. Most of the responses relate to the difficult access for working people or those with school aged children. In terms of preferences, most are in favour of extended evenings (48%), Saturday mornings (36%) and longer morning surgeries (13%). Only one person suggested the value of a Sunday morning surgery.
- This written information on opening hours has to take account of the fact that extended opening hours are rated only as a “nice to have feature” rather than as “very important” or “important”.

All very good.

They suit me just fine

it would be good if there were one or two later night surgeries per week

Would be good to have one later evening opening. Those of us who work find it hard to get there by 5

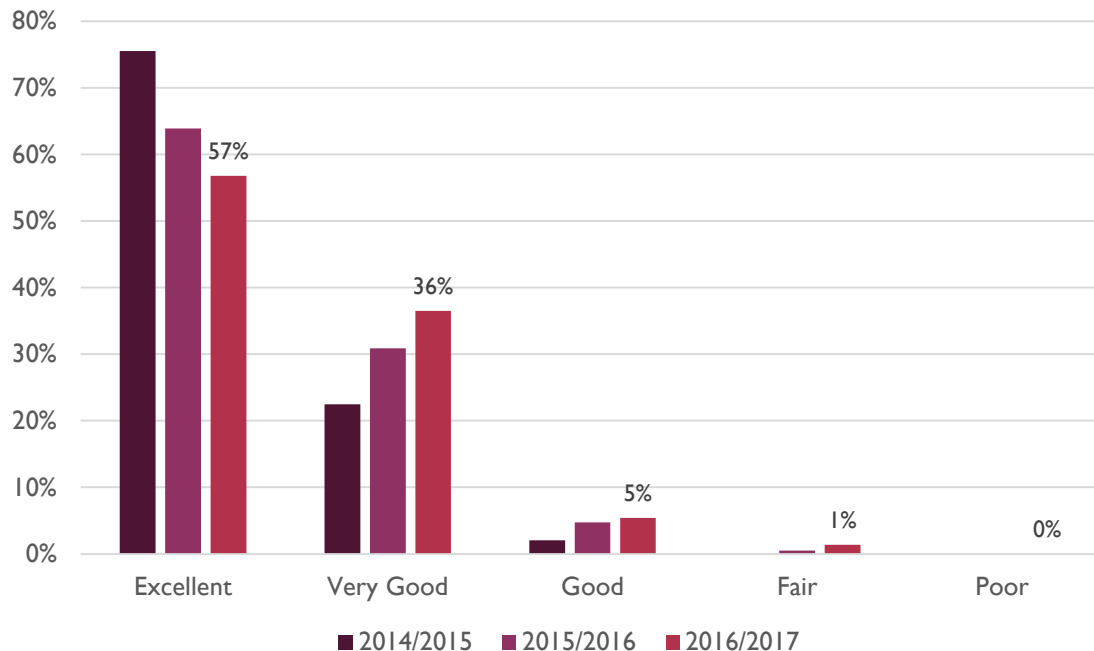
Saturdays would be helpful.

Can we have at least one night or morning a week when the surgery is open earlier/later. In 2016 you should not have to take time off work to see a doctor. Staff it with locums if the regular doctors don't want to work it but please, please consider those of us that work

# 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?

System of offering alternate doctor trend



## Comments:

- 43 respondents submitted comments, all in favour of the system

It's a perfect solution for normal problems.

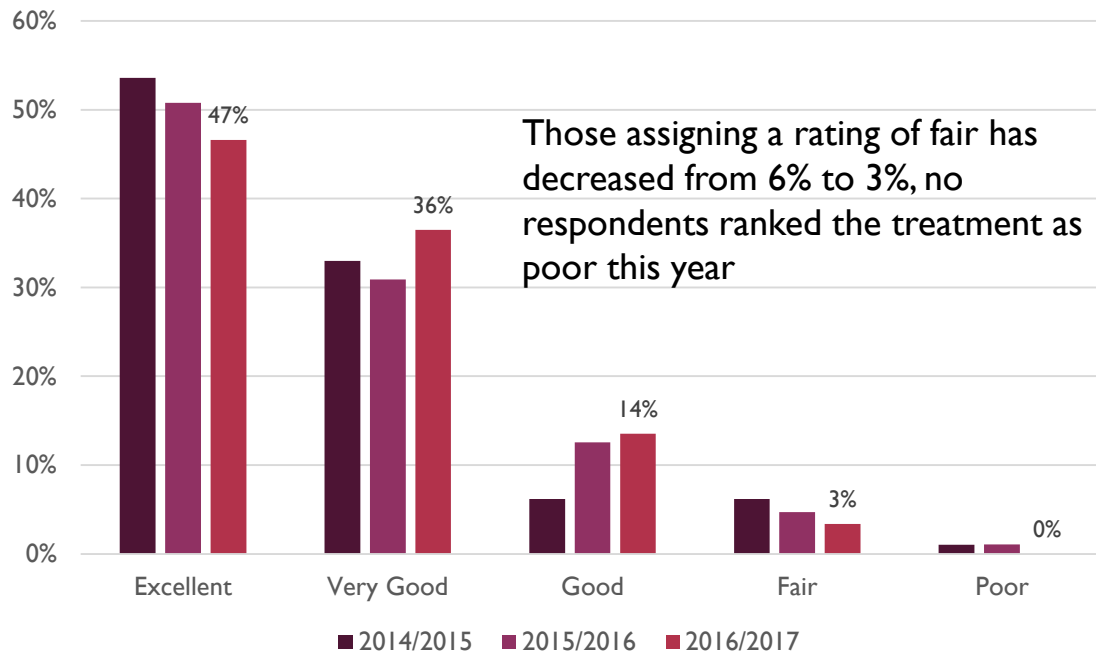
The number of patients in front of you is not always quoted, this would always be helpful.

Sometimes you need to see your own Doctor if you are in the middle of a course of treatment but then it just means you might have to wait longer but it is a problem if they tell you that the Doctor cannot take any more patients that session.

# RESPONDENTS ARE SATISFIED WITH RECEPTIONISTS

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

Treatment by receptionists trend



## Comments:

- 38 comments, 76% of which were positive

Always pleasant and helpful.

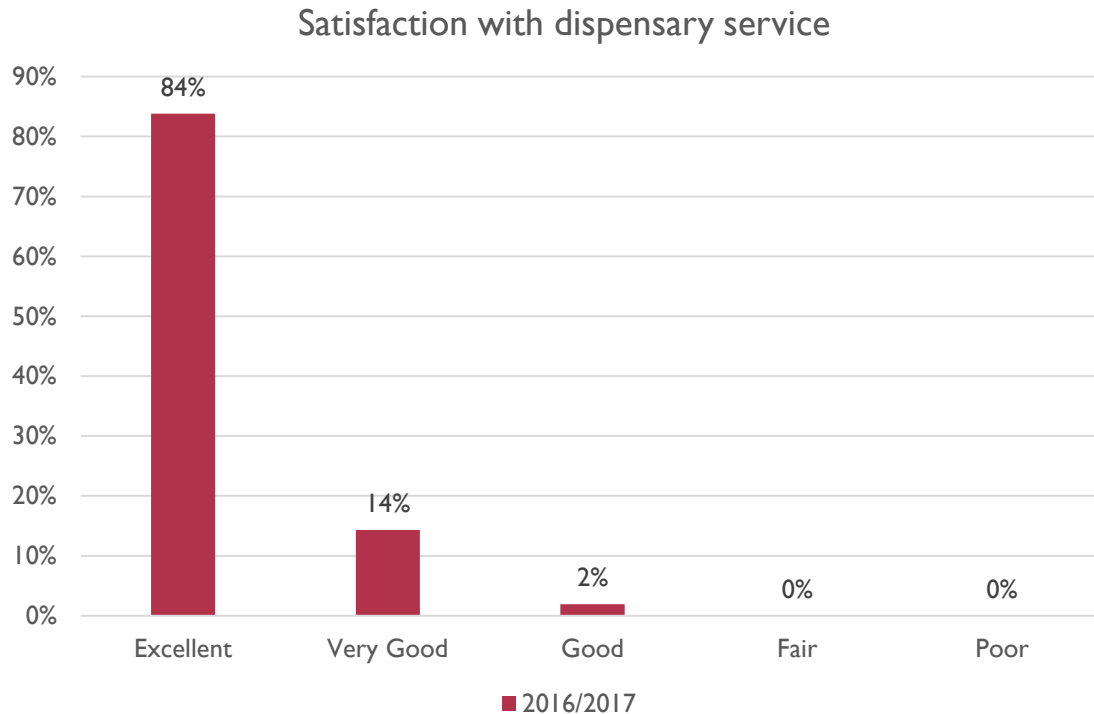
Sometimes get the impression they are bit harassed.

Sometimes greeted as if the receptionist is not pleased to see another patient..

occasionally a bit distracted and don't seem to notice someone's waiting.

# 70% OF SURVEY RESPONDENTS USED THE ON SITE DISPENSARY IN THE PAST YEAR. THEY ARE EXTREMELY SATISFIED WITH THE SERVICE

How would you rate the service provided by the on site dispensary?



## Comments:

- 36 respondents left comments, 80% of which were positive. Negative comments relate to inability to use service (10%), lunchtime closure (5%), website not working (5%)

The Dispensary staff are extremely helpful, very caring and friendly.

It was excellent and I used it for over a year, then I was told I couldn't use it any more which caused me considerable problems.

The 12.30- 1400 closure seems a bit excessive in these days of 24/7 services

Website for repeat prescriptions is sometimes down

# 55% OF SURVEY RESPONDENTS WERE REFERRED TO SPECIALIST OVER THE PAST YEAR. 68% WERE THROUGH NHS, 32% WERE PRIVATE

## NHS Comments

- Of the 28 comments on NHS referrals, 5 were critical in nature. These related to the length of time it took to arrange an appointment (3), cancelled appointments (1) and unsatisfactory handling of a mental health referral (1).

I had a referral to see a consultant at Claire Park, that was excellent.

The very lengthy waiting time to see a specialist is far from satisfactory

It was a mental health referral, I think it was NHS. I rang the people when my letter arrived. They said my referral was being looked at by a psychologist and they'd call me back. They never rang, and probably told you that I had not taken up the offer.

## Private Comments

- Of the 7 comments on Private referrals, 4 were critical: processes complex/had to ask for referral (2); complex paperwork (1); one person chose to go private because of previous lengthy treatment of minor issues.

The paper work was a real problem

Fast and efficient.

I tend to have to ask for a referral. I have BUPA, so I don't know how the system works without that.

# VERBATIM COMMENTS ABOUT THE PPG / VPPG

- There were 27 written comments on the Patient Participation Group.
- Most people who commented (68%) were aware of the PPG and thought that it was an essential link between patients and the Practice. However, one person rightly made the comment that the PPG/VPPG had a low participation rate.
- 33 people joined the VPPG through the survey

It does appear to keep an eye on things and speak up for the patients side of things..

Would be more effective if 100% participation rate. Need to ensure a high participation rate..

Its an excellent way of ensuring the "dots are joined up" and both parties know what is happening and what is expected of them

Didnt know it existed until invited to join! A lady asked me when I was in the surgery one day..

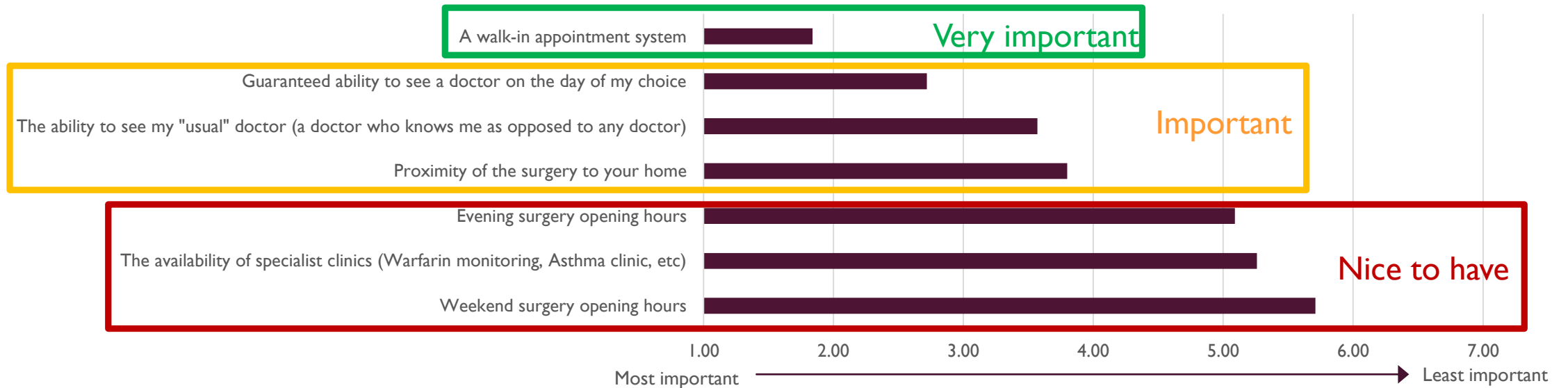
Not heard of it before.

I have made two suggestions in the past but received no reply either positive or negative. A response should always be given even if negative or 'no action'.

I know little about it.

# SURVEY RESPONSE SHOWS POOR ALIGNMENT BETWEEN HOLLY TREE SURGERY PATIENT WISHES AND THE “SUPER SURGERY HUB” CONCEPT

Weighted importance of surgery selection factors  
(1 = most important, 7 = least important)

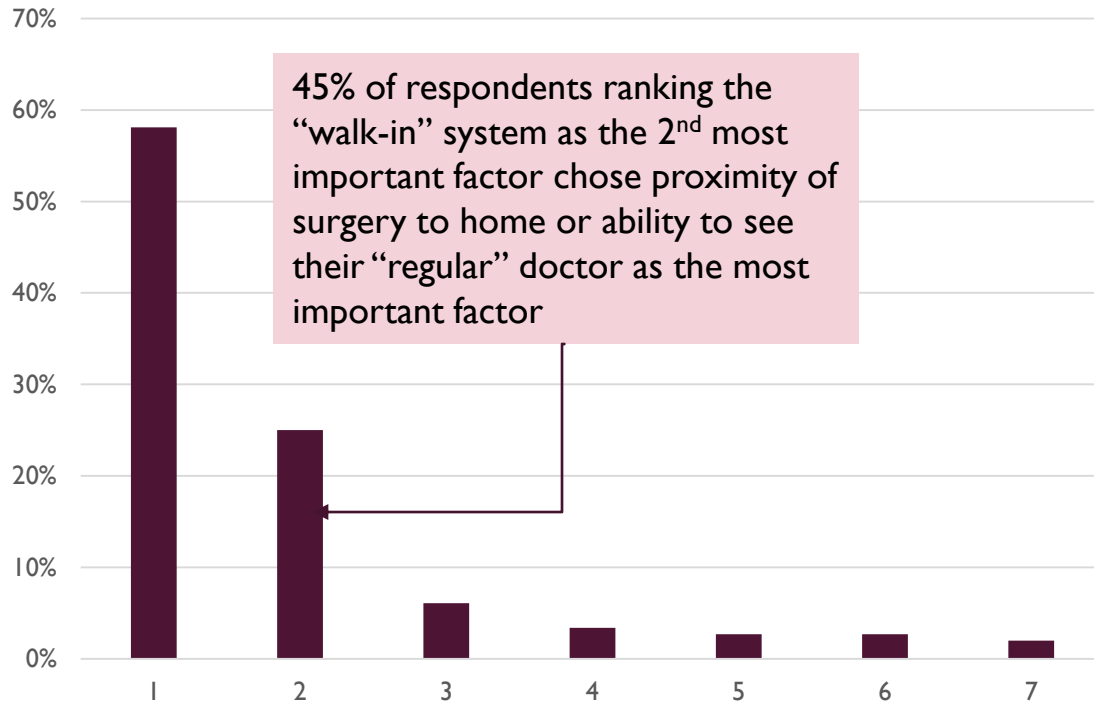


Please note: the longer the bar, the less important the factor is to survey respondents



# HOLLY TREE SURGERY PATIENTS LOVE THE WALK-IN SYSTEM

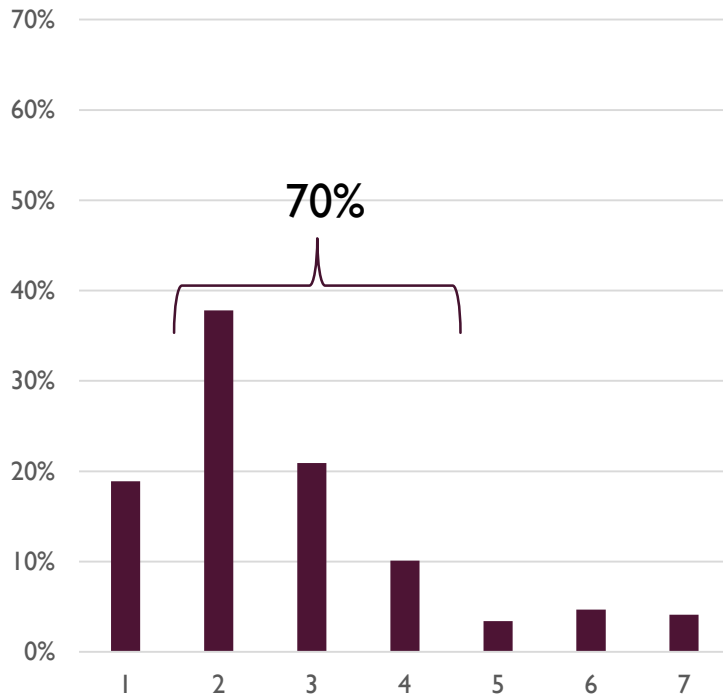
A walk-in appointment system



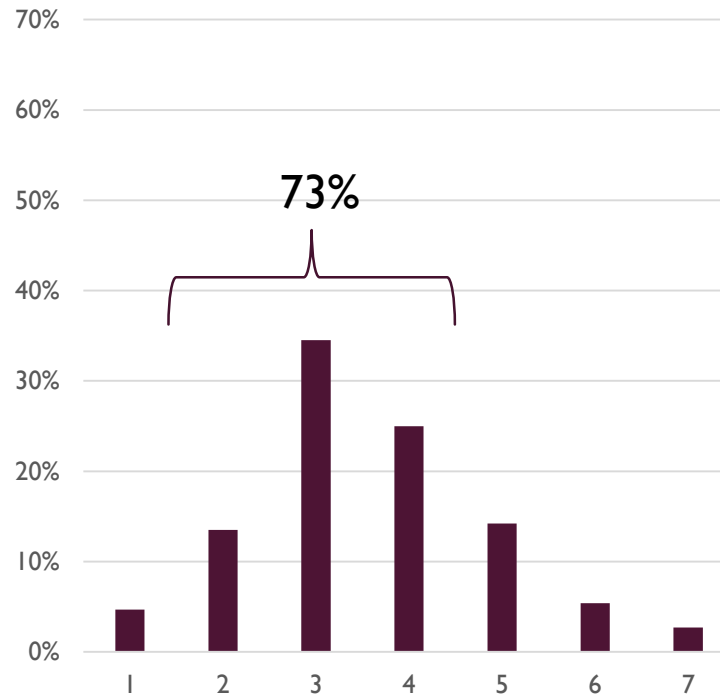
- Survey respondent preference for the “walk-in” appointment system far outranks any of the other factors
- Nearly 60% of respondents said this was the most important factor when selecting a surgery.
- 83% of respondents said it was the first or second most important factor.

# MAJORITY OF RESPONDENTS RANKS THESE FACTORS AS 2<sup>ND</sup>, 3<sup>RD</sup> OR 4<sup>TH</sup> MOST IMPORTANT WHEN SELECTING A SURGERY

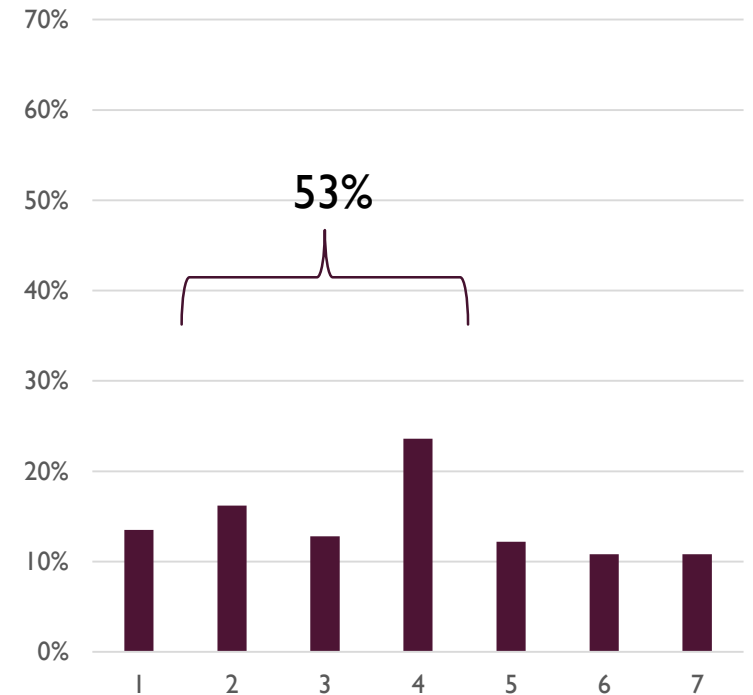
Guaranteed ability to see a doctor on the day of my choice



The ability to see my "usual" doctor (a doctor who knows me as opposed to any doctor)

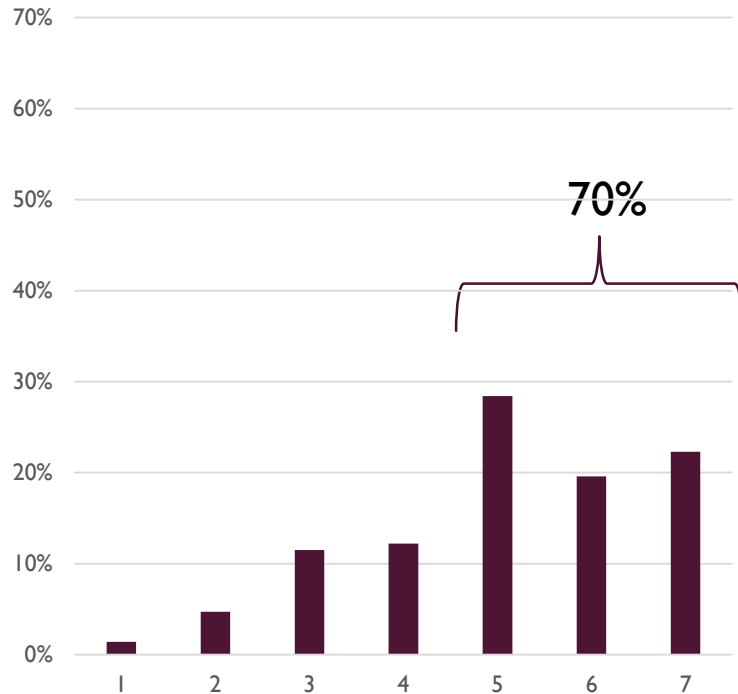


Proximity of the surgery to your home

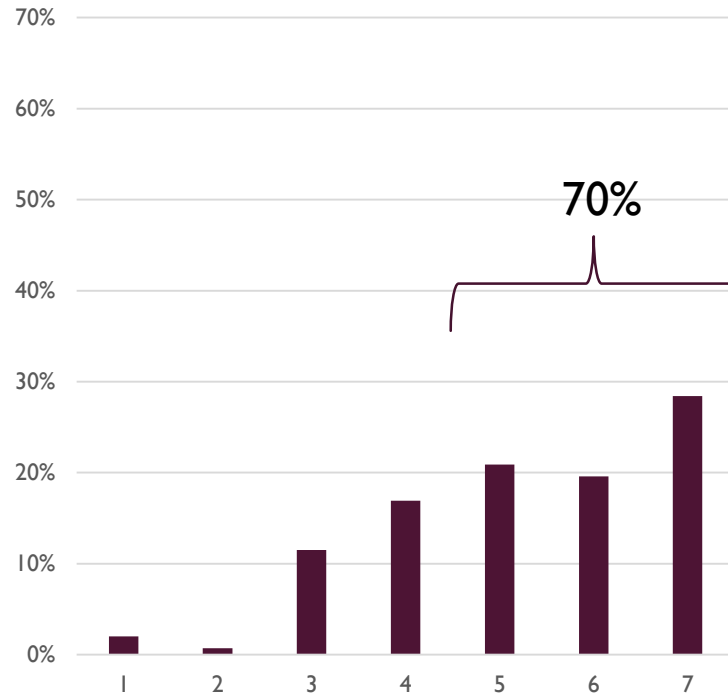


# MAJORITY OF RESPONDENTS SEE THESE FACTORS AS NICE BUT LESS IMPORTANT THAN OTHERS WHEN SELECTING A SURGERY

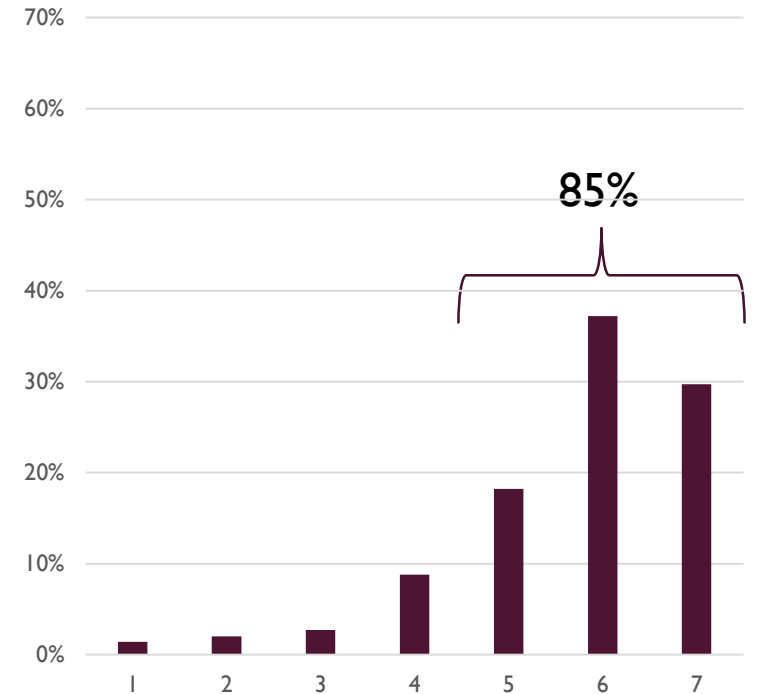
Evening surgery opening hours



The availability of specialist clinics (Warfarin, Asthma, etc)



Weekend surgery opening hours

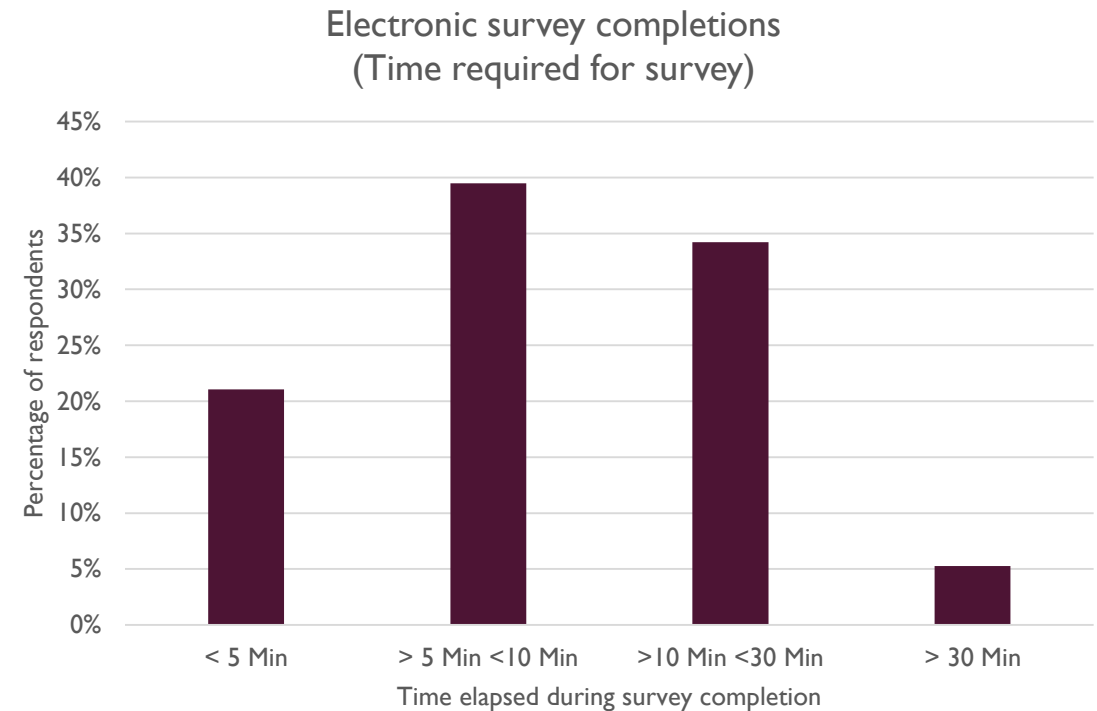
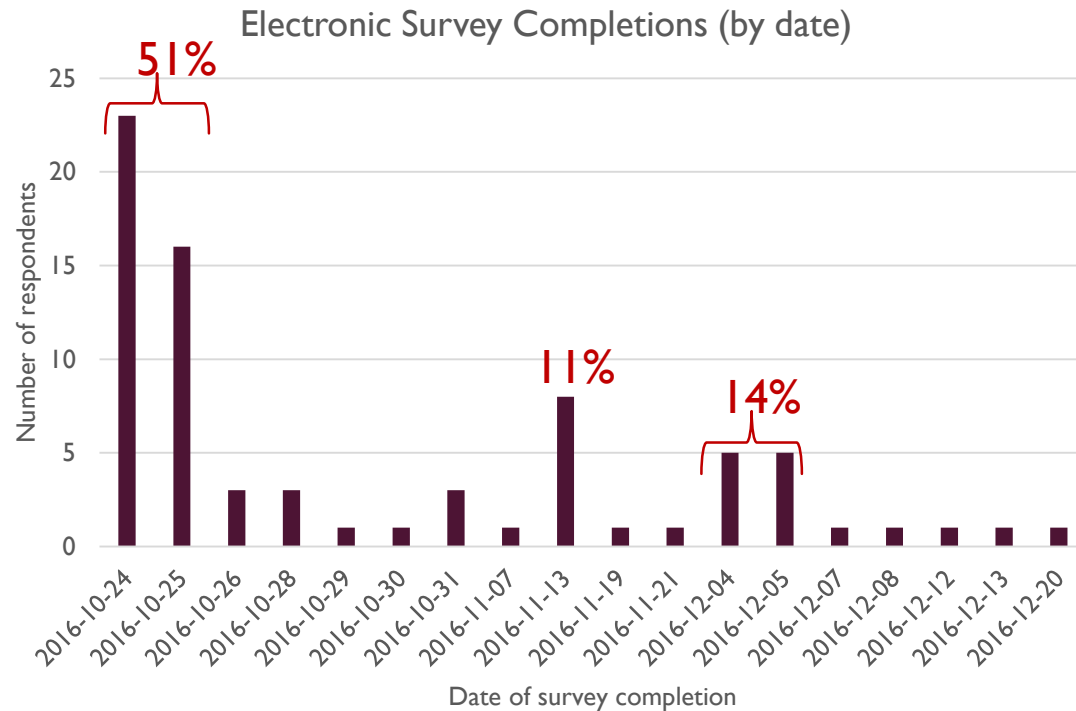




# BACK-UP REFERENCE

# 51% OF SURVEYS WERE COMPLETED ELECTRONICALLY (43% COMPUTER, 7% IPAD, 1% IPHONE)

Analysing electronic surveys gives insight as to when surveys were completed and how long was spent completing them. Paper surveys .....



Note: Electronic survey completion percentage rises to 55% for working age patients

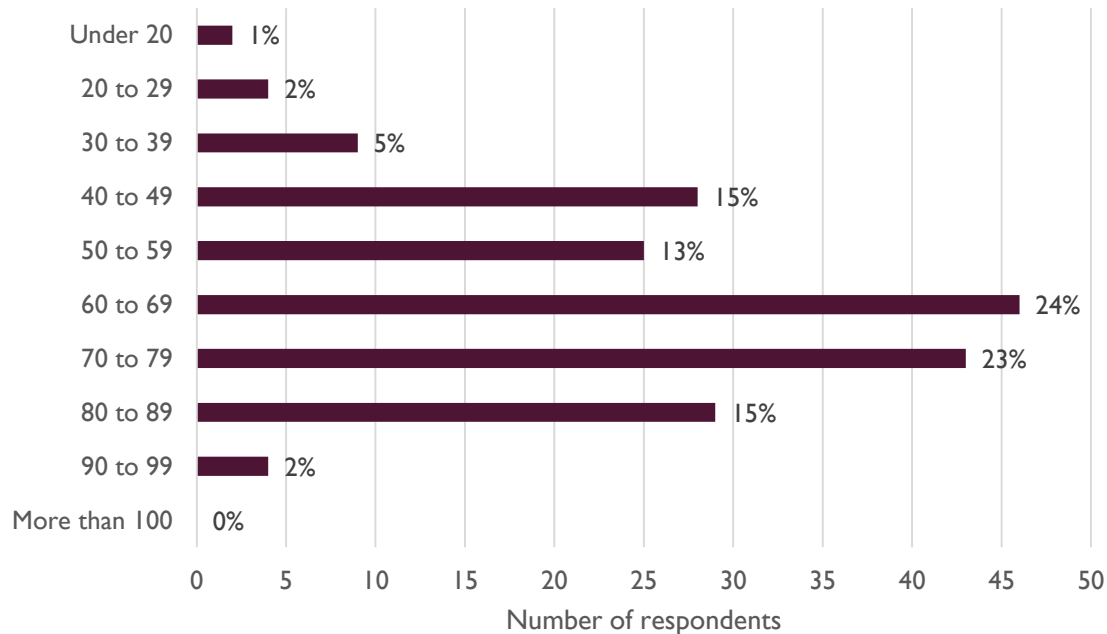
# 2015-2016 SURVEY DEMOGRAPHICS

## 190 OUT OF 4264 ADULT\* PATIENTS RESPONDED TO SURVEY

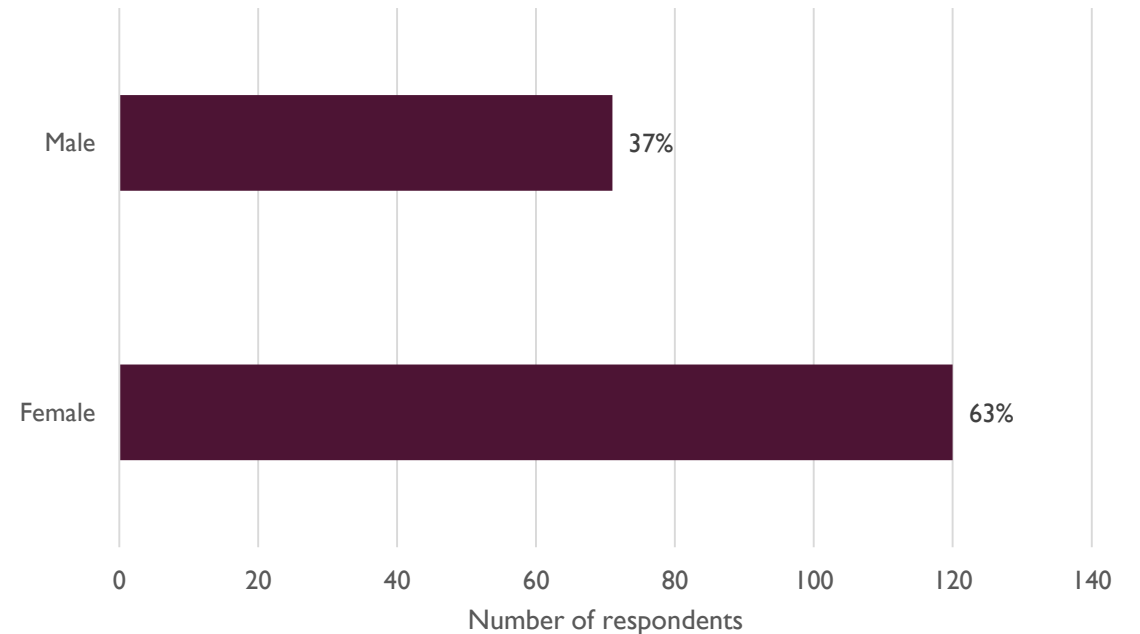
\*Adult patient is patient over 20 years of age

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 +/-7% certainty