



**The Cloisters
Medical Practice**

Annual Patient Survey Report **2013/14**

Introduction

Our annual survey took place over February 2014 and our Patient Participation Group very kindly agreed to help distribute surveys to our patients, as well as patients being asked to complete a questionnaire in the surgery, text messages were sent out to patients advising them that we are currently undergoing an annual survey and we would appreciate it if they would take some time to either complete the online version on our website or alternatively they could visit the surgery and complete one here.

After the survey was closed and the results had been collated and analysed from both the paper copies and electronic answers from the website, a meeting was held with our Patient Participation Group. The PPG is a small group of our patients who meet quarterly to discuss Practice matters and give their views on how we can improve. During the quarterly meeting after the survey had finished the Practice met with the PPG to discuss the outcomes from survey. Minutes from this meeting can be found on the Practice website or alternatively a copy can be found on the PPG notice board on our main reception.

2012/13 Survey Results and Action Plan

Our 2012/13 survey was mainly based on communication and the Practice website so we could gather feedback on how our patients used our website, if they were aware of the online services we offer and how effective communication to and from the Practice was. On completion of the survey and discussion with the PPG and partners, several actions were agreed to be carried out throughout the year, and the Practice has continued to develop these.

One of the actions from last years survey was to reassure patients who have not got internet access that the Practice will not be discriminating against them. As 9% of patients answered that they could not access the internet at all. From this, we completed an audit of patients who had the facility to book appointments online and divided the appointments sufficiently. Receptionists and clinicians reassured patients appropriately as and when required.

As a result of last years action plan, it was agreed to always ensure our Practice website is kept up to date with relevant information; maintenance of our Practice website has now been incorporated into our Administrative Assistant job role, which will ensure relevant information is displayed and all services are current. Another action was to include our Practice website address on our new patient information pack and for the website to be advertised more around

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the Practice, we can confirm that these actions have been taken; it was also decided to advertise the website address on the right side of prescriptions.

From questions 5 to 7 of last years survey, we found that 85% of patients who visited the website found the information that they were looking for; the 15% who answered no were asked to give details on what they were looking for, most comments received were regarding opening times, well women/man clinics and contact numbers. Actions taken from these questions were to ensure contact details were advertised on the website adequately, which we can confirm has been done, this information now sits in the 'about us' and 'contact details' tab.

The Practice displays quarterly Practice newsletters, on last years survey the question was asked – Did you look at our newsletter on any of your visits? Whilst we were pleased that 73% of patients answered yes to this question, actions were taken to advertise the newsletter more and to ensure the newsletter is kept regular and up to date. This, again, has been incorporated into a member of staff's job role to ensure our newsletters are published regularly.

A section of the 2012/13 survey was based around prescriptions, our online services for prescription ordering and how many people use this service. From the responses we were reasonably pleased with the answers, 63% of patients were aware of this facility, and out of the people who were aware 66% of them used this option as their preferred method. From the feedback we received from this question we found that many patients preferred to use the pharmacy services or liked to 'just pop in'. Several actions were taken in relation to these questions. We advertised our online ordering service more around the Practice using posters and also displaying the service on the right side of prescriptions. We have also slightly altered the look of the website to try and make it look more user friendly by displaying a large 'order your repeat prescription here' button on the home page of our website.

One of our most successful questions/actions from last year's survey was in relation to our online appointment booking facility. Only 59% of patients were aware of this service, and the survey itself was a good advertisement for the online appointment booking. The actions taken from this was to again, advertise our online booking service more around the Practice to make more patients aware, we also have a regular article on our quarterly newsletters advertising this service. Our receptionists also advise patients of the online appointment booking facility, as and when they can. We have had an excellent response to these advertisements and the number of patients who have signed up to use this particular service has doubled in the past year. We are very pleased with the outcome of these particular actions. Our reception manager often monitors and reviews the web appointments on a regular basis to ensure sufficient availability.

The final question was regarding our text message reminder service. We were very happy with the response to this question with 74% of patients answering, yes – they are aware of the text messaging service to try and cut down on the number of patients who do not turn up for their appointment (DNA), we have since received some very positive feedback regarding this. The only action we felt that needed to be taken from this question was to ensure patients are aware they can sign up/opt out of this service. This again is a regular article in our Practice newsletters now.

The Practice has continued to engage with the PPG on a quarterly basis throughout the year, discussing ways on which we can improve our services further. It was discussed with the PPG

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regarding DNA's and felt that this was a very important issue and needs to be looked into further. An up-to-date policy will be completed and agreed by the Partners regarding patient DNA's, also, patient DNA's will be recorded monthly to monitor repeat offenders. This system was agreed by the PPG.

The Practice and PPG encourage all kinds of different feedback from all of our patients, good or bad. It was discussed in a PPG meeting that we do not get as much feedback from patients as expected, and it was discussed about installing a suggestions box, the PPG agreed this would be a good idea. All comments from our patients are valuable. Feedback can be collecting in a variety of ways including, via our Practice website, letters to the Practice or via our receptionists. All comments/feedback received are discussed at either our regular team brief meetings or at our complaints meetings.

2013/14 Survey - Topics

At a Partners' meeting in December 2013, the Partners agreed to use CFEP UK Surveys to help put together topics to be included in the 2014 survey. They felt this would be a good way to get accurate answers and would help assess any changes or improvement needed using a fairly generic survey.

It was also discussed at a Patient Participation Group meeting on 3rd December 2013 about using CFEP UK Surveys; minutes of this meeting can be found on our Practice website. During this meeting the PPG members discussed the survey and different strategies. They too were in agreement to use the survey supplied by CFEP UK Surveys. They felt that this survey is much longer and comprehensive than previous years surveys and the results would be interesting.

Completing the Survey

During a PPG meeting on 3rd December 2013, it was discussed that the best week to start the survey would be on week commencing 27th January. The PPG members agreed to come into the Practice on a rota basis for 1 week to help distribute surveys in order to get as many responses as possible. It was also agreed to run the survey for approximately 1 month or until we had run out of surveys.

As well as the PPG members kindly agreeing to come in to the Practice, the surveys were also left on the main reception desk for patients to complete them and receptionists encouraged patients to complete in order to ensure as many patients as possible had the opportunity to complete a questionnaire and give us their feedback.

Also, the survey was put on the Practice website for patients to complete electronically. Patients who are registered for our text messaging service were sent text messages advising them of this and a message was put on our website notice board. The link to the survey was via an icon on our home page.

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2013/14 Patient Survey Results

Firstly, the Practice would like to thank the PPG members for all of their hard work and help distributing the surveys, we would not have had such an excellent response if it wasn't for their help. We would also like thank patients for their time completing the survey, we are grateful for this. We had over 250 responses from the survey, this is not as good as last year but is representative of our Practice list size.

The results of both the paper copies and electronic answers were collated and analysed on an excel spreadsheet using pie charts to view the percentages of answers.

Overall we are reasonably pleased with the results from this year's survey, however, as per previous years surveys we note from responses/comments that appointments are still a major issue with patients, most of the comments received from patients were in relation to the appointments system.

This year's survey was very different to previous years surveys, it was much longer and included questions on how the clinician (Doctor or Nurse) whom the patient had just seen treated them during their consultation. These results were very pleasing for the Practice as nearly all of the answers came back as good, very good or excellent. The Practice and PPG were pleased with the results.

We have received an extremely large amount of comments and suggestions from patients from this year's survey and the Partners would like to remind patients that our patients comments and suggestions on what the Practice needs to develop is always high on the Practice's agenda.

Proposed Action Plan

The results from this years paper copy survey were received back from CFEP UK surveys on 26th February 2014, the website survey was then closed and both the paper and electronic results were merged together using an excel spreadsheet and the percentages of each individual answers were then analysed using pie charts.

The results were discussed at our PPG meeting on 4th March 2014 (minutes of this meeting can be found on our Practice website). During this meeting the survey results were discussed at length and the PPG members were encouraged to give any feedback that they may have, Craig Dorrington – Practice Manager, also invited the PPG members to email or call him once they have looked through the results more in-depth, several actions were agreed between the Practice and the PPG;

- Could we have a suggestion box, as we do not get as much feedback (complaints/compliments) as expected, we always welcome feedback and all comments are valuable.
- Appointments were an issue on the questionnaire – the Partners are already looking into ways in which we can improve this for patients.

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- DNA's, as the Practice seems to be getting quite a lot of DNA's at the moment, the policy is currently being looked at. The PPG Chairman asked as to whether we contact the patients that DNA their appointment, which we currently do not do. Another member asked if there was something we can do for the repeat offenders – this will hopefully be covered within the updated policy, but the process needs to be completed fairly and actioned against all patients.
- We will continue to promote our online services as patient's still didn't seem to be aware of the services we provide online.
- A lot of patients commented on the car park but unfortunately there is not a great deal we can do with regards to this as the car park is owned and maintained by NHS Propco, complaints have been forwarded to the building administrator.

An agreed action plan has now been completed. The action plan has been completed based on each individual question. The results of this action plan can be found on our Practice website

www.thecloistersmedicalpractice.co.uk

As well as being displayed on our website, the action plan will also be available for patients to view around the Practice along with the minutes of our PPG meeting where the proposed action plan was discussed.

Once again, the Practice would like to thank all members of the PPG for their continued hard work in distributing the survey and to all of our patients for their valued feedback.

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