

# Report on the Arthur Medical Centre Patient Survey conducted in October to December 2011

## Survey Topic

Possible topics for the survey were discussed with the Patient Participation Group (PPG). As there was a considerable amount of recent survey data that related to general access and service quality which generally indicated above average satisfaction it was decided to consider alternative areas for investigation for this particular survey. As a result it was decided to focus on the topic of communication and information.

## Questionnaire

The structure and wording of the questionnaire was discussed and agreed between the Practice and the PPG. It was recognised that the format should include sufficient opportunities for patients to provide comments in addition to answering multiple choice questions.

## Patient Reference Group

In order to create a panel of patients that could be asked to respond to such surveys and questionnaires a recruitment campaign for a Patient Reference Group (PRG) was started in September 2011. This campaign was advertised in the Practice Newsletter, on the Practice Website, via handouts in the Waiting Room and by the PPG at events such as the local flower festival. Potential PRG Members were able to register online, by post or via Reception.

By the end of the survey period 120 patients had registered. The gender, age, ethnicity and frequency of attendance were recorded and show that the PRG is reasonably representative of the mix of patients at the Arthur Medical Centre. However efforts will continue to enrol more male and younger participants in order to reach a more optimal balance to the PRG Membership.

	AMC Patient Distribution	PRG Distribution
Age 0 to 16 years	17.5%	4.2%
Age 17 to 24	8.2%	2.5%
Age 25 to 34	11.2%	5.0%
Age 35 to 44	14.2%	10.8%
Age 45 to 54	16.0%	8.3%
Age 55 to 64	15.2%	15.8%
Age 65 to 74	9.7%	36.7%
Age 75 to 84	5.7%	13.3%
Age 85 or more	2.3%	3.3%
Male	49.5%	30.8%
Female	50.5%	69.2%
White & Mixed White	99.5%	99.2%
Other ethnic groups	0.5%	0.8%

## Distribution of Questionnaires

An invitation to respond to the survey was sent to all 120 PRG Members either by email or post according to individual preference. Questionnaires were also made available in the waiting room at various times\* allowing patients to respond without formal PRG registration. Similarly the survey was available for completion on the website.

## Practice Opening Hours\*

The practice is fully open from Monday to Friday 8.00 am to 6.30 pm. In addition the practice is open for pre-booked appointments only on Saturdays from 8.00 am to 12.00 noon.

## Level of response

90 responses were received of which 45 were on paper and 45 were received via the website. Analysis of gender, age, ethnicity and frequency of attendance showed a satisfactorily representative mix of responses.

## Analysis of the responses

The data and all comments were discussed by the PPG and in conjunction with the Senior GP Partner and Practice Manager an action plan was formulated and agreed. Comments were debated in detail and there was common agreement on those that were appropriate to take forward for further action. The action plans, linked to the responses for the numbered questions in the survey, are detailed below.

## Action Plan

Question	Response	Action Plan
Q1. Does our Practice Newsletter provide the right sort of information for you?	Yes: 61% No: 0%  Never seen a copy: 31%	Continue with the type of contents already featured in the Practice Newsletter.  Investigate methods for reaching a wider readership.
Q2: What sort of further information could we provide in the Newsletter if any?	Comments were mainly supportive of current approach or mentioned matters that are normally included.  New ideas were received on featuring "awareness weeks" and health events linked to national agendas.  Mention was made to	Continue with the type of contents already featured in the Practice Newsletter.  PPG to research awareness weeks, Practice to detail national agendas. Calendar to be developed to guide editorial process. Newsletters to become a routine agenda item for all PPG Monthly Meetings to ensure appropriate topics are featured in a timely fashion.  Although this features in the

	periodic reminders on how the appointment system works.	Practice Brochure and on the website a more extensive description to cover the full scope of appointment types across the full clinical team will be developed. Consideration will then be given to best method(s) of publication.
Q3: How would you prefer to obtain a copy of the Practice Newsletter?	Pick it up in the Waiting Room 43% Read it from the website 12% Have it delivered by email 38% Don't want a copy 4%	As only 4% do not want a copy the continuation of the Newsletter and any extra effort in its production is indicated as worthwhile and beneficial to patients.  Availability in Waiting Room to be increased with copies being made available for a longer period.  Facility to register for automatic email delivery to be added to the website.
Q4: How often do you think that the Practice Newsletter should be published?	Monthly 26% Every 2 months 14% Every 3 months 25% As and when needed 31%	An editorial plan to be developed to ensure suitable frequency is maintained and issues are timed with key annual events e.g. flu vaccinations. A minimum of 5 issues per year set as the target.
Q5: Are you aware of the Patient Participation Group?	Yes 65% No 31%	The level of "No" response in the context of the survey delivery taken to show that further effort needed to promote PPG and thus seek further patient feedback. Noticeboard, website and Newsletter profile to be increased and further PR opportunities to be investigated.
Q6: When the practice is closed the Out of Hours Service provided by NHS Derbyshire can be contacted by simply dialling the normal practice telephone number. Were you aware of this?	Yes 82% No 16%	Whilst the positive response is an improvement on earlier surveys further efforts to be made to promote OOH contact method.

<p>Q7: Do you regularly visit the Arthur Medical Centre website?</p>	<p>Yes 38% No 58% No response 4%</p>	<p>Relatively low usage of website serves as a reminder that non-internet based methods of communication should continue and be developed further.</p> <p>However website to be promoted more heavily and developed further in line with feedback from this survey and future comments from patients.</p>
<p>Q8: If you are a regular visitor to our website what do you use it for? (Select all that apply)</p>	<p>To order repeat prescriptions 27% To cancel appointments 2% To check on the latest practice news 12% To read up on health information 3% Other uses (please specify below) 2% Other uses included looking up opening times and Walking for Health Calendar.</p>	<p>Website to be developed further. To be included as regular agenda item on PPG Monthly Meeting in order to check that it is up to date and to develop other uses.</p> <p>Website to be promoted more heavily.</p>
<p>Q9: Are there any other topics or facilities that you would like to see covered by our website?</p>	<p>An explanation of the working of PALS.</p> <p>Show which Drs available on which days.</p> <p>Health promotion linked to national awareness days/weeks.</p> <p>Making appointments online.</p>	<p>Discuss with PALS and develop suitable information point on the website.</p> <p>As this varies every week it would be difficult to maintain but an explanation of variable rotas to be included.</p> <p>As above, editorial programme to be linked with Newsletter.</p> <p>See below re SystemOnline.</p>
<p>Q10: We have been considering running evening Health Forums on specific health topics. Would this approach be of interest to you?</p>	<p>Yes 43% No 54%</p>	<p>Sufficient interest shown so the idea of health Forums will be followed up further by the PPG and Practice.</p>
<p>Q11: What sort of topics would you like to see covered at Health Forums?</p>	<p>A wide range of suggestions were received.</p>	<p>PPG and Practice to investigate topics and suitable resources in order to organise 2 trial meetings. If successful further topics to be tackled in due course.</p>

<p>Q12: Regarding our Noticeboards in the Waiting Room etc ..... we would appreciate any comments that you may have about how we display information around the surgery.</p>	<p>Many comments supported the current approach but there were suggestions relating to improved clarity and layout.</p> <p>Additional small table for magazines at back of waiting room.</p> <p>Better use of the TV screen.</p>	<p>The current work of the PPG to review and maintain noticeboards to be increased with due consideration for the constructive comments made.</p> <p>Additional tables to be purchased.</p> <p>See below.</p>
<p>Q13: If you have any further comments on the subject of communication please give them here:-</p>	<p>Electronic display screen for various additional information in addition to TV.</p> <p>The use of the self-arrival screen is limited to patients with appointments on upper level.</p> <p>Being better informed when clinicians are running late.</p> <p>Online appointment making.</p> <p>Notifications by email (e.g. flu vaccination invites).</p>	<p>Options and costs for display screens to be investigated.</p> <p>Solution to be investigated.</p> <p>To be discussed with Receptionists and possibly incorporated into an approach with an electronic display screen.</p> <p>To be investigated as a possible later phase in the implementation of SystemOnline (this is currently being launched for repeat prescriptions).</p> <p>To be investigated.</p>

### **Distribution of this report**

Copies of this report will be displayed on the Arthur Medical Centre Website and Noticeboards at the Surgery. Reference to this Survey will also be made in the Practice Newsletter.

### **Further Reports**

Further reports on the outcomes of the Action Plan will be made in due course.

Report compiled by the Practice Manager in conjunction with the Patient Participation Group and members of practice staff and the Partners of the Arthur Medical Centre. Report released on the 25<sup>th</sup> January 2012.