

VICTORIA MEDICAL CENTRE PATIENT PARTICIPATION GROUP

REPORT ON THE RESULTS OF THE PATIENT QUESTIONNAIRE 2014

INTRODUCTION

Victoria Medical Centre (VMC) has now been involving patients in decisions about the range and quality of services provided by the main practice and the branch surgery at Lees Place Medical Centre (LPMC) for the last three years. This has been achieved by :

- Routinely asking and acting on patients' views and opinions through an annual survey
- Involving patients in decisions that have led to changes through the Patient Participation Group (PPG) open meetings and through the PPG committee which meets regularly
- Discussing complaints and suggestions generated through the practices' own websites and through the NHS Choices websites as well as through written and verbal communication
- Publishing results and an action plan of the survey on the practices' websites

This report follows a patient survey carried out at both practices in January and March 2014. It covers how the practice set out about asking patients for their opinions, what was said and how the practice plans to act on the results. As this year's survey questions match some of the questions asked in the two previous surveys, a comparison can easily be made which

demonstrates whether any changes that have been implemented have shown improvements in the services provided.

'We listened...

We actioned...

We assessed achievements so far...

Then we asked again...

We looked at where further improvements could be made...'

The 2014 questionnaire was, as in previous years, designed and discussed at every stage with our very active PPG. The questions although similar in the main part to those of previous years, were altered in some areas to reflect changes that had been implemented in the new appointment system which had resulted from action taken from the previous surveys. It was decided with the PPG that the latest survey be postponed from Autumn 2013 to Spring 2014, as following the major reconfiguration of the appointment system on January 10th 2013, further changes were subsequently made in September 2013. It was felt that an Autumn survey would be too soon to reflect the adaptations implemented. Specific questions were added to the 2014 survey to identify opinion on the most recent changes to the appointment system.

The survey, as before, was completely anonymous. A copy of the 2014 questionnaire is attached.

IMPROVING THE PATIENT REFERENCE GROUP SO THAT IT REPRESENTS THE PRACTICE POPULATION BETTER

Following the 2013 Action Plan, the Practice aimed to develop the structure of the Patient Reference Group (PRG) further so that it better represented the views of the diverse registered practice population from both sites. We wanted to gain the views of as many patients as possible from the groups that were under represented in the 2013 Patient Survey enabling us to obtain feedback from a cross section of the practice population which was as representative as possible. This was done in the following ways:

- **Email responders (Virtual PRG).** This is a list of patients who have given their e mail details to the practice as they wish to receive notices about practice activities and about opportunities to give their feedback on the services provided. All new patients are given a form to complete in the new patient pack if they wish their contact details to be included in the virtual PRG list. Forms are also available for existing patients to fill in at reception and in the waiting rooms. So far the practice holds approximately 1200 patient details on the virtual PRG list which is just under 10% of the practice population. Although this has not substantially increased from last year, there has been a lot of change within the list , indicating new members have joined as others have left the practice. The patient e mail contact details are held confidentially and are never passed on to a third party. The questionnaire was mailed to all members of the virtual PRG on 28th January 2014 and again on 26th February 2014.
- **PPG Meetings.** Notices were given out about joining the virtual PRG or completing the patient questionnaire at every PPG meeting. The PPG meetings try to cover topics of interest for all patient groups and a meeting was held recently with the Chair of NHS England speaking about the recent changes in the NHS. This was well attended by a wide range of patients and notices were given by the PPG Chair about the PPG, virtual PRG and Patient Survey.

- **Paper Questionnaires in the Waiting Rooms.** Many patient questionnaires were handed out by receptionists at the front desk and left for completion in the waiting areas of both surgeries.
- **PPG Committee Members.** At busy times, members of the PPG committee actively encouraged patients in the waiting areas to complete the questionnaires.
- **Indirect Patient Notification.** Information regarding the 2014 Patient Survey was posted on the television screens in the waiting room, on Twitter, in the quarterly PPG Newsletter and on both websites.
- **Direct Mailshot.** This year, following the 2013 Action Plan, all patients aged 16-24 years were sent a questionnaire by post.
- **Website.** This year, for the first time, patients were also able to complete the survey anonymously via the practice websites.

DESIGNING THE PATIENT QUESTIONNAIRE

Following several meetings with the PPG committee, the content, format, sample size, timing and delivery of the survey was agreed. The questions remained basically the same as for the 2013 survey to allow for comparison, but changes were made to reflect the opinions of those patients who had had experience of the recent changes to the new appointments system which had been made from September 1st 2013.

It was decided that the main areas that the practice needed to focus on for gaining patients' opinions were:

- **Continuing to Improve Access.** Changes to the new appointment system. Convenient opening hours. Continuity of care. Choice of modes of contact. Ease of accessibility of urgent and routine care. Ability to access services by phone.

- **Quality of Clinical Services Provided.** Listening to patients about their experience of treatment and care they receive. Keeping them informed. Treating patients with care and dignity. Involving patients in decisions about their care.
- **Quality of Reception Services.** Finding out about any current issues or difficulties with information provided. Repeat prescription service.

RESULTS OF THE 2014 PATIENT QUESTIONNAIRE

As in 2012 and 2013, the practice asked an independent survey company (Survey Monkey) to collate and analyse the questionnaire results. Please find a full set of results attached (Full Survey Results 2014 doc) attached as a separate document.

The practice population profile was compared to the PRG profile to enable the practice to analyse whether the survey responses were from a representative cross section of the registered patients. We also compared the 2013 profile with the latest profile to see whether our efforts to make the PRG more reflective had helped.

The survey ran from January 28th to 19th March 2014 this was longer than before to allow more patients to respond.

NUMBER OF PATIENTS RESPONDING TO SURVEY

2012 619 surveys completed 5.02%

2013 366 surveys completed 2.81%

2014 744 surveys completed 5.55%

ANALYSIS

Overall the practice profile has not changed very much in the last year although there is a slightly higher proportion of patients in the 25- 64 year old range and less over 75 years than in previously.

It is encouraging to see that more questionnaires have been completed and this is probably mainly due to the survey being undertaken over a longer time period. It is noticeable that over a third of the respondents came from Lees Place Medical Centre (LPMC). This had been one of our objectives on the Practice Action Plan for 2013. We wanted to encourage more LPMC patients to respond. The LPMC registered patients are approximately an eighth of the total practice population and yet the survey respondents from LPMC amounted to over a third of the total respondents.

The population is represented reasonably well by the PRG. However the following differences and similarities were found:

- There were proportionately fewer males than females responders. This is probably because females use the services more than males and were therefore more likely to receive information about the survey and be more willing to provide an opinion.
- There was a larger proportion of elderly patients in the PRG than the practice population, again reflecting the main users of the practice.
- The ethnic groups were well represented in the PRG on the whole. The percentage of white Europeans represented in the PRG was very high which corresponds to the high level of respondents from LPMC.
- There was a much larger proportion of patients with chronic illnesses in the PRG than in the practice population which again reflects that the main users of the services were more willing to provide feedback and were also more aware that the patient survey was being done.

The attached pie charts (Profile Analysis doc) demonstrates how the surveyed PRG profile compares with the practice population in more detail.

WE ASSESSED ACHIEVEMENTS SO FAR ...

The 2014 survey was analysed in detail internally and then discussed with the outgoing chair and the newly elected chair of the PPG at a meeting held on March 25th 2014. The PPG was provided with the survey results in advance as a basis for discussion at the meeting enabling an action plan to be agreed.

The survey results and the action plan were then posted on both practices' websites and the publication of these results was announced by e mail to the virtual PRG and within the practice on posters, the Jayex TV screens and on Twitter. Paper copies of the report, action plan and survey results were also left in the waiting areas of both practices.

COMMENTS

The 2014 results are in red and the 2013 results are in black in brackets.

89.3% (87.4%) of patients surveyed said they would recommend the practice to a friend

89.4% (87%) of patients surveyed said their experience of the practice was positive and

72.8% (62.1%) felt their experience had been excellent or very good

81.8% of respondents had used the adapted new appointment system and

89.8% (70.3%) of those that had used it were satisfied

80.6% felt that they had been able to see a doctor urgently when necessary

78.1% would like to extend the opening hours with weekday opening after 6.30pm being the most popular time to extend

92.6% of patients found the receptionists helpful however the free text comments did have a running theme about negative experiences concerning the receptionist service

PRACTICE OPENING TIMES

Monday 8am to 6pm

Tuesday 8am to 8pm

Wednesday 8am to 6pm

Thursday 8am to 8pm

Friday 8am to 6pm

Saturday 9am to 1pm

(Please note Lees Place Medical Centre is not open on Saturdays or Thursday from 6.30-8pm)

WHEN THE SURGERY IS CLOSED . . .

Should you need to speak to a doctor for an urgent problem when the surgery is closed please call **111** or **020 7834 2298** (your call will be automatically directed to 111).

For all emergencies call **999**.

PRACTICE LEAFLET

Please find a copy of the practice leaflet attached (Practice Leaflet doc) as a separate document.

WEBSITE ADDRESSES

www.victoriamedicacentre.com

www.leesplacemedicalcentre.com