

Laxey & Village Walk Health Centres

Patient Representative Group and Practice Survey Report.

We have formed a Patient Representative Group (PRG) from a number of our patients who have volunteered some of their time to contribute their views to the improvement of the services in the Practice.

The PRG is currently comprised of 12 patients of varying ages and backgrounds. We are still seeking volunteers to join the group, particularly anyone aged 16-40 years old. If you are interested in giving up some of your time to help us, please let us know by contacting either surgery.

We wanted to gather the views of a wide range of patients about the services provided and to conduct a survey on the main areas where it was felt there was room for improvement.

We met in January 2013 to review the changes we implemented after last year's survey and to discuss which questions should be included in a new patient satisfaction survey.

Progress update on our plan for 2012-2013

- a) *Possibility of early appointments so that patients can be seen before going to work?*
We are pleased to advise that we have introduced early appointments (commencing 8.15am) to three GP sessions per week. This is to make it easier for patients who need to get to work to be seen beforehand. Our Practice Nurses also offer appointments from 8.15 am.
- b) *Organise a suggestion box for both surgeries.*
These have been introduced. There were a few suggestions in the early days, but not recently.
- c) *The music in reception is too loud for some and the radio stations played are thought to be unsuitable.*
Music is played to stop the receptionists being overheard talking to patients at the desks.
CDs have been purchased and these are now played in the waiting rooms when patients are in attendance.
- d) *We are going to tidy up the notices and posters in the waiting rooms and look at creating a "who's who" board of team members with photographs.*
The notices have been tidied up in both surgeries. A who's who is still to be arranged.

Patient Survey 2013

This was handed out to patients arriving for their appointments at both surgeries for the month of February. We received 248 responses.

The survey results were compiled and compared with the results of the last patient satisfaction survey which was undertaken in 2012.

The results are not exact as there were quite a lot of non-ticked boxes and quite a few responses where more than one or several boxes were ticked. However, we feel there was sufficient data to give a general overview of the patients' opinions of the services provided.

The results were discussed in a group meeting on 18th March 2013 and summarised below:-

Reception staff:- 87% of respondents found the way they are treated by the receptionists either very good or excellent with 2% noting poor or fair.

Opening hours:- 66% of respondents rated the opening hours as very good or excellent and 25% good.

As a result of last year's survey the practice started offering early morning appointments to allow the working age group early appointments before going to work.

In regard to additional surgeries that the patients may like to see, 63% were satisfied with the current opening hours, 10.5% requested early morning, only 5% felt lunch times would be useful but 25% would like to see evening sessions.

It was acknowledged that MEDS provided the cover after 6pm and for this to change would mean a change in the GP contract and also would need to be Island wide.

How quickly can you be seen by a particular doctor:-The results were very similar to last year, 33% of respondents said they had to wait 5 or more working days to see a particular doctor. Most respondents considered the waiting time to be good or better with 10% feeling this was poor.

The PRG considered it good that the patients could be seen at either Laxey or Village Walk as this improves access to a particular doctor.

Waiting times to see any doctor: - 80% of respondents say they can see any doctor within 3 working days and 71% felt this was good, very good or excellent.

55% of respondents said they could get an urgent appointment on the same day whereas 8% said they couldn't and 46% had never tried.

The practice operates a policy where if a patient feels their complaint cannot wait until the next available regular appointment they will be seen in an urgent slot on the same day.

Have you forgotten to cancel an appointment in the last year? 7% of respondents admitted yes and 93% advised no.

The practice experiences a large number of missed appointments and would like to remind everyone to please telephone to cancel if you cannot keep or no longer need an appointment.

Waiting time in the waiting room :- The majority of respondents said they waited 6-10 minutes or 11–20 minutes after arriving before they were called in. The group thought most people would expect to wait for a reasonable time and as long as the receptionists were informing the patients if there was to be a longish wait then that was satisfactory.

Telephones :- The ability to get through by telephone to the surgeries was considered good, very good or excellent by 91% of respondents. The ability to speak to a doctor on the telephone for medical advice seemed ok too although 46% of respondents had never tried. If a patient wishes to speak to the doctor on the phone, all doctors are happy to do so, although this may still result in the patient being asked to make an appointment.

Seeing your usual doctor:- The ability to see their usual doctor was rated 74% good, very good or excellent – very similar to last year.

Consultations with Doctors:- the percentage for very good and excellent had improved since 2012. We were pleased to note that “excellent” received the highest score in each section.

Practice Nurses:- Good scores received for the Practice Nurses, again improved from 2012.

We would like to everyone who took the time to complete one of our surveys, it is much appreciated. The next Practice Survey will take place early in 2014.