

Wargrave Surgery PPG Survey Jan 2015

Executive Summary

Introduction

A questionnaire devised by the Wargrave Surgery PPG was circulated to the entire membership of the Patient Reference Group in January 2015. At that time the membership stood at 1069 – 882 contactable by e-mail and 187 by post.

In total we had 355 responses, an overall response rate of 30.3% of which 288 were by e-mail (32.7% response rate) and 67 were postal responses (35.8%).

This compares to the June 2014 survey when we had 266 (28.8%) responses from 924 members of which 193 were by e-mail (26% response rate) and 73 (39.9%) were postal responses. Return postage was not funded by the Surgery for this latest survey whereas it had been in 2014.

The comparative age and gender profiles of respondents is set out below. The proportion of respondents aged 65 or over has decreased from 64.1% to 56.6% and the proportion that were under the age of 35 has increased from 3.5% to 8.4%.

	Jan 2015		June 2014	
Answer Options	Response Count	Response Percent	Response Count	Response Count
Under 18	3	0.9%	2	0.8%
18 to 24	7	2.0%	1	0.4%
25 to 34	19	5.5%	6	2.3%
35 to 44	45	13.0%	26	9.9%
45 to 54	38	11.0%	27	10.3%
55 to 64	38	11.0%	32	12.2%
65 to 74	103	29.9%	81	30.9%
75 or older	92	26.7%	87	33.2%
<i>answered question</i>		345		262
<i>skipped question</i>		10		3

	Jan 2015	June 2014
Male %	40.3%	39.6%
Female %	59.7%	60.4%

Results

In bullet format the main findings were :-

- 80.3% of patients that were prepared to see any doctor got an appointment on that day, 14.4% got one on the following day but 5.3% waited for 2 days or longer.
- 58.8% of patients had asked for an appointment at a later date and , though most got one straight away, 10% did have to call back later
- 58.3% of respondents were aware of the on-line appointments system. 43.6% of them had registered for it and 18.8% of them had used it.
- The majority of patients were generally very satisfied with the appointments system. There were some dissenting voices about the inability to book nurses appointments and the lack of slots suitable for people in full time work.
- The new computer terminal and monitor for booking in at the surgery has been accepted by all but the very elderly. Main concerns were the visibility of dates of birth when booking in and hygiene risks from touching the screen.
- The majority of respondents (92.8%) were content with the service provided by their NHS pharmacy. Those that were not content mainly cited delays (30%) and incomplete fulfilment (35%) and continuing communications issues between the surgery, the pharmacies and the outlying collection points (see main report)
- There seemed to be significant interest in the possible provision of podiatry services (37.2% of those responding to the question scoring it as 4 or 5 on a 1 to 5 scale). There was also interest in Talking Therapies (23.0%) and Counselling (23.6%)
- 32.0% of respondents had asked for a telephone consultation and of those, 95.3% had been called back on the same day. Only 2 people of the 109 respondents to this question were dissatisfied with the consultation.
- 32 of the 50 people (64.0%) that had used the 111 service during the previous 6 months were pleased with the service. 12 (24.0%) were critical without necessarily explaining why.
- The proportion of respondents using the surgery website has increased to 36.5% from 20.1% in the 2013 survey and 92.1% (90.6% in 2013) found it useful

- 66 respondents had used the repeat prescription service. A few people commented that they were unaware of any of the surgery IT based services and wanted to know how they were publicised. 3 were inspired by the survey to commence using e-mail prescriptions for the first time 32.3% of the comments on the website and e-mail based services were positive. 30.1% said they hadn't or couldn't use the services and 7 felt that the services needed improvement. These were mainly based on fulfilment issues rather than IT issues.

Conclusions and recommendations

- 1) The overall impression provided by the results of the Jan 2015 survey is that those patients that responded were generally very satisfied by the accessibility and quality of services provided by the Wargrave Surgery. The GP patient survey supports the view of the PPG that the service provided by the Wargrave Surgery is very much above the average for the area (See Appendix 1)
- 2) 80.3% of patients asking for and getting a same-day appointment with "any doctor" is good by national standards. The reasons why the other 20% end up with later appointments is not clear from this survey, and this should perhaps be tested in future questionnaires.
- 3) In this survey, 20 people (9.7%) of the 206 that had asked for an appointment a few days later stated that they had been asked to call back later.
In the 2013 survey, 17 (6.0%) of 284 responses said that they were asked to call back later and in the 2011 survey 12 (6.0%) of 202 were asked to call back later.
There is some evidence here that there has been no progress on achieving the target of "one phone call: one appointment".
- 4) There were some privacy concerns about the visibility of one's date of birth when using the computer terminal which should be addressed if feasible.
- 5) The ongoing issues with the fulfilment of prescriptions could be addressed by the partners via the practice management. Patients could be encouraged to provide details of delays and errors and these could be listed and collated with notes of action points undertaken to prevent recurrence.
- 6) Consideration could, if practical, be given to prioritising those in full time work when booking evening GP appointments on line for themselves or when they are accompanying young or elderly relatives.
- 7) There appears to be a significant interest in the provision of podiatry and chiropody services with 37.2% of respondents expressing interest. If feasible, the practice should reconsider the possibility of

providing this

- 8) We are advised that the significant increase in patients accessing the surgery website encourages the practice to keep it up-to-date and informative of the latest local news

Detailed Report

Question 1 Appointments

We asked everybody about their experience of appointments.

1.1 The first question asked about patients willing to see “any doctor” or wanting “a specific doctor” and the preferences are shown below.

1.1 Over the past year have you generally asked for an appointment with:		
Answer Options	Response Percent	Response Count
Any Doctor	19.5%	69
A specific Doctor	41.8%	148
I've done both	31.6%	112
I've not asked for an appointment recently	7.1%	25
<i>answered question</i>		354
<i>skipped question</i>		1

1.2 We then asked whether patients were able to get an appointment on the same day if they weren't fussy about which doctor they saw and 228 (80.3%) of the 284 that responded said they did whilst 56 (19.7%) had appointments on the following day and 15 (5.3%) of the 284 said that they waited for two days or more.

1.3 We asked about patients experience of making appointments a few days in advance and 206 (58%) of the 355 respondents said that they had made advance appointments in the last year. 183 (88.8%) of those had got one without having to call back later whilst 20 (9.7%) of the 206 reported that they had been asked to call back later.

1.4 207 (58.3%) of the 355 respondents were aware of the on-line appointments system and of those 88 (43.6%) of the 202 that responded had registered for it and 38 (18.8%) had used it.

When we asked how people had made their **last** appointment, the vast majority 299 (84.9%) of the 352 had done so by phone, 36 (10.2%) had done it in person and just 17 (4.8%) had done so using the online system. This indicates that those that had used the on-line system had done so more than once.

We asked people for their comments on the appointments system and received 109 (30.7%) responses from the 355 respondents

These were nearly all positive.

Typical positive comments were :-

- a) In the final weeks of my late husband's life I couldn't fault the speed with which appointments were found for him - for which we were both so grateful.

- b) Happy that can usually get apt that day. Doctors great at seeing children at the end if surgery. Reception very sympathetic and helpful if you are a worried parent.
- c) Was so impressed to get a same day appointment - twice! Amazing
- d) If There Was A Michelin Star Equivelent For Surgeries Wargrave Would Have 5 Stars Excellent

There were, however, respondents that were less impressed and some of the more constructive adverse comments were :-

- e) You cant book s nurses appointment online which is a shame
- f) Online system has very limited slots - none were suitable for people who work 9-5
- g) Sadly the code for on-line went straight into the Junk folder - by the time I realised it was from the Surgery the code to use the on-line booking system had expired
- h) The receptionists are poor and really let the surgery down. The new system to book yourself in almost makes this worse. The design of the reception area doesn't help. You can see people 'ignoring' you which doesn't help. It might be better if the immediate patient reception was screened from the office so you wouldn't be aware of being ignored!

That last comment was very much the exception but is included as it is important to reflect all views.

Question 2 Computer Terminal and Monitor

Question 2 asked people about their views on the new computer terminal that has been installed for booking in on arrival for GP appointments and about the monitor screen for calling people in to see their GP. 275 (78.3%) of the 351 respondents had used it and nearly all of these (259 (94.2%) of 249 had found it easy to use.

We invited comments and received 96 (27.0%)

A few selected comments are set out below:-

- a) The only issue I found with it was that the doctors name comes up in bigger writing than the patients which confused me to start with and have seen many others confused too... Patients name should be bigger & bolder!
- b) Sometimes the new system goes on the blink. I have deafness and do not always hear the name called, need to keep my eyes on the screen.
- c) My elderly mother and her friends dislike their names being called out and are confused by the system so register at the reception.
- d) Felt a little uncomfortable as the large input display gives no privacy, i.e date of birth can be seen by everyone.
- e) Only concern (unrelated to appointments) is spreading germs via computer terminal?!
- f) Great new system, although did watch a couple of people sneeze into their hands and then use the touch screen! Also regardless of whether the appointments are

running on time it always says on time (the other day waited for 30 mins from appointment time). The old disc system was a better indication. Not moaning, just an observation as I appreciate the GP's are all extremely busy.

- g) For many years our receptionists have always been nice and friendly, a smiling face and a cheery "Hello! How are you today?"
Patients don't get that now, I wonder why?
Is it too much trouble to give patients a little cheery word or a smile? So many are a bit nervous when going to see a doctor. Their blood temperature rises. It would help to ease the tension to see a smile and kind words.. I suppose it is a different outlook these days for those in authority.
- h) Seems efficient and allows staff to get on with other work.

Question 3 Local Pharmacies

Question 3 asked people about their experiences of local pharmacies

The first question that we asked was which NHS pharmacy they last used to collect their prescription. The results are shown in the table below

Answer Options	Response Percent	Response Count
a) I use the surgery dispensary	17.0%	55
b) I haven't been to an NHS pharmacy recently	5.6%	18
c) Lloyds, 48 Victoria Rd, Wargrave	59.4%	192
d) Fields , 1a Longfield Rd Twyford	4.6%	15
e) Newdays, 1 London Rd Twyford	7.7%	25
f) Day Lewis, 19 London Rd Twyford	4.0%	13
g) Boots, 5-7 Bell St Henley	0.9%	3
h) Henley Pharmacy, 25 Bell St Henley	0.0%	0
i) Tesco, 359 Reading Rd. Henley	0.6%	2
Other (please specify)		15
answered question		323
skipped question		32

259 (92.8%) of the 279 people that responded were satisfied with their prescription service.

The 20 dissatisfied people complained about delays (6) and prescriptions that were incorrect or not entirely ready on time (7) . 12 of these dissatisfied people had used the Lloyds pharmacy in Victoria Road.

17 people provided comments which include :-

- a) the service is very slow and they miss things off repeat prescript. Then if you ask for them they say you did not ask for them and you must go to the surgery for the correct one and that takes four days (Victoria Road)
- b) Service is OK if you are prepared to wait 4 days after handing in prescription to surgery but would be happier to have it sooner (Victoria Road)
- c) Requested that my prescription be delivered to knowl hill post office, choseley rd but did not happen. after phone enquires, it had been del to lloyds pharmacy. i was told at surgery i should have changed system at surgery? (Victoria Road)
- d) The prescription last month was in three parts each time I rang to say thing missing and ordered 6 things short on first correction request then had to call

again for another one three phone calls on monthly ordered prescription. (Victoria Road again)

Question 4 Specialist Clinics

We listed the currently available specialist clinics at the Wargrave Surgery and asked respondents for their views on 3 possible additional services, Podiatry, Talking Therapies and Counselling. We asked people to rate which would be most useful on a scale of 1 (not at all) to 5 (very). There appears to be greater interest in podiatry than the other options with 37.2% of respondents scoring podiatry / chiropody as a 4 or 5

Answer Options	1	2	3	4	5	Response Count	4/5 Total	%
a) Podiatry / Chiropody	106	34	41	32	83	296	115	37.2%
b) Talking therapies (including CBT (cognitive behaviour therapy))	150	31	28	29	42	280	71	23.0%
c) Counselling	135	35	35	28	45	278	73	23.6%
<i>answered question</i>						309		
<i>skipped question</i>						46		

Question 5 – GP consultations by phone

We asked patients whether they had asked for a telephone consultation with a GP and , if so whether they had heard back on the same day and whether they were satisfied with the response.

112 (32.0%) of the 350 that responded had asked for a consultation by phone in the past year and 102 (95.3%) of 107 said they had been called back on the day. Only one person stated that they had never received a call back. 101 (92.7%) of 109 were satisfied with the consultation.

Only 2 people (1.8%) were dissatisfied with the outcome of the telephone consultation.

Question 6 NHS 111

In order to follow up on the June 2014 survey we asked about peoples experiences of the non emergency NHS 111 system **over the last 6 months.**

Only 51 (14.7%) of the 348 respondents had used it in the last 6 months. Only 6 of those calls were made during surgery hours. [June 2014 - 38 people (14.3%)]

The 7 people that called during surgery hours advised that they had phoned 111 because :-

- a) They (111) had more time

- b) Wanted to make sure they had an appointment
- c) A friend had a problem
- d) They were in another part of the country
- e) They didn't think that anyone at the surgery would be able to help and
- f) There were no GPs available at the surgery and the receptionists had transferred the respondent to 111.
- g) Multiple complex conditions

We then asked people to comment on their experience of 111.

Of the 50 that responded 32 (64.0%) were very positive about their experience. 12 (24.0%) were critical though they did not always say why. The remainder thought that the service was good or just OK. [June 2014 37.6% were positive]

Three examples of critical comment are as follows:-

- a) In the middle of the night we urgently needed a doctor's visit (symptoms of "rigor"). 111 said a doctor would call back within 6 hours. In fact a doctor telephoned after two and a half hours. He made a diagnosis (which subsequently proved to be quite wrong) and was unwilling to visit. Later the patient had to be taken by ambulance to the Royal Berks and spent a day in an acute ward.
- b) Terrible. It took a long time for the call to be answered. When contact was made they did not know the next move so we were sent to A & E. When we were eventually seen we were told that the visit was not necessary
- c) Always wait a long time for call back, answer always is to go to Royal Berks

Question 7 Wargrave Surgery Website and repeat prescriptions by e-mail.

We asked whether people had accessed the Surgery website in the last 12 months and whether they had found it useful. We then asked whether people requested repeat prescriptions by e-mail. Finally we asked for comments on these digital services.

127 (36.5%) of the 348 respondents had accessed the website in the period and 116 (92.1%) of them had found it useful. 5 people stated that it had not been useful. [Jan 2013 20.1% had accessed and 90.6% had found it useful]

Only 66 (20.2%) of the 327 respondents had ordered repeat prescriptions by e-mail

93 people commented on the website and the prescription service.

Of these 28 (30.1%) simply said they either couldn't use these services or didn't want to. Another 30 (32.3%) were very positive about the services. 8 people expressed concern about problems of prescription fulfilment especially in outlying areas. 5 people ordered prescriptions directly via a pharmacy facility. Another 7 felt that the systems needed improvement. 4 people said

they had no idea that these facilities were available and asked how they were being promoted while 3 people were inspired by the survey to give it a go! 4 others expressed a need to be able to e-mail the surgery on other matters. 2 people wanted prescriptions to last longer than 4 weeks and one individual didn't trust the internet with private information!

Regarding specific adverse comments, a small selection are set out below:-

- The process of obtaining a morning after pill for a friend was embarrassing and that one shouldn't be made to feel dirty bad or embarrassed whilst doing this.
- It would be sensible and more beneficial to all residents of Elizabeth Court (many in their 90s) if they could hand in and collect their prescriptions at the surgery as they leave their doctor and not have to rely on someone to take them over to Lloyds.
- I do not know about any of the online services that you offer. As a young person, I am always on the Internet and find using the Internet very easy, I don't feel I have been made aware or told about the online services that you provide. You should make people more aware of using these services as I don't think a lot of non frequent users do not know, most of the non frequent users are younger and are far more likely to use online services.
- It was awful it's not clear, complicated and sends an email not specified to your request which is confusing. The surgery do not reply to emails or deal with information given correctly. Really unhappy with the office side of the surgery

The latter comment was heavily outweighed by positive comments such as

- "VERY VERY GOOD!!!!!!!"
- "the service is first rate"
- "Prescription service works vey well"
- "This is a very efficient service and much appreciated by most patients".

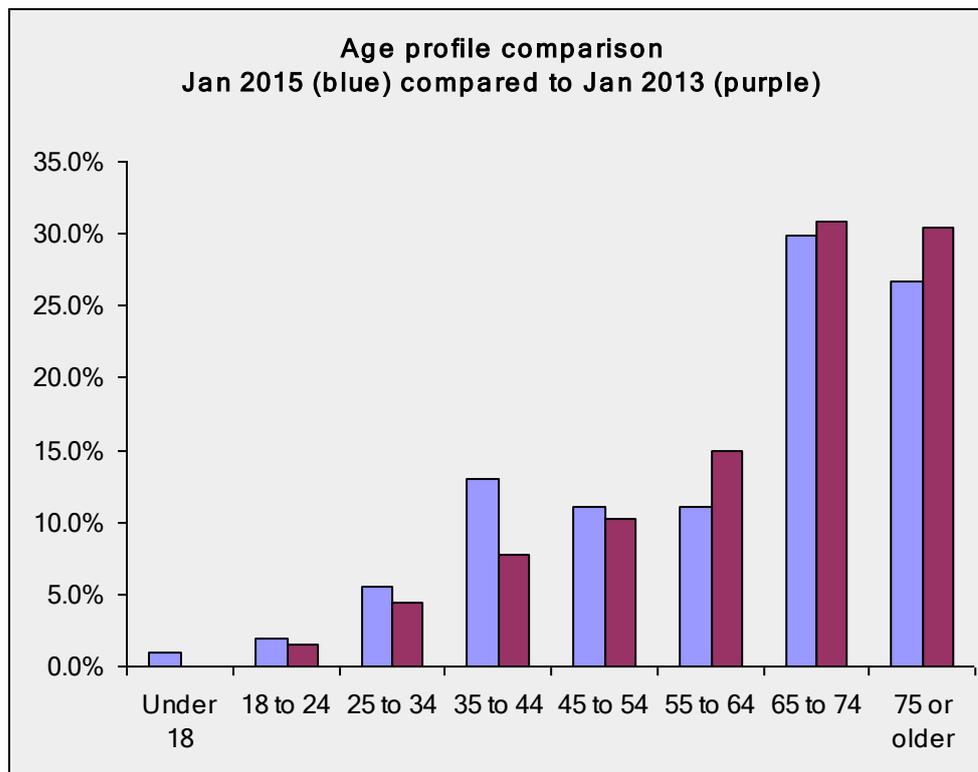
Demographics

Respondents were 40.3% male and 59.7% female. The age profile is shown in the table below. The profile remains obstinately predominated by people aged 65 or over (56.6%) despite the changes in the way that new members are recruited and we now believe that the age profile of those responding to the surveys does not reflect the age profile of the PPG membership though it may well reflect the age profile of service users.

What is your age?

Answer Options	Response Percent	Response Count
Under 18	0.3%	3
18 to 24	2.2%	7
25 to 34	6.0%	19
35 to 44	13.3%	45
45 to 54	11.7%	38
55 to 64	11.7%	38
65 to 74	30.2%	103
75 or older	24.4%	92
<i>answered question</i>		345
<i>skipped question</i>		10

If the age profile is compared to Questionnaire 5 (Jan 2013) then it can be seen that there is a growth in the 35-44 category and a fall in the 55 to 64 category for which we have no current explanation. The slight increase in respondents under the age of 35 is welcome.



Age profile - Jan 2015 cf Jan 2013

The employment status of respondents is shown in the table below as is the ease of attending an appointment for those in full time work.

59.7% of respondents are no longer working and of the remainder only 23.2% are in full time work.

Although the survey has only captured a small proportion of people that find it difficult to attend a GP appointment at short notice, the 12 people that scored this as a 1 or a 2 come from a population of just 147 respondents (aged 18 to 64) and, even if only partially representative of the community, this possibly provides some evidence of the difficulty that many residents face when it comes to seeing a GP at a convenient time.

Are you in full time work?		
Answer Options	Response Percent	Response Count
Yes - full time	22.0%	76
Yes - part time	16.2%	56
No	11.3%	39
Retired	50.4%	174
<i>answered question</i>		345
<i>skipped question</i>		10

How easy is it to attend an appointment at short notice	Response Percent	Response Count
Very difficult	9.1%	7
2	6.5%	5
3	9.1%	7
4	23.4%	18
5	23.4%	18
Very Easy	28.6%	22
<i>answered question</i>		77
<i>skipped question</i>		278

Extract from the GP Patient Survey

Source link

[https://gp-patient.co.uk/practices/K81055?term=Wargrave+Practice+\(RG10+8BP\)](https://gp-patient.co.uk/practices/K81055?term=Wargrave+Practice+(RG10+8BP))

98% of respondents describe their experience of making an appointment as good. Local (CCG) average: **78%**

88% of respondents with a preferred GP usually get to see or speak to that GP . Local (CCG) average: **68%**

99% of respondents find it easy to get through to this surgery by phone. Local (CCG) average: **80%**