

ATRIUM HEALTH CENTRE PATIENT SURVEY

Report and Action Plan - March 2013

Introduction

Atrium Health Centre has established a Patient Participation Group to better understand and respond to patients on their experience of our Practice. This is a “virtual group” and the Practice intends to consult by e-mail and sometimes by handing out paper copies in an attempt to reach a wider audience. The notice promoting the Patient Participation Group is attached at appendix 1.

The Group

The Group is open to registered patients only, and we have sought to make sure it is representative of our local population by using a standard equalities monitoring sheet. This is attached at appendix 2.

The profile of our patient population and members of the PPG is set out in Appendix 3.

Survey 2013

We have recently made some changes to the Crossways branch surgery and are planning to further improve services and facilities for our Crossways patients. We therefore decided this year to focus our patient survey on Crossways. We wanted to see what our patients thought of the improvements we have made to the premises and gather their thoughts and opinions on the additional services we have recently added to the Crossways branch.

81 copies of the survey were distributed and 80 were returned completed giving a total response of 98.77%. A copy of the survey is attached as appendix 4.

Survey Results

The results of the survey were collated and some of the responses have been presented in chart format. A full breakdown of the results is attached as appendix 5.

From these results, we created an action plan which is attached as appendix 6.

Action Plan

The draft Action Plan was displayed at Crossways surgery with the invitation to comment on the Action Plan and welcoming additional suggestions or thoughts. A small, but positive response indicated no disagreements with the Action Plan, which has therefore been adopted by the Practice. The Action Plan is at Appendix 6. There are no changes recommended by this initial survey that have a contractual implication for the Practice, and therefore the Practice has not needed to consult with the PCT.

Opening Hours

The Practice opening hours and access arrangements are set out in the Practice Information Leaflet, see Appendix 7. This also includes the provision of extended hours.

Publication

The results are on display at Crossways Surgery and copies of the report are available from the Practice, or can be downloaded from www.atriumhealth.nhs.uk

Appendix 1

Would you like to have a say about services provided by Atrium Health Centre?

Atrium Health Patient Participation Group will help us learn from our patients' experience. We would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

Join our Patient Participation Group

Name

E-Mail address

Contact phone number

Mobile Phone - if you would like to use our free appointment alert system then please indicate: YES/NO

HAND THIS FORM INTO RECEPTION AND WE WILL CONTACT YOU TO CONFIRM YOU WISH TO JOIN.

ATRIUM HEALTH PATIENT REPRESENTATIVE GROUP FLYER

We are developing a group to help improve our services. There are no meetings to attend and no time commitment. We just want your views on what we are doing and what we

might do differently. We will send you occasional e-mail surveys, you can choose when

and if to respond.

Frequently Asked Questions

Q Why are we asking people for their contact details?

A We would like to be able to contact people occasionally to ask questions about the Practice and how well we are doing to identify areas for improvement

Q Will my doctor see the information?

A No, this information is purely to contact patients to ask them questions about the Practice and how well we are doing. Your doctor will only see the overall results

Q Will the questions you ask be medical or personal?

A We will only ask you general questions about the Practice, how we are providing services and what can we do to improve them

Q Who else will be able to access my contact details?

A No one beyond the Practice

Q How often will you contact me?

A Not very often, possibly 3-4 times through year

Q What is a patient reference/ representative group?

A This is a group of volunteer patients who are interested in shaping the services available to patients or giving us constructive feedback

Q Do I have to take part in the group?

A No, but if you change your mind, please let us know

Q What if I no longer wish to be on the contact list or I leave the surgery?

A We will ask you to let us know if you do not wish to receive further messages

Q Who do I have to contact if I have any further questions?

A Please contact our Assistant Practice Manager by e-mail on nicky.chivers@gp-j81068.nhs.uk or by phone on 01305 251545

Q So if you might like to be involved?

A Please give your details overleaf and hand this form at Reception

Appendix 2

Patient Participation Group – About You

This additional information will help to make sure we try to speak to a representative sample of patients that register with our practice.

Please complete the below questionnaire by placing an X in one box for each question.

Are you?

Male

Female

Age: Group

Under 16

17-24

25 - 34

35 – 44

45 - 54

55 – 64

65 - 74

75 – 84

Over 84

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White

British Group

Irish

Mixed

White & Black

Caribbean

White & Black African

White & Asian

Asian or British Asian

Indian

Pakistani

Bangladeshi

Black or Black British

Caribbean

African

Chinese or other ethnic

Group

Chinese Other (please specify)

How would you describe how often you come to the practice?

Regularly

Occasionally

Very rarely

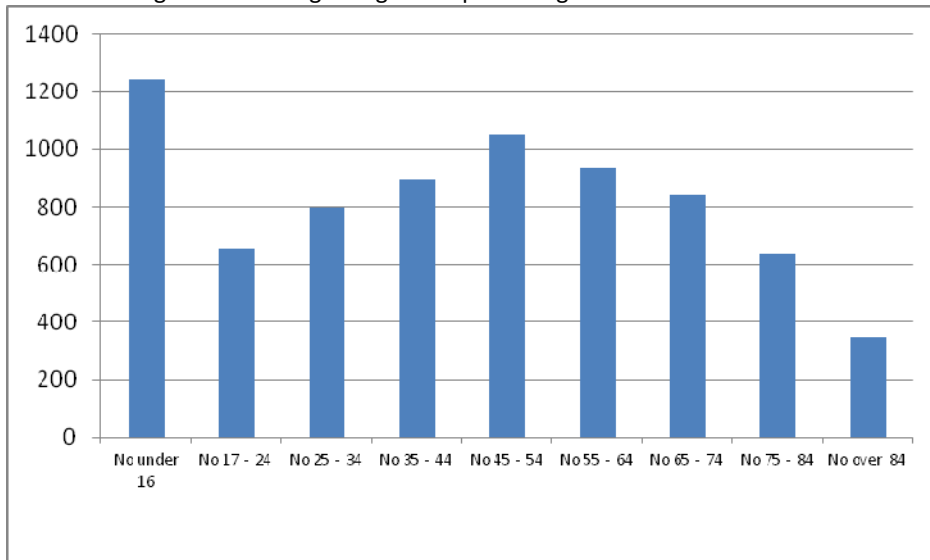
Please note that no medical information or questions will be responded to.

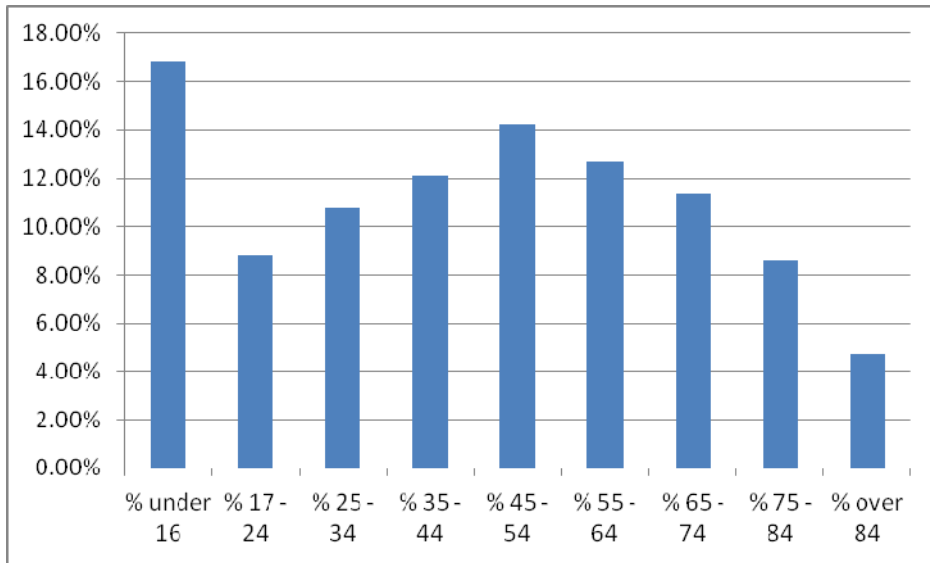
The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Appendix 3 Practice Population Profile 2013 AGE

No under 16	1244	% under 16	16.79%
No 17 - 24	653	% 17 - 24	8.81%
No 25 - 34	796	% 25 - 34	10.75%
No 35 - 44	896	% 35 - 44	12.10%
No 45 - 54	1052	% 45 - 54	14.20%
No 55 - 64	937	% 55 - 64	12.65%
No 65 - 74	843	% 65 - 74	11.38%
No 75 - 84	638	% 75 - 84	8.961%
No over 84	349	% over 84	4.71%

Charts showing numbers in age ranges and percentages below





ETHNICITY

White

No British Group 7019

% British Group 94.75%

No Irish Group 34

% Irish Group 0.46%

Mixed

No White & Black Caribbean 0

% White & Black Caribbean 0.00%

No White & Black African 16

% White & Black African 0.22%

No White & Asian 7

% White & Asian 0.09%

Asian & Asian British Asian & Asian British

No Indian 86

% Indian 1.16%

No Pakistani 16

% Pakistani 0.22%

No Bangladeshi 33

% Bangladeshi 0.45%

Black or Black British Black or Black British

No Caribbean 4

% Caribbean 0.05%

No African 0

% African 0%

Chinese or other ethnic Group Chinese or other ethnic Group

No Chinese 16

% Chinese 0.20%

No Any Other 177

% Any Other 2.39%

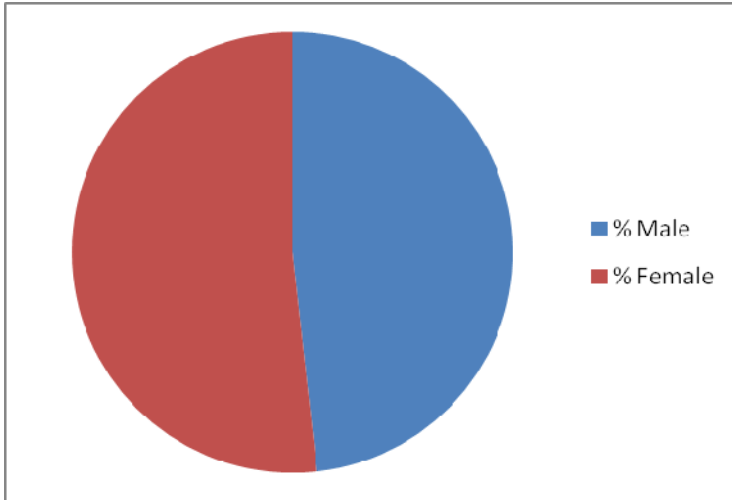
GENDER

No Male 3573

% Male 48.23%

No Female 3835

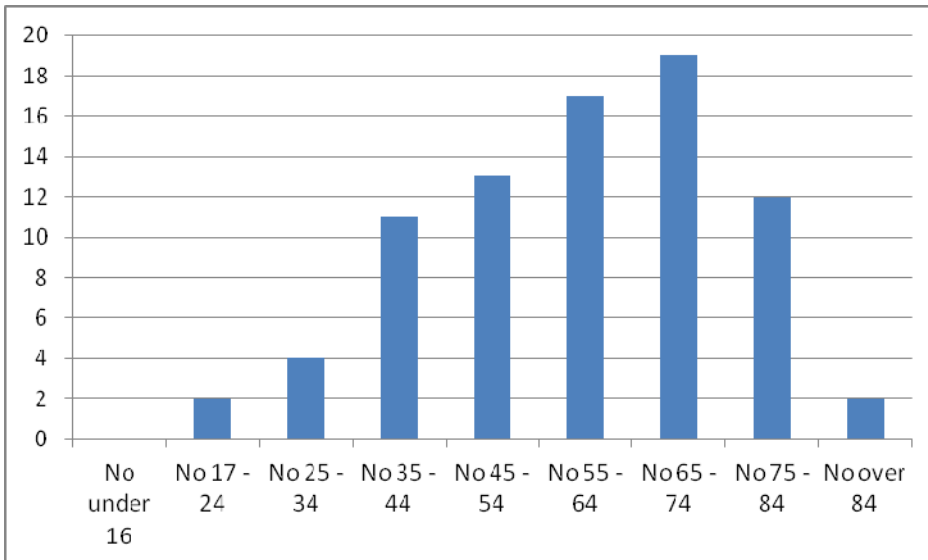
% Female 51.77%

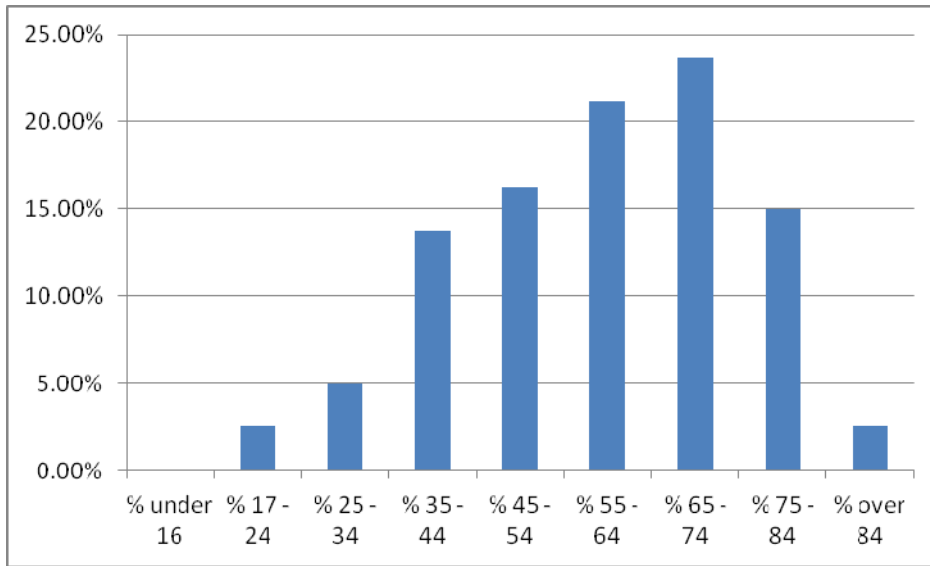


PRG Profile 2013

AGE

No under 16	0	% under 16 0.00%
No 17 - 24	2	% 17 - 24 2.5%
No 25 - 34	4	% 25 - 34 5.00%
No 35 - 44	11	% 35 - 44 13.75%
No 45 - 54	13	% 45 - 54 16.25%
No 55 - 64	17	% 55 - 64 21.25%
No 65 - 74	19	% 65 - 74 23.75%
No 75 - 84	12	% 75 - 84 15.00%
No over 84	2	% over 84 2.5%





ETHNICITY

White

No British Group 80

% British Group 100.00%

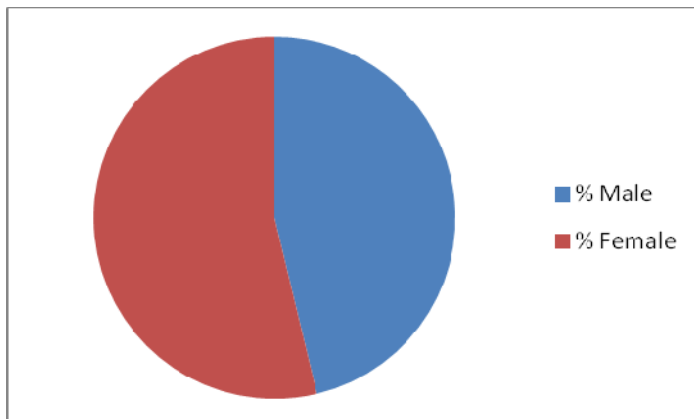
GENDER

No Male 37

% Male 46.25%

No Female 43

% Female 53.75%



Appendix 4

**CROSSWAYS BRANCH SURGERY
PATIENT PARTICIPATION GROUP SURVEY 2013**

We have recently made some changes at Crossways Surgery and would value your feedback and thoughts for the future.

Please tell us how you feel about the following statements by placing a tick in the box which represents your own opinion:

	Strongly Agree	Agree	Disagree	Strongly Disagree
The recent internal refurbishments have made an improvement to the following areas of the surgery:				
The waiting room				
GP consulting room				
Nurse treatment room				
The walkways between the rooms and reception area				
The overall look and feel of the Crossways Surgery				
NOW PLEASE TURN OVER AND COMPLETE PAGE TWO				
For a trial period, we have increased the number of clinics at Crossways BUT have reduced the opening times so Crossways now closes at 5.30pm (apart from Wednesday which is still a half day as before).				
	Strongly Agree	Agree	Disagree	Strongly Disagree
The 5.30pm closing time does NOT inconvenience me				
I am pleased to have extra Health Care Assistant clinics at Crossways Surgery				
I am pleased to have access to a Nurse Practitioner at Crossways				

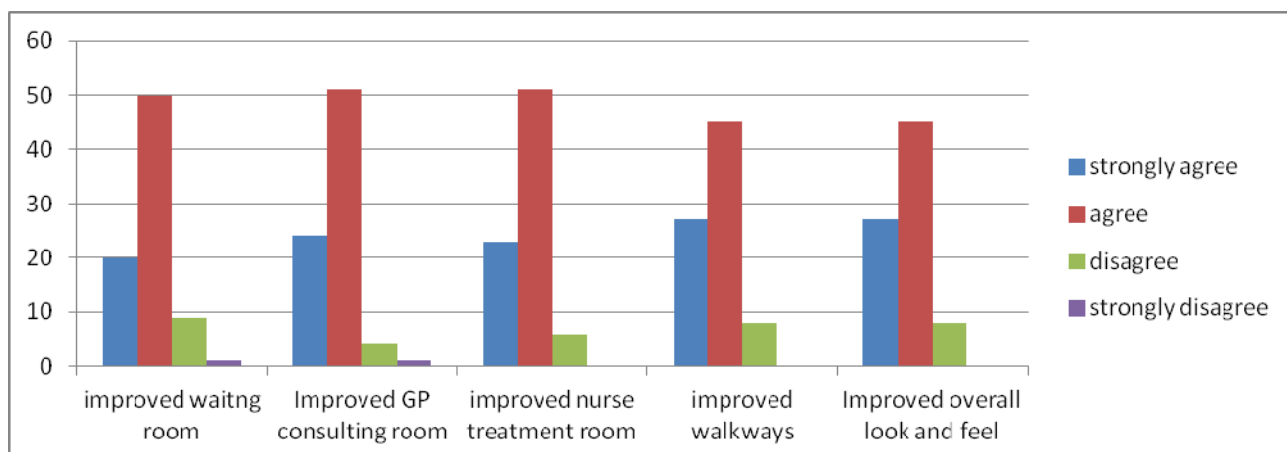
Surgery				
We are proposing to introduce the facility for all patients to be able to order repeat prescriptions on-line via our web-site.				
I would use an on-line repeat prescription ordering system				
Please feel free to add any other comments relating to Crossways Surgery including any suggestions for future improvements to the premises or the services provided.				

Thank you for taking the time to complete this survey. The results will be published in the surgery and on our website

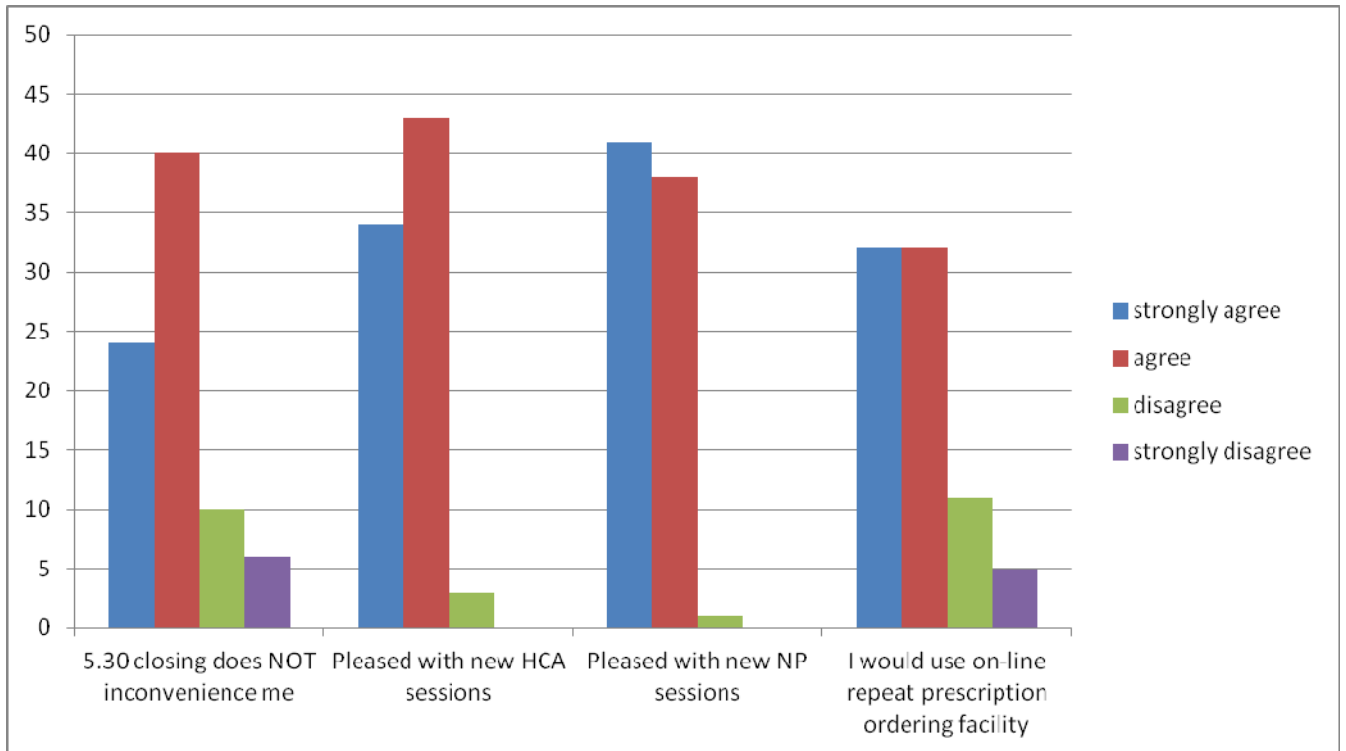
Appendix 5

Results of survey.

	strongly agree	agree	disagree	strongly disagree	
improved waiting room	20	50	9	1	80
Improved GP consulting room	24	51	4	1	80
improved nurse treatment room	23	51	6		80
improved walkways	27	45	8		80
Improved overall look and feel	27	45	8		80



	strongly agree	agree	disagree	strongly disagree	
5.30 closing does NOT inconvenience me	24	40	10	6	80
Pleased with new HCA sessions	34	43	3		80
Pleased with new NP sessions	41	38	1		80
I would use on-line repeat prescription ordering facility	32	32	11	5	80



How often do you visit the practice

I visit the practice regularly	38
I visit the practice occasionally	37
I visit the practice very rarely	5
Total	80

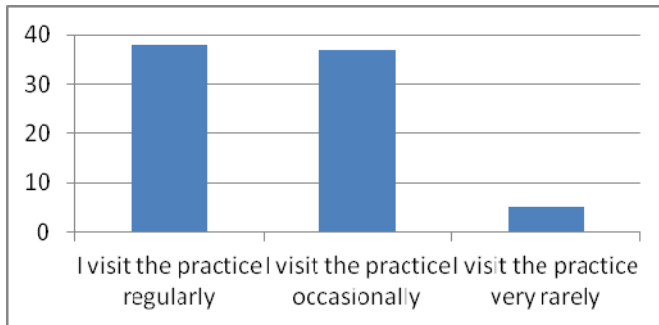
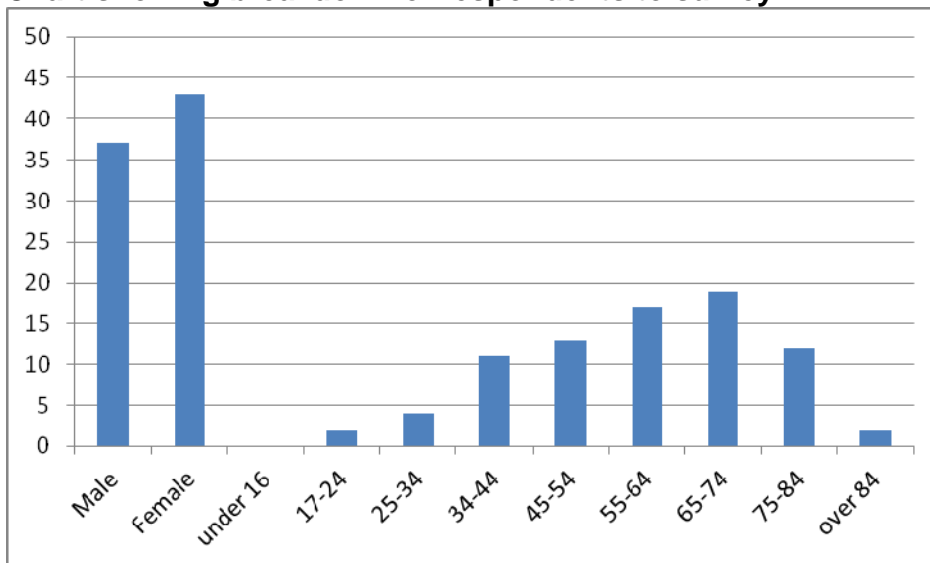


Chart showing breakdown of respondents to survey



Comments

A selection of the comments we received include:

It's looking fresher!

Waiting time to get an appointment seems to be getting longer

You are ALL always polite

Very good service

More doctors and nurses please

They do their best here

Lovely surgery, lovely staff

It's a lovely surgery, thank you

The services are excellent

Appoint more doctors and nurses

I feel that you should see a doctor that knows you and your medical history.

Appendix 6

Draft Action Plan

Action One: Increase capacity

We have already added an extra Nurse Practitioner session and some additional Health Care Assistant sessions at Crossways. This will be kept under review and may be further increased if there is the demand. We have recently recruited new doctors and plan to add some more GP clinics when they start later this year.

Action Two: Continuity of care

We are aware that unfortunately we have been using a lot of locums recently which has made continuity of care difficult for some patients. When the new GPs start, they will also be working at Crossways which will improve this situation.

Action Three: On-line ordering of prescriptions

This should be available later in the spring. We will advertise this facility on repeat prescription request slips, via the website and inform patients who order by phone that the service is now available to them. We will monitor the usage of the service and make any modifications necessary.

Action Four: The refurbishments at Crossways have now been completed. We will continue to provide clean, comfortable surroundings making the best use of the existing building.

Action Five: Opening and closing times.

This will continue to be monitored. 16 out of 80 patients asked agreed or strongly agreed that the new 5.30 closing time **was** inconvenient to them but the other 64 said it was not.

Appendix 7

Dorchester surgery opening hours

Reception is open Monday to Friday from 8:30am – 6:30pm. The telephone line is closed for an hour at lunchtime each day between 12:30pm – 1:30pm. During this time calls are taken by the Urgent Care Service who can be contacted on 111.

Crossways Surgery opening hours

On Monday, Tuesday, Thursday and Friday reception is open from 8:30am – 12:30pm and 1:30pm – 5:30pm. On a Wednesday reception is open from 8:30am – 12:30pm and closed in the afternoon. Calls are taken by the urgent care service between 12:30 – 1:30pm & during evenings and weekends. For help during this time ring 111. The surgery offers some appointments out of the normal surgery times including some Saturday morning nurse clinics. Please ask at reception for further information.