

Wallingbrook Health Group

Patient Survey Report 2013/2014



“Together, we build happy, healthy communities”

Patient Survey Report

This year Wallingbrook Health Group attempted to develop a more locally relevant survey compared to the previous IPQ survey which the PPG was thought was too general and lacked statistical validity. We recognise that there has been a misunderstanding between WHG and the PPG with regards to the design and sampling of the survey. Due to time constraints, it was necessary to undertake the survey for 2 weeks across all sites in October 2013. Patients were asked to fill in a questionnaire designed to evaluate their most recent experience of the various aspects of the service. However, we only received a small response from each site:

Practice Contract	Chulmleigh	Okement	North Tawton
Total list size	6555	1657	2294
Response	214	47	63
Percentage	3.2	2.8	2.7

To ensure all responses were captured, we undertook an analysis based on the total responses for each question instead of discounting incomplete questionnaires, which came to about 20% of questionnaires returned. The data was analysed where each question had its own 100% pool of answers. In hindsight, it would have been more beneficial to keep an on-going count of questionnaires returned and extend the survey for a longer period to increase the number of responses.

PPG had previously highlighted the need for greater number of responses last year however; we did not identify a target sample size early on. Unfortunately during the two week survey period we did not achieve a statistical valid sample size. We recognise and accept the PPG criticisms as to the validity of this survey.

Therefore, the survey was analysed on a qualitative and thematic approach.

The questionnaire consists of 20 questions covering the following themes:

- ❖ Sites visited
- ❖ Usual GP system
- ❖ Appointment Booking Systems
- ❖ Access for acute and routine problems
- ❖ Extended Hours Preference
- ❖ Communication
- ❖ Demographics

Due to our multiple sites, we currently aim to provide our services in response to patient needs instead of a 'one-size fits all' approach; therefore it was important that site-specific feedback was sought.

Practice Demographics

Due to the nature of the contracts we hold, we are unable to accurately provide demographics for Winkleigh as a separate figure as this falls in the Wallingbrook contract.

Wallingbrook Health Centre (includes Chulmleigh and Winkleigh)

Age Range	Male	Female	Total
0 - 15	513	461	974
16 - 24	328	252	580
25 - 34	236	217	453
35 - 44	347	347	694
45 - 54	467	451	918
55 - 64	520	546	1066
65 - 74	545	532	1077
75+	370	423	793
Total	3326	3229	6555

Okement Surgery

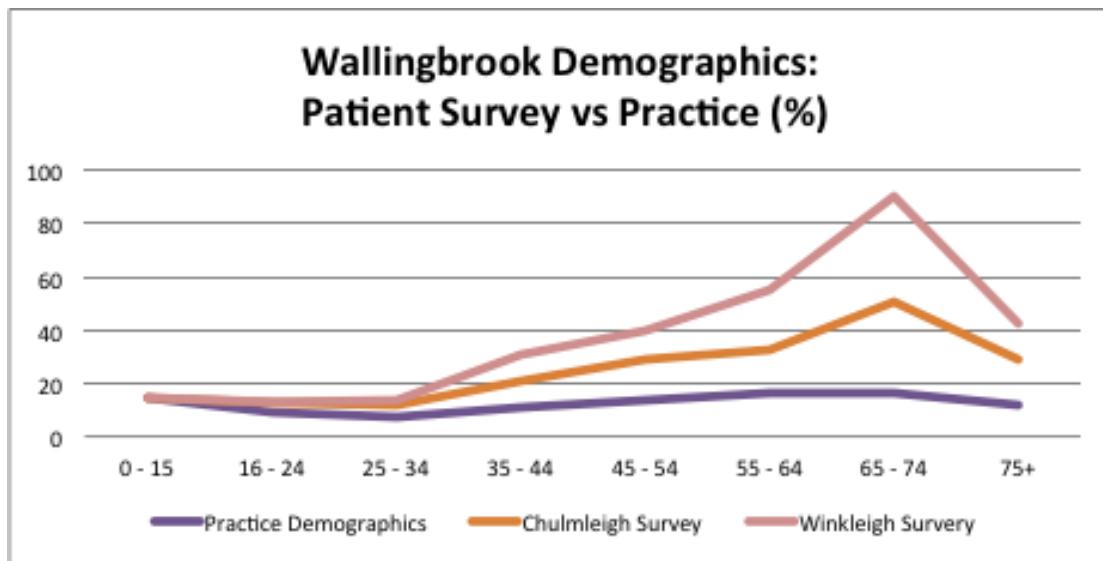
Age Range	Male	Female	Total
0 - 15	190	169	359
16 - 24	62	69	131
25 - 34	107	92	199
35 - 44	132	127	259
45 - 54	113	107	220
55 - 64	80	101	181
65 - 74	86	97	183
75+	56	69	125
Total	826	831	1657

North Tawton Medical Practice

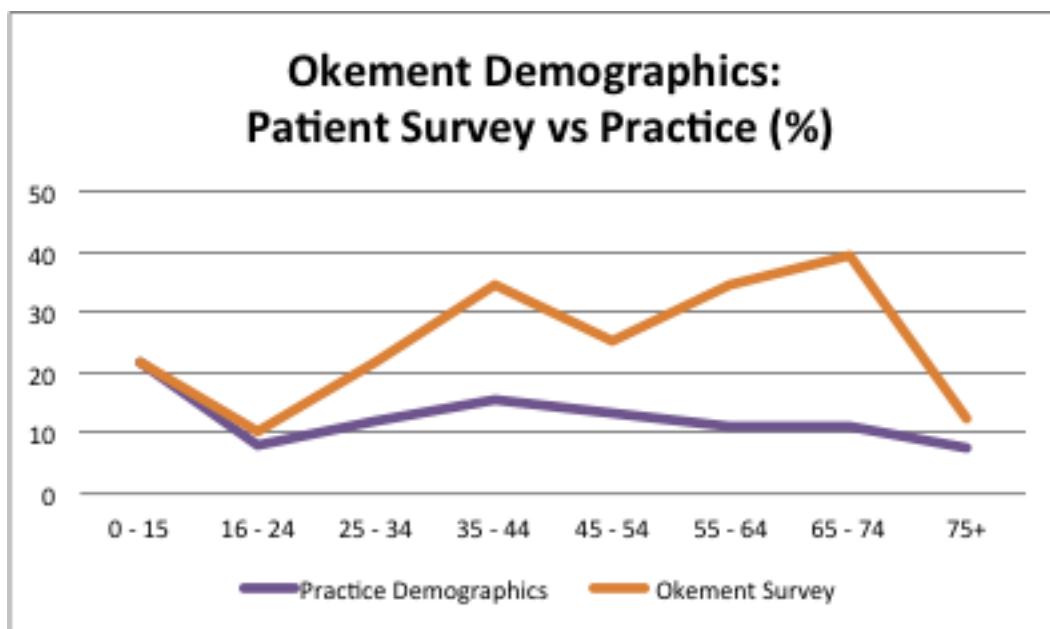
Age Range	Male	Female	Total
0 - 15	238	182	420
16 - 24	82	88	170
25 - 34	101	113	214
35 - 44	137	133	270
45 - 54	179	172	351
55 - 64	171	160	331
65 - 74	160	139	299
75+	116	123	239
Total	1184	1110	2294

Patient Survey Demographics

In comparing the demographics of patients surveyed against the individual site demographics, we can see that there is a variance between the two.

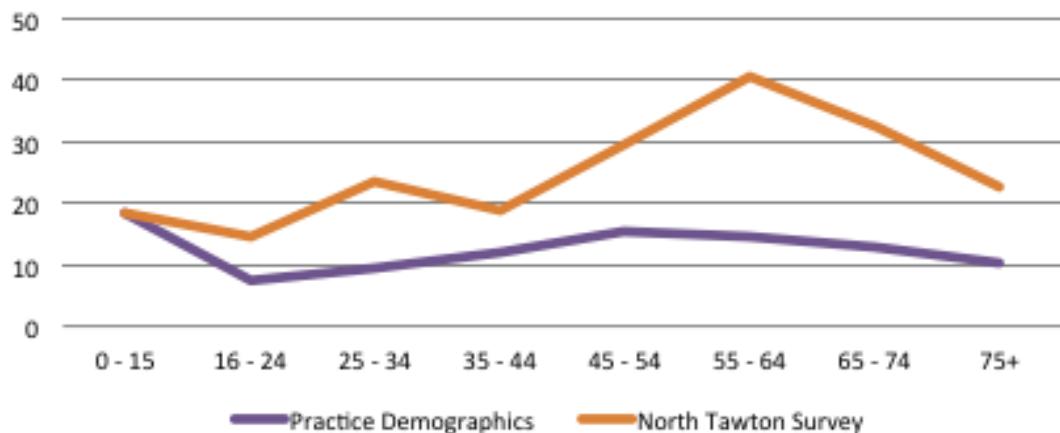


In Chulmleigh and Winkleigh, a majority of patients who responded were between 65-74 years but the survey appeared to cover all age bands in line with the practice demographics with fewer respondents under the age of 25 years.



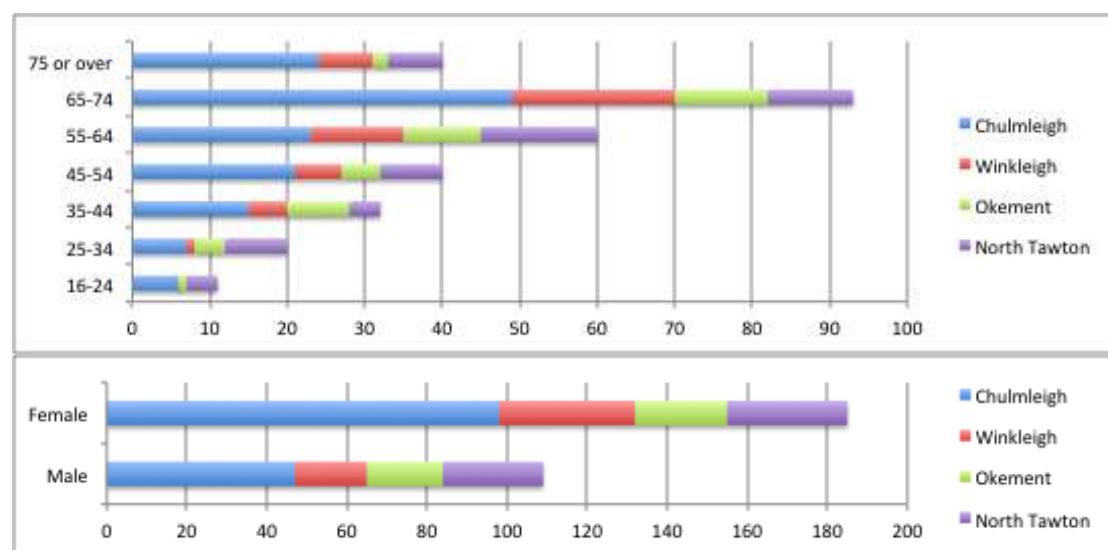
In Okement, it was noted that two significant groups responded those in the 35-44 age band and those from 55-74 years. This mirrors the demographics of the patients registered apart from those in the 45-54 age band.

North Tawton Demographics: Patient Survey vs Practice (%)



In North Tawton, we also received a majority of responses from patients in the 25-34 and 55-64 age groups. This mirrors the practice demographics except for those falling in the 35-44 age group.

The overall demographics from the patient survey is shown below. This shows that the main age band responding are those between 65-74 years and a majority of respondents are female.

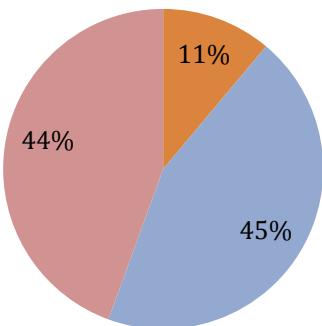


As discussed, a longer survey period may improve the demographics of the patients surveyed and increase the sample size.

Wallingbrook PPG demographics

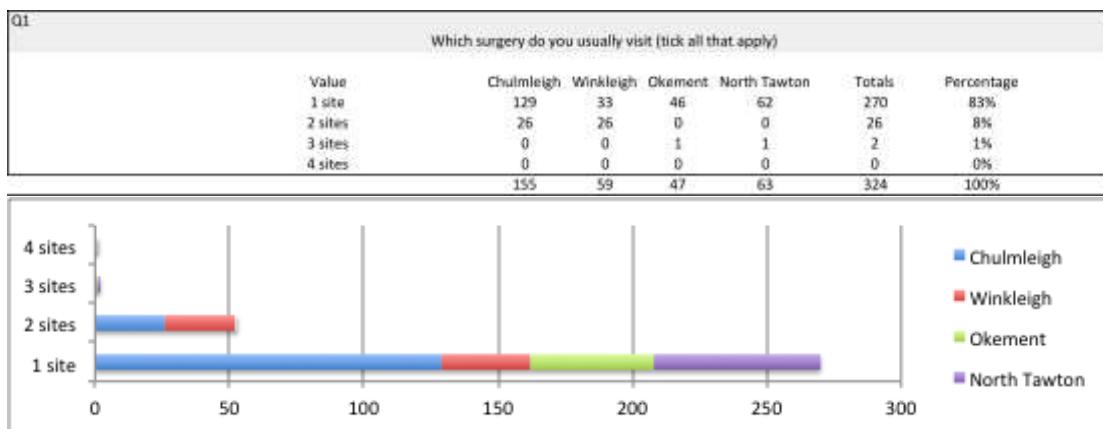
Wallingbrook PPG Demographics

■ 0 - 15 ■ 16 - 24 ■ 25 - 34 ■ 35 - 44 ■ 45 - 54 ■ 55 - 64 ■ 65 - 74 ■ 75+

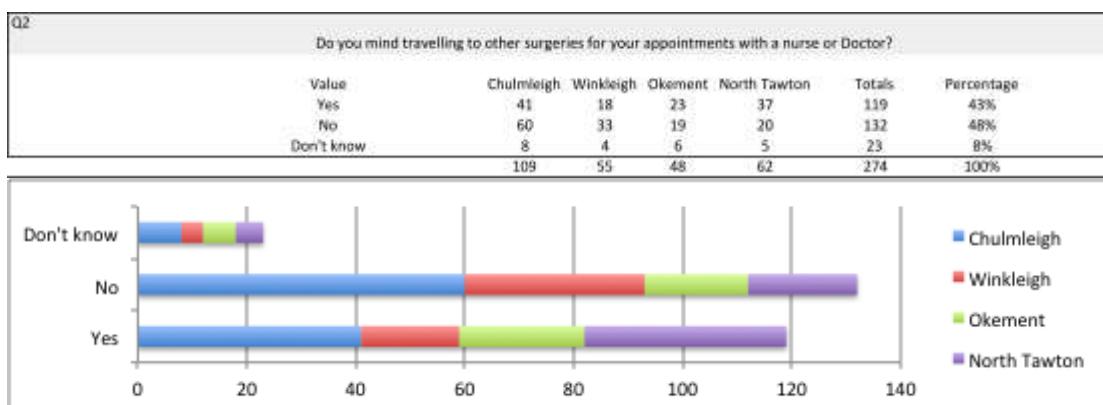


We acknowledge that our PPG does not cover patients under 55 years but we have taken steps to collate views of young people by visiting schools and encouraging feedback via the virtual PPG group.

1. Sites Visited



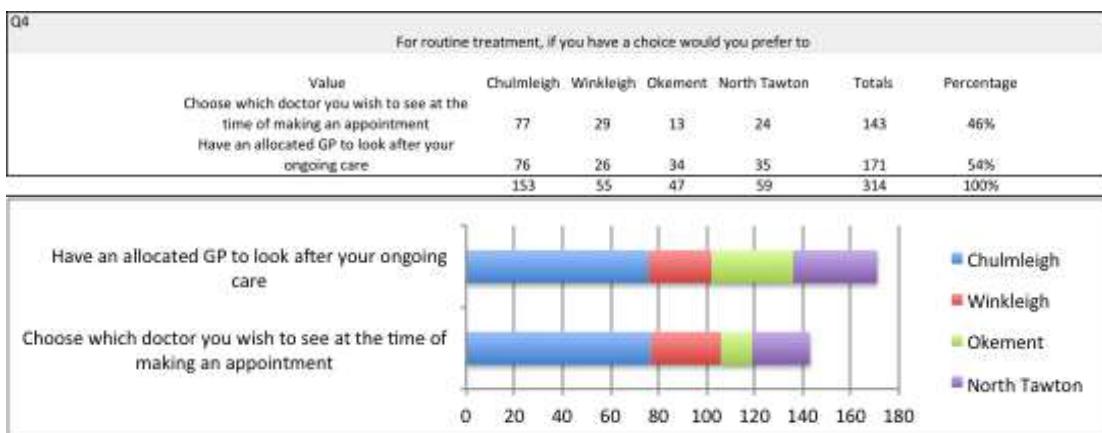
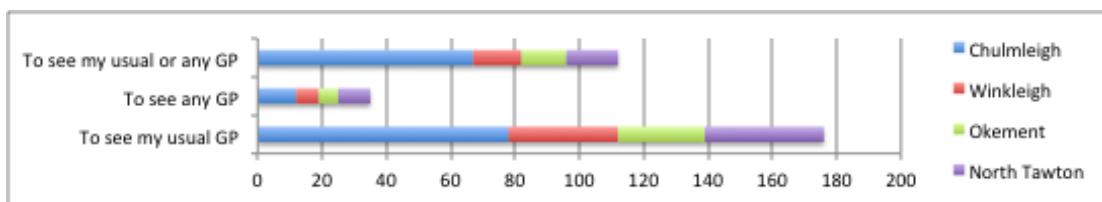
This showed that our patients preferred to visit their local surgery even though they had the option to be seen across different sites. Due to our rurality and limited transport links, visiting other sites may not be an option for some patients. It was interesting to note 1 patient had visited 3 sites.



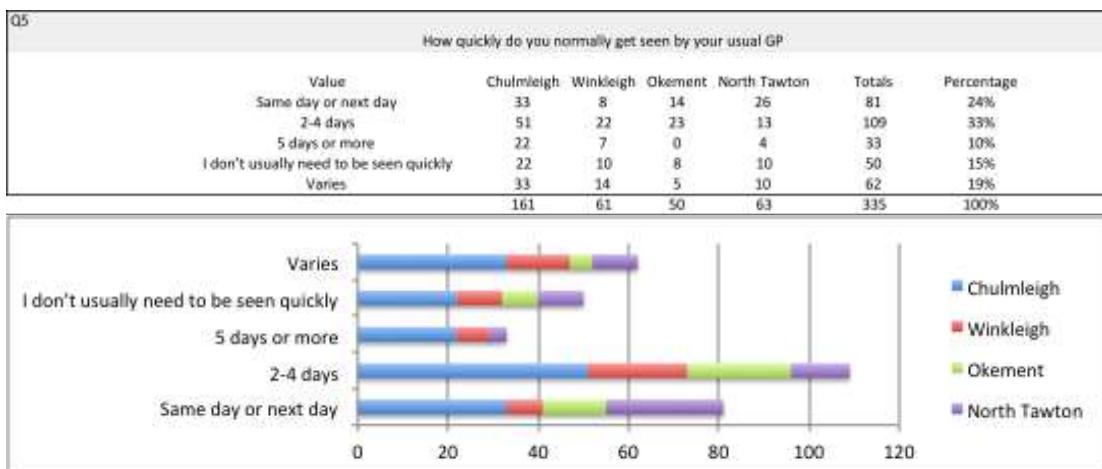
Although patients currently visit their local surgery it was interesting to note that 48% did not mind visiting another surgery site. As expected a large proportion of those were patients from Winkleigh and Chulmleigh. Winkleigh is a branch surgery, therefore historically more patients are used to travelling between Winkleigh and Chulmleigh anyway. It was interesting to note some patients from North Tawton and Okement did not mind travelling to a different site.

We will continue to maintain the personality and character of each individual site and respond to each community's requirements where possible, but also recognise that patients would like option to visit another site should they choose to do this.

2. Usual GP



Wallingbrook have been one of the early adopters in the country of the Usual GP system as we recognise the importance of continuity of care for our patients. Having adopted the usual GP system 3 years ago, the results above show that patients continue to appreciate having a personal relationship with their GP. A majority of patients across all sites (54%) would choose to see their usual GP for routine problems. Our GPs work across 2 sites and hold their own list. Although this can reduce the availability of the usual GP, we adopt best practice recommendation to prevent GPs working in isolation especially if working at the smaller surgeries. The ability of GPs to work together improves clinical care through sharing best practice and knowledge.



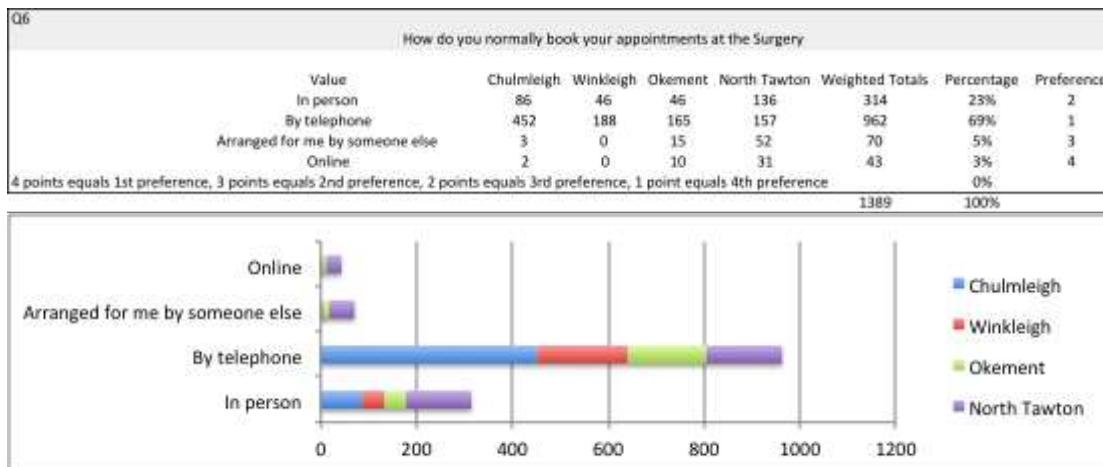
In was pleasing to note that 33% of patients are able to access their usual GP within 2-4 working days and 24 % on the same day or next day. Interestingly, North Tawton runs an open access service every morning and the majority of patients (41%) are able to access their usual GP on the same day. This is a popular service and may need to be considered for the other sites.

Comments

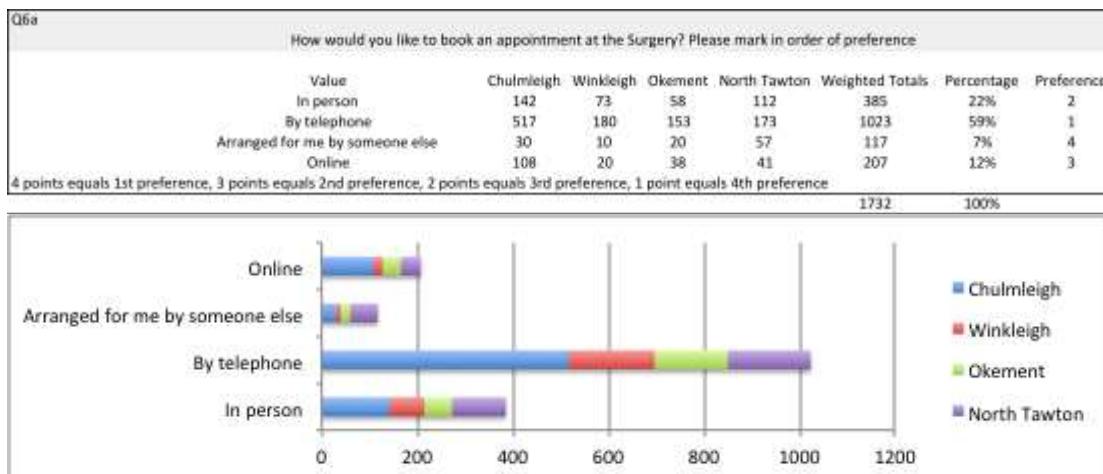
“I am really impressed by all the services on offer and the ease of appointments. My partner and I have also been referred for treatment at hospital promptly. “

“Since living in this area and using your surgery I have been very impressed with my individual's doctors service ”

3. Appointment Booking Systems

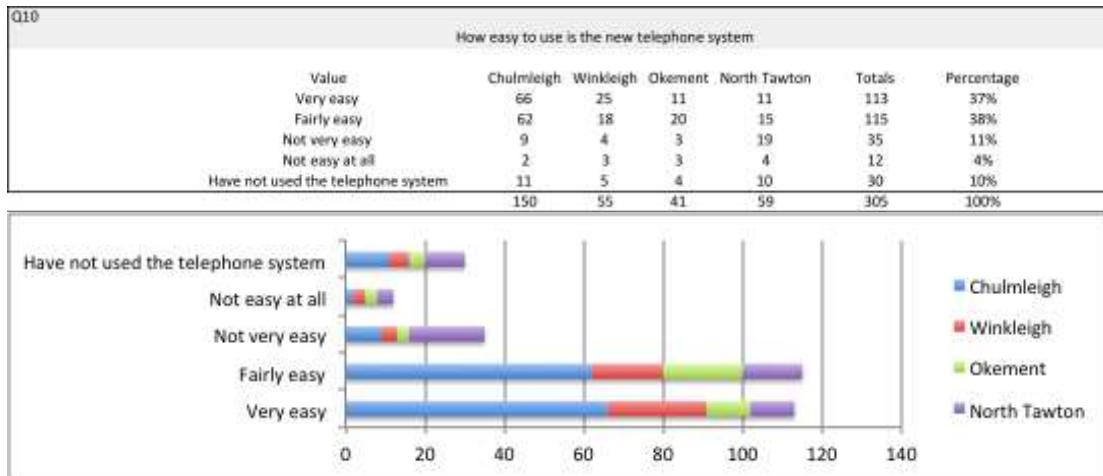


The results above asked patients to rank their preference and this is given through a weighted total. As expected, a majority of patients (69%) book their appointment using the telephone system and booking in person as a second most popular option (23%).



Analysis above shows that a majority of patients continue to prefer to book their appointment using the telephone. We have made major efforts to improve the telephone system, to make the menu simpler and to ensure that our staff is trained to meet the individual needs of each patient and that the service provided is professional, friendly and helpful.

Telephone Booking



It was pleasing to see that 38% of patients found it fairly easy and 37% of patients found it fairly easy to use the new telephone system. Interestingly, 32% of North Tawton patients found the telephone system not very easy to use against 6% of Chulmleigh and 7% of Winkleigh and Okement patients on the same marker.

Comments

"Rules about telephone appointments need to be made clear. I was given one recently to speak to a GP half an hour later. I heard nothing so contacted the surgery. I was told that if it could be an hour before I heard and yet when attending the surgery we are told that if we had waited more than 20 minutes for an appointment to contact reception. Also if the patient fails to keep an appointment he or she is penalised "

"Your receptionists are obviously not trained in using the telephone. When answering without exception they speak too fast and indistinctly, this makes the caller uncertain and nervous when he or she is anxious anyway"

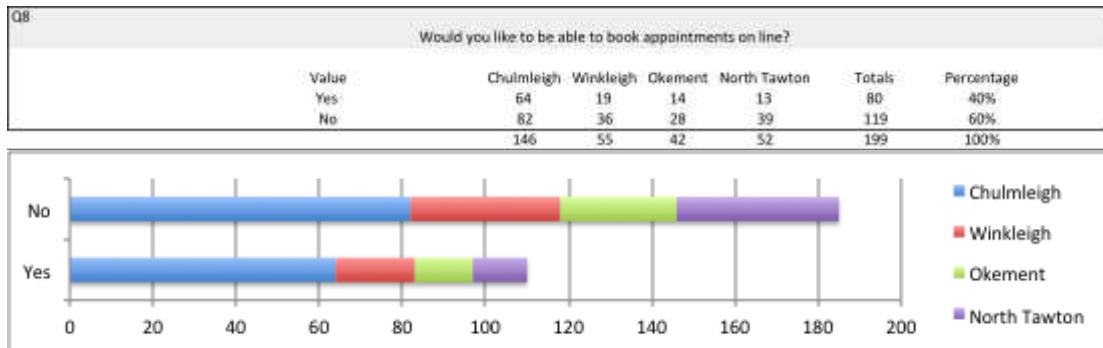
Action:

We have previously produced a telephone guide to help patients and will revisit this in light of the above difficulty of using the telephone for North Tawton patients.

We recognise that we need to provide a more consistent quality of service from the comments received and will work with the Patient Services Team to address the issues highlighted.

We will review the length of the telephone slots and publish the rules in our newsletter.

Online Booking



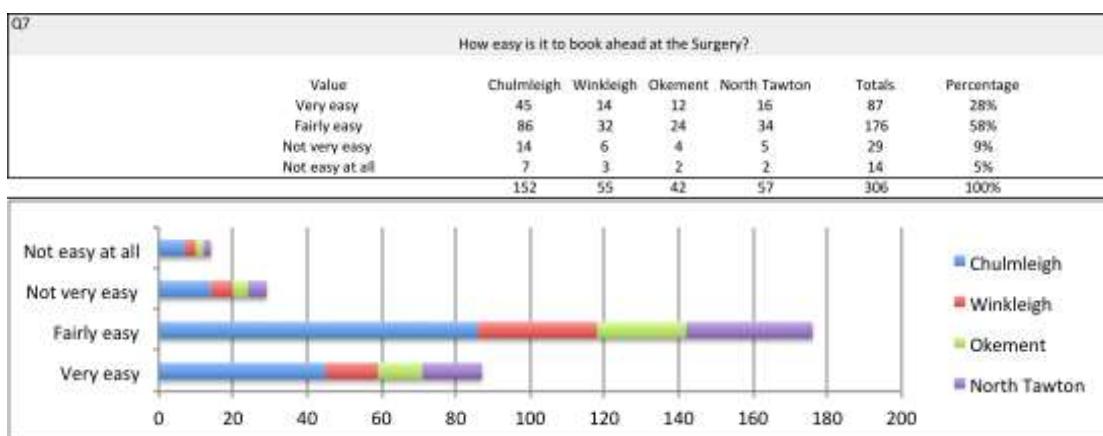
We also asked if patients preferred to book online and 40% of respondents indicated that they would like to do so. This is quite a significant proportion. We will continue to work actively to improve the online service options so that more appointments are available for online booking to save patients time.

Action:

Actively promote and improve online services to patients.

Increase the number of appointments available for online booking.

Booking Ahead

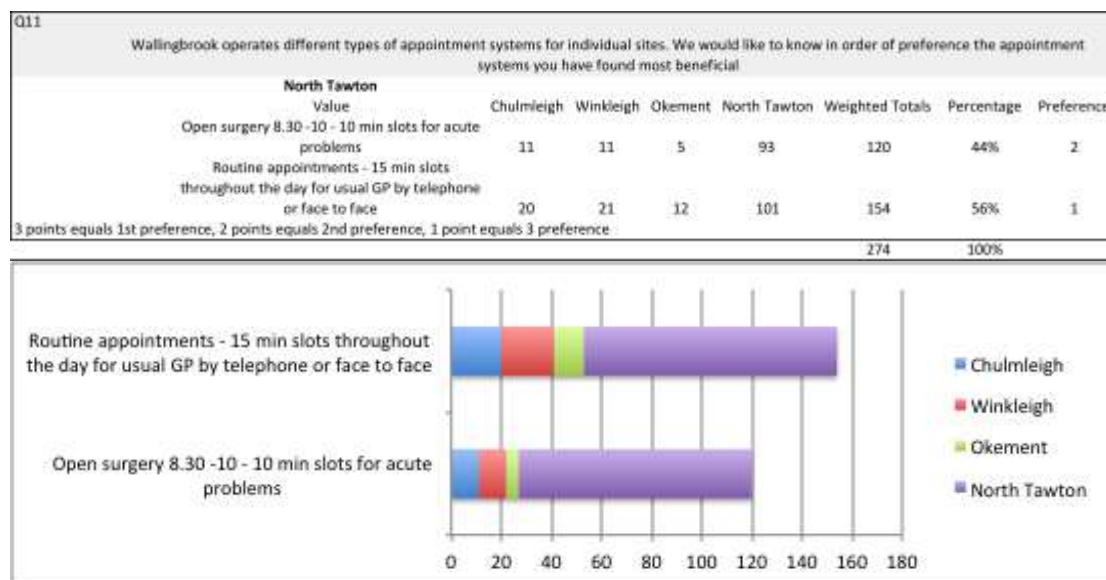


We recognise that the ability to book ahead is as important to patients as same day access. It was good to see that 58% of patients found it fairly easy and 28% found it very easy to book ahead.

4. Appointment Systems

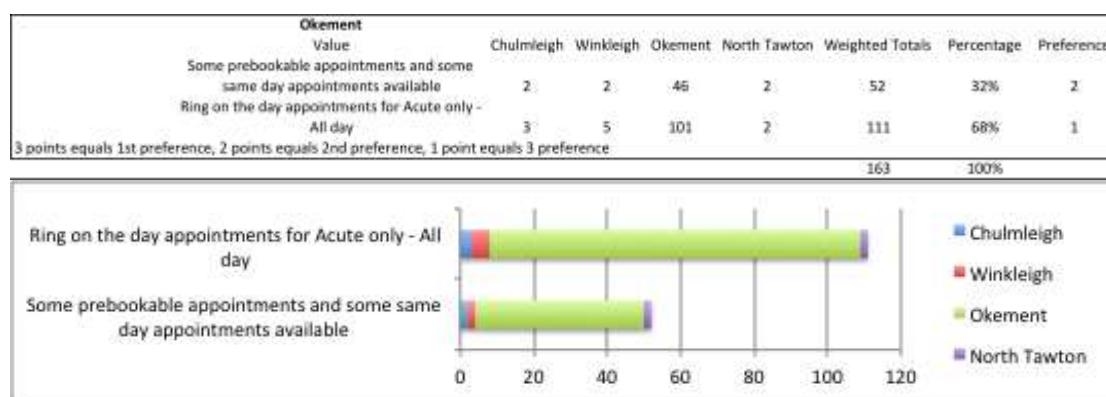
Wallingbrook operates bespoke appointment system for each of our surgeries based on the needs of the local communities.

North Tawton



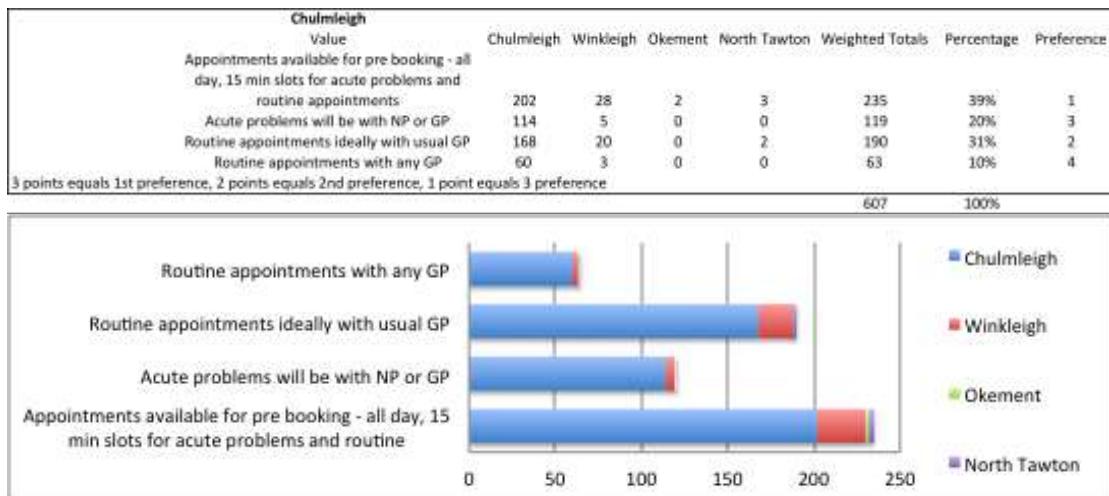
In North Tawton, the main preference was to pre-book to see their usual GP for routine problems but keeping the flexibility of open surgery for acute problems.

Okement



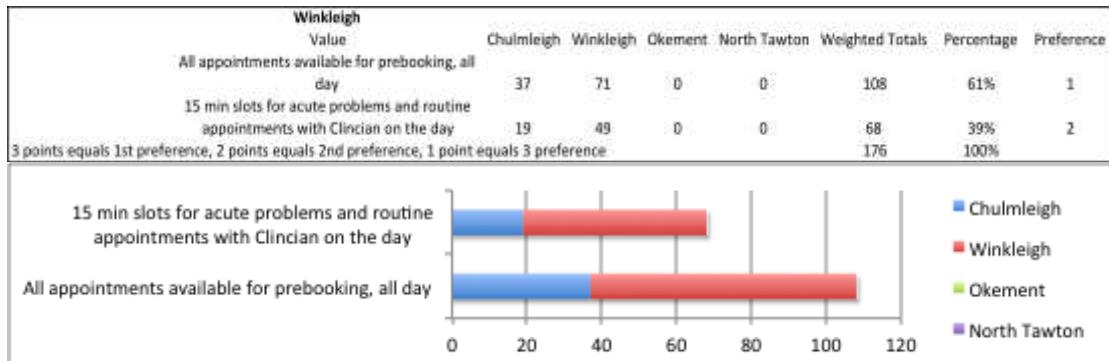
In Okement, patients prefer the flexibility of being able to book on the same day instead of booking ahead.

Chulmleigh



In Chulmleigh, patients would like to be able to book in advance all day for routine and acute problems. Patients indicated that they also prefer to see the Usual GP for routine problems and the Nurse Practitioner or GP for acute problems.

Winkleigh



Winkleigh patients indicated the preference for more appointments being available for pre-booking all day.

In summary, the current system at each site appears to be working well and we will continue to monitor this regularly.

Action:

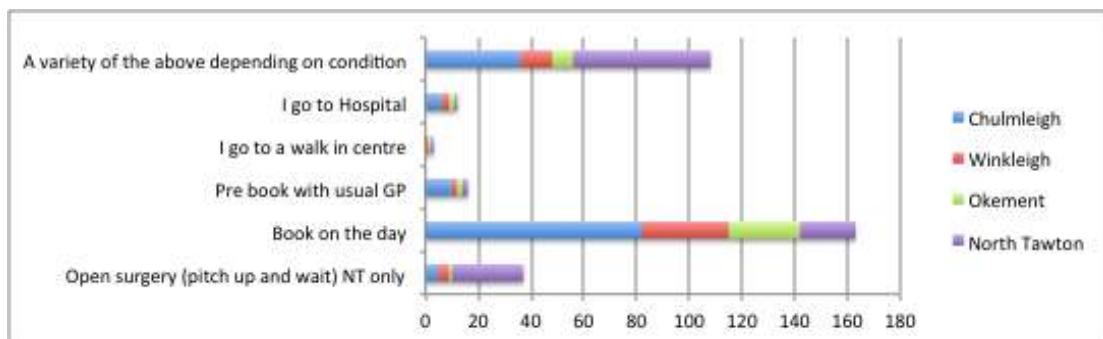
Winkleigh PPG has highlighted the difficulty and increased costs for patients travelling to the main surgery in Chulmleigh, we have agreed to review the number of appointments utilised by Winkleigh patients at Chulmleigh to see if this can be relocated to Winkleigh Surgery.

Acute Appointments

Q12

What do you do, when you have an acute problem?

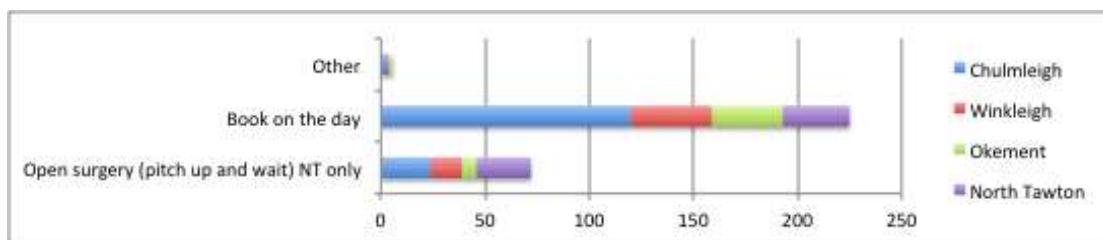
Value	Chulmleigh	Winkleigh	Okement	North Tawton	Totals	Percentage
Open surgery (pitch up and wait) NT only	5	4	1	27	37	11%
Book on the day	82	33	27	21	163	48%
Pre book with usual GP	10	2	2	2	16	5%
I go to a walk in centre	0	1	1	1	3	1%
I go to Hospital	6	3	2	1	12	4%
A variety of the above depending on condition	36	12	8	52	108	32%
	139	55	41	104	339	100%



Q13

How would you like to access the surgery when you have an acute problem? Tick one

Value	Chulmleigh	Winkleigh	Okement	North Tawton	Totals	Percentage
Open surgery (pitch up and wait) NT only	24	15	7	26	72	24%
Book on the day	120	39	34	32	225	75%
Other	3	1	1	0	5	2%
	147	55	42	58	302	100%



The majority of patients prefer to book on the day for acute problems and where open access surgery is available for example at North Tawton, this was listed as a preferred option. It was interesting to note that patients from Chulmleigh, Winkleigh and Okement also indicated that they would use open access system.

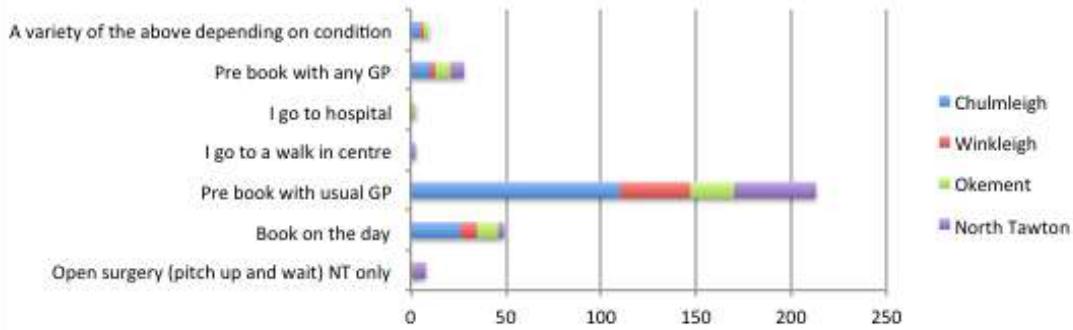
The results show that we are able to cater for access across all sites with a majority of patients preferring to book on the day when they have acute need. Due to our rurality, very few patients chose to go to a walk in centre although some do go to hospital.

Routine Appointments

Q14

What do you do when you need a routine appointment?

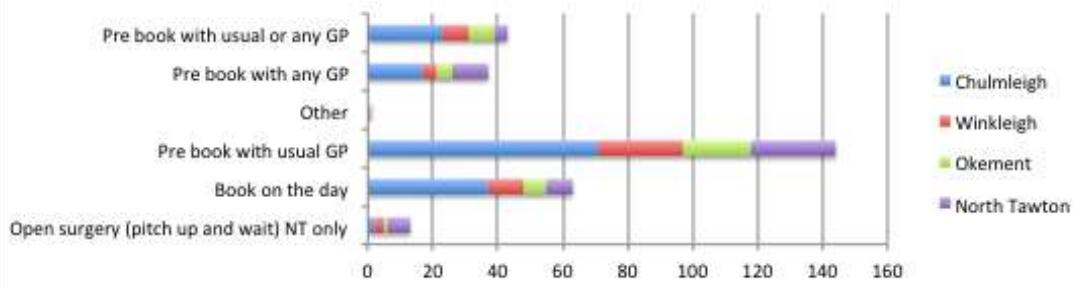
Value	Chulmleigh	Winkleigh	Okement	North Tawton	Totals	Percentage
Open surgery (pitch up and wait) NT only	1	1	0	6	8	3%
Book on the day	26	9	11	3	49	16%
Pre book with usual GP	110	37	23	43	213	68%
I go to a walk in centre	1	0	0	1	2	1%
I go to hospital	0	1	1	0	2	1%
Pre book with any GP	10	3	8	7	28	9%
A variety of the above depending on condition	5	2	2	0	9	3%
	153	53	45	60	311	100%



Q15

How would you like to access the surgery when you have a routine problem?

Value	Chulmleigh	Winkleigh	Okement	North Tawton	Totals	Percentage
Open surgery (pitch up and wait) NT only	2	3	1	7	13	4%
Book on the day	37	11	7	8	63	21%
Pre book with usual GP	71	26	21	26	144	48%
Other	0	0	0	0	0	0%
Pre book with any GP	17	4	5	11	37	12%
Pre book with usual or any GP	23	8	8	4	43	14%
	150	52	42	56	300	100%

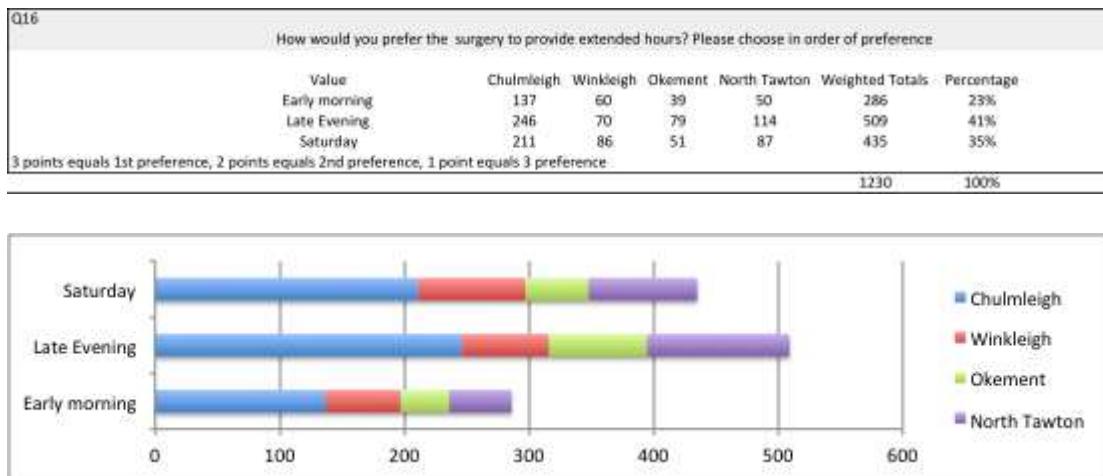


It is good to note that patients prefer to see their usual GP for routine problems and this demonstrate the values placed on continuity of care. We are conscious that due to multi-site working, usual GPs may not work on each site throughout the week and this causes some problems although greater use of telephone consultation helps. We have tried to mitigate this where our clinical assistants are only based on each site to improve a level of continuity.

Action:

To review demand and supply of different appointment types as part of the Primary Care Foundation work and discuss outcomes with PPG.

Extended Hours

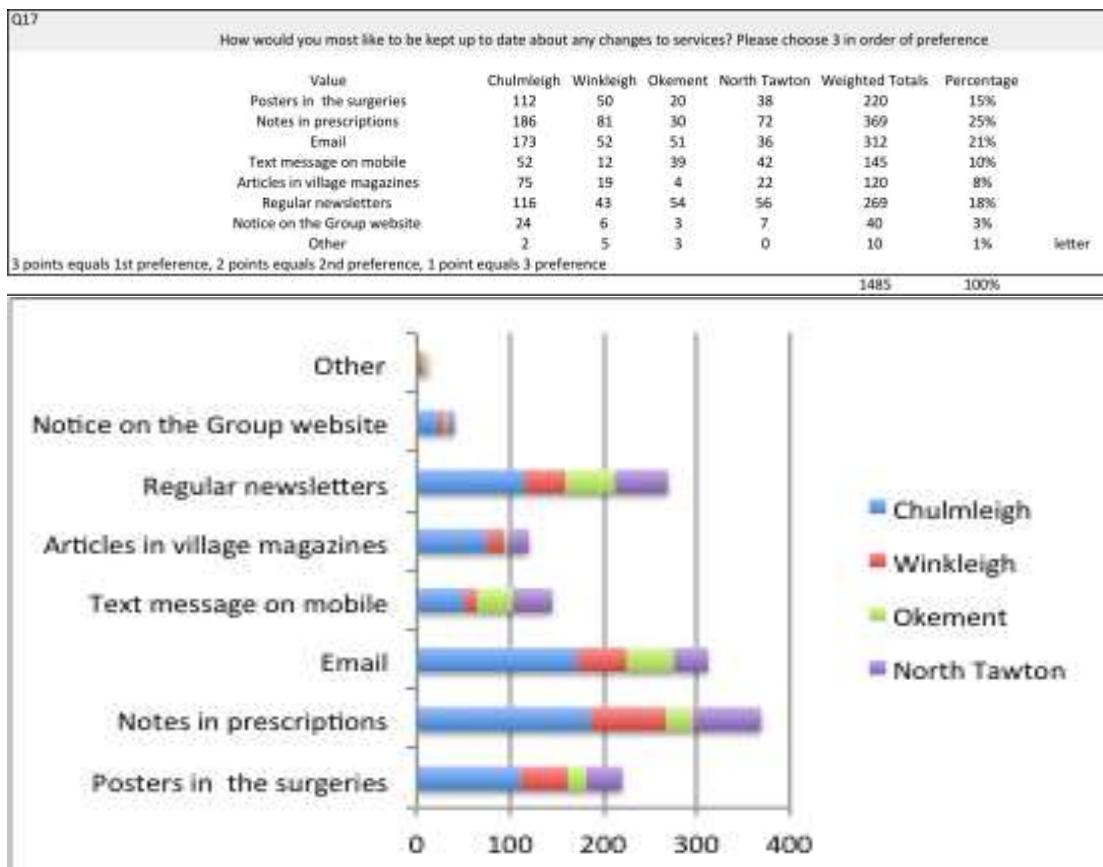


The results above show that late evening surgery is the most popular followed closely with Saturdays. Currently extended hours are offered at Chulmleigh with early morning appointments twice a week and late evening appointments 3 times a week. North Tawton currently offers late evening appointments once a week.

Action:

To explore Saturday opening as part of the Urgent Care review and to understand what national requirements are.

5. Communication



Overall patients value communication through their prescriptions and email notification coming a close second. Regular newsletters are currently placed in repeat prescriptions as well as around waiting rooms and within the community so the current system appears to be working well.

Action:

Continue to improve the quality and relevance of the newsletters.
 To ensure we email the newsletter or link to all patients who have chosen to allow us to communicate via email.
 Obtain 70% of available email addresses by January 2015.
 Improve public notice boards in surgeries.

6. Action Plan

Action: All Sites	Date
<p>Telephone appointments We recognise that we need to provide a more consistent quality of service from the comments received and will work with the Patient Services Team to address the issues highlighted.</p> <p>We will review the length of the telephone slots and publish the rules in our newsletter.</p>	June 2014
<p>Online Booking Actively promote and improve online services to patients.</p> <p>Increase the number of appointments available for online booking.</p>	June 2014
<p>Improved Access To review demand and supply of different appointment types as part of the Primary Care Foundation work and discuss outcomes with PPG.</p> <p>To explore Saturday opening as part of the Urgent Care review and to understand what national requirements are.</p>	April 2014 June 2014
<p>Communication Continue to improve the quality and relevance of the newsletters.</p> <p>To ensure we email the newsletter or link to all patients who have chosen to allow us to communicate via email.</p> <p>To commission a statistically valid, independent patient survey for 2014</p>	Ongoing March 2014 June 2014
Action : Winkleigh	
Winkleigh PPG has highlighted the difficulty and increased costs for patients travelling to the main surgery in Chulmleigh, we have agreed to review the number of appointments utilised by Winkleigh patients at Chulmleigh to see if this can be relocated to Winkleigh Surgery.	June 2014
Action: North Tawton	
<p>We have previously produced a telephone guide to help patients and will revisit this in light of the above difficulty of using the telephone for North Tawton patients.</p> <p>North Tawton to undertake own survey?</p>	March 2014 June 2014

7. Comments from Patients

Chulmleigh

In general I think it is a very good surgery

To all the medical staff, pharmacy staff and receptionist- thank you so much for all your kindness and help you all have shown to my husband

On the arrival board for check in- site a hand cleaner/dispenser/cleaning record sheet as this is first touch area for visitors/patients can transmit germs.

Music very lethargic in waiting room- what about changing the tapes and have Radio Devon piped through?

Nursing team under Heather has been truly exceptional and deserves special thanks at next Doctor/management meeting

You are doing a great job!

The service I receive is second to none- absolutely excellent. No need to change as far as I am concerned

Lovely surgery and staff here at Chulmleigh

I am really impressed by all the services on offer and the ease of appointments. I and my partner have also been referred for treatment at hospital promptly. We are very impressed with Dr Guildford and the midwife Patsy. Thanks for all their support

Since living in this area and using your surgery I have been very impressed with my individual's doctors service as well as all the staff throughout the Chulmleigh surgery, you have always given professional caring patient service, thank you

I am impressed by the improvements during the last 18 months I feel the surgery has become so much more efficient, Thank you

Generally use the surgery very little so when I do feel an appointment in timely fashion would be good. Telephone advice slots are too long and mean time off work so evening sessions ideal.

I have always received a prompt, polite and efficient service

An excellent service so far, very thorough and caring. Thank you.

Having the radio on would be good as the music played is really bad.

Appointments, never seen on time always running late

very happy with dealings at the clinic

Ros Jarvis cheeriness is enough tonic for anyone. She should be paving that out to others

Great job all around

You are doing a splendid job providing a realistic sensible service and you are much appreciated

Staff at Wallingbrook are polite and very helpful. They try to help to the best of their ability

Diabetic patients should be seen 6 monthly as a lot can happen in a year

Thank you for all your help. You provide a great service

More discretion and confidentiality needed by some (not all) of the staff on front desk. At times dispensary is very slow

Almost every appointment is late. Only once in the past year has the appointment been on time.

Your receptionist Roz Jarvis is a delight

I have always been treated with professional, helpful advice from all members of the practice and am very happy to be a patient of Wallingbrook

Generally the staff and medical team are caring and helpful

On the whole the system works well especially in the Pharmacy dept. I prefer to see my own GP or GP of my choice. I do not agree with the receptionist asking what I view to be personal questions and I believe they have no right to. If a patient telephones to see a doctor then it is obvious that they have a problem.

Possible use by nurse of routine ECG, check up to prevent rather than cure

Really glad that you do not play heart radio in the waiting room at Chulmleigh

We have been very satisfied with the medical coverage that Wallingbrook have been able to provide.

I must say if we have had an emergency we have always been seen. Once the doctor even rang the ambulance himself

I have always been satisfied with the service received for myself and my children

Really good services especially to some I have heard about recently

Your receptionists are obviously not trained in using the telephone. When answering without exception they speak too fast and indistinctly, this makes the caller uncertain and nervous when he or she is anxious anyway

Rules about telephone appointments need to be made clear. I was given one recently to speak to a GP half an hour later. I heard nothing so contacted the surgery. I was told that if it could be an hour before I heard and yet when attending the surgery we are told that if we had waited more than 20 mins for an appointment to contact reception. Also if the patient fails to keep an appointment he or she is penalised

It should be possible to make an appointment (routine) one year in advance, when it is not dependent on a named nurse or GP being available. I can do this for hospital appointments so why not local appointments (acute). I am fed up being asked by the receptionist what is the nature of your problem so we can direct you to the best person only to discover there is only one doctor on who isn't specialised in my condition. Why don't they say from the start, if you wish to specifically see a doctor today there is only one available and I can make an appointment for at at.... 'can I give him/her some information on your condition?'

Your receptionists seem to be turning into robots rather than being allowed to use their initiative when dealing with appointments

Why am I asked by reception whether my condition is urgent or will an appointment be ok for tomorrow? I am not a doctor, I prefer a doctor to make a decision about the urgency of my condition.

I feel it would be beneficial to all Lapford patients to reinstate the Lapford surgery a couple of times a week.

Winkleigh

Better facilities at Winkleigh, need new surgery not closure. Need evening and Sat appointments. I have to take 2hrs off work to get to GP and employers are less inclined to provide time off

It is up to you re Saturdays as weekdays should be enough and you all have lives too.

Impressed with my treatment, thank you

Very impressed with all doctors and staff re the care I have been given regarding INR and blood issues

Better building at Winkleigh and extended care provision e.g. physio.

Winkleigh staff and management team operate a great surgery

Generally the staff and medical team are caring and helpful.

I must say if we have had an emergency we have always been seen. Once the doctor even rang the ambulance himself

I have always been satisfied with the service received for myself and my children

Really good services especially to some I have heard about recently

Access to GPs particularly one's own, has been getting extremely difficult

The quality of response one gets when telephoning varies enormously from excellent to deplorable.

This questionnaire was terrible. It is badly worded and options have been omitted. I was trained in questionnaire design and am appalled.

Winkleigh booking in area too small. Premises generally too small. Parking a problem and there is no physio.

Okement

We have always found the surgery to be very user friendly and the staff at Okement has always been very friendly and efficient

North Tawton

All seems to be running smoothly at present

Excellent very helpful staff and great doctors

Being able to ring NT surgery rather than Chulmleigh would be better

Prescription times are quite long