

Final report 2012/2013

Our online patient reference group (PRG) comprises of 20 patients of various ages and ethnicity. These patients were asked to complete a survey online on the areas that they felt we should prioritise.

- Clinical care
- Getting an appointment
- Reception Areas
- Opening Times
- Parking

Over the last 6 months every effort has been made to increase the size of our PRG. This includes our reception staff recruiting patients at the front desk, our doctors asking the patients during consultations to sign up and posters being placed around the surgery asking for patients support.

The main reason we asked our patients to sign up online was so we were able to contact them virtually. If a participant did not have access online then efforts were made to contact the patients through face to face group meetings, telephone calls or letters.

Method

The practice elected to use an independent company to collect and analyse the results. The PRG was first asked to choose an area which they felt needed developing. We invited the PRG to respond online to what they felt was the area to focus on this year.

Forums were opened on the website and emails sent to the PRG to reach agreement on the surveys performed.

Our first survey focused on what area the PRG found the most need for improvement. This year the patients felt that the clinical care could be an area to focus on.

A survey was produced to see which area of clinical care to focus on. This survey was online for the PRG to complete and paper versions were handed out in the surgery to patients during the four week survey period (a copy of the survey can be seen in appendix 1)

80 paper surveys were handed out and 93 were completed overall, taking into account online surveys.

Results

The results from the survey were analysed and those that highlighted poor care are listed below.

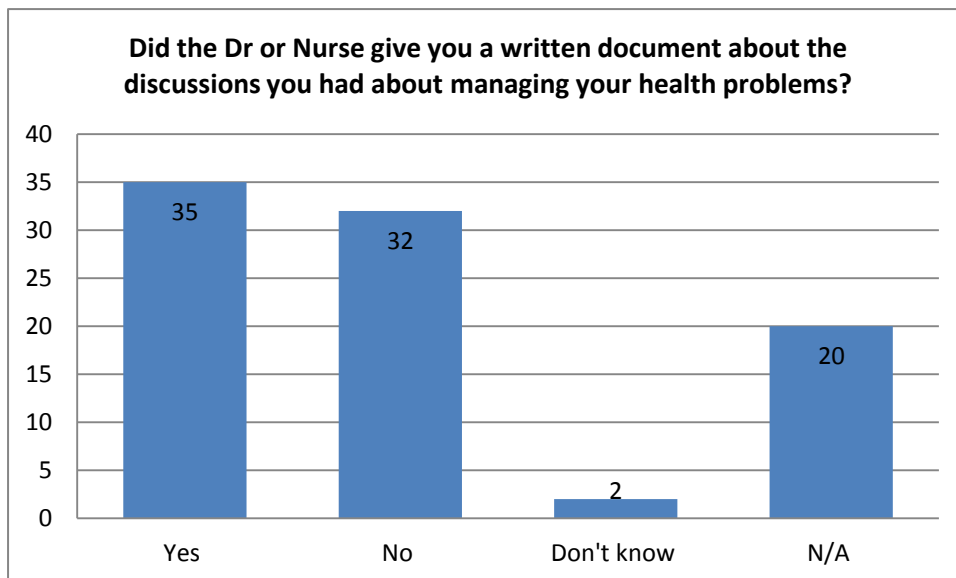
14 d) Did the Doctor or Nurse give you a written document about the discussions you had about managing your health problem?

Yes **35**

No **32**

Don't know **2**

N/A **20**



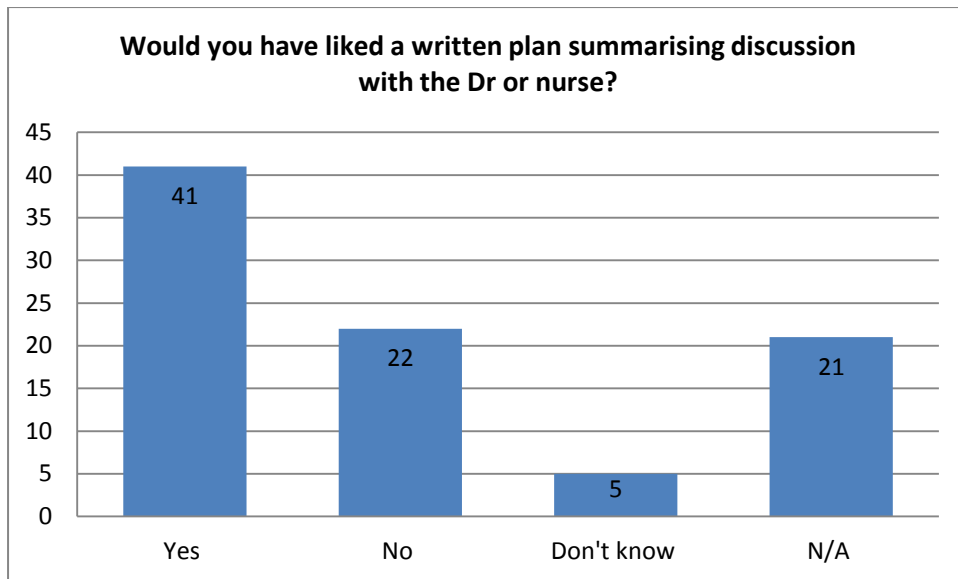
14 e) Would you have liked a written plan summarising your discussion with the Doctor or Nurse?

Yes **41**

No **22**

Don't know **5**

N/A **21**



The 2 questions above were chosen to analyse.

Results of the survey are on the practice Web Site.

www.thamesmeadmedical.org

Conclusion

From the above we can see that a third of the patients that had seen a GP or nurse did not feel they had sufficient written documentation about health problems given to them at the time of the consultation. We have many leaflets and written materials that can be given out to patients but we are not offering them to patients in the consultations.

Some patients have expressed they would value written information summarizing the discussion and action plan agreed with the doctor.

After reviewing the results from our survey we have concluded we need to review clinical care at the surgery.

From the survey we have set up aims to increase the amount of written information given out to patients about their medical conditions and services available to them (see action plan below).

The action plan was put on our website with an open forum for the PRG to discuss. This enabled them time to bring up any queries about the action plan. We found patients were happy with the proposed action plan above, we had 3 comments back and all were positive.

We found from the comments that patients didn't want leaflets to replace time spent with GP's.

They liked to receive information about diagnosis and further care so that they could read the information and refer back to it at home.

Action Plan

After reviewing the results from our survey we have concluded we need to review clinical care at the surgery.

From the survey we have set up the aims to increase the amount of written information given out to patients about their medical conditions and services available to them. At the practice multidisciplinary meeting held each week the following points were agreed and will be acted upon.

- The primary healthcare team were made aware of how important it is that the patients understand each consultation and have information on any new health issues. The use of www.patient.co.uk leaflets were encouraged to be given out at the time of the consultation.
- Leaflets and posters will be made available for the patients to take from the surgery
- To provide the patient with a care planner where appropriate.
- To provide patients with information on how to access the practice website and where information about common conditions can be accessed.

The primary healthcare team discussed auditing the impact of this change in practice in 6 months time using a questionnaire handed out to patients following their appointment.

At Present we are open at both sites from 8:00am to 6:30pm Monday to Friday and 8:30am to 01:00pm on Saturdays at the Branch Surgery. We have a Duty Doctor available to assess cases and offer advice or arrange for patients to be seen within a few hours Mon- Fri 8.00am-6.30pm. Patients can also make appointments using our automated system or sign up for our online services which includes appointments 24hrs/7days. This information is available in our practice leaflet and on our web site. Our web site address is advertised in the practice waiting areas.

Appendix 1

**THAMESMEAD MEDICAL ASSOCIATES
GALLIONS REACH HEALTH CENTRE
BENTHAM ROAD, THAMESMEAD
LONDON SE28 8BE
TELEPHONE: 020 8333 5000**

• **Gender-** *(please tick the box)*

- ☐ Male
☐ Female

• **Age -** *(please tick the box)*

- ☐ 75+
☐ 65-74
☐ 55-64
☐ 45-54
☐ 35-44
☐ 25-34
☐ 16-24

Q1: The last time you saw a Dr at the surgery how good was the Dr at each of the following ? *Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2: Did you have confidence and trust in the doctor you saw ?

Yes, definitely	<input type="radio"/>
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Yes, to some extent	<input type="radio"/>
No, not at all	<input type="radio"/>
Don't know/can't say	<input type="radio"/>

Q3: Do you know we have a duty doctor system where you can discuss medical emergencies etc, with a GP over the phone?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q4: Have you used the duty doctor system?

Yes	<input type="radio"/>	<i>Go to Q5+6</i>
No	<input type="radio"/>	<i>Go to Q7</i>

Q5: How easy did you find getting through to speak to the duty doctor or for your medical emergency to be dealt with on the same day?

Haven't tried	<input type="radio"/>
Very Easy	<input type="radio"/>
Fairly Easy	<input type="radio"/>
Not very Well	<input type="radio"/>
Not at all Well	<input type="radio"/>
Don't know	<input type="radio"/>

Q6: Did you feel happy with the treatment you received over the phone from the GP?

Yes, definitely	<input type="radio"/>
Yes, to some extent	<input type="radio"/>
No, not at all	<input type="radio"/>
Don't know/can't say	<input type="radio"/>

Q7: How easy is it for you get an appointment with a Practice Nurse at the surgery?

Haven't tried	<input type="radio"/>
Very	<input type="radio"/>
Fairly	<input type="radio"/>
Not very	<input type="radio"/>
Not at all	<input type="radio"/>
Don't know	<input type="radio"/>

Q8: Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following? Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9: In general, how satisfied are you with the care you get at the Surgery ?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

Q10: Would you recommend the Surgery to someone who has just moved to your local area.?

Yes	<input type="radio"/>
Might	<input type="radio"/>
Not sure	<input type="radio"/>
Probably not	<input type="radio"/>
Definitely not	<input type="radio"/>
Don't know	<input type="radio"/>

Q11: Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems ?

Yes	<input type="radio"/>
No	<input type="radio"/>

Go to Q12

Q12: In these discussions.....

	Yes	No	Don't know	N/A
Did the doctor or nurse take notice of your views about how to deal with your health problem ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the doctor or nurse give you information about the things you might do to deal with your health problem ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you and the doctor or nurse agree how best to manage your health problem ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the doctor or nurse give you a written document about the discussions you had about managing your health problem ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you have liked a written plan summarising your discussion with the doctor or nurse ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the doctor or nurse ever mention that you had something called a care plan ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use the space below to provide any extra information that you like/dislike about the Clinical care you received from a GP or nurse.

Below is a comment from one of the satisfied patients in this area

“Doctors are always ready to print out information about the problem/health issue they are treating- brilliant! this gives a patient a chance to read more at home, Dont have to remember all details on illnesses names at the surgery”

From the results we have seen that we need to supply more leaflets to the patients and make them readily available for all conditions.

Below are the comments back from the action plan put in place which we found very helpful in completing this survey. (a copy of the action plan can be seen in appendix 1)

Think these are good ideas...

Whilst I generally agree with your proposed action plan, I am somewhat concerned that, given the age and education profiles of the patients, the current 10-minute window per appointment may not be adequate for the patient to express their medical 'problem' and the doctor (1) to ensure the patient grasps fully the matters relating to the consultation and (2) also provide info on any new health issue.

Leaflets should be accessible and updated regularly i.e. shouldn't have to queue at Reception to request them.

It is of the utmost importance that the handing out of leaflets does not replace clear explanation by a health care professional. In addition, a large proportion of residents in Thamesmead do not have English as a first language, this also needs to be taken into consideration whilst ensuring that the quality of service does not suffer.