

JOHN TASKER HOUSE
AND
FELSTED SURGERY

**Patient Participation Report
and
Survey results 2014**

Introduction

John Tasker House Surgery and Felsted Surgery have had an established Patient Participation Group (PPG) since 2003, involved with feedback on the services both practices provide.

The group are involved in the following:

- Maintaining good relations between the practice and patients.
- Formulating questions and topics to be used in patient surveys.
- Identifying areas from the patient surveys to help improve services.

We currently have 11 members in the group and we meet face to face approximately 4 times a year. (See minutes of meetings on surgery website - www.jth.org.uk)

In August 2011 the practice set up the Virtual Representation Group (VRG) to enable patients from the broadest cross section of the community to be involved without the need to attend meetings or commit a lot of time. Communication with the group is via email and information is shared in a variety of ways including newsletters, flyers and surveys. We currently have **267** members.

We collect demographic information about the patients in the group to enable us to analyse how well the group reflects the overall practice population. (See appendix 1)

Each year the Practice with the help of both the PPG and the VRG, produce a patient survey by agreeing priorities and questions that should be covered. When the survey is complete the results are collated and discussed with the groups and an action plan is compiled for the year.

Patient Survey 2013/2014

Planning the Survey

At the PPG meeting held on 11th October 2013 (*See minutes of meetings on surgery website - www.ith.org.uk*), members were asked to submit questions they would like included in the survey by email or in writing prior to the next meeting in January. The VRG were emailed on 24th October 2013 and asked to do the same (13 replies were received).

On the 17th January 2014 the PPG met again (*See minutes of meetings on surgery website - www.ith.org.uk*) and the questions which had been submitted by both groups were discussed. The following topics/priorities were agreed:

- **Appointments - Waiting times to see clinician, on-line appointments.**
- **Triage system introduced September 2013 – comments**
- **Using the Practice website**
- **Dispensing opening times**

The above topics were included in the practice survey which took place between Monday 27th January and Wednesday 26th February 2014. (See appendix 2)

Taking Part in the Survey

The survey questionnaires were available in two formats:

- Paper copies in the waiting room for all patients attending the surgery to complete and hand in to reception.
- On the practice website to complete on-line.

Publicising the Survey

To ensure that as many patients as possible were aware of the survey, it was publicised in the following ways:

- Notes were attached to all prescriptions leaving the practice.
- Posters in waiting room and reception desk.
- Notice on the Practice website.

Summary of Results (See appendix 3 for full results)

Total number of questionnaires completed	138
Total List size	13,696
Representing	1%

Opening times

- **Reception - 98% response of patients - (68%) good (28%) fair (2%) poor**
- **Dispensary - 98% response of patients - (58%) good (23%) fair (2%) poor (15%) don't know**

Appointments

- **Seen on time - 100% response of patients (39%)** yes (57%) no (4%) no response
- **Length of waiting time - 100% response of patients (18%)** > 15 minutes (34%) > 15 – 30 minutes (10%) + 30 minutes (38%) no response
- **Explanation offered if kept waiting – 100% response of patients (14%)** yes (53%) no (33%) no response
- **On line appointments – do you use 99% response of patients (12%)** yes (87%) no

Use of our website

Of the patients surveyed **57%** use the Practice Website **39%** do not and **4%** did not specify.

Triage system

Since introducing the triage system to help improve waiting times to see a clinician we wanted feedback about the patient experience.

100% response of patients (28%) good (23%) fair (15%) poor (31%) didn't know (3%) no response

General Comments

Patients were given the opportunity to record comments against our priority areas some of which are detailed below:

- Fantastic doctors at this surgery.
- I think the triage system works well offered an appointment on the same day – no longer have to sit and wait.
- Whilst looking after my mum when she came to live with me the staff were so helpful – it allowed me to obtain the best quality of life for her.
- Can book appointments at my own leisure and hopefully see the choice of times and doctors to suit me.
- I was unaware I could book on line – will try this option in the future
- I was not aware of the booking online facility it will ease the frustration of getting through for non- urgent appointments.
- Excellent service both times
- I use the website for repeat prescriptions – excellent dispensary staff – lovely and friendly

Comments for improvements

- Clinicians do run late - happy with this but it would be good to have information or be updated on how long expected wait.
- Kept waiting for appointment – would like to be informed either when I arrived or during the waiting period
- Didn't know we could book appointments on line
- I need to remind myself of the availability of this facility – I will use it in future
- It would be a big help for the pharmacy to be open outside consultation hours

Actions from the Previous Patient Survey

We have already actioned many of the suggestions which arose from the previous year's survey.

- ❖ **Website – online appointments** – Due to having a new computer system in December 2012 we only started to promote the online appointments in March 2013 by posters in the waiting room and on the website. This year's survey has shown that we need to do more.
- ❖ **Dispensary opening hours** – The hours were increased hours to include lunchtime but we were unable to fulfil the 6.30pm opening due to unforeseen staff shortages. We are looking at it again for this year.
- ❖ **Introduced the 'Triage system'** – This is to help patients being seen on the day as an emergency. The GP contacts the patient and if they need to be seen they will be given an appointment on the day by the "Duty Doctor" instead of just coming to the surgery and sitting and waiting.
- ❖ **Appointments** – Unfortunately the practice list size continues to increase and consultations with West Essex CCG and NHS England were arranged twice and cancelled by NHS England on both occasions. These have still not materialised.

Patient Participation Review of 2013/2014 Survey

The results of the patient survey were discussed in detail at the PPG meeting of 21st February 2014. (See *minutes of meetings on surgery website* - www.ith.org.uk)

Action Plan

The results of the patient survey for 2013/14 and comments included therein have been used to highlight areas that may need attention and, following discussions with staff and the PPG, specific actions have been identified to improve our services. Some of the areas are the same as last year despite actions already taken.

AREA	RESPONSE	ACTION
Website – online appointments	On line appointments are available – this facility needs to be promoted more for awareness.	To promote the use of the website online facilities for booking appointments more 1) attaching notes to all prescriptions handed out informing patients on how to register for online appointments. 2) Newsletters. 3) New posters in reception area.

Dispensary opening hours at John Tasker House. (See appendix 4 for Surgery Opening Hours)	We have increased opening from 8.00am – 6.00pm. We need to look at increasing this again to 6.30pm, so that patients can collect their medication/prescriptions after work.	We tried to introduce this last year but due to staff shortages we were unable to implement it. From April 2014 we hope to open dispensary until 6.30pm.
Triage/Emergency Appointment (same day)	Waiting times for patients in the surgery for “emergency” appointments were an issue with the ‘sit and wait’ system. The triage system was introduced in September 2013. Patient’s comments are that it works well.	Keep monitoring and put on next year’s survey to track progress.
Waiting time to be called in to see a clinician	From the survey it was noted that a high percentage of patients who were not seen on time for their booked appointment had not been informed of any delay.	Receptionists to be made aware that patients must be kept informed of delays. A notice is to be put up in the waiting areas stating if you have been waiting for more than 20 minutes please speak to a receptionist.

Please view the Patient Participation page on the website (www.jth.org.uk) to find out about other issues discussed over the year which can be found in the minutes for each meeting.

The Partners and practice staff would like to thank the PPG and VRG members for their continuing support over the last year and all the patients taking the time to take part in the survey.

Appendix 1

Analysis of Patient Group Demographics

Practice Name: John Tasker House Surgery

Age Analysis

Age	No. of PPG members	No. of patients in this age group on our list	% represented at PPG	No. of members engaged Face to Face i.e. meetings	No. of Virtual Group members
Under 16	8	3018	0.27%	0	8
16-24 years old	29	1279	2.27%	0	29
25-34 years old	50	1393	3.59%	0	50
35-44 years old	54	1946	2.77%	2	52
45-54 years old	49	2188	2.24%	0	49
55-64 years old	47	1554	3.02%	2	45
65 and over	41	2318	1.77%	7	34
Total	278	13696	2.03%	11	267

Other Groups

Other Groups	No. of PPG members	No. of patients in this age group on our list	% represented at PPG	No. of members engaged Face to Face i.e. meetings	No. of Virtual Group members
Care & Residential Homes	0	131	0.00%	0	0
Carers	9	165	5.45%	0	9
Learning Disabilities	0	11	0.00%	0	0
Long Term Conditions	76	2935	2.59%	6	70
Total	85	3242	2.62%	6	79

Gender Analysis

Gender	No. of PPG members	No. of patients on our list aged 16 and over	% represented at PPG	No. of members engaged Face to Face i.e. meetings	No. of Virtual Group members
Female	156	5548	2.81%	6	150
Male	122	5130	2.38%	5	117
Total	278	10678	2.60%	11	267

Ethnicity Analysis

Ethnicity	No. of PPG members	No. of patients in this age group on our list	% represented at PPG	No. of members engaged Face to Face i.e. meetings	No. of Virtual Group members
White					
British	249	2021	12.32%	10	239
Any other White background	1	572	0.17%	1	0

Mixed					
White & Black Caribbean	0	23	0.00%	0	0
White & Black African	1	21	4.76%	0	1
White and Asian	2	30	6.67%	0	2
Any other Mixed background	0	38	0.00%	0	0

Asian or Asian British					
Indian	0	5	0.00%	0	0
Pakistani	1	1	100.00%	0	1
Bangladeshi	1	1	100.00%	0	1
Any other Asian background	0	41	0.00%	0	0

Black or Black British					
Caribbean	0	36	0.00%	0	0
African	2	39	5.13%	0	2
Any other Black background	0	11	0.00%	0	0

Chinese or Other Ethnic Group					
Chinese	0	28	0.00%	0	0
Other	21	10829	0.19%	0	21

Appendix 2

John Tasker House & Felsted Surgeries Patient Survey 2013/14

Dear Patient,

Many thanks for agreeing to complete this short survey. The questions below have been agreed at the Patient Participation Group meeting on the 17th January 2014 with input from the 'Virtual Patient Group'.

Please answer all of the questions. If answers have a circle next to them you may only tick one answer, if they have a square you may tick as many as are applicable.

Q1: Which surgery do you usually attend?

- John Tasker House
- Felsted

Q2: How would you rate the opening times for Reception?

- Good
- Fair
- Poor
- Don't know

Q3: How helpful do you find the Receptionists at the Surgery?

- Very
- Fairly
- Not very
- Don't know

Q4: How would you rate the opening times for Dispensary?

- Good
- Fair
- Poor
- Don't know

Q5: How helpful do you find the Dispensary staff at the Surgery?

- Very
- Fairly
- Not very
- Don't know

APPOINTMENTS

Q6: How would you rate the new 'Triage' appointment system for emergency appointments'?

- Good
- Fair
- Poor
- Don't know

General comments (specific instances cannot be dealt with via this survey)

Q7: How would you rate the appointment system for 'Booking Future appointments'?

- Good
- Fair
- Poor
- Don't know

Q8: How would you rate the appointment system for 'Late evening appointments'?

- Good
- Fair
- Poor
- Don't know

Q9: Appointments are available to book on-line, do you use this facility?

- Yes
- No

General comments (specific instances cannot be dealt with via this survey)

Q10: Have you used our automated 'Booking-in' screen in Reception at John Tasker House?

- Yes
- No

General comments (specific instances cannot be dealt with via this survey)

Q11: If you are unable to attend your appointment do you contact the surgery to cancel it?

- Yes
- No

If not, please tell us why (specific instances cannot be dealt with via this survey)

Q12: When attending the surgery for booked appointments, were you seen on time?

Yes

No

Q12a: If no, how long were you were kept waiting?

Less than 15 minutes

15-30 minutes

More than 30 minutes

Q12b: If you were kept waiting, were you offered an explanation?

Yes

No

SERVICES

Q13: Which Services have you used in the last 12 months?

GP

Practice Nurse

Community Nurse

Dispensary

Out of Hours (Emergency GP)

A&E

General comments (specific instances cannot be dealt with via this survey)

Q14: Have you been able to see the Clinician of your choice in the last 12 months?

Yes

No

Q15: Are you aware that when ordering your repeat medication, 2 working days notice is required?

Yes

No

Q16: Are you aware of the Minor Injuries Unit at the Herts and Essex Hospital?

Yes

No

Q17: Do you know how to contact the "Out of Hours" emergency GP 111 service?

Yes

No

Q18: How would you prefer to find out about the services we offer?

- Patient leaflet
- Practice website
- Newsletter
- Other (please state)

Q19: Do you use our website (www.jth.org.uk)?

- Yes
- No

Q20: What other information would you like to see on the website?

Q21: We are continually trying to improve our services for our patients. How would you rate the overall service at our surgery compared to 1 year ago?

- Better
 - About the same
 - Worse
 - Don't Know
-

To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

- Male
- Female

What age are you?

- Under 16
- 17 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- Over 84

What is the ethnic background with which you most identify?

- White British
- White Irish
- Mixed White & Black Caribbean
- Mixed White & Black African
- Mixed White & Black Asian
- Indian
- Pakistani
- Bangladeshi
- Black Caribbean
- Black African
- Chinese
- Other

How often have you visited the surgery in the last 12 months (approximately)?

- More than 6 times
- 2-6 times a year
- Less than twice a year

**Thank you for taking the time to complete our survey
Please hand it in at reception or place it in the surgery
letterbox**

The results will be published on the surgery website

Appendix 3

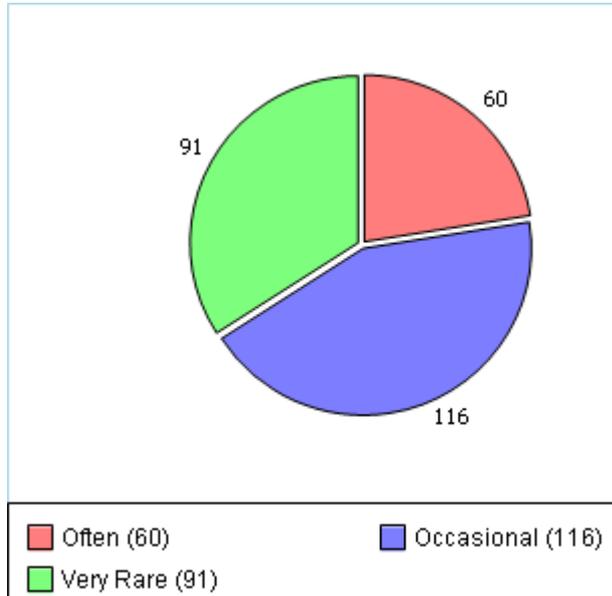
PPG & Survey Results Report

Patient Reference Group

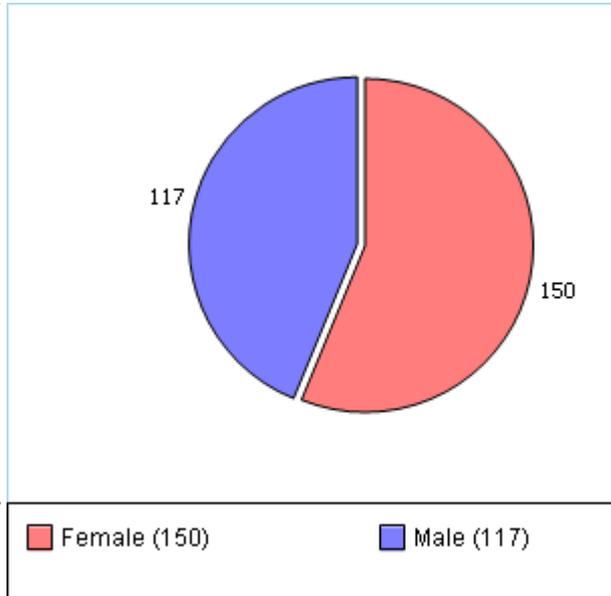
The patient group comprises 267 members

Distribution Details

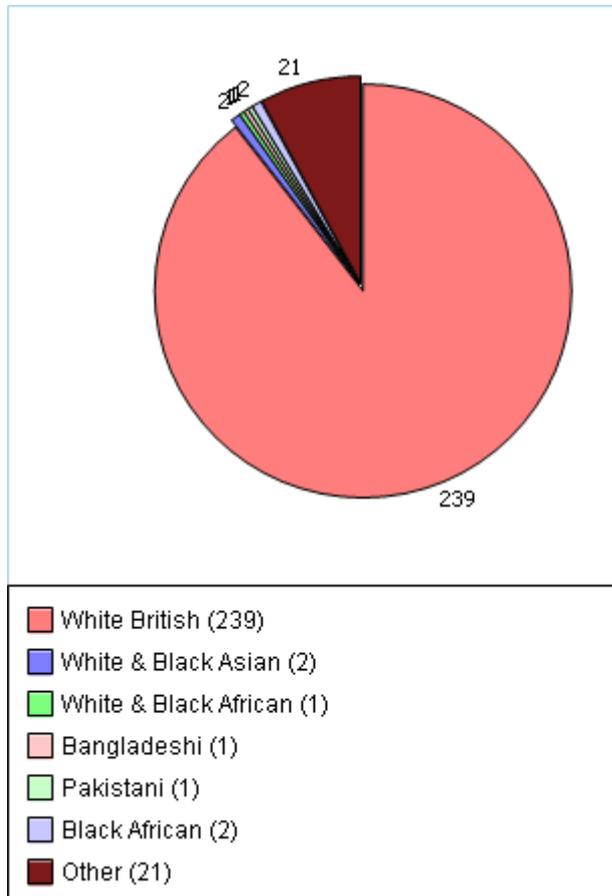
Attendance



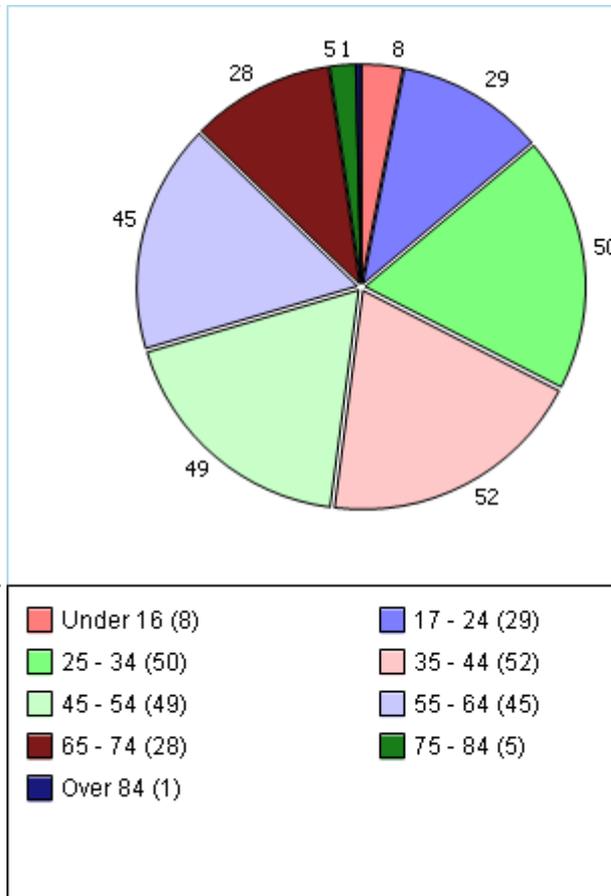
Gender



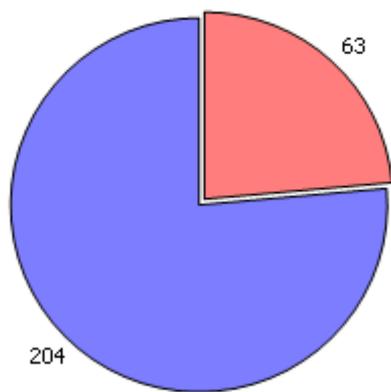
Ethnicity



Age



Usual Surgery



-  Felsted Surgery (63)
-  John Tasker House (204)

Survey Results

Patient Survey 2013/14

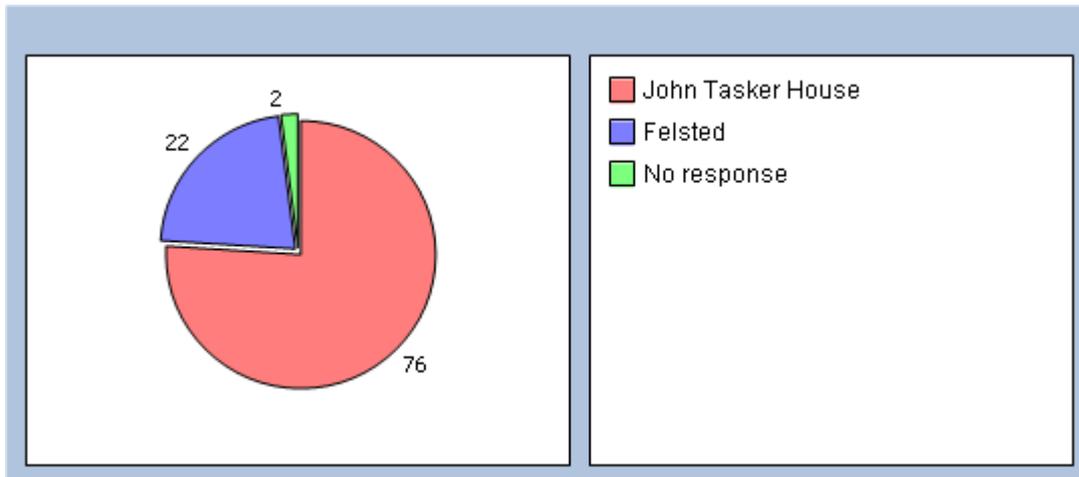
Number of Responses: **138**

Q1: Which surgery do you usually attend?

John Tasker House 76%

Felsted 22%

No response 2%



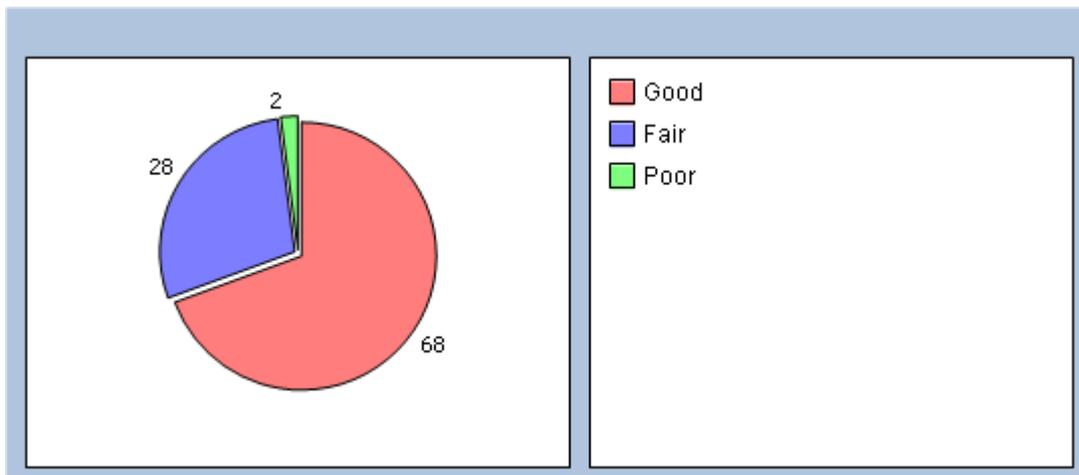
Q2: How would you rate the opening times for Reception?

Good 68%

Fair 28%

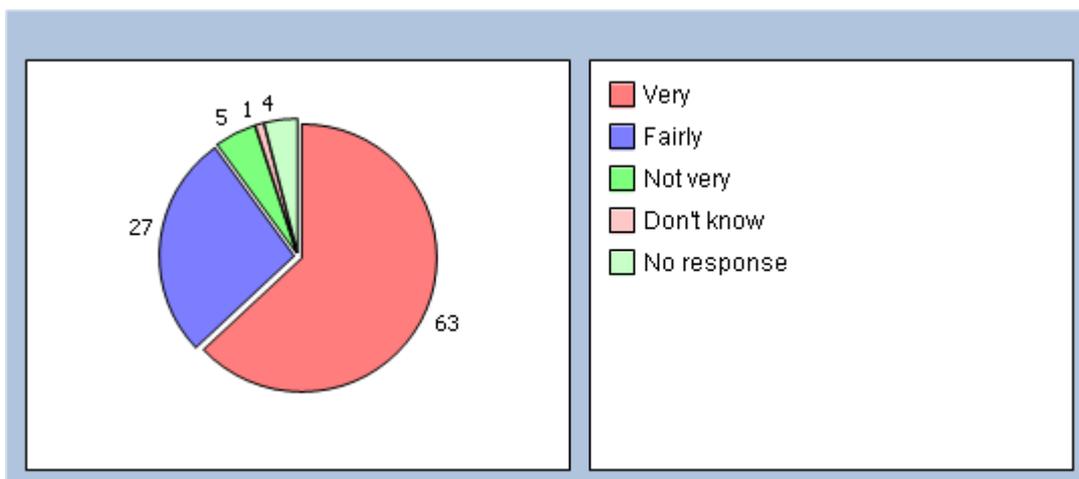
Poor 2%

Don't know 0%



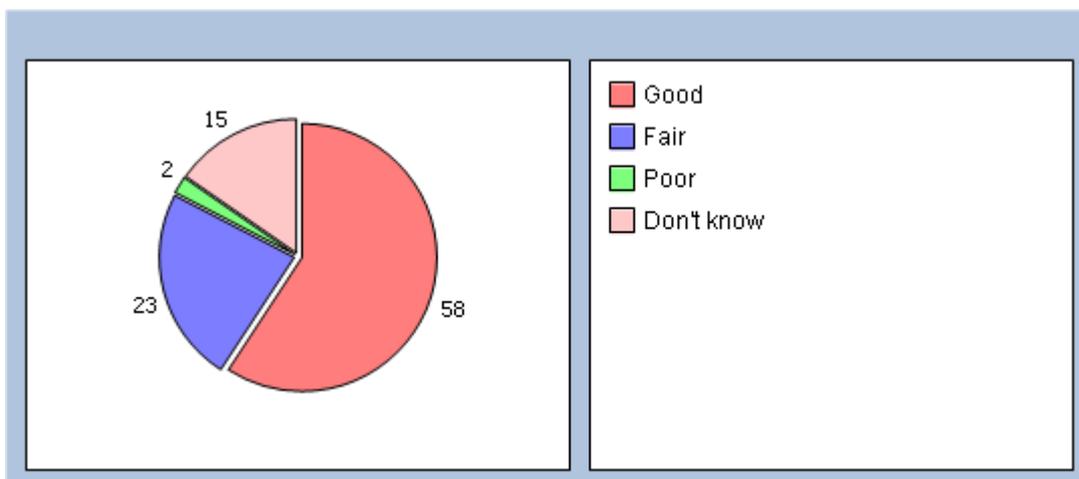
Q3: How helpful do you find the Receptionists at the Surgery?

Very 63%
Fairly 27%
Not very 5%
Don't know 1%
No response 4%



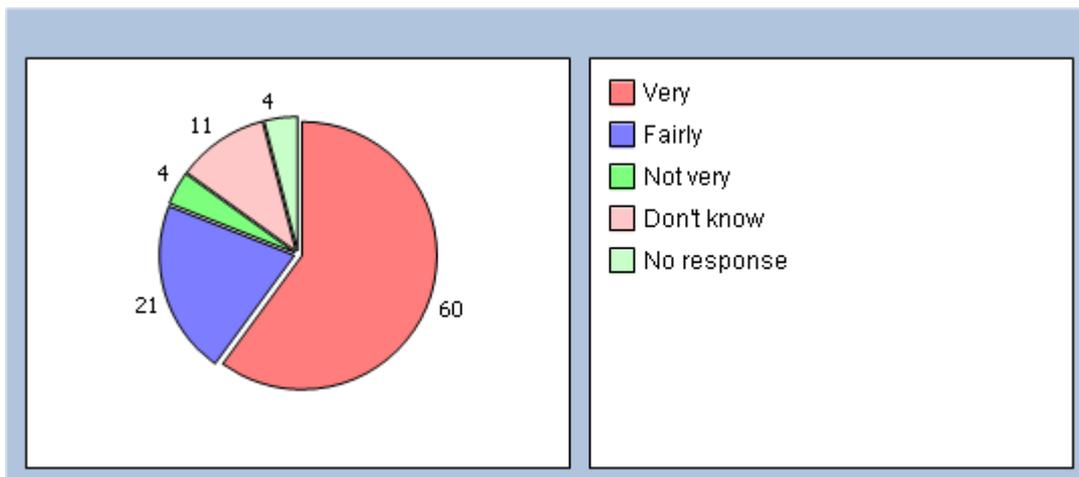
Q4: How would you rate the opening times for Dispensary?

Good 58%
Fair 23%
Poor 2%
Don't know 15%



Q5: How helpful do you find the Dispensary staff at the Surgery?

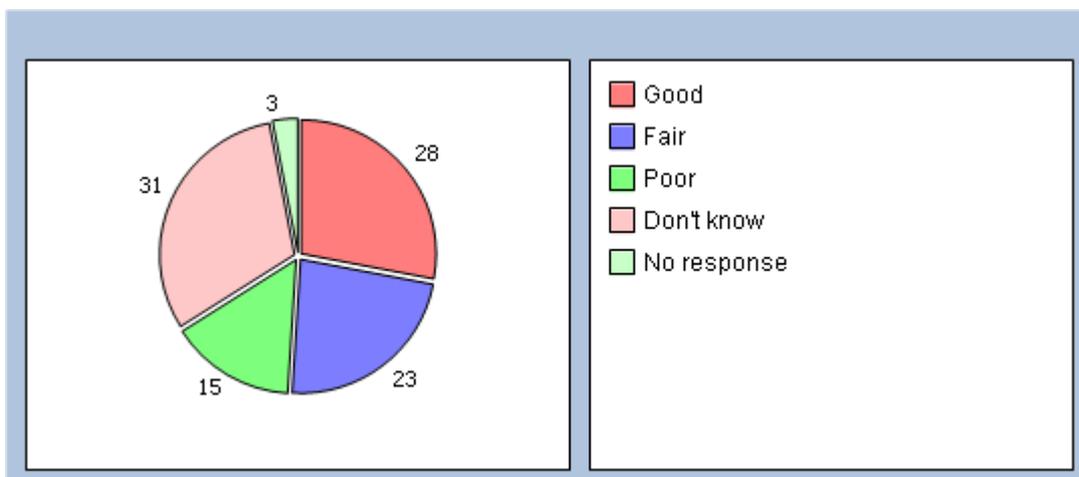
Very 60%
Fairly 21%
Not very 4%
Don't know 11%
No response 4%



APPOINTMENTS

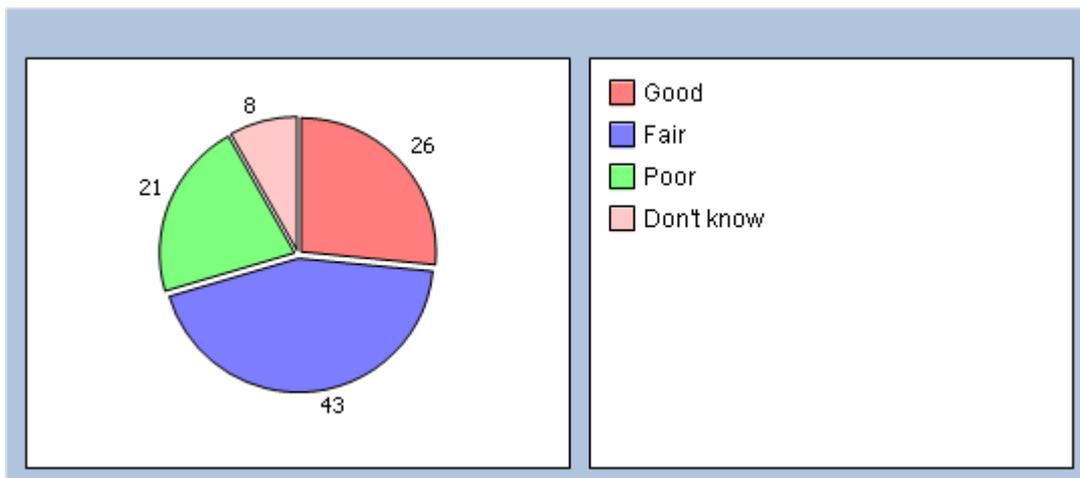
Q6: How would you rate the new 'Triage' appointment system for emergency appointments'?

Good 28%
Fair 23%
Poor 15%
Don't know 31%
No response 3%



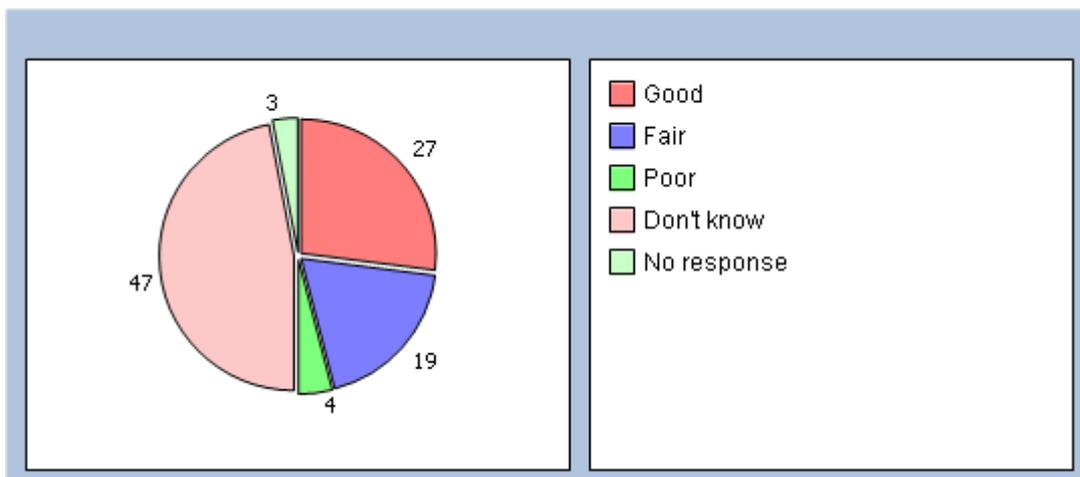
Q7: How would you rate the appointment system for 'Booking Future appointments'?

Good 26%
Fair 43%
Poor 21%
Don't know 8%



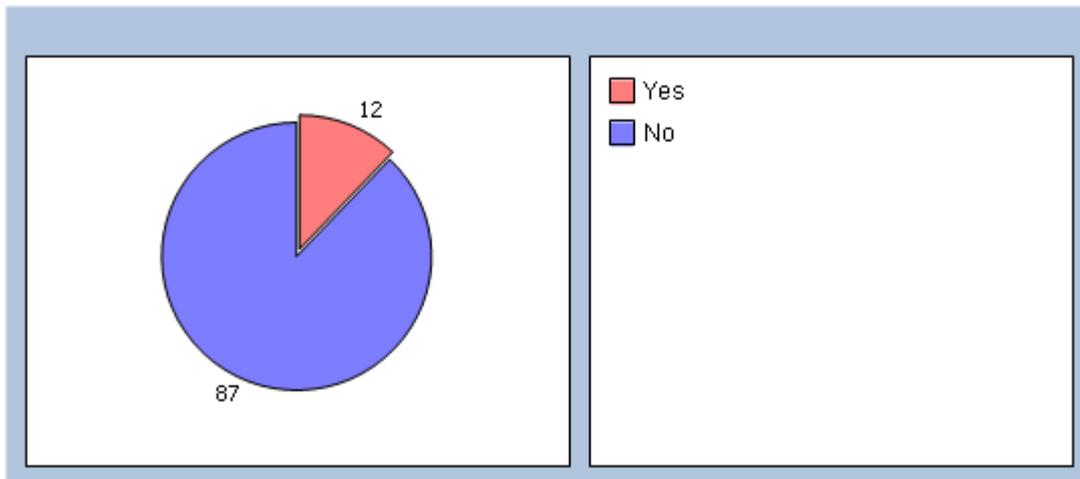
Q8: How would you rate the appointment system for 'Late evening appointments'?

Good 27%
Fair 19%
Poor 4%
Don't know 47%
No response 3%



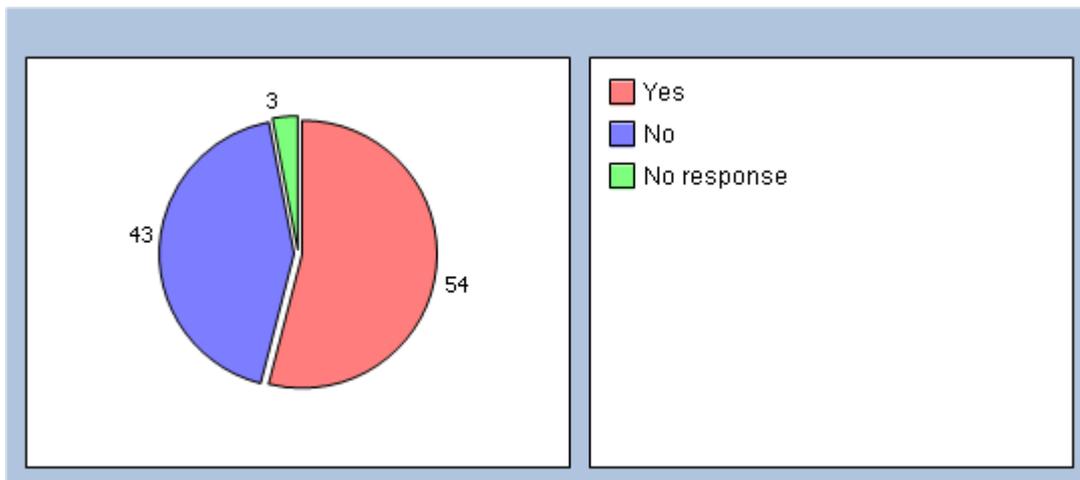
Q9: Appointments are available to book on-line, do you use this facility?

Yes 12%
No 87%



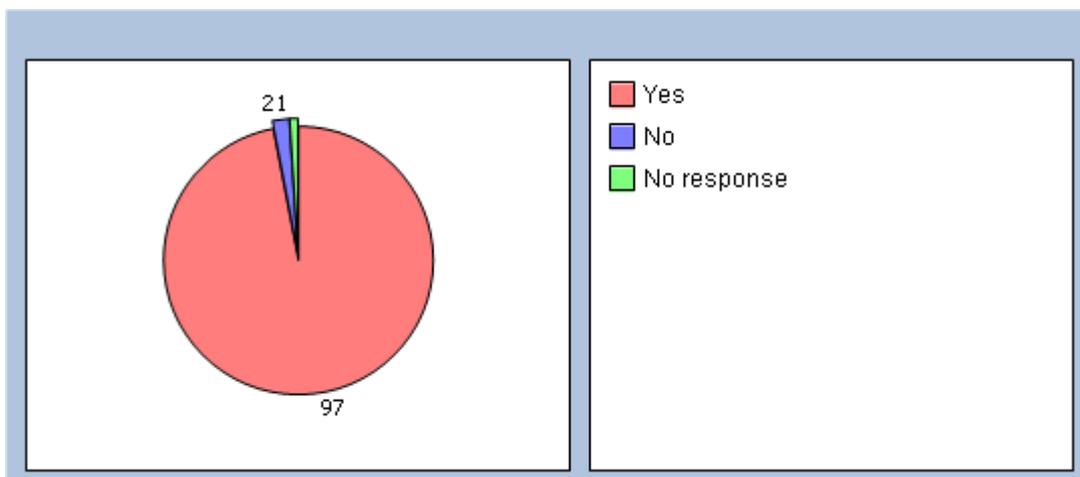
Q10: Have you used our automated 'Booking-in' screen in Reception at John Tasker House?

Yes 54%
No 43%
No response 3%



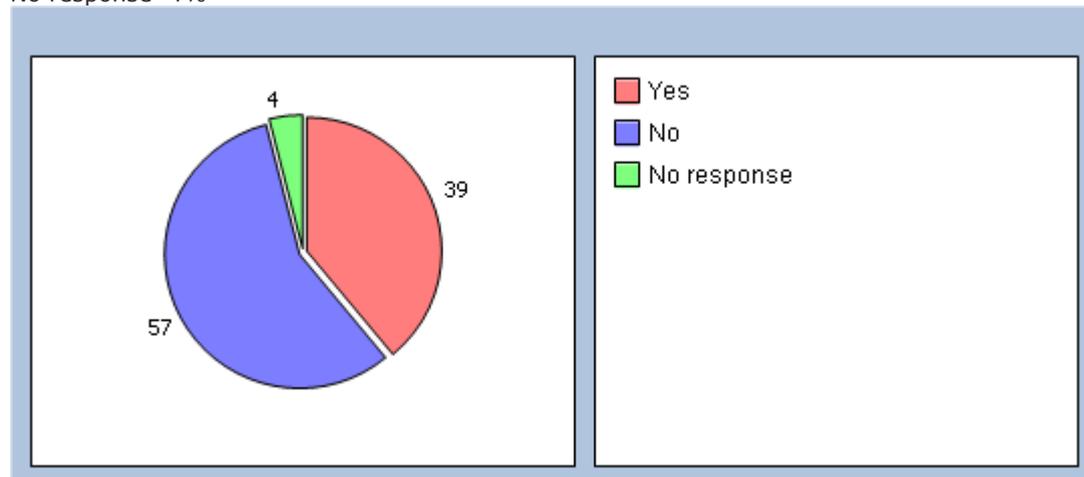
Q11: If you are unable to attend your appointment do you contact the surgery to cancel it?

Yes 97%
No 2%
No response 1%



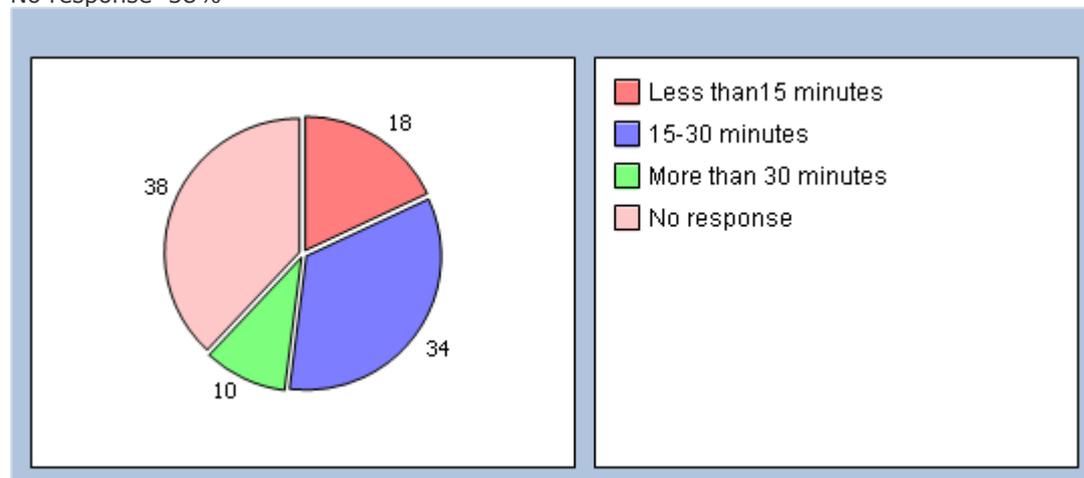
Q12: When attending the surgery for booked appointments, were you seen on time?

Yes 39%
No 57%
No response 4%



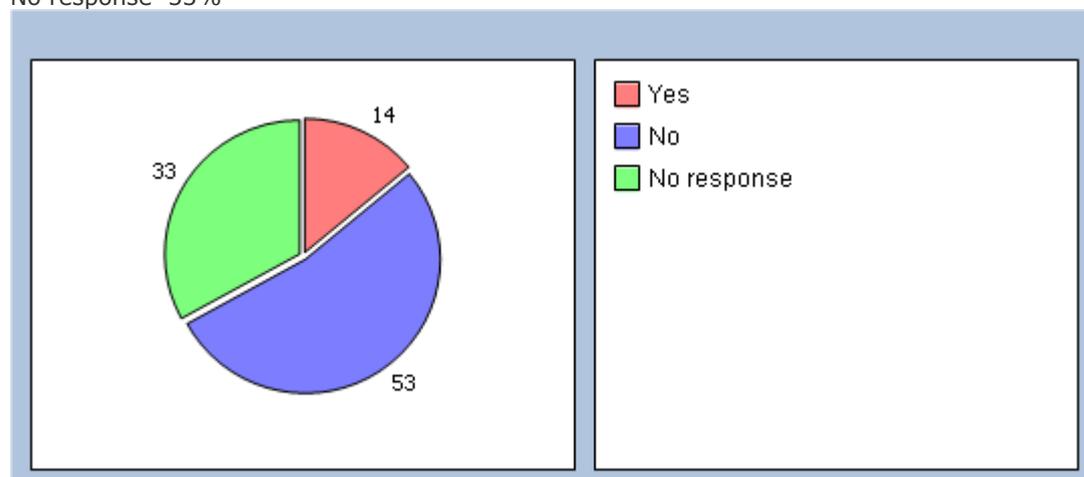
Q12a: If no, how long were you were kept waiting?

Less than 15 minutes 18%
15-30 minutes 34%
More than 30 minutes 10%
No response 38%



Q12b: If you were kept waiting, were you offered an explanation?

Yes 14%
No 53%
No response 33%



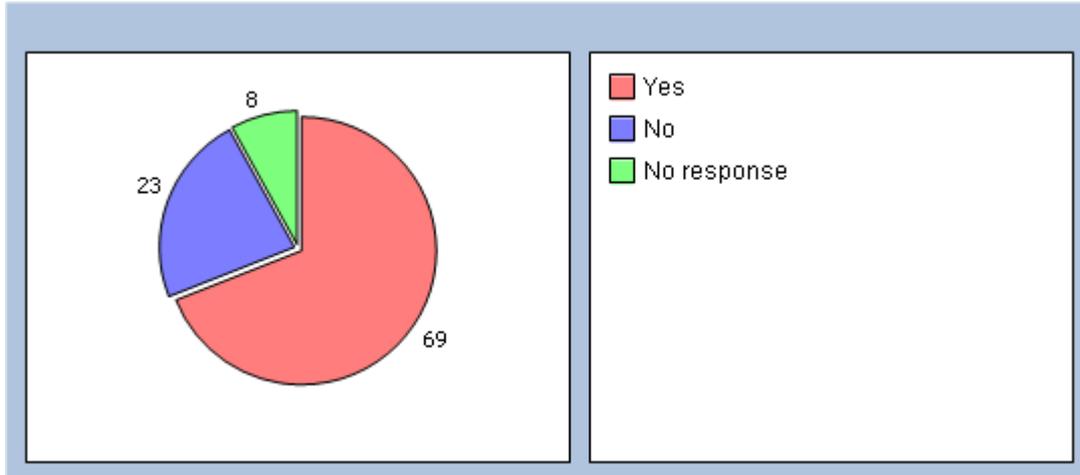
SERVICES

Q13: Which Services have you used in the last 12 months?

GP 95%
Practice Nurse 71%
Community Nurse 6%
Dispensary 56%
Out of Hours(Emergency GP) 17%
A&E 16%

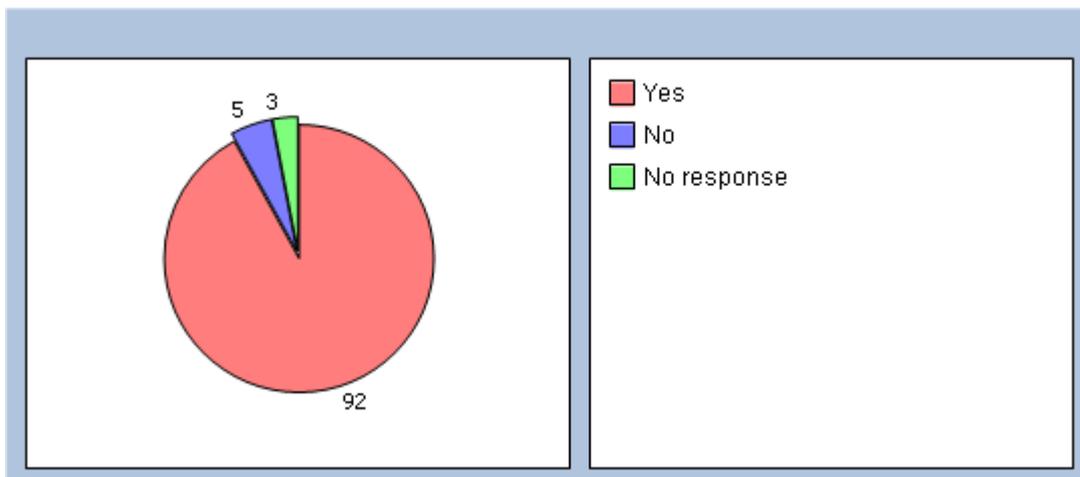
Q14: Have you been able to see the Clinician of your choice in the last 12 months?

Yes 69%
No 23%
No response 8%



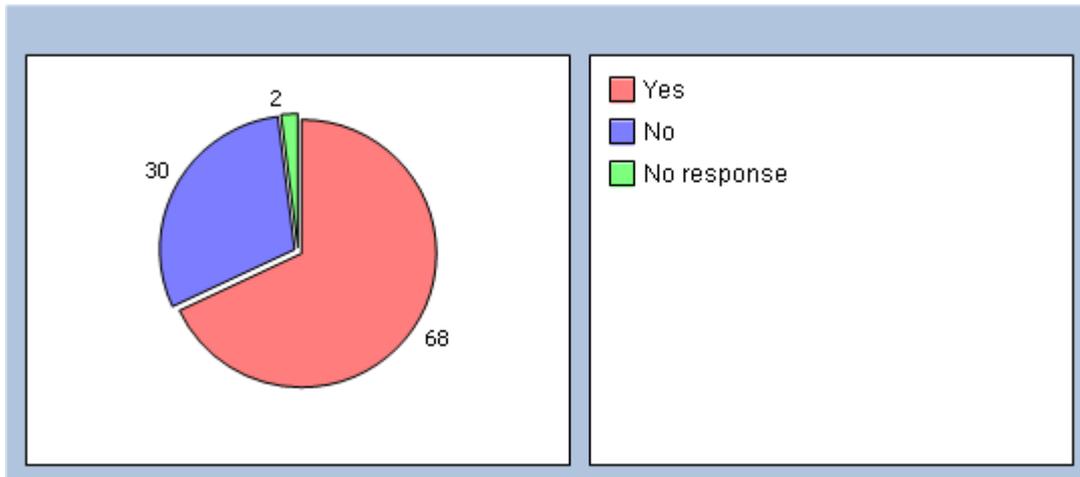
Q15: Are you aware that when ordering your repeat medication, 2 working days notice is required?

Yes 92%
No 5%
No response 3%



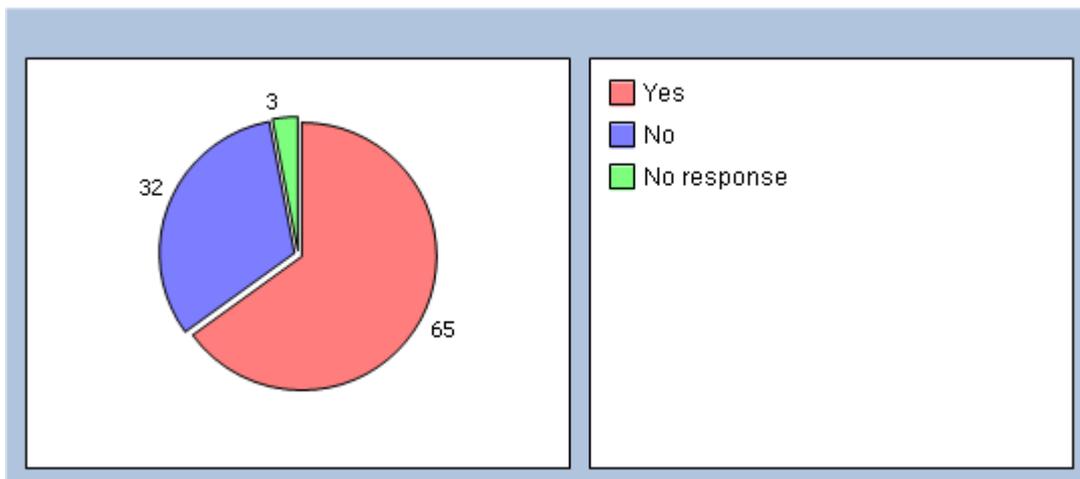
Q16: Are you aware of the Minor Injuries Unit at the Herts and Essex Hospital?

Yes 68%
No 30%
No response 2%



Q17: Do you know how to contact the "Out of Hours" emergency GP 111 service?

Yes 65%
No 32%
No response 3%

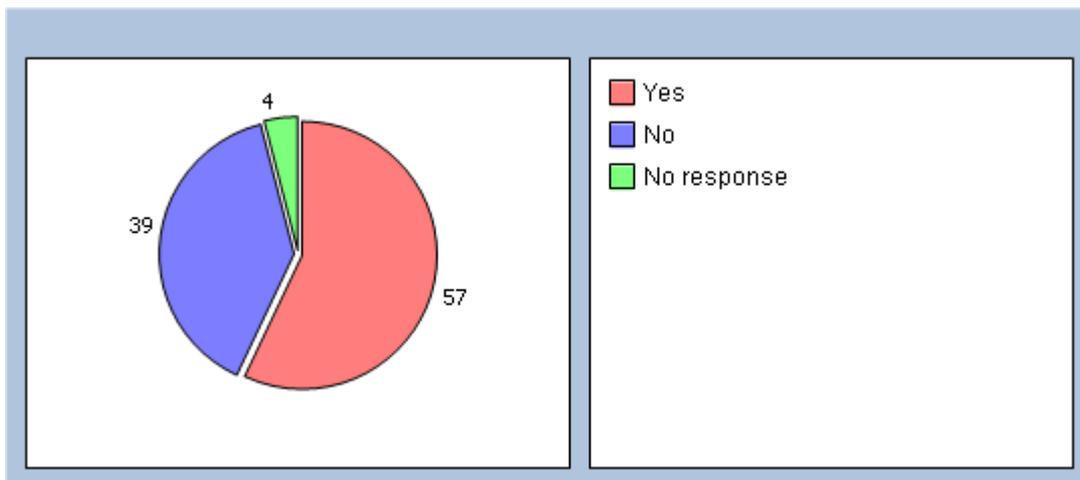


Q18: How would you prefer to find out about the services we offer?

Patient leaflet 36%
Practice website 51%
Newsletter 33%
Other (please state) 5%

Q19: Do you use our website (www.jth.org.uk)?

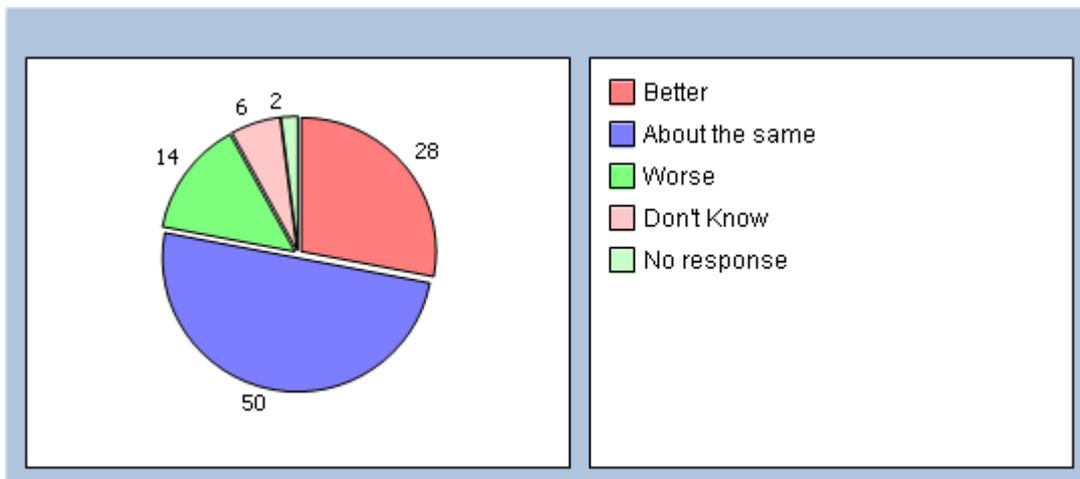
Yes 57%
No 39%
No response 4%



Q20: What other information would you like to see on the website?

Q21: We are continually trying to improve our services for our patients. How would you rate the overall service at our surgery compared to 1 year ago?

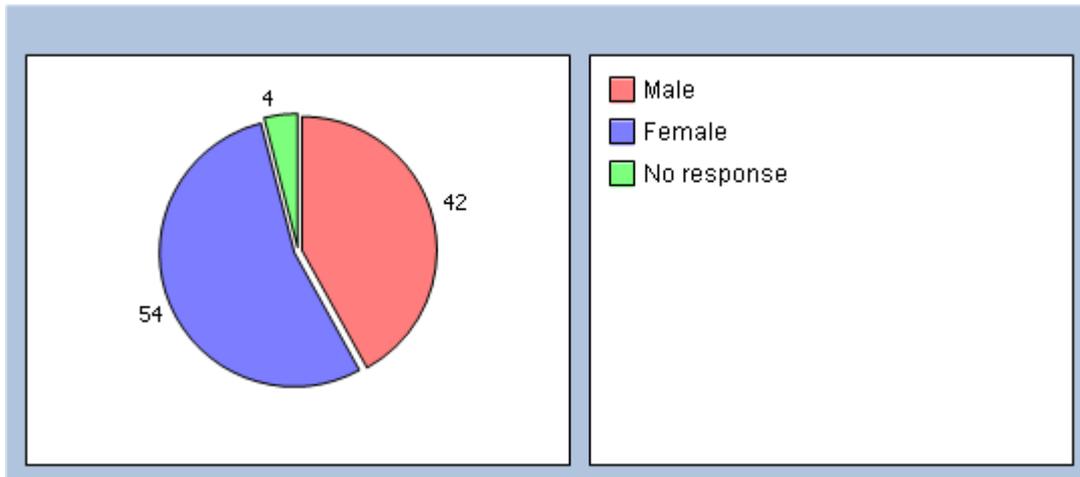
Better 28%
About the same 50%
Worse 14%
Don't Know 6%
No response 2%



To help us analyse your answers please tell us a few things about yourself:

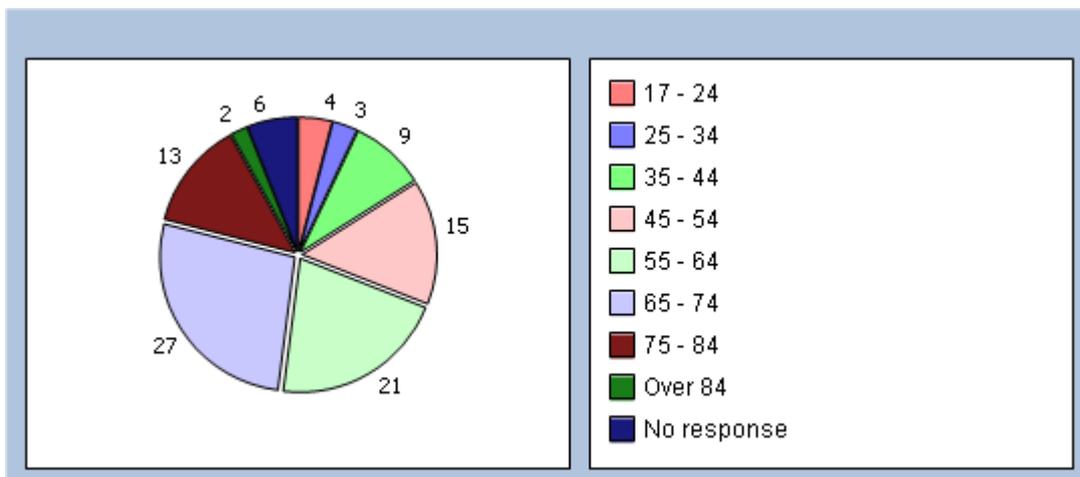
Are you male or female?

Male 42%
Female 54%
No response 4%



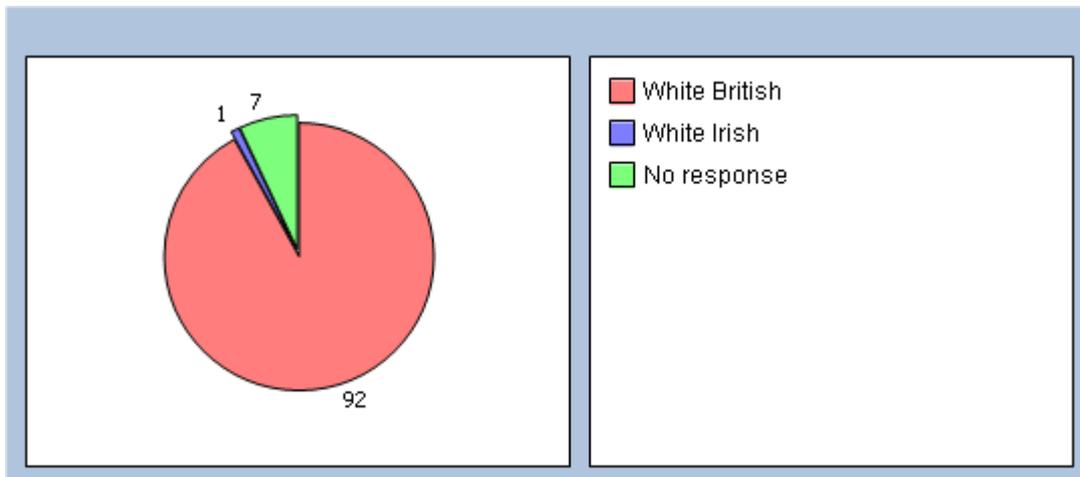
What age are you?

Under 16 0%
17 - 24 4%
25 - 34 3%
35 - 44 9%
45 - 54 15%
55 - 64 21%
65 - 74 27%
75 - 84 13%
Over 84 2%
No response 6%



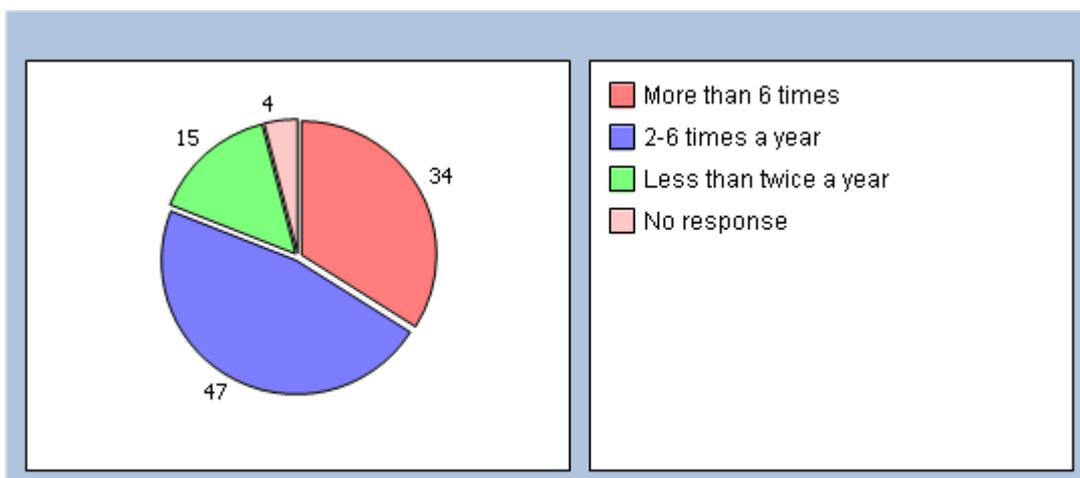
What is the ethnic background with which you most identify?

White British 92%
White Irish 1%
Mixed White & Black Caribbean 0%
Mixed White & Black African 0%
Mixed White & Black Asian 0%
Indian 0%
Pakistani 0%
Bangladeshi 0%
Black Caribbean 0%
Black African 0%
Chinese 0%
Other 0%
No response 7%



How often have you visited the surgery in the last 12 months (approximately)?

More than 6 times 34%
2-6 times a year 47%
Less than twice a year 15%
No response 4%



Appendix 4

OPENING HOURS AND ACCESS

John Tasker House Surgery - 01371 872121

	Reception		Dispensary
Monday	8.00am-1.00pm	2.00pm-6.30pm	8.30am-6.00pm
Tuesday	8.00am-1.00pm	2.00pm-6.30pm	8.30am-6.00pm
Wednesday	8.00am-1.00pm	2.00pm-6.30pm	8.30am-6.00pm
Thursday	8.00am-1.00pm	2.00pm-6.30pm	8.30am-6.00pm
Friday	8.00am-1.00pm	2.00pm-6.30pm	8.30am-6.00pm

The practice also offers extended hours on Monday & Thursday evenings between 6.30pm and 8.00pm at John Tasker House Surgery. This is only for routine pre-booked appointments.

Felsted Surgery - 01371 820410

	Reception and Dispensary	
Monday	8.00am-1.00pm	2.00pm-6.30pm
Tuesday	8.00am-1.00pm	2.00pm-6.30pm
Wednesday	8.00am-1.00pm	Closed
Thursday	8.00am-1.00pm	Closed
Friday	8.00am-1.00pm	4.00pm-6.30pm

When the surgeries are closed patients telephoning the Practice are advised (by answerphone) to ring the NHS 111 service.

Opening times and appointment information is available on our website www.jth.org.uk