

# **TANGMERE MEDICAL CENTRE**

## **PRACTICE SURVEY 2014**

Last year, a number of patients kindly completed our practice survey. It was good to have so many positive comments about the doctors and the staff at the surgery and we are grateful for your support.

The number of patients registered at Tangmere Medical Centre currently stands at 4,256. The majority of them are families with young children. There are only a small percentage of patients over the age of 65. Most of the patients fall into the category of white british. There are plans to build a number of new houses in and around the surgery. Although this is unlikely to happen for a number of years, the practice is large enough to accommodate an increase in its population in the future.

The Surgery is open from 8.00 until 6.30 each day. Reception does not close for lunch. Clinics run throughout the day. In addition, the doctors offer a late surgery from 6.30-7.30 every Monday as part of the extended access enhanced service.

## **RECRUITMENT OF PATIENT REPRESENTATIVE GROUP**

The terms of the patient participation enhanced service requires that the Practice develops a structure that gains the views of patients and obtains feedback from the practice population. Tangmere has an active Patient Group which was set up four years ago and now has more than 400 members. The group organizes weekly walks which have proved popular. They also arrange educational talks, inviting local consultants to speak on a variety of topics. They produce a quarterly newsletter which is distributed to patients. All new patients are invited to become part of the patient group and the members do try to attract members from all age groups and backgrounds.

When compiling the survey, efforts were made to attract a good cross section of patients, particularly patients with young families. A message was put on the practice website and posters were put in the waiting room asking for suggestions, areas where improvements could be made. It is recognized that it is difficult to form a truly representative patient group of patients. In an ideal world, the practice would have liked to attract representation from a wide age group, covering all ethnic groups. However, it was found that many patients were disinterested and were not prepared to get involved.

## **DESIGN OF THE SURVEY**

In line with guidance from the Department of Health, the surgery wanted to ask for patient feedback on:-

- Clinical care
- Opening hours
- Getting an appointment

- Reception issues

In addition to these areas, the doctors were keen to incorporate questions suggested by the patient group.

At a meeting with the patient group, the doctors thanked all those who had completed the survey the previous year. The results were discussed and the attendees were asked for any suggestions that could be incorporated into this year's survey.

Patients were primarily interested in being able to access the doctor and to be able to make appointments or seek advice as soon as possible. They also wanted to be able to request and collect medication easily.

After discussion with the PRG the survey was designed based on the following:-

### **The priorities of the surgery**

- To find out whether patients were satisfied with the clinical care they receive
- To find out if there are any issues with reception
- To find out whether patients are happy with the opening hours
- To find out whether patients find it easy to get an appointment

### **PRG priorities and issues**

- To improve access to the doctors and nurses
- To reduce waiting times for appointments
- To obtain repeat prescriptions quickly and efficiently

In previous years, to achieve the required number of completed questionnaires, double the number of copies had to be sent out. In recognition of this, it was agreed that to achieve a response from 100 patients, 200 surveys would need to be handed out to patients, selected at random as they came to reception.

## **SURVEY RESULTS**

It was interesting to note that more surveys were completed by women than by men. The majority were completed by patients over the age of 55 with few being completed by younger patients.

Access to the building was not considered to be a problem and only 14 patients who responded considered that they had a disability of any kind. The building and the waiting room in particular was found to be comfortable. The only suggestion for improvement was that the chairs could be bigger.

93% of patients said that were able to get through on the phone within an acceptable length of time and that the reception staff were helpful. All patients responded that they were treated with dignity by the doctor and that the doctor listened to them. Feedback about the nurses was positive. All patients said that were treated with respect and that the nurse listened to them. They felt fully informed by the nurse and considered that the nurse knew enough about their medical history.

All of the patients who responded were aware of the website. Only a third of them actually used it. An extremely small percentage were registered for on line services and therefore did not either book appointments on line or request prescriptions on line.

The majority of patients said that they would recommend the surgery to friends and family. Individual comments were positive:-

- Several patients said that the service was good and that they felt lucky to have a dispensary on site.
- One patient asked if conversations could be held in privacy, away from reception.
- Several patients requested a male GP
- A few patients mentioned that their prescription had been sent to the wrong pharmacy.
- Several patients said that although they were aware of the website, they did not know that they could make appointments and order prescriptions on line.

## **ACTION POINTS**

- Sign to be put up to advise patients to inform reception if they would like to speak to anyone privately
- Review procedures in dispensary to avoid errors in future
- Patients will be encouraged to register for on line services
- The surgery is currently recruiting for a new doctor. While the surgery has to consider all applications on their own merit and cannot be discriminatory in any way, every effort will be made to ensure that some clinics are offered each week by a male doctor.