

# Annex D: Standard Reporting Template

Wessex Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Richmond Surgery, Fleet**

Practice Code: **J82099**

Signed on behalf of practice: **Donna Brennan, Practice Manager**

Date: 5 March 2015

Signed on behalf of PPG: **Barry Goring, PPG Chairman**

Date: 6 March 2015

## 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

<b>Does the Practice have a PPG?</b> YES and also actively encourages a Virtual PRG by promoting this within Surgery, Newsletters and text campaigns.
<b>Method of engagement with PPG: Face to face, Email, Other (please specify)</b>  Regular 6-8 weekly meetings with PPG members, Practice Manager and GP Partner. Wherever possible, staff member of Richmond Surgery will also attend i.e. Medical Secretary, Reception Manager etc. Between these meetings, there are regular email correspondences between the Practice Manager and the PPG Chairman, who then liaises via email with all members of the PPG. This ensures regular contact, updates and prevents delays between meetings.
<b>Number of members of PPG:</b> 1 x Chairman 1 x Deputy Chairman 5 x PPG members  Virtual PRG Members are invited annually to participate in Surgery surveys. For the 2015 Patient Survey, 7580 email invitations were issued to the VPRG and hard copy Patient Surveys were made available in the patient waiting area. We had a record response for the 2015 survey – 1277 responders compared to past years: 241, 649 and 717.

**Detail the gender mix of practice population and PPG/PRG:**

%	Male	Female
Practice	49.1	50.7
PRG – Survey 2015	50.9	59.7
PRG preferred not to say – Survey 2015	0.3	

**Detail of age mix of practice population and PPG/PRG:**

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19.6	6.3	12.6	17.0	17.4	9.0	9.1	9.0
PRG	0.2	1.1	6.9	17.0	20.4	17.9	26.2	9.9
PRG preferred not to say – Survey 2015	0.4							

**Detail the ethnic background of your practice population and PRG:**

	White				Mixed/ multiple ethnic groups				Not Known
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice	5405	8	0	0	0	6	4	0	<b>7168</b>
PRG – as per Survey 2015	1196	6	0	0	2	0	3	0	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	34	1	0	8	0	4	3	0	0	23
PRG	1	0	0	4	0	0	0	0	0	48
PRG preferred not to say – Survey 2015						17				

**Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

We have continued the same successful methods as the past 3-4 years to ensure that as many patients as possible have the opportunity to participate as part of a Virtual Representative Group. The practice continues its day to day efforts to acquire patient email addresses. This has been aided by the introduction of Online Services in 2011 as an email address is required to use the service. Other methods have included concentrated efforts at annual Flu Clinics where patients from at risk categories are readily available. The practice utilised the presence and assistance of our Patient Participate Group (PPG) at flu clinics to achieve as many new members from at risk categories as possible. The use of text messaging campaigns to recruit new members enabled a patient to

respond with their email address, Virtual Representative Group Joining Forms in surgery actively encouraging patients to join, promotion via our Digital Information Screen and our Website together with regular campaigns within surgery to ensure patient records were up to date with email addresses were also used, but also to specifically target specialist health and at risk groups by discussing with them during consultations. The aim of all these approach methods were to reach a far greater percentage of patients and so hopefully achieve a broader representation of the patient population i.e. disabled, specific health related issues, age, ethnicity, sex and any specific identifiable groups.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

As part of our annual Patient Survey, we actively target and ask patients to advise the following:

**Their Occupation status**

Occupation	
Employed (full or part time, including self-employed)	661
Unemployed/looking for work	10
At school or in full time education	11
Unable to work due to long term sickness	13
Looking after your home/family	75
Retired	479
Other/Prefer Not To Say	28

**If they are a patient with, or a carer for someone within special medical categories**

Survey Responders who advised they were in Specific Care groups		
<i>e.g. learning disabilities, substance misuse, nursing homes, travelling community, Faith groups, specialist units etc.</i>	Within the Practice	Survey Group
Learning Disabilities	22	12
Asthmatics	665	118
Diabetics	428	82
COPDs	88	16
Expectant Mothers	77	11
Disabled or in patients opinion some form of disability	4	38
Other		91
Other/Prefer Not To Say/Skipped Question		908

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Complaints
- NHS Choices
- PPG Suggestion Box
- Internal mid year Surveys i.e. specialist clinics for performance, clinical team time performance
- Large annual Patient Survey

### **How frequently were these reviewed with the PPG/PRG?**

Feedback is available via our website, our monthly eNewsletters, directly reviewed by members of the PPG in particular their own Suggestion Box and then discussed at 6-8 weekly meetings, complaints where appropriate with the PPG, and the annual patient survey is published every year to the practices website and notified of availability by eNewsletter and text campaign.

All members of the PPG, the Partners and the Practice Manager are fully involved with the format of annual Patient Surveys, the areas to be surveyed and the wording of the questions. The frequency of meetings to a fixed every 6 weeks with email correspondence in between ensures that all members are pro-actively involved with ongoing responses and final review of results.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area: **Patient Education and Awareness**

In November 2011 a pre-survey was conducted to establish those areas of patient concern. These were as follows:

1. Telephone access
2. Obtaining an appointment
3. Opening hours
4. Clinical Care
5. Time keeping
6. Customer care
7. Patient information
8. Parking
9. Waiting room & available facilities

Over the last 3-4 years, Action Plans have been developed to target areas where improvements can be made. These are attached to this report as:

Addendum 2 - Action Plan – Clinical Care, Access & Services 2013/2014

Addendum 3 - Action Plan – Richmond Surgery Services & Patient Care Survey 2012/2013

Addendum 4 - Action Plan – Telephone & Appointment Access 2011/2012

Addendum 5 – 2015 Patient Survey Summary Results

It was clear after the 2014 Patient Survey that the Practice had taken a high level of action over the past few years and that the priority now was to ensure continued patient education and awareness of the many choices for access to care, and new systems available. Reviews have shown that the main complaint received from a patient is, in the patient's perception, the inability to either access the surgery by telephone for/and to obtain an appointment. When addressing the complaint, the response has always been that the patient was not aware of just how much choice for access to care was available to them including online services for appointments and all the alternative methods for access to care that is not only a GP face to face consultation. Recently, the Practice has been interviewing for several vacancies. Many interviewees were Surgery patients. When discussing the high level of progress and new services introduced over the years at the Surgery, several expressed surprise at how much the Surgery offered and confirmed their lack of awareness. When asked if they received text campaigns and patient monthly newsletters, both of which informed them of these updates, they all stated yes, but that they never read them!

## **What actions were taken to address the priority**

The Practice has continued to actively promote patient awareness and education by way of their monthly eNewsletter which are extremely comprehensive and often 14-16 pages. Within these eNewsletters are repeated reminders of all the patient choices for Access to Care. Regular health articles, promotion of Ask a Pharmacy, inappropriate usage of A&E, details of self-help groups etc are all included. Our Newsletters are available via our Website.

The Practice has a 52" digital information screen within the patient waiting area. This is used extensively to promote all the above.

Text Messaging is used to promote new clinics and keep patients notified of new systems and reminders to those due specific tests. The PPG have their own page in the eNewsletters and write articles. Suggestions placed in their PPG Suggestion Box are responded to by hard copy to their PPG Noticeboard within the patient waiting area and also on their page in the eNewsletter. The PPG have also been developing a flyer on Patient Access Choices to Care at the surgery with the aim that this is created 'by patients for patients'.

The practice has encouraged the PPG to consider the idea of hosting patient educational evenings at the Surgery i.e. Diabetes, Self Help Groups etc. This is currently being considered by the members. The practice would actively promote these on behalf of the PPG, to assist.

The practice is considering alternative methods of notifying patients of new systems, keeping patients up to date, ways to encourage a patient to pay attention to and actually read these notifications.

The PPG are present every year during the practice's Saturday flu clinics actively promoted new NHS clinics i.e. Health Checks and encouraging patients to ensure the Surgery has up to date contact details such as email address, mobile number and to discuss any areas of concerns that patients may have directly with them, which can then be addressed with the Practice Manager at Partners at the next PPG meeting.

Addendum 1 - Action Plan 2015/2016 – Continued Patient Education & Awareness

## Result of actions and impact on patients and carers (including how publicised):

Addendum 5 is a Summary of our 2015 Patient Survey. All areas identified in 2011 as those with patient concern were surveyed again. The practice is extremely pleased with the results as it demonstrates that the practice has not only identified but actioned patient's areas of concern to their best ability, but that overall patient satisfaction is very good. The Patient Survey ended with 2 essential questions:

### Section on Overall Patient Satisfaction

Overall, how satisfied are you with the care you receive and the services provided, both existing and recently introduced?

Answer Options	Response Percent	Response Count
Excellent	42.1%	513
Good	55.5%	676
Poor	2.5%	30
	<i>answered question</i>	<b>1219</b>
	<i>skipped question</i>	<b>58</b>

Would you recommend Richmond Surgery to someone who has moved to the local area and/or is looking for a GP Surgery?

Answer Options	Response Percent	Response Count
Yes	80.2%	978
No	4.7%	57
Unsure	15.1%	184
	<i>answered question</i>	<b>1219</b>
	<i>skipped question</i>	<b>58</b>

The results of all our past Patient Surveys and Action Plans with updates including this new 2015 Patient Survey are available to view within the Surgery, but also published to our website [www.richmondsurgeryfleet.com](http://www.richmondsurgeryfleet.com)

As with any practice or service provided, there will never be 100% overall satisfaction, and with this in mind, we continue to consider, suggest and implement additional services, systems and patient choice for care wherever feasible. We continue to work very closely with the members of our PPG and highlighted during our recent CQC Inspection where the Chairman and Deputy Chairman were full involved.

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Over the last 3-4 years, as a result of annual patient surveys and subsequent Action Plans, the following new systems have been successfully implemented:

- Online appointment system
- Online Repeat Prescriptions System
- Text Appointment Reminder System
- 52" Digital Information Screen
- New surgery website
- Morning Commuter Clinics – Senior Practice Nurse, HCC and 1 x GP
- Increased number of GP appointments both a.m. and p.m. clinics
- Telephone Consultations, both GP and Senior Practice Nurse: emergency on the day and book ahead
- Minor Illness Clinic 4 mornings per week
- Emergency Patient Clinic – 0800-0900
- Regular Newsletters both in-house and as e-mailshots
- Text Messaging i.e. flu clinics, surgery closure, health campaigns etc
- Email Messaging i.e. flu clinics, surgery closure, health campaigns etc
- Internal surveys/appraisals to monitor clinical care, time keeping, new in-house services i.e. phlebotomy, INR Warfarin clinic
- A 100 hr In-house Pharmacy
- VoiceNET Digital Queuing Telephone System with increased staff manning the telephones during 0800-0900
- Increasing clinical nursing team 1 x addition practice nurse in 2014 and 1 x NEW additional Practice Nurse for 2015
- All new services, clinics and systems are promoted to patients as previous stated by all various methods.

We are now limited by restrictions in premises size and therefore additional staff to implement even more access to care for patients, however, we have recently made a bid submission to the Wessex Improvement Grant Phase 2 for funds to build small extension for an additional consultation room, but also a new surgery entrance with electric doors both externally and internally. We were not successful with a bid for the Phase 1 of funding, but hope that a stronger case as been put forward in our second bid following patient feedback for increased clinical members of staff, assistance for the disabled and also following confirmation after our CQC inspection that both were required.



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 6 March 2015

How has the practice engaged with the PPG:

##### **How has the practice made efforts to engage with seldom heard groups in the practice population?**

Members of the PPG assist at the annual weekend Flu clinics and engage with patients at this time to support the Surgery. Contact is also made through the Practice Web Site, regular newsletters, text and email campaigns. The Practice is pro-active in their attempts to reach as high a percentage of their patient population as possible.

The PPG, with suggestion from the Surgery, are currently considering the possibility of hosting evening talks, seminars at the Surgery for specific clinical groups and perhaps minority groups.

##### **Has the practice received patient and carer feedback from a variety of sources?**

PPG suggestion box in the patient waiting area

Friends and Family

NHS choices.

Adhoc and annual patient surveys

The PPG is involved with feedback and when appropriate is reviewed at our meetings. Responses are published by way of the PPG notice board in surgery, The PPG also has a regular page in the patient monthly Newsletters

##### **Was the PPG involved in the agreement of priority areas and the resulting action plan?**

The PPG have been involved since patient surveys commenced in 2011. For the 2014/2015 survey the PPG were consulted through regular meetings with the Practice. The PPG, helped with design, formulating questions, reviewing and involvement with Action Plans.

##### **How has the service offered to patients and carers improved as a result of the implementation of the action plan?**

Many new services have been offered in the past few years as already detailed in this report. The most important were a new digital telephone system that allows callers to queue when the lines are busy and along with extra staff answering calls during the first hour that reception is open allows greatly improved

access for making appointments and an increase in nurse and GP availability through a variety of methods.

**Do you have any other comments about the PPG or practice in relation to this area of work?**

The Practice consults with the PPG through regular meetings on matters that affect Patients and embraces PPG suggestions made and implements where possible or appropriate. The surgery encourages the PPG's involvement whenever possible both with surgery ideas and involvement with patients. The Chairman and Deputy Chairman were invited to participate in the recent CQC inspection. Both attended.

**Action Plan 2015/2016 – Continued Patient Education & Awareness**

PPG Areas of Concern/Suggestions for Improvement	Richmond Surgery's Feedback & Action to Address	Proposed Timescale. Progress comments are in red
Telephone Access	New digital telephone system implemented in place since early December 2013.	Ongoing monitoring and adjustments where necessary, to ensure maximum efficiency and success of this new system.
Appointment Access	<p>Continued increased patient awareness of ALL new access to care:</p> <ul style="list-style-type: none"> <li>• Morning Commuter Clinics 0730-0800 with Nurse &amp; GP</li> <li>• Increased level of appointments per GP session a.m. &amp; p.m.</li> <li>• Online Services for appointments &amp; repeat prescriptions</li> <li>• Evening Commuter Clinics with each GP</li> <li>• Minor Illness Clinic x 4 mornings per week</li> <li>• <b>NEW</b> Emergency Patient Clinic – autumn 2014</li> <li>• Telephone Consultations as a form of triage with both nurse and GP once all appointments booked</li> <li>• <b>NEW</b> 75+ aged patients now offered 20 minute appointments with registered GP - autumn 2014</li> </ul>	<p>Ongoing.</p> <ul style="list-style-type: none"> <li>• Patient flyer “Your Choices to Access to Care” now finalised. Include regularly in patient Newsletters and obtain quotations for A3 flyers &amp; A5 posters</li> <li>• Use of text messaging for occasional reminders/short campaigns.</li> <li>• Use of new digital telephone system to record campaign messages</li> <li>• Newsletters to include regular reminder articles.</li> <li>• <b>NEW</b> – e-mailshots where the body of the email is the promotion i.e. Online Services, Minor Illness Clinic etc to patient does not have to actually click &amp; open an attachment</li> <li>• Promotion during consultations</li> <li>• Regular updates on Practice's new website – Homepage NEWS section</li> </ul>
Alternative Care Methods	<p>Continued increased patient education of the following care methods:</p> <ul style="list-style-type: none"> <li>• Campaigns “Stay Calm, Sort it Yourself”</li> </ul>	<p>Ongoing.</p> <ul style="list-style-type: none"> <li>• GP involvement/education of patient for</li> </ul>

	<ul style="list-style-type: none"> <li>• Campaigns “Use a Pharmacist”</li> <li>• The need to always see a GP over other methods</li> <li>• That telephone consultations work extremely well in many instances</li> </ul>	<p>any consultations that did not need a GP</p> <ul style="list-style-type: none"> <li>• Work closely with in-house and local Pharmacies to raise awareness of “Use a Pharmacist” and promote newly qualified Pharmacists</li> <li>• Regular reminders on the “Stay Calm, Sort it Yourself” Campaign</li> <li>• Continued awareness of the availability and success of telephone consultations</li> <li>• Regular updates on Practice’s new website – Homepage NEWS section</li> </ul>
Patient Contact	Continued endeavours to obtain patient mobile numbers and email addresses to facilitate patient awareness and ongoing education	<ul style="list-style-type: none"> <li>• Continued promotion during Saturday flu clinics</li> <li>• Periodic targeting of patients during clinical sessions to check if mobile/email on record</li> <li>• Other methods??? Suggestions?? We need to reach far more people. HOW?</li> <li>• Suggestion of PPG patient evening seminars/talks/promotions???</li> </ul>

## Appendix 2

**Action Plan – Clinical Care, Access & Services 2013/2014**

PPG Areas of Concern/Suggestions for Improvement	Richmond Surgery's Feedback & Action to Address	Proposed Timescale. Progress comments are in red
Telephone Access	As per the Summary Report, this new digital telephone system has only been in place since early December 2013.	Ongoing adjustments, tweaks etc to ensure maximum efficiency of the new system. <b>Doubled total staff answering phones between 0800-0900</b>  Proposal to do a short patient survey in approx. 6 months for further feedback on the new system.
Appointment Access	<p>2. Increased patient awareness of new access to care:</p> <ul style="list-style-type: none"> <li>• Morning Commuter Clinics 0730-0800 with Nurse &amp; GP</li> <li>• Increased level of appointments per GP session a.m. &amp; p.m.</li> <li>• Online Services for appointments &amp; repeat prescriptions</li> <li>• Evening Commuter Clinics with each GP</li> <li>• Minor Illness Clinic x 4 mornings per week</li> <li>• Telephone Consultations as a form of triage with both nurse and GP once all appointments booked</li> </ul>	<p>Ongoing.</p> <ul style="list-style-type: none"> <li>• Patient flyer "Available Access to Care Choices" <b>Created in-house. PPG to create own example written "By Patients For Patients"</b></li> <li>• Use of text messaging for occasional reminders/short campaigns. <b>Ongoing with increased usage</b></li> <li>• Use of new digital telephone system to record campaign messages <b>Promotion of Minor Illness Clinic on hold message and also telephone consultations</b></li> <li>• Newsletters to include regular reminder articles. <b>Ongoing monthly</b></li> <li>• Promotion during consultations</li> </ul>
	<p>3. Increased patient education</p> <ul style="list-style-type: none"> <li>• Campaigns "Stay Calm, Sort it Yourself"</li> <li>• Campaigns "Use a Pharmacist"</li> </ul>	<p>Ongoing.</p> <ul style="list-style-type: none"> <li>• GP involvement/education of patient for any consultations that did not need a GP</li> </ul>

	<ul style="list-style-type: none"> <li>• The need to always see a GP over other methods</li> <li>• That telephone consultations work extremely well in many instances</li> </ul>	<ul style="list-style-type: none"> <li>• Work closely with in-house and local Pharmacies to raise awareness of “Use a Pharmacist” <b>In house Pharmacist owner undertaking additional training to provide Practice support.</b></li> <li>• Regular reminders on the “Stay Calm, Sort it Yourself” Campaign</li> <li>• Continued awareness of the availability and success of telephone consultations</li> </ul>
	4. Consideration to be given to the viability of a Saturday morning clinic.	Update as soon as possible. <b>Annual patient survey has again revealed only 4.9% of patients wanted this.</b>
	5. Consideration to be given to the viability of a Triage Nurse either in addition to or as part of our Minor Illness Clinic. It may be that patients would use this more if the word “triage” was promoted	Update as soon as possible. <b>Emergency Patient Clinic 0800-0900 commenced October 2014</b>
Quality of Care	<p>There was some concern regarding GP care with comments of feeling rushed during consultation and of not being listened to.</p> <p>It is believed that increased awareness and usage of alternative sources at the practice will reduce pressure on GPs to ensure the 10 minute maximum appointment is not breached.</p>	<ul style="list-style-type: none"> <li>• Ongoing education and patient awareness of alternative access to care as already listed above in Appointment Access <b>Ongoing</b></li> <li>• Consideration to be given to a GP internal survey in the autumn of 2014 <b>75+ aged patients now offered 20 minute appointments with registered GP.</b></li> </ul>

## Appendix 3

## Action Plan – Richmond Surgery Services &amp; Patient Care Survey 2012/2013

Areas of Feedback	Nature of Feedback	Action to Address Feedback	Proposed Timescale. Progress comments will be in red
Parking	A very small number of concerns about parking	1. Disabled Parking Spaces – space markings very faint. Refresh the markings to ensure notice is taken  2. Erect signage “Disabled Parking Only”	1. Timescale may need to take in to consideration proposed building works.  2. Immediate, once signage sourced. <b>Signage erected in April 2013</b>
Building Access	A very small number of concerns about access to the surgery	Consider electric doors both externally and internally	As part of proposed expansion/refurbishment works, quotations will be obtained as to the feasibility of these. <b>Quotations received. These will be included as part of re-furbishment works</b>
Baby changing facility	Low score for baby changing facility	A new facility will be provided to replace the current facility	As part of the proposed expansion/refurbishment.
Online appointments system	Continuing problems reflected in a score slightly on the low side	Currently working with the provider to improve the service.	Ongoing. Review again in next survey <b>Online systems extended to include facility for online repeat prescriptions. More appointments released online to include a % of registered GP and all Minor Illness Clinic.</b>
Reception (Politeness & Knowledge)	Outstanding score for politeness and helpfulness.	Give positive feedback to reception	Immediate Ongoing both internally and externally.

	Some concerns about knowledge of reception team	To be addressed by continuing the training programme already in place.	Reception Manager attended team leader training. Some new members of reception recruited.
Nursing team – People skills and knowledge	Scores show high level of satisfaction	Give positive feedback to nursing staff	Immediate Interim Nursing Survey completed Sept 2013. The results of this survey are posted to the website.
Nursing team – Confidence & Trust	59 out of 301 “yes to some extent” and 6 out of patients 301 “not at all”	A separate short Nursing Survey to be undertaken to explore the reasons for lack of confidence/trust.	Within next 3-6 months to avoid patient survey ‘overload’ Interim Nursing Survey completed Sept 2013. The results of this survey are posted to the website.
Nursing team – Waiting Times	Overall result was good but some concern about waiting times.	The above nursing survey to incorporate question on waiting times. Continue patient education to keep to allotted appointment time; Newsletter articles, digital information screen, face to face discouragement & explanation.	Experienced Locum Nurse joined team in Jan 2103 to address the problem caused by long term sickness. New nurse employed June 2013. Interim Nursing Survey completed Sept 13. The results of this survey are posted to the website. Addt new nurse employed Feb 2014
GP team – Confidence & Trust	A small number of patients (23 out of 660 responders) advised “not at all”.	All GPs currently undergoing Revalidation Process. This incorporates individual GP surveys. These will be reviewed. If necessary, a separate short GP survey could be undertaken at a later date.	Review in 6 months if separate survey required. October 2013 – due to individual GP Appraisals and Revalidation, this was not considered necessary



GP team – Waiting Times	Overall acceptable levels, but 40 patients advised 15-30 minutes.	Continued patient education & awareness to keep to allotted appointment time, not to bring a list of ailments and awareness of GP emergencies at times; Newsletter articles, digital information screen, face to face discouragement/explanation.	Ongoing
Overall satisfaction and Recommend	Overall high scores - 86% very/fairly satisfied and would recommend Richmond Surgery	Future survey to allow those dissatisfied and not recommending to provide reasons/make comments	Next patient survey. Approx Dec 2013 – Jan 2014 to review all new systems introduced over the last 2 years.

Appendix 4

**Action Plan – Telephone & Appointment Access 11/12**

PPG Areas of Concern/Suggestions for Improvement	Richmond Surgery's Feedback & Action to Address	Proposed Timescale. Progress comments are in red
<b>Telephone Access</b>	1. Call Queuing System - Investigate reinstatement of old standalone equipment, monitor for a period of 6 months for success and patient feedback.	Immediate 04/12 Old system was not a call queuing system, but a call filtering piece of software run on old pc. No longer viable.  12/2013 – New VoiceNET digital telephone system incorporating queue and routing installed.
	2. Additional phone lines – not agreed at present.	N/A
	3. Investment in a new digital telephone system that will incorporate additional phone lines, a modern Call Queuing System and Call Filtering System.	Anticipated 6-9 months following completion of planned extension works. 08/12 – Progress continues to be underway with extension plans. Currently hoping to commence building works in early 2013.
	4. Increased use of Online Appointment System and increased patient awareness.	Ongoing. Investment budget to be agreed to increase patient awareness to achieve an overall 50% patient registration by September 2012. 09/12 – Approximately 35% of patients have registered for online appointments. 02/2013 – This has increased to 47%

<b>Appointment Access</b>	<p>1. Increased patient awareness of new access to care:</p> <ul style="list-style-type: none"> <li>• Online Appointment system</li> <li>• Evening Commuter Clinics</li> <li>• Minor Illness Clinic</li> <li>• Telephone Consultations</li> </ul>	<p>Ongoing.</p> <p>Investment budget to be agreed to increase patient awareness</p> <p>Online System: 04/12 Reminders to collect final registration paperwork applied to patient records which will flag when a patient is in contact with surgery. Prescriptions via local pharmacy to have reminder note attached.</p> <p>05/12 onwards – all clinics are regularly promoted in our regular Newsletters and via the Digital Information Screen.</p> <p>08/12 Newsletters are now emailed to patients to increase patient awareness of surgery services.</p> <p>11/12 Excellent feedback from patients regarding the emailing of Newsletters. These are also now made available in the patient waiting room as hard copies in dedicated Newsletter Folders, with PPG articles, complementary therapist articles etc</p> <p>09/12: Vast majority of appointments for Minor Illness Clinic are booked by patients online. Potential to misuse the minor illness clinic when a GP is not available. This only causes inconvenience to the patient if the ailment is not a minor illness. Continue to monitor.</p> <p>11/12 – Minor Illness Clinic temporarily</p>

		suspended due to shortness of nursing staff due to long term sickness
	2. Telephone consultations with our Minor Illness Clinic Senior Practice Nurse	Under review. If proposal successful, immediate implementation. 04/12: trialling telephone consultations with the Minor Illness Clinic. Review in 6 months. 09/12: Minimal use. Patients prefer telephone consultation with a GP. Monitor for a further period.
	3. Increased Evening Commuter Clinics – start earlier	Under review, but currently not viable due to other GP commitments. Will continue to be reviewed regularly and be subject to demand. 08/12 Continue to review regularly. 11/12 GP workloads still too high to facilitate
	4. Morning Commuter Clinics 0730-0800	Discussed & agreed with NHSH Contract Manager. Implemented in March 2012 for nurses 3 x mornings per week. Implemented in March 2012 1 x GP trialling. If successful, further GPs will be made available by June 2012 08/12 Extremely successful. Always fully booked. 11/12 Commuter Clinics with the nurses continue to be fully booked. At the present time, additional GP morning clinics are not

		available.
	<p>5. Appointment Reminder System</p> <ul style="list-style-type: none"> <li>• Text Messaging</li> <li>• Email Messaging</li> <li>• Appointment Cards</li> </ul>	<p>Quotations behind obtained for Appointment Cards. If viable, implementation by June 2012.</p> <p>04/12: Concerns on success on appointment cards as used in the past, but no reduction in DNAs. Simple reminder slips are available for patients who request.</p> <p>Revised quotations to be obtained for Text Messaging option.</p> <p>06/12 Text Messaging introduced. High levels of work required to gain mobile telephone numbers. Email notification issued where possible notifying of new system &amp; requesting up dated mobile number.</p> <p>09/12 Positive feedback of new system. Continued high levels of work required to gain mobile numbers. Reviewing Voice Messaging to a landline. This was recently trialled as a Flu Clinic Reminder.</p> <p>11/12 Flu clinic reminders by both text &amp; voice extremely successful. The practice now uses Text Messaging to remind patients of other areas of care.</p> <p>02/12 The practice now has mobile numbers recorded for approx half the total patient count. Very few patients have asked to Opt Out. Feedback continues to be extremely positive at this new system</p>

<b>Additional Actions</b>	<ul style="list-style-type: none"> <li>• Survey Results published on the Practice’s new website</li> <li>• Practice’s Action Plan published on the Practice’s new website</li> </ul>	<p>Immediately</p> <p>Immediately</p> <p>04/12 – Action Plan reviewed at PPG Meeting.</p> <p>04/12 – Action Plan reviewed plus proposal at Practice Meeting.</p> <p>07/12 – Updated and posted to website</p> <p>09/12 – Updated and posted to website</p> <p>11/12 – Updated and posted to website</p> <p>02/12 – Updated and posted to website</p>

## Addendum 5 – 2015 Patient Survey Summary Results

### 2014/2015 Richmond Surgery Patient Survey - RESULTS



#### Demographics of patient responders

##### 1. Are you answering this survey for yourself, or on behalf of another?

Answer Options	Response Percent	Response Count
For myself	98.8%	1262
On behalf of another	0.9%	12
Prefer to not to answer	0.2%	3
	<b><i>answered question</i></b>	<b>1277</b>
	<b><i>skipped question</i></b>	<b>0</b>

##### 2. Your gender please

Answer Options	Response Percent	Response Count
Male	40.0%	511
Female	59.7%	762
Prefer not to answer	0.3%	4
	<b><i>answered question</i></b>	<b>1277</b>
	<b><i>skipped question</i></b>	<b>0</b>

##### 3. Your age please

Answer Options	Response Percent	Response Count
Under 16	0.2%	3
17 - 24	1.1%	14
25 - 34	6.9%	88
35 - 44	17.0%	217
45 - 54	20.4%	260
55 - 64	17.9%	229
65 - 74	26.2%	334
75 - 85	8.8%	113
Over 85	1.1%	14
Prefer not to answer	0.4%	5
	<b><i>answered question</i></b>	<b>1277</b>
	<b><i>skipped question</i></b>	<b>0</b>

#### 4. Your employment status please

Answer Options	Response Percent	Response Count
School/Full time education	0.9%	11
Employed	42.3%	540
Self employed	9.5%	121
Unemployed	0.8%	10
Looking after home/family	5.9%	75
Unable to work/long term ill	1.0%	13
Retired	37.5%	479
Other	1.6%	21
Prefer not to answer	0.5%	7
Other (please specify)		21
	<b><i>answered question</i></b>	<b>1277</b>
	<b><i>skipped question</i></b>	<b>0</b>

#### 5. Your ethnicity please



Answer Options	Response Percent	Response Count
White British	93.7%	1196
White Irish	0.5%	6
White & Asian	0.2%	3
White & Black Caribbean	0.2%	2
Indian	0.1%	1
Pakistani	0.0%	0
Chinese	0.3%	4
Other	3.8%	48
Prefer not to answer	1.3%	17
Other (please specify)		34
	<b><i>answered question</i></b>	<b>1277</b>
	<b><i>skipped question</i></b>	<b>0</b>

6. Are you, or are you a carer within any of the following special patient categories? If not, please disregard this question.

Answer Options	Response Percent	Response Count
Asthma	41.5%	118
Diabetes	28.9%	82
COPD (Chronic Obstructive Pulmonary Disease)	5.6%	16
Expectant mother	3.9%	11
Learning disability	4.2%	12
Disabled	13.4%	38
Other - please enter below	11.6%	33
Prefer not to answer	4.6%	13
Other (please specify)		58
	<b><i>answered question</i></b>	<b>284</b>
	<b><i>skipped question</i></b>	<b>993</b>

### Section on Access and Appointments

7. How frequently do you have difficulty getting through to the Surgery by telephone during the busy period of 0800-0900?

Answer Options	Response Percent	Response Count
Always - ONLY if your answer is Always, please provide a brief explanation why	22.1%	274
Occasionally	51.1%	635
Very rarely	15.9%	198
Never	10.9%	135
Comment:		350
	<b><i>answered question</i></b>	<b>1242</b>
	<b><i>skipped question</i></b>	<b>35</b>

8. Outside of the busy period of 0800-0900, has the new digital telephone system improved your experience of contacting the Surgery by telephone?

Answer Options	Response Percent	Response Count
Yes	46.6%	579
No	11.8%	146
Have not experienced the new telephone system yet	41.6%	517
	<b><i>answered question</i></b>	<b>1242</b>
	<b><i>skipped question</i></b>	<b>35</b>

9. Do you find our Online Services for booking/cancelling appointments and ordering your approved repeat prescriptions beneficial?

Answer Options	Response Percent	Response Count
Yes	50.9%	627
No	9.2%	113
Have not experienced this service yet	39.9%	491
	<b><i>answered question</i></b>	<b>1231</b>
	<b><i>skipped question</i></b>	<b>46</b>

10. Do you find our Text Messaging Service for appointment reminders, surgery notices i.e. closure for training, flu clinics, test reminders etc beneficial?

Answer Options	Response Percent	Response Count
Yes	64.4%	794
No	2.7%	33
Have not experienced this service yet	32.9%	405
	<b><i>answered question</i></b>	<b>1232</b>
	<b><i>skipped question</i></b>	<b>45</b>

11. How often during the last 12 months have you been able to book an appointment with a GP and/or nurse within 3 working days, even if this did not match your preferred choice?

Answer Options	Response Percent	Response Count
Always	26.4%	324
Usually	49.3%	605
Never	15.0%	184
Not experienced an appointment with GP or nurse yet	9.3%	114
	<b><i>answered question</i></b>	<b>1227</b>
	<b><i>skipped question</i></b>	<b>50</b>

12. How often during the last 12 months have you been able to book a telephone consultation within 3 working days with a GP and/or nurse?

Answer Options	Response Percent	Response Count
Always	37.2%	460
Usually	24.8%	307
Never	4.0%	50
Have not experienced this service yet	33.9%	419
	<b><i>answered question</i></b>	<b>1236</b>
	<b><i>skipped question</i></b>	<b>41</b>

## Section on Options for Access to Care

13. Have you found the additional service of early morning commuter clinic appointments 0700-0800 with GP and nurse beneficial?

Answer Options	Response Percent	Response Count
Yes	16.4%	202
No	2.7%	33
Have not experienced this service yet	80.9%	998
	<i>answered question</i>	<b>1233</b>
	<i>skipped question</i>	<b>44</b>

14. Have you found the additional service of our Minor Illness Clinic 4 mornings per week beneficial?

Answer Options	Response Percent	Response Count
Yes	11.7%	144
No	1.7%	21
Have not experienced this service yet	86.6%	1064
	<i>answered question</i>	<b>1229</b>
	<i>skipped question</i>	<b>48</b>

15. Have you found the additional service of Telephone Consultations/Triage for both on the day emergencies and book ahead with both GP and/or nurse beneficial?

Answer Options	Response Percent	Response Count
Yes	33.6%	412
No	2.8%	34
Have not experienced this service yet	63.7%	782
	<i>answered question</i>	<b>1228</b>
	<i>skipped question</i>	<b>49</b>

16. Have you found the additional service of Phlebotomy (blood taking) In House Clinic beneficial?

Answer Options	Response Percent	Response Count
Yes	34.7%	423
No	1.4%	17
Have not experienced this new service yet	63.9%	778
	<b><i>answered question</i></b>	<b>1218</b>
	<b><i>skipped question</i></b>	<b>59</b>

17. Have you found the additional service of INR In House Clinic (Warfarin Patients) beneficial?

Answer Options	Response Percent	Response Count
Yes	2.9%	35
No	0.6%	7
Have not experienced/do not require this service	96.5%	1162
	<b><i>answered question</i></b>	<b>1204</b>
	<b><i>skipped question</i></b>	<b>73</b>

18. Have you found the additional service of Emergency Patient Clinic - On the day emergencies 0800-0900 beneficial?

Answer Options	Response Percent	Response Count
Yes	8.4%	102
No	1.8%	22
Have not experienced this new service yet	89.8%	1097
	<b><i>answered question</i></b>	<b>1221</b>
	<b><i>skipped question</i></b>	<b>56</b>

## Section on Opening Hours

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19. Of the following available appointment times, which would you use the most?

Answer Options	Response Percent	Response Count
Week days before 0800	9.8%	119
Week days during normal surgery opening hours	48.2%	588
Week days after 1800	20.9%	255
Alternative Saturday a.m.	4.9%	60
No Preference	16.2%	198
	<b><i>answered question</i></b>	<b>1220</b>
	<b><i>skipped question</i></b>	<b>57</b>

20. The on site Pharmacy opened in October 2013. Opening hours are Mon to Sat 0700-2230 and Sun 1000-1700. Is this service useful, in particular outside of core working hours?

Answer Options	Response Percent	Response Count
Yes	67.0%	818
No	5.5%	67
Have not experienced this service yet	27.5%	335
	<b><i>answered question</i></b>	<b>1220</b>
	<b><i>skipped question</i></b>	<b>57</b>

## Section on Clinical Care and Timekeeping

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21. Overall, how well do you rate our GPs for clinical care, expertise and knowledge?

Answer Options	Response Percent	Response Count
Poor	2.9%	36
Excellent	47.4%	582
Good	44.4%	546
Have no experience of the GP clinical team	5.3%	65
Comment:		81
	<b><i>answered question</i></b>	<b>1229</b>
	<b><i>skipped question</i></b>	<b>48</b>

22. Overall, how do you rate our GP timekeeping?

Answer Options	Response Percent	Response Count
Poor	3.8%	47
Excellent	28.4%	349
Good	63.5%	781
Have no experience of the GP clinical team	4.2%	52
Comment:		64
	<b><i>answered question</i></b>	<b>1229</b>
	<b><i>skipped question</i></b>	<b>48</b>

23. Overall, how well do you rate our Nursing team for clinical care, expertise and knowledge?

Answer Options	Response Percent	Response Count
Poor	0.7%	9
Excellent	38.7%	476
Good	36.5%	449
Have no experience of the nursing clinical team	24.0%	295
Comment:		22
	<b><i>answered question</i></b>	<b>1229</b>
	<b><i>skipped question</i></b>	<b>48</b>

24. Overall, how do you rate our nursing team for timekeeping?

Answer Options	Response Percent	Response Count
Poor	1.2%	15
Excellent	33.2%	408
Good	40.8%	501
Have no experience of the nursing clinical team	24.8%	305
Comment:		18
	<i>answered question</i>	<b>1229</b>
	<i>skipped question</i>	<b>48</b>

### Section on Patient Information

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Please advise if you are aware of the following:

25. Email Messaging including our regular Surgery Newsletters

Answer Options	Response Percent	Response Count
Yes	97.1%	1191
No	3.2%	39
	<i>answered question</i>	<b>1227</b>
	<i>skipped question</i>	<b>50</b>

26. Website [www.richmondsurgeryfleet.com](http://www.richmondsurgeryfleet.com)

Answer Options	Response Percent	Response Count
Yes	86.3%	1048
No	13.7%	167
	<i>answered question</i>	<b>1215</b>



*skipped question* 62

27. Digital Information TV Screen in patient waiting area

Answer Options	Response Percent	Response Count
Yes	92.8%	1130
No	7.2%	88
	<i>answered question</i>	<b>1218</b>
	<i>skipped question</i>	<b>59</b>

28. Patient Information Notices within Surgery

Answer Options	Response Percent	Response Count
Yes	88.2%	1076
No	11.8%	144
	<i>answered question</i>	<b>1220</b>
	<i>skipped question</i>	<b>57</b>

**Section on Overall Patient Satisfaction**

29. Overall, how satisfied are you with the care you receive and the services provided, both existing and recently introduced?

Answer Options	Response Percent	Response Count
Excellent	42.1%	513
Good	55.5%	676
Poor	2.5%	30
	<i>answered question</i>	<b>1219</b>
	<i>skipped question</i>	<b>58</b>

30. Would you recommend Richmond Surgery to someone who has moved to the local area and/or is looking for a GP Surgery?

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	80.2%	978
No	4.7%	57
Unsure	15.1%	184
	<i>answered question</i>	<b>1219</b>
	<i>skipped question</i>	<b>58</b>

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