



# GREAT HARWOOD MEDICAL GROUP

## Patient Participation Group Patient Survey Results

### Appointments

Are you aware that the practice offers appointments with a GP from 8.30am to 8.00pm?

**Yes: 20 No: 7**

Are you aware that the practice offers appointments with a Health Care Assistant from 8.00am to 6.00pm?

**Yes: 9 No: 18**

Are you aware that for 3 out of 4 GPs you can book up to 4 weeks in advance?

**Yes: 10 No: 17**

We are constantly looking at ways of improving appointment availability by balancing urgent requirements against routine follow-ups. When you need to see a GP at short notice are you normally able to book an appointment on the same day?

**Yes: 16 No: 7**

If not when is an appointment normally available:-

**Within 2 days: 2**

**Within 3 – 4 days: 2**

**5 days or more: 2**

### Services

Are there any services that are not currently provided, that you would like to see delivered at our surgery? If so please provide details:-

***None come to mind.***

***Well man clinic.***

***More flexibility for getting test results and reordering prescriptions.***

***Over 40s health promotion checks.***

***I am not aware of any male MOT's being offered. I am 50 years old this year and wonder if a full healthcheck would be offered as a matter of course or would I have to request one if I wanted it.***

***Ophthalmic specialist on site (even if not permanently) not an optician as such but facilities where a specialist would be available to give eye checks, detect and prescribe for eye problems.***

***Physiotherapy and dietician.***

***Would an ultrasound facility be viable?***

***Would an INR meter be cheaper than the current method of a full blood test and pathology?***

Are there any changes you would like to see at the practice? If so please give details:-

***Better signage for the doctor's rooms.***

***More space in the waiting room with windows for fresh air in order to help prevent the spread of infection. Quiet / private area for patients feeling very unwell. Obviously this is not possible at the moment, but should be considered for future.***

***Better use of treatment room. There have been several occasions when I have called in to make an appointment for a routine injection, no one was waiting, there didn't appear to be anyone being attended to at that time, everything was very quiet but still had to book an appointment for several days hence when it may have been possible to be seen straight away.***

***Cover at weekends.***

***I'd like to be able to get an appointment with my GP, Dr Grayson, within 48 hours notice and not have to wait up to a week or, as is often the case longer.***

### **Prescriptions**

If you are prescribed a regular medication we call this a repeat prescription. These can be issued each month but will need reviewing by a GP every 6 – 12 months.

For safety issues and to free up telephone access for appointments, we discourage patients from ordering prescriptions via telephone.

How do you currently order your repeat prescription?

***By phone: 4***

***By email: 16***

***Through your Pharmacy: 6***

***Via our website: 1***

***In person: 4***

Are you happy with the prescription service?

***Yes: 26                      No: 1***

If you are not happy or have any suggestions for the prescription service how do you feel we could improve it?

***My wife sometimes has to order two items via an email – it has been known for only one prescription to be made out instead of the two. This means a return trip to the health centre, difficult when you work full time.***

Are there any health services you would like us to provide from the health centre which you receive elsewhere?

***Hearing aids fitting, not just batteries.***

***A drop-in service, during service hours would be good where you could see a GP in an emergency without an appointment.***

***Musculoskeletal clinic in order to refer acute back pain etc. as soon as possible. Physiotherapy, in order to follow up referrals, reduce waiting time and promote earlier recovery.***

***NHS dental service.***

### **Health Centre**

If you use a pram, or have limited mobility, or use a wheelchair how do you find our health centre?

***Easy to access***                ***0***

***Reasonable to access***    ***1***

***Hard to access***             ***0***

Please describe any difficulties:-

***No available disabled parking spaces near the health centre.***

***Local parking, for those of us who find walking difficult is terrible.***

***Doors once inside surgery difficult to negotiate.***

Thinking about your health centre are you:-

***Satisfied:***    ***20***

***Neither satisfied nor dissatisfied:***    ***5***

***Dissatisfied:*** ***1***

Please comment:-

***No issues with the service or the building.***

***I would be grateful if the receptionists could, when there is a large queue at one counter, open up another (where available) to alleviate waiting times.***

***Great Harwood Medical Group provide an excellent service in a building not fit for purpose in the 21<sup>st</sup> century. A new health centre is urgently required.***

***I feel the general standard of care is very good and the attitude of all staff is always friendly and willing to help.***

***I am very satisfied with the service given by the practice.***

***My only concern is the waiting time to see a particular doctor, which is obviously my choice. Sometimes it is easier to see the one who is up to date with certain problems and therefore you don't have to start at the very beginning. Like I said, that's my choice and therefore not a reflection on the overall service.***

***I am fairly satisfied. It could benefit from some up to date facilities eg. better waiting room facility as mentioned above, toilets, play area for children, better privacy at the reception windows.***

***In general I feel the centre does a good job. The only comment I would like to make is this. Previously it was possible to wait for treatment room attention which seemed to the layman to work quite well, however, since the treatment room was reorganised, it not only appears to be less cost effective, due to needing someone to take appointments and seems to run independently, but is less available at short notice.***

***My experience has always been good, patient surveys are a good idea and I hope the overall feedback is used positively to benefit the community.***

***I have used this surgery / health centre since it first opened. I have always been treated with courtesy and consideration as has my family.***

***I have used GP services on this site since the days of Dr Jackson and have always been pleased with my and my family's treatments.***

***I have the opinion that the GPs are possibly overloaded with appointments and patients may tend to prefer one GP to others. It is appreciated that this should not be so but then that is human nature. Maybe the premises need to be developed. Are financial cuts a problem?***

***Went to see the doctor and was told to have a blood test. Went to the treatment room and was asked if I had an appointment. This was 9.10am I was told that I could return at 11.00am. Luckily I was off work that day but if I had been working half day would have been taken up. What about someone that had no transport and had to come on a bus or had difficulty getting to the surgery. Why has the system been changed making life very difficult for the patient.***

***The biggest asset the health centre in Great Harwood has is its friendly and accommodating reception staff. It's really and sadly, a rarity to find such competent and customer focused receptionists in a GP surgery. They're usually like dragons guarding the treasure and breathe fire at anyone who tries to pass, but not at Great Harwood. Well done! You want to keep hold of each any every one of them.***

**Great Harwood Medical Group Patient Participation Action Plan 2012**

Patient Experience / Issue	Action	Timescale	Led By
<p><b><i>Appointments</i></b></p> <p><b><i>Issue:</i></b></p> <p>Not all patients are aware we offer appointments with a GP from 0800 – 2000.</p> <p>Not all patients are aware we offer appointments with a Health Care Assistant from 0800 – 1800.</p> <p>Not all patients are aware that they can book up to 4 weeks in advance for 3 out of 4 GPs.</p>	<p>Add appointment times to digital display board, right hand side of prescriptions and consider adding to recorded message when patients phone the surgery.</p> <p>Newsletter promoting surgery times and range of appointments available i.e. same-day, bookable up to 4 weeks in advance for 3 out of 4 GPs, extended hours etc and with whom, when and how these may be booked.</p>	<p>June 2012</p>	<p>Sarah Lord</p> <p>Reception staff</p>

<p>Not all patients were being seen by a GP within 2 working days.</p>	<p>Remind patients that as a group practice they can see a GP within 2 working days but if they request a particular GP they may have to wait longer.</p>		
<p><b>New services</b></p> <p><b>Suggestions:-</b></p> <p>Well man clinic.</p> <p>Over 40s health promotion checks.</p> <p>Male MOTs.</p> <p>More flexibility for getting test results and reordering prescriptions.</p> <p>Ophthalmology.</p> <p>Physiotherapy.</p> <p>Dietician.</p> <p>Ultrasound.</p> <p>INR Meter.</p> <p>Hearing aid fittings.</p>	<p>Our Health Care Assistant offers well man / woman screening followed by an appointment with a GP to review the results for patients who request it. Again this needs publicising.</p> <p>The practice also offer NHS health checks to patients aged 40 – 75 as part of the Cardiovascular disease enhanced service. Patients are being invited but as there are over 1500 eligible we haven't been able to invite them all. However again we can publicise the service to patients and offer it opportunistically when they present at the practice.</p> <p>The practice currently restricts telephone requests for prescriptions and obtaining results to after 12pm only, this then leaves the phone lines free in a morning for appointments, home visits, emergency requests etc. The practice is to review this restriction.</p> <p>The suggestions for new services will be raised with the Primary Care Trust Commissioners and the Clinical Commissioning Group. As the practice operates from a PCT owned and managed health centre we are restricted in what services can be provided. If we do get a new health centre in Gt Harwood it may be possible to provide some of these services from it.</p>	<p>June 2012</p>	<p>All</p>

<p>Musculoskeletal Clinic</p> <p>NHS dental service.</p>			
<p><b>Changes</b></p> <p><b>Suggestions:-</b></p> <p>Better signage for doctors rooms.</p> <p>Improved waiting area.</p> <p>Privacy in waiting area.</p> <p>Improvements with treatment room provision.</p> <p>Cover at weekends.</p> <p>Appointments within 2 working days for particular GP.</p>	<p>All permanent GPs now have fixed named signs on their consulting rooms and their names are displayed on the reception counter for the patients to see.</p> <p>The new health centre for Gt Harwood is still currently on hold and it is still unclear if the build will proceed. In the meantime the practices within the current health centre have to work to the best of their abilities. If patients do ask to speak in private we try to find a private space to speak to them in, however this is not always possible due to room capacity. The reception staff will offer to telephone them at a convenient time to offer greater privacy. A poster will be displayed in the reception area to emphasise this.</p> <p>Treatment room is run by East Lancs PCT and has undergone several changes in recent years. It now operates on an appointment only basis and there are leaflets available from treatment room to state what these times are.</p> <p>The practice is to review it's current extended hours sessions.</p> <p>Practice to consider how access to particular GPs can be improved.</p>	<p>June 2012</p>	<p>All.</p>
<p><b>Prescriptions</b></p>			

<p><b>Issue:-</b></p> <p>Multiple prescriptions not being ready at the same time.</p>	<p>Reception staff to review how we process with prescriptions.</p>	<p>June 2012</p>	<p>Sarah Lord Reception staff</p>
<p><b>Accessibility</b></p> <p><b>Issue:</b></p> <p>No accessible disabled parking.</p> <p>Local parking terrible.</p> <p>Internal doors difficult to negotiate.</p>	<p>These issues are long standing and have been factored into the designs for the new health centre. PCT to be informed of patient's comments.</p>	<p>June 2012</p>	<p>Sarah Lord</p>
<p><b>General Comments</b></p> <p>Reception cover at two counters during busy periods.</p>	<p>Reception staff are to monitor the amount of people waiting at the counter and ask for support from a colleague at busy periods.</p>	<p>June 2012</p>	<p>Sarah Lord Reception Staff</p>

## **Total Practice Population**

<b>Age</b>								
<b>Under 16</b>	<b>16-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
1293	693	872	914	913	727	639	358	153

<b>Gender</b>	<b>No.</b>
Male	3225
Female	3337

<b>Ethnicity</b>											
<b>White British</b>	<b>Irish</b>	<b>Mix Carribean</b>	<b>Mix African</b>	<b>Mix Asian</b>	<b>Indian</b>	<b>Pakistani</b>	<b>Bangladeshi</b>	<b>Black Carribean</b>	<b>African</b>	<b>Chinese</b>	<b>Not Coded</b>
2049	6	2	1	41	5	166	0	0	5	9	4278

<b>Specific Care Group</b>	<b>No. of Patients</b>
Nursing Home	4
Carers	61

### Patient Reference Group

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
		4	1	8	6	5	3	

Gender	No.
Male	14
Female	13

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
26											1

Specific Care Group	No. of Patients
Carers	3

### Opening Times

Monday, Tuesday, Friday 0800 – 1830 reception and telephone access

Wednesday 0800 – 1830 telephone access

Wednesday 0800 – 1200 reception access

Thursday 0800 – 1830 telephone access

Thursday 0800 – 2015 reception access

## Extended Hours

Dr Radice Thursday 1830 – 2015

Dr Ireland Thursday 1830 – 2015

Although the practice has 6562 registered patients only 2275 have an ethnicity code in place as we have only been adding ethnicity codes for the last few years. From the results we received the PRG demonstrates a good mix of ages and similar male and female responders. As the majority of registered patients have an ethnicity code of “White British” recorded this is represented in the responders. As a means of communicating with missing sections of patients we publicised the group by means of posters in the surgery, handed out fliers to patients when they came into the surgery and with prescriptions.

The practice sent an email to all patients who we had an email for and asked them to take part in the survey. We also displayed posters around the surgery, asked patients when they booked in for appointments and publicised the survey on the right hand side of prescriptions. The overall response was poor, however most surveys were completed electronically. No-one from the PRG made a comment on the sample size, although they were not asked directly to comment on this.

An email was sent to all patients for whom we have contact details for and posters displayed around the surgery asking for suggestions for the survey. The reception staff also handed out fliers when patients booked in for appointments and to collect prescriptions. As the number of suggestions we received was quite small the PRG agreed that we should use all of them to form the survey which was then circulated to the PRG members.

The questions were formed from the suggestions from the PRG members and patients.

The survey was conducted by email and post, aimed at patients who are unable to attend the surgery, and also given out to patients in the surgery.

The survey was conducted electronically by email for all members who gave an email address, and by post for the members who requested this method.

An email was sent to all patients for whom we have contact details for and posters displayed around the surgery asking for suggestions for the survey. The reception staff also handed out fliers when patients booked in for appointments and to collect prescriptions.

The number of patients surveyed was 58.

The number of surveys completed was 27.

The survey was analysed in house.

The results of the survey were emailed / posted to the PRG members with a request that any comments / feedback were made. As the amount of action points was considered acceptable by the PRG, a draft action plan was drawn up and emailed / posted to the group for them to agree prior to it being approved and posted on our website.

The action plan was formed after comments were received from the PRG once they had reviewed the results of the survey.

The request for improvements around treatment room provision, disabled and local parking, and improved health centre facilities / new services are being considered in the action plan but it may not be possible to address these due to the current restrictions of the premises.

If the practice decides to open at weekends this will affect the extended hours enhanced service. How can we offer greater access to particular GPs whilst still maintaining our 48 hour access?