



Headlands Surgery
K83006

Patient Participation Report
March 2012.

20 Headlands
Kettering
Northants
NN15 5HX

Tel: 01536 518886
Fax: 01536 527757

www.headlandssurgery.co.uk

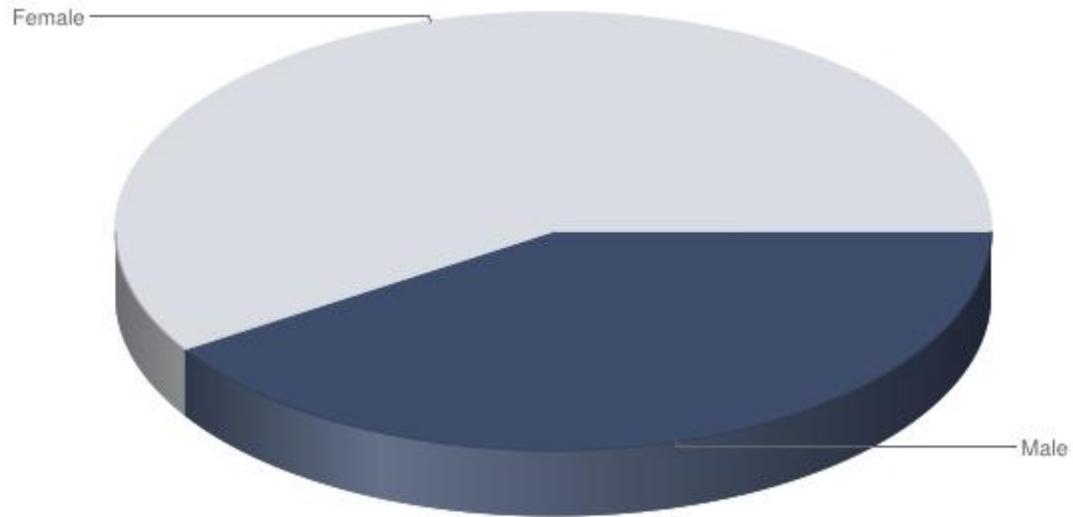
*A description of the profile of the members of our patient reference group
and steps taken to ensure it is representative of its registered patients.*

Prior to 2011 the practice did not have a patient participation group. The practice researched the experiences of other practices and concluded that face to face groups were largely being replaced by vPRG's as these had higher engagement and participation levels, due to the members being able to make their contributions from home. It is possible however the practice may also set up a face to face group during 2012/2013. A vPRG was set up late 2011. Several methods were used to ensure a good cross section of our patient population.

- Website
- Handouts at reception
- New patient registration
- New mothers via health visitor contacts
- Handouts via practice nurses
- LCD information board
- Letters to care homes
- Inclusion in letters of correspondence to patients

This produced a group of 126 with the following breakdown.

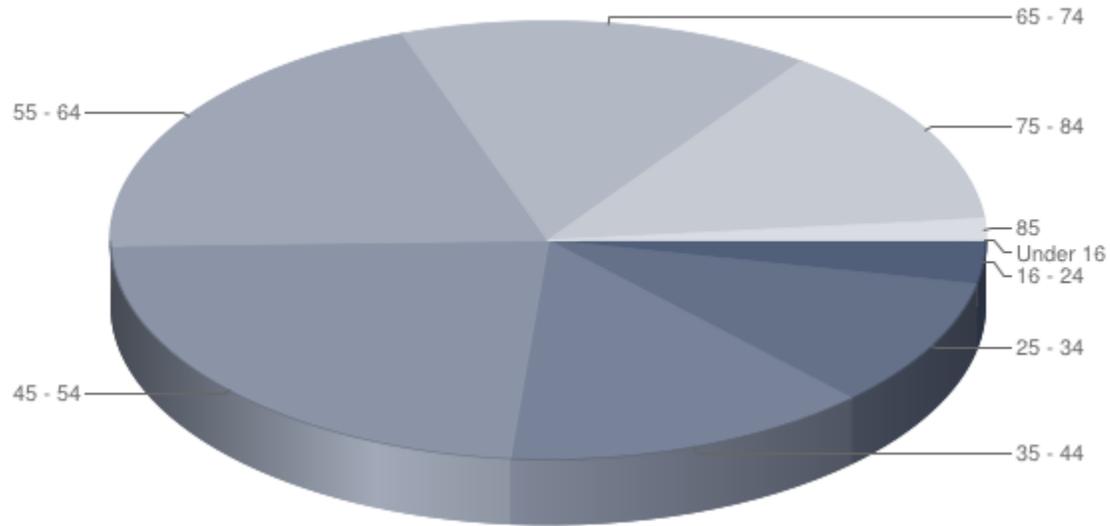
Are you male or female? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(127)
Male	52 41%
Female	75 59%

Base: 127 out of 127 people answered this question

What age are you? *Single dropdown answer question (answers per option add up to roughly 100%)*



Option:	TOTAL
	(125)
Under 16	0
16 - 24	4 3%
25 - 34	12 10%
35 - 44	17 14%
45 - 54	29 23%
55 - 64	25 20%
65 - 74	19 15%
75 - 84	17 14%
85+	2 2%

Base: 125 out of 127 people answered this question

Are you? *Single dropdown answer question (answers per option add up to roughly 100%)*

Option:	TOTAL
	(120)
A Carer (not as an employee but for example for a family member)	8 7%
Employed full or part-time	59 49%
A voluntary worker	1 1%
Not employed	15 13%
Retired	36 30%
In full time education	1 1%

Base: 120 out of 127 people answered this question

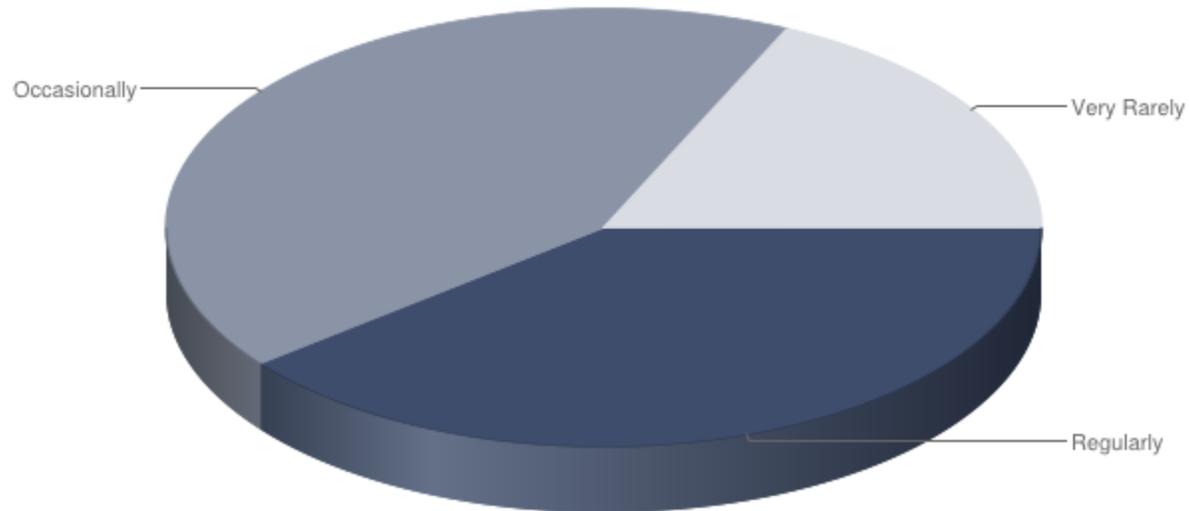
What is the ethnic background with which you most identify? *Single dropdown answer question (answers per option add up to roughly 100%)*

Option:	TOTAL
	(120)
White British	112 93%
White Irish	0
Mixed White & Black Caribbean	0
Mixed White & Black African	0
Mixed White & Asian	1 1%
Asian Indian or British Indian	3 3%
Asian Pakistani or British Pakistani	0
Asian Bangladeshi or British Bangladeshi	0
Black Caribbean or British Caribbean	0
Black African or British African	0
Any other Black background	0

Option:	TOTAL
	(120)
Chinese	1 1%
Any other ethnic group	3 3%

Base: 120 out of 127 people answered this question

How would you describe how often you come to the practice? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(127)
Regularly	50
Occasionally	54
Very Rarely	23

Base: 127 out of 127 people answered this question

The age and gender splits are a good representation of our patient population. Ethnic groups are not particularly well represented despite our staff's efforts in trying to encourage them to join the group. We will continue to address this issue and try and some other methods during the next twelve months.

Details of the steps taken determine and reach agreement on the issues which had priority and were included in the local practice survey.

The practice wrote to members of our PRG to seek their views on what were considered to be key priorities from past surveys, also giving an option to include any other issues not included in the list provided.

The Headlands Surgery Patient Reference Group

Dear Patient,

Thank you for your interest in our practice.

We are keen to understand what particular areas of the practice or health care provided by us that should be discussed through our Virtual Patient Reference Group.

Taking account of past surveys and previous comments from our patients, we have listed some of the general headings that may be good for discussion. However, if you feel there is another area which we have not included, please do give us details below.

We are hoping the responses we receive will help us understand the parts of the service we provide that may need addressing.

This particular survey will close on Friday 2nd March. Once we have your answers we plan to publish a more detailed survey by Wednesday 7th March on the topic chosen by the majority.

Please answer the following question:-

Which ONE of the following do you feel is the most important topic to survey?

- Getting an appointment
- Reception issues
- Repeat Prescriptions
- Opening Times
- Surgery Environment
- Other

If other, please specify:

If you have any questions or concerns regarding the group, please do not hesitate to contact me.

**Practice Manager
The Headlands Surgery**

Finish Survey

Reset this survey

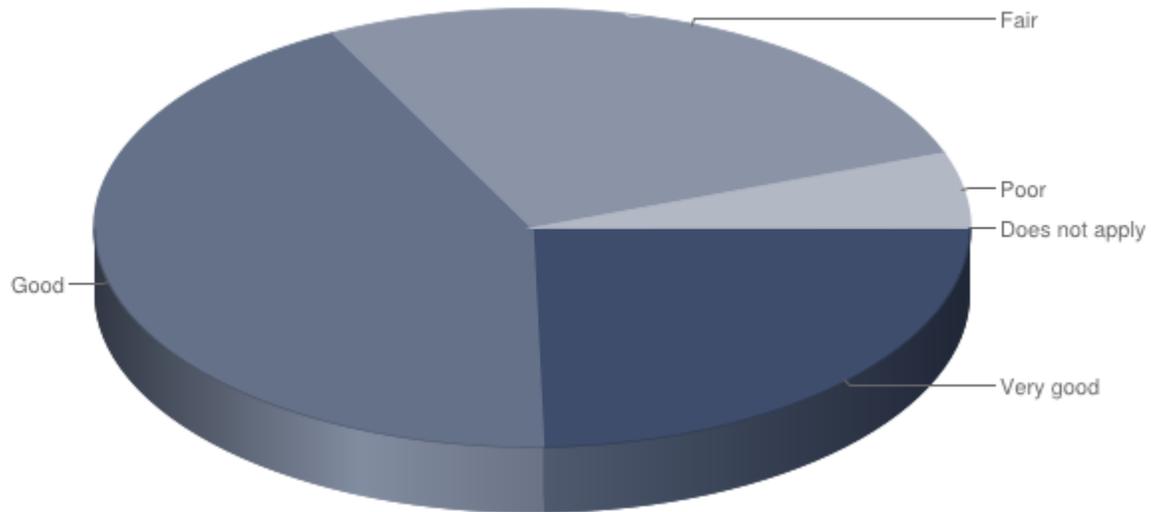
The manner in which the contractor sought to obtain the views of its registered patients.

Following the initial survey we then contacted as many of our registered patients to request them to complete our full survey

Results of our initial survey identified that appointments were the most important issue to address.

Headlands Surgery Appointments Survey

Overall, how would you rate the availability of appointments at this practice? *Single answer question or grid (answers per option add up to roughly 100%)*

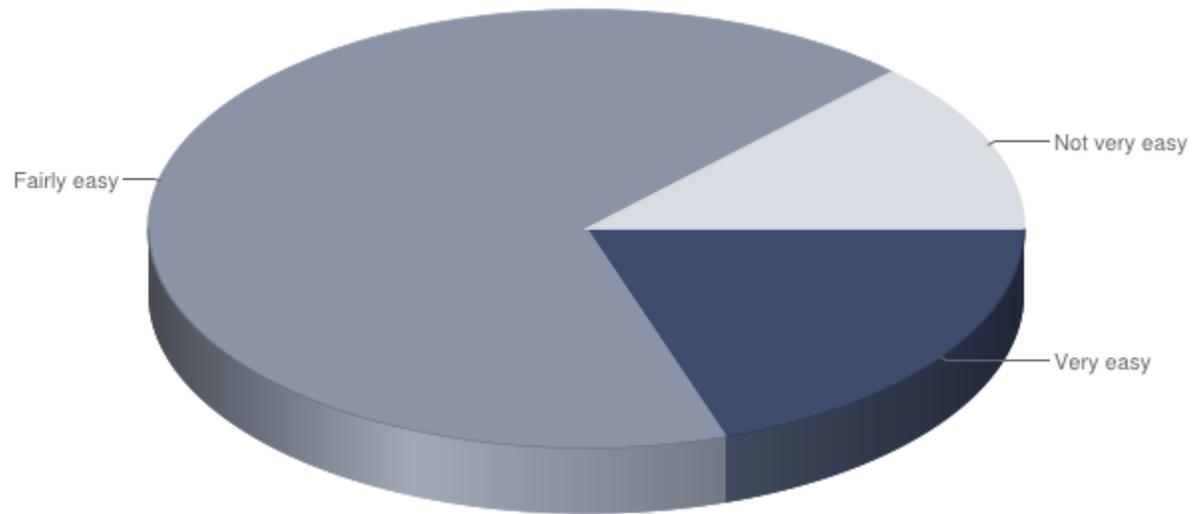


Option:	TOTAL
	(126)
Very good	31 25%
Good	54 43%
Fair	34 27%
Poor	7 6%

Option:	TOTAL
	(126)
Does not apply	0

Base: 126 out of 127 people answered this question

2. How easy was it to get an appointment for the time you wanted? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Very easy	25 20%
Fairly easy	85 67%
Not very easy	16 13%

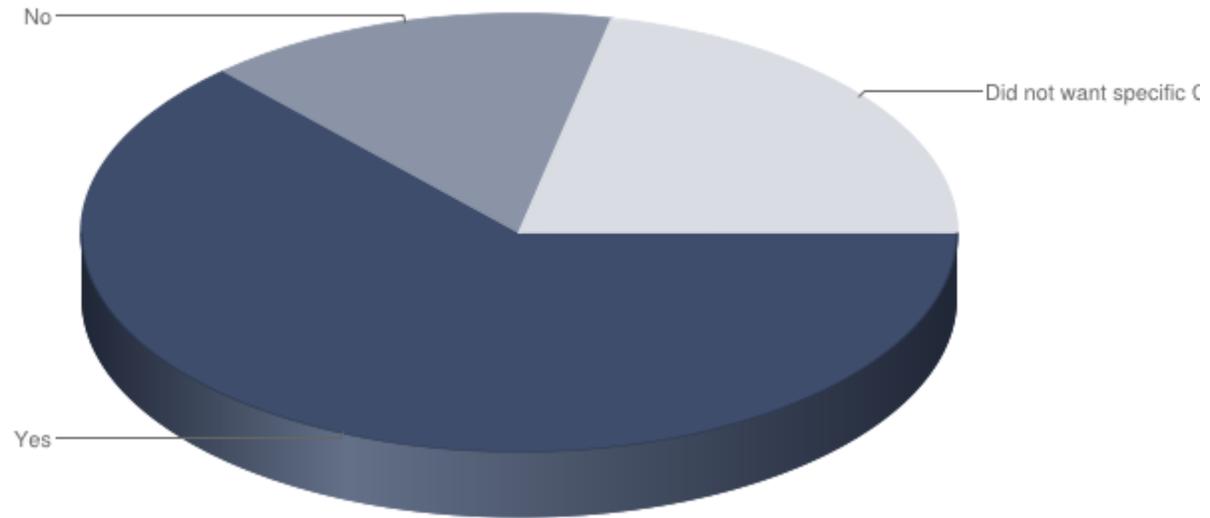
Base: 126 out of 127 people answered this question

If not very easy please specify the time of day you requested *Small free-text box*

Option:	TOTAL
	(17)
<p>Comments:</p>	<p>7.30 evening appointment Same day appointments are quickly taken if one does not ring within short time of reception opening. I work 9-5 so need after 6.30pm which are all gone very quickly phoned Monday got Thursday bad back pain Late morning/early afternoon Any Very early or very late Usually days or week ahead if you want continuity Afternoon appointment Same day appointment with GP - not trainee very hard to get. Have to give specific reasons, also pre-book appointment i/c qualified GP very hard to get Early (before work) or late (after work)! Anytime Not tried recently by phone but previously not good. 10.00 onwards. I requested a day 3 weeks in advance and was told the books didn't go that far. I was trying to be organised! I think that should be changed Anytime any time but on a specific day</p>

Base: 17 out of 127 people answered this question

3. Were you able to see the GP/Nurse you wanted to see? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(125)
Yes	79 63%
No	19 15%
Did not want specific GP/Nurse	27 22%

Base: 125 out of 127 people answered this question

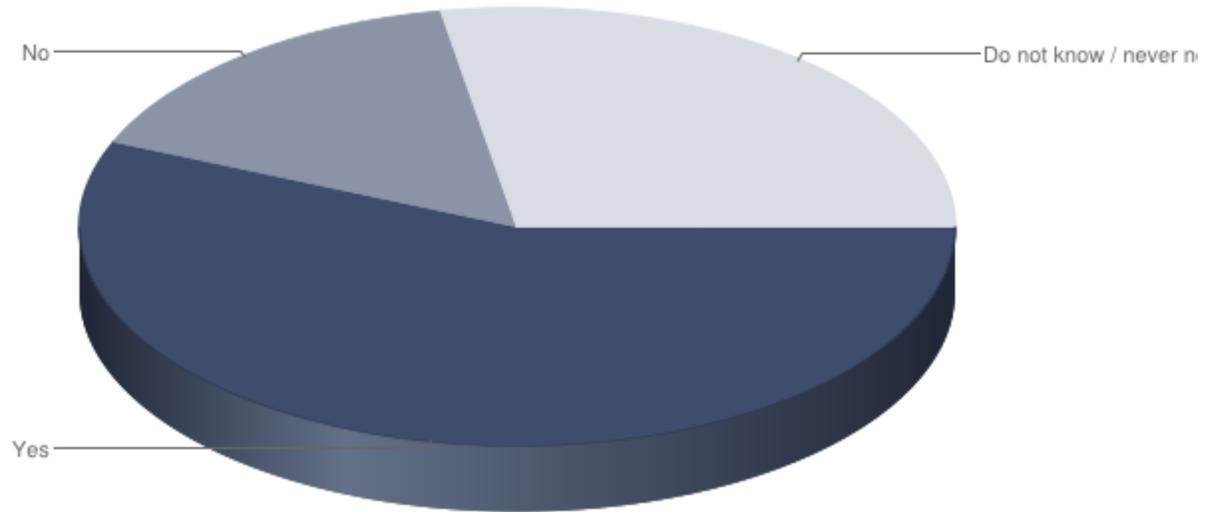
4. If you have answered no to question 3, who was the GP/Nurse that you wanted to see? *Large free-text box*

Option:	TOTAL
	(21)
Comments:	Dr Slip Have not been able to see a specific GP but have always been able to see someone and I am happy with this service. If I need an urgent appt. I am happy to see whoever is available. Appointment was cancelled and someone had rearranged for me

Option:	TOTAL
	(21)
	<p>the day before without informing me? let alone informing me so I could make the rearrangement of appointment, but due to me having to take the day off for appointments i could not cancel days holiday as too short notice so now i have to wait until April as it was a smear test i needed doing and they are limited on when they can be done, as i have used my last days holiday for the appointment due today 2/3/2012. Dr Shah Off for the day Dr Shah Dr Hart I no longer know the name of my GP. I have not seen the same doctor for sometime. Dr Slip, Janet/Caroline Would like some consistency Qualified GP, not trainee Would like to see my own doctor mostly. Dr Hart Dr Slip Dr Slip He had a student in with him and he only wanted to see people with new cases - Dr Slip. Dr Slip Dr Shah registered GP but never seen her. Dr Hart Unable to generally see own GP Caroline or Janet</p>

Base: 21 out of 127 people answered this question

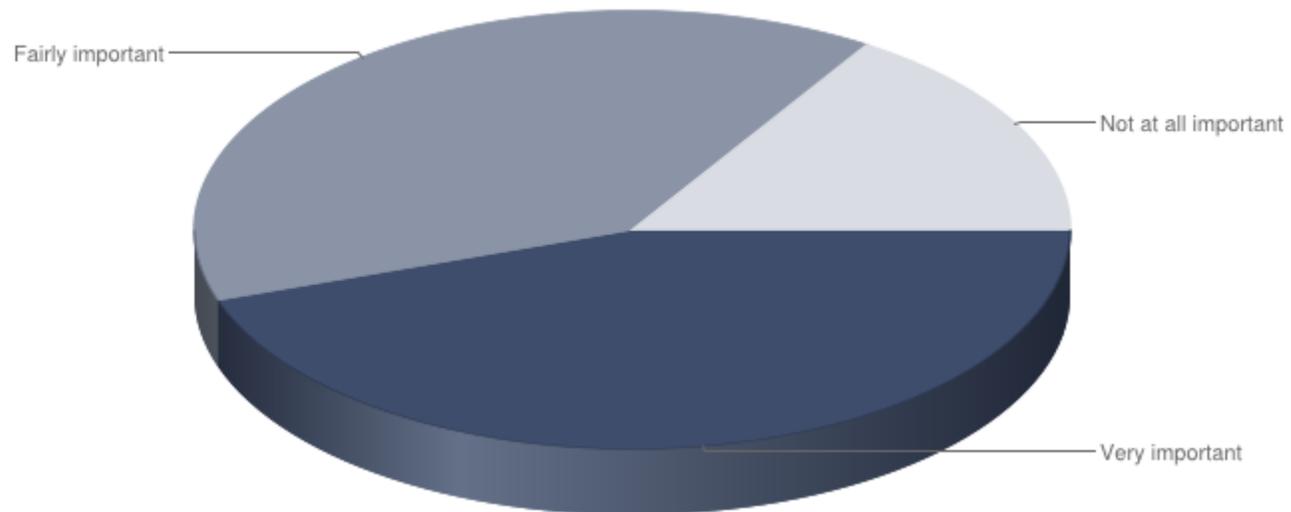
5. If you need to see any GP urgently, can you normally get seen on the same day? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Yes	71 56%
No	20 16%
Do not know / never needed to	35 28%

Base: 126 out of 127 people answered this question

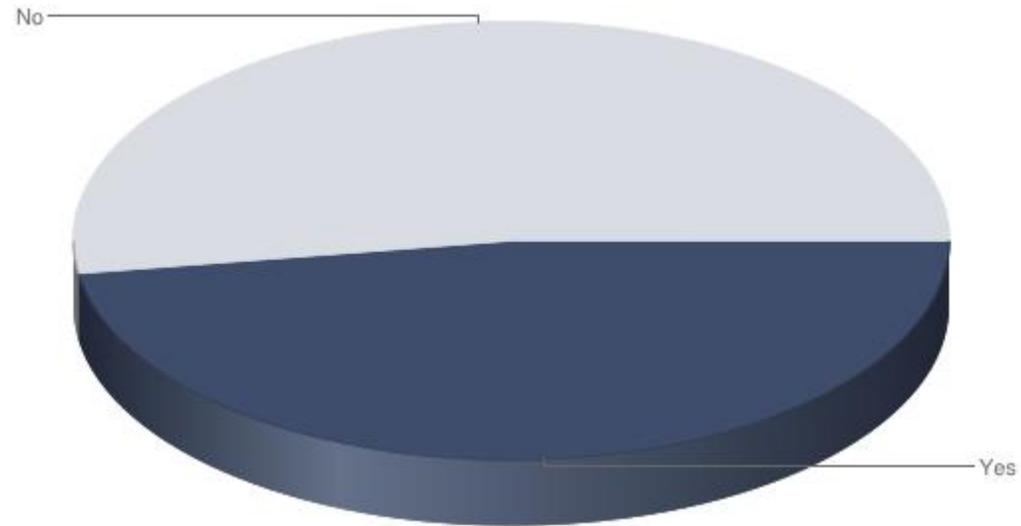
6. How important is it to you that you see your own or a specific GP when coming to this practice? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(125)
Very important	56 45%
Fairly important	49 39%
Not at all important	20 16%

Base: 125 out of 127 people answered this question

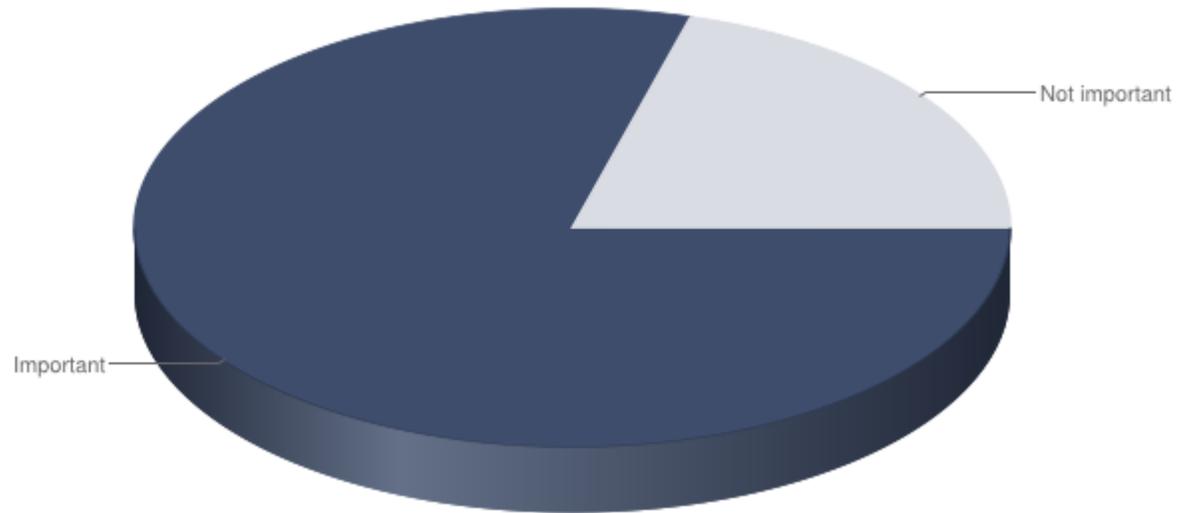
7. Are you aware that you can book an appointment up to 2 weeks ahead? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Yes	60 48%
No	66 52%

Base: 126 out of 127 people answered this question

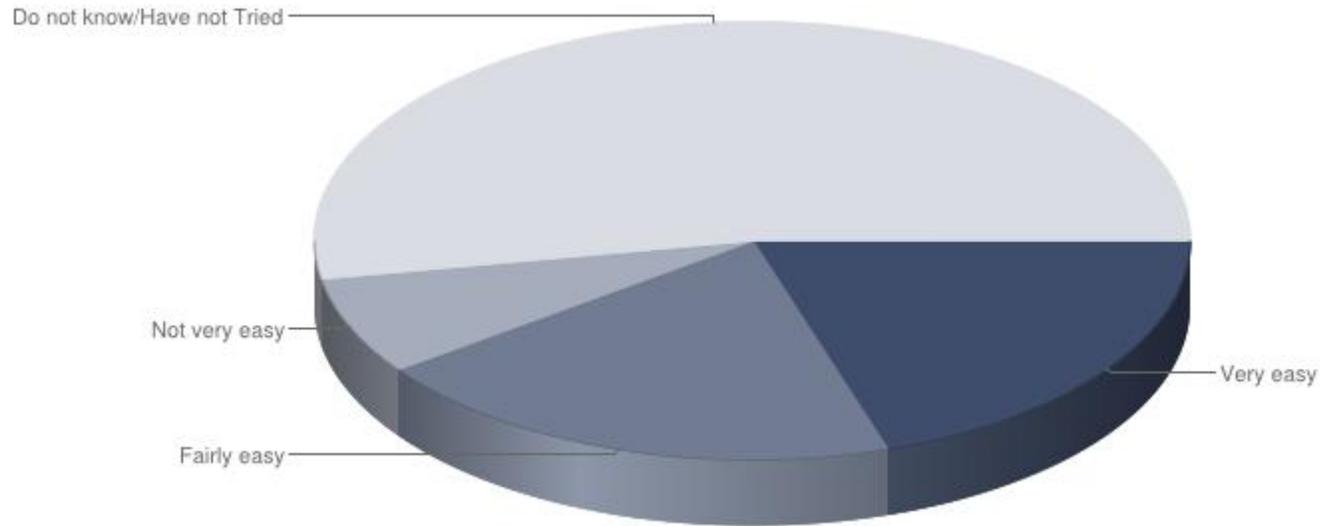
8. How important is it to you to be able to book appointments ahead of time? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Important	100 79%
Not important	26 21%

Base: 126 out of 127 people answered this question

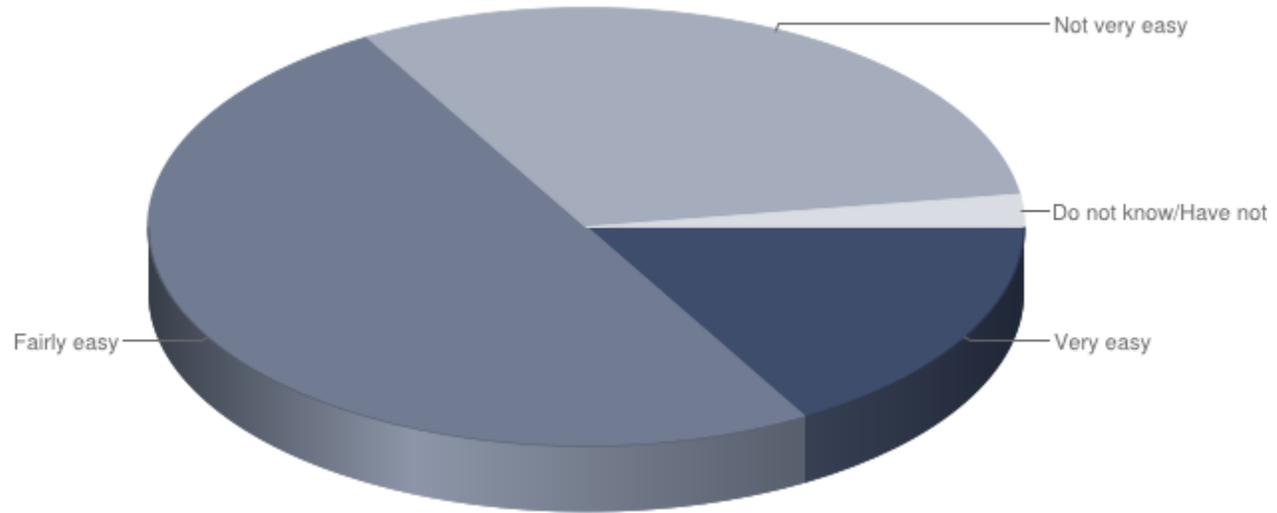
9. If you have booked appointments up to 2 weeks ahead, how easy was this? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(125)
Very easy	25 20%
Fairly easy	25 20%
Not very easy	9 7%
Do not know/Have not Tried	66 53%

Base: 125 out of 127 people answered this question

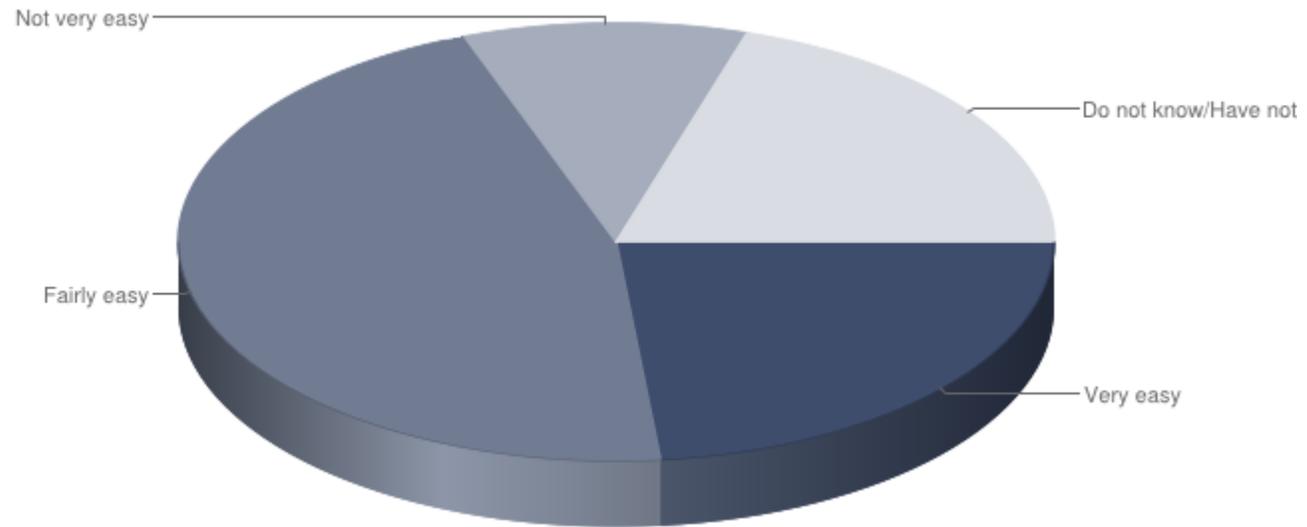
a) In the morning *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Very easy	21 17%
Fairly easy	63 50%
Not very easy	39 31%
Do not know/Have not tried	3 2%

Base: 126 out of 127 people answered this question

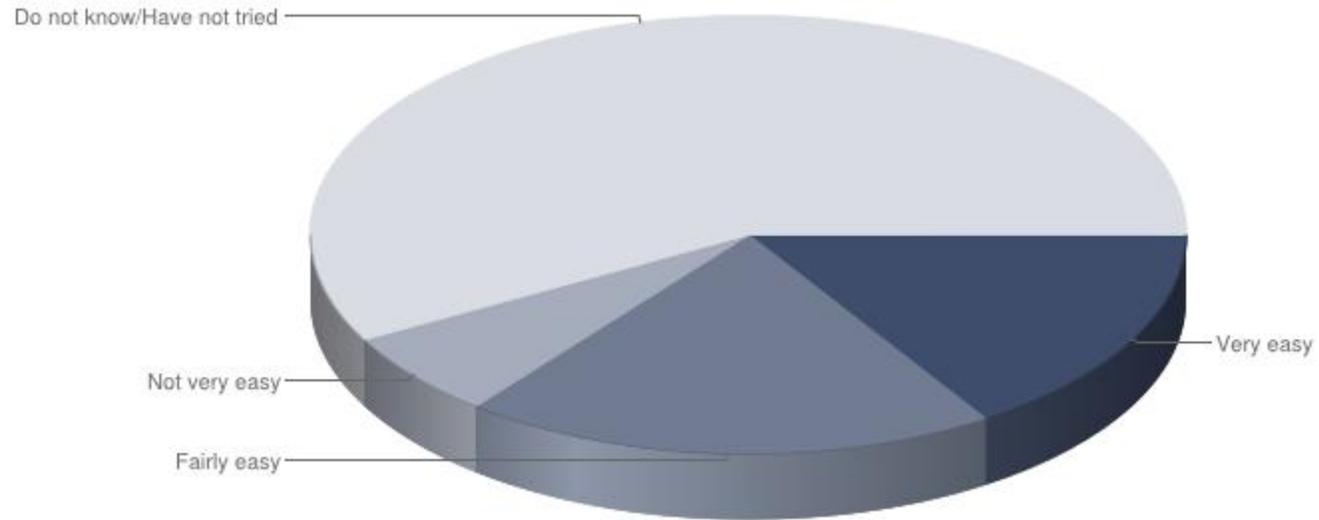
b) In the afternoon *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(124)
Very easy	29 23%
Fairly easy	57 46%
Not very easy	13 10%
Do not know/Have not tried	25 20%

Base: 124 out of 127 people answered this question

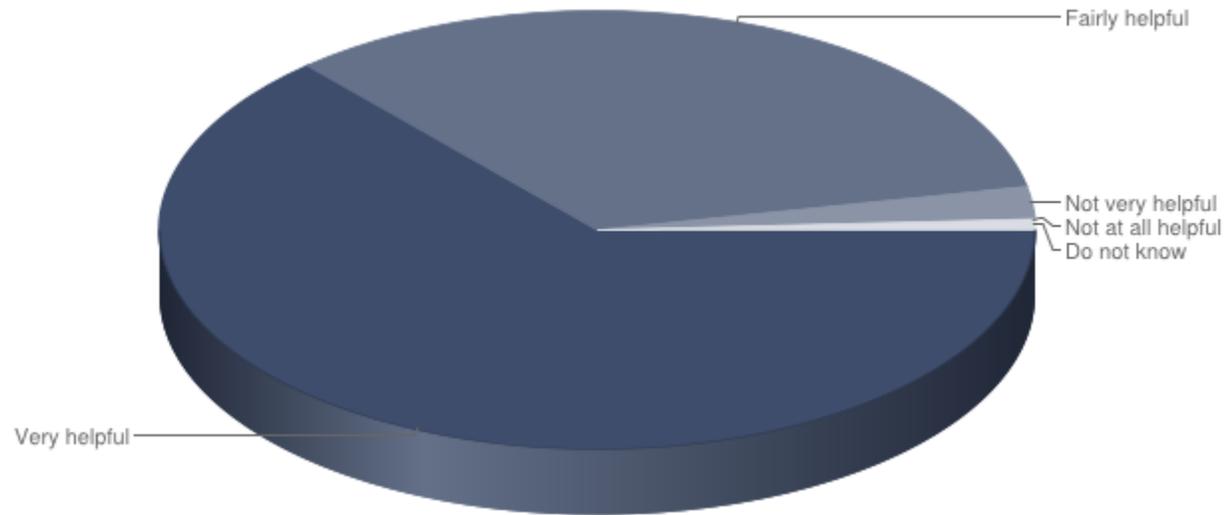
11. Have you needed a telephone consultation with a Dr or Nurse? If so how easy was this to arrange? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Very easy	20 16%
Fairly easy	25 20%
Not very easy	8 6%
Do not know/Have not tried	73 58%

Base: 126 out of 127 people answered this question

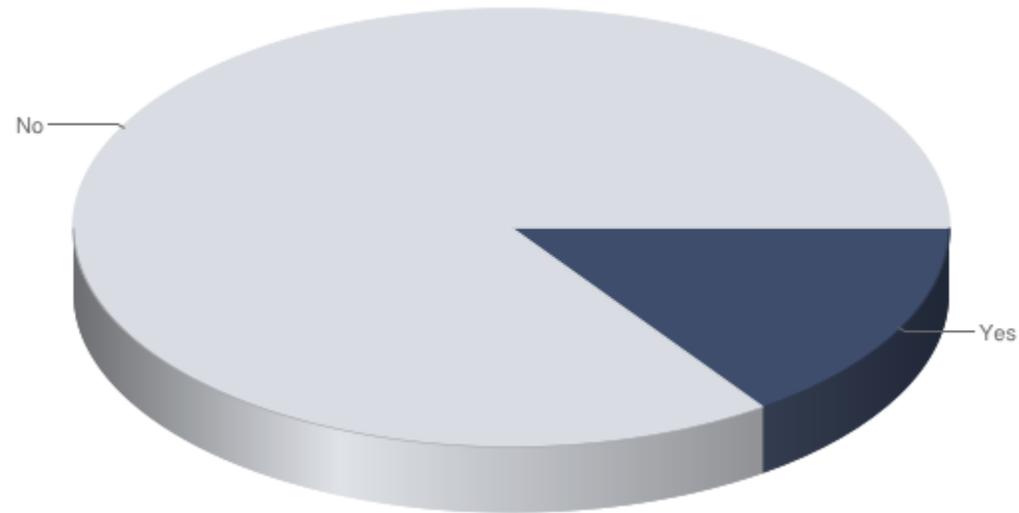
12. How helpful do you find the receptionists at the practice? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(126)
Very helpful	80 63%
Fairly helpful	42 33%
Not very helpful	3 2%
Not at all helpful	0
Do not know	1 1%

Base: 126 out of 127 people answered this question

13. Whilst speaking to a receptionist were you put on hold whilst they dealt with another matter? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(124)
Yes	18 15%
No	106 85%

Base: 124 out of 127 people answered this question

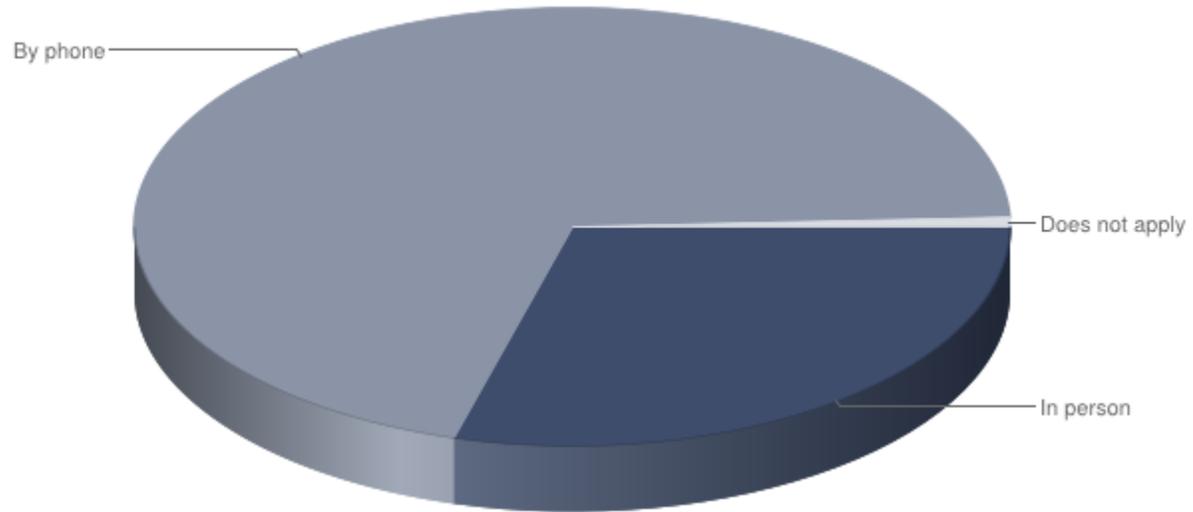
14. Is there any particular type of appointment that you find difficult to book? *Large free-text box*

Option:	TOTAL
	(34)
Comments:	It is not always easy to book an appointment for same day as call has to be made early or there are no appointments left and sometimes it is difficult to get through. Didn't know you could book ahead for an appointment unless told to by doctor. Don't know if this is a fairly recent change as tried to do so a few years ago when working and appointment not an emergency and was told could only

Option:	TOTAL
	(34)
	<p>book on day. Evening appointment for my daughter who lives in Kettering but works in London. I would like the facility to be able to book on line Same day appointment. none No Asthma review Nurse practitioner Nurse or Phlebotomist No Same day appointments. Book ahead 1 - 2 days Urgent Two weeks ahead blood test took a few days. Nurse appointments are usually tricky, but since the start of another nurse may have become easier. The process is about the same for any appointment I have made Nurse Nurse appointments within 7 days Within 1-2 days with same Doctor. Never managed same day yet. No Qualified GP None No Doctor - Emergency No Blood test as have to have them 6 monthly and need early appointment. No Emergency in the mornings. Yes - one for say the next day at a set time. Asthma appointments aren't always easy to get - unless it's urgent! B12 injection with Caroline or Janet Same day or within 2-3 days. Nurse appointments seem to only be available very far ahead.</p>

Base: 34 out of 127 people answered this question

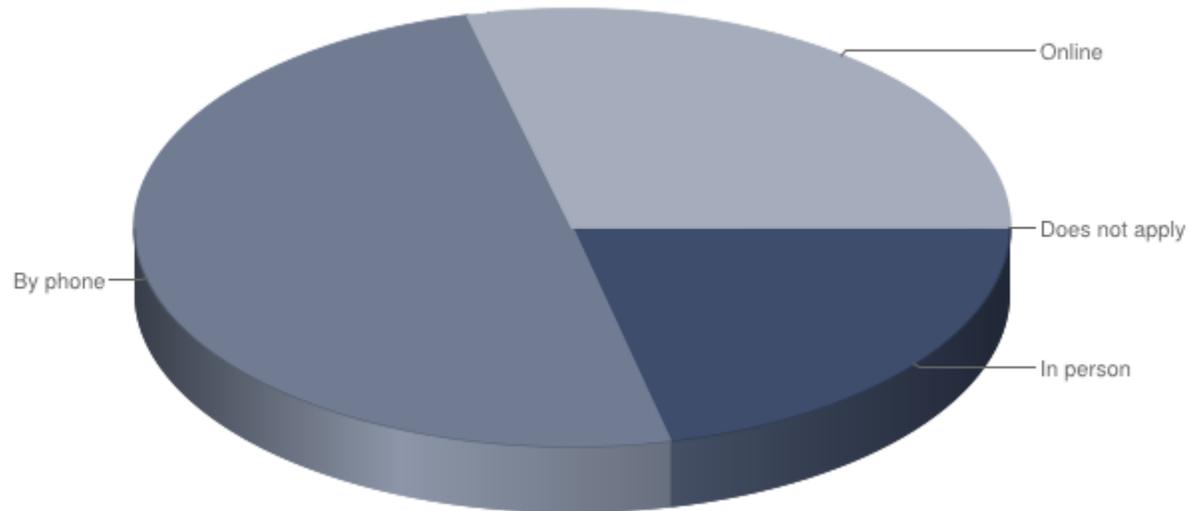
15. How do you normally book your appointments? Please tick all boxes that apply. *Multiple answer question or grid (answers per row option may add up to more than 100%)*



Option:	TOTAL
	(126)
In person	42 33%
By phone	113 90%
Does not apply	1 1%

Base: 126 out of 127 people answered this question

16. If all of these options were available, which of the following methods would you prefer to use to book appointments? Please tick all boxes that apply. *Multiple answer question or grid (answers per row option may add up to more than 100%)*



Option:	TOTAL
	(125)
In person	43 34%
By phone	107 86%
Online	58 46%
Does not apply	0

Base: 125 out of 127 people answered this question

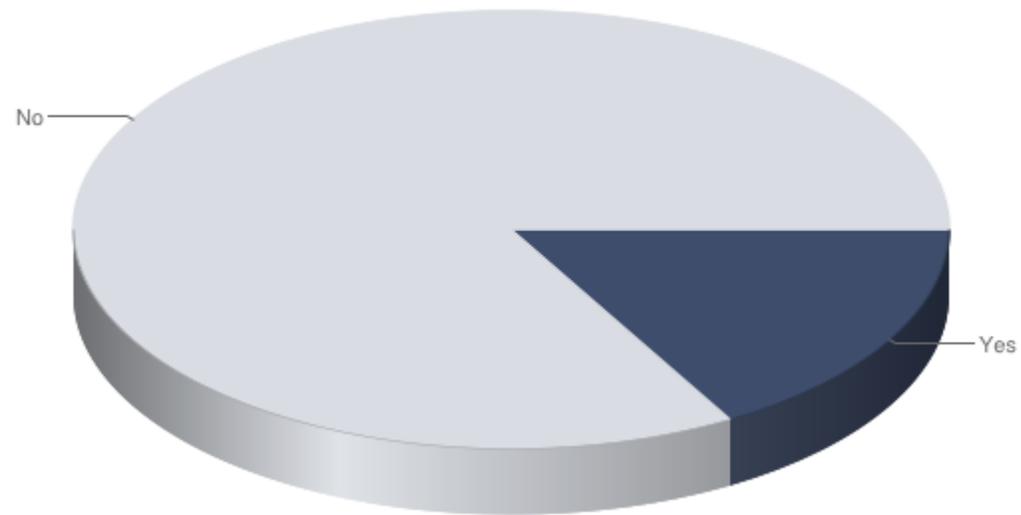
17. If you have a disability, what could be done to make booking an appointment easier for you? *Large free-text box*

Option:	TOTAL
	(7)
Comments:	N/A N/A Advance appointment time/dates available with own Doctor or Doctor of choice would be helpful. online booking Having on-line booking would make booking appointments a lot easier , as I could do this at any time of the day or night to fit in with when I felt best

Option:	TOTAL
	(7)
	able. N/A Make sure I see my doctor when I need to.

Base: 7 out of 127 people answered this question

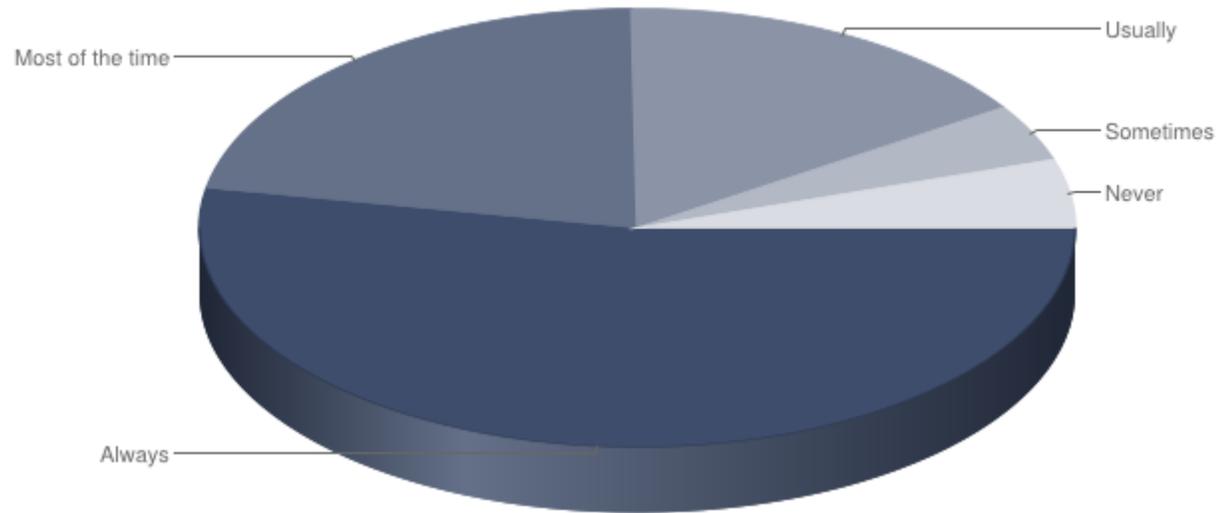
18. Missed appointments are a problem for the practice. Have you ever missed an appointment without notifying the practice? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(127)
Yes	20 16%
No	107 84%

Base: 127 out of 127 people answered this question

Can you easily contact the practice when you wish to cancel an appointment? *Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	(119)
Always	63 53%
Most of the time	26 22%
Usually	19 16%
Sometimes	5 4%
Never	6 5%

Base: 119 out of 127 people answered this question

Is there anything else you would like to say or do you have suggestions that you would like to make about our appointments system to help us improve the service to you? *Large free-text box*

Option:	TOTAL
	(45)
<p>Comments:</p>	<p>Evening appointments - you say you are open until 8pm on specified days but the last appointment is 7.20 and my daughter gets off the train from working in London at 7.30 so would need an 7.40 appointment, but have been told this is not possible. Perhaps extend evening appointment or start surgery hours earlier in the morning. When she asked for a Saturday appointment she was told they are for emergencies only. Students - I have never been told when booking an appointment on the phone that the doctor I will see has a student with them. I only find out when I arrive at the surgery. This needs to be addressed. I know the receptionists have a difficult job but you are sometimes spoken to in an abrupt way. Recently my daughter was travelling abroad and needed to find out about jabs. She was spoken to in such a way that she asked me to collect the form for her. There is no need for rudeness, whatever the age of the traveller. online or autonated telephone service to make appointments I would like to see more on line booking but particular for urgent appointment slots, I am astonished to be informed in Question 7 above that one can book an appointment up to two weeks ahead yet I can never book an appointment for the following day when the current day's appointments are all booked. I feel strongly this situation needs reconciling not to cause patients' difficulty when failing to book a same-day appointment and requiring the soonest available after that. In some respects the allocation of first-come first-served is a little like a lottery - though in this case it is the first ones who get through to reception I have always found that it is more easy to book an early appoinment with a doctor than with a nurse. Perhaps, if this is usually the case then an explanation as to why this is might be appropriate. longer opening hours EVERYDAY to get more appointments or longer consultant times It would be helpful to notify patients on arrival if the person they are seeing is running late, as this would stop them from getting as stressed when waiting, this is something I have witnessed regularly whilst waiting as not all people read the notice in the waiting room. provide online access to enable book appointments Try informing the patient that appointments cant be made and not just make</p>

Option:	TOTAL
	(45)
	<p>another appointment and not inform the patient New patient so answers not v representative The most frustrating thing is that when you ring the surgery to make an appointment you are met with an option system not dissimilar from a foreign call centre giving choices, at the end of listening to the voice drone on providing by then you hav'nt actually lost the will to live you finally make your choice then the line is engaged. To be seen on time which is rarely the case even first thing in the morning... I have on ly just joined the Practice and registered with a patient check. I found the staff very friendly and efficient. I didn't realise that appointments can now be prebooked - now that I do know, it should be easier to phone during the day rather than early in the morning when it's often difficult to get through, which has been a major irritation in the past. It's very unusual for one of my appointments to be urgent, so booking in advance would normally be easier. Booking online would also be convenient - it works very well for ordering medications, so maybe it's time for the appointments system to be brought up to date too.</p> <p>Question 6 about seeing a specific GP - depends what the appointments are for. Sometimes it's very important to see the GP you've been seeing before for the same health issue, but if it's for something new, it usually doesn't matter which doctor you see. last time i contacted i was in a lot of pain reception never ask about your problem it could be serious i had to wait 3 days text reminders for GP appointments would be helpful There needs to be a greater number of appointments to book ahead Improve response time at 8-8.30 am - very difficult to get through at this time. Reduce response time at other times Can you not employ more receptionists? A little concerned at the number of changes in the staff doctors in recent times It's not really about the appointments but parking is a problem. Even if you allow extra time you're sometimes late. I think the patient should be seen even if they have to wait. If you're partly disabled it's a long way to walk from the car park and there is nowhere really to park outside on the road. It would be nice if working people could have early or late appointments. Retired people do not need an 8.00 am appointment! Stop being cut off whilst on hold More compassion if we are unable to park. Easily drive around for 10 minutes - mainly staff in car park so can be an issue sometimes. I feel that if you request a specific GP you should not have to give a medical reason</p>

Option:	TOTAL
	(45)
	<p>why to an unqualified staff member. Youre receptionists can be very 'off' if there is a GP you wish not to see. Also if appointments are running late, it would be helpful to know this. Overall the appointment system at this practice I have found to be good and a smooth experience. Many thanks. More than one phonenumber when booking appointments would be helpful. It would save people having to try many times before getting through to the practice. Also could some action be taken against those patients who are known to miss appointments on a regular basis - so that more spaces are available for other patients. Very good and fair I find the service you give me is excellent, it could not be improved Perhaps Triage Nurse in an emergency instead of Doctor - by telephone in certain circumstances. Find it impersonal using NHS Direct. No Personally I think this practice is excellent. Whatever is done it is not going to suit everyone. Thank you. Well done to you all. Very satisfied Keep early appointments for those who need them. Not being funny but older patients who don't work could come anytime of day. Have never been told I can book 2 weeks in advance. I call and ask for appointment and am told to call back the next day. Not very helpful. Not really to do with appointments but when doctor is running late it should 'beep' when shown on the screen because most people only look at the screen when it 'beeps'. Doctors/Nurses never see you on time. I am very satisfied with every aspect of the services you offer. Thank you. Send text messages as reminders. When using the touch screen to book in your arrival, it doesn't tell you to go up or downstairs. This has made me late before. I just called today at 16:32 and the surgery was closed for appointments? Im at work all day so I dont know when I am expected to book them.. Being able to contact the surgery by email or text to cancel appoinments. Did write request to correct tablet type to effervescent on online form but this was not acted on (small omission on my part when first gave note of previous medicines prescribed). More Doctors? I have left minor matters that really needed dealing with because it takes too long to see a nurse and you are made to feel guilty if you try to see a doctor with a minor matter. Some appointments are good but if it isn't urgent a longer wait is okay. Thanks. God bless.</p>

Base: 45 out of 127 people answered this question

Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

To obtain some feedback, the proposed action plan was emailed to members of our PRG.

Dear Patient Group Member

After reviewing the results of the practice appointment survey, along with the feedback received from members of our Patient Group the practice propose the following action plan to be implemented over the next 12 months.

Please share your agreement, concerns or any other suggestions regarding our proposed action plan.

Thank you for your continued support.

Several responses were received and were all in agreement with our proposed plan.

Learning point for our next survey – to carry out the process over a longer period of time particularly in relation to feedback on proposed action plan.

Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented.

52% were unaware that you can book an appointment up to 2 weeks ahead

46% of patients would use online appointments booking.

Comments were made regarding standards of customer service and telephone access.

The survey clearly shows that more than half of those taking part in our survey do not fully understand our appointment system. It is vital that we address this issue mainly through the action plan below and additional staff training. Receptionists to take a pro active approach to ensure that all options are made available and clearly understood.

IMPROVING PATIENT SATISFACTION

PRACTICE ACTION PLAN

ACCESS

Patient Experience/Issue	Aim	Actions	Led by	To achieve by
Able to get through to the surgery on the telephone	Maintain responsive access by telephone	Review to be undertaken and staffing arranged according to high demand times identified. Use system to provide reports to monitor performance	CM	ASAP

COMMUNICATION

Patients not informed of appointment timing delays	To improve patient waiting experience	Reception staff to routinely advise patients if a Dr or nurse is running late.	TB	Immediate
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		Advisory notice to be displayed on Jayex boards		
Lack of understanding of appointment system	Improve knowledge of appointment system and awareness of same day, pre bookable and extended hours.	Information leaflet to every household Quarterly newsletters	CM	April/May 2012
Appointment system	Reduce the number of DNA appointments	Increase use of text messaging	TB	May/June 2012

CUSTOMER SERVICE

Unfriendly/helpful staff	Improve customer service Provide a friendly, welcoming Environment with helpful and pleasant staff	Arrange customer care training	CM	May/June 2012
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NEW SERVICE

Set up the online facility for booking some GP appointments

Opening Hours

Headlands surgery is open Monday to Friday between 8.00 a.m. and 6.30 p.m. In addition to this the practice also provides extended hours as detailed below.

Appointments can be booked by telephone or in person. Routine appointments can be booked up to 4 – 6 weeks in advance. Approximately 2/3rds are held back for same day booking.

Extended Hours

The practice provides extended hours on Tuesday and Thursday evenings between 6.30p.m. – 8.00 p.m. and Saturday mornings between 7.30 a.m. – 9.30 a.m. There are usually two GP's working on the Tuesday and Thursday evenings. One GP on a Saturday morning.

Appointments are with GP's only and are aimed at patients who find it difficult to arrange routine appointments due to work, education or other commitments. Most extended hour's appointments are pre-bookable.

