



Headlands Surgery  
K83006

Patient Participation Report  
March 2013

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*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.*

The Headlands Surgery PRG was set up as a virtual group during the Autumn of 2011. The practice had 127 members in 2011. This has increased by almost 40% bringing our current number to 175. Efforts were made to introduce a face to face group but insufficient interest was shown.

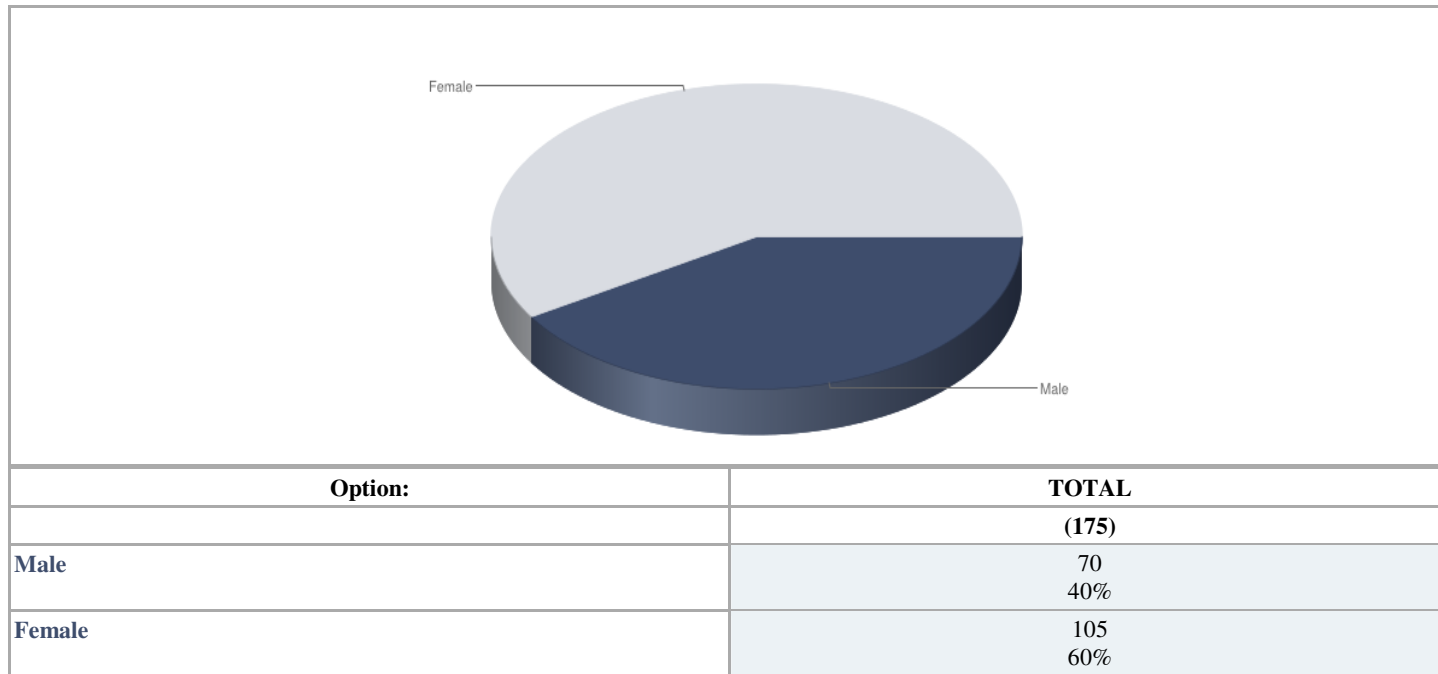
Several methods were used to ensure a good cross section of our patient population.

- 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 175 with the following breakdown.

**Are you male or female?**

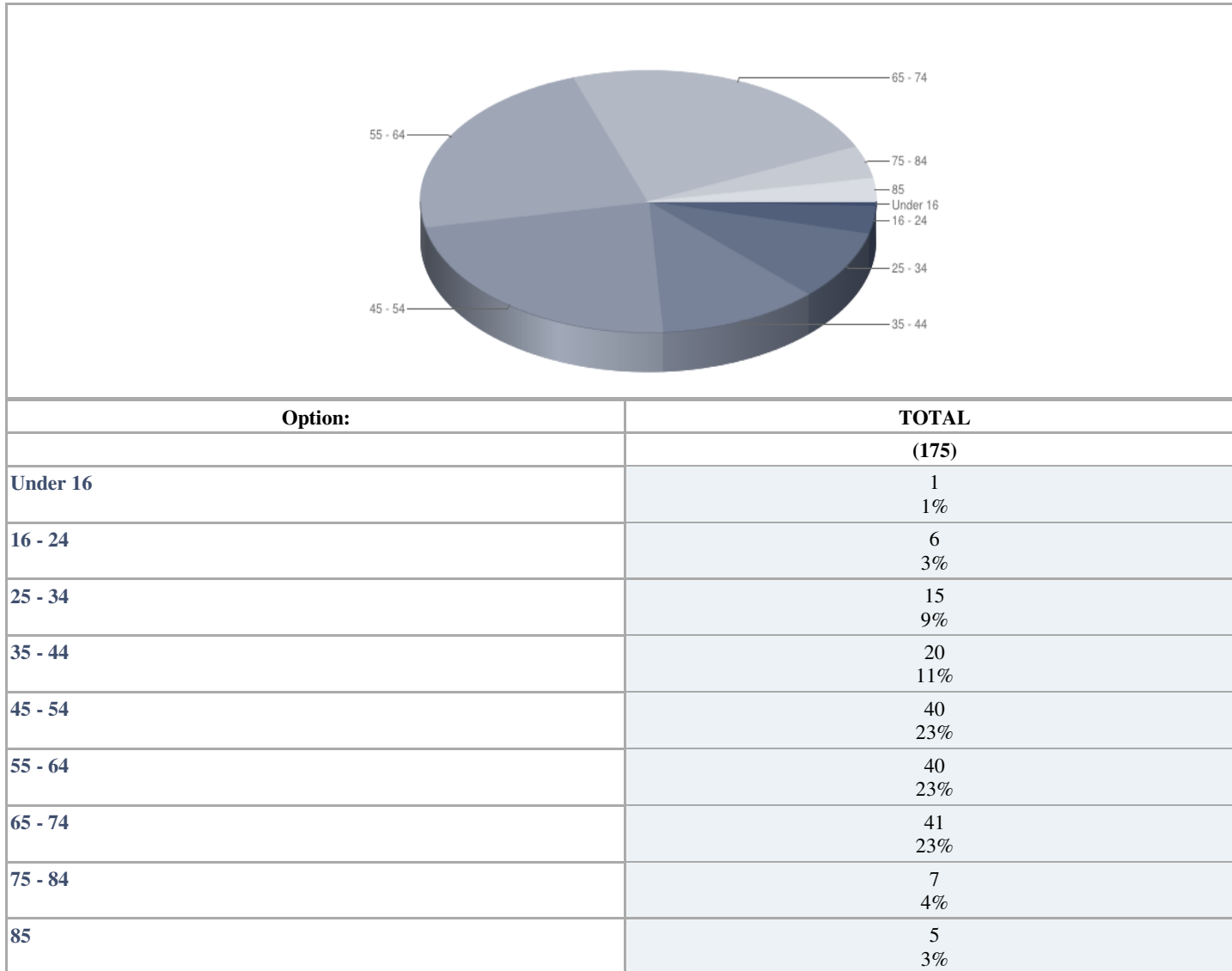
Single answer question or grid (answers per option add up to roughly 100%)



Base: 175 out of 175 people answered this question

**What age are you?**

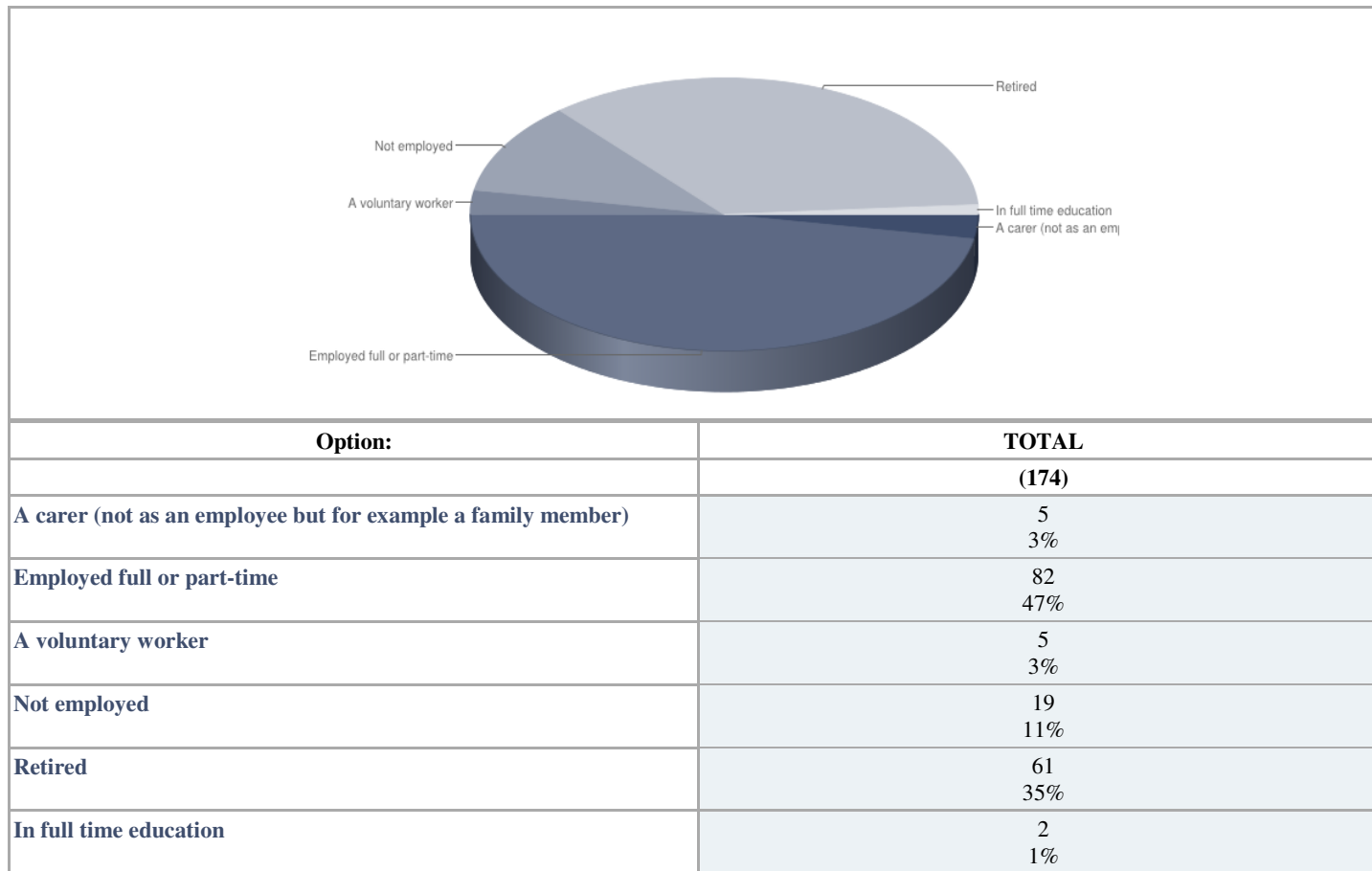
Single answer question or grid (answers per option add up to roughly 100%)



Base: 175 out of 175 people answered this question

## Are you?

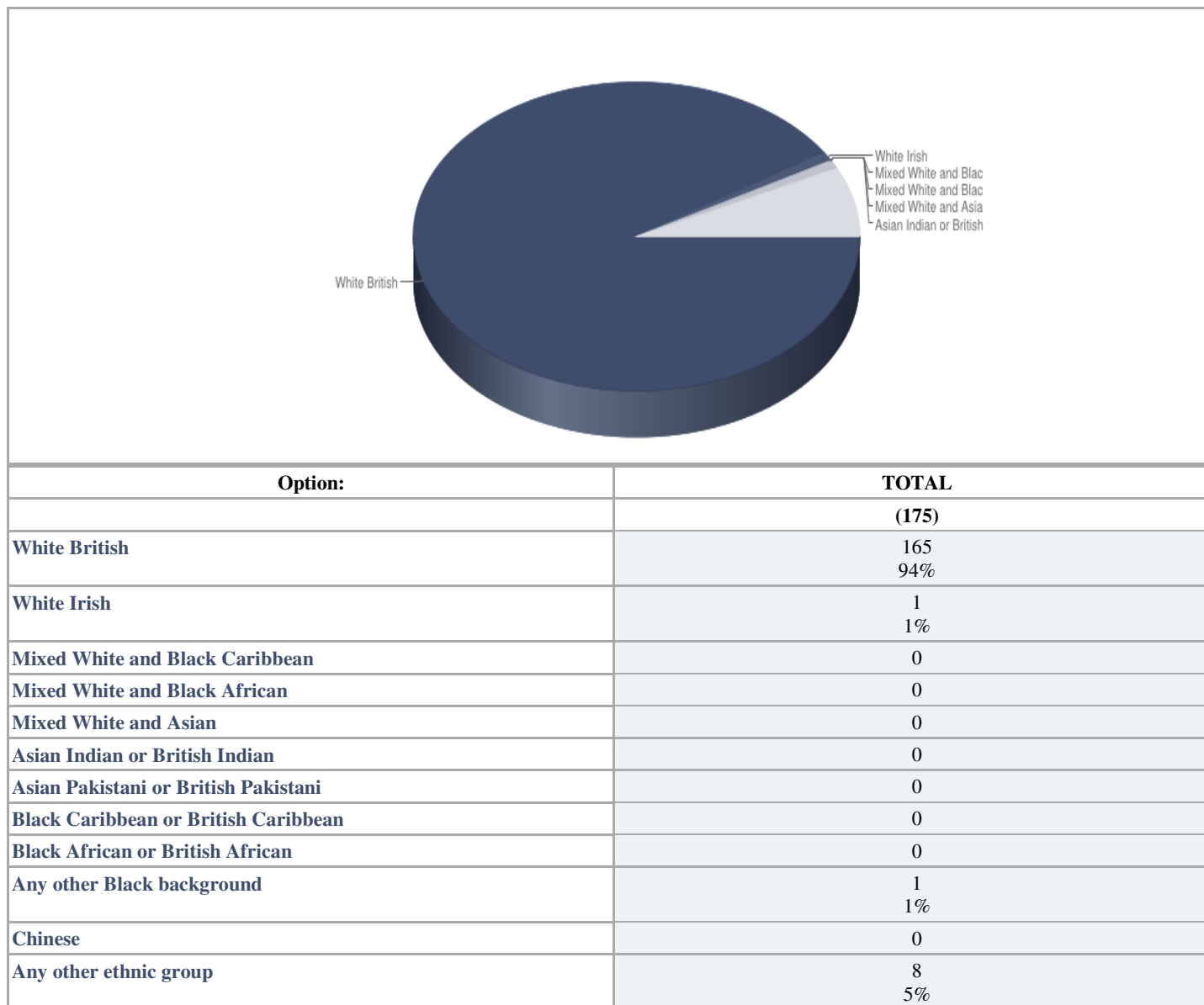
Single answer question or grid (answers per option add up to roughly 100%)



Base: 174 out of 175 people answered this question

**What is the ethnic background with which you most identify?**

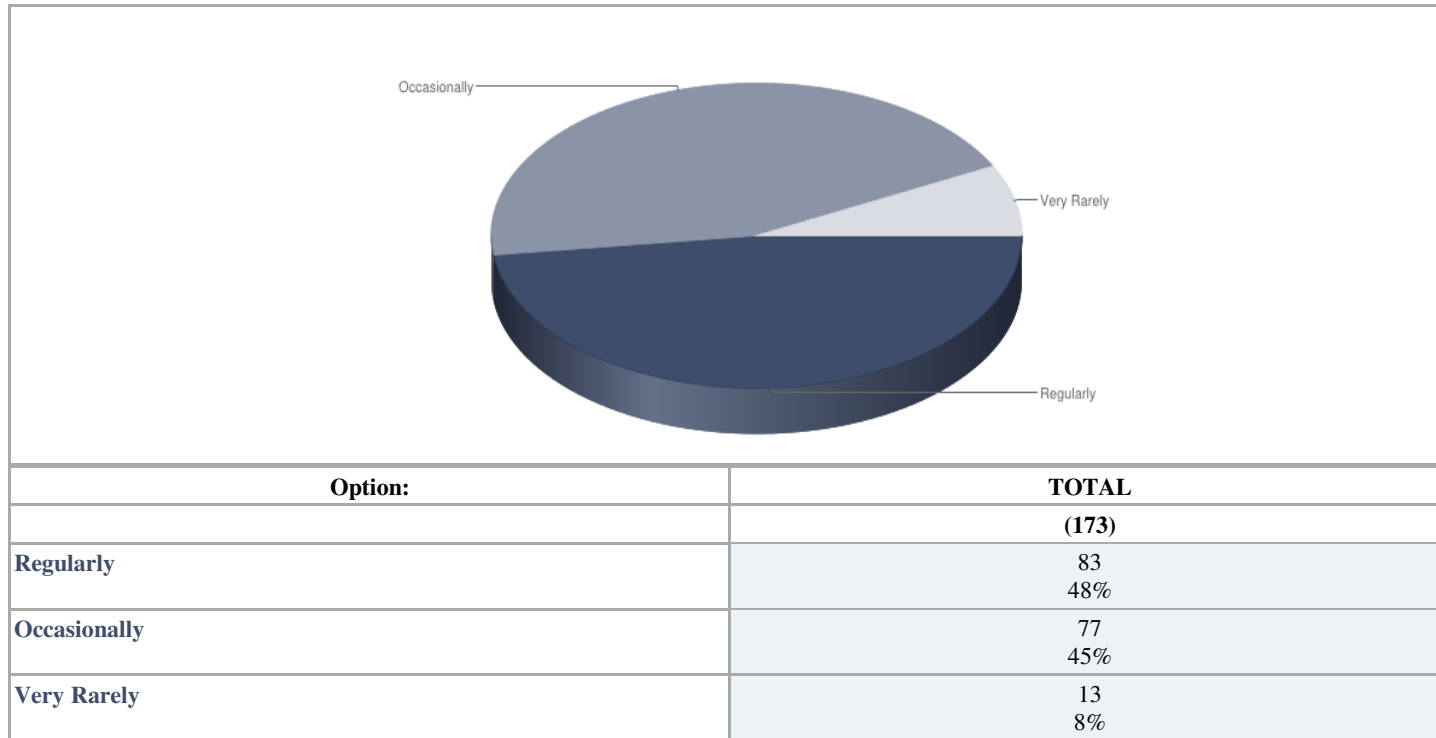
Single answer question or grid (answers per option add up to roughly 100%)



Base: 175 out of 175 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%)*



Base: 173 out of 175 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.

*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.

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## **HEADLANDS SURGERY**

### **The Headlands Surgery Patient Reference Group**

Dear Patient

Thank you for your continued interest in our Practice.

We are keen to understand what particular areas of the Practice or healthcare provided by us 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 to understand the parts of the service we provide that may need addressing.

This particular survey will close on Wednesday 28<sup>th</sup> November. Once we have your answers we plan to publish a more detailed survey by Monday 17<sup>th</sup> December 2012 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 in the box below:**

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

Thank you.

**Practice Manager  
Headlands Surgery**

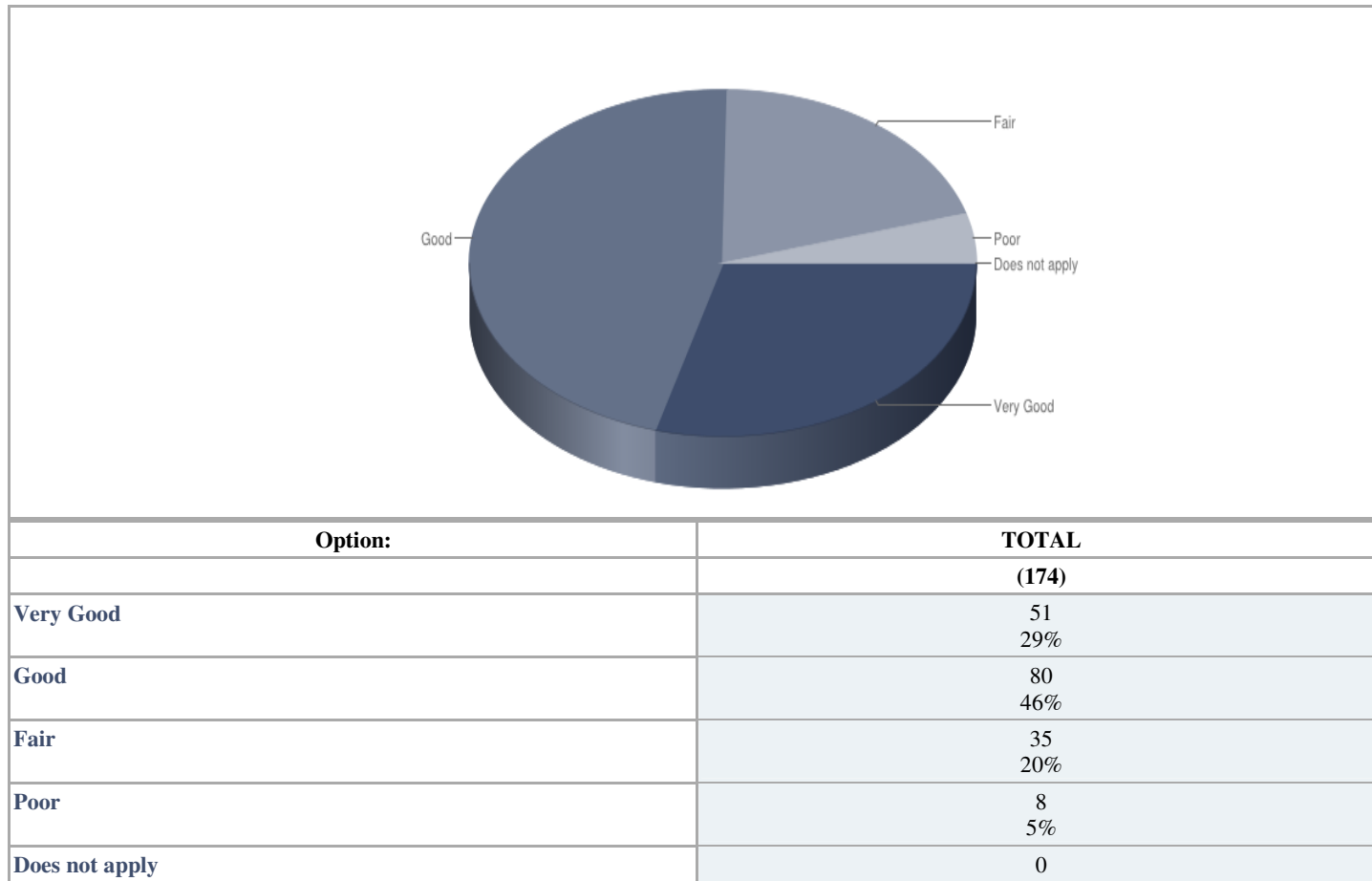
*The manner in which the contractor sought to obtain the views of its registered patients.*

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

**1. Overall, how would you rate the availability of appointments at this practice?**

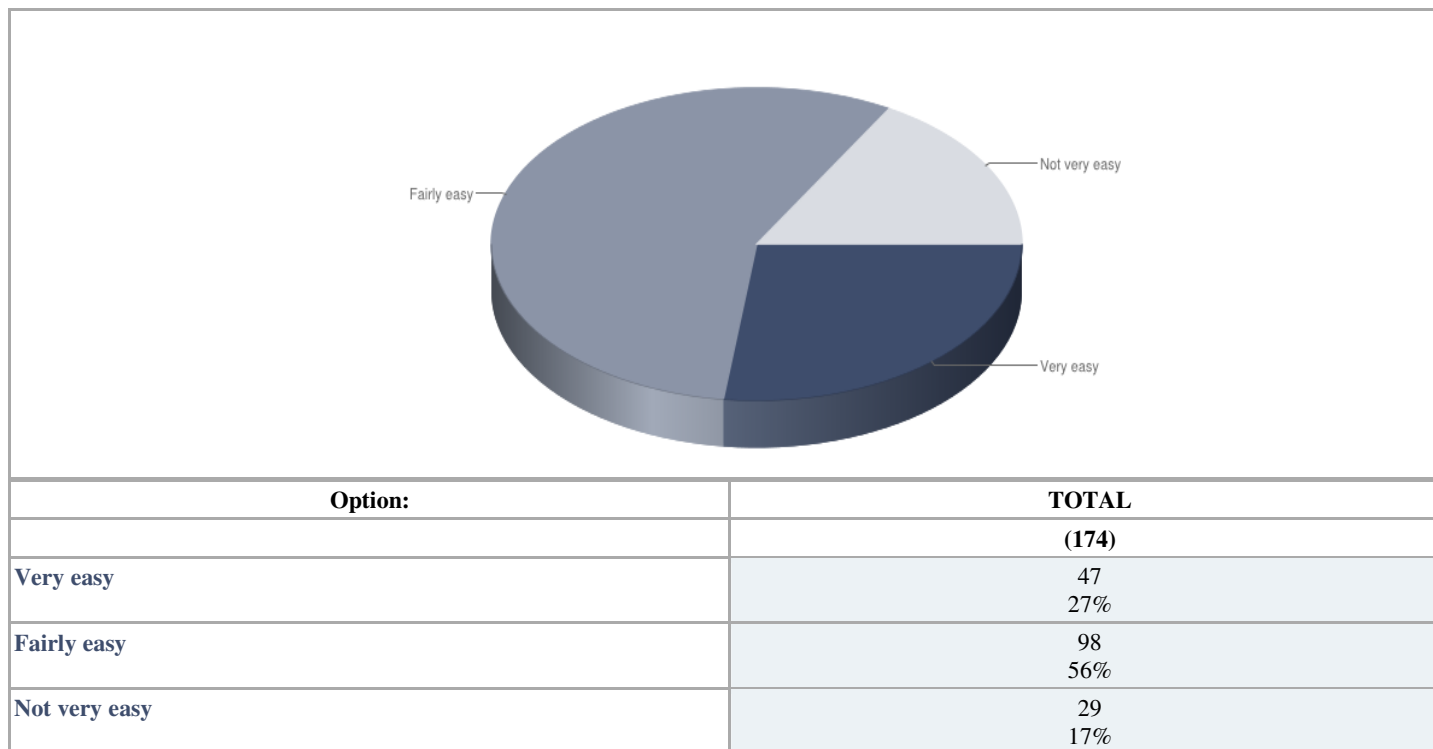
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 174 out of 175 people answered this question

**2. In general when you have contacted or visited the surgery to make an appointment 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%)*



Base: 174 out of 175 people answered this question

**If not very easy please specify the time of day you requested below**

*Small free-text box*

| Option:          | TOTAL   |
|------------------|---|
|                  | <b>(24)</b>   |
| <b>Comments:</b> | <p>Same day appointment was not available at any time that day.</p> <p>Requested anytime that day</p> |

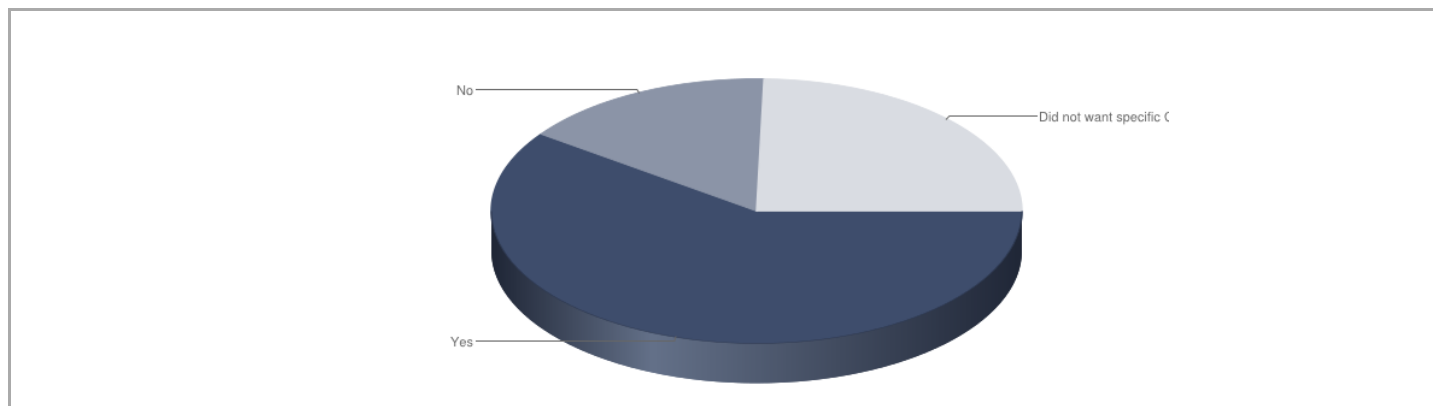
| Option: | TOTAL  |
|---------|--|
|         | (24)   |
|         | <p>Can't book in advance</p> <p>Doesn't matter what time I book for, it's never easy - I have to book in advance to get a convenient time.</p> <p>It was a day of the week rather than a time, several times making an appointment on a Wednesday to see Dr Slip has been impossible.</p> <p>It depends on the time you ring, if you ring dead on 8am you can usually get an appointment, any later and you are lucky to get an appointment for that day.</p> <p>Needed to be before 9am or after 3pm</p> <p>Morning and after 4pm</p> <p>Early morning or on a specific day</p> <p>When I was working and wanted a late/early appointment I sometimes had to wait over 2 weeks to see any doctor, never mind my own GP.</p> <p>10:20am 2:15pm</p> <p>Generally late afternoon</p> <p>Midday (between 12:00 and 14:00)</p> <p>Blood test appointments are often 2-3 weeks into the future.</p> <p>After 10:30am</p> <p>Next day.</p> <p>Early morning.</p> |

| Option: | TOTAL  |
|---------|--|
|         | (24)   |
|         | <p data-bbox="1066 253 1539 282">Early morning, dinnertime, or after 5:30</p> <p data-bbox="1066 323 1656 383">I am deaf, intercom no good, have to rely on other persons being present.</p> <p data-bbox="1066 423 1226 453">6:30 onwards</p> <p data-bbox="1066 493 1451 522">Had to wait 10 days to see Janet.</p> <p data-bbox="1066 563 1709 688">I have to start ringing a few minutes to 8am to get an appointment for that day. If I ring at 8:05am I can't get the doctor I want as all the appointments have been taken.</p> <p data-bbox="1066 729 1178 758">10-11am</p> <p data-bbox="1066 799 1234 828">Late morning.</p> |

Base: 24 out of 175 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        |
|--------------------------------|--------------|
|                                | <b>(174)</b> |
| Yes                            | 107<br>61%   |
| No                             | 26<br>15%    |
| Did not want specific GP/Nurse | 41<br>24%    |

Base: 174 out of 175 people answered this question

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

*Small free-text box*

| Option:   | TOTAL                                |
|-----------|--------------------------------------|
|           | <b>(27)</b>                          |
| Comments: | No Dr available at all for that day. |
|           | Dr. Durrani                          |
|           | Dr Shah or Dr Hart                   |
|           | Dr Hart                              |
|           | Dr Slip                              |
|           | Dr Slip                              |
|           | Dr Hart                              |
|           | Dr Slip                              |
|           | Janet Strangward                     |
|           | Dr Hart                              |
|           |                                      |

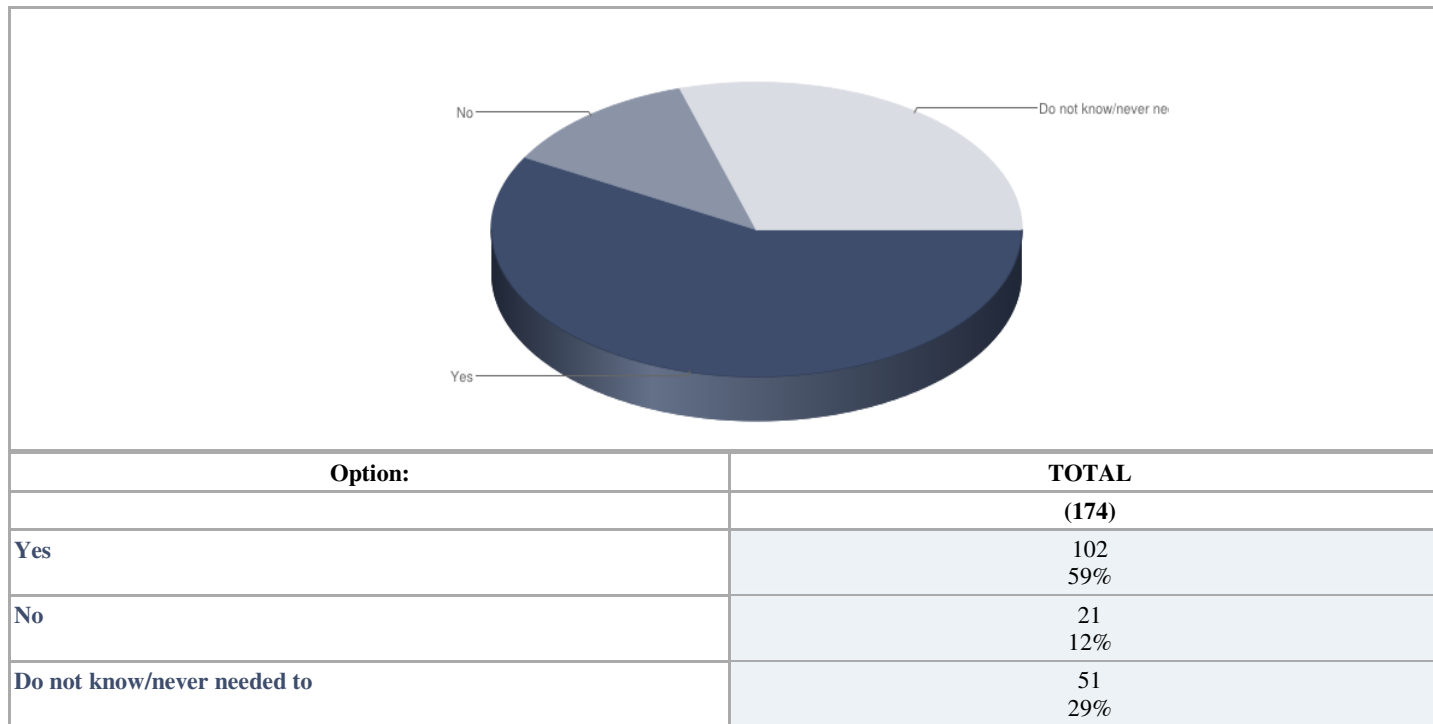
| Option: | TOTAL   |
|---------|---|
|         | (27)  |
|         | <p>The nurse - no available appointments</p> <p>Dr Hart</p> <p>Dr Shah or Dr Durrani</p> <p>Dr Slip</p> <p>Dr Slip</p> <p>Dr Hart - I work from 8-5 and late appointments with my designated doctor are impossible. I don't like seeing all different doctors.</p> <p>Dr Slip</p> <p>Dr Slip</p> <p>Dr Slip</p> <p>Dr Slip</p> <p>Dr Slip</p> <p>Dr Slip</p> <p>You have to wait too long to see the doctor you want.</p> <p>Dr Hart</p> <p>John A Goole</p> <p>Dr Durrani</p> <p>Dr Slip</p> |

| Option: | TOTAL   |
|---------|---|
|         | (27)  |
|         | Hard to see own doctor at times, always have to phone by 8am. |

Base: 27 out of 175 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%)*

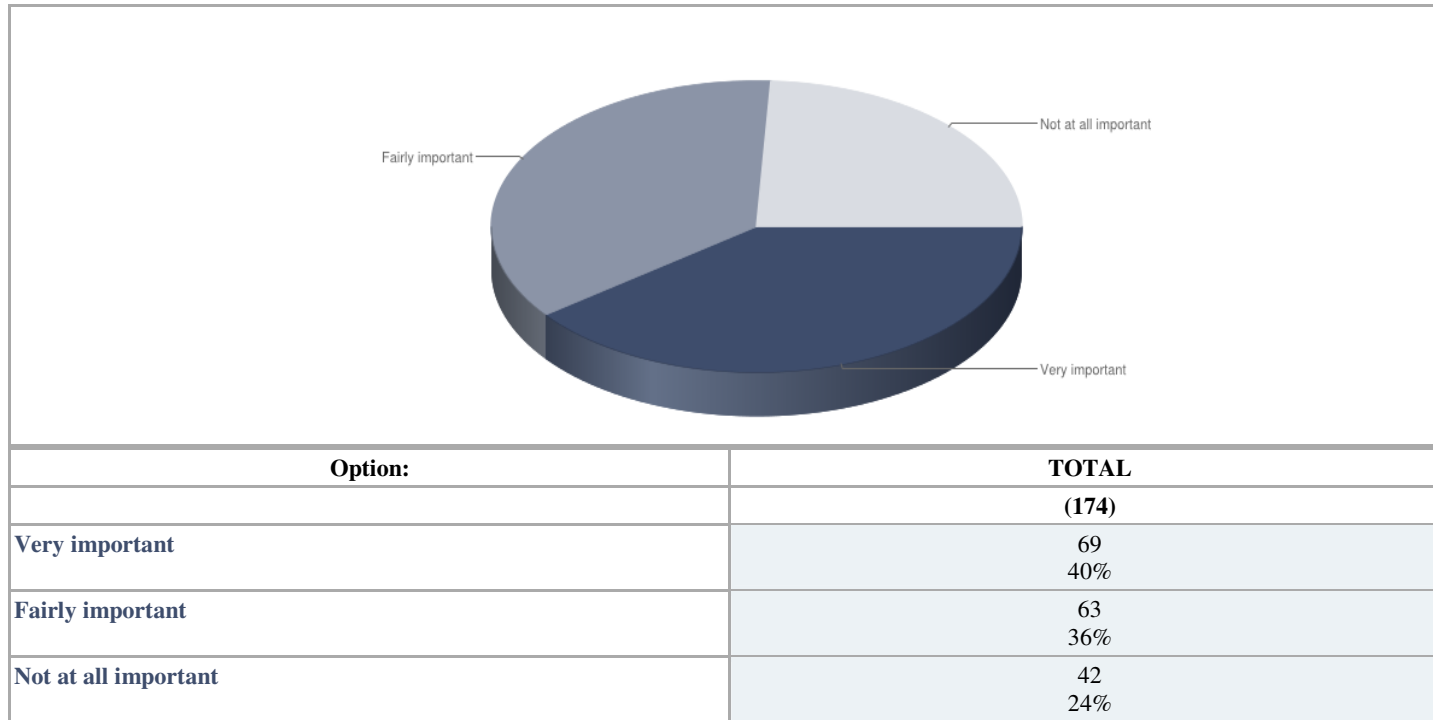


Base: 174 out of 175 people answered this question



**6. How important is it to you that you see your own or a specific GP when coming to this practice?**

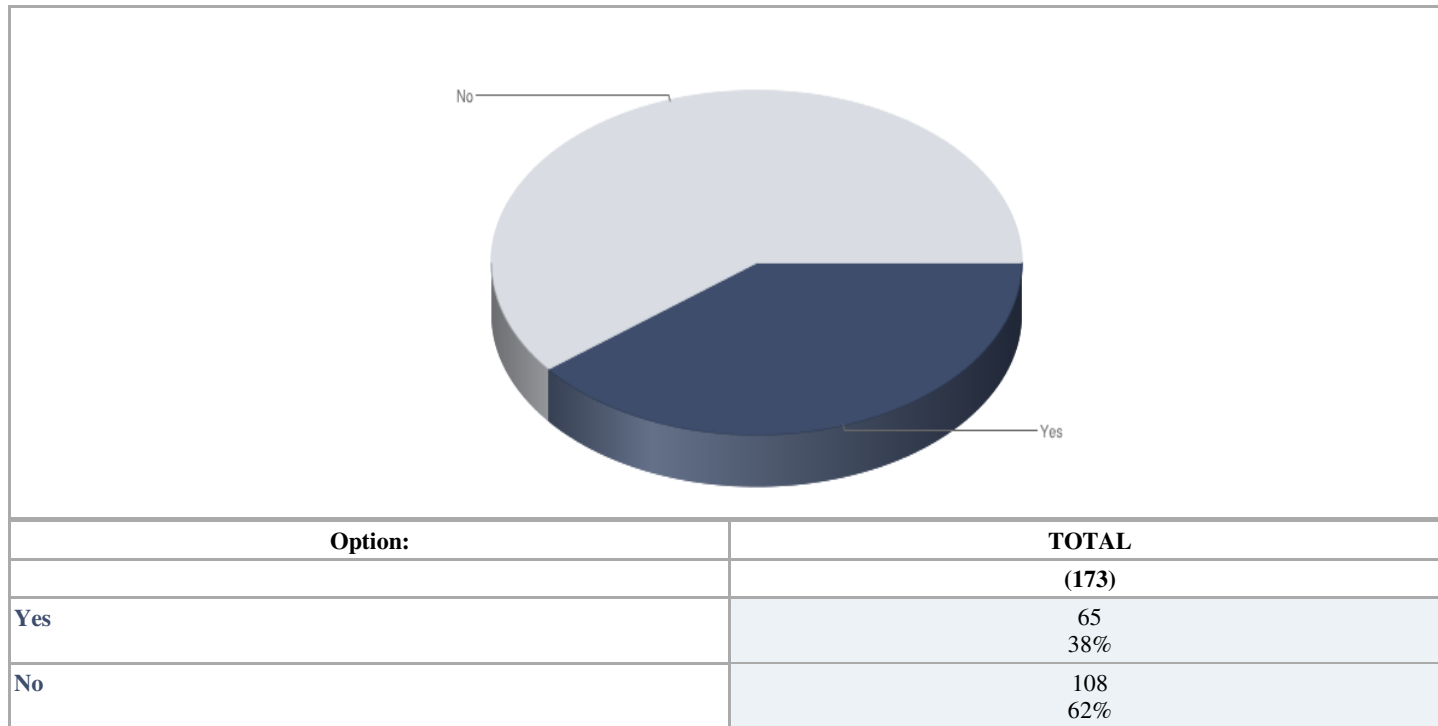
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 174 out of 175 people answered this question

**7. Are you aware that you can book an appointment up to 6 weeks ahead?**

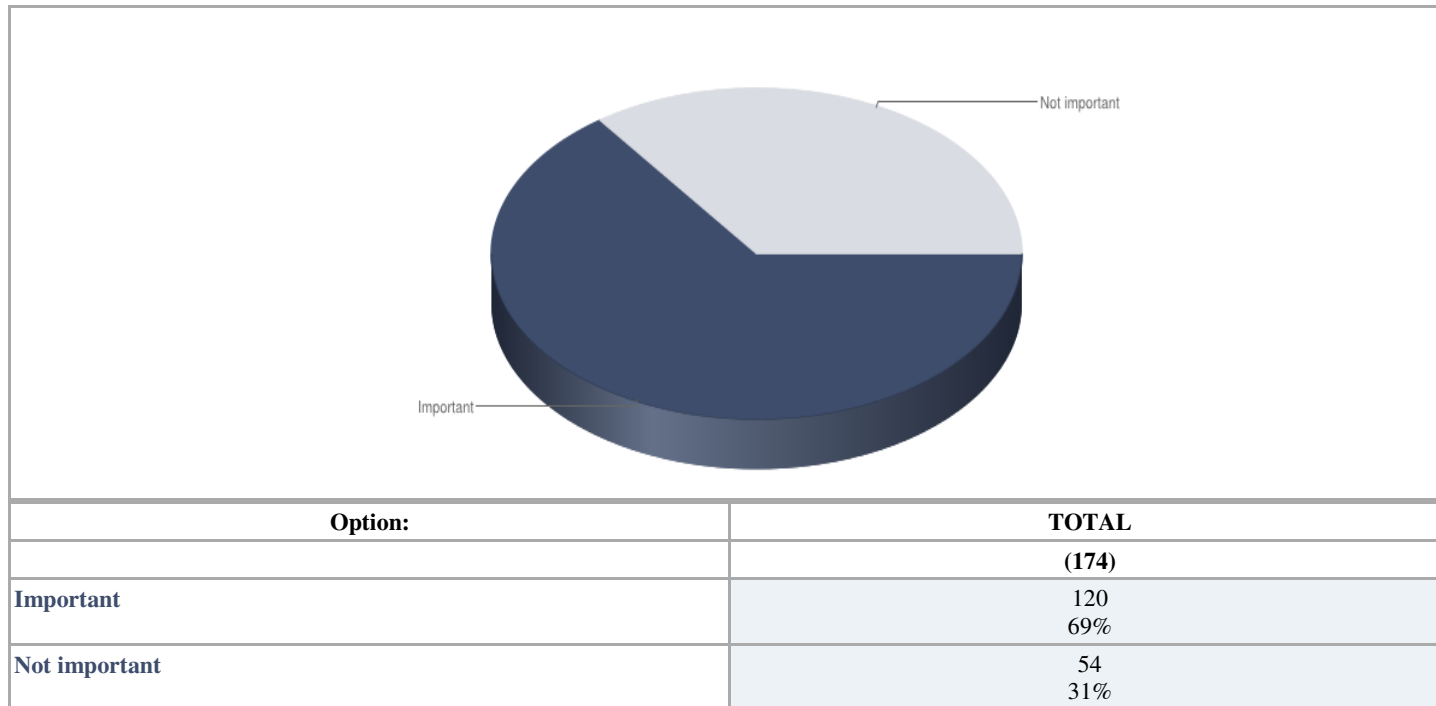
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 173 out of 175 people answered this question

**8. How important is it to you to be able to book appointments ahead of time?**

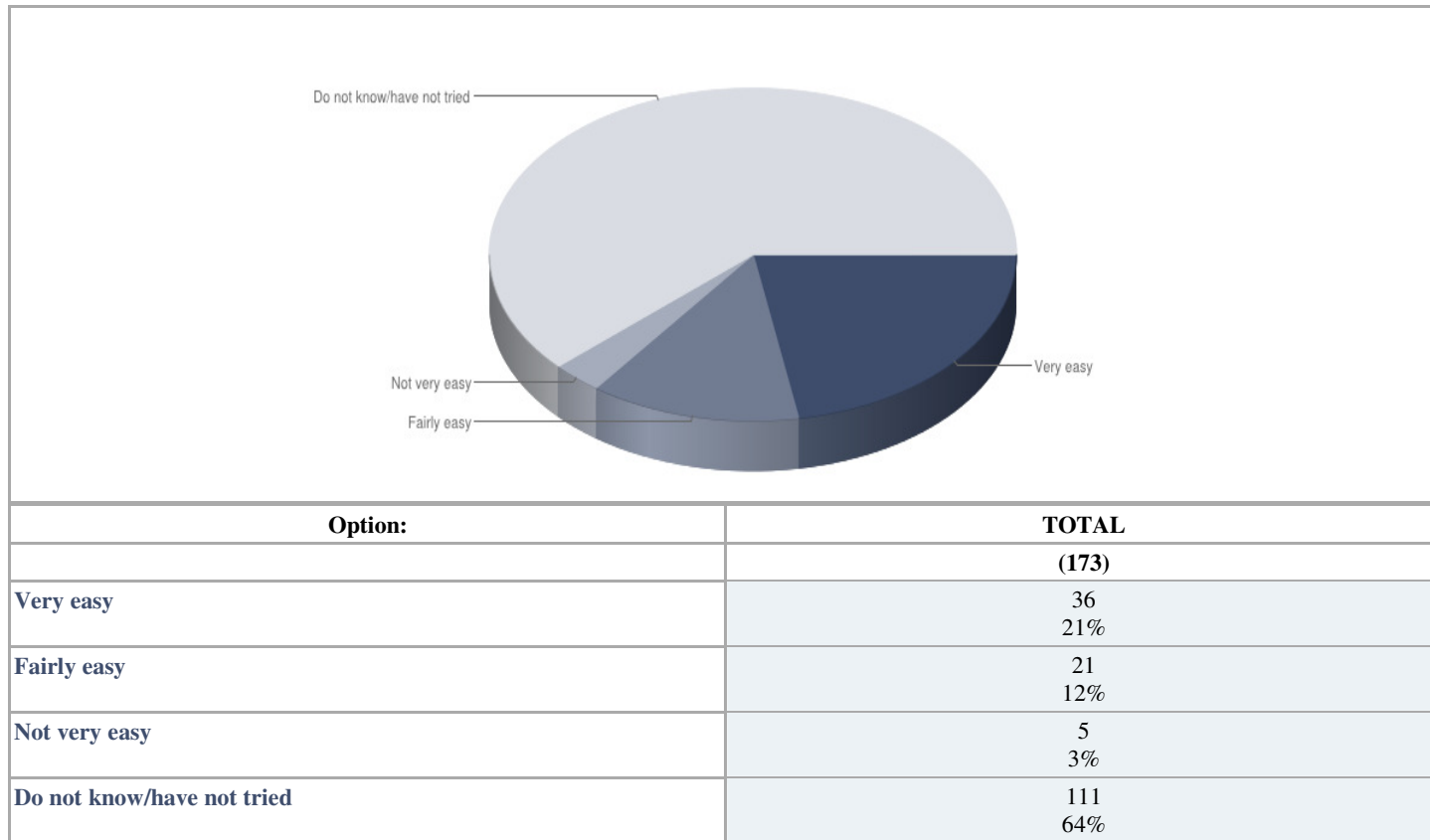
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 174 out of 175 people answered this question

**9. If you have booked appointments up to 6 weeks ahead, how easy was this?**

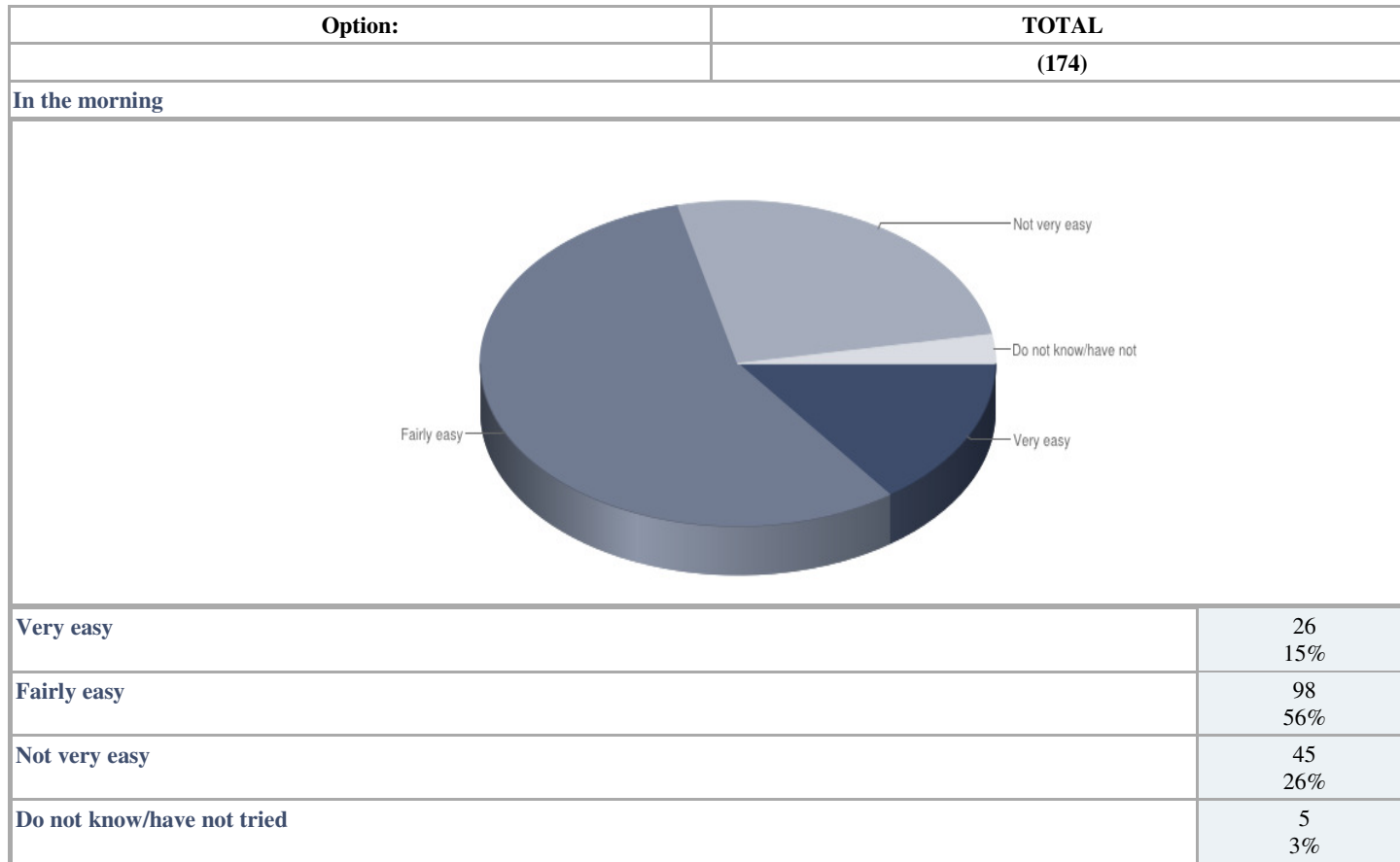
*Single answer question or grid (answers per option add up to roughly 100%)*



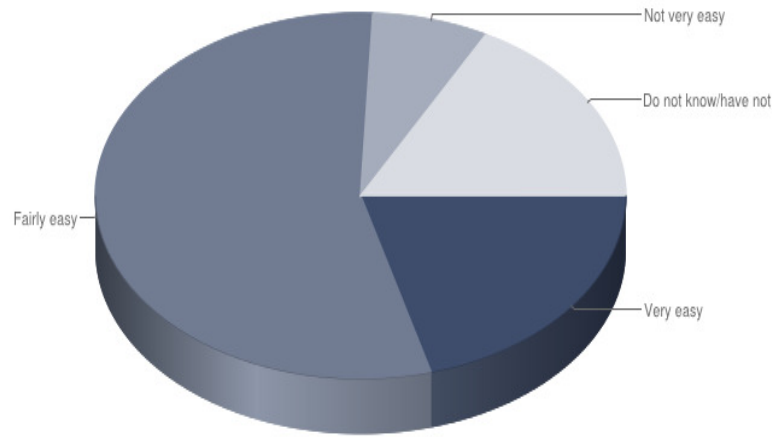
Base: 173 out of 175 people answered this question

**10. How easy is it to get through to someone at this practice on the telephone?**

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



**In the afternoon**

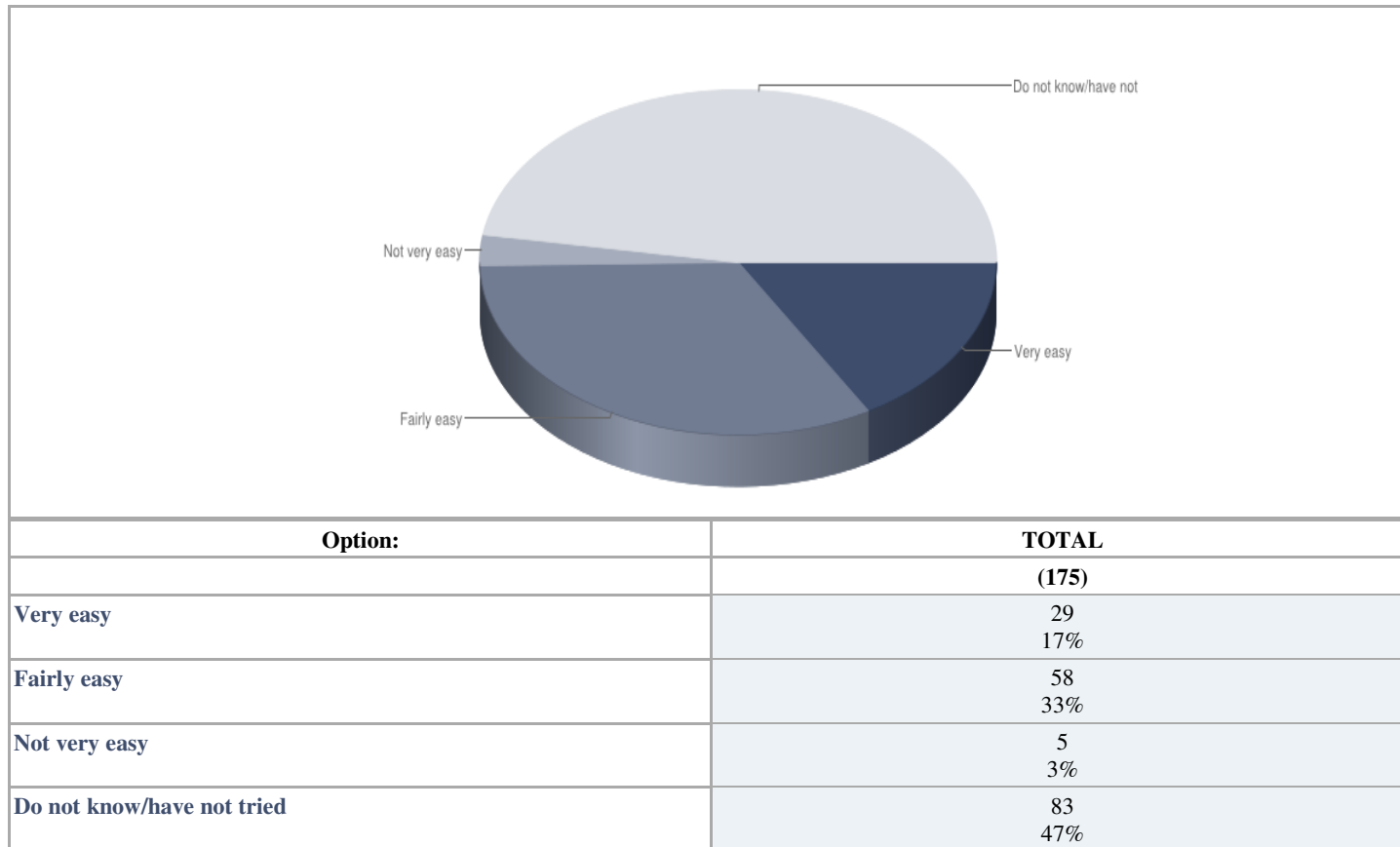


|                                   |           |
|-----------------------------------|-----------|
| <b>Very easy</b>                  | 35<br>20% |
| <b>Fairly easy</b>                | 93<br>53% |
| <b>Not very easy</b>              | 12<br>7%  |
| <b>Do not know/have not tried</b> | 29<br>17% |

Base: 174 out of 175 people answered this question

**11. Have you needed a telephone consultation with a Doctor or Nurse? If so how easy was this to arrange?**

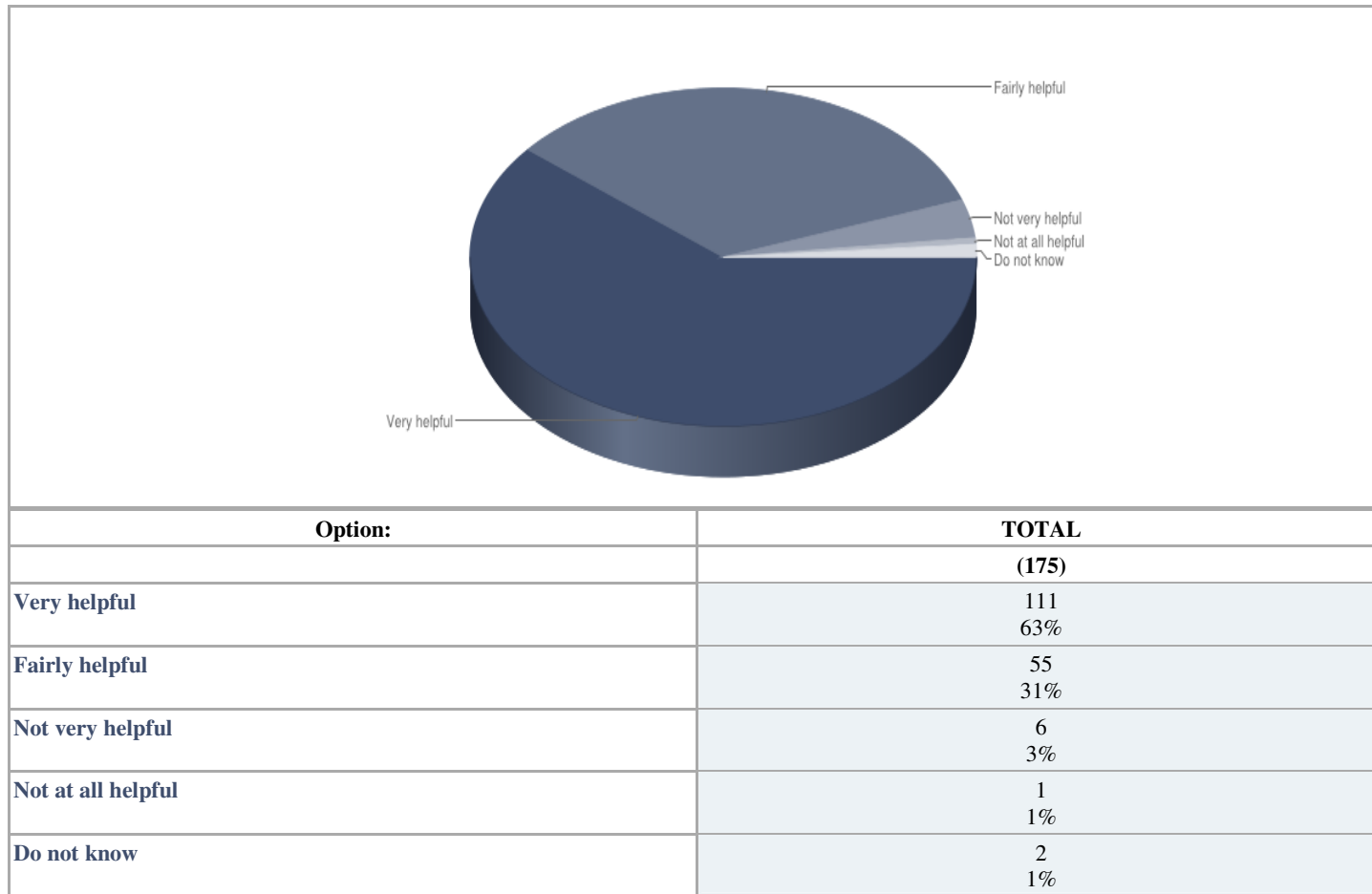
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 175 out of 175 people answered this question

**12. How helpful do you find the receptionists at this practice?**

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

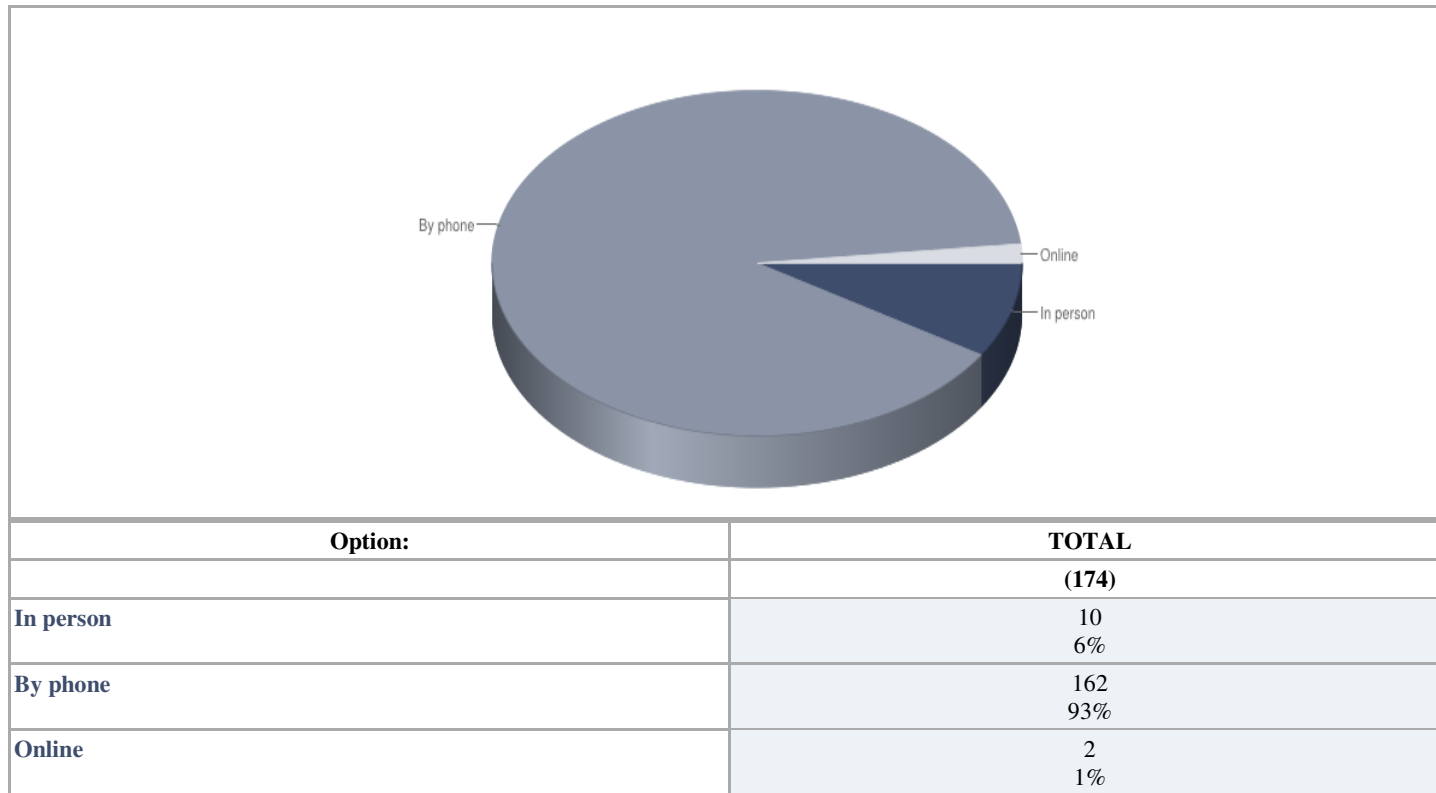


Base: 175 out of 175 people answered this question



### 13. How do you normally book your appointments?

Single answer question or grid (answers per option add up to roughly 100%)



Base: 174 out of 175 people answered this question

**14. Is there any particular type of appointment that you find difficult to book?**

*Large free-text box*

| Option:                      | TOTAL  |
|------------------------------|--|
|                              | (32)   |
| <p><b>Comments:</b></p>      | <p>Needing to see a doctor recently I rang before 8.20am on a Monday morning but no doctor available at all that particular day.</p>   |
|                              | <p>Same day appointment when I have phoned after 9am</p>   |
|                              | <p>Getting FORMAL feedback on the DETAILS of blood/urine results. I am still waiting for a return call (months after the tests in March 2012!)about some blood results. Personally, do not want to hear that my results were 'normal' or 'there are no concerns', I want to know the specific results for my GFR tests, cholesterol levels, PSA tests etc.</p> |
|                              | <p>Blood tests</p>   |
|                              | <p>Appointment with nurses.</p>  |
|                              | <p>Blood test - so we go to the hospital normally</p>  |
|                              | <p>No difficulty encountered</p>   |
|                              | <p>No</p>  |
|                              | <p>No</p>  |
|                              | <p>One with Dr Slip that is not 4 weeks away.</p>  |
| <p>Not had a difficulty.</p> |  |

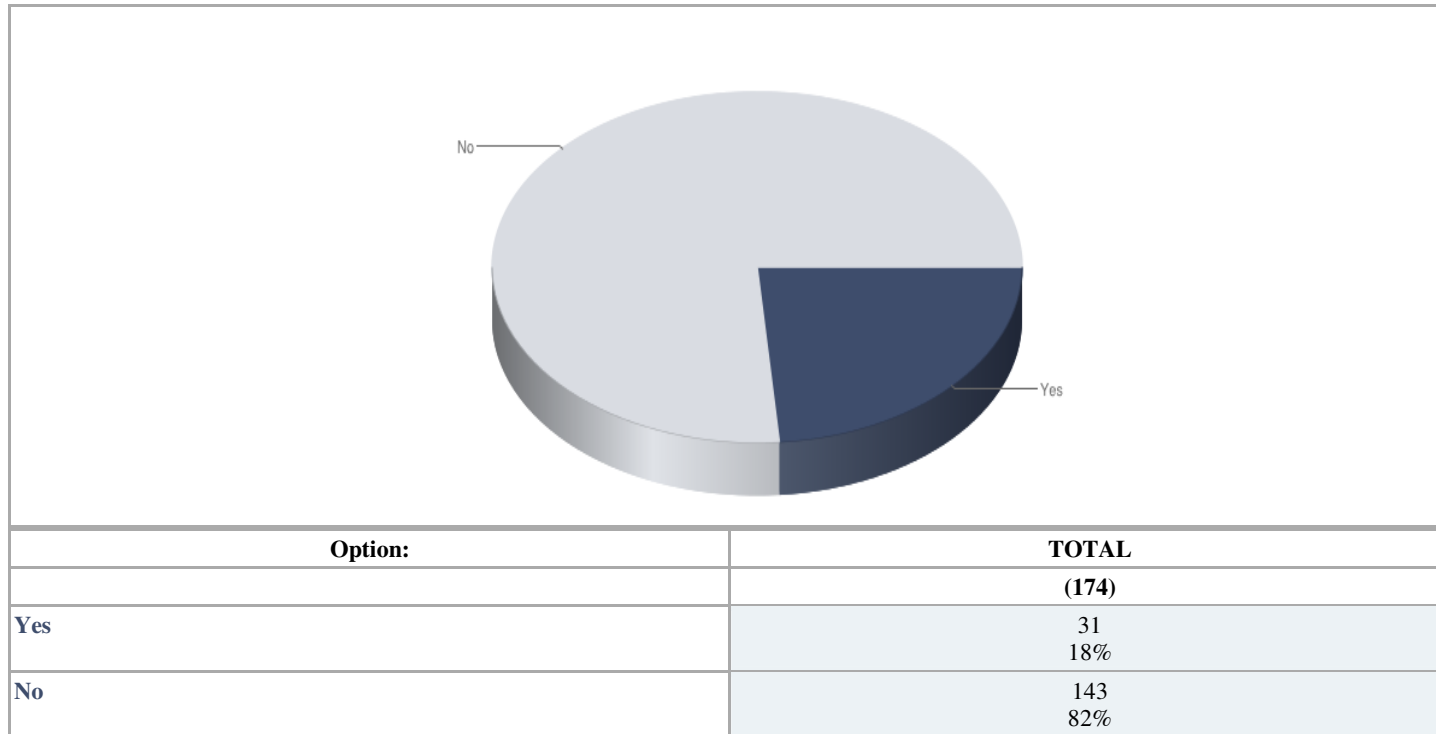
| Option: | TOTAL   |
|---------|---|
|         | (32)  |
|         | <p data-bbox="1066 215 1465 248">Early morning or early evening</p> <p data-bbox="1066 289 1115 321">All</p> <p data-bbox="1066 362 1367 394">To see the same doctor.</p> <p data-bbox="1066 435 1331 467">Nurse appointments.</p> <p data-bbox="1066 508 1430 540">An emergency appointment.</p> <p data-bbox="1066 581 1612 613">Sometimes have to wait for asthma review</p> <p data-bbox="1066 654 1377 686">Same day or last minute</p> <p data-bbox="1066 727 1738 833">Receptionists in the morning can be very frosty with a bad telephone manner; afternoon receptionists seem more jolly and helpful.</p> <p data-bbox="1066 873 1394 906">On the day appointments.</p> <p data-bbox="1066 946 1325 979">Routine blood tests.</p> <p data-bbox="1066 1019 1192 1052">Next day.</p> <p data-bbox="1066 1092 1688 1157">If I need to see Dr Hart that day or the following day.</p> <p data-bbox="1066 1198 1587 1230">Blood tests or appointments with nurses.</p> <p data-bbox="1066 1271 1331 1304">Nurse appointments.</p> <p data-bbox="1066 1344 1209 1377">Blood test.</p> <p data-bbox="1066 1417 1339 1450">Sometimes the nurse.</p> |

| Option: | TOTAL   |
|---------|---|
|         | (32)  |
|         | <p data-bbox="1066 250 1234 282">Doppler test.</p> <p data-bbox="1066 326 1724 464">Sometimes blood tests if the doctor has requested that I have one in three or four days time. I usually go up to the hospital for it as sometimes no nurse is available.</p> <p data-bbox="1066 508 1713 540">To see a particular doctor a day or two in advance.</p> <p data-bbox="1066 584 1241 617">With a nurse.</p> <p data-bbox="1066 660 1671 693">Diabetic nurse as need appointment about 8am.</p> |

Base: 32 out of 175 people answered this question

**15. Missed appointments are a problem for the practice. Have you ever missed an appointment without notifying the practice?**

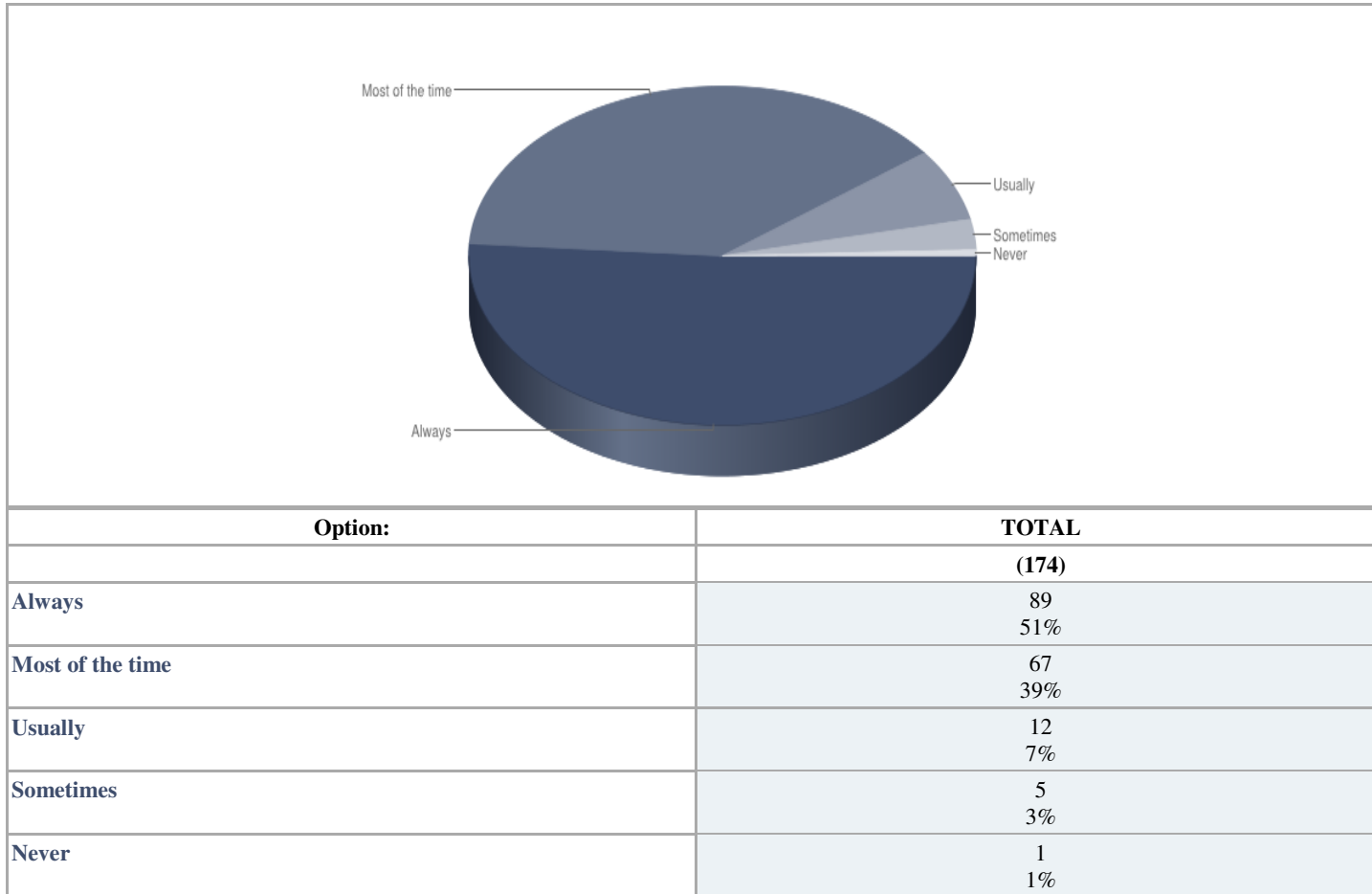
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 174 out of 175 people answered this question

**16. 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%)*



Base: 174 out of 175 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)   |
| <p><b>Comments:</b></p> | <p>Generally the system is quite flexible when taking my disability into account.</p>           |
|                         | <p>N/A</p>  |
|                         | <p>None now that the online ten minute appointment system is up - it is so easy - well done</p> |
|                         | <p>Do not have a disability</p>   |
|                         | <p>N/A</p>  |
|                         | <p>The appointment booking system.</p>  |
|                         | <p>Sometimes I do need to see the nurse on the day I rang. This can be a problem sometimes.</p> |

Base: 7 out of 175 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   |
|-------------------------|---|
|                         | (40)  |
| <p><b>Comments:</b></p> | <p>Will try the online system for routine appointments.</p> |
|                         | <p>Make patients aware of any changes to system.</p>        |

| Option: | TOTAL   |
|---------|---|
|         | (40)  |
|         | <p data-bbox="1066 248 1728 537">As I have said before, the issue of people not turning up for appointments without cancelling or giving good reason ought to be subject to a financial penalty. It is wrong in my view that an unnecessary COST to the NHS which impacts adversely upon genuine patients and the practice, should not have some cash penalty associated with it for failing to turn up without good cause.</p> <p data-bbox="1066 578 1728 792">Will you please ask your receptionists NOT to ask personal questions or probe your medical condition. By necessity the receptionists are in a public place and therefore your conversation can be heard by others. Also they are not qualified to ask, or indeed to make a decision on medical grounds.</p> <p data-bbox="1066 833 1728 1084">The online system is excellent - well done. The text alert - it would be better to have the alert come a couple of hours before the appointment - this may help prevent missed appointments. Can you take a couple of chairs out of the waiting room to allow wheelchair users to sit and watch the appointment screen please?</p> <p data-bbox="1066 1125 1728 1230">I am glad we live locally because if there is a real urgency to get in touch- when I can't get through by telephone- I walk down to see someone in person.</p> <p data-bbox="1066 1271 1728 1377">I book appointments with the same nurse on a regular basis, being able to book online would be helpful.</p> <p data-bbox="1066 1417 1728 1450">It's easier now that some appointments can be</p> |



| Option: | TOTAL   |
|---------|---|
|         | (40)  |
|         | <p>booked online. As it happens I haven't needed to book many appointments lately, so I can't really judge how much of a difference it's made.</p> <p>Have nothing to suggest</p> <p>Sometimes morning telephone calls are cut off when one has been waiting for several minutes.</p> <p>I would like to know what is the earliest time to phone for an appointment in the morning. When I have phoned at 8am the phone is always engaged and it takes ages to get a reply.</p> <p>Parking is a real issue and puts me off staying with the practice together with the difficulty of getting appointments with my GP.</p> <p>Online please that way cancellations will appear and easy to book.</p> <p>I feel a good service is provided.</p> <p>Longer opening hours would be handy and Saturday mornings.</p> <p>Cancelling by text/e-mail</p> <p>To consider people who have to find a parking space.</p> <p>It's frustrating to have to wait a week to see your GP to maintain continuity of care rather than explain the problem to someone different every time who</p> |

| Option: | TOTAL  |
|---------|--|
|         | (40)   |
|         | <p data-bbox="1066 215 1640 282">doesn't know your history or read your notes properly.</p> <p data-bbox="1066 326 1719 428">To book appointments. I don't like changing which doctor I see because they don't know my medical problems.</p> <p data-bbox="1066 472 1535 505">The ear clinic is exceptionally good.</p> <p data-bbox="1066 548 1686 615">I like the text appointment facility on my phone. Perhaps greater visibility of specific GP slots.</p> <p data-bbox="1066 659 1717 794">It would be a good idea to make sure that some of your receptionists change their phone mannerisms, no-body wants to have to come to the doctors and some of them make it more difficult.</p> <p data-bbox="1066 837 1730 940">If I cannot get an appointment on the day it is difficult for me to book the next morning due to my work.</p> <p data-bbox="1066 984 1686 1050">The service I receive from Headlands Surgery is second to none. I feel so well cared for.</p> <p data-bbox="1066 1094 1692 1161">Sometimes difficult to see GP on that immediate day.</p> <p data-bbox="1066 1205 1745 1451">Overall I find everyone helpful and always very kind, especially after my hip replacement and also when I was poorly in September. By what I am told by friends at other surgeries this one seems the best in every way. I have been with this surgery for many years. Thank you for all your help and many kindnesses.</p> |

| Option: | TOTAL   |
|---------|---|
|         | (40)  |
|         | <p data-bbox="1066 250 1713 391">You are never seen on time even when there is not many people in the waiting area. When seeing doctors they sometimes make you feel rushed and want to push you out.</p> <p data-bbox="1066 435 1713 537">Phone is always engaged at 8am and sometimes when I eventually get through all the appointments are taken.</p> <p data-bbox="1066 581 1713 683">As I regularly book appointments in advance with the same nurse, it would be helpful if I could book online.</p> <p data-bbox="1066 727 1713 797">I take time out of work for an appointment but never get seen at the appointment time.</p> <p data-bbox="1066 841 1713 982">If one has to wait for a telephone to be answered for any length of time especially first thing in the morning, the phone cuts itself off and redialing is necessary. It usually happens mornings only.</p> <p data-bbox="1066 1026 1713 1096">More staff answering the phone first thing in the morning. Not mixing me up with my mother-in-law.</p> <p data-bbox="1066 1140 1713 1344">Overall your appointments system seems easy and smooth, also your reception staff are always pleasant and helpful. The number of missed appointments announced on your e-board always seems very high. There must be a way of engaging with some of the regular culprits to gain a greater commitment.</p> <p data-bbox="1066 1388 1241 1419">Very helpful.</p> |

| Option: | TOTAL  |
|---------|--|
|         | (40)   |
|         | <p data-bbox="1066 215 1743 321">We have before received a letter asking to make an appointment within two weeks and then been told no appointment was available.</p> <p data-bbox="1066 363 1743 469">The receptionists are always very helpful and always try to make an appointment for me with the doctor or nurse.</p> <p data-bbox="1066 511 1743 688">Being fully employed 8am-5pm find it hard to make appointments to suit working hours. Be better informed/have separate number for those in similar position to make appointment pre/post working hours.</p> <p data-bbox="1066 730 1743 836">Parking needs to be addressed. I have to come up half an hour early in case I have to walk. This entails extra time off work.</p> <p data-bbox="1066 878 1682 906">More receptionists on the phone in the morning.</p> <p data-bbox="1066 948 1514 976">I find service very good at present.</p> |

Base: 40 out of 175 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 receiving 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 12/18 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 in support of our proposed 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.*

## **IMPROVING PATIENT SATISFACTION PRACTICE ACTION PLAN**

### **CUSTOMER SERVICE**

We have received less complaints and more positive feedback but efforts to improve customer service are on going.

Aim:- To provide a welcoming, friendly environment with helpful and pleasant staff. To arrange regular customer service training to improve listening and communication skills.

### **COMMUNICATION**

Positive responses to text alerts but DNA rates are similar.

Aim:- To continue to obtain patient mobile telephone numbers which will allow us to increase the number of appointment reminders.

Positive response to online booking of appointments which was introduced in 2012.

Aim:- Investigate the possibility to increase this facility

Telephone system upgrade to be considered in 2013/14.

## **APPOINTMENTS**

62% of respondents were not aware of the facility to book up to 6 weeks in advance (FOR ROUTINE APPOINTMENTS)

Aim:- To improve awareness of the appointment system by sending a text to those patients we hold a mobile telephone number.

To add details to our in house information board.

To add a notice to the home page of our website.

## **Opening Hours**

Headlands Surgery is open Monday to Friday between 8.00 am and 6.30 pm. In addition to this the practice also provides extended hours as detailed below.

Appointments can be booked by telephone, in person or online. Routine appointments can be booked up to 6 weeks in advance. Approximately two thirds are held back for same day booking.

## **Extended Hours**

The practice provides extended hours on Tuesday and Thursday evenings between 6.30 pm and on the first Saturday of the month between 7.30 am – 9.30 am. There are usually two GP's working on the Tuesday and Thursday evenings. Two GP's 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.