



**Patient Reference Group Survey  
June 2012**

**Analysis of Responses**

## **Patient Reference Group Survey 2012**

### **Analysis of Responses**

The action plan for the Patient Reference Group 2011-12 was as follows:

1. Development of our website and a dedicated Patients' Area, including a specific area for teens and young adults.
2. Improvement of our notice boards and our communication with patients in general, to ensure that current and relevant information is readily available in the reception/waiting rooms.
3. A review of the Practice name, as the use of 'Strensall Medical Practice' appears no longer relevant.
4. A review of the Practice appointment system to ensure that appointments are used appropriately and that we reduce the number of DNAs (Did Not Attends).
5. A review of our telephony system to make it easier for patients to access the surgery, book appointment or check results.

To gain further information about points 1, 2, 4 and 5 we sent a survey to the members of the Patient Reference Group. Action point 3, a review of the Practice name, has already been undertaken.

42 responses were received from a total of 177 sent to the Group (24% response rate).

#### **1. Website Development**

##### **"Please let us know what you would like to see on the website"**

Responses to this question were mixed. 35 people commented. Of these, 46% responded that either they did not have a computer, were not online or had not accessed the website.

Of those who responded that they did use the website, 21% are happy with it as it is, feeling it was good and clear. 2 respondents asked for the website to be kept simple as:

"Many elderly people, even though they have computers, do not find them easy to use or web pages easy to read".

21% reported that they only use the website for ordering repeat prescriptions.

1 respondent voiced concern about security of the website, asking us to ensure the website cannot be "invaded by unauthorised persons".

Suggestions for additions to the website included:

- The inclusion of Nurse and phlebotomy appointments on the online booking system
- Information regarding changes in Practice personnel
- A list of all the services provided by the Practice and Community services
- Surgery times and availability of GPs and nurses
- Informed comment on medical news items in the media
- Information regarding new drugs and drugs being taken out of use
- DNA and drug wastage statistics
- Up-to-date information about local pharmacy opening times
- New services, contacts for local support services
- Information about OOH services
- Health education
- A 'Suggestions' section

### **Website Development – Young adults' area:**

45% of respondents answered this question, but 79% of these replied to say this was irrelevant to them.

2 respondents felt this was a good idea, but 1 of these asked whether young people would be interested enough to warrant the time and the effort.

1 respondent supplied the contact details of their son who would be happy to speak with us about a young adults' area, and who also suggested a Facebook page.

1 respondent replied that her young daughter would like to be able to order her repeat prescriptions herself online.

### **2. Notice Boards – Improvements**

#### **“How would you like us to use the notice boards in the branches?”**

74% of respondents answered this question. Of these, 35% reported that they didn't look at the notice boards as they rarely attended the surgery.

General comments made were that the notice boards were too cluttered and 'busy': there are too many notices.

1 respondent felt that notices soon lose their impact; another suggested that there are monthly topics and regular updates to the boards. An 'Important Information' board was also suggested.

Some respondents commented on the notices themselves, asking for any display to be:

- Bright and cheerful
- Large print and colourful
- Not too high up so people in wheelchairs and those with bifocals could read them easily
- Large enough to read from the seating area for the elderly or those who cannot stand to read them

One respondent asked for information in other formats (such as audio/plasma screens) for those with dyslexia.

#### **4. Review of how we manage DNAs**

**“Do you have any specific comments.... on how we could manage this difficult issue?”**

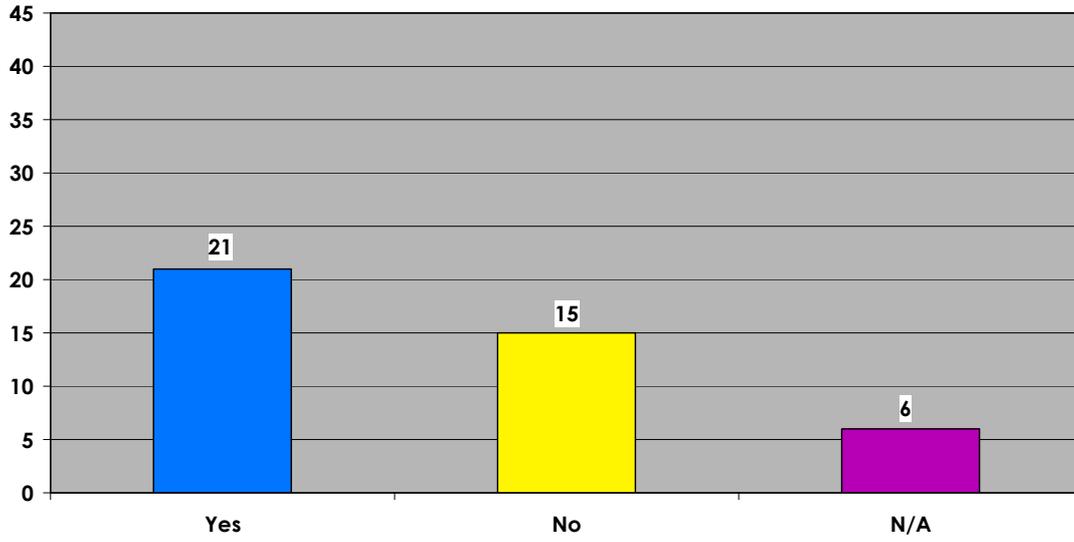
79% of respondents answered this question, all acknowledging that this was a difficult issue to deal with.

21% felt that patients who DNA should be confronted to give an explanation as to their non-attendance, followed up with a ‘3 strikes and you’re out’ warning. 6% advocated a more gentle follow-up approach. 21% thought publishing statistics of non-attendances would be useful, but 7% felt it is irrelevant to publish numbers of wasted appointments in the surgery as DNAs do not come to the surgery. 9% of respondents thought an email or text reminder could help. Other suggestions included explaining how to cancel when an appointment is made or charging for missed appointments.

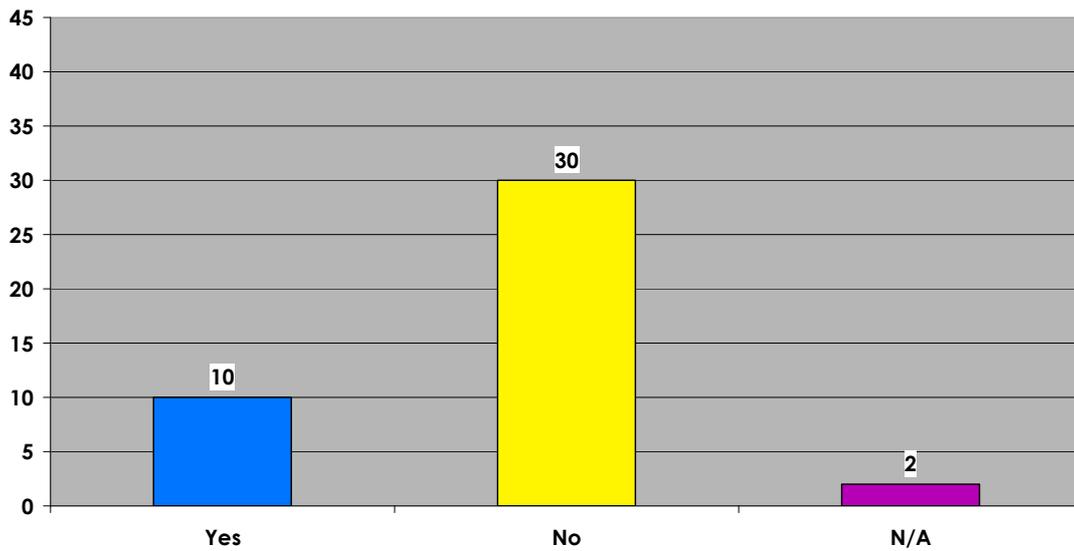
#### **5. Telephony system**

Responses to the nine questions about telephony are shown below:

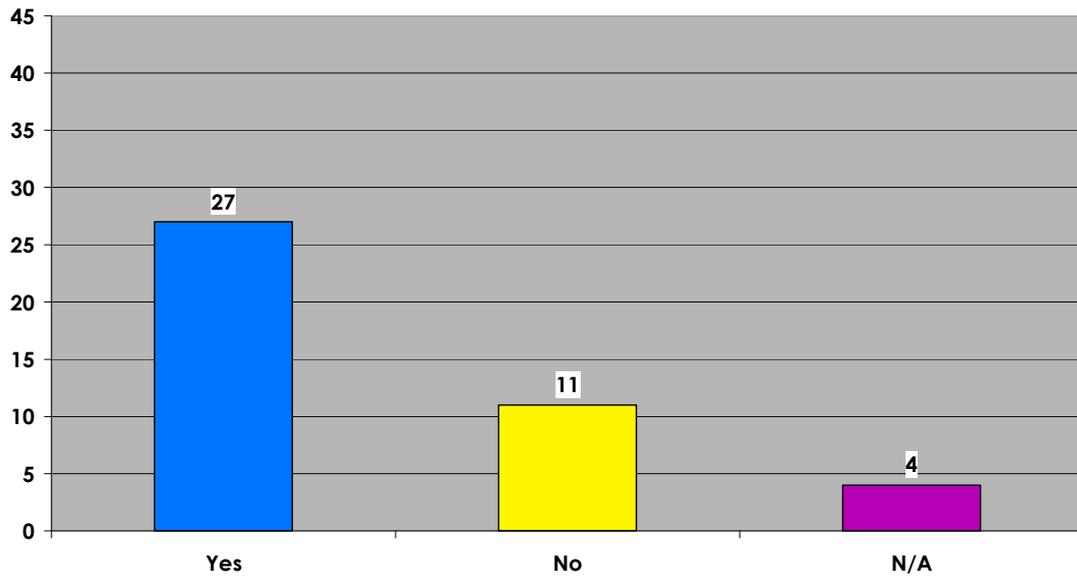
Is speaking to a member of staff immediately more important than having your call answered within 3 rings?



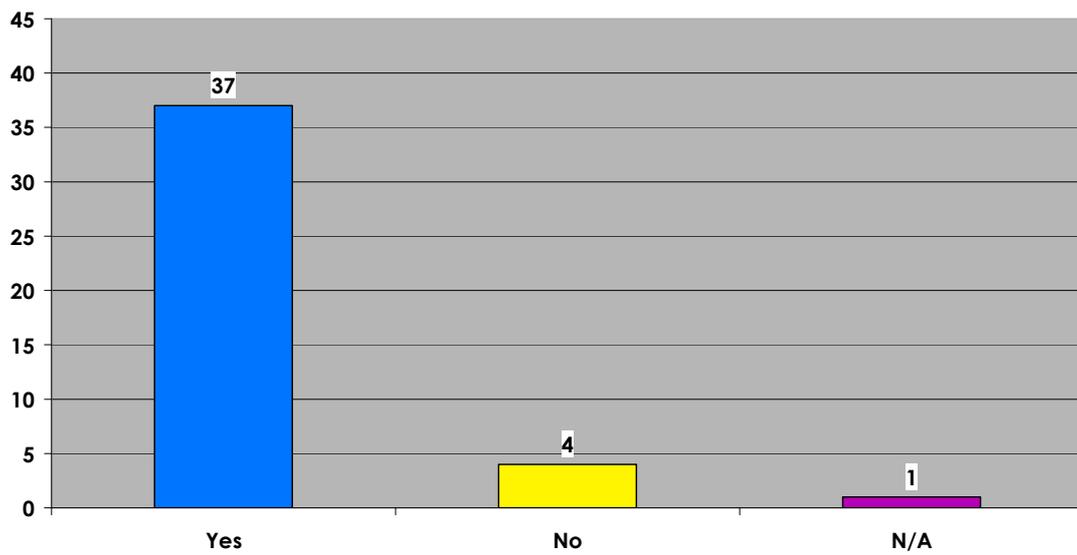
Would you like us to inform you the number/percentage of telephone calls answered within an agreed time frame?



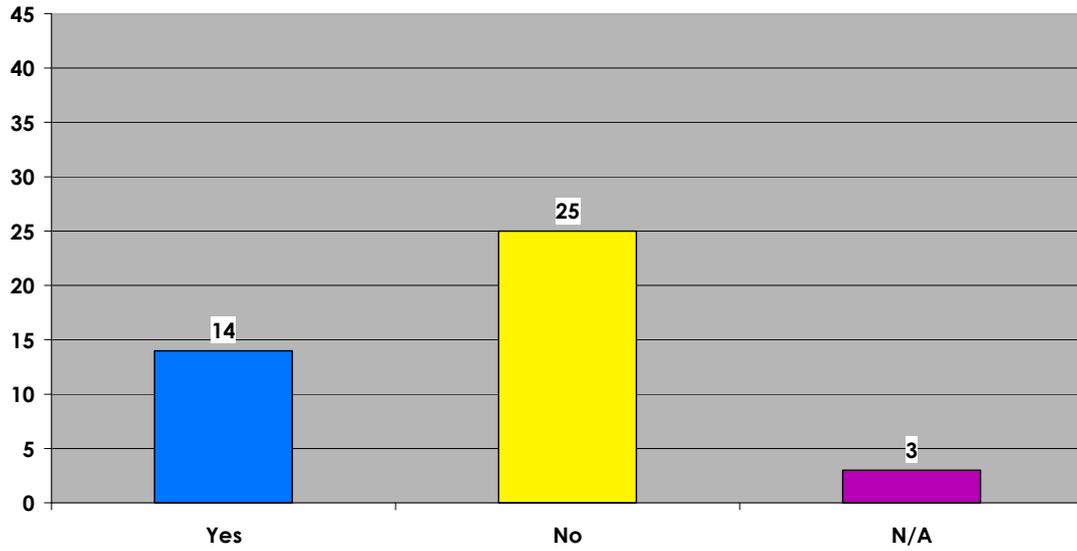
Would you be happy for your call to be handled centrally?



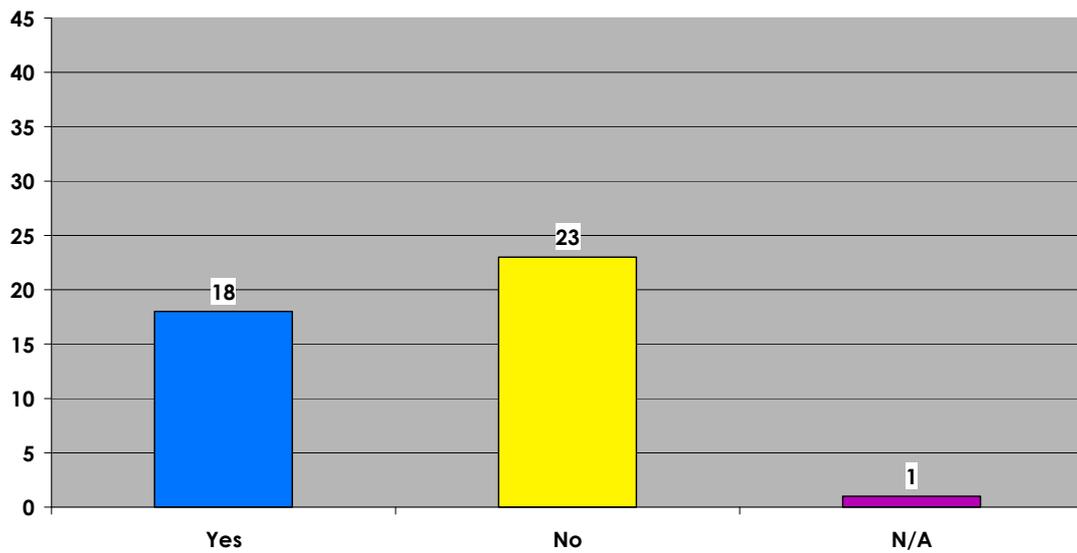
Are you aware that any receptionist can book an appointment with any clinician at any branch?



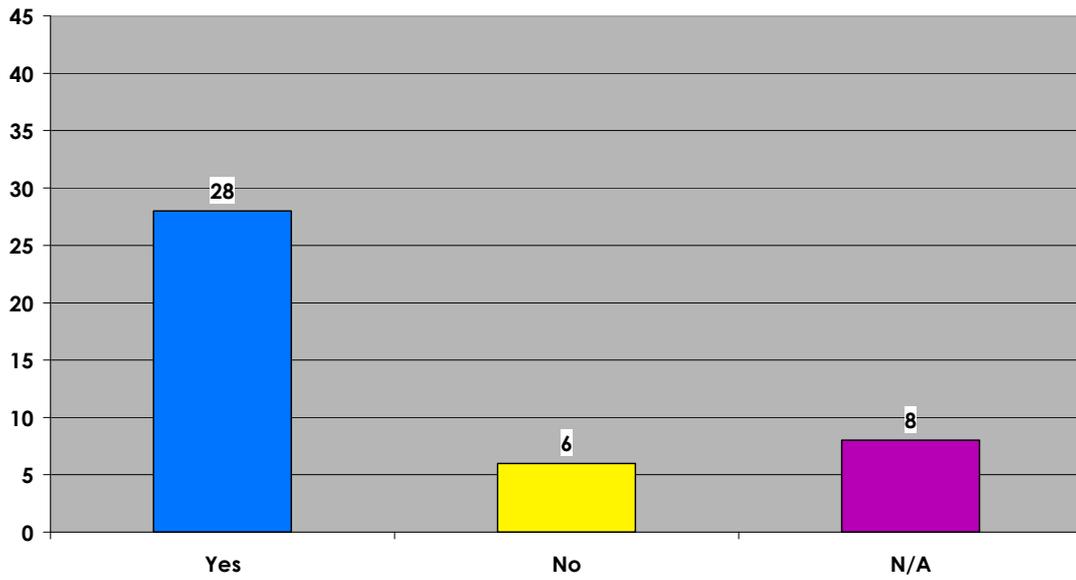
When telephone lines are busy would you prefer an engaged tone rather than an on hold message?



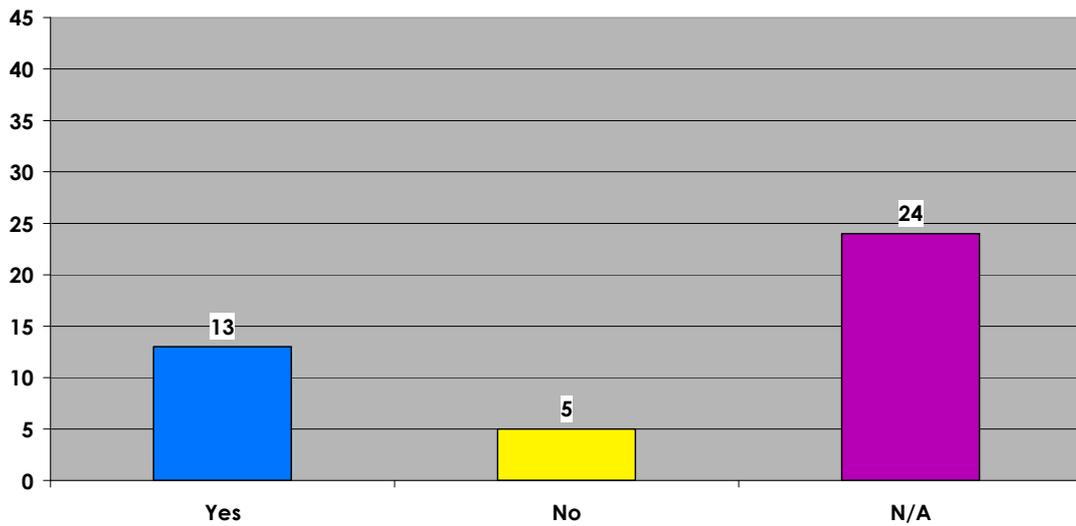
When lines are busy would you prefer the option of being put through to an automated service that could book an appointment for you?



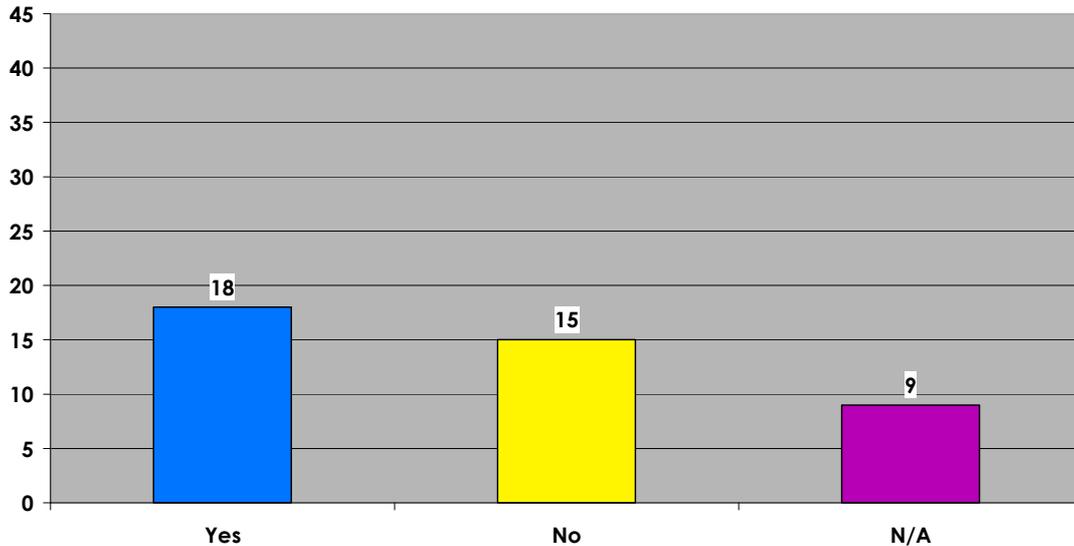
**Would you like to order repeat prescriptions via the telephone?**



**If you are a dispensing patient who receives medication from a community pharmacy, would the ability to telephone requests result in you allowing the practice to dispense to you?**



Would you prefer call to be triaged eg: Please press 1 to make an appointment,  
Please press 2 for results or hold to speak to an operator?



Most people responded to our questions about the telephone system and how we answer it. The majority of respondents did not mind how quickly we answered the phone and were happy for calls to centralised and appointments booked centrally for all branches. Respondents felt that they would, generally, prefer to have the call answered and calls put into a queue rather than hearing the 'engaged' tone when they called at busy times. Most felt it important that when a call is answered they could speak to a real person rather than use an automated system to make appointments, but most respondents are happy to self-select options (e.g. press 1 for appointments). Many people would like to be able to order repeat prescriptions by phone and dispensing patients who use the community pharmacy would also use this facility as long as it did not impinge on the local pharmacy.

### **Next Steps**

The comments and suggestions from the survey have been considered by the Practice and our next steps are detailed below.

#### **1. Website:**

There was a mixed response to this question, however we have looked at the responses and we feel we need to have a strong website. The improvements to the site have already begun with the launch of MyHealth.

#### **Suggested additions to the website:**

##### **Nurse and Phlebotomist appointments available on the online booking system**

This would be too complex to implement as these appointments vary in length and the nurses carry out different types of work.

**Information about changes to Practice personnel**

Key personnel changes will be a feature on the website.

**A list of all the services provided by the Practice and Community services**

Practice services are already detailed on the website. Links will be provided to community services.

**Surgery times and availability of GPs and nurses**

The surgery times and the availability of the GPs are already on the website. The availability of the nurses is too complex to publish on the website as it varies from day-to-day and the nurses often work at different branches on an ad hoc basis at short notice.

**Informed comment on medical news items in the media****Information regarding new drugs and drugs being taken out of use**

We are considering how best to implement this and will be looking to start this in the future.

**DNA (Did Not Attend) and drug wastage statistics**

We are looking to start publicising DNA data in a positive manner in all our surgery branches. We are currently looking at how to report drug wastage data.

**Up-to-date information about local pharmacy opening times**

We will contact the local pharmacies to ask if they wish to place this information on our website.

**New services, contacts for local support services**

We would be pleased to include details of new community services and local support services on the website or include links to the websites of these organisations. Please let us know who you would like to see on our website.

**Information about OOH (Out of Hours) services**

Information about Out of Hours services is already on our website and in the waiting rooms of all our branches.

**Health education**

We are looking to include a health promotion section on the website and to improve the health promotion notice board in our waiting rooms.

**A 'Suggestions' section**

We already have 'Suggestions' boxes in all our waiting rooms. The website has a 'Contact Us' email facility which can be used for suggestions.

**Young Adults' area**

We feel this is an important area to develop to offer support and information to young people. We will be looking at this further and will shortly be sending out

a survey to young people asking for their views. We are still attempting to engage with the school nurses to seek their advice.

## **2. Notice Boards**

We agree that these should be bright and eye-catching and printed large enough to be easily visible. We are updating our notice boards to keep them clear and consistent across all of our branches, and will be focussing on three main areas: Health promotion/education; Health and Community Services and Practice Information.

## **4. DNAs (Did Not Attend)**

Thank you for your feedback on this subject. We will start to address this by using a positive approach: thanking people for attending for their appointment via the website and our waiting room plasma screens. We are not permitted to charge our patients for missed appointments.

In the medium term we will be updating our clinical computer system which will give us the facility to send 'text' reminders to patients to remind them of their appointments, if they choose to 'opt in' to this service.

## **5. Telephony System**

The Practice is continuing to overhaul our telephony service and we are making active progress with this. We are currently streamlining how we answer the calls at our Strensall Health Care Centre, with a view to extending this to other MyHealth Care Centres gradually. We are creating an area where the calls can be handled by dedicated administrators/receptionists so that patients can be assured of a swift response to their phone call. This area is being positioned away from the front desk, so that receptionists and dispensers can concentrate on their specific roll with patients. We will be measuring the success of this over a period of time, before we attempt to offer this facility beyond the Strensall Health Care Centre.

Thank you to the Patient Reference Group for your responses.

If you have any queries or comments about this survey, please contact:

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