

PRACTICE SURVEY RESULTS MARCH 2014

PHOENIX MEDICAL CENTRE

Practice Profile

The Phoenix Medical Centre has been established in St Helens for over 10 years. The Practice has a patient list size of 3520 patients (17 more than last year) including a small amount from residential and nursing homes. The Practice area covers Eccleston, Parr, Thatto Heath, Sutton, Clinkham Wood and parts of Haydock as well as the immediate town centre. The Practice likes to obtain as much information from patients when registering in order to keep our practice profile consistent and enable us to understand their health needs as much as possible. Patients registering are asked to attend for a health check to assess clinical and family history.

The Practice opening hours are Monday to Friday 8.30 – 6.00 with additional appointments available from 6.30-8.30pm on Mondays which are reserved and pre-bookable for all patients.

The Out of Hours service provides emergency cover when the surgery is closed. There is a doctor on duty 24 hours a day for emergencies. When the surgery is closed, patients should ring the surgery telephone number and will be transferred directly to the service which will take the details of the call and pass it to the duty doctor.

Virtual Patient Participation Group

The Practice Virtual Patient Group (VPG) was set up 2 years ago by inviting patients to join via advertisement, information sheet and letter. At the present time the group consists of 16 patient members, 13 who we communicate with by e-mail only and 3 who we contact by post. The Practice recognizes that a recruitment drive is still needed in order to gain more patients onto the group and intends to advertise for members again. The group was advertised on posters and leaflets which were displayed in the waiting area. Information was added to the Practice newsletter which has been handed out in the waiting room and forwarded to the website. The practice wants a good cross section of all age groups and ethnicity to give us the opportunity of having a wider range of views put forward so as to provide the appropriate services. This recruitment drive is still in progress. The group has also been advertised on the patient display board in the waiting area.

The virtual group consists of 5 male members and 11 female members. The members of the group are all of white British ethnicity. The practice strives to have a good representation of ethnicity on the group and will be driving forward the recruitment of patients. The group still consists of only 2 members under the age of 50 and the practice recognizes the need to recruit more patients from the younger age groups.

The practice has carried out the suggestions put forward by last years patient survey and VPG within the deadlines as promised.

Methods used to invite members to join the VPG

Practice website

Notice boards

Practice newsletters

Waiting room leaflets

Waiting room posters

Call board screen information

Sign up forms and leaflets

The practice will continue these methods of inviting patients to join the VPG.

Practice survey

After taking into account the results of last years survey and our action plan following the results we conducted our own practice survey again. Questionnaires were sent to members of the VPG and given to patients as they arrived for appointments. The results were analysed in practice. The VPG have been sent the results of the survey and we will consider their suggestions in due course. It was agreed that overall the results of the survey were very good and that the efforts made following last years survey had been worthwhile.

Survey Analysis

The practice had 111 surveys completed (3%) of the practice population.

Statistics

Male	47	42.3%
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Female	64	57.7%
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Age Group

Under 17	2
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18 - 30	12
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31-50	43
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51-65	24
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Over 65	30
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65.8% of the questionnaires were completed by patients who had been at the practice over 10 years.

Patients were asked to give their opinions on 4 specific areas:

1. About the Practice
2. About the Doctor
3. About the Nurse
4. About the Reception staff

Patients were also asked to consider their visit and make suggestions and comments to help us improve. The comments we received were on the whole very good and we have copied them onto a further page for you to consider.

We have to say we are very pleased with the results. In all of the 4 areas we had our highest score as "Good" or better with the 3 areas regarding the staff all receiving "Excellent".

We can confirm these results are on a par with previous results with the receptionist staff showing a good improvement. We are extremely happy with our patient's responses.

IMPROVEMENTS/SUGGESTIONS

We can see there are areas which we feel still need improvement and intend to look at the following:

1. Information on notice boards
2. Online appointments and prescriptions
3. Workers surgeries
4. Seeing a doctor within 48 hours

The results have been sent to the VPG and we will also look at their suggestions and comments.

ACTION PLAN – 2014

1. We intend to check the notice boards more frequently than previously. We will also try to use themes for each individual board rather than spreading the information.
2. On-line appointments and prescription ordering are now available. The appointments at present are for the GP's only. We intend to publicise this new feature further. We are still in the early stages of the on-line appointments and will evaluate the progress on a regular basis to ascertain whether more appointments are needed for this.
3. Unfortunately at the present time we are unable to extend the availability of the late evening surgery, however, we do plan to advertise these more as we feel these appointments are still not being used to their full advantage.
4. Appointments within 48 hours. We will be doing an appointment audit in the near future for quality contract and hope this will show whether our ratio of book on the day and pre-bookable appointments is correct. This can then be discussed at the following practice meeting.

Detailed below are the results of our recent survey. The numbers in the boxes represent the amount of people that picked that particular answer. We have highlighted our best scores in **GREEN** and the points we feel need attention in **RED**.

Please tick the appropriate box	Poor	Fair	Good	Very Good	Excellent	Not Applicable
About the Practice in general - Please rate us						
Opening hours	2	9	37	43	20	0
Telephone system	5	12	35	38	20	1
Seeing a doctor or nurse within 48 hours	7	13	32	33	25	1
Seeing your doctor or nurse of choice	5	16	41	24	21	4
Speaking to a clinician on the telephone	3	12	33	19	14	30
Length of waiting time in the Practice	8	25	41	28	8	1
Comfort of the waiting room	2	24	50	26	9	0
Decoration of the Practice	5	23	49	27	6	1
Information provided on health issues (leaflets, notice boards, etc)	2	13	41	34	18	2
Our ability to follow up on your care (reminding you if tests are due etc,)	4	8	35	33	25	6
The amount of time given for appointments with the doctor	3	11	38	36	19	4
The amount of time given for appointments with the nurse	1	9	35	40	18	8
Are online appointments a good idea				N/A 11	YES - 75	NO - 25

About the Doctor - Please rate us

How good was your doctor today at the following (please tick 1 box only)

Being polite	1	0	17	22	54	17
Making you feel at ease	1	0	19	22	51	18
Listening to you	1	0	19	22	52	17
Assessing your medical condition	2	0	16	21	53	19
Explaining your condition and treatment	1	1	15	24	54	16
Involving you in decisions about your treatment	1	0	18	24	50	18
Providing further treatment for you if needed	1	0	16	25	49	20

Please tick the appropriate box	Poor	Fair	Good	Very Good	Excellent	Not Applicable
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About the nurse - Please rate us

How good was your nurse today at the following (please tick 1 box only)

Being polite	1	0	12	7	39	52
Making you feel at ease	1	0	10	9	39	52
Listening to you	1	0	10	11	37	52
Assessing your medical condition	1	1	7	14	35	53
Explaining your condition and treatment	1	0	10	12	35	53
Involving you in decisions about your treatment	1	0	10	11	34	55
Providing further treatment for you if needed	1	1	8	11	34	56

About the reception staff - Please rate us

The manner in which you were treated when making your appointment	1	2	18	24	66	0
The manner in which you were treated whilst in the practice	1	0	18	24	68	0
The respect shown for your privacy or confidentiality (Please take into account the open aspect of the waiting room)	2	4	18	27	60	0

About You - please indicate which answer applies

Are you	MALE - 47			FEMALE - 64	
Your age	0-17	18-30	31-50	50-65	66+
	2	12	43	24	30
How long have you been with the practice	less than 5 years		5-10 years		over 10 years
	17		21		73
How often do you visit the Practice	Weekly	Monthly	Every 3 months	Once a year	Seldom
	3	24	45	9	30

A new question on this year's survey related to the availability of online appointments. 75 patients felt these would be a good idea, 25 did not feel they were a good idea and 11 had no preference.

We also asked for your comments and suggestions and have copied a selection of these, good and bad, below.

Always very good

If you are waiting for your appointment it means the doctor is giving enough time to his patients.

Information boards sometimes look a bit tatty.

Could do with more soothing colours.

10/10

The doctor is great but his surgery smells of damp.

The nurse can “brush you off” a little. She has a no nonsense / no messing attitude which is fine but sometimes you want someone to show empathy when you have health worries.

Always found reception staff to be very helpful.

Privacy/confidentiality could be improved.

My daughter visited the nurse, she was excellent.

The doctor I usually see is excellent in every way and I trust him with my life.

Notice boards excellent, lots of advice, very impressed indeed.

The doctor is always polite and makes you feel at ease.

More appointments for workers please, can't always get to see the doctor during work time, after hours not enough.

Receptionists always helpful and friendly both in the practice and on the telephone, even if there are no appointments.

I find Dr Young is a very polite and down to earth doctor.

I have no problems with the doctors, nurses and staff, all exceptionally good.

[MORE SURGERY INFORMATION](#)

Your responses have also shown us that not everyone knows as much as they could about the surgery and its services and that we need to make people more aware of this.

For example, did you know that we have a surgery for workers? This is held at 6.30 every Monday evening. These appointments are available to pre-book.

Did you know you can pre-book an appointment with the doctor or nurse of your choice?

Did you know the practice has its own website? www.phoenixmedicalcentre.co.uk?

Did you know you can order your prescriptions on line?

Did you know you can book appointments on line?

Did you know our telephone number changed to 01744 621120 on the 13th March 2013.