

PATIENT AND PUBLIC
INVOLVEMENT

BRYN DARLAND SURGERY
COEDPOETH

2003

PATIENT AND PUBLIC INVOLVEMENT

Introduction:

As part of the Clinical Governance Strategy the practice decided at a recent PDP meeting that we would undertake a public meeting to give patients a voice under the remit of public and patient involvement.

A meeting was agreed for 8th July 2003, extensive advertisement was undertaken with notes being attached to all prescriptions and posters were placed within the practice for one month prior.

An agenda and an introduction into why the meeting was being undertaken was prepared and distributed (Appendix A).

Present:

Sister Elaine Ashfield
Practice Manager Mrs Sandra Windsor

Total number of patients who attended – 4

Outcome of the meeting

Unfortunately the meeting was poorly supported, however, it was very productive and has allowed us to move forward and produce a questionnaire to circulate to the practice population. It was the consensus of opinion that the questionnaire should be kept in surgery and distributed to those patients who were accessing the service rather than those who rarely attended.

Each topic area of the agenda was thoroughly discussed and no further discussion was initiated.

THE QUESTIONNAIRE

The design of the questionnaire was thoroughly discussed with drafts being produced and distributed amongst the practice team and the patients who attended for approval. The final questionnaire has been based on being brief, simple and short in order to encourage patients to complete it as well as providing the practice with both measurable and achievable replies. The questionnaire is as follows:-

QUESTIONNAIRE OF PATIENT SATISFACTION FOR BRYN DARLAND SURGERY COEDPOETH

We would be very grateful if you could take the time to complete a questionnaire in order for us to evaluate the practices effectiveness.

All replies are strictly confidential and it is not necessary for anyone to enter their name so that identification of respondents will remain anonymous.

1. Are you happy with open access surgery to see the doctors and nurses in the mornings?

Very happy									Not happy
1	2	3	4	5	6	7	8	9	10

comments

2. Are you happy with the appointment system for evening surgery?

Very happy									Not happy
1	2	3	4	5	6	7	8	9	10

comments

3. How do you rate the way you are treated by members of staff ?

Very satisfied									Not satisfied
1	2	3	4	5	6	7	8	9	10

comments

4. Thinking about the times you have telephoned the practice, how do you rate the following:

a. Ability to get through?

Very satisfied
1 2 3 4 5 6 7 8 Not satisfied
9 10

b. Ability to speak to the doctor/nurse when you have a question?

Very satisfied
1 2 3 4 5 6 7 8 Not satisfied
9 10

4. How satisfied are you with the comfort level of the waiting room?

Very satisfied
1 2 3 4 5 6 7 8 Not satisfied
9 10

comments

5. Are you satisfied with the respect shown for your privacy and confidentiality?

Very satisfied
1 2 3 4 5 6 7 8 Not satisfied
9 10

comments

6. How satisfied are you with the reminder system for ongoing health checks?

Very satisfied
1 2 3 4 5 6 7 8 Not satisfied
9 10

comments

7. Overall how satisfied are you with this practice?

Very satisfied
1 2 3 4 5 6 7 8 Not satisfied
9 10

comments

Would you be so kind as to circle the following age band that applies to you:

15 – 20 21 – 30 31 – 40 41 – 50 51 – 60 61 – 70

70 and over

Method of distribution:

The questionnaires were left in the reception for easy access for patients to pick them up. The reception staff, were told to encourage patients to take a questionnaire and a box was provided for all completed questionnaires. This was undertaken over a period of one month.

Total number of completed questionnaires - 267

OUTCOME OF THE EXERCISE

(Results are demonstrated on next page)

Overall we have been very pleased there has been some constructive criticism regarding the building which we do intend to rectify within the near future. The reception area has been made as 'confidential' friendly as possible with the introduction of a flat screen computer and a covered paper list to prevent patients seeing who has been into surgery. Some criticism was felt to be unjustified and represented a probable personality clash. Although, all comments have been taken seriously.

We do not intend to change the appointment and open access system that we presently run it appears to suit the majority of patients, we realise that we will never provide 100% satisfaction.

The telephone system will need to be reassessed when funding is available and a third line can be introduced.

COMMENTS RECEIVED

Mornings open access:

‘If you are working this is no good’ - ‘Could be open longer 10am difficult when you have small children’ – ‘Comforting to know that Doctors and Nurses are available without appointment’ - ‘Whenever I have been in I have seen whoever I needed to’- ‘Very Happy’ - ‘Never had any problems’ - ‘I think it works well’ - ‘Some idea of expected waiting times and which Dr’s and Nurses are available each day would be good’ - ‘It’s good to have an open access surgery as you don’t know when you are going to be ill’ - ‘Far better than appointments’ - ‘Convenient’ - ‘It works well’.

Evening appointments

‘If you work you can’t come mornings, and can’t get appointment in the evening to see the Doctor you want’ - ‘You can’t get appointment on the day you need it, it is disgrace full, who knows when they are going to be ill’ - ‘Appears to be working well’ - ‘No problem arranging an appointment’. - ‘A little difficult when working’ - ‘system appears to work well’. - ‘It suits people who can’t get in the day’ - ‘The system seems to work well’ - ‘Have to know well in advance that you are going to be ill, difficult to get to if working full time’. - ‘Dr’s need to get home too’. - ‘Difficult to make appointments when working shifts’ - ‘Sometimes we can’t attend’ - ‘Able to be seen on time and cuts down time spent in surgery’. - ‘Could be a pain if you need to see a doctor urgently’ - ‘Good especially if you are working’.

How do you rate the staff

‘Some staff are very nice’ - ‘Most staff are approachable, some need to learn to smile and look happy in their work’ - ‘Always courteous and helpful’ - ‘Always Polite’ - ‘Very pleasant and helpful’ - ‘Understanding and friendly’ - ‘Staff very nice’ - ‘Generally efficient and obliging’ - ‘All very helpful, cheerful and polite’ – ‘The staff are always polite’ - ‘Arrogant attitude of some receptionists’ - ‘Great’ - ‘Excellent’ - ‘Never had a problem’ - ‘Very nice and understanding’.

Ability to get through on the phone

‘Needs some additional lines or answer phone for prescriptions or cancelling appointments’.

Ability to speak to a Doctor or Nurse

‘Never tried to do this, imagine it to be impossible to get past the receptionist’.

Comfort in Surgery

‘Not enough room for children to play’ - ‘It is sometimes hard when surgery is full’ - ‘Plenty to read & activity for children’ - ‘Perhaps a fan or better ventilation would help, the floor looks scruffy’ - ‘Some of the chairs are uncomfortable’ - ‘OK’ - ‘It could be bigger’ - ‘Fine no problems you never really wait a long time’ - ‘What more do People want’ - ‘Always too hot, especially in winter, it is a breeding ground for germs’.

Privacy & confidentiality

‘Never had a problem personally’ - ‘Staff are always tactful’ - ‘Everyone can hear you talking at the desk, perhaps it could be moved’ - ‘Wonderful’ - ‘With an open counter and other Patients sitting behind you cannot speak privately with the receptionist and telephone conversations are always overheard’.

Reminder system for ongoing health checks

‘Sometimes reminded when no need to’ - ‘Very much appreciated’ - ‘Very reassuring that this system is in operation’ - ‘The very best’ - ‘Without you, I could not remember to come for checkups’.

Overall, how satisfied are you with the practice

‘Cannot speak too highly of the professionalism of the practice’ - ‘Everything is first class, no complaints to be made’. - ‘Excellent Practice in every way’ - ‘No problems whatsoever always interested and caring’ - ‘The best of any I have heard of’ - ‘Excellent service by both doctors’ - ‘I have been impressed with most aspects of the practice and

feel it runs efficiently and kindly'. - 'The practice is very well run' -
'When the Practice Nurse is away there should be a stand in' - 'I think I
belong to the best surgery in the village' - 'I have never had any
problems visiting this surgery thank you all for your concern' - 'Ours is
the best' - 'Excellent' - 'In 17 years I have never had a problem' - 'The
best I've ever had' - 'You really look after me' - 'It is a vast improvement
on how it used to be prior to the current doctors taking over'.

PUBLIC AND PATIENT INVOLVEMENT MEETING
BRYN DARLAND SURGERY
8TH JULY 2003

INTRODUCTION

The Quality Agenda for Wales highlights the need for patient involvement within general practice.

‘ People have the right and duty to participate individually and collectively in the planning and implementation of their health care’

The aim of patient influence in primary care could be described as follows:

- To give doctors and patients the opportunity to discuss topics of mutual interest in the practice.
- To provide the means for patients to make positive suggestions about the practice and their own healthcare.
- To encourage health education activities within the practice.
- To act as a representative group to influence the local provision of health and social care.

AGENDA

Welcome to the Practice and introductions

Aim of the meeting

Expected outcome from the meeting

Proposed topics for discussion:

Appointments

Surgery opening times

Access

Services on offer - wart clinic

Dietician

Chiropody

Nail care

Counsellor

Physiotherapist

Slimming club

Smoking cessation clinic

Equipment

Staff attitudes

Privacy

Confidentiality

Problems with telephone contact

Telephone contact with a professional

Other business/further discussion