

THE MANOR PRACTICE PATIENT SURVEY REPORT 2015-16

In March 2015 an action plan was agreed with our Patient Participation Reference Group to improve the areas identified in our 2014-15 Patient Survey and the achieved outcomes are detailed below:

The Outcomes of our Action Plan for 2014-15

- **Telephones.** We have added extra lines and employed extra staff to answer calls. We have had some issues with the BT connection that have proved problematic and beyond our control in the last year but these have now been resolved.
- **Meeting appointment demand.** The telephone consultation service has proved to be very successful and patient feedback has been excellent. We do review the service regularly to ensure maximum efficiencies. We have also recently employed 3 additional doctors to our team and now feel more able to meet the demand of our increasing patient list size.
- **Reception Staff.** All staff have benefitted from the Protected Learning Time sessions held in recent months and during one of these sessions our staff had Dementia Friends training which has enhanced their awareness of the need to be more patient and understanding towards all patients.
- **Website.** The practice and the PPG worked together in the design of our new website and statistics have shown an increase in patients visiting our site.

The 2015-16 PRACTICE SURVEY QUESTIONNAIRE

The survey questionnaire was handed out randomly to patients visiting the practice at both James Preston Health Centre and Ashfurlong Medical Centre from November 2015 onwards, and offered online on the Practice website. Our aim was to canvas opinion from as many patients as possible. The survey was closed on 26th February 2016 and in total 246 patients were surveyed which equates to 1.56% of our practice population.

The completed surveys have been analysed by Silicon Practice, and a detailed 'at a glance' evaluation is below and a full version is also available to view on our Website at: www.manorpracticejamespreston.co.uk . www.manorpracticeashfurlong.co.uk or www.manorpractice.com

Responses %

1 Which surgery do you normally attend?		
James Preston	125	50.8%
Ashfurlong	121	49.2%
2 In your opinion how welcoming and comfortable are our premises?		
Excellent	99	40.4%
Very Good	112	45.7%
Good	32	13.1%
Fair	13	3%
Poor	2	0.8%
	0	
3 When requesting an appointment please rate how courteous and helpful our Reception Staff are?		
Excellent	98	40%
Very Good	108	44.1%
Good	31	12.7%
Fair	7	2.85%
Poor	1	0.35%

4 Have you received a telephone consultation appointment in the last 3 months?		
Yes	121	49.4%
No	124	50.6%
5 If yes, how satisfied were you with the telephone consultation service?	61	50.4%
Excellent	46	38%
Very Good	10	8.3%
Good	4	3.3%
Fair	0	0%
Poor		
6 How would you describe your experience of making an appointment for more than 2 days in advance?		
Excellent	46	19.1%
Very Good	93	38.6%
Good	54	22.4%
Fair	37	15.4%
Poor	11	4.5%
7 How good was the Doctor in listening to you, and explaining clearly?	132	53.9%
Excellent	95	38.8%
Very Good	17	6.9%
Good	0	0%
Fair	1	0.4%
Poor		
8 Please rate how well the Doctor answered your questions and concerns.	129	52.7%
Excellent	95	38.8%
Very Good	20	8.2%
Good	0	0%
Fair	1	0.3%
Poor		
9 How good was the Doctor in involving you in decisions about your care?	125	52.1%
Excellent	87	36.2%
Very Good	22	9.2%
Good	3	1.25%
Fair	3	1.25%
Poor		
10 Is the Practice currently open at times that are convenient for you?		
Yes	227	93%
No	17	7%
11 Do you have a longstanding illness or disability?		
Yes	95	39.3%
No	147	60.7%
12 If Yes how well do you feel that you have been signposted to services to help you deal with your problem to your satisfaction for a better quality of life?		
Excellent	34	36.2%
Very Good	42	44.7%
Good	10	10.6%
Fair	5	5.3%
Poor	3	3.19%

13 Are you a Carer Yes No 13 a) If Yes please make sure you let the Receptionist know in order that we can signpost you to other agencies if necessary.	15 224	6.3% 93.7%
14 Are you aware that you can book an appointment online? Yes (Go to Q15) No (go to Q16)	145 100	59.2% 40.8%
15 How do you rate this service? Excellent Very Good Good Fair Poor	70 42 22 7 3	48.6% 29.2% 15.3% 4.86% 2.04%
16 Are you aware that you can order prescriptions online? Yes (Go to Q17) No (go to Q18)	145 101	58.9% 41.1%
17 How do you rate this service? Excellent Very Good Good Fair Poor	77 52 12 0 1	54.2% 36.6% 8.5% 0% 0.7%
18 How likely are you to recommend The Manor Practice to friends and family if they needed similar care or treatment? Extremely likely Likely Neither likely not unlikely Unlikely Extremely unlikely	173 60 9 3 0	70.6% 24.5% 3.67% 1.23% 0%

We believe the results have reflected a significant improvement and better satisfaction with our services.

Comments and suggestions from the survey can be viewed in the attached [Appendix 1](#). These can also be viewed on the practice website together with the full analysis of the survey. These results are displayed prominently on Posters in surgery, together with an Action Plan for improvement during 2016-17 at both James Preston Health Centre and Ashfurlong Medical Centre.

Following closure of the survey, an on-line discussion forum was set up on the practice website which allowed online membership to openly discuss and offer opinions on the following:

'How can we further improve our services' unfortunately we failed to gain any feedback on this.

The results of the 2015-16 patient survey, were fully discussed with the Patient Participation Reference Group on 14th March 2016 and an action plan was agreed to further improve our services. Minutes of this meeting can be viewed on the website.

The proposed actions for 2016 -2017 are detailed below:

Action Plan for 2016-17

Telephones	We accept that this continues to be an area for us to further improve and will continue to carefully monitor this with reception staff.
Meeting Appointment Demand	We will continue the telephone triage service and regularly monitor the service to ensure that it is sustainable.
Online Services	We will promote the online services more effectively and increase the number of online appointments available for each GP.

The Patient Participation Reference 'face to face' Group met to discuss the survey findings taking into account the comments and suggestions made online in the forum discussions. The group agreed on key areas for improvement for 2016 /17 and the above Action plan was formulated. The results of the Patient Survey and proposed Action Plan were presented to the Partners and the proposed actions for improvements were agreed.

Staff will also regularly discuss all the areas identified for action at staff meetings. This will enable successful implementation and monitoring of the action plan.

Concerns highlighted in randomised comments by patients in the Practice Survey that have not been addressed and the reasoning why, are:

Randomised Comments	Reasoning for no action at this time
Parking	This continues to be a problem for patients when using our car parks particularly at busy periods. Patients can use off road parking or the pay and display car parks as alternatives.
Size of Pharmacy at Ashfurlong Medical Centre	All issues relating to the Pharmacy should be addressed to Manichem
Music	We do appreciate that at times it may not suit all tastes.

Our Patient Participation Group held another very successful Open Day at Ashfurlong Medical Centre on 8th October 2015 when representatives from various support groups were on hand to offer advice to patients. Our Practice Nurses were available throughout the day to conduct Health promotion, with advice on Diabetes, Smoking, Lifestyle and Diet and offering flu vaccination to patients. Patient feedback was collated by members of the Patient Group and it was deemed another successful event. It has prompted the practice to implement regular monthly support service sessions for our patients at both James Preston Health Centre and Ashfurlong Medical Centre. Details of the agencies and dates when they can be accessed are on our website.

The Partners and Staff of The Manor Practice would like to thank once again all the membership of our Patient Participation Reference Group for their continued help, comments, suggestions and support in producing the Patient Survey and Action Plan for further improvements.

At the Annual General Meeting held on 14th March 2016, we are pleased to announce that Denny Manning has been voted as the new Chair and Christine Young as Vice Chair both have been longstanding members of the PPG. Denny has been responsible for production of the excellent quarterly Newsletter packed with information for our patients.

We would like to thank Gordon Barber our retiring Chair for all the work he has done for the practice, the group and the wider committees he works on.

We would also like to thank all our patients who have taken the time to complete the survey and assure you of our best attention at all times.

We always welcome and encourage further recruitment to our Patient Participation Group to ensure a wider representation of our patients.

Thank you, Carol Cotterill, Practice Manager.

Patient Survey 2015-2016

All Responses

Q: If we could change one thing about your care or treatment to improve your experience, what would that be?

Free text question. There were 84 responses:

2015-11-19 15:54:15

well done

2015-11-20 13:36:32

Be able to see a Dr when I ask as opposed to a nurse as this has resulted in further prolonged pain and further development of illness, more time off work and then an appointment with an out of hours Dr. One appointment at the start with a Dr would have prevented this.

2015-11-20 13:43:08

Speed up the answering service.

2015-11-20 13:45:40

More appointments available in the evening - outside working hours.

2015-11-20 13:50:00

This practice is light years ahead of previous practice wish I hadnt waited 28 years to change. Ability to make appointments sooner rather than days in advance but feel triage system if suspect need urgent appointment is excellent. However when busy it is sometimes difficult to get an appointment when I work 24 miles away.

2015-11-20 14:02:04

Registration was very difficult this process could be improved.

2015-11-20 14:04:17

Maybe put a clock in reception area TV screen updating waiting times.

2015-11-20 14:05:51

It is very difficult to get through to the practice via telephone. I have waited over 40 minutes in the past to speak to someone.

2015-11-20 14:14:25

Shorter waiting time.

2015-11-20 14:17:05

More information.

2015-11-30 11:11:27

In fairness Manor Practice is excellent in everyway and Doctors do a wonderful job in their capacity as do the reception staff. The only thing I will say is that I am not a person who uses the internet for any on line services.so I would say that I prefer to speak to a person on the end of the phone, the human touch. Other than that the surgery is well in tune with us patients.

2015-11-30 11:18:16

At present satisfied with all the care Dr Rimmer shows to you.

2015-11-30 11:20:39

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To see my registered Dr every time as opposed to all different Drs. This is based on my last visit.

2015-12-01 10:38:31

Maybe the wait time on the phone when ringing to make an appointment could be halved? Seem to wait a long time sometimes.

2015-12-01 10:42:31

If you can wait a few days for an appointment - ok. Today I would have waited 3 days for an appointment, but was offered a phone call from a Dr in 1 hour - v good. Luckily I was able to travel to James Preston (Ashfurlong is my usual surgery) for an appointment within 1 hour of Drs phone call - excellent. I drive which in this case was proved useful, I assume if I did not drive the appointment would have been later.

2015-12-01 10:44:13

Could not wish for better treatment and service.

2015-12-01 10:48:10

I am satisfied with the care I have received.

2015-12-01 10:52:52

Very hard to identify so far in a vastly changing world in all spheres. We should be grateful for our health care and be happy.

2015-12-01 10:59:18

To have Dr Forshaw at James Preston full time rather than at Ashfurlong sometimes.

2015-12-02 09:08:20

I am very satisfied with every aspect of the care and treatment I receive from the Manor Practice.

2015-12-02 09:22:57

Improve mental health services. The communication between my psychiatrist at Patrick House and James Preston is very poor.

2015-12-02 09:29:34

To be able to book appointments on the day I phone the surgery and not to have to call back later.

2015-12-02 09:37:22

Very good staff excellent punctuality for appointments. I don't have anything to complain about. I have always been very satisfied. There was a point where pre arranged appointments were very hard to get but this seems much easier now. Non urgent pre booked appointments are very important to me as a working mum.

2015-12-07 07:25:44

Longer opening hours or full day Saturday appointments

2015-12-14 16:17:31

Appointments can very often be difficult to get, you need to be much more flexible.

2015-12-14 22:16:42

Overall I am very satisfied with the care I get at Ashfurlong Surgery. The doctors have always been very sympathetic and supportive and listened intently to what I have to say. The reception staff have also been very good.

2015-12-15 09:44:03

Improvement in answering the phone after 8am - or some system in place to receive your calls (has taken 30 mins to get through today).

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2015-12-15 09:49:06

Waiting times for booking appointments takes too long. 5 to 10 days to get an appointment is too long and needs to change.

2015-12-15 09:50:35

To offer advice rather than prescriptions for medication.

2015-12-15 09:52:52

more appointment availability. Sometimes the wait for a non medical urgent appointment puts you off trying for an appointment. Normally these are issues that should not be put off.

2015-12-15 09:55:47

The telephone booking could be improved.

2015-12-15 10:02:04

No complaints at all.

2015-12-15 10:06:53

Telephone calls take a long time to be answered I need to get into making appointments online.

2015-12-15 10:10:13

Increase opening hours. Open weekends.

2015-12-15 10:12:35

Keep doing what you are doing.

2015-12-15 14:17:34

To be able to make appointments with a specific doctor because he has knowledge of my health and is easier to talk to.

2015-12-15 14:20:00

Sometimes telephone consultations can compromise patient confidentiality be aware patients receiving the call may be in public places making it uncomfortable to discuss problems / symptoms.

2015-12-15 14:21:25

Be able to book appointments on the day easier.

2015-12-15 14:22:26

Nothing

2015-12-15 14:26:27

Being able to get appointments quickly or even have a walk in service as necessary instead of having to book an appointment 4/5 days in advance.

2015-12-16 15:10:52

Please place some waiting room chairs to face the windows. If we could see the arrival of transport we would get out at once removing the need for proper parking and time wasting for the driver.

2015-12-16 15:12:55

As a new parent I value the care that has been shown to my daughter when I have needed to speak to the surgery about concerns for her health.

2015-12-21 12:39:46

More Parking.

2015-12-22 11:34:11

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Nothing

2015-12-22 11:36:51

Bring back the swing music in waiting rooms.

2015-12-22 11:39:07

Dont change.

2016-01-11 14:26:45

The lack of ability to see the Dr of your choice.

2016-01-11 14:29:25

More appointments available not 9-5 for people who work. Nurses appointments available also not 9-5 difficult to take time off work to attend.

2016-01-11 14:31:24

I dont like the telephone triage system as I work and so it extends the time before I can see a Dr.

2016-01-11 14:35:33

Cut waiting time for blood tests. Touch screen needs to state room number for Dr. Todays appointment 30 minutes late but exzcellent once in with Dr.

2016-01-11 14:48:12

Being able to book appointments more easily and sooner.

2016-01-11 14:51:28

Being able to get through on the telephone more easily.

2016-01-11 14:59:55

More appointments available sooner on line, when I tried to book online they were really far in advance and only 2 to chose from.

2016-01-11 15:01:16

The wait to contact reception when calling and it is very hard to get an appointment.

2016-01-11 15:03:34

More emergency appointments in the afternoon.

2016-01-18 10:16:04

Re question 3 most staffimmensley helpful and compassionate on the phone - one or two the opposite and need retraining. Thje new queuing system at Ashfurlong unnecessary and potentially dangerous for frail/elderly putting them right in the middle of busy entrance/exit. I can say above because on the whole I really appreciate the Doctors and staff over many years use.

2016-01-18 10:18:31

Nothing you are all excellent and helpful.

2016-01-18 10:38:24

Had to wait one week for a routine appointment I feel this is too long.

2016-01-18 10:41:03

When you need an appointment but dont want to take up an emergency it is harder to arrange.

2016-01-18 10:46:16

Speed up the telephone enquiries early in the morning.

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2016-01-18 10:48:03

The time waiting for the phone to be answered. I have also experienced being cut off and having to wait all over again.

2016-01-18 10:51:41

Have more than one or two staff answering the phone as the wait can be anything up to half an hour or more. Being at work this takes up a chunk of your day.

2016-01-18 10:56:11

Try to keep to one Doctor.

2016-01-18 11:04:17

I think the only problem is gaining an appointment for non urgent problems there is usually a 10 day wait (a little too long). The major issue at the practice is lack of parking spaces it is a nightmare. Other than that an excellent service all round.

2016-01-18 11:05:32

Parking

2016-01-18 11:11:20

To be able to be seen within 1 week.

2016-01-18 11:15:05

Nothing I can think of but eould like to say thanks to all concerned.

2016-01-19 14:04:06

Telephone consultations are an excellent service , saved time for all concerned.

2016-01-19 14:08:24

It is disappointing to have to wait for a week for a non-urgent appointment. Whilst not expecting to be seen on the same day sometimes it would be good to be seen within 2 to 3 days - this has not been possible in my case.

2016-01-25 09:33:09

Need more pre-bookable on line appointments.

2016-01-25 09:53:21

Longer opening hours at a weekend.

2016-01-25 09:55:11

Different music.

2016-01-25 10:16:19

Nothing everything is fine.

2016-01-25 10:18:19

I have regular prescriptions for heart/blood pressure. Copy of prescription on line would be useful. It changed recently without my knowledge.

2016-01-25 10:37:28

Quicker appointments.

2016-01-25 10:44:45

All my expectations and high standards are met. All of the staff and Doctors are extremely helpful in assisting me with my disease and its difficulties. Outstanding practice overall. Dr Speak especially was instrumental in my diagnosis and always a great help to me when ill.

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2016-01-26 13:55:57

When trying to book atelephone appointment have to be put on hold, after waiting often get cut off when it comes to my turn. Also takes longer to get an appointment.

2016-01-29 11:39:14

Later appointments as I have to request time off for any appointment as I work in a school across

Birmingham. All the staff are very welcoming and I prefer attending Ashfurlong instead of James Preston.

2016-01-29 11:40:33

I'm happy with the way things are.

2016-01-29 11:45:18

Nothing

2016-01-30 12:50:06

The Pharmacy at Ashfurlong is inadequate for the size of both practices . Often the Pharmacy cannot complete your prescription in full. As a result it means having to call in again to collect the remainder of your prescription!.

2016-02-11 18:46:40

agar aap aisa soochte ha ki parrvaita aaye aur aisa dubara kisi aur ke saath na ho to yaha ghatna sambandhit railway adhikari ko bhi likhe saath me copy to uske reporting ko likhe fir dekhe ki iska kya nateeja nikalta ha.aisi sambhavna kafi kam ha ki waha ke railway officers ko pata nahi hoga.. lekin unko ek bar apni taraf se bata kar aap apna farz to pura kare. let us hope for the best. pura railway mahakama bharast nahi ha TT bhai ko chod ke kyo ki unka job hi aisa ha.aap agar waha ke railway office hote to kya karte ?A. US aadami ka pata laga kar apna hafta bandh lete ya firB. us aadami ko ander karva dete aur aap apna ek alag se private aadami waha niyukt kar dete taki us aadami per depend na rahana pade hafte ke liye C. Aisa hi ek lekh likhte aur apni mazboori bata dete ki railway ke pas abhi staff ki kami ha varna do- ek aadami aur extra ticket window per lagakar ticket ki kalabazari ko rok sakteD. Khud us ticket window per khade hoker usi adami se jaldi jaldi kam niklwane kei koshish karte jo ki dheere dheere ticket nikla kar bhrastachar ko janam de raha haAnswer A b Bhrastachar ko janam deta ha C kamchori ko aur D vyavharik to nahi lagta lekin aisa aapne kiya to dusaro ko ek misal ke roop me jana jayega aur bharastchar ka ant usi taraha sambhav ha.

2016-02-24 10:39:01

Open until 7pm in week. More visual information with less cluttered notice boards.

2016-02-24 12:54:34

I wouldn't change any part of it - I'm registered with Dr. Rimmer and at all times the care has been superb. Where necessary she has signposted me to further treatment when appropriate