



Executive Summary Patient Survey Results and Action Plan 2013/14



BEAUCHAMP HOUSE SURGERY

Beauchamp House Profile:

Total practice population: 11,449

Staff: Three male Doctors and four female Doctors
Three Practice Nurses
Two Healthcare Assistants
Practice Manager and Assistant Practice Manager
Twenty-three Administration and Reception Staff

The surgery is open at the following times:

Monday 8.00am - 6.30pm
Tuesday 8.00am - 6.30pm
Wednesday 8.00am - 6.30pm
Thursday 8.00am - 6.30pm
Friday 8.00am - 6.30pm
Weekend closed

The practice website address: <http://www.beauchamphouse.co.uk/index.aspx>
The Patient Participation Group link: <http://www.beauchamphouse.co.uk/ppg.aspx>

Patient Participation Group.

The Patient participation Group agreed aims and objectives can be found on the practice website. The Participation Group has 141 members. This has increased by 38 members in the last year. A further 19 patients have expressed an interest in joining the Consultative Group through the patient survey.

Patient Survey: Patient Consultation Version, EQUIP

The practice survey was designed by EQUIP and agreed by the Practice and Patient Reference Group. An excellent 99.8 % return rate achieved.

Meeting to discuss results with practice staff:

Meeting: Beauchamp House Surgery
Date: 2nd October 2013

If interested, there is information available regarding who to contact on the practice website and on the practice noticeboard.

Meeting to date discussing the Patient Survey and action plan with Patient Group

Meeting: Beauchamp House Surgery
Date: 28th January 2014

Meeting: Beauchamp House Surgery

Staff: The staff satisfaction score was excellent again this year, 98%. The receptionists have scored consistently for the last three years. This satisfaction score is 16% above the national patient survey result of 82% reported for the 3rd quarter for 2013/14.

Telephone: The practice satisfaction score for ability to get through on the phone is disappointing this year. It has dropped by 7% from 69% in 2012/13 to 62%. The practice offers online booking but only 35 patients said they used the service. The practice may need to assess how the service is advertised

- Building:** The cleanliness of the building was considered excellent again this year, with a patient satisfaction score of 98%. The main issue again this year seems to be with the entrance to the practice and the parking facilities.
- Parking:** Parking is a real issue for patients and the lack of parking and spaces was discussed at length again. The situation cannot be improved, the practice has nowhere to extend their car park and suggestions of increasing the parking spaces would reduce the number of spaces available and ultimately exacerbate the parking problems. It is important patients only use the parking facilities while visiting the GP and for no other purpose.
- Appointments** Number of days before seeing a GP – 46%. This has dropped from last year's score of 58%. Number of days waiting to see a GP is the lowest satisfaction score this year. This result was discussed with the Patient Group and it was felt the demand on appointments this year had increased along with patients' expectations and this is reflected in the results.
- Consultations:** The consultation results have remained consistent across all eight questions. The satisfaction score and comments evidence that patients are highly satisfied with the consultation with their GP / Practice Nurse.

Based on the questionnaire results and patient comments the practice has shown that they are a very friendly, caring practice that offers an excellent service. 95% said they would recommend the surgery. Patient that had said they would not recommend the practice commented:

They felt they would not be able to see the GP of their choice, put further pressure on the phones and parking would become more difficult at the busiest times of the day.

See below the actions agreed by the Patient Participation Group and the practice. Further information about the practice survey, results and action plan can be accessed on the practice website.

Patient who do wish to use the SystmOne on-line booking can now download an app for their mobile phone for both iPhone and Android phones

**BEAUCHAMP
HOUSE
SURGERY**



**37 BADDOW ROAD
CHELMSFORD
ESSEX
CM2 ODB**

**Dr S P Schultz Dr S P Dilley
Dr J D L Bulkeley Dr M Sarjudeen
Dr I Adiukwu & Dr Okon**

**Tel. (01245) 262255
Fax. (01245) 262256**

The actions below are 'suggested actions' set for 2013/14 and it was agreed by the Patient Group to continue to improve these areas. The actions have already made a difference but still have a little way to go before being considered complete.

The main action for 2014

Replacement of the heavy doors to the entrance of the practice. Due to the cost implications it was agreed no other major actions will be considered this year. Plans have been submitted and the work is going out to tender in the near future. It was agreed that in the meantime the wooden double doors were unlocked, for easier access

Noticeboard

To continue with the practice notice board informing patients of staff changes, latest news, the patient survey results and the on-line booking service to try and reduce the demand on the telephones.

Telephone

Assess the cost for a telephone queuing system. Because of cost implication this may be carried over to 2014/15 due to the practice entrance improvements.

Appointments

Review the appointment availability and settings of the on-line booking to assess if there is the opportunity to improve the service. It is thought this may encourage patients to use the facility more.

Practice signs

Review the signage for the bike rack and for advising patients of the facility to talk in private if requested.

2012 – 2013 Action Outcomes

Below are the outcomes for the 'suggested actions' agreed by the Practice and Patient Group for 2012 -2013.

Entrance and Automatic Doors

The practice has made many improvements to the surgery over the last 12 months. The practice will investigate the cost implications of improving door access. This action will be considered at a time when financially possible. A small number of requests were made in reference of the hand rails and this too will need to be explored.

Outcome: The practice has agreed this area needs improvement and the action has been carried over as the main action for 2013/14. Plans have been submitted and the work is going out to tender in the near future

Practice Noticeboard

A practice noticeboard specifically for practice information may help with getting the message out to the patients regarding all services offered by the practice. It is really important to make patients aware of the on-line services offered via the practice website.

Outcome: Everyone agreed the practice notice board was a success in keeping patients informed. It is to be continued as an action concentrating on advertising areas that have been slow to move forward such as the on-line booking.

Text Messaging

The clinical system has the ability to send a confirmation and reminder of an appointment to patients' mobile phones. The practice will enquire about the steps needed to activate this service on at Beauchamp House. It has been proven locally to have helped reduce DNAs.

Outcome: The service has been very popular. The practice have an excellent poster advertising the service (see attached) and new patients are asked if happy to receive a message via text on the New Patient Check form.

Cloakrooms

A notice will be displayed in the surgery toilets reminding patients to report any problems to reception.

Outcome: The notice in the cloakroom has been very successful. Patients are encouraged to report any concerns to the reception so they can be dealt with at the time.

Newsletter

This has proven a very popular way to inform patients of change and will continue in the future.

Outcome: This has gone from strength to strength keeping patients informed of changes in the services, areas such as the Care Data and the Patient Group. The winter newsletter (see attached) helped to advertise the patient survey this year. It is also used to encourage patients to participate in activities which will help towards healthy living


Patient Questionnaire Results 2013/14

Beauchamp House Surgery

Thank you to all the patients who took the time to fill in our patient questionnaire.

This is what you had to say:

Access



✚ Ease of getting in to the building	Satisfaction score	95%
✚ How clean is the waiting room	Satisfaction score	99%
✚ How helpful are the receptionists	Satisfaction score	98%
✚ To see a particular Doctor	Satisfaction score	61%
✚ Surgery opening times	Satisfaction Score	84%
✚ Consultation waiting time	Satisfaction Score	83%
✚ Speak to practice on the phone	Satisfaction Score	62%
✚ Speak to a Doctor on phone	Satisfaction Score	61%
✚ Seen same day	Satisfaction Score	82%

Consultation

✚ Giving you enough time	Satisfaction Score	98%
✚ Feel at Ease	Satisfaction Score	98%
✚ Listening to you	Satisfaction Score	97%
✚ Explanations	Satisfaction Score	97%
✚ Involving you in decisions	Satisfaction Score	97%
✚ Caring and concern	Satisfaction Score	97%
✚ Confidence in your GP	Satisfaction Score	99%

Overall experience of you GP Surgery Satisfaction Score 94%



Re: F81083 - Beauchamp House Surgery Patient Reference Group Questionnaire 2013/14

The calculations on the report and charts are made as follows:

No Answer: The number of patients who did not complete the question.
Patients responding “NA”, “Unknown” are excluded from the percentage satisfaction score.

Satisfaction: The percentage of patients who responded “Good”, “Very Good” or “Excellent”.

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill Warn
Audit and IT Lead



Primary Health Care
General Practice Questionnaire 2013/14

Practice Code: F81083 - Beauchamp House Surgery

Number returns: 599

About you

Q1. Are you

Male	Female	No Answer
234	365	0

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
34	62	77	85	88	107	100	37	9

Q3. Which Ethnic group do you belong to?

A: White		B: Mixed/multiple ethnic Groups		C: Asian/Asian British	
English/Welsh/Scottish/Northern Irish/British	533	White and Black Caribbean	3	Indian	9
Irish	7	White and Black African	2	Pakistani	4
Gypsy or Irish Traveller	0	White and Asian	3	Bangladeshi	1
Any other white background	13	Any other mixed/multiple ethnic background	4	Chinese	3
				Any other Asian background	7
D: Black/African/Caribbean/Black British		E: Other ethnic groups		F: No Answer	1
African	6	Arab	1		
Caribbean	2	Any other ethnic group	0		
Any other Black/African/Caribbean background	0				

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
257	23	28	26	34	214	12	5

Your Practice

Q5. How easy do you find getting into the building at the surgery?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
401	162	27	2	7

Q6. How do you think getting into the building can be made easier?

Number of suggestions

For suggestions on how getting into the building please see attached.

Q7. How clean is the practice waiting room?

Very clean	Fairly clean	Not very clean	Don't know	No answer
427	160	7	1	4

Reception

Q8. How helpful do you find the receptionists at your surgery?

Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
436	142	6	2	13

Q9. Have you ever been concerned that other patients have overheard your conversation with reception?

Yes	No	Don't know	No Answer
158	379	49	13

Appointments

Q10. In the last 12 months how many times have you seen a GP/Nurse at your practice?

None 23	1-3 times 228	4-6 times 191	6 or more times 149	No answer 8
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Q11. How do you normally book your appointment to see a GP/Nurse? (More than one answer given for this question)

In person 113	By Phone 501	Online 35	No answer 8
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Q12. How easy is it to get through to reception at your GP practice on the phone?

Very easy 54	Fairly easy 308	Not very easy 174	Not at all easy 48	No answer 15
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Q13. How easy is it to speak to a GP or Nurse on the phone at your GP practice?

Very easy 42	Fairly easy 186	Not very easy 107	Not at all easy 41	Don't know, never tried 208	No answer 15
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Q14. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day 104	2-4 days 132	5 days or more 280	Don't know, never tried 68	No answer 15
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Q15. How often do you get to see your GP/Nurse you have requested?

Always 109	A lot of the time 193	Some of the time 177	Never 18	N/A 90	No answer 12
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Q16. How long did you have to wait for your consultation to start today? (From appointment time, not time of arrival)

Less than 5 minutes 117	5-10 minutes 169	11-20 minutes 101	21-30 minutes 44	more than 30 minutes 35	No answer 133
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Q17. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes	No	Don't know, never tried	No answer
352	76	144	27

Q18. Is your practice currently open at times that are convenient to you?

Yes	No	No answer
486	92	21

Your Consultation

Q19. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
312	207	63	11	2	0	4

B: Make you feel at ease?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
334	191	60	12	1	0	1

C: Listening to you?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
332	186	63	13	2	0	3

D: Explaining treatment and tests?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
297	205	70	17	1	0	9

E: Involving you in decisions about your care?

Excellent 287	Very good 201	Good 71	Fair 18	Poor 2	Very poor 0	No answer 20
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F: Treating you with care and concern?

Excellent 320	Very good 194	Good 64	Fair 14	Poor 2	Very poor 0	No answer 5
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G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Full confidence 488	Moderate 92	Little confidence 5	No confidence 2	No Answer 12
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H: Would you be completely happy to see this GP/ Nurse again?

Yes 556	No 3	Maybe 15	Do not know 7	No answer 18
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Patient Experience

20: Overall, how would you describe your experience at your GP practice?

Excellent 287	Good 262	Fair 30	Poor 3	N/A 1	No answer 16
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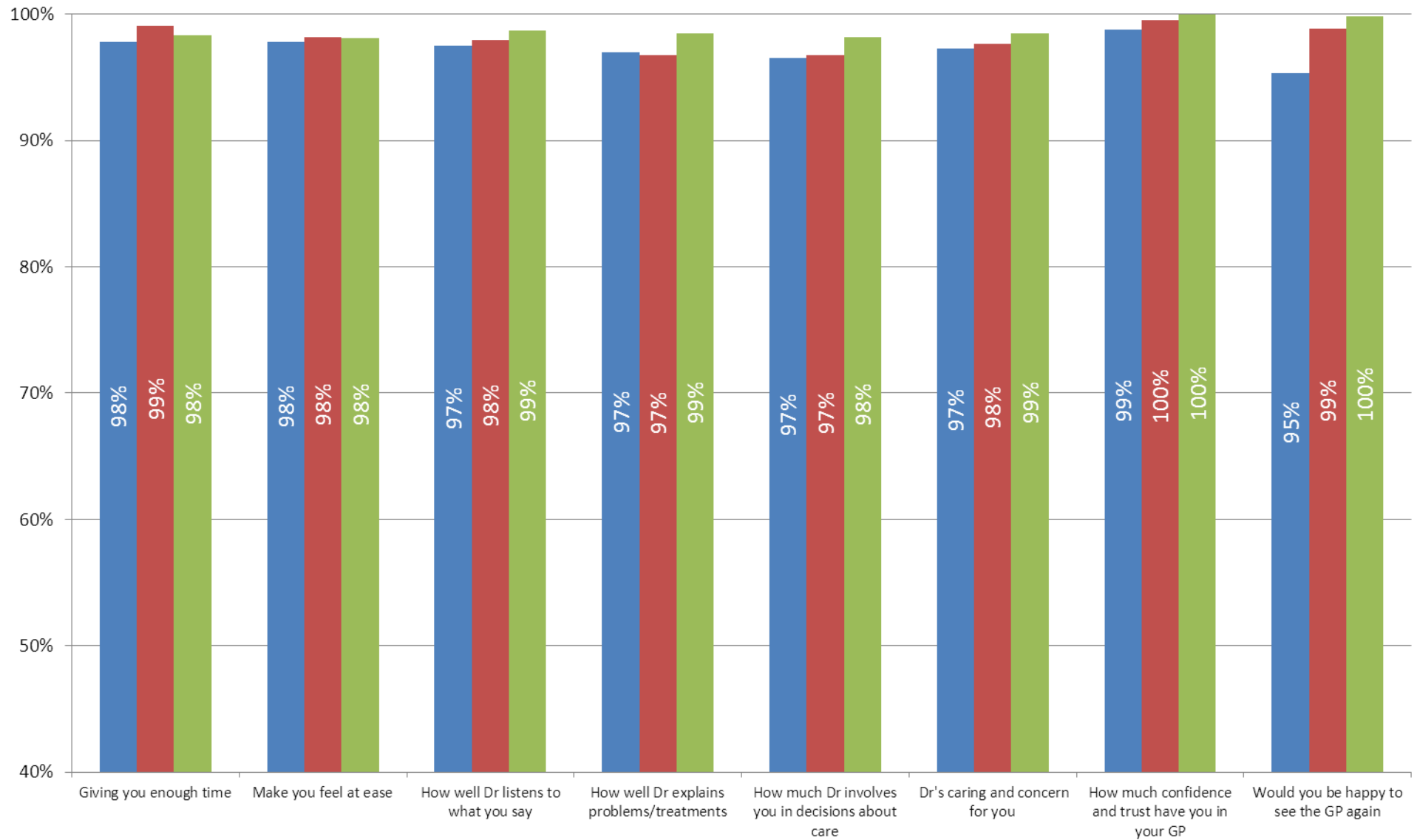
21: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes 539	No 30	No answer 30
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Many patients would not recommend the practice due to what is considered an already over stretched service, not based on care received.

Consultation Satisfaction Results

■ 2013/14 ■ 2012/13 ■ 2011/12



Practice Satisfaction Results

2013/14 2012/13 2011/12

