

# **LONG FURLONG MEDICAL CENTRE**

## **PATIENT SURVEY RESULTS**

**March 2015**

During the first two weeks of March 2015 we asked patients to provide us with feedback on the services at the surgery. Copies of the questionnaire were made available in the waiting room and sent automatically to patients who are signed up to receive our newsletters.

Eighty copies of the survey were made available in the waiting room but these would have been replenished if necessary. As we average 5000 hits each month on our website, we felt that an electronic survey would be popular and provide us with a sizeable sample. We received 53 completed surveys; the results and feedback are valued and will influence how in future we make changes to services that are that are provided by the practice.

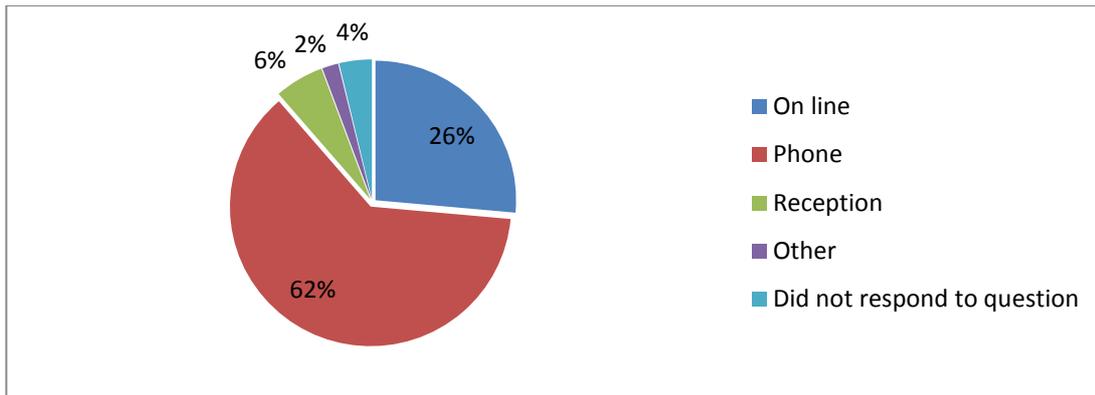
Where additional comments to the questions were made, we have responded to these by identifying themes. If you feel your question has not been answered please do contact me at the surgery on 01235 522379.

Diana Donald  
Practice Manager  
March 2015

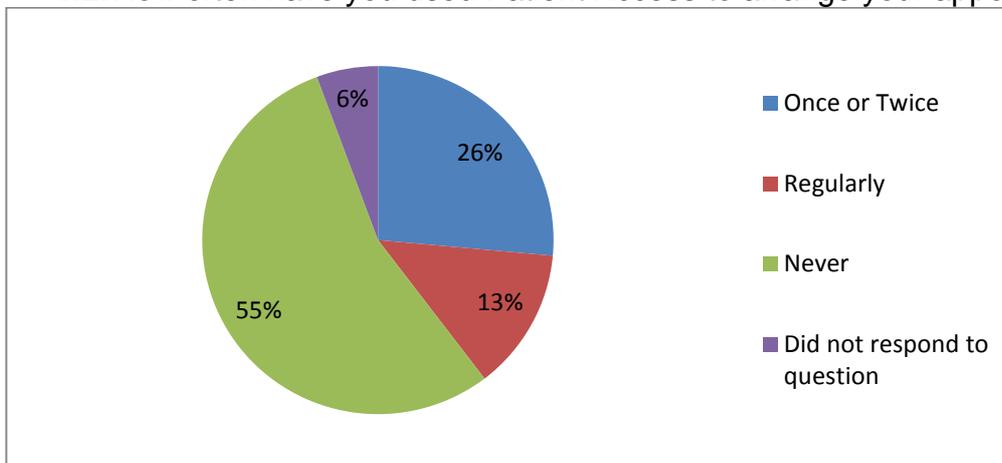
**On-line services, known as Patient Access,** give patients the ability to arrange their appointments and order their repeat prescriptions. As there has been some changes to this service we wanted to know how many of our patients are using the facility and how user friendly it is so that we can provide feedback to our clinical system supplier, Emis.

1. We offer our patients the facility to arrange their appointments on line:

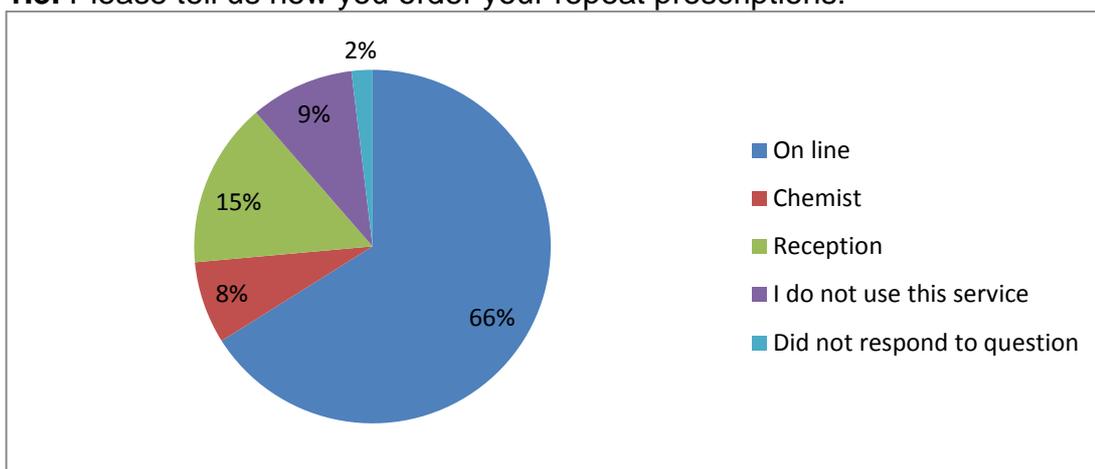
1.1. Please tell us how you book your appointments:



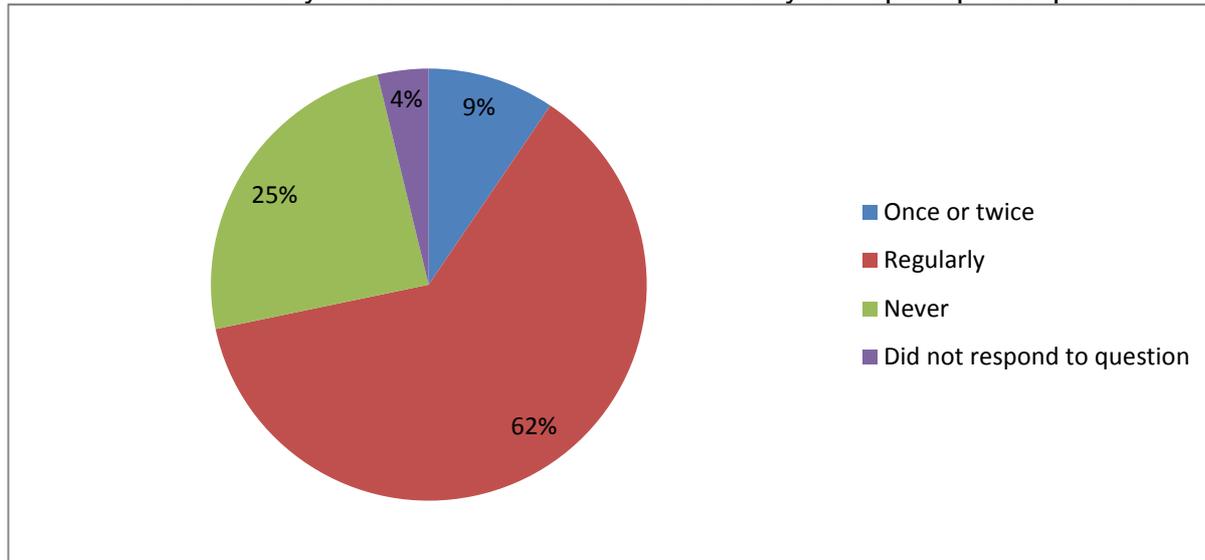
1.2. How often have you used Patient Access to arrange your appointments?



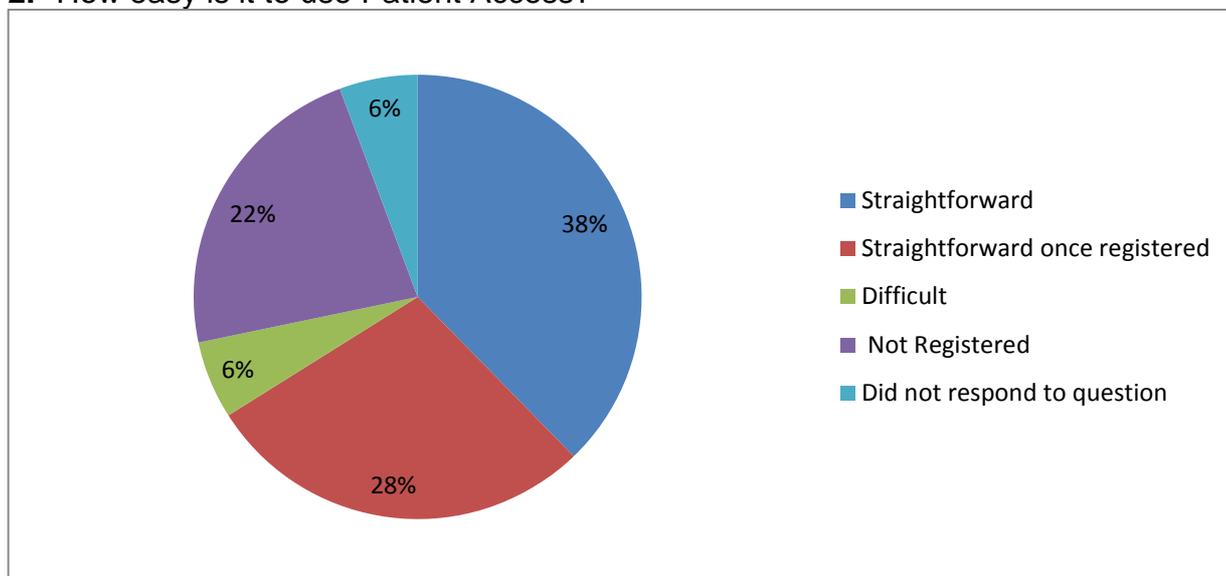
1.3. Please tell us how you order your repeat prescriptions:



#### 1.4. How often have you used Patient Access to order your repeat prescriptions?



#### 2. How easy is it to use Patient Access?



**Additional Comments to question 2.** Twenty six patients provided additional feedback to question 2. The responses seem to fall into four areas:

1. Excellent service that works well.
2. Not having a computer or having difficulties logging in to Patient Access
3. Items not appearing on the list or prescriptions not always going to the patient's preferred chemist
4. Available appointments are too far in the future and not all appointment types are bookable on line e.g. Blood pressure checks.

We are pleased that 66% of our patients surveyed find that the system works well for them.

For our patients that do not have a computer, we continue to offer alternative ways of ordering prescriptions e.g. dropping it off at the surgery or the chemist (who bring prescription requests to us each day Monday - Friday), by post or by fax. For our housebound patients only we continue to take prescriptions over the phone.

If you have a Smartphone but not a computer, it is also possible to download an App for Patient Access so that you can order your prescriptions & book your appointments without having a computer.

If you would like to use Patient Access but have experienced problems setting up your account, please let a receptionist know as we are happy to help you by providing personal training here at the surgery. For confidentiality reasons it is not possible to organise this as a group session.

For clinical reasons, medication is sometimes prescribed as a 'one off' this is known as an acute medication – these items are not available to order as a repeat prescription which may explain why items are sometimes not listed.

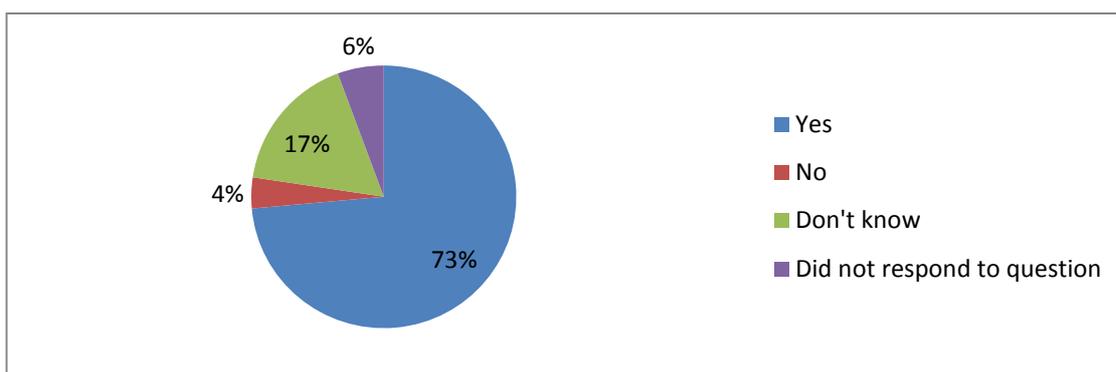
We are sorry that prescriptions sometimes go to the wrong chemist. We now have a system in place to check every prescription request and, if necessary, change the name of the chemist before the prescription is raised by the doctor.

22% of our routine GP appointments are bookable on line but we will increase this and will aim to have the rota available up to 8 weeks in advance. When arranging GP appointments it might be useful to use our check list of 'who to see' in the surgery e.g. the doctors do not offer cervical screening – these appointments must be booked with the nurse.

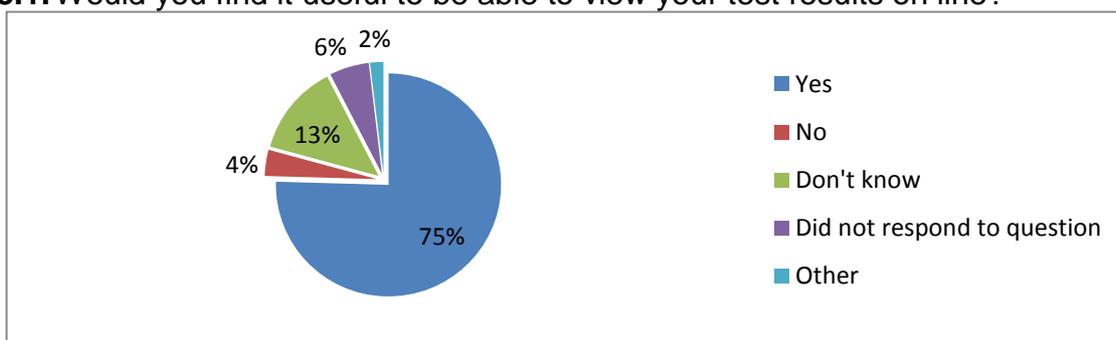
Appointments can be booked on line with the phlebotomist but due to the complexity of the nurses appointments, we do not intend to make these bookable on line at the present time.

**On-line Access to Patient Records:** from April 2015 practices are to offer the facility for their patients to view online, export or print any summary information from their records i.e. medications, allergies, adverse reactions and any additional information agreed between the GP and patient.

### 3. Do you think this service would be useful?



### 3.1. Would you find it useful to be able to view your test results on line?

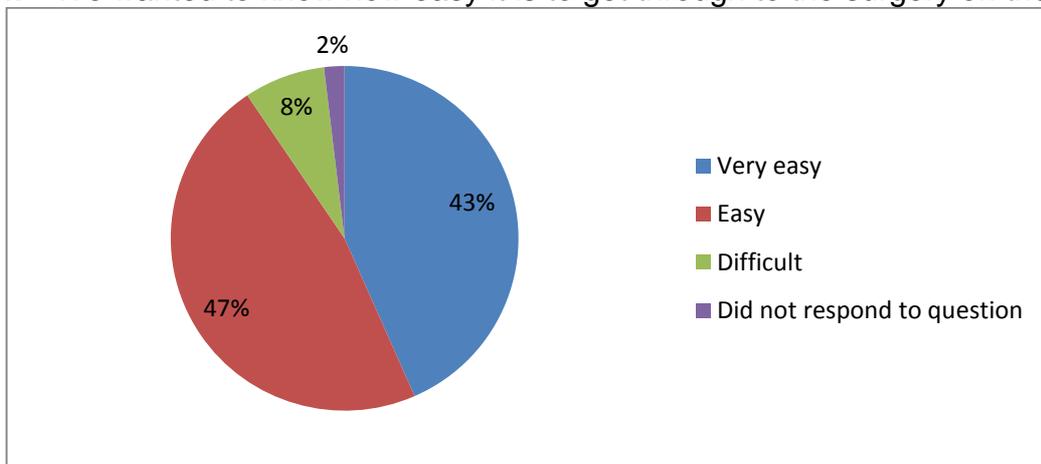


We would like to reassure patients without access to a computer or smart phone that we will continue to contact those patients who may need to be reviewed by their GP following investigation.

75% of our patients surveyed would like to be able to check their test results on line so we will make this facility available from 1 April. We will also add a link from our website to [www.labtestsonline](http://www.labtestsonline). This is a website written for patients to help them understand their blood results.

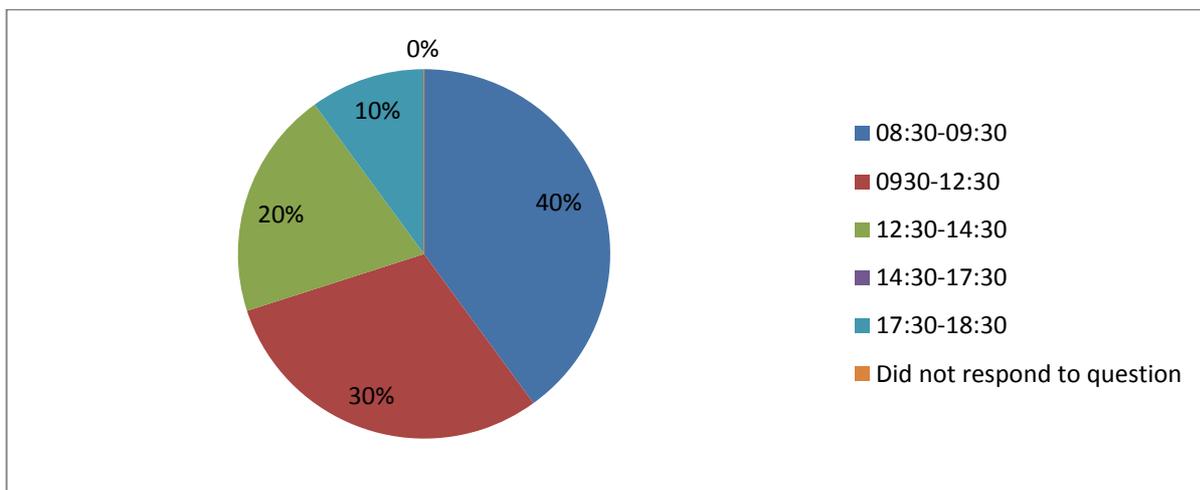
**Contacting the Surgery** - We have recently increased the number of telephone lines into the surgery and feedback from the next two questions will help us plan how we structure our reception and support team.

**4. We wanted to know how easy it is to get through to the surgery on the telephone**

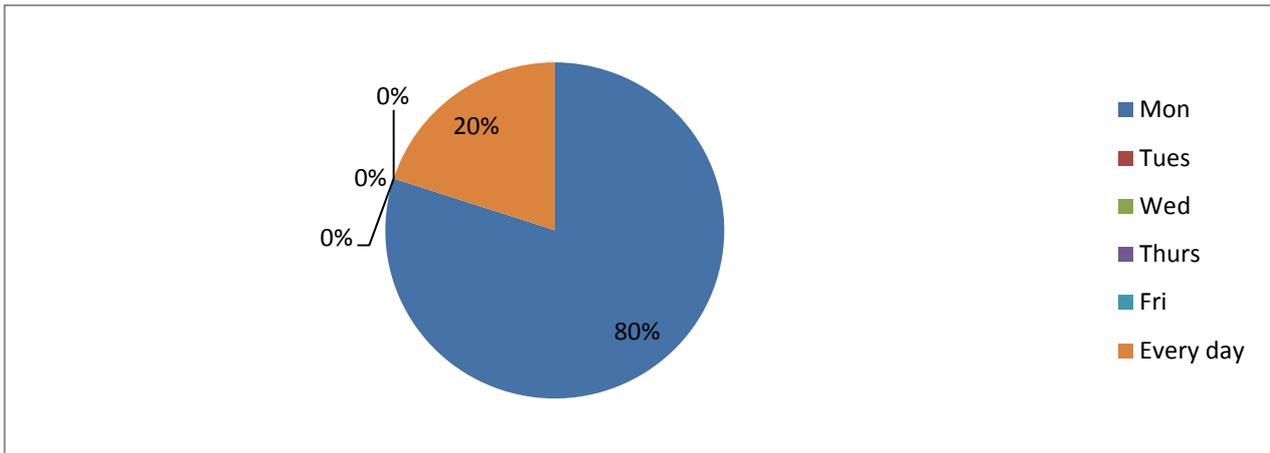


Just four patients told us that they had difficulties getting through on the phone. Six of the twenty five patients who felt it is easy to get through then went on to provide further information on the most difficult time of day to contact us – giving a total of ten responses to the next question.

**4.1. If it is difficult, we asked what time of day you are calling us.**



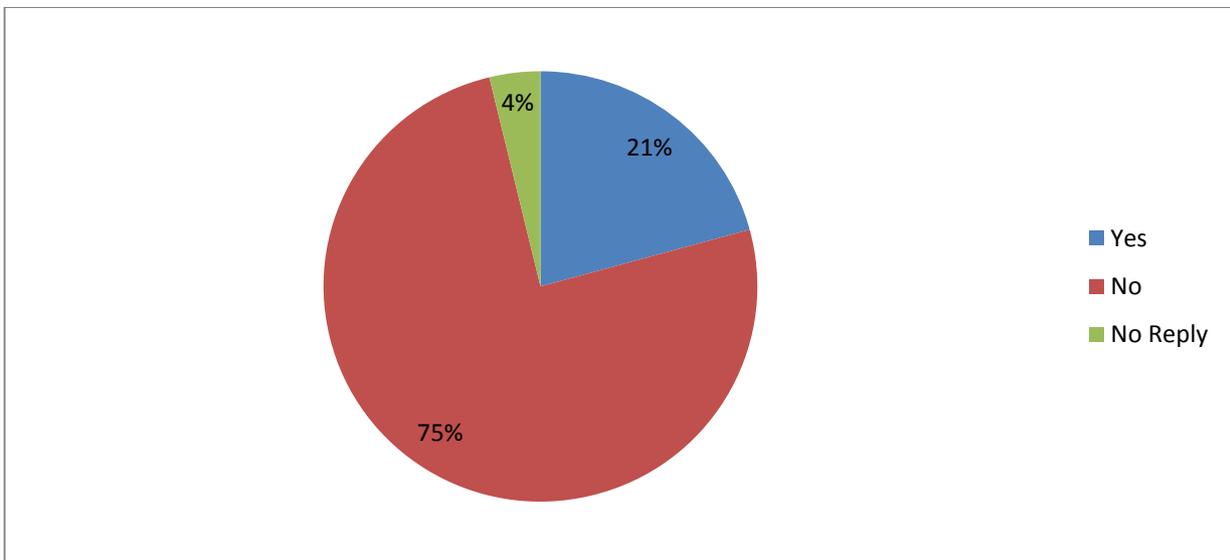
#### 4.2. What day of the week is most difficult?



Just five patients answered this question. Four reported that Monday is the most difficult day to get through on the phone and just one person reported problems getting through every day. We are aware the phones are very busy on Mondays and as a result we will, in the very near future, to increase the number of staff available to answer the phones on Monday mornings.

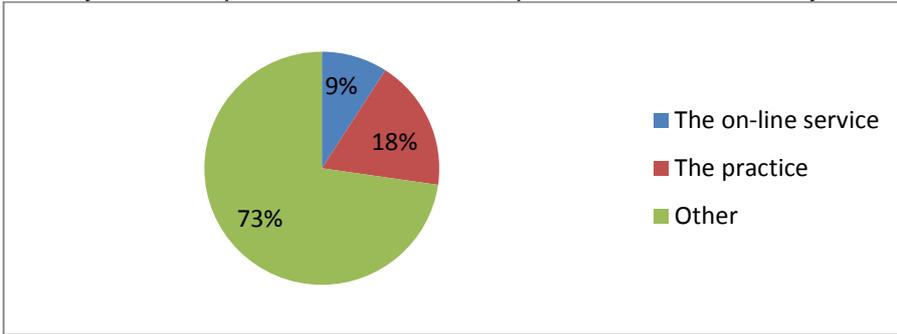
**Repeat Prescriptions** – We deal with over 1000 repeat prescription requests each month and unfortunately they don't always go as smoothly as we would like. We wanted to try and understand the scale of the problem and, from that, improve the service we provide.

#### 5. Do you experience any difficulties when you order your prescription?



It was reassuring to know that 75% of our patients surveyed do not experience problems when ordering their prescription but for the remaining 21%, (11 patients in this sample), it can be extremely frustrating and time consuming for them. We asked:

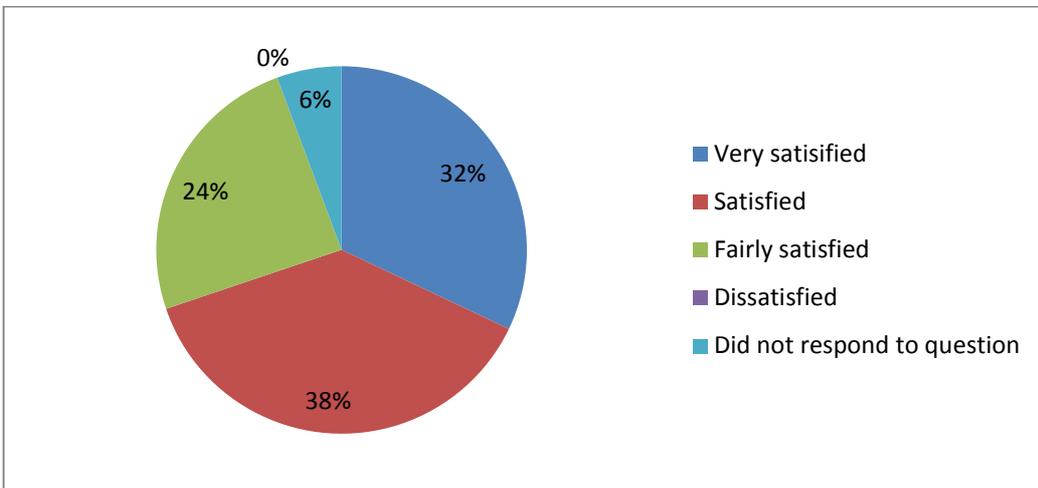
**5.1** If you do experience difficulties, please tell us where you believe the problems occur.



Eight patients selected 'other' as their response but most have been addressed under Question 2. We will continue to provide help and support to those patients who would like to use Patient Access but have experienced problems setting up their account. We will also aim to implement EPS, an electronic prescription service which allows prescriptions to be sent automatically to the chemist.

**Surgery Hours** - In addition to our normal opening hours we offer GP appointments after 18:30 one evening per week, and GP and Nurse appointments one Saturday morning per month.

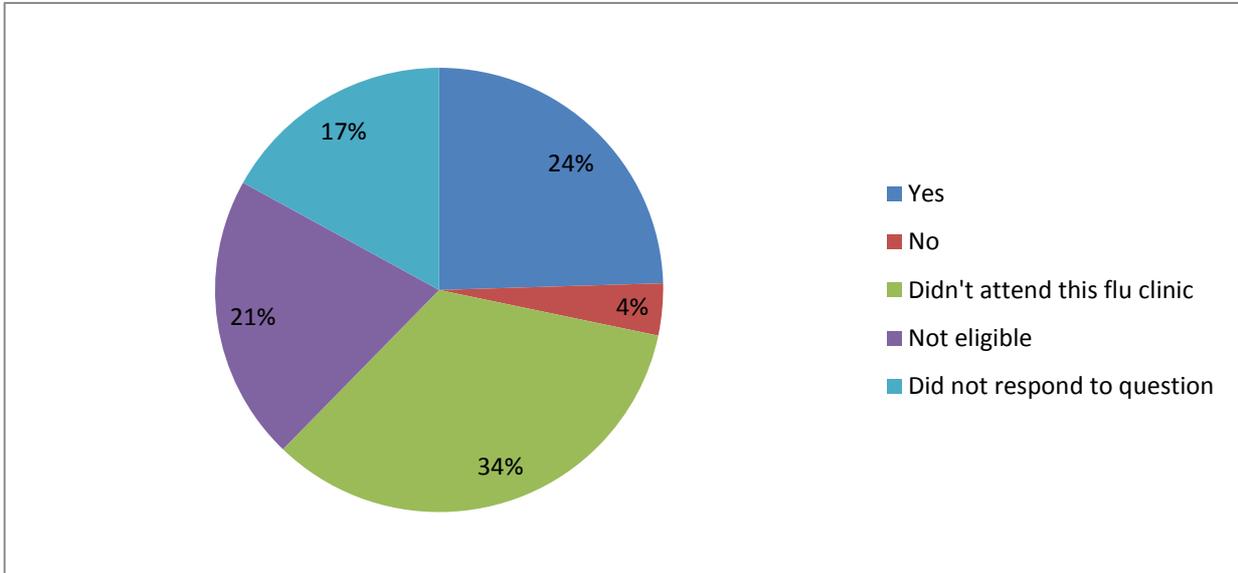
**6.1** How satisfied are you with these opening hours?



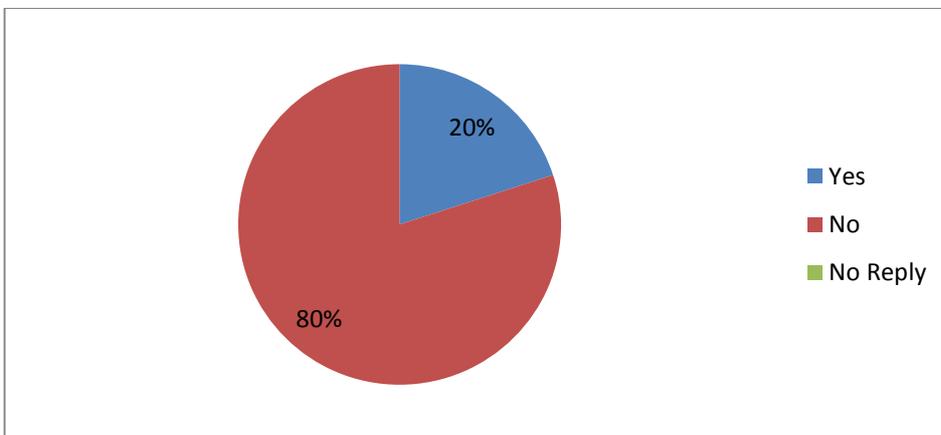
We have been providing extended opening hours since 2011. So that all the GPs in the surgery can offer this service, we open late on alternate Tuesday and Thursday evenings and normally the first Saturday morning in the month when we also have a nurse on duty. If an evening /Saturday morning appointment is more convenient for you, please let the receptionist know when booking your appointment.

**Annual Flu Clinic** - This winter we held our main flu clinic at the Long Furlong Community Centre.

**7.1** If you attended the clinic on Saturday 18 October, please tell us if you think we should hold it at the Community Centre in future.



**7.2** Could we do anything to improve the organisation of the flu clinic in future?



We are pleased that our patients found the flu clinic well organised. We will continue to hold it at the Community Centre. Those patients that felt we could improve it suggested that we ensure we have clear ENTRANCE / EXIT signs in place and remind patients that the clinic is in the Community Centre.

### **Developing and Improving Services at the Practice.**

**8.** We asked...If you could improve just one thing at the practice what would it be?

Some really interesting points have been raised and also some fantastic feedback. Thank you!

**Pharmacy** – We too are looking forward to having a pharmacy on site and hope that it will be open in the next few months. We will keep you posted.

**Improve the Waiting Room and Reception Area** – We have bought more chairs, and will soon have more noticeboards and art work on display which we hope will help reduce the noise levels. We will move the tannoy to see if re-positioning it helps but we will also consider replacing it with a visual patient calling system. We will also explore the option of soft background music to help prevent conversations being overheard and introduce a ‘wait here’ barrier.

**Availability of Appointments** – We are sorry. Our patient list has grown significantly which has not only put increased pressure on the appointment system, but we are also finding it increasingly difficult to find locums when our own GPs are away from the surgery. We have made NHS England aware of the problems we are experiencing and will keep you informed of developments.

Please help us by cancelling appointments if you no longer require them so that we can offer them to some-one else.

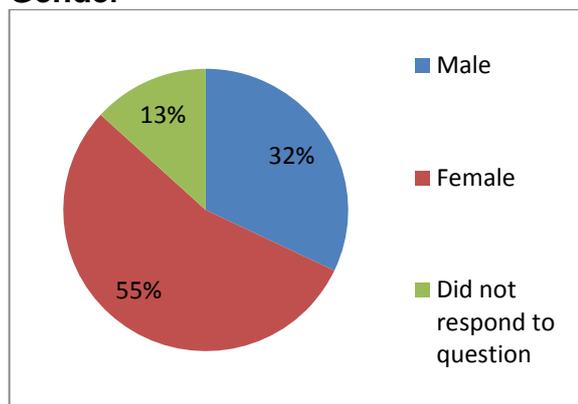
To help patients arrange their appointments in advance, we now aim to have the rota available 8 weeks in advance.

**Receptionists** – The increased pressure on our appointment system means our receptionists are working under considerable pressure. They are here to help our doctors and nurses manage their workload and sometimes, because of the current constraints on our system, it means that they are not always able to respond to a patient’s enquiry in the way that we would all like. But please be assured that they are here to provide a service to our patients and will always do what they can to help. If they cannot help, they will bring the matter to the attention of either the Duty Doctor or the Practice Manager.

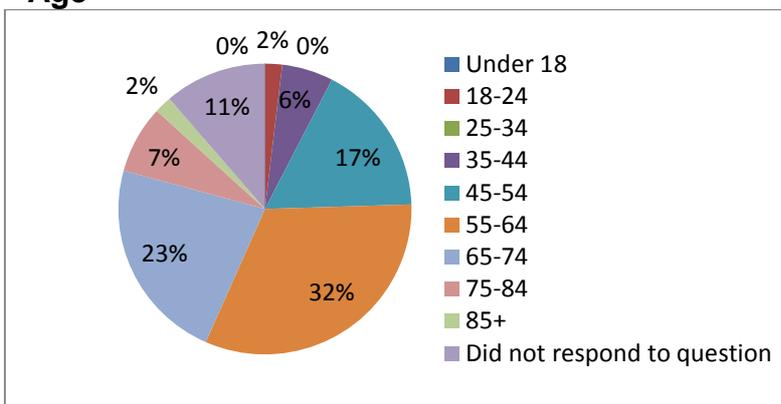
If at any time you are not satisfied with the service or advice that you have been given, please bring it to the attention of the Practice Manager as this will hopefully allow us to resolve concerns before they become a bigger problem for you or other patients.

**A bit about you**

**Gender**

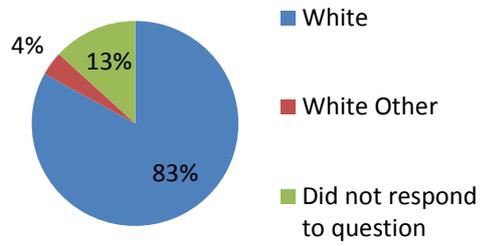


**Age**

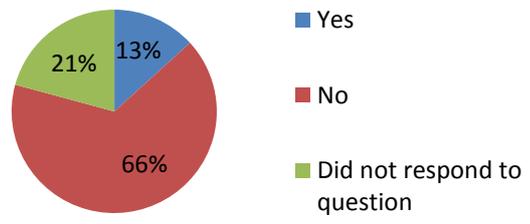


**Ethnicity**

**Disability**



■ White  
■ White Other  
■ Did not respond to question



■ Yes  
■ No  
■ Did not respond to question