

Patient Survey

The Patient Participation Group carried out a 'face-to-face' survey with patients during February 2023 and the results are set out in the document below. We hope that patients will find that the survey results will be helpful to improving your experience at the Centre..

The document incorporates each of the '*Patient Issues*' raised by patients during the survey, along with the '*Actions*' taken by the PPG to address each patient issue, and the '*Responses*' provided by the three Practice Managers. (PM's).

As you will see, many of the actions have been completed, a few have not been possible, and some are 'work in progress'.

The Wilson Health Centre Patient Participation Group (PPG)

Patient Survey Action Plan

PATIENT ISSUES (All Surgeries)

1. Travel

- 1 (a) Not enough information about the bus service.
- 1 (b) No reliable public service.
- 1 (c) Poor bus service.
- 1 (d) Poor bus service and taxi is expensive.
- 1 (e) It would be useful if a bus timetable was printed or made available.

Action: Have a printed bus timetable, and Centre bus stop locations, to and from the Centre, on display in the Centre.

Practice Manager Response.

We now have bus timetable information for patients in reception and we have also put a copy on the new PPG noticeboard beside the lifts. This information will also be posted on social media.

2. Signage.

- 2 (a) Turning into the car park could be made clearer.
- 2 (b) Couldn't find the building so ended up late.
- 2 (c) Not good enough (couldn't find building).
- 2 (d) Advertise improved access scheme – not widely known.

Action: Establish with the PM's what is required (planning permission?) to have signposts into the Centre from Prestbury Road, and arrange for this to be done.

Practice Manager Response: We will raise this with the board at the premises meeting to see what is needed. This has now been raised with the Premises committee and will be progressed.

3. Heating/cooling system.

3 (a) The building is not very warm.

3 (b) Turn down the heating – reduce costs and be greener.

Action: Check the Centre's policy on setting, and maintaining, the temperature of the building, ensure the policy is being followed, and have the policy available so that it can be easily explained to patients who raise temperature as a concern, high or low.

Practice Manager Response: The heating/cooling/air flow system is still being 'tweaked'. We have had engineers in as there are issues throughout the building. We are aiming for a comfortable temperature for patients and staff, bearing in mind running costs.

4. Plants and pictures.

4 (a) Needs plants and pictures.

4 (b) Building very clinical – lacks pictures and plants etc.,

Action:

Contact local nurseries to see if they will provide some plants free of charge.

Contact arts organisations, and other providers, to see if any might like to take the opportunity to display paintings/pictures in the Centre.

Practice Manager Response:

Plants have now been purchased by Berkeley Place Surgery with the help of a generous donation from *Webbs Garden Centre – Evesham Road – Cheltenham* – and have been installed on the ground floor.

Pictures – this needs further investigation because infection control has to be considered but it is hoped that some pictures will be able to be displayed

5. Sign at rear.

Access through the back from the car park could be clearer.

Action: Liaise with PM's to have a sign installed, clearly showing rear entrance to the Centre from the car park. Perhaps a laminated sign could be used until a proper sign is installed.

Practice Manager Response: Sign at rear – See 2.

6. Parking (Note: now N/A)

Improve parking/Parking was a nightmare and needs to be controlled.

Action: None – we believe that having more, or 'controlled' car parking is not feasible and that, given the relatively large car park, it would never be very long before a space became available – and that

this could be explained to any patients who expressed a concern about this. However, we will monitor whether/how often this issue arises in the future.

Practice Manger Response n/a

7. Annoying rattle from aircon.

Action: Check that this has been fixed and, if not, liaise with PM's to have the aircon contractors in to fix the problem.

Practice Manager Response. See 3.

8. Masks. (Note now N/A)

There could be masks upon entry to the building for those who want to wear one, rather than go to the busy reception.

Action: None – masks are now available upon entry.

Practice Manager Response: n/a

9. Electronic Screens.

9. (a) Screens not working.

9. (b) NHS Digital could improve – eg screens.

Action: Liaise with the PM's to ensure that there is an effective system in place to ensure that the screens are turned on, and working, from first thing every morning, until the Centre closes at night and that, if there are problems with the screens, then the contractors are called in to fix them.

Practice Manager Response: There have been issues with the electronic check in screens. We have been liaising with the company who installed them and hopefully the situation is now improved.

10. Reception staff check-in.

Suggest check into any surgery and share data – thus integrate the 3 surgeries further.

Action: Check that it is now possible to 'check in' at any of the 3 surgeries and, if not, then ask the PM's to implement this, if possible.

Practice Manager Response: All reception staff can now check in patients from all 3 surgeries, they can also take samples, paperwork etc. We are also working on training staff to be able to do more for patients across all three surgeries.

11. Lights.

Lights are left on at night and at week-ends.

Action: Liaise with the PM's to establish whether this is still the case and, if so, why.

Practice Manager Response: We do remind all staff/cleaners to turn off lights etc. There are some issues with some of the lights on sensors (no on/off switch). This has been raised with the contractors as for point 3.

12. Water Dispenser

Water dispenser for post blood giving please.

Action. Establish with PM's whether a water dispenser can be installed. This will need to be discussed with the PM's and may not be possible due to 'health and safety' and/or 'infection control' issues.

Practice Manager Response: We all have reservations about water dispensers having had them before. Water gets spilt on the floor (accident waiting to happen), plastic cups strewn all over the place (not very green).

Any patients needing a drink of water can ask reception staff, who will get one for them, and a sign will be produced "*Water Available - Please ask at reception*".

13. Children's Play Area.

It would be good to have a small area for small children to play with fixed activities to keep them occupied. (This will need to be discussed very carefully with the PM's and may not be possible due to 'health and safety' and/or 'infection control' issues).

Action: Check with PM's to identify an area that could be used for this. (Several members of the PPG are willing to provide appropriate toys for the area.)

Practice Manager Response: There are specific areas both upstairs and downstairs for children. It is correct that providing toys is an infection control issue and this will have to be considered.

14. Pharmacy.

Where is the Pharmacy ? Why is 'prescription medicine' lit up if it's not working.

Action: Badhams in-house pharmacy is now in place. Check that it has a sign from the main area, if required.

Appropriate signage is now in place.

15. Shop.

Nearby fruit/drink shop for babies and adults would be good.

Action. Confirm whether these are available from Badhams in-house pharmacy now.

Fruit Bars are now available for purchase but no drinks as yet.

PATIENT ISSUES (surgery specific).

PRESTBURY PARK SURGERY (PM Clare Barnfield)

16. Appointments and waiting times.

Long Wait for appointments.

Action: Establish with PM whether there are any data to compare how long the practice's wait for appointments compares with other GP practices, including between the three in the Centre itself. If these data show unusually long appointment waiting times, then pursue this further.

If there are no useful data, then the issue should be the subject of a specific, further patient survey, across all three surgeries.

Practice Manger Response **16, 22, 27** – Appointments and waiting times are issues for most GP practices – If the group has any specific ideas that they think will help we are more than happy to listen. We are all working hard with the teams to make the service as accessible as possible, but the bottom line is there is too much demand for the resources we have. The new contract we are being asked to work to has accessibility as one of its objectives and so we are awaiting details from NHS England to see how this problem will be addressed nationally.

17. Phone system.

Poor IT system to try to see someone or even ask a simple question by phone – needs better phone system to request appointments etc and advice.

Action: Check with PM :-

- whether the length of time to answer the phone to patients is monitored.
- are there any GP guidelines as to what is an acceptable wait time for patients ?
- what action is taken if the patient wait time is deemed excessive – eg more staff deployed ?

Practice Manager Response **17, 20, 26** – We all have a similar phone system, individually set up, that can give us most information we require. Staff answering the phones are doing so as quickly as possible and they are able to see how many patients are queuing or waiting for a call back. Staffing is set up so more staff are available to answer at busy times, but when we have staff shortages this is not always possible.

We don't believe there are specific guidelines for an acceptable wait time. All systems now offer a call back option to save patients waiting.

18. Wheelchair access.

Wheelchair access needs improving, such as an automated door on the first floor.

Action: Liaise with the PM to establish if, how, and when, this should be done.

Practice Manager Response: A solution has been found and will be implemented soon.

19. Prescription Delay.

Why does it take 7 days for a prescription ?

Action : Establish whether/why it takes 7 days for a prescription, and see if this could be improved upon - eg will the new in-house presence of Badhams pharmacy help improve this issue ?

Practice Manager Response: Prestbury Park believe this is a misunderstanding as this is not the case.

ROYAL CRESCENT SURGERY (PM Mandy Lewis)

20. Phone System.

Always difficult to get hold of reception.

Phone message is too long and long wait in queue.

Action: As per **17.** Above.

Practice Manager Response: See **17.** above

21. HCA and Paramedic.

Not happy with unqualified HCA and para medics prescribing – be glad to see our doctors when needed.

Action: Confirm that the rules for prescribing are being followed.

Practice Manager Response: Royal Crescent can confirm that their HCA is qualified but does not prescribe. The Paramedic is a fully qualified prescriber. Along with the other surgeries at the Health Centre the surgery have additional clinical staff to assist the Drs with demand. Care navigation by trained staff means patients are given appointments with appropriate staff for their concerns.

22. Appointments and waiting times.

Easier access to doctors and nurses, as it's always too long to wait for appointments.

Action: As per **16.** Above

Practice Manager Response: see **16.** above.

BERKELEY PLACE SURGERY (PM Fiona Scott)

23. Advanced Nurse Practitioner.

Advanced Nurse would be useful.

Action: Confirm that the surgery does have an ANP.

Practice Manager Response: Berkeley Place does have an Advanced Nurse Practitioner working in their surgery.

24. E-Consult System.

E consult using a form would cut down wait time and take pressure off reception.

Action: Check with PM whether this is already available and, if not, whether it is feasible - eg do other surgeries have an E consult system ?

Practice Manager Response: Berkeley Place had found that the e-consult system did not work for them and added pressure to their clinical staff. It is possible that this may be reviewed in the future.

25. Telephone operator

Telephone operator was not at all helpful and was very difficult when I asked for some assistance.

Action: PM to be given the opportunity to respond to this at the next meeting of the PPG.

Practice Manager Response: Berkeley Place. It is not appropriate for the PPG to deal with complaints about staff from patients. There is an established 'complaints procedure' which patients can use in such circumstances and will be provided for patients by reception, if requested.

26. Phone System.

(a) Improve waiting time to be connected on the phone.

(b) A little too long for phone answering.

Action: As per **17.** Above.

Practice Manager Response: See **17.** above.

27. Appointments and waiting times.

A little too long for appointments.

Action: As per **16.** above.

Practice Manager Response: See **16.** above.

28. Nominated GP Appointments.

(a) What happened to nominated GP ?

(b) Prefer one GP who knows you, not locum, then they disappear.

Action: Check with PM to see if nominated GP is available to patients and whether this can be requested by patients.

Practice Manager Response: Patients have always been able to request to see their usual GP, and this has not changed. The exception being if a patient requires to see a GP urgently then we cannot always accommodate this request as their usual GP may not have urgent appointments available or not working that day.

29. Blood Test Results.

Follow up with information after blood test would be useful.

Action: Confirm the policy on this with PM and whether patients could specifically request a follow up call re blood tests.

Practice Manager Response: Berkeley Place. The policy is that the clinicians inform the patient that the results will be back within 3-4 days, they will be reviewed, and if they are normal they will not hear anything from the surgery (no news is good news).

Some patients will telephone for the results and if the patient is still unwell then an appointment will be made for them to discuss with the GP. If there is anything that is not as expected with the results then someone from the practice will be in touch.

With regard to a patient wishing to make an appointment to discuss a follow up call re bloods - then a receptionist would be more than happy to book this for a patient.

OTHER ISSUES ARISING FROM THE SURVEY.

31. It was agreed that a **“Patient Participation Group Noticeboard”** would be installed in the Centre in order to provide patients with information about the Group’s activities, and with identification photos of the PPG members. It was also agreed that badges would be produced for Group members to wear when helping at the Centre.

Action: Check on progress with this with the PM’s.

Practice Manager Response: We have now installed a PPG noticeboard. It has been sited on the wall at the bottom of the stairs near the lifts. Members now have identification badges and their photos have been displayed on the noticeboard.

33. It was agreed by the PPG that **Volunteers** could play an important role in supporting both the staff and the patients, and it has also been suggested that all members of the PPG should commit to carrying out ‘volunteer shifts’ at the Centre, in order to help patients, and get to see and know how the Centre operates.

Action: Establish a group of volunteers to help at the Centre.

(Confirm whether external volunteers, and PPG members, need to be vetted through the ‘Disclosure and Barring Service’ (DBS) because they are interacting with potentially vulnerable people, and in a medical setting).

A PPG member, who has experience of establishing volunteers, felt this could be complicated depending on the number required and is something that required some more thought and agreement on how this happens was required.

Practice Manager Response: This would be great, and we would really welcome this help. DBS checks will be carried out on all PPG members as an immediate starting point.

34. Suggestion Boxes.

It was agreed that ‘**suggestion boxes**’ should be installed for patients in each surgery waiting area, as a way of gaining further regular feedback from patients.

Action: Discuss with PM’s, and agree a location for the boxes, and have them installed.

Practice Manager Response: Suggestion boxes for patients have now been installed in each surgery waiting area. They will be administered by the Practice Managers.

35. Communication with Patients.

It was agreed that this ‘survey results’ document, would be posted on each of the surgery websites and that notices and/or leaflets informing patients about this would be posted/displayed within each of the surgeries.

Action: Check with the PM’s on how, and when, this can be done.

Practice Manager Response: This will be discussed to ensure that there is a consistent approach across all three surgeries, and implemented as soon as possible.
