

PATIENT PARTICIPATION REPORT 2015

LANGLEY HOUSE SURGERY, CHICHESTER

Rationale

Four years ago, we decided to create a virtual Patient Reference Group, ie an email community whose views and opinions can help us to deliver a more effective service. Our objectives in relation to our PRG have been as follows:-

- Step 1: Develop a PRG for the purpose of obtaining the views of patients on the services we offer.
- Step 2: To make reasonable efforts for this group to be representative of the practice patient population
- Step 3: Collate patient views through the use of survey, Friends and Family Questionnaire feedback etc
- Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services/improvements
- Step 5: Agree an action plan with the PRG and seek PRG agreement to implementing changes
- Step 6: Publicise actions taken and subsequent achievement

Patient Group Profile

We have made every effort to try and ensure the PRG is representative of our practice population. Our PRG is comprised of 45 individuals.

We used our clinical computer system to provide the following data:

<i>Factor</i>	<i>Patient Reference Group</i>	<i>Practice Population</i>
Female	53%	53%
Male	47%	47%
 <i>Age Range</i>		
16-25	4%	11%
26-45	27%	28%

46-64	27%	30%
65+	42%	31%

Ethnicity

White British	95%	95%
Other	5%	5%

Chronic Disease Sufferer 24% 20%
 (asthma, diabetes, coronary heart disease, epilepsy, immunosuppression, neurological disorders, chronic obstructive lung disease, disorders of the liver, disorders of the kidney)

Other factors taken into account to make our PRG as representative of our practice population as possible have used Office for National Statistics data for the Chichester local authority area:-

<i>Factor</i>	<i>Patient Group</i>	<i>ONS Chichester Data</i>
Carers	9%	11%
Unemployed	2%	2.8%
Economically active	55%	70%
Households with dependents	15%	17.5%

Recruitment of our patient group is through advertising in the waiting room and on our website, fliers at the reception desk, on new patient health questionnaires, our branch surgery and our dispensary and through promotion by our clinical and non-clinical staff.

Patient Feedback

We have continued to use the GPAQ (General Practice Assessment Questionnaire) for the last few years and repeated this exercise in December 2014. Areas covered by the questionnaire are far reaching and meaningful as we can compare to previous years. They include:

- Satisfaction with receptionists
- Opening hours
- Availability of GPs
- Waiting times

- Phoning through to the practice
- Continuity of care
- Doctors' questioning and explanations
- Doctors' caring and concern
- Ability to understand and cope with the problem after visiting the GP

Since December 2014, we have also used the Friends and Family Test Questionnaire (see last section).

Results of Survey

The survey results were emailed to our patient group, together with a suggested action plan arising from the outcome. Members of the patient group were asked to comment on the results and the proposed action plan via email.

1. 74 % of patients found our receptionists very helpful (compared to 73% last year, 75% in 2013 and 62% in 2012)
26% of patients found our receptionists fairly helpful (25% in 2014 and 2013 and compared to 35% in 2012)
No patients found our receptionists not very helpful (compared to 7 in 2014, 1 in 2013 and 6 patients in 2012)

Practice comment: Our patients' comments about our reception team continues to be reassuring but underlines the importance of continuing with our ongoing staff training on how to deal with patients constructively.

2. 68% of patients found it very easy or fairly easy to get through to the practice on the phone (compared to 75% last year, 77% in 2013 and 82% in 2012)
43% of patients felt they could be seen on the same day if it was urgent (53% last year and 56% 2013, 54% 2012), 32% have never needed to (27% in 2014 and 2013 and compared to 32% in 2012) and 25% feel they cannot (compared to 19% last year, 15% in 2013 and 13% in 2012).

Practice comment: It is disappointing that our patients' perception of our telephone system has declined slightly further. However, we have to bear in mind this statistic is against a backdrop of significant constraints ie given the fact that we are rated as almost 50% undersized against recommended space standards and yet our practice list continues to grow at the fastest rate amongst the Chichester practices. It is inevitable that we our phone system faces undue pressure.
Action points by practice:

1. Continue our constant dialogue with Coastal West Sussex Clinical Commissioning Group and NHS England concerning the re-provision of surgery premises.
2. Consider making a third consulting room at our Bosham surgery to take the pressure of rooms at Langley House where it is not possible to expand.

3. Change our phone message, reminding patients of the ability to book online or try alternative healthcare professionals eg NHS 111, local pharmacies.
4. Trial employment of additional receptionist to answer phones away from reception – hot desking with GP desk required. If successful, consider expansion of a 6th morning receptionist every day. **ACTION REQUIRED BY PRACTICE**

3. 66% of patients felt it was very easy or fairly easy to book appointments ahead (74% last year, 63% 2013) with 91% of patients feeling it was important to book ahead (87% last year, 85% in 2013).
Currently 70% of people surveyed booked their appointments by phone (81% last year, 88% in 2013), 22% in person (24% last year, 26% in 2013) and 6% online (14% last year and 8% 2013) but 22% said they wish to book online in future (31% last year, 27% 2013).

Practice Comment: We need to continue to promote patients' ability to book online (currently 27% of our patients are registered compared with 21% last year, 14% 2013 and 6% in 2012) through more fliers to patients and changing our phone greeting message. 2014 has seen a 100% increase in the number of appts booked online (the survey figures of 6% are not representative of the year trend) but these only account for 11% of total number booked. **ACTION REQUIRED BY PRACTICE**

4. 78% of patients felt the time they had to wait to see a particular GP was excellent, very good or good (compared to 86% last year, 73% in 2013 and 60% in 2012)
86% of patients felt the time they had to wait to see any GP was excellent, very good or good (compared to 91% last year, 88% in 2013 and 79% in 2012)
5. 77% of patients felt the time they had to wait in the waiting room for their consultation was excellent, very good or good (compared to 83% last year, 77% in 2013 and 61% in 2012)
6. 83% of patients felt our opening times were convenient (compared to 85% last year, 88% in 2013 and 81% in 2012). When those dissatisfied patients were asked what additional hours they would like us to be open, 27% said before 8 am or at lunchtime (23% last year); 26% said after 6.30 pm (22% last year) and 45% said weekends (55% last year).

Practice Comment: We feel that our opening times satisfy the majority of our patients' needs and that they are happy to with their appointment waits, even given our rising list size and accommodation pressures. We need to continue to promote the fact that we do have 7 – 8 am and lunchtime appointments. **ACTION REQUIRED BY PRACTICE**

7. 68% of patients surveyed had a particular GP they wish to see or speak to (61% last year) and 73% of these patients could see that GP always or a lot of the time (compared to 75% last year, 64% in 2013 and 56% in 2012), 21% some of the time (same as last year and 32% in 2013.).

8. 91% of patients felt the time the GP gave to them during the consultation was very good or good (96% last year, 94% in previous 2 years)
98% of patients felt the GP's ability to listen during the consultation was very good or good (same as last year, 95% in previous 2 years)
91% of patients felt that the explanation of their tests or treatment was very good or good (96% last year, 94% in previous 2 years)
94% of patients felt involved in decisions about their care (96% last year, 92% in previous 2 years)
93% of patients felt their GP was definitely honest and trustworthy (97% last year) and 7% thought that to some extent (3% last year)
97% of patients felt their GP would keep information confidential definitely (96% last year) and 3% to some extent (4% last year)
98% of patients felt their GP's politeness and consideration was either very good or good (same as last year)
97% of patients felt their GP's ability to put them at ease was either very good or good (same as last year)
83% of patients felt they understood their health problems very well (91% last year, 87% for 2013 and 2012) and 15% were unsure (8% last year)
79% of patients could cope with their health problems very well (91% last year, 83% for 2013 and 2012) and 19% were unsure (8% last year)
72% of patients feel they can keep themselves healthy very well (82% last year, 76% for 2013 and 2012)

9. 75% of patients felt their overall experience of the surgery was excellent or very good (84% last year, 80% 2013), 21% felt it was good (13% last year, 16% 2013), 4% felt it was fair (3% for previous 2 years) and 1 patient felt it was poor (same as last year).

87% of patients would be extremely likely or likely to recommend Langley House Surgery, 9% are neither likely or unlikely to recommend us and one patient would be unlikely to recommend us. (Last year, the question was worded slightly differently due to this year's introduction of the Friends and Family Test - 73% of patients would definitely recommend Langley House Surgery (69% in 2013), 26% probably would recommend us (30% in 2013) and less than 1% would not recommend us or probably not recommend us.)

10. We also asked about patient experience of our nursing staff:

94% of patients felt the time the nurse gave to them during the consultation was very good or good (92% last year, 94% 2013)
94% of patients felt the nurse's ability to listen during the consultation was very good or good (93% last year, 94% 2013)
90% of patients felt that the explanation of their tests or treatment was very good or good (93% last year, 94% 2013)
93% of patients felt involved in decisions about their care (92% for previous 2 years)
91% of patients felt that our nurses were very good or good at putting them at their ease (94% last year)
99% would be happy to see that nurse again

FRIENDS AND FAMILY REPORT

Dec 14 – Feb 15

From 1.12.14 to 23.3.15, we received 68 completed friends and family responses. This a mandatory questionnaire for practices to distribute, which is available at the front reception desk to be completed by patients by hand or they can go on the surgery website and complete an online version.

It asks: How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Don't know

Results

68 patients – 44 by hand, 24 online

Extremely likely 57 (84%)

Likely 4 (6%)

Neither likely or unlikely 4

Unlikely 1

Extremely unlikely 2

Free Text Comments Received

- We have always had good treatment, and can get appts fairly easily
- Always friendly and helpful
- This practice is excellent – the drs, nurses, reception staff, pharmacists and ongoing practice management all outstanding. Friendly, courteous and professional service for years. This surgery deserves a high performance award. Thank you!
- Reception always helpful, doctors very pleasant.
- Can always get an appt and everyone is always helpful. Doctor never rushes you.
- Fantastic staff and doctors at this surgery. Always happy and helpful.
- The understanding and care within the practice is outstanding and the terminal care of my wife was first class in every way.
- Staff, doctors always as helpful as they can be.
- Reception staff always try to help. GP is easy to talk to and very understanding and attentive (Dr Hannah Davies).
- The staff and the whole team work well. They are kind and compassionate. We can always get appointments.
- Brilliant service!
- It is all good except the music in the waiting room, something more relaxing would seem appropriate.
- Friendly, polite receptionists. Doctors who are prepared to listen, and explain and answer problems. Great care.
- Caring doctor who takes the time to really listen and understand me.
- Having been a patient at LH for 30 years, I have nothing but praise for the care I have received.
- All staff are approachable/helpful. It is not difficult to get an appointment.
- I feel comfortable whoever I approach and they are thorough in what has to be done.
- I have been a patient here for over 20 years and have had unfailing good, professional service and treatment. The doctors and the surgery staff are experienced, skilled and always helpful.
- I have been with this practice for over 50 years and have always had excellent treatment.

- The care is kind and efficient from all members of staff. I feel safe!
- Always friendly, always efficient, quick referrals, feeling of being in safe hands.
- I always feel reassured when I visit; the doctor is extremely knowledgeable and up to date and I feel I am an individual.
- Everybody very friendly and understanding.
- Convenient, efficient and friendly.
- Very friendly atmosphere, very relaxing.
- I've been a patient most of my life. Some doctors are good, others you ask not to see. All support staff are helpful and friendly and willing to go the extra mile to find an appointment or help with a query.
- Great ladies on reception and lovely doctors
- I have always received quick, efficient and friendly service
- I have had good service from this surgery since 1950!
- I have been with this practice for about 309 years and I have always found them very helpful and cheerful. The atmosphere is very relaxed.
- Used them for years, no complaints.
- The staff are always so kind, compassionate and understanding. They go out of their way to help.
- Staff are always very cheerful and always helpful and caring.
- Everyone at LH unfailingly helpful and caring. 5-star service!
- Always able to make appts to suit and well looked after by drs, nurses and receptionists.
- Friendly and helpful receptionists. Able to see dr of choice within a day or two. Caring attention from dr. Very lucky to be with this practice (over 60 years).
- My family and I have used the Langley House practice for over forty years, without complaint. Speaks for itself really!
- Because I find this doctors surgery to be well run and staff very very helpful caring and will always try there hardest to fit you in with a appointment and most of the time will try to get you in with a doctor of your choice.
- good service from GPs, nurses, pharmacy staff and receptionists
- All Doctors at this practice do their best in these difficult times. There is no quick fix. The practice functions as best it can.
- Friendliness of staff. ease of getting an appointment. Dispensary. Online services
- Excellent service and friendly GPs
- I like the Practice and the way that it is run. I can normally get an appointment with my doctor of choice, either in person, or on the phone.

- I can usually get an appointment with a GP of my choice within an acceptable time frame. All the staff are friendly and helpful.
- It is obvious to me that all staff at the surgery are dedicated to their profession. Caring, thoughtful and efficient at all times. We should 'all' be very grateful to them.
- They are so helpful and try to accommodate our requests in challenging times.
- Finding a good GP that you get on with is the luck of the draw.
- I have been with the practice for many years, & feel I receive good care
- Can always get to see a doctor when needed without any problems.
- Most family and friends are local and already with a GP practice
- I can always get an appointment and the receptionists are not dragons! Nor do they interrogate you as to why you may need an appointment, unlike other receptionists at nearby surgeries. All the doctors are very good and never make you feel like you are wasting their time. The dispensary is very important to me and it's good to be able to build up a relationship with the staff, especially as I have a chronic condition and rely on many medications.
- Always had the best of care
- I can book appointments online for things that can wait e.g persistent joint pains I have had sympathetic attitudes and same day emergency appointments for urgent things such as asthma deterioration.
- Can always get an appointment. Reception staff very friendly and helpful.

The 3 unlikely/extremely unlikely patients said:

- There was a lack of 2-way communication between my surgery and the hospital. There wasn't any follow-up once the paperwork sent off to the hospital. Hence caused patient to be anxious and unattended.
- Having visited the surgery with my husband, I am amazed at the cool reception by the doctors – one of whom spent 5 mins explaining why my husband could only mention one ailment. I myself, in 3 years, have not been seen by a dr – maybe they don't realise I am on their list? Our initial visit (Feb 12), it took the doctor 3 tries to print out a correct prescription – either the dose was incorrect or an item had been omitted from the prescription. Having worked in the NHS myself, I find this incompetence unacceptable, which is why I could not recommend this GP practice to anyone.

- Not having one doctor that really gets to know you, smaller practices have better patient client relations I think, having been on the receiving end of both. Langley lacks a "bedside" manner but the desk staff and pharmacists are very helpful, some of the doctors do come over somewhat 'aloof.' If no one doctor truly knows their patient and relies on notes alone then how can you really meet the patients needs if each time you meet them its like starting from scratch.

FRIENDS AND FAMILY REPORT

April, May, June 2015

From 24.3.15 to 21.6.15, we received 26 completed friends and family responses. This a mandatory questionnaire for practices to distribute, which is available at the front reception desk to be completed by patients by hand or they can go on the surgery website and complete an online version.

It asks: How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Don't know

Results

26 patients – 18 by hand, 8 online

Extremely likely	19 (73%)
Likely	5 (19%)
Neither likely or unlikely	1
Unlikely	0
Extremely unlikely	1
Don't know	0

Free Text Comments Received

Excellent services by everybody at the practice. Always helpful and understanding.

All staff, both reception and medical, are very helpful and cheerful. I have never had any cause to complain and always feel I matter to them.

I like the continuity of care provided, and the quality of care provided also.

The practice has a unique family friendly atmosphere due to the attitude of the doctors and staff which is enhanced by the 'unsurgery' style nature of the premises.

I would recommend the doctor who I usually see but have less confidence in some of the others.

I used to work at Langley House as the Practice Nurse and the care is just as good now.

I always feel I am taken seriously at Langley House. Plus the Doctors were very kind and supportive to me following 4 major bereavements in 5 years, which had, and continues to have, an adverse effect on my health

They are always receptive of our concerns and deal with them expertly and efficiently.

Reception courteous on the whole; doctors interested and helpful.

I was made to think that Dr Jayne had all the time in the world to help me. She explained what she was doing and why and what I should be doing and why. Her manner was very relaxing for me. She said that something she had to do after I had left may take a few days but she telephoned me in the evening and it was all done!

Quick, friendly service. So far efficient service (only 2nd visit).

You have taken great care of me and I am very grateful for your help.

Always have a friendly service. Understanding team.

Efficient, kind and knowledgeable treatment.

Feel very lucky to be a patient at Langley House. All staff have looked after myself and my family extremely well. Never had any complaints.

Flexible, accommodating, helpful service. This was particularly so during my post-natal care seeing Dr Hannah Davies.

As an emergency – I have been seen on the same day on two occasions.

Prompt professional.

The courteous fashion in which the staff and practice apply their formidable skills arouses our admiration. We have experienced considerable co-operation with St Richards Hospital.

The 1 unlikely/extremely unlikely patient said:

Always late; never on time.