

URGENT CARE PATIENT QUESTIONNAIRE ANALYSIS

St Michaels and The Beehive Surgeries

Executive Summary

Primary Care Foundation Report

The Primary Care Foundation report entitled "Managing Access and Urgent Care in your Practice" describes St. Michaels Surgery as follows:

St. Michael's Surgery (L81069) is part of NHS Bath and North East Somerset CCG and serves 7231 patients in BATH AND NORTH EAST SOMERSET PCT. There is an 8.2% turnover of patients on the practice list each year (measured as new registrations as % of list size). The practice has 3.7 GPs and 2.1 nurse/nurse practitioners and 8.2 members of the reception team (all are shown as whole time equivalents). The practice information system is provided by EMIS Web. 12.52% of patients are over 65 and the NHS Information Centre figure for the index of multiple deprivation is 27.48, which places the practice in the seventh group out of 10 compared with practices in England (the first group is least deprived and the 10th the most deprived). Whilst this does not place the practice amongst the most extremely deprived practice nationally it is striking how, compared with other practices in B&NES St Michael's Surgery is notably more deprived than all of the other practices. The deprivation is correlated with attendance at A&E as well as emergency admissions and show just how much more deprived the patients of St Michael's are compared to the other practices in B&NES.

In general the report places St Michaels as being close to both the England and BANES level averages of patient perception of GP's. The report concludes that the consultation rate is above average for the age/sex mix of our patient population that we offer slightly above average same day appointments, that the ratio of appointments carried out by Doctors/Nurses is similar to the average and that we have broadly enough staff for the no. of calls that we receive.

The key action points that the report has asked us to consider are:

- Review the no. of incoming telephone lines that are available for use during peak hours, and align with that a call waiting/queuing system – to prevent patients getting an engaged tone and needing to ring back again – which can cause frustrations.
- Consider releasing pre bookable appointments for up to 6 weeks in advance rather than the current practice of 4 weeks in advance.
- Re-train our reception staff in what to do if they have identified an immediately life-threatening emergency.

We are happy to accept these suggestions and review their appropriateness with our Patient Participation Group during the 2013_14 financial year.

Patient Survey of Access

This survey of patient's views was undertaken during late January/early February 2013.

Of the 836 patients who were asked to participate in the survey, 423 patients responded.

The results can be summarised as follows:

- 90% of patients describe their experience of making appointments with their GP/Nurse as either Fairly Good or Very Good
- 63% do not consider it is difficult to contact the surgery by phone
- Of the 26% who found it difficult to contact the surgery by phone, 90% found it most difficult to get through to the surgery between 8am and 10am and/or on a Monday
- 56% find it possible to book a same day appointment most of the time or always
- 81% find that they can book appointments around their family and other commitments within 3 days
- 45% of patients wanted to be able to speak to their doctor within 24 hours and a further 11% of patients wanted to be able to see or speak to their doctor within 48 hours
- 69% of patients were able to book an appointment to see or speak to their GP/Nurse
- 40% of patients were able to see a GP/Nurse the same day, a further 40% of patients were able to see a GP/Nurse on the next working day/within a few days
- 71% of patients are seen within 10 minutes of their appointment time
- 96% of patients find their appointment times convenient
- Of the 93 patients who did not attend an appointment that they had not cancelled:
 - 5% went to A&E
 - 18% no longer needed the appointment as the problem had got better
 - 37% had just forgotten about it
 - 21% were prevented from attending due to other commitments
 - 9% couldn't get to the surgery
 - 10% tried to contact the surgery but couldn't get through
- 77% of patients have never had to request a home visit.
- Of those patients who had requested a home visit 64% were seen within 4 hours, and a further 19% were seen the same day
- With regard to access, generally patients consider:
 - Access to be good, with the surgery in walking distance and/or on a bus route.
 - Parking in the surgery car park is thought to be limited but patients acknowledge there is a reasonable amount of on street parking locally
 - Would prefer to have automatic doors and/or no internal doors on the surgery entrances (especially for those with pushchairs/wheelchairs)

- When asked if there was anything else patients wanted to add about access to the surgery suggestions for consideration included:
 - More doctors need to be trained to remove implants.
 - Maybe add an intercom for people to request assistance
 - Consider making appointments available at lunchtimes for those who work
 - Don't like "ring on the day"
 - Please open the windows in the surgery they are always locked shut and germs love heat. Seeing as there are a plethora of sick people around, change the air.
 - Nurses should improve knowledge about diabetes.

- Additionally a significant number of patients highlighted their satisfaction:
 - I have always found all staff to be friendly and efficient when they have called or changed or checked times of appointments. The surgery itself is located near public transport routes and the car park has ample space for the number of patients requiring the facility
 - I had a very positive experience with both the dr and receptionists, thank you.
 - The practice is very good getting children in quickly
 - Very helpful receptionists
 - Been with the surgery many many years and everyone is really helpful and friendly
 - Keep up the good work
 - Receptionist, nurses and doctors all very well-mannered and helpful doing a difficult job
 - Glad to be a patient here

Action Plan

- Publish the questionnaire findings on our website and make copies available in our waiting rooms
- Discuss the results with our Patient Participation Group to consider the need for further action
- Promote our 'on-line' appointment booking service more actively
- Review our text message appointment reminder service policy
- Review the functionality and appropriateness of the surgery entrance doors
- And, in the words of one patient, we will **'keep up the good work'**

PATIENT SURVEY OF ACCESS (FULL RESULTS):

Q1. Generally, how would you describe your experience of making appointments at your GP surgery?

| | |
|-----------------------|-----|
| Very good | 221 |
| Fairly good | 154 |
| Neither good nor poor | 29 |
| Fairly poor | 11 |
| Very poor | 2 |

Q2. Are there any times when it is difficult to get through to your surgery on the telephone?

| | |
|----------|-----|
| Yes | 110 |
| No | 262 |
| Not sure | 42 |

Q2a. If yes, which days and times do you have the most difficulty?

| | |
|-------------|----|
| 8am - 10am | 80 |
| 10am - 12pm | 4 |
| 12pm - 2pm | 2 |
| 2pm - 4pm | 1 |
| 4pm - 6pm | 1 |
| Monday | 7 |
| Tuesday | 1 |
| Wednesday | |
| Thursday | |
| Friday | 3 |

Q2 Comments

- Obviously it's a busy surgery but I do understand
- 8.30 -9am is always impossible.
- I haven't needed many appointments but Mondays have been more difficult
- Never had trouble.
- 1st thing in the morning when lines are busy.
- 4-6pm. I'm sure the booking system is fine, it's really appointments after work when the surgery is closed that is a problem
- More than satisfied.
- Opening, lunch time, and 8.30 and after lunch - but that is to be expected.
- 8.30-9am daily, It's very hard to get an appointment unless you take an emergency one
- Everyone seems to call before 8.30 if you don't its fully booked but staff are very helpful
- I make all my appointments online.
- Usually difficult 8.30-9 when surgery opens
- Booking appointments is fairly easy, getting the one you want is not!
- When you ring at 8.30 you get told to ring back at 2pm, and then rarely get an appointment unless it's an emergency one.

Q3. How often can you book a 'same day' appointment at your surgery?

| | |
|--|-----|
| Always | 27 |
| Most of the time | 197 |
| Rarely | 107 |
| Never | 15 |
| Never tried | 53 |
| I cannot book a same day appointment but a 'walk in and wait' service is available | 1 |

Q4. How often can you book an appointment that fits around other commitments you have (e.g. work, family, caring responsibilities) within 3 days?

| | |
|------------------|-----|
| Always | 61 |
| Most of the time | 273 |
| Rarely | 47 |
| Never | 7 |
| Never tried | 24 |

Q5. When did you want to see or speak to them?

| | |
|-------------------------|-----|
| On the same day | 181 |
| On the next working day | 33 |
| A few days later | 99 |
| A week or more later | 22 |
| Can't remember | 65 |

Q6. Were you able to get an appointment to see or speak to someone?

| | |
|--|-----|
| Yes | 271 |
| Yes, but I had to call back closer to the day I wanted the appointment | 38 |
| No | 35 |
| Can't remember | 48 |

Q7. How long after initially contacting the surgery did you actually see or speak to someone?

| | |
|-------------------------|------------|
| On the same day | 121 |
| On the next working day | 35 |
| A few days later | 87 |
| A week or more later | 25 |
| Can't remember | 31 |

Q8. When you have an appointment booked, how often are you seen within 10 minutes of the time you were given?

| | |
|------------------|------------|
| Always | 29 |
| Most of the time | 237 |
| Rarely | 98 |
| Never | 4 |
| Can't remember | 7 |

Q9. Usually, how convenient are the appointments you are able to get?

| | |
|-----------------------|------------|
| Very convenient | 78 |
| Fairly convenient | 254 |
| Not very convenient | 13 |
| Not at all convenient | 1 |

Q10. If your appointments are either not very convenient or not at all convenient, why is that?

| | |
|--|-----------|
| I find it hard to get an appointment on the day I want | 45 |
| I find it hard to get an appointment at a time I want | 30 |
| I find it hard to book an appointment with my preferred GP | 25 |
| I couldn't book ahead at my surgery | 3 |
| Other | |

Q10 Comments

- I can always get an appointment that fits me.
- I get the time I want and with preferred GP
- I work 9-5 on week days, I understand this will be difficult.
- Never had that problem.
- I try to book in advance it's a very busy surgery, Drs are good here.
- Or have to wait a week for weekend/evening surgeries.
- Emergency appointments with individual GPs would be good and that are not booked up too far in advance.
- As long as I am organised and book ahead then I can usually get a suitable time.
- Saturday appointments were very convenient
- With preferred GP and can't book ahead.
- Couldn't book ahead
- Usually can't book ahead at the surgery.
- They are very good, always do their best to fit me in
- Only regularly use the surgery for diabetes check-ups, there is only one practise nurse who can do this and she only works part time middle of the day only and not Saturdays, I work full time Mon to Fri.
- Fine for appointments
- Not bad.
- No problems
- Always able to speak to Dr if he is on duty
- Always able to
- I don't expect t always get an appointment at the time and date after all I'm not the only patient

- It's a very good surgery but I think a walk in surgery would be great.
- If I can't get an appointment on the same day then I'm normally given the next day.
- Also hard to book with preferred GP.
- I have learnt to book check-ups well in advance so as to get a suitable day/time.
- Always get an appointment
- Most of the time I have had to book same day "emergency" appointments as normal day to day is booked well in advance. Plus I never know when I will actually be ill.
- Dr XX is overbooked most of the time - no point waiting anyway as she/he is never on time, 45 mins over usually.
- And with my preferred GP
- And time.
- And at the time I want.
- It would be lovely for the practise to be open all day Friday and maybe some evenings
- I don't think it matters if you can't see the Dr you ask for, the service is the most important and that is good it just is a bonus if you have a good relationship with your dr.
- Like to try and see the same Dr for consistency of my needs but this can be difficult and be weeks before I can see them

Q11. If you have ever booked an appointment and then not attended that appointment *without cancelling it first*, why was that?

| | |
|--|-----------|
| I went to a walk in centre or A&E department instead | 5 |
| I no longer needed the appointment because the problem got better without seeing the doctor or nurse | 17 |
| I still needed the appointment but couldn't attend because of other commitments such as work, family and caring responsibilities | 20 |
| I couldn't get to the surgery | 8 |
| I forgot about my appointment | 34 |
| I tried to cancel my appointment but couldn't quickly and easily contact the surgery at a time that suited me | 9 |

Q11 Comments

- I always attend.
- Extra phone line when line is busy
- Mis-read 24 hours
- Got an earlier appointment
- Couldn't attend because of other commitments and I forgot.
- Too ill to attend.
- Never needed to cancel appointment.
- Always cancelled.
- Never missed one
- Couldn't cancel quickly and easily at a time that suited.
- Would always try and cancel where possible
- Haven't done this in the last 5 years.
- Never happened.
- Thought it was a different day.
- Online cancellations
- Usually at work, can only use phone at certain times and can't get through.
- Car broke down
- I have always telephoned to cancel appointments not needed.
- I always ring and cancel

- I always cancel, it's rude not to as others can use the appointment slot.
- I have always turned up for appointments.
- I always cancel and get my daughter to too.
- Have always attended every appointment
- If people let you down they should be warned off.
- Never failed to attend.
- Never had to cancel
- Had no phone credit to call and can't walk that far to cancel in person.
- Never have
- Never needed to cancel appointment.

Q12. Please tell us any suggestions you have that would make it easier to cancel appointments you no longer need

- Perhaps an online option, or email to cancel
- Text service.
- Online appointment booking.
- Text service.
- None
- Text messaging
- Text service, sms cancellation of appointments
- System is good.
- Automated message when you're closed.
- Text reminder would be good and 24 hour answer phone.
- Text service maybe
- Down to the patient, it's easy to make a quick call.
- Internet use
- Text message system or email
- Texting service
- Texts
- Phone service is good, friendly receptionists.
- Designated number that isn't blocked. Online appointment making
- Text messaging.
- Email or text service.
- Overall am happy with the service I have received.
- Never had a problem
- Never have done
- Leave a message on answer machine.
- Not sure if it's available - online?
- Possibility of texts/emails to surgery to cancel appointments, especially useful if at work or away from home and forget appointment.
- Online booking and cancellation
- By email or phone day before appointment
- Just phone the surgery in plenty of time.
- Request a call back.
- Online cancellation
- Be able to text the surgery as not everyone has a landline or calling credit
- Common sense you just phone up and cancel be polite if you're well enough.
- Ring to cancel
- Auto machine service
- An automated service line to cancel appointments
- Maybe an automated service to cancel appointments so you can phone any time in the day.

- Text service
- Smart phone app
- Direct voicemail for cancelling appointments.
- Send a text, apart from that it's all good.
- A dedicated answer phone line leaving staff free for people them.
- I think it's a great surgery, please keep up the good work
- If people were fined for missing appointments then they would remember them or at least cancel.
- No appointments after work.
- Text service to remind people of appointments and to be able to cancel.

Q13. Have you ever needed to request a home visit from a GP?

| | |
|-----|------------|
| Yes | 79 |
| No | 267 |

Q13a. If yes, how long did it take between the initial phone call request and the actual visit?

| | |
|-------------------------------------|-----------|
| Less than an hour | 6 |
| Between one and four hours | 42 |
| Over four hours but on the same day | 16 |
| The next working day or later | |
| The doctor didn't visit me at home | 3 |
| Can't remember | 8 |

Q14. What do you think of access to your GP surgery?

- Good.
- Good.
- Great especially close by and as a disabled person, a place to park and no steps inside, really helpful
- Very convenient and accessible
- Well served in buses
- Good but parking is limited.
- Never a problem as if car park is full I can park very nearby.
- Usually busy.
- Very good service and drs are really helpful
- Fine - no problems.
- Always friendly
- Good
- Excellent.
- Always seem to have an appointment when I need one, no complaints.
- I think the access to my gp surgery is very good.
- Very good, car park sometimes a bit full.
- Door seems difficult to open for people with pushchairs and would be impossible for wheelchair user.
- Not good for pedestrians in terms of access into the building - no pavement part of the way.
- I generally see whoever is free, actually getting to surgery is fine.
- Usually no problem when explained to receptionist what is needed.

- Very good, doors are a bit of a nightmare with a buggy as they are quite heavy
- It's ok, problems for pushchairs
- It's on a bus route which is great and there's a car park.
- Door too stiff and heavy
- Good parking close by and boots down the road to collect meds
- Very easy, short distance.
- Could be improved, difficult with buggy/pram especially if busy waiting room.
- Difficult if you have a job/need an appointment quickly. Physical access is fine.
- Not enough parking, receptionist in waiting room, dental patients wander through.
- As long as you call first thing in the morning the access is fantastic
- It's ok, doors are a bit heavy and close together
- Good but never any parking spaces.
- I usually walk but on occasion parking is good.
- Car parking can be awkward.
- Very good and is on bus routes and accessible to all that may not have a car.
- Parking could be better
- Often hard to park
- Beehive is walking distance, St. Michael's is a bit more difficult
- Not enough parking.
- Can't always park car but I park on road side if I can't get in
- Good but the doors are not easily accessible with a buggy, and not good wheel chair access.
- Very good I've usually been able to see my gp when requested.
- Perfect access, bus right outside.
- Find the doors into the surgery quite heavy
- It is adequate
- Always helpful, never had any problems
- Very good.
- Very accommodating
- No problems, I use a walker
- Very good as I use a walker.
- Evening appointments between 4pm and 6pm are difficult with the rush hour traffic.
- Ok - but limited parking.
- Easy, parking is easy as well.
- Never had a problem accessing the surgery.
- Bit congested in the car park area
- Ok - sometimes difficult to fit around full time work and I seem never to see the same doctor.
- Think access to my surgery is pretty good.
- Easy access to GP
- Good
- Very good.
- Generally good, no complaints.
- Parking may be an issue
- Receptionists are great very kind and friendly
- Very good overall
- fine got disabled access
- not a problem normally but I have difficulty in getting transport as I can't walk too far and am not on a bus route.
- access is generally good unless you want to see a specific GP
- friendly - try to help
- ok, bit annoying when you've got a pram I find the doors are hard to open

- good
- very good
- needs automatic doors

Q15. How could access to your GP surgery be improved?

- I don't think it needs improving.
- More out of work hours, I work and travel until 6pm.
- Automatic doors opening.
- More parking
- I am happy with what is there
- More parking spaces.
- Needs more Drs for more needs
- If you didn't have to ring up at 8.30 to get same day appointment
- Maybe more parking
- Push button automatic door, maybe improvements to back entrance, remove internal 2nd set of doors to allow more room
- In terms of appointments need more for those working - late.
- More parking, assisted doors as hard to open with pram.
- Automatic doors opening.
- Maybe an electric door.
- None
- Post box at gate for prescription requests out of hours
- Maybe a lighter door for prams, people do struggle to get in and out
- Drs available at lunchtimes. Potential to book further in advance around annoying working hours to get an appointment at a suitable time.
- Only issue had was having appointment cancelled due to GP call out, then waiting 10 days to see the same GP.
- Automatic doors would help wheel chair access
- Separate entrance for dental patients, lower hatch to access receptionists
- Bigger car park
- I don't like the system of phoning as early as possible for an appointment, would rather be able to book easily as I'm sure everyone would, however I understand that there are probably limited resources.
- Automatic door.
- For emergency appointments walk in and sit and wait service would be better than ringing twice a day.
- Coffee machine
- Maybe later hours for general appointments to accommodate those in full time work
- Automatic doors for disabled and parents with buggies
- Bigger car park
- More parking spaces.
- Open weekends
- Could do with more parking.
- Don't think you could as no other space available
- More parking spaces.
- No need for improvement, except maybe wider door for wheelchair access.
- For the elderly people or those with pushchairs the doors are quite heavy.
- An automatic door or a lighter one
- Later evening opening so I don't have to take time out of work which is difficult and stressful.
- Better bike rack (not important)
- More signs, better pathways

- Late opening on a week day.
- More evening surgeries.
- Get money off government for bigger surgery car park
- Electric doors
- More GPs on duty
- Excellent
- Maybe a communal pick up service
- To see the same Dr

Q16. Is there anything else you want to tell us about access to your GP surgery?

- More doctors need to be trained to remove implants.
- I have always found all staff to be friendly and efficient when I have called or changed or checked times of appointments. The surgery itself is located near public transport routes and the car park has ample space for the number of patients requiring the facility
- Maybe add an intercom for people to request assistance
- Car park is busy at times.
- I had a very positive experience with both the dr and receptionists, thank you.
- Have not been able to book appointments at lunchtimes as have been told this is when drs are out. Cannot make other times as I work 7:30-1:30 and 2:40-6pm. More late appointments or weekend surgeries would be very helpful as I cannot take the time off work.
- Very good getting children in quickly
- Very good
- Very helpful receptionists
- Never had any major issues, once my repeat prescription sometimes doesn't get done, but flip side the one time I needed an urgent appointment I was seen
- Staff usually very friendly and professional
- More parking for cars.
- Not really, all good!
- Been with the surgery many many years and everyone is really helpful and friendly
- Don't like "ring on the day"
- Keep up the good work
- Confusion over which surgery was booked over the phone.
- I feel we have an extremely good service from the beehive surgery. The receptionists are very polite and efficient and the nurses and drs are excellent
- Always there is you need someone.
- Receptionist, nurses and doctors all very well-mannered and helpful doing a difficult job
- Very helpful receptionists
- The only thing I find annoying is sometimes when I need to book an appointment for a months' time, sometimes the appointment book is not done up to a month hence. So have to wait and ring in a week or so, then I forget.
- Sometimes the car park is full.
- None
- Never had any trouble with appointments and treatment was very good.
- Recently started online services which work very well
- I'd prefer to see the same doctor each time (I have regular check-ups) but that does not seem practicable.
- Never had any problems with my local surgery
- I find the care I have is very good from the receptionist to the nurses and Drs
- Everything is fine
- Glad to be a patient here
- Please open the windows in the surgery they are always locked shut and germs love heat. Seeing as there are a plethora of sick people around, change the air.

- No
- No
- Nurses should improve knowledge about diabetes.

ABOUT YOU:

Gender

| | |
|-------------------|------------|
| Male | 106 |
| Female | 215 |
| Transgender | |
| Prefer not to say | |

Do you consider yourself to have a disability?

| | |
|-------------------|------------|
| Yes | 45 |
| No | 236 |
| Prefer not to say | 9 |

Age Band

| | |
|-------------------|-----------|
| 16 - 25 years | 46 |
| 26 - 35 years | 64 |
| 36 - 45 years | 60 |
| 46 - 55 years | 48 |
| 56 - 65 years | 52 |
| 66 - 75 years | 25 |
| 76 - 85 years | 14 |
| 86 years or over | 7 |
| Prefer not to say | 1 |

Ethnic Group

| | |
|---------------------------|------------|
| Prefer not to say | 4 |
| White British | 301 |
| White Irish | |
| White Gypsy or Traveller | 1 |
| Other white background | 2 |
| White and Black Caribbean | 9 |
| White and Black African | |
| White and Asian | |
| Other mixed background | 1 |
| Indian | 4 |
| Pakistani | |
| Bangladeshi | |
| Other Asian background | |
| Chinese | |
| Other Ethnic Group | |

Sexual Orientation

| | |
|-------------------------|------------|
| Heterosexual / straight | 283 |
| Bisexual | 3 |
| Gay / Lesbian | 3 |
| Prefer not to say | 7 |

