

## **Woodhouse Health Centre** Practice List : 12850 March 2012

Aged: 0 to 101 years

Woodhouse Health Centre had its first Patient Forum meeting on Thursday 16th July 2009. In the last 12 months we have worked on recruitment and now have a larger group of patients, some who are able to attend to all our meetings and some who are able to attend as and when. We acknowledged that it was not always convenient to attend our meetings so we have also collected email addresses where patients have expressed an interest and it is our intention to include these patients to act as a greater reference group and are able to express their views via email.

We did this by:

- Targeting specific age groups and male patients by including a message on all repeat prescriptions
- Put a 'scrolling' message on our jayex board
- Local chemist handed out slips of paper to customers
- Put up a poster in the waiting room and on a daily basis handed out invites in the waiting room to the targeted groups.
- Put an invite in the Woodhouse Forum newsletter
- The Doctors and Nurses also asked patients whether they were interested in joining the Patient Forum Group.
- We also asked new patients, at the time of registration, whether they would be interested in joining the PRG

Difficulties:

We want to engage with all our patient groups and we will continue to look at ways of encouraging a more varied group profile.

Our Patient Reference Group Profile:

40% Male

60% Female

Some of our Forum members are also involved in the Sheffield Local Involvement Network and Woodhouse and District Community Forum We have representation from disabled and hard of hearing.

In July 2011 members of the Practice met with our forum to determine

and reach agreements on issues which had priority and were included in the patient survey. The practice also took the views of the forum at recent meetings to identify some of the areas to be included in the questionnaire. The manager also met with a forum member to discuss at length the opportunities of the group and the surgery and what could be done to improve services.

The Survey was carried out over a six week period in Feb-March 2012

We distributed 250 patient questionnaires and received 144 responses. Including 6 online

For the purpose of the survey we are looking at the responses we have received so far, but will continue to collect results online and where patients bring in their completed surveys..

Following completion of the survey, members of the practice met with the PFG March 2012 to discuss the survey results and formulate an action plan.

Extended Hours for routine GP/FC appointments:

Two early morning surgery (from 7.20 am per week)

Two late surgery's a week (Tuesday)

One Saturday morning a month.

## **SURVEY RESULTS AND ACTION PLAN**

Of those who completed this Survey were 35% Male and 65% were female

Q1

*We asked*

**How often do you visit the surgery?**

*You replied*

**6% said weekly**

**28% said monthly**

**7% said more than 6 months ago**

**65% said infrequent**

Q2

*We asked*

**How did you make your appointment for today?**

**You replied**

**42% said in person**

**50% said by phone**

**6% said online**

**Q3**Were you satisfied that the receptionist listened to your request? (If applicable)

**77% Very satisfied**

**15% satisfied**

**2%Neither**

**Q4**The last time you saw a GP, how good was he/she at giving you enough time?

**57% very good**

**33% Good**

**6% fair**

**1% poor**

**1% not applicable**

**Q5 On that occasion, how good was the GP at listening to you?**

**63% very good**

**27% good**

**4% fair**

**2% not applicable**

**Q6 Are you aware that we offer pre-bookable GP and nurse appointments on 2 early mornings, 1 evening and 1 Saturday a month?**

**9% attended**

**36% yes**

**54% no**

*What we will do (Action Plan)*

**Our forum members suggested we put more information on our poster boards and also send the information to the Woodhouse Community Forum (this has a run of around 5000) Newsletter**

**Q7 We have First Contact Practitioner appointments available Mon-Fri, these are for patients with a minor/acute problem, by using these appointments appropriately, this frees up Doctor appointments for more complex issues. Do you think this is a good idea?**

**44% attended**

**50% not attended**

**5% not aware**

*What we will do (Action Plan)*

**Forum members suggested putting information in our practice leaflet (which is currently being updated) We have a large poster on the wall describing services, we will also update and produce a separate leaflet. We will also look at changing our telephone message to incorporate our First Contact nurse appointments.**

**Q8 Have you seen our web site (Woodhousehealthcentre.co.uk.)?**

**31% said yes**

**35% said yes but not visited**

**23% said no**

**11% no internet access**

**Comments**

**Very clear and easy to navigate**

**Very informative**

**Good resource of information**

**Didn't know you had one**

**Not on internet**

*What we will do (Action Plan)*

**Actively promote the web site as there is a wealth of information and useful links on the site. We appreciate not everyone has internet access and we have a Practice Leaflet also available in reception.**

**Q9 Are you happy to receive Text messaging regarding your appointments and result.**

**77% yes**

**23% no**

**Q10 Overall, how would you describe your experience of your GP Surgery?**

**26% Excellent**

**52% Good**

**17% average**

**2% poor**

**1% Very poor**

**Q11 Would you recommend Woodhouse Health Centre to someone who has just moved into the local area?**

**45% Yes definitely**

**57% Yes probably**

**9% probably not**

**2% definitely not**

**4% not sure**

**Q12 What sex are you?**

**35% Male**

**64% Female**

**Q13 What age are you?**

**12% 18-30**

**20% 31-45**

**39% 46-65**

**28% over 65**

**Q14 What is your ethnic group?**

**97% white**

**2% Black**

**1% Mixed**

**Additional comments:**

**‘Very happy with service.’**

**‘Waiting time for a pre-booked appointment 99% of the time is very late running.’**

**‘My only concern is the telephone system, waiting in a queue.’**

**‘The phoning system wants changing; you are always in a queue and cannot get**

**through so have to trail down to book.'**

**'Appointments not easy to obtain usually.'**

**'Well done, keep up the good work!! Many thanks to Joanne who is very good.'**

**'Always happy with the service.'**

**'From past experience I think this is a really well run surgery. The doctors always have time for you during your appointment. I am happy to see any of the GPs as they all appear competent, thorough and approachable. Keep up the good work.'**

**'This practice is very good, never had a problem. My GP has always been there for myself and my husband. Never had to complain.'**

**'Not satisfied with the system of calling by phone. Too messy.'**

**'I am a full time carer and find it hard to get an appointment because of caring. I would like it to be easier to book an appointment.'**

**'What's the point of appointment time slots when the doctor is never on time, they always run late.'**

**'Concerns over telephone appointments also struggled to get on phone.'**

**'I'm not sure whether the surgery has improved tremendously or whether I am treated differently now. But I find my treatment now excellent.'**

**'Two receptionists stop the centre from being excellent.'**

**'When you have an underling addiction there is no help even when you are trying to get better. The only person who listens & has time for me is Maxine.'**

**'Phoning in the morning for appointments. Phone call very expensive and the waiting time can be as long as 30 minutes wait.'**

**'The phone queue system is tiresome you wait in a queue to be sent into another one before being answered.'**

**'A very good service.'**

**'Would like more continuity seeing one doctor. Trouble making appointments cost of phone call whilst on hold.'**

**'Dr. McMurray should be there all the time as he is a very good doctor. Simply the best.'**

**'Nightmare getting an appointment and when you do get one they never run on time.'**

**'Dr. Spinks has shown professional respect to me throughout my treatment. Excellent'**

**service. Thank you.'**

**'Non senior personnel should not be able to read confidential notes when having bloods taken.'**

**'The receptionists are all very helpful and friendly especially Lindsey, Tracey and Linda.'**

**'The only issue I have is that the waiting time can be quite long even if you are on time for your appointment.'**

**'Very good all round service.'**

**'Would be nice to see a doctor as well as a nurse.'**

**'It is a good service but a lot of people come.'**

**'Excellent service by all staff at all times! Thank you.'**

**'Hard to get appointments for people who work full time, so more late nights would help.'**

**'Would appreciate being able to make advanced appointments i.e. day before.'**

**'8am phoning is near impossible, can't suggest a solution only more phones.'**

**'Sometimes it is frustrating when you can't get an appointment then when you finally do the doctor is running late.'**

**Both myself and my husband have always received first class attention whenever we have attended. We also had special attention from Dr McMurray who helped enormously when we had a problem with our grandson who has learning difficulties. Our grandson has been living with us since the age of 5 and is now 32. Thanks a lot. Well done.'**

**'I work and when I need an appointment I can never get one. It costs too much to ring up as well.'**

**'More emergency appointments are required and GPs do not ring you back at prompt time for telephone appointments.'**

**'The system seems set up to suit the unemployed and elderly.'**

**'When you phone up you are always number 30 odd in the queue and when you talk to someone the appointments are all gone.'**

**'Phone lines should be landline numbers and not 0844.'**

*What we will do (Action Plan)*

*Many of the comments relate to our telephone system, We acknowledge the telephone system causes problems for our patients and continually monitor how we can improve the system. We have documented on our website the issues with our telephone system and are hesitant to change systems which will not address the problems but merely create new problems.(ie the continuous engaged tone)We were one of the first practices in Sheffield to introduce online appointment booking and we will continue to look at ways we can improve. Whilst the demand for appointments continually outstrip supply, we will do our best with the resources we have, by introducing First Contact Nurses, our Gps will have more appointments for more complex needs.*

*Other areas of concern on the timing of telephone appointments, we will aim to give our patients a time frame to expect the call from the Gp who will keep to the time unless there have been emergencies. Patients will be informed how many other appointments are pending for the same clinician if they use the “check In” computers. We are looking at a better system for the waiting room to inform patients of any delays. The Doctors have 10 minutes per appointment and often patients require more time this results in patients having to wait longer.*