

Delivering Directed Enhanced Service Specification  
North Yorkshire & York PCT

Patient Reference Group Scheme

Quakers Lane Surgery, Richmond, North Yorkshire  
January 2012

**Background**

In order to deliver service excellence with patient focus, survey research aimed to produce patient experience based evidence, in line with the requirements of the DES, and to help us understand better what is happening on a day-to-day basis within practice.

**Reasons for research survey**

- To improve and monitor how we engage with and respond to patients
- To uphold best practice at all times
- To use patients as allies, to talk to patients, to generate and maintain interest in giving feedback
- To find out about under performing areas
- To monitor quality of services, over time
- To consider how staff will be updated and respond to feedback analysis

**Research Conclusions** drawn from these findings will initially be presented to the PRG, to assess the relevance of the findings and consider how effectively the survey objectives were met and whether the information uncovered in the results was sufficiently 'evidence based' to develop an Action Plan for Improvement.

**Data Collection Process**

- 200 surveys were issued for completion – 100 by post, 20 attached to prescriptions, 30 issued by doctors/nurses and 50 issued by PRG representatives in surgery. Closure date for returned surveys – 31<sup>st</sup> December 2011
- 132 completed surveys (66%) were returned within deadline.

## **Research Findings**

### Use of the Internet to improve service delivery (Questions 1,2,3,5)

- Asked about access to the Internet, 66% (87) did have easy access, 34% did not. Of the 132 surveys returned, 34% (46) provided a current email address and asked to be kept up to date by email of changes and improvements at the surgery.
- 60% (79) said that they would welcome the use of an online repeat prescription service and 53% (70) agreed that they would welcome the facility to book appointments online and would use this service if it were available.
- 42% (56) had viewed the surgery web site – 58% (76) had not.

No comments were received on other ways to improve the surgery web site. However, 10 comments on the general use of the Internet for keeping in touch with patients were received and recorded.

## **Experience at the Surgery**

### Reception/Dispensary (questions 4, 6,7,8)

- 95% (125) of patients do not have a problem with incoming telephone calls being recorded. 7 patients expressed concern.
- 80% (105) of patients who needed to see a doctor quickly were able to do so within 48 hours, 10% were unable to do so and 10% did not need to do so. 4 patient comments were received on this issue.
- 70% (92) found reception staff and dispensers very helpful with 21% (27) finding staff fairly helpful. 3 people commented that staff are not helpful at all. 10 respondents passed no comment.
- Additionally, 2 patients requested that reception staff wear name badges and identify themselves both on the phone and in surgery.
- 6 separate comments related directly to problematic reception staff attitudes.
- 76% (101) of respondents regarded the surgery as very clean and tidy with 16.5% (22) commenting that it was found to be fairly clean and tidy. No one regarded it as not at all clean, and 9 patients did not comment.

### **Clinical Staff** ( Question 9)

- 84% (111) of respondents believed clinical staff listen very well and involve them in decisions over their care with 6.8% agreeing they listened and involved them fairly well.
- 1 patient felt unable to agree that they had been listened to or involved in decision making in their care, while 11 patients did not comment.
- 5 patients commented in total to how well they were listened to, 3 negatively and two patients wrote that their clinical care had been 'excellent'.

### **Out of Hours Service** (Question 10)

- 6 comments from patients referred to aspects of the service negatively including two with a wrong diagnosis, compounding for them, an already difficult situation and a later visit to James Cook Hospital.
- Weekend visits attracted negative comments of feeling unwelcome. Sunday service was regarded as barely fit for purpose and one patient was unwillingly directed to another hospital ( Darlington) for a burn, which was not treated.
- However, 19% (25) patients were very satisfied with out of hours service and 15% (19) were fairly satisfied. 7% (9) respondents were satisfied, while one patient was very dissatisfied.
- 58% (77) did not have need to use the service.

## **Key Findings to emerge from the survey**

- 66% response rate to survey.
- 66% have access to the Internet and 60% are very happy to use it for repeat prescriptions.
- 53% will be happy to book appointments online and 34% of respondents have provided an email address to keep in touch with changes and improvements at the surgery.
- 42% have viewed the surgery web site.
- 95% of patients do not have a problem with recording incoming telephone conversations for training purposes.
- 80% of patients were able to see a doctor within 48 hours and 10% were unable to do so.
- 70% found reception staff helpful and 21% found them fairly helpful.
- 2 patients expressed the wish for name badges or receptionists to identify themselves on the phone.
- 92% regarded the surgery as either very clean and tidy or fairly clean.
- 90% of patients agreed clinical staff either listen very well or fairly well to their concerns and involved them in decisions regarding their care.
- 6 negative comments were received about the Out of Hours Service – weekend care being criticised, and unwelcoming attitude and two cases of wrong diagnosis.
- However, 19% were very happy, 15% fairly satisfied and 7% were satisfied with their standard of care. One patient was very dissatisfied while 58% never needed the service.

Maureen Howarth  
05/01/2012