

LEYTON HEALTHCARE – PATIENT SURVEY

2011/2012

Achievement made in 2012/2013 based on the outcome of the 2011/2012 survey is shown in red below

Question 1

In the past 6 months how easy have you found the following:

Getting through on the phone

<u>Haven't tried</u>	<u>Very Easy</u>	<u>Fairly easy</u>	<u>Not very easy</u>	<u>Not at all easy</u>	<u>Don't know</u>	<u>Response count</u>
13.3% (2)	13.3% (2)	33.3% (5)	20.00% (3)	6.7% (1)	13.3% (2)	15

ACTION

This issue has improved to some extent and the survey reflects this improvement. The Practice is restricted with the number of staff that can work at reception at any one time as there are only 4 reception points. At times of annual leave and sickness, there are occasions when only 3 receptionists are available unless backroom staff cover. It is planned to recruit an additional part time receptionist and this should provide a contingency during staff absences.

Completion date: April 2012

Responsible team member: Management team

Achievement in 2012/13 – An additional receptionist was recruited by the Practice. Unfortunately due to sickness and maternity leave the 5th receptionist has not been in place consistently. On days the 5th receptionist has been available, Reception Managers reported a significant improvement as the additional manpower helped patients been seen sooner without queuing and reception staff were able to deal with telephone callers more promptly. As of 4th March 2013, the Practice has been fully staffed on reception and therefore this objective is ongoing and will continue in 2013/14 when it will be further assessed for effectiveness.

Speaking to a doctor on the phone

<u>Haven't tried</u>	<u>Very Easy</u>	<u>Fairly easy</u>	<u>Not very easy</u>	<u>Not at all easy</u>	<u>Don't know</u>	<u>Response count</u>
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33.3% (5)	6.7% (1)	6.7% (1)	20.00%(3)	6.7% (1)	26.7% (4)	15
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ACTION

The Practice has significantly increased telephone consultation slots each day. There are now in excess of 90 telephone appointments each week. These slots are spaced throughout the day for patient convenience and are undertaken by a number of clinicians. The availability of these appointments is publicised in both the Practice leaflet and on the Practice website. Reception staff are instructed to direct patients to these slots if appropriate e.g. a patient requiring their test results. Following discussion between Practice Clinicians and the management team it has been decided that patient awareness needs to be increased further still so patients are more aware of the services offered by the Practice. This can be done in a number of ways. A message will be displayed on the Jayex board. Clinicians will suggest to patients that they can book for results via the telephone slots. This will be discussed at a Practice Workshop planned for 21st March 2012 to ensure all Practice staff are involved in looking at ways we can promote the service further.

Completion date: April/May 2012

Responsible team member: Partners/Management team

Achievement in 2012/2013 – A message was added to the Jayex board to publicise the availability of daily telephone consultations. If appropriate, (e.g. test results) Clinicians and reception staff have suggested the telephone consultation option to patients for both convenience and to help with demand for face to face appointments.

Speaking to a nurse on the phone

<u>Haven't tried</u>	<u>Very Easy</u>	<u>Fairly easy</u>	<u>Not very easy</u>	<u>Not at all easy</u>	<u>Don't know</u>	<u>Response count</u>
33.3% (5)	6.7% (1)	20.00% (3)	6.7% (1)	0.00%	33.5% (5)	15

ACTION

Nurse telephone appointment are not currently booked as routine sessions. Normal procedure is for reception staff to take a message for the duty nurse and for the nurse to contact the patient following their booked surgery. This too will be discussed at the Practice workshop planned for 21st March and a decision will be made whether these slots should be more structured or continue to be ad hoc as required.

Completion date: April/May 2012

Responsible team member: Partners/Management team

Achievement in 2012/2013 – Telephone slots have been added to our nurses appointments schedules to give them protected time to return calls from patients.

Obtaining test results by phone

<u>Haven't tried</u>	<u>Very Easy</u>	<u>Fairly easy</u>	<u>Not very easy</u>	<u>Not at all easy</u>	<u>Don't know</u>	<u>Response count</u>
46.7% (7)	6.7% (1)	13.3% (2)	0.00% (0)	6.7% (1)	26.7% (4)	15

ACTION

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Completion date: April/May 2012

Responsible team member: Partners/Management team

Achievement in 2012/2013 - A message was added to the Jayex board to publicise the availability of daily telephone consultations. If appropriate, (e.g. test results) Clinicians and reception staff have suggested the telephone consultation option to patients for both convenience and to help with demand for face to face appointments.

Question 2

Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor or nurse on the same day or on the next two weekdays that the Practice was open?

	<u>Response Percent</u>	<u>Response Count</u>
Yes	40%	6
No	46%	7
Can't remember	13.3%	2

ACTION

The response rate shows a mixed response. The Practice has recently undertaken a thorough review of the current appointment system and a number of changes are planned to commence April/May 2012. Previously there was only one emergency surgery each day but this has now been extended to two, one am and one pm.

Practice policy is always to offer an urgent/same day appointment to patients on the day if the matter will not wait until the next routine appointment.

The practice has undertaken a capacity/demand audit which has shown adequate appointments should be available to meet demand. Despite this, the practice will continue to monitor the issue to see if the situation changes especially in view of the increasing list size.

Reception staff are aware that should demand outweigh capacity they are to make the management team aware so additional appointments can be made available.

A minimum of 120 emergency appointments will be available each week.

Completion date: April/May 2012

Responsible team member: Partners/Management team

Achievement 2012/2013 – There are still some issues with urgent requests for appointments and this is an ongoing challenging for the Practice. The number of clinicians within the Practice has continued to grow. Despite the number of emergency appointments also growing throughout the year, demand for urgent appointments continues to outweigh capacity. The Practice has looked at a number of possible resolutions, from named duty doctors to sharing emergency appointments between all working clinicians each day. This is an ongoing action point for 2013/14 as the Practice still feels this has not been satisfactorily resolved.

Question 3

In the past 6 months, have you tried to book ahead for an appointment with a doctor? Last time you tried, were you able to get an appointment with a doctor or nurse more than 2 weeks in advance?

	<u>Response Percent</u>	<u>Response Count</u>
Yes	73.3%	11
No	20%	3
Can't remember	6.7%	1

ACTION

The results of the survey are encouraging as they show a higher percentage of patients say they normally can obtain an appointment in advance. Following the proposed changes to the appointment system additional appointments will be available each week - a total of 585 doctor appointments and 490 Practice Nurse appointments.

Leyton Healthcare is one of the fastest growing Practices within Waltham Forest and the Practice is aware that manpower planning is crucial to ensure adequate clinician provision is made for Practice patients.

Reception staff are aware that should demand outweigh capacity they are to make one a member of the management team aware so additional appointments can be made available.

Completion date: April/May 2012

Responsible team member: Partners/Management team

Achievement 2012/2013 – The Practice continues to ensure a minimum of 4 weeks of pre-bookable appointments are available for booking at any time. Non attendance rates continue to increase and the Practice has found that bookings over 4 weeks are sometimes not attended by patients.

Question 4

On arrival at the Practice, how long after your appointment time do you normally wait to be seen?

	<u>Response Percent</u>	<u>Response Count</u>
I am normally seen on time	6.7%	1
5-15 minutes	33.3%	5
15-30 minutes	33.3%	5
More than 30 minutes	20.00%	3
Can't remember	6.7%	1

ACTION

The survey confirms that most patients feel they are not seen on time when arriving at the Practice. As part of the appointment review, it was decided to rotate the duty doctor role within the Practice. In the past, one GP took responsibility for the majority of the emergency appointments. The revised system ensures that all GPs and our Senior Practice Nurse will take a share of same day emergency appointments. The previous appointment structure did not factor in adequate contingencies at time of annual leave and sickness and

this has the potential to impact on the wait time as Clinicians could become overloaded. As part of the new system, our Reception Managers check the appointment system on a regular basis to ensure contingencies are in place and adequate appointments are available if a doctor or nurse is away from the Practice.

Completion date: April/May 2012

Responsible team member: Partners/Management team

Achievement 2012/2013 – Waiting times continue to be monitored by our Reception Managers and contingencies are put in place at times of clinician annual leave. Currently 5 clinicians have mixed clinics of routine appointments and urgent same appointments to make the workload more manageable and to help appointments run as near to time as possible.

Question 4

Reception/making your appointment: In the reception area, can other patients overhear what you say to the receptionist?

	<u>Response Percent</u>	<u>Response Count</u>
Yes, but I don't mind	60.00%	9
Yes and I am not happy about it	26.7%	4
No, other patients can't overhear	0.00%	0
Don't know	13.3%	2

ACTION

Feedback from patients originally identified this as an issue so the Practice decided to purchase a queuing system and this was installed a few months ago. There are occasions when patients do not wait at the barrier but still go straight to the reception desk. By large, the installation of the barrier has improved the situation significantly although patients need to get used to the change. Since the installation of the queuing system, there have been no formal complaints received. The Practice will continue to monitor the situation.

Completion date: Ongoing monitoring

Responsible team member: Management team

Achievement 2012/2013 – Barrier in situ and working well.

Question 5

How helpful do you find the receptionist at the Practice?

	<u>Response Percent</u>	<u>Response Count</u>
Very helpful	33.3%	5
Fairly helpful	46.7%	7
Not very helpful	13.3%	2
Not at all helpful	6.7%	1

ACTION

The survey results are encouraging showing over 80% of patients surveyed felt our reception staff were either very helpful or fairly helpful. Our reception staff undertake a very busy and often stressful role. Many of our receptionists have worked at the Practice for a number of years. All Practice receptionists have attended customer service training.

Last year, the Practice promoted two of the reception staff to a Reception Manager post and there is now a Manager working throughout the day supervising each shift. Training for our Reception Managers and Reception staff is ongoing and our Clinical Practice Manager supervises the reception for a short period each week to support staff and identify any training needs. This said, there is always room for further improvement and in addition to the ongoing in-house training provided, the Practice intends to provide a refresher customer services course within the next few months for all staff.

Completion date: August 2012

Responsible team member: Management team

Achievement 2012/2013 –to date we have not sourced formal customer services refresher training for reception staff although patient experience is a regular agenda item at Practice Team workshops. Staff turnover on reception is low and recruitment of new staff is not a common occurrence. This said, there have been 2-3 new staff throughout the year and the management team ensure all new staff receive a thorough induction on commencement after which they are mentored by one of the Reception Managers until competent in all aspect of reception.