



ALRESFORD SURGERY PATIENT FORUM

ANNUAL REPORT

MARCH 2013

Practice Profile

The Alresford Surgery is a Partnership providing general medical services to the market town of Alresford and the surrounding rural area.

The Practice currently has six partners providing 33 sessions each week (8,7,6,4,4,4) and three employed GPs providing 11 sessions a week (4,4,3). The Practice is a training practice and teaches medical students from Southampton University as well as GP registrars.

Alresford Surgery has a practice population of 9353 (January 2013). The full profile is as follows:

Age	Male	Female	Total	%
0 - 16	896	920	1816	19.5
17 - 24	348	308	656	7
25 - 34	377	347	724	8
35 - 44	601	581	1182	13
45 - 54	785	754	1539	16.5
55 - 64	605	643	1248	13
65 - 74	571	605	1176	13
75 - 84	314	384	698	7
85+	111	203	314	3
TOTAL	4608	4745	9353	100

Our ethnic mix consists of a population which is 99% white with the remaining 1% being made up of Pakistani, Indian, Asian and Chinese.

Opening Times and Extended Hours

The surgery is open from 8.30am – 6.30pm Monday to Friday with telephone lines open from 8.00am for emergencies. In addition, extended hours surgeries are available on Saturday mornings from 8.00 – 10.30 and on one evening each week from 6.30 – 7.30pm. Drs Cribb, Stokes, Lowman, Wright, Cross and Webb work the extended hours surgeries on a rota basis.

Appointments for regular and extended hours surgeries can be booked in person at the surgery or by telephone.

Patient Participation Group Overview

The Alresford Surgery Patient Representation Group (PRG), known as Alresford Surgery Patient Forum, was set up to continue and develop patient involvement in the shaping of services provided by the Alresford Surgery.

All registered patients are invited to attend Patient Forum meetings which are advertised by posters around the surgery, via our website and through our monthly newsletter which is published in 'What's On in Alresford' (delivered free to every household in the town), Alresford Forum (also delivered free of charge to households in the town) as well as the parish magazines which cover our rural villages. In addition to attending Patient Forum meetings we have also recently launched a 'virtual' patient group which patients are invited to subscribe to via our website. Patients subscribing to this group agree to receive email notification of any surveys we carry out.

During 2012 and 2013 the Patient Forum met on the following dates:

17th January 2012

17th April 2012

11th September 2012

4th December 2012

5th March 2013

Representation

The Patient Forum meetings regularly attract an attendance of 10-12 patients as follows:

Age	Male	Female	Total	% (of total patient population)
0 - 16				
17 - 24				
25 - 34				
35 - 44		1	1	0.01
45 - 54		1	1	0.01
55 - 64	1	1	2	0.02
65 - 74	7	1	8	0.08
75 - 84	1	2	3	0.03
85+				
TOTAL	9	6	15	0.16

All members of the Patient Forum declare themselves to be of 'White' ethnic background.

Virtual Patient Group

Age	Male	Female	Total	% (of total patient population)
0 - 16				
17 - 24				
25 - 34		1	1	0.01
35 - 44				
45 - 54	1	1	2	0.02
55 - 64		1	1	0.01
65 - 74				
75 - 84				
85+				
TOTAL	1	3	4	0.04

Gaining the Views of Patients Regarding Areas of Priority

Patients attending the surgery in September and October 2011 were asked for their views on which areas of the surgery's services should be looked at in closer detail. The responses were as follows:

28% selected clinical care

35% selected appointments

1% selected reception issues

16% selected opening times

20% selected communication with patients

The Patient Forum reviewed and discussed these areas together with the areas of concern raised through complaints. It was agreed by the Patient Forum that a survey should be carried out on the subject of communication with patients. The survey questions were agreed at the Patient Forum meeting held on 11th September 2012.

Collate Patient Views Through the use of a Survey

A survey on the subject of communications was carried out between 1st October and 6th November 2012.

The survey consisted of 9 questions covering areas such as the telephones, website, newsletter, waiting room and patient participation; there was also an area for free-text comments. The survey was launched on Monday 1st October and was available electronically via the website and on paper. Paper copies of the survey were available in the surgery, at Sunbeams Children's Centre, Preston Candover Post Office and Cheriton Post Office. The survey closed on Thursday 8th November. 128 responses were received in total of which 71 were paper responses and 57 were via the website.

The survey results can be found in Appendix A. Survey respondents were also invited to make any further comments they wished to make. The comments received can be found in Appendix B.

Provide the PRG with the Opportunity to Discuss the Survey Findings and Reach Agreement with the PRG on Changes to Services.

The survey results were discussed with the Patient Forum on 4th December 2012. Minutes of all Patient Forum meetings are published on our website and hard copies are available in a folder in the waiting room.

Agree an Action Plan with the PRG and Seek PRG Agreement to Implement Changes

Whilst reviewing the survey results it became clear that those who regularly read the newsletter and access the website were generally better aware of the services we provide than those who do not. The following action points were agreed by the meeting:

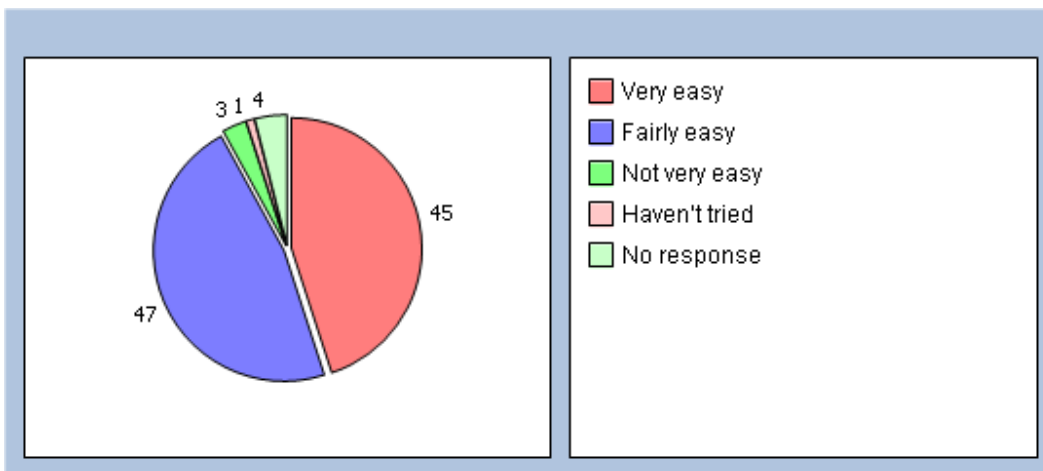
- a) Publish information to help patients get the best from their surgery, particularly in terms of seeing the most appropriate clinician at the most appropriate time in order to improve continuity of care.
ACTION – article in surgery newsletter, February 2013. Article also added to website.
- b) Copies of the newsletter will be made available in the waiting room, at local pharmacies and at Thursday lunch club.
ACTION – newsletter emailed to member of lunch club team. Copies of newsletter printed and placed on reception desk and in waiting room.
- c) Re-record the telephone message using a shorter message and a female voice.
ACTION – message re-recorded January 2013
- d) Keep patients better informed about doctors and nurses running late
- e) Re-publish information about 28 day prescribing – what, why etc.
ACTION – article in surgery newsletter, March 2013. Article also added to website.
- f) Purchase a screen for the waiting room to provide health information and surgery news.
ACTION – Screen purchased and mounted on wall in waiting room February 2013.
- g) Doctors will review the use of courtesy titles when calling patients.
ACTION – discussed at Partners meeting on 15th January 2013.

APPENDIX A
SURVEY RESULTS

Telephones

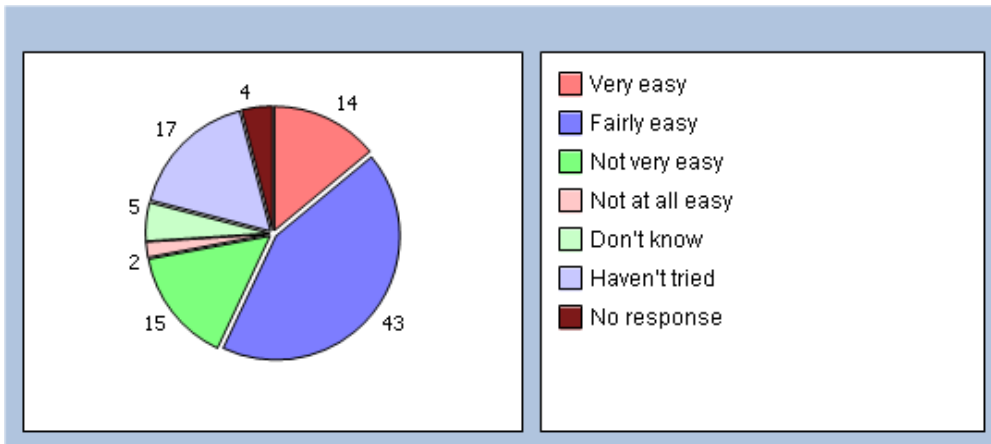
Q1 How easy is it to get through to someone at your GP practice on the phone?

Very easy	45%
Fairly easy	47%
Not very easy	3%
Not at all easy	0%
Don't know	0%
Haven't tried	1%
No response	4%



Q2 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

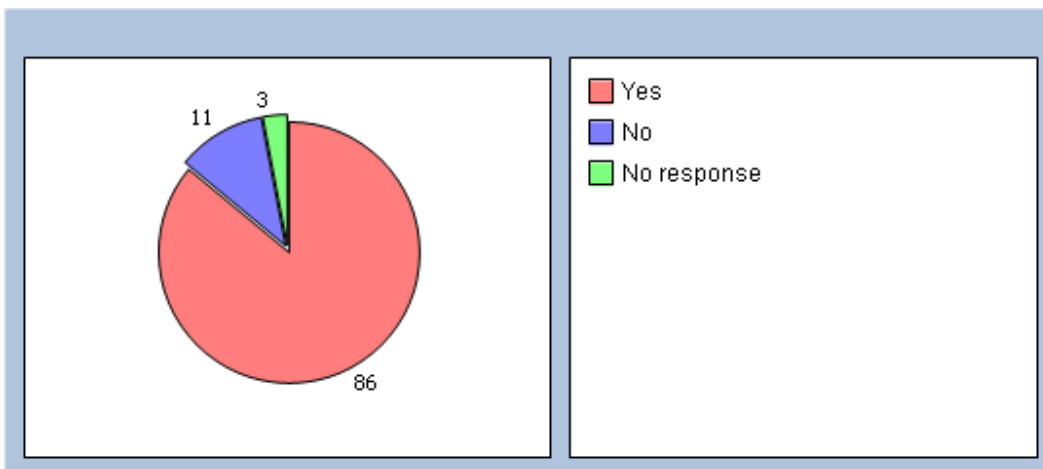
Very easy	14%
Fairly easy	43%
Not very easy	15%
Not at all easy	2%
Don't know	5%
Haven't tried	17%
No response	4%



Website

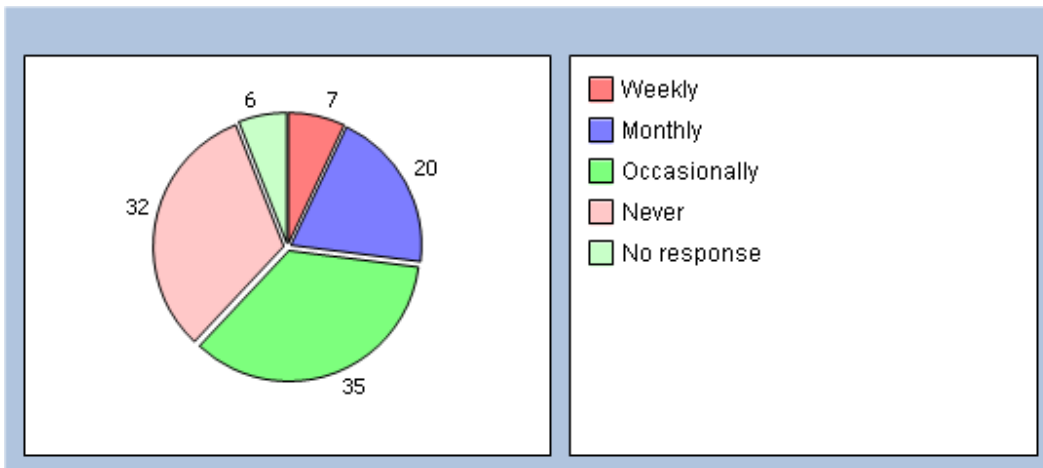
Q3 Are you aware that the surgery has a website?

Yes	86%
No	11%
No response	3%



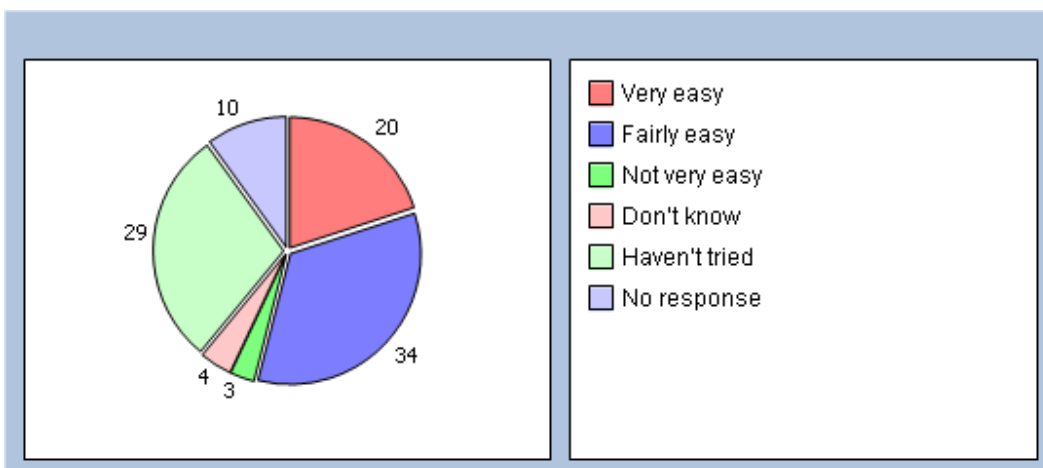
Q4 How frequently do you check the surgery website?

Weekly	7%
Monthly	20%
Occasionally	35%
Never	32%
No response	6%



Q5 How easy is it to find the information you are looking for on the website?

Very easy	20%
Fairly easy	34%
Not very easy	3%
Not at all easy	0%
Don't know	4%
Haven't tried	29%
No response	10%

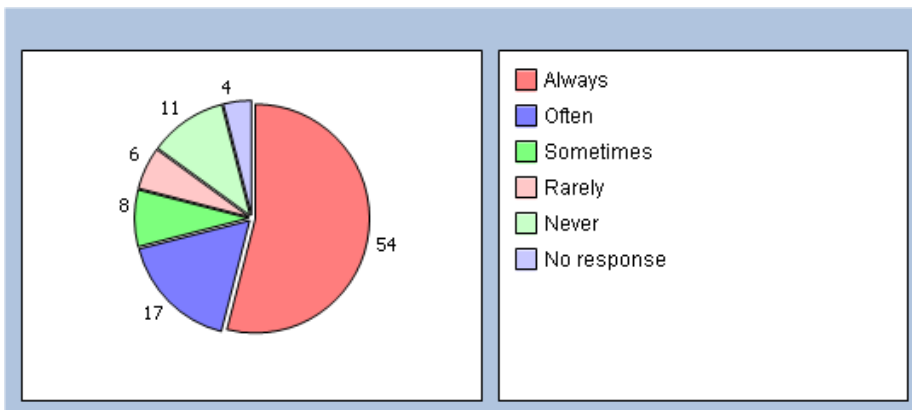


Newsletter

Q6 Do you read our newsletter which is published each month in 'What's On in Alresford', local parish magazines and our website?

Always	54%
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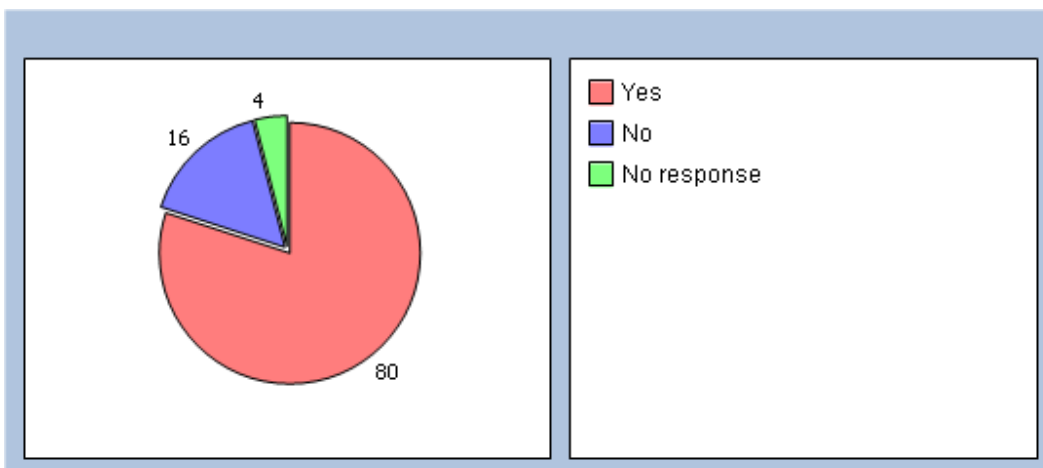
Often **17%**
 Sometimes **8%**
 Rarely **6%**
 Never **11%**
 No response **4%**



Waiting Room

Q7 When you are waiting to see a nurse or doctor do you read the posters in the waiting rooms?

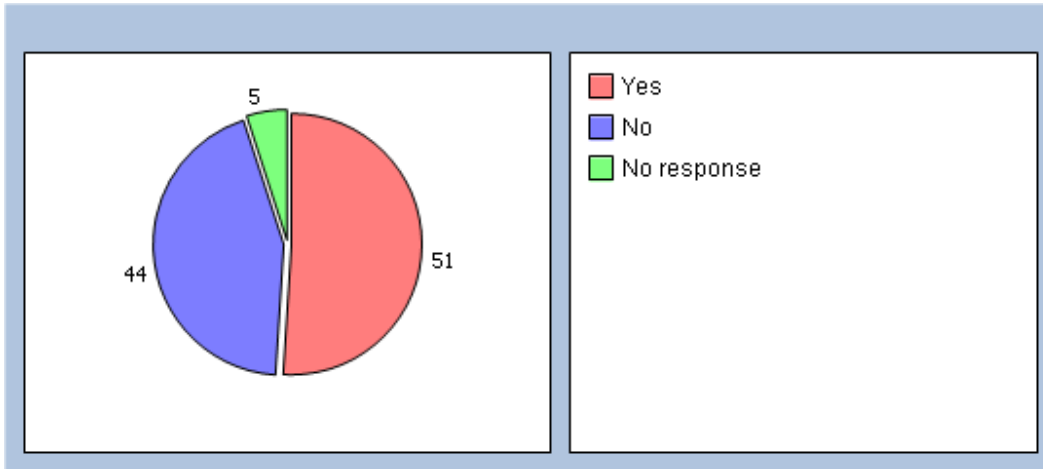
Yes **80%**
 No **16%**
 No response **4%**



Q8 Would you like to see health related advice and information on a TV screen?

Yes **51%**
 No **44%**

No response **5%**



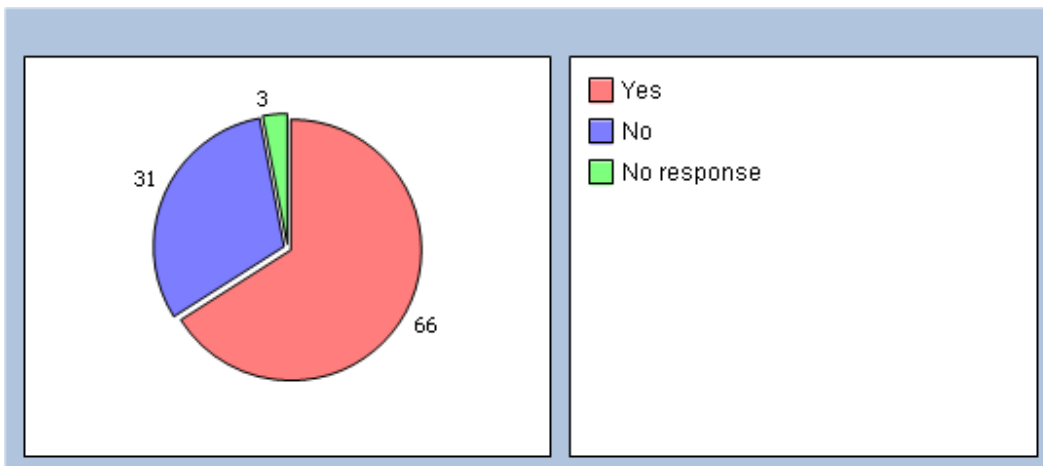
Patient Participation

Q9 Are you aware that we have a Patient Forum which meets several times a year to feedback comments and ideas about local healthcare provision?

Yes **66%**

No **31%**

No response **3%**



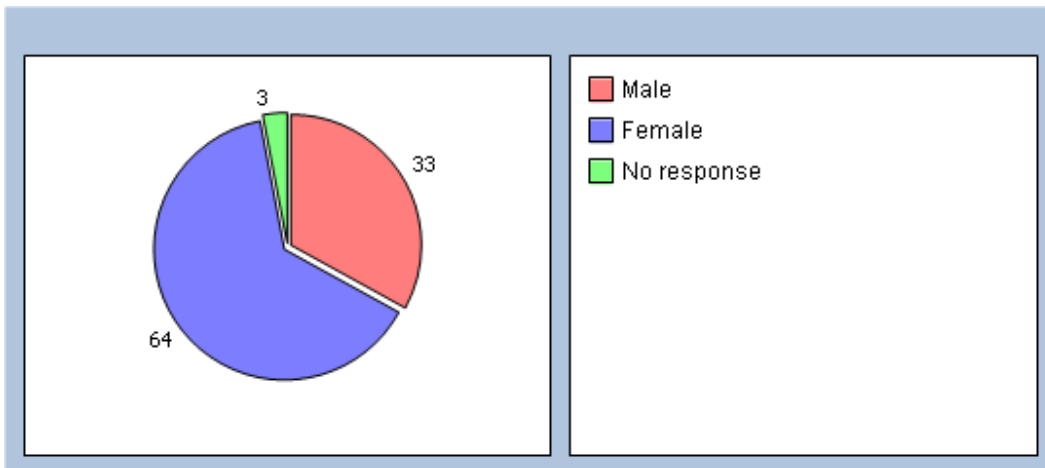
It will help us to understand your answers if you could tell us a little about yourself

Q10 Are you?

Male **33%**

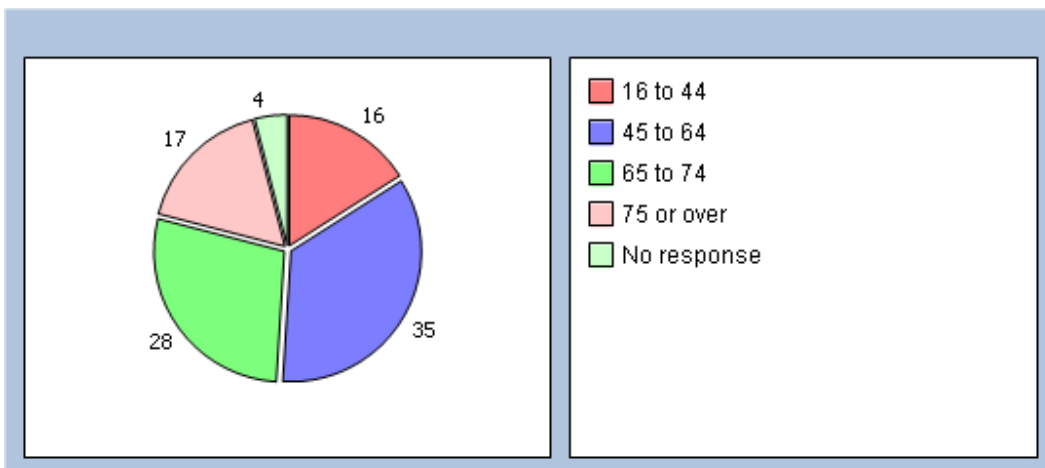
Female **64%**

No response **3%**



Q11 How old are you?

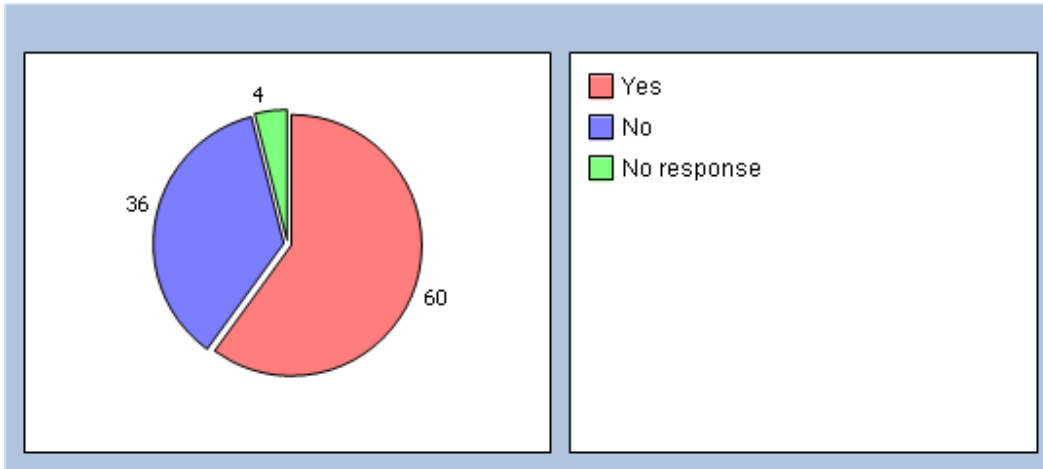
- Under 16 **0%**
- 16 to 44 **16%**
- 45 to 64 **35%**
- 65 to 74 **28%**
- 75 or over **17%**
- No response **4%**



Q12 Do you have a long-standing health condition?

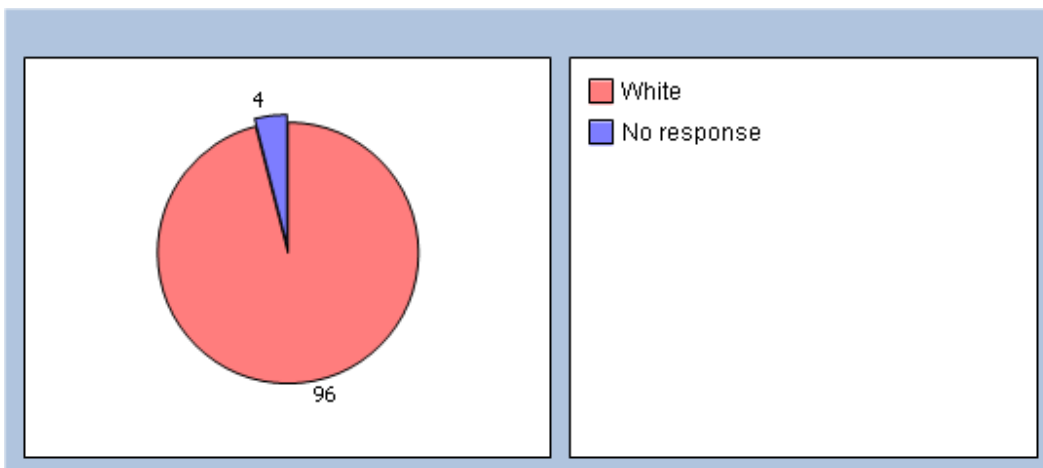
- Yes **60%**
- No **36%**
- Don't know / can't say **0%**

No response **4%**



Q13 What is your ethnic group?

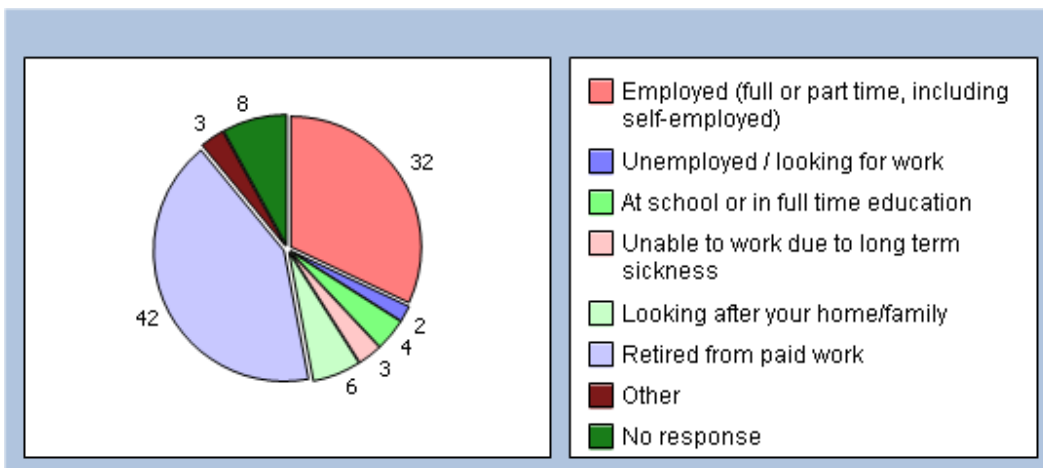
White	96%
Black or Black British	0%
Asian or Asian British	0%
Mixed	0%
Chinese	0%
Other ethnic group	0%
No response	4%



Q14 Which of the following best describes you?

Employed (full or part time, including self-employed) **32%**

Unemployed / looking for work	2%
At school or in full time education	4%
Unable to work due to long term sickness	3%
Looking after your home/family	6%
Retired from paid work	42%
Other	3%
No response	8%



APPENDIX B

COMMENTS RECEIVED FROM SURVEY RESPONDENTS

1. A fantastic service and always helpful. Take a bow!
2. A well organised and friendly practice. Services provided meet my needs.
3. All receptionists v helpful and friendly, likewise dispensary staff.
4. Always friendly and helpful.
5. Always very friendly an helpful staff, both on reception and in the dispensary.
6. Always very happy with my service at the surgery - everyone polite and helpful - Thank you.
7. Continue the good work.
8. Continue with the great service you offer.
9. Doctors should call waiting patients by surname - proffesional courtesy (sic) - i.e. 'Mrs Smith' or at least 'Mrs Betty Smith'. Doctors are referred to as 'Dr X' - patients should be given same polite consideration. Many feel this way but may not say it. Too casual to call for 'Betty Smith' - she may be old enough to be a young doctors grandmother and may not appreciate the familiarity of this lack of professionalism.
10. Easy to discuss problems. Communications good. Small friendly practice.
11. Excellent - thank you!
12. Excellent doctors. Nurses and staff kind and helpful and waiting room pleasant and comfortable.
13. Feel continuity of care with same doctor is very important with so many part-timers, it is difficult to arrange to see the doctor of choice.
14. Final frame on sign-up screen is there for a very short while. I would use an on-line appointments service when available. Still very pleased with the service (patient since 1981)
15. Generally v.good. sometimes waiting can be excessive (ie 1 hour). Some doctors are sympathetic, others a little indifferent. Thanks.
16. Generally, I think it's an excellent practice and the doctors and staff do their very best to provide a caring and efficient service.
17. Good and I have no complaints although I have heard it is sometimes difficult for you to get an ill patient to Winchester hospital for immediate attention transport wise.
18. Grateful for the friendly efficiency of all staff.
19. I AM A FULL TIME CARER FOR MY HUSBAND
20. I am not happy at having to wait up to 3 weeks to see my GP! However, I understand that Alresford Surgery serves a very wide community and this may contribute to lengthy delays in appointment times.
21. I am very pleased especially with the health screening and having a nurse to visit for minor things.

22. I believe the 'options' telephone system means that I now wait longer to speak to someone. On occasion reception staff can come over as unhelpful and officious when calling to make an appointment, a 'how can I help you approach' should be the start point and that doesn't come over. I also find the waiting area a little austere, a TV with info (as mentioned in the survey) might help that
23. I consider myself very fortunate to have a good surgery locally where I can see a doctor very quickly if necessary.
24. I find the GP practice at Alresford most satisfactory the online prescription service works very well for me. The staff on reception are most helpful and polite.
25. I find the staff very helpful. A monthly Saturday surgery might be a good idea for the working people.
26. I have always been satisfied with the treatment I have been given.
27. I have always found each practice person I contact to be very friendly, helpful, efficient and caring.
28. I have always found the practice to be extremely helpful.
29. I have always found the surgery very helpful GPs and nursing staff.
30. I have always received the advice and help needed.
31. I have been a patient at Alresford Surgery for 37 years and I have found the practice excellent in every way. I don't think I've ever needed to complain and I find all the staff, helpful, pleasant and professional. I think I'm very lucky to be registered at a surgery that has such high standards of patient care
32. I have been unable to see my doctor for several years. I am seen by another doctor unless I am prepared to wait unacceptable number of days or weeks.
33. I just wish it was easier to access the GPs more quickly at times suitable for the family. Also to be able to see the same GP to build up a relationship. This is difficult when so many of the doctors are part time or on short term contracts.
34. I miss the old system of seeing a regular doctor. The general turnover of GPs at the surgery is not helpful when we have problems.
35. I think it is a very well run practice although it can be difficult to see the doctor of one's own choice at short notice.
36. I would like more communication between the GP surgery's administration and patients to update patients over waiting times. For example, if an appointment timed at 0850 cannot be realised by, say, 0900, the patient should be advised for how much longer the wait might be.
37. I would prefer to get a appointment within 48 without having to classify myself as an emergency regardless of what time of day I call the surgery.
38. I would prefer to see the same doctor each time and this is very difficult to arrange except well in advance.

39. I would read the posters in the surgery if they were in large print!
40. Is there any flexibility in the directive re monthly repeat prescriptions. We understand the reasons for it but surely both Dr's and patients would/should welcome a return to 3 monthly or 6 monthly prescriptions!!
41. It is a an efficient and cheerful surgery - you can always see a doctor even if the one you see is not the one you normally see - and they look after my 84 year old step father very well. Thank you
42. It is not good that when I order a repeat prescription, sometimes the computer overrides my request and gives me the wrong dose, I then have to go back to the surgery and get a Dr to give me the prescription that I originally ordered.
43. It is so nice to have smiling, friendly helpful receptionists. All the GPs and nurses I have met have been charming, most helpful and kind. Thank you all.
44. It is very irritating that you will only issue 4 weeks supply of repeat medication at a time. It is extremely inconvenient for a busy working mother to have to come in to Alresford every 4 weeks. I know the arguments for issuing limited supplies of medication but I also know that you profit personally from higher dispensing income by having a '4 week supply only' policy. Do you only supply 4 weeks worth of the COCP or of HRT? St Clements Surgery, where I also have the option to register, will supply 3 months worth of meds (I have checked with the Practice Manager there).
45. It provides a first class service and I much appreciate the kindness of the GPs and Staff and everyones' intelligent approach to their jobs.
46. It would be nice to be able to speak to a Dr sometimes. I now they are busy but you need to speak to them sometimes and not a nurse.
47. It's full of sick people!
48. love the on-line repeat prescription service!
49. Much valued.
50. Pleasant site - convenient for town.
51. Quite often the recorded voice fades away and I press any digit to get through
52. Satisfactory
53. The automatic telephone instructions could be clearer and a little louder for the old hard of hearing codgers!
54. The care and attention I have from Dr Stokes is fantastic. Thank you.
55. The practice provided me with an emergency appointment at very short notice and my concerns were dealt with very efficiently. Thank you.
56. The registration screen on arrival - the information at the end (app. time with a name of a doctor) goes too quickly.
57. The waiting room is too hot. The younger (?trainees?) doctors should learn to smile more when they summon their patients - they are a GLUM lot and often look bored, fed up and wearing

gardening clothes. Sometimes some of the more experienced ones could smile a bit more. It's quite intimidating being summoned by a stare when you're worried or frightened. Eye contact or 'hello' would help at the door. When patients are told to 'make an appointment to see me next week/in a couple of weeks/etc' then to be told they can't be seen for whatever reason can be stressful. Receptionists (most of whom are lovely!) can sometimes seem cold when they are dealing with a screen and a mouse which can't offer. More empathy? 80% you're really good and trying to do your best. 20% you can seem cold, or busy, or distracted from the desk. For the patient (mostly!) they're only there because they're unwell or scared and 'don't want to worry the doctor'. The initial welcome is SO important.

58. Very accessible and friendly service.
59. Very difficult to get an appointment with own G.P. because of restricted hours they now work. Most work 3 days per week.
60. Very friendly and helpful.
61. We have to wait too long to see our doctor of choice.
62. We like the fact you have introduced some Saturday mornings and later evening surgeries, this is extremely helpful for making appts around work. One thing, possibly do repeat renewals over the phone saving valuable appointments for others.
63. Why are we never seen on time. 40 minute wait today (as usual).
64. With regard to telephone. Hard of hearing, like myself, might find quiet male voice at beginning difficult to hear.
65. Would like to be able to make routine non-urgent appointments by email or via website.
66. You are always very helpful and friendly and so are most of the doctors
67. Your Practice Manager is excellent and sorts things out without too much fuss.
68. Your 'walk-in' flu clinics are a very good idea, but for the very elderly its a long time to stand from the road outside to actually seeing nurse. Perhaps a couple of chairs en route?