



Cuckfield Medical Practice Patient Participation Report 2014

The Cuckfield Medical Practice Patient Participation Group (PPG), originally founded in 2011, has evolved over the last 15 months into a proactive core group of 10-12 patients who work closely with the Practice to achieve mutual goals. The Group meets on a quarterly basis with some of the Practice team to exchange ideas, discuss topical initiatives and look at new ventures. The predominant focus is of communication and how information can be circulated to the wider practice population and encourage patient engagement.

Practice Population Profile 2014

The practice population over the two sites has increased by 2.75% to 7910 patients over the last 12 months, with slightly more females 51% than males 49%. The age range of registered patients has changed very little in the past year.

| Patient Age Range | | % Age Range of Patients taking Survey | |
|--------------------|-------|---------------------------------------|-----|
| 19 years and under | 26.5% | 19 years and under | 0% |
| 20 – 34 years | 14% | 20 – 34 years | 12% |
| 35 – 54 years | 31.5% | 35 – 54 years | 32% |
| 55 – 59 years | 6.0% | 55 – 59 years | 18% |
| 60 – 69 years | 10.5% | 60 – 69 years | 18% |
| 70 years plus | 11.5% | 70 years plus | 20% |

PRG Profile

There are 11 current PPG members of which are: female 75% and male 25%.

The Group would welcome new members who have a particular interest in local health services and would like to see parents with young children or teenagers and patient carers join the group. It is anticipated that an ongoing campaign, including a recent article in the Practice Newsletter, should encourage other age groups to come forward. The practice along with Cuckfield PPG will be on social media by joining Facebook and Twitter, as well as communicating with patients via our website and practice newsletter.

Patient Performance Group (PPG) Meeting – 5th March 2014

The Patient Performance Group met at Cuckfield Medical Practice on 5th March 2014. The following is a summary of the key issues discussed:

1. Dr A.Gurner provided an update on practice issues and matters as follows;

- 1.1 Appointment of Sam Shearman. This is a most welcome appointment, which reflects the changing secretarial and administration procedures within the Practice. Sam's extensive knowledge and experience cover a range of requirements including Data Administration and Media Communication. The Practice secretary Jenny Blanchard is retiring after 20 years of service and will be missed by all.
- 1.2 Appointment of Dr Susan Ferrier who will be full time from May and be a welcome addition to the Clinician complement.
- 1.3 Appointment of a Business Manager (part time – 2 days per week) to help manage the practice as efficiently as possible, including managing necessary changes to the telephone system. From 1st April, the telephone manning will be linked to the peak periods. For example, there will be additional resource available on Monday mornings to handle the high volume of calls. There will also be a message asking any callers for the MSK service located upstairs at the Vale (this is not part of Cuckfield Medical Practice) to call the number for the MSK service directly. This should assist the management of the practice.
- 1.4 Prescribing. An attempt will be made to streamline the repeat prescriptions process, which would save money for both the NHS and the Practice. All medication requirements will be brought in line so that the issue of prescriptions is reduced to a minimum i.e. all repeat medication to be issued at the same time. Patients will need to be made aware of the necessity for this approach. This has already been communicated in the Newsletter but there continues to be a reluctance to ask for all prescriptions at the same time for fear of wasting drugs. Discussion concluded that this should be communicated by way of the Newsletter and the Surgery Screen with which SS could assist. GPs will continue to raise this with patients to allay their fears regarding wastage.

2. Patient Satisfaction Survey Results

These were considered and found to be largely favourable. The PPG would like to combine these results with the flu clinic survey results and consider the overall themes coming out of these. It was agreed that they must be communicated to the Patients.

Action Plan 2013 Update

Practice manager Cindy Franzel reviewed the 2013 Action Plan and gave the following update:

1. Appointments

- 1.1 Hearsay evidence is that the majority of Urgent Sit & Wait appointments are appropriately booked. Consideration could be given to the value of formally auditing whether the service is used appropriately or not.
- 1.2 Promotion of using the on-line booking system continues and has seen a steady increase in patients using this facility but will be one of the areas to focus on over the next 12 months.
- 1.3 The difficulty booking 2-3 days ahead has been alleviated to a certain extent by the protected appointments being made available earlier. The consequence of this is there are fewer routine appointments available to book on the day but the Urgent Sit & Wait sessions seem to absorb those patients that do need to be seen on the day.
- 1.4 For patients that want to book further ahead for example a follow up appointment they can do so for up to 3 months.
- 1.5 Patients are encouraged to see other members of the clinical team if their preferred clinician is unavailable. All receptionists have clear guidelines for what a Nurse Practitioner can deal with and when it needs to be a Doctor.
- 1.6 The doctors no longer hold personal lists but the next few months will see the introduction of a named doctor for patients aged 75 and over.

2. Repeat Prescriptions

- 2.1 The 2014 survey has demonstrated that there is an increase in patients using the on-line facility to order their medication.
- 2.2 The new computer system that was installed in July did present the Practice with some challenges but eight months down the line the new system has proven repeat prescribing can be managed more effectively.
- 2.3 The Doctors are in the process of streamlining the repeat prescribing process which should save time and money for the Practice and for the NHS. Patient education will be key to enable this process to work; consequently this will be an area to focus on in the year ahead.

The Patient Satisfaction Survey 2014

In October 2013 all patients who attended the three Saturday morning flu clinics at the practice were asked to complete a simple questionnaire before leaving. The questionnaire was devised by the PPG in consultation with the Practice. Members of the PPG were in attendance at each clinic to offer guidance or assistance to those patients who needed it. Actions from the results of this questionnaire which had been analysed by a PPG member were then used as a basis in developing the questions for the 2014 Patient Satisfaction Survey with a view to capture a wider population.

In January 2014 the Patient Satisfaction Survey was sent out to a random cross-section of 1000 of our patients via email and handed out in the waiting rooms at both sites. 287 patients completed the survey, with a good response from all age groups, particularly 35-49 year olds. 96% of patients who responded to the survey have access to a computer and use it on a daily basis, yet only 24% book appointments online. It was felt that the use of the website for online services would be a good area to focus in 2014 with a redesign planned and promotion of the online booking and prescription services.

Communication seemed to be a point of interest this year, with a lot of our patients feeling that the prescription service could be improved by having better communication between the surgery and the pharmacy. All communication related comments have been highlighted as actions for the next year and can be found below.

There were also questions asked around the use and quality of secondary care. Many of our patients had access in particular to the Maternity Services, Orthopaedics, Cancer Service, Cardiovascular and A&E. Of those who accessed secondary care 12% used A&E and a small number of those were due to not being able to get an appointment at their GP surgery.

Finally, when asked if there were any improvements to local care services, or if they had any other matters to raise, the majority of those completing the survey felt they received great care, were seen by friendly and helpful staff and they felt there were no changes needed to local services.

On the 5th March, in discussion with the PPG, the following were agreed actions for this year's survey action plan:

1. Communication

Communication came up through the 2012 report and it was agreed that the website would be promoted. In 2014 the main issues reported around communication were the following:

- 1.1 *Communication of key information about the practice directly to patients*
- 1.2 *Communication between Primary and Secondary care about patients*
- 1.3 *Prescriptions: Better communication between surgery and pharmacy*

2. Appointments

The appointments system is something that was being addressed from the survey in 2013 and it was hoped that SystemOne would improve this.

- 2.1 *76% of patients were happy with the appointments system.*
- 2.2 *The remainder felt for various reasons that there still needed to be a shorter wait time for appointments.*
- 2.3 *A further 20 patients could not get an appointment in their preferred location.*
- 2.4 *Limited availability for those wanting to book 2-3 days ahead is still an issue, so it was felt this would be a useful area to look at again.*

3. Opening Hours

The question of 'What improvements would you like to see in local health services' was asked this year.

- 3.1 *Of those that responded several felt that early morning, early evening and weekend surgeries would be beneficial for those who commute and are unable to get to the surgery in the current core hours.*
- 3.2 *Some discussion would need to take place with the Practice Partners as a change in working hours would have great financial and staffing impacts. However this is something that will be added to the action plan to monitor.*

4. Prescriptions

Patients were asked if they were happy with the current prescription service.

- 4.1 *50% of those that responded answered that they would like better communication between Surgery and Pharmacy.*
- 4.2 *The main concerns being Pharmacies saying they have lost prescriptions and issuing the wrong drugs.*
- 4.3 *There is also a lack of communication and understanding around medication reviews and the repeat prescription process was also highlighted.*

The Results

You can review the Patient Satisfaction Survey 2014 and its results in [Appendix B](#)

The items above have been added to our Action Plan ([Appendix C](#)) and will be monitored by the practice over the next 12 months.

Appendix A - Opening Times of Cuckfield Medical Practice & The Vale Surgery

1. Monday to Friday 8.30am – 6.00pm on 01444 458738 and 01444 458739
2. Receptionists are available throughout the day at both sites.
3. **Surgery times vary with different clinicians but range between:**

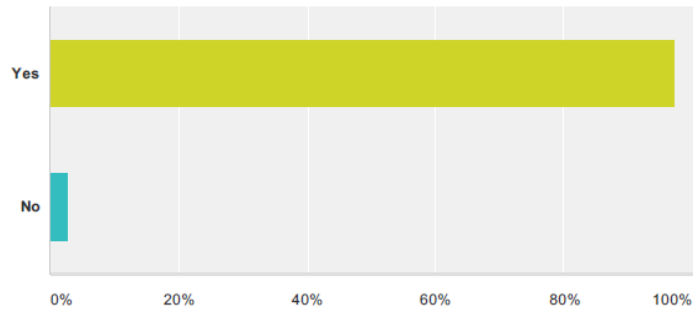
| Day | Morning | Afternoon |
|-----------|-------------------|------------------|
| Monday | 8:30am to 11:30am | 2:30pm to 6:00pm |
| Tuesday | 8:30am to 11:30am | 2:30pm to 6:00pm |
| Wednesday | 7:15am to 11:30am | 2:30pm to 6:00pm |
| Thursday | 8:30am to 11:30am | 2:30pm to 6:00pm |
| Friday | 8:30am to 11:30am | 2:30pm to 6:00pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

4. When demand for appointments outweighs capacity 'urgent on the day' appointments are made available. The Doctors are available for telephone consultations, when appropriate, on a daily basis.
5. **Out of Hours**
If you require urgent advice or medical attention when the surgery is closed you can ring:
 - Out of Hours emergency cover is currently managed by Harmoni which you can access by dialling 111.
 - From 1st April 2014 the Out of Hours Service will be covered by IC24 which you can access by dialling 111 or you can ring the surgery number and follow the instructions to transfer you to IC24.

Appendix B – 2014 Patient Satisfaction Survey Questions and Results

Q1 Have you booked an appointment with a doctor or nurse in the last 12 months?

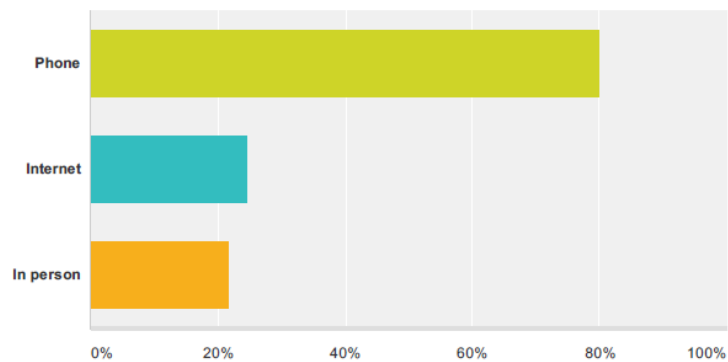
Answered: 287 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 97.21% | 279 |
| No | 2.79% | 8 |
| Total | | 287 |

Q2 How do you normally book your appointments? (you may select more than one option)

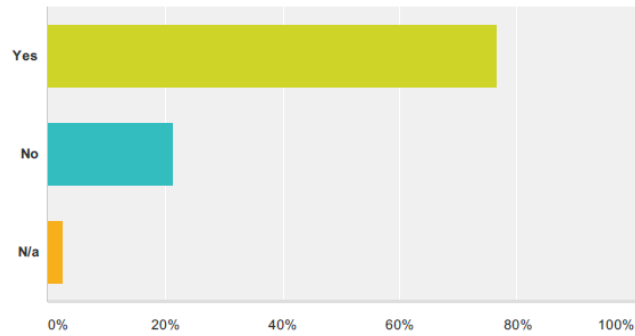
Answered: 285 Skipped: 2



| Answer Choices | Responses | |
|-------------------------------|-----------|-----|
| Phone | 80% | 228 |
| Internet | 24.56% | 70 |
| In person | 21.75% | 62 |
| Total Respondents: 285 | | |

Q3 Are you happy with the appointment system?

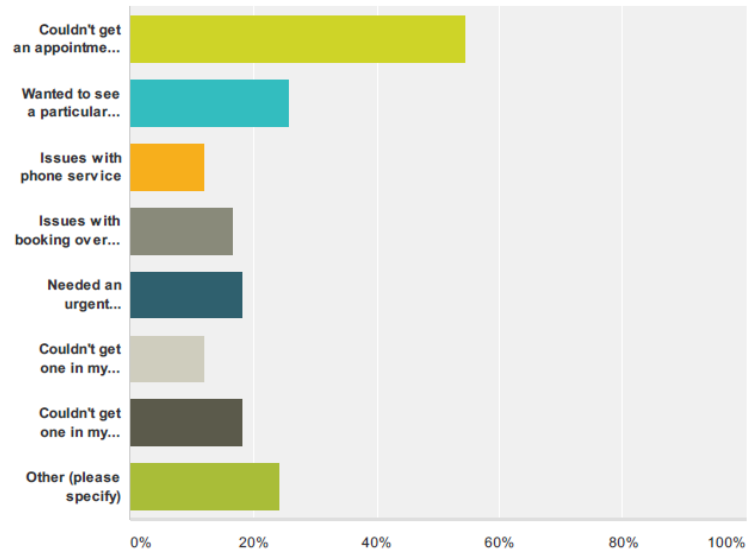
Answered: 287 Skipped: 0



| Answer Choices | Responses |
|----------------|------------|
| Yes | 76.31% 219 |
| No | 21.25% 61 |
| N/a | 2.44% 7 |
| Total | 287 |

Q4 If you answered 'no', why is this?

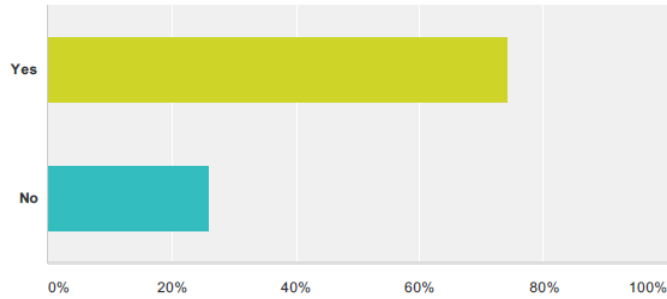
Answered: 66 Skipped: 221



| Answer Choices | Responses |
|--|-----------|
| Couldn't get an appointment soon enough | 54.55% 36 |
| Wanted to see a particular doctor/ nurse but couldn't see them | 25.76% 17 |
| Issues with phone service | 12.12% 8 |
| Issues with booking over the internet | 16.67% 11 |
| Needed an urgent appointment and couldn't get one | 18.18% 12 |
| Couldn't get one in my preferred location - The Vale | 12.12% 8 |
| Couldn't get one in my preferred location - Cuckfield | 18.18% 12 |
| Other (please specify) | 24.24% 16 |
| Total Respondents: 66 | |

Q5 Do you receive repeat prescriptions?

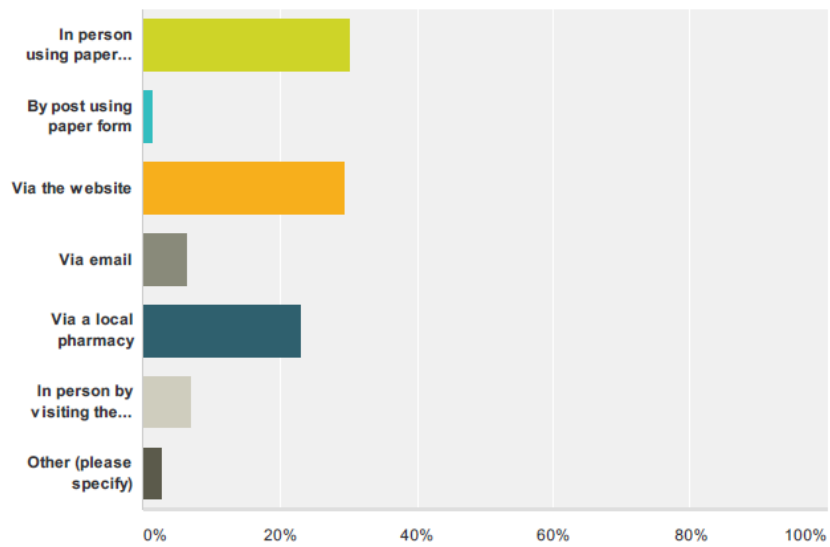
Answered: 285 Skipped: 2



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 74.04% | 211 |
| No | 25.96% | 74 |
| Total | | 285 |

Q6 How do you normally order your repeat prescriptions?

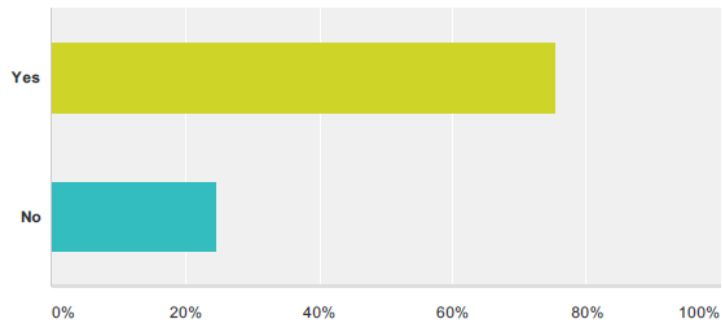
Answered: 218 Skipped: 69



| Answer Choices | Responses | |
|--|-----------|------------|
| In person using paper form | 30.28% | 66 |
| By post using paper form | 1.38% | 3 |
| Via the website | 29.36% | 64 |
| Via email | 6.42% | 14 |
| Via a local pharmacy | 22.94% | 50 |
| In person by visiting the doctor/nurse | 6.88% | 15 |
| Other (please specify) | 2.75% | 6 |
| Total | | 218 |

Q7 If you have repeat prescriptions, are you happy with the repeat prescription process?

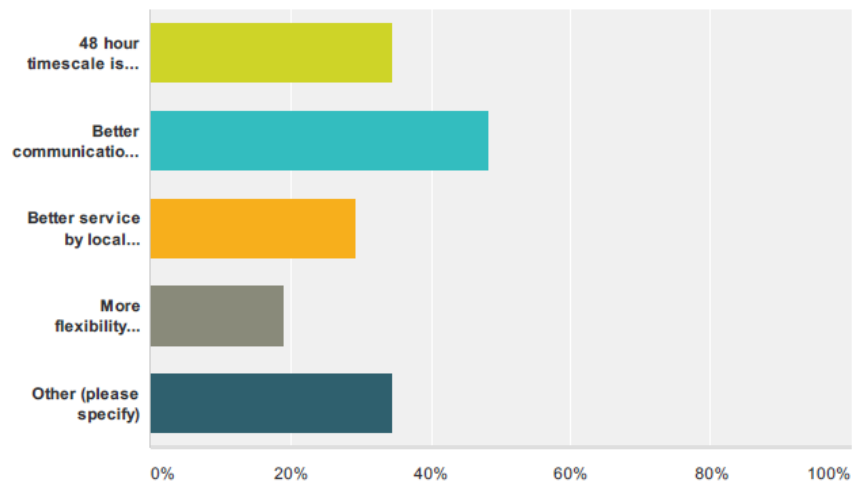
Answered: 211 Skipped: 76



| Answer Choices | Responses |
|----------------|------------|
| Yes | 75.36% 159 |
| No | 24.64% 52 |
| Total | 211 |

Q8 If you answered 'no', how could the repeat prescription process be improved?

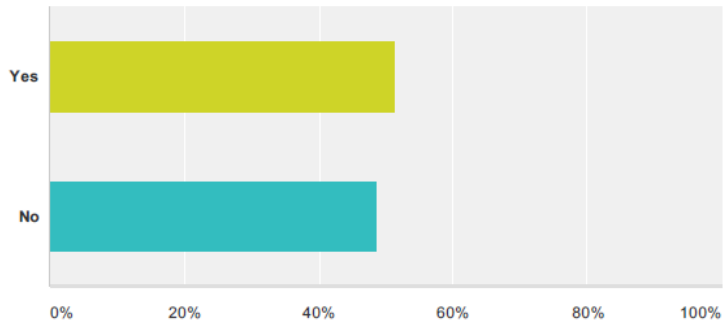
Answered: 58 Skipped: 229



| Answer Choices | Responses |
|--|-----------|
| 48 hour timescale is not always met | 34.48% 20 |
| Better communication needed between surgery and pharmacy | 48.28% 28 |
| Better service by local pharmacy | 29.31% 17 |
| More flexibility allowed on internet ordering e.g. to allow for holidays | 18.97% 11 |
| Other (please specify) | 34.48% 20 |
| Total Respondents: 58 | |

Q9 Have you accessed secondary care services (e.g. local hospitals) in the last 12 months?

Answered: 279 Skipped: 8



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 51.25% | 143 |
| No | 48.75% | 136 |
| Total | | 279 |

Q10 If yes, which services have you accessed? (e.g. cardiovascular, cancer services, orthopaedic, maternity etc - please note these are examples and not a definitive list)

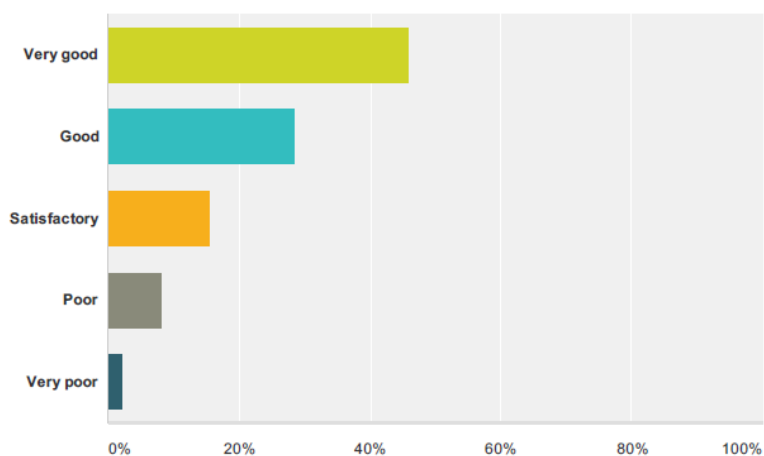
Answered: 139 Skipped: 148

This question requested written responses. These have been analysed and the top 3 answers are listed below:

| Answer Choices | Responses | |
|----------------------|-----------|------------|
| Orthopaedic | 17% | 24 |
| Maternity Services | 14% | 19 |
| Accident & Emergency | 12% | 17 |
| Total | | 139 |

Q11 Overall, how happy were you with secondary care services that you accessed?

Answered: 148 Skipped: 139



| Answer Choices | Responses |
|----------------|------------|
| Very good | 45.95% 68 |
| Good | 28.38% 42 |
| Satisfactory | 15.54% 23 |
| Poor | 8.11% 12 |
| Very poor | 2.03% 3 |
| Total | 148 |

Q12 Please comment on why you feel this

Answered: 111 Skipped: 176

This question requested written responses. These have been analysed and the top 3 answers are listed below:

| Answer Choices | Responses |
|-------------------|------------|
| Great Care | 32% 36 |
| Quick & Efficient | 18% 20 |
| Friendly Staff | 14% 15 |
| Total | 111 |

Q13 What improvements would you like to see in local health services?

Answered: 136 Skipped: 151

This question requested written responses. These have been analysed and the top 3 answers are listed below:

| Answer Choices | Responses |
|--|------------|
| No Changes, I'm happy | 21% 29 |
| Shorter wait for/same day appointments | 15% 20 |
| GP Opening hours / Out of hours cover | 9% 12 |
| Total | 136 |

Q14 Are there any other matters you wish to raise on local health services?

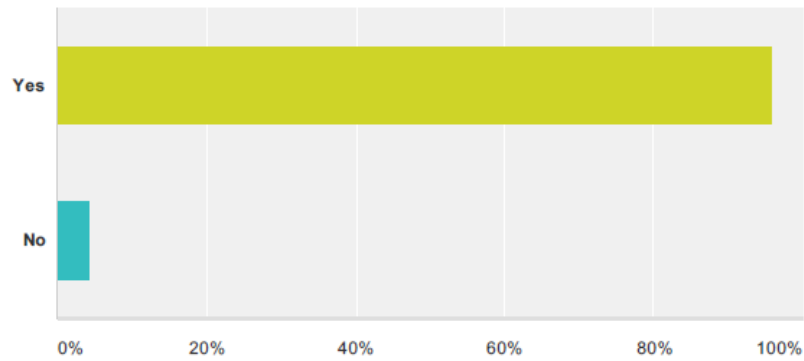
Answered: 66 Skipped: 221

This question requested written responses. These have been analysed and the top 2 answers are listed below:

| Answer Choices | Responses | |
|---|------------|-----------|
| Nothing more to comment | 44% | 29 |
| Very impressed/pleased with the service | 5% | 3 |
| Total | | 66 |

Q15 Do you have access to a computer at home?

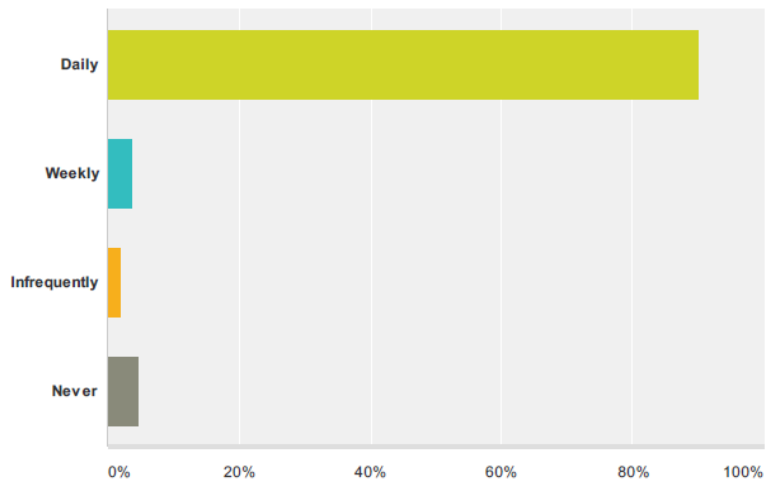
Answered: 267 Skipped: 20



| Answer Choices | Responses | |
|----------------|---------------|------------|
| Yes | 95.88% | 256 |
| No | 4.12% | 11 |
| Total | | 267 |

Q16 How often do you use a computer?

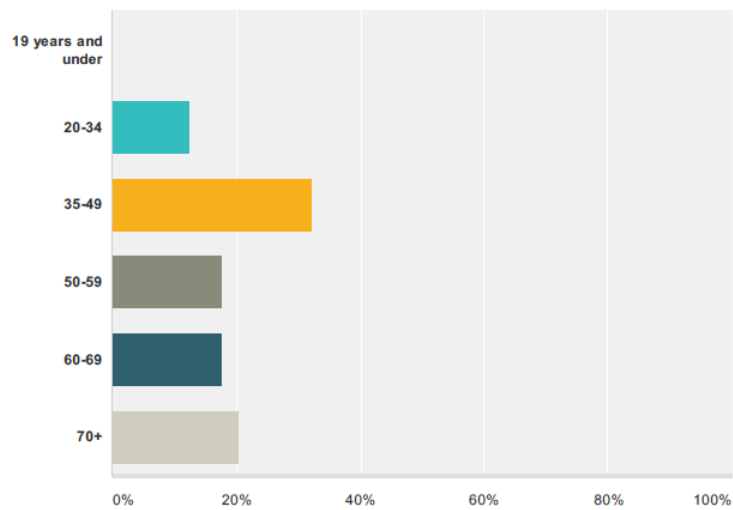
Answered: 267 Skipped: 20



| Answer Choices | Responses | Count |
|----------------|-----------|------------|
| Daily | 89.89% | 240 |
| Weekly | 3.75% | 10 |
| Infrequently | 1.87% | 5 |
| Never | 4.49% | 12 |
| Total | | 267 |

Q17 Which age range are you in?

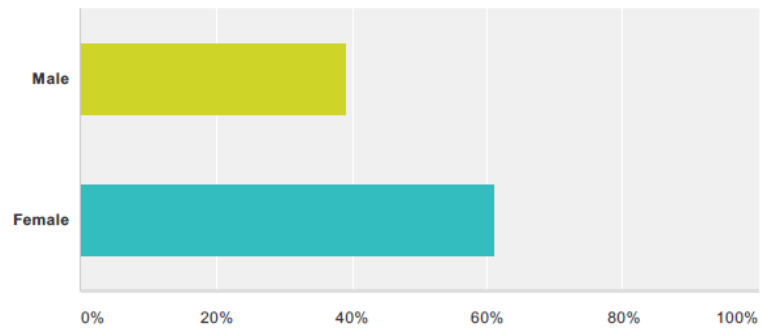
Answered: 267 Skipped: 20



| Answer Choices | Responses | Count |
|--------------------|-----------|------------|
| 19 years and under | 0% | 0 |
| 20-34 | 12.36% | 33 |
| 35-49 | 32.21% | 86 |
| 50-59 | 17.60% | 47 |
| 60-69 | 17.60% | 47 |
| 70+ | 20.22% | 54 |
| Total | | 267 |

Q18 What is your gender?

Answered: 267 Skipped: 20



| Answer Choices | Responses |
|----------------|------------|
| Male | 38.95% 104 |
| Female | 61.05% 163 |
| Total | 267 |

Cuckfield Medical Practice & The Vale Surgery would like to thank all of our patients who took the time to complete the Patient Satisfaction Survey 2014.

Appendix C – 2014 Patient Satisfaction Survey Action Plan

| 1. Communications | | | |
|---|---|--|-------------------------------------|
| Survey Findings | Discussion | Actions | Results (to be updated 2015) |
| 97% of patients surveyed have booked an appointment with a doctor or nurse in the last 12 months | 80% of patients booked an appointment by telephone, the other 20% being made up via the internet and booking in person. | The practice would like to encourage patients to use the online booking service to encourage greater patient choice | |
| 75% of patients receive repeat prescriptions | There are now as many people ordering their prescriptions online as those coming in to do it in person via the paper form | The practice would like to encourage patients to use the online booking service to ease the process for patients | |
| While 75% are happy with the repeat prescription process, 25% feel it could be improved | The main area was better communication about the repeat prescription process and communication between the surgery and pharmacy | The practice will be looking into the way information is communicated and will be making better use of the website for areas that need clarifying | |
| Of those surveyed 96% have access to a computer at home, of those 90% use a computer daily | It was felt that with many people now accessing online services that the practice should invest a little more in their website, social media and use the screens in the waiting areas for communicating the latest news | The practice will be looking into the way information is communicated and will be making better use of the website to streamline the booking and prescription services | |

| 2. Appointments | | | |
|--|--|--|-------------------------------------|
| Survey Findings | Discussion | Actions | Results (to be updated 2015) |
| 76% of our patients are happy with the appointments system, however 21% felt it could be improved | When asked the main reason for the system needing to be improved, the main issue was Patients feel they are not able to get an appointment soon enough | There are plans to have more people answering the phones at busy times to allow patients to get through sooner to get appointments on the day | |
| | In addition to the timescales, patients also felt that they wanted to see a particular doctor or nurse and they couldn't get to see them | The practice will be using the website to clarify who patients should see and when to enable them to book with their chosen doctor or nurse online at a time convenient to the patient | |

| 3. Opening Hours / Out of Hours Service | | | |
|--|---|--|-------------------------------------|
| Survey Findings | Discussion | Actions | Results (to be updated 2015) |
| When asked what improvements patients would like to make to local services, several asked for earlier and later appointments in the week and for a weekend surgery. This is due to the current structure not fitting in for working families of today | There would be significant financial and staffing implications for this, however the Practice do acknowledge a change in the way society lives and the need for services to be available for longer and at weekends | Further discussions on this will need to take place. | |

| 4. Repeat Prescriptions | | | |
|---|--|---|-------------------------------------|
| Survey Findings | Discussion | Actions | Results (to be updated 2015) |
| 75% of patients receive repeat prescriptions. While 75% are happy with the repeat prescription process, 25% feel it could be improved through better communication | Prescriptions are getting lost between the surgery and pharmacy and there is no clear indication as to why. | The Practice will investigate the reason for this and will work on communications with the Pharmacies | |
| | Some patients were not aware that they could order their prescriptions online | The practice would like to use the website to highlight requesting prescriptions online | |
| | Patients felt that they did not have enough information about medication reviews, when to order batches of medication and why some prescriptions were not processed when requested | The practice would like to use the website and the screens in the waiting areas at Cuckfield and The Vale to address this issue and communicate effectively about prescriptions with patients | |