

Practice Patient Survey – 2008 Results

As many of you know, we conducted our annual patient survey in the latter part of 2008, giving you the opportunity to provide specific feedback on the practice, the doctors, practice nurses, receptionists and the overall services we provide. We are very aware that the survey does take a little time to complete and that some patients had been requested to complete another survey issued by the Department of Health – they were separate but some of the questions were very similar. We do appreciate the time many patients took to respond to the survey and we are very happy to report that the feedback was again very positive indeed, in all areas of the practice.

We have spent some time discussing our results and will be making some changes as a result of the suggestions and feedback you gave us. There were also several comments which indicated that some patients are unaware of the services already provided in the practice – such as extended opening hours during some evenings and on Saturday mornings.

Our overall percentage score for the practice was **77%** (for Thame, Long Crendon and Brill), and the average score achieved by other practices nationally using the same survey is **72%**. Our results have remained broadly similar over the last couple of years with some areas achieving slightly higher percentages, with others slightly dropping, making the overall average within 1-2% each time, in the various categories, across the practice. **This year we also asked for individual feedback for our practice nurses. We are very pleased to report that this feedback was excellent and for their team they achieved an overall score of 83% against a national benchmark of 78%.**

Some of the comments received included:

- Telephones sometimes busy
- Combination of booked appointments and drop in sessions is good
- Waiting times when 'in the waiting room' can be long
- More appointments needed – especially nurses
- Good, friendly, helpful staff
- You always listen
- Understanding and caring
- Not aware of all services
- Some patients still not aware of practice website, ability to book doctor appointments and order prescriptions 'on line' etc.
- Excellent doctors
- Consider opening evenings and weekends
- Perhaps more evenings or drop in sessions
- Excellent service from all

This is not a comprehensive list of all the comments – just a small selection of those which we felt reflected the feedback we have been given. **We also again received many more positive comments in comparison to areas which need our attention – this is particularly satisfying for the doctors and practice staff and we are delighted that so many patients are happy with the services provided.** It is also worth noting that many of the less positive comments are in areas where we have no control – for example waiting time for appointments at the hospital.

To help address some of the comments made –
may we remind you all about

Our Practice Website

The website has now been in use for over a year - **patients can order repeat prescriptions and book some appointments with a doctor.** The site address is www.trinity-health.co.uk. The website is used to provide useful information about the practice and also contains a ‘news bulletin’ giving the latest information on specific topics including details of the next essential training session when the practice will be closed.

To make use of the repeat prescription ordering and appointment booking service, you need to **register at the surgery to be able to generate a security password.** Although generating the initial form is quite simple, we would ask that you come to the surgery to do this between 10.30 and 5.30 to avoid the busier periods of the day for the reception team. You can access our website for general information about our practice, services available, opening times etc. without a password.

Our computerised clinical system where your records are held is called EMIS and you will click on to a box called ‘EMIS Access’ within the website to order repeat prescriptions or to view available appointments.

We hope you find the site useful – the repeat prescription service is a convenient and easy way of ordering your medication safely and accurately without the need to contact the surgery and of course **you can place your order at any time of the day or night!** **Please remember that you will still need to allow two working days before collecting your medication.**

May we also bring your attention to the following detail – some of our patients are very aware of the information but it is clear from the comments in our survey that some people are unaware of the services we do provide:

Surgery opening times and drop in clinics

We are open from 8.30 a.m. to 1.00 p.m. and 2.00 p.m. to 6.00 p.m. Monday to Friday. We run ‘drop in’ clinics each week in all three surgeries – these do get very busy and we would encourage you to book a planned appointment for dealing with more complex or

multiple medical conditions and chronic disease management. To be seen at the drop in clinic you must book in at reception and remain in the waiting room until you are called by the doctor, as patients are seen in order of arrival. There is no guarantee that you will be seen by a specific doctor as the drop in clinics are carried out by all the doctors.

We did receive several comments about the time spent in the waiting room before your consultation begins. The receptionists will try to keep you informed if the clinician has had an emergency to deal with and we try our best to keep to the appointment times. The drop in clinics do get very busy indeed and are not suitable for patients with complex medical issues, or if you feel you need extra time to discuss something with the doctor – in those cases it is much better for you to book an appointment – if you feel that a normal appointment time will not be sufficient for your needs please ask the Receptionist for a double appointment – this should help you and will also help the doctor to see other patients on time.

EXTENDED HOURS – we are open on:

Tuesday and Wednesday evening from 6.30 to 8.00 pm (Brill Surgery on Tuesday and Thame Health Centre on Wednesday)
Saturday morning from 8.30 to 10.00 am (Long Crendon Surgery)

Extended hours appointments are pre-booked only – there is no drop in or emergency service. Appointments are booked through Reception or the website as normal and you may book an appointment at any surgery.

Talking to a Doctor on the telephone

We know it can be difficult sometimes to attend the surgery, or to get an appointment which is convenient for you, but the **doctors can telephone you** to discuss concerns or results of tests which may not need an appointment. For more urgent medical matters, if you feel that you need to be seen on the same day and we have no appointments available, then the receptionist is able to give the doctor details of your concerns - you will receive a return call and an appropriate decision can be made regarding your medical care.

Patient information leaflets

There is an extensive range of leaflets available in the waiting room and the doctors and nurses also have additional leaflets for specific conditions. Please ask if you cannot see what you need in the waiting room and we will do our best to help.

We have a **practice brochure** which provides information about the doctors, the services we offer at the practice, general information and a selection of important or useful telephone numbers. This information is also available on the practice web site.

Dispensing service

Brill and Long Crendon surgeries both have an 'in-house' dispensary – this means we can provide your medication from the surgery. Thame Health Centre has a small pharmacy attached to the premises, which is currently managed by Boots.

Telephone orders are not taken for repeat prescriptions for clinical safety and the need to ensure that orders are 100% correct. The Receptionists are able to deal with other telephone calls more efficiently and quickly by not taking prescription orders over the telephone. Orders can be placed over the Internet via the practice website, by fax, post in box at surgery or Royal Mail.

Induction Loop

For patients who are deaf or find it difficult to hear clearly, we have induction loops which are available for use at the reception desk. We also have portable crystal listening equipment which you may take into the consultation with you – please ask at reception.

Suggestions and Complaints

We welcome comments from patients to enable us to try and provide the best possible care and service to the greatest number of people registered with the practice. Please ask the receptionist for either a suggestion or complaint form should you wish to bring any matter to our attention. All comments are considered and discussed by the partners and practice manager and, if you include your name and address, we will ensure that you receive a response. Unfortunately, if you do not include full details, it does make it very difficult to consider or respond to complaints or suggestions. The practice manager, Diane Marshall, can be contacted either in writing or by telephone.

The Buckinghamshire Primary Care Trust is able to offer support for patients through the Patient Liaison Advisory Service – telephone 0800 328 5640.