

Patient Participation Survey Report

Botesdale Health Centre

March 2013

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Executive Summary

A Patient Reference Group (PRG) has been established at Botesdale Health Centre since 1982 and is known as The Friends of Botesdale Health Centre. This PRG comprises registered patients and is broadly representative. Members are nominated and elected annually by registered patients and live across the geographical area covered by the Health Centre. A wider PRG comprising 67 patients has been identified ¹ and active measures have been taken to ensure that the PRG is representative.

Botesdale Health centre priorities are routinely discussed at regular meetings of the PRG. On 3 September 2012 the local patient survey was discussed and arrangements agreed.

The local patient survey was completed by 151 patients attending the Health Centre in November 2012.

The responses were collated and analysed (see Appendix 2). Patient satisfaction levels have improved overall compared with results in the survey completed in 2011. During the last 12 months the following changes have been progressed in a direct response to the results of the patient survey:

- The patient information system (Jayex) displays a message advising patients waiting more than 30 minutes after their appointment time to contact the receptionist
- Notices are displayed in the waiting area advising patients that clinicians give each patient the time they need during consultations and therefore some appointment times may be delayed
- Suppliers of non-medical goods are advised to telephone the Health Centre after 11.00 am in an attempt to improve the ease with which patients can contact the Health Centre early each morning.
- Lighting has been improved in the patient waiting area
- A water dispenser is available in the waiting area and is well used by patients

The availability of appointments with Dr Yager have been reduced due to time spent working with the West Suffolk Clinical Commissioning Group with his emphasis on looking to improve the provision of services to patients.

The findings of the survey were shared with the PRG on 14 January 2013, and will be publicised in the Friends Newsletter distributed to all members and available in the Health Centre and on 15 April 2013 with patients attending the Annual General Meeting of the Friends of Botesdale Health Centre.

¹ Patients in the wider PRG includes 11 carers, 8 with disabilities, 3 living in supported housing and one patient aged over 85 years see Appendix 1 for more information

The Local Patient Participation (LPP) report and progress updates are published on the Health Centre website at <http://www.botesdalehealthcentre.nhs.uk> and displayed in the Health Centre.

The Health Centre is open 8.00am – 6.30pm Monday to Friday and for pre-booked appointments on Saturday 8.00am to midday. Services are accessible 24 hours a day using the automated telephone system and Health Centre Website.

Additionally other initiatives are being planned and progressed: -

- 1) Addenbrookes will be providing monthly Aortic Aneurysm ultrasound service for patients aged over 65 from April 2013.
- 2) The Health Centre is in discussion with the West Suffolk Hospital to provide Women's Health, Audiology, Physiotherapy and Chemotherapy outreach clinics.
- 3) Improved signage to the consultation rooms.
- 4) An upgrade to the patient call-in system to TV style screens with additional screens provided in the waiting and Health Education rooms.
- 5) Anti bacterial hand gel dispensers at the automatic doors leading to the consult rooms and exiting the waiting room.
- 6) Staff customer service training is being provided over the next few months.
- 7) Updating the website is planned over the next year and will involve consultation with staff and patients to identify website function requirements.
- 8) Converting a store room to provide an additional consultation room.

Patient Reference Group (PRG)

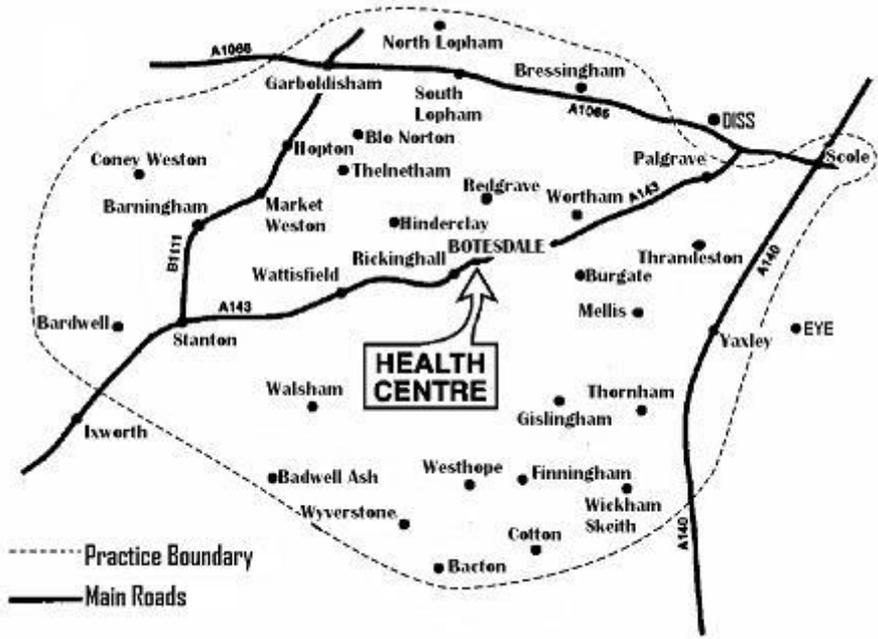
The PRG profile is broadly representative of the patient population and has been established as a group known as The Friends of Botesdale Health Centre since 1982. There are approximately 100 members. The annually elected committee form the main PRG. The constitution is available in appendix 2. An endeavour has been taken to broaden the participation in this main PRG but this has been met with reluctance on the part of patients to commit the time to attend quarterly meetings.

Carers and patients living in supported housing are represented in the wider PRG and many are members of The Friends of Botesdale Health Centre.

Demographic information of the 67 patients willing to participate in the wider PRG

- 11 carers
- 8 disabled
- 3 supported
- 1 over 85

The patients live across the Health Centre practice area:



- | | |
|--------------------|--------------|
| Botesdale | Rickinghall |
| Walsham-le-Willows | Palgrave |
| Gislingham | Burgate |
| Wortham | South Lopham |
| Roydon | Gislingham |
| Blo Norton | Wattisfield |
| Hinderclay | Mellis |
| Stuston | Thelnetham |
| Finningham | Redgrave |
| Scole | Hepworth |
| Little Green | Long Green |
| North Lopham | Stuston |

All patients can join The Friends of Botesdale Health Centre and all patients can attend the Annual General Meeting (AGM) held in April whether they are members or not. The survey results and actions will be discussed at the AGM.

Identification of priority issues for the survey

Priority issues for the Health Centre were discussed in detail at the Friends' Committee Meeting on 14 January 2013.

A discussion was held between Dr Andrew Yager and the PRG about the range of services the Health Centre currently offers and perceived areas of importance and priority for patients which the Health Centre are keen to address. It was agreed that the collection of qualitative data was important in order to fully capture patients' views and needs and that the survey conducted in 2011 should be repeated to enable comparison evaluation to take place. It was further agreed that quantitative feedback on patients' satisfaction from users of the x-rays facilities would be useful to aid improvements and monitor patient satisfaction levels.

The Health Centre wanted patients' views on the range of services currently offered and the services they would like available as well as general areas of concern and improvement.

The objectives were to:

- Identify additional services patients would like offered at the Health Centre
- Identify aspects of the Health Centre provision which patients like
- Identify aspects of the Health Centre provision which patients dislike
- Identify comparative data on satisfaction levels from patients using the x-ray facilities

One member agreed to compile a survey questionnaire; the questionnaire (see Appendix 1) was approved by the Health Centre and distributed to patients attending the Health Centre during November 2012.

Survey methodology

The administration of the survey was managed by the PRG. Copies of the questionnaire were printed and distributed to 151 patients attending Botesdale Health Centre in November 2012. Care was taken to ensure that the sample was representative and patients attending in the morning, afternoon and early evening completed the survey.

Action Plan 2011/12 updated March 2013 for 2013/14

Area for improvement	Specific Action	Expected Outcome	Key Milestones	Person responsible	Timescale	Monitoring arrangements	Outcome
Improve waiting time satisfaction rate	Inform patients of current delays and expected waiting times	Waiting time satisfaction rate increased by 10%	Process to identify delays of over 15 minutes Procedure to notify patients established (use of Jayex, TV screen, check in screen, receptionist)	AY/KB	15/09/12 next review October 2013	Annual Patient Survey On-going patient feedback	Waiting time Satisfaction Levels have improved by 2%
Improve the availability of refreshments for patients	Relocate water dispenser and cups to waiting area	Patients' request for refreshments met	Location for water dispenser and waste receptacle identified Process for monitoring water and cup availability established	AY/KB	31/03/12 Completed	Annual Patient Survey On-going patient feedback	Water Available No negative comments about refreshments
Improve the satisfaction rate for seeing GP of choice	Publish GP profiles and attendance pattern on website, in local newsletters and in Health Centre	Patients have greater understanding of GP profiles and availability. Improved patient satisfaction rates for seeing GP of choice	Content of profiles agreed Profiles developed and published Procedure for updating profiles established – Website progress delayed	AY/KB	30/04/12 31/05/12 31/05/12 31/10/13	Annual Patient Survey On-going patient feedback	Satisfaction rating has improved by 2%
Improve patient awareness of services and facilities at Botesdale Health Centre	Publish concise accessible information on services available to patients	Patients have a greater awareness and understanding of the services available at Botesdale Health Centre Increased use of services at Botesdale Health Centre	Information on services and health topics collated Publication media discussed and most appropriate methods agreed, Information produced and procedure agreed for regular updating. Will be updating Health Centre internal notification and website	AY/KB	30/04/12 30/04/12 31/05/12 31/10/13	Annual Patient Survey On-going patient feedback	
Improve patient awareness of Pharmacy contact details and opening	Promote Pharmacy telephone number and opening times by printing details on repeat	Improved patient satisfaction rates. Increased patient understanding	Feasibility for telephone number printed on repeat prescription request slips assessed. Amendment made	AY/KB/PM	31/03/12 30/04/12	Annual Patient Survey On-going patient feedback	Improved Satisfaction By 0.5%

times	prescription request slips		Other media investigated to promote awareness of opening times and contact details. Information published		30/04/12 31/05/12		
Improve the standards of customer service in reception and pharmacy	Identify improvements needed, carry out training and review impact	Improved patient satisfaction rates. Improved communication between all staff.	Identify training needed Commission training Work with training provider to plan and provide training to meet all needs Training carried out Impact evaluated	AY/KB/PM/KW	15/02/13 01/03/13 31/03/13 30/06/13 30/09/13	Observations by trainer and senior staff On-going patient feedback Annual patient survey	
Improve appointment booking system	Implement new booking system during clinical system upgrade to ensure appointments are not made directly by clinical staff	Improved patient satisfaction rates with more patients being able to book appointments	Communicate changes to all staff and patients Implement new software Review implementation and patient satisfaction	AY/KB/KW	31/01/13 28/02/13 30/09/13	On-going patient feedback Annual patient survey	

As last year, the patient survey revealed that patients would like more parking spaces available. Patient parking spaces are available including 2 spaces for disabled patients outside the main entrance with additional spaces accessed from The Drift. Free roadside parking is readily available in the immediate area. Health Centre staff have been reminded not to park in the patient parking area.

Health Centre opening hours and access

The Health Centre is open as follows:

Monday to Friday (excluding bank and public holidays) 8.00am – 6.30 pm.
The Health Centre does not close for lunch.

Access to obtaining services can be made during opening hours in person, and over the telephone. Access to obtaining appointments with doctors outside opening hours can be made using the automated telephone service and through the Health Centre Website.

Botesdale Health Centre has entered into arrangements under an extended hours scheme. Registered patients have access to healthcare professionals (who attend on a rotational basis) for pre-booked appointments on Saturdays from 8.00am to 12.00 mid day.

Pharmacy Opening Hours and access

The Pharmacy is open as follows:

Monday to Friday 8.30am -1.00pm and 2.00pm – 6.30pm and Saturday 8.00am to 12.00 mid day.

Patient Survey Analysis

151 patients attending in November 2012 completed a short survey.

The objectives were to:

- Identify patients from a cross section of the community (and in particular from under represented groups) willing to give feedback to the Health Centre on a regular basis
- Identify additional services patients would like offered at the Health Centre
- Identify aspects of the Health Centre provision which patients like
- Identify aspects of the Health Centre provision which patients dislike
- Identify comparative data on satisfaction levels from patients using the x-ray facilities

Demographic information of patients completing the survey:

- 13 respondents are carers
- 06 respondents consider themselves disabled
- 01 respondents live in supported/sheltered accommodation
- 06 respondents are aged over 85
- 0 respondents are registered drug users

A higher percentage of respondents in the survey conducted in 2012 are over 85 compared with those completing in 2011. (4% of those completing the survey in 2012 are over 85 compared with 1% in 2011).

A total of 14 suggestions were made for extra services to be offered at the Health Centre. The top six are shown here; the remaining 8 suggestions had one response each.

Top six extra services suggestions

Topic	Number of responses	Percentage of all respondents
Physiotherapy	8	5%
Hearing clinic/hearing aid adjustment	3	2%
A & E/walk in clinic for minor injuries	3	2%
Minor ops including skin tag removal	7	5%
Chiropody	4	2%

Physiotherapy - Unfortunately the Health Centre has lost the private service although there is still a private Osteopath service. However, the practice is in discussion with the West Suffolk Hospital to have an outreach clinic.

Eye Clinic – Whilst there is a West Suffolk Hospital Ophthalmology outreach clinic, the Health Centre will now consider the feasibility of a service being provided.

Hearing Clinic/Hearing Aid Adjustments – Whilst there is a private service being provided by the Hearing Care Centre Ltd, the Health Centre is discussions with the West Suffolk Hospital Audiology Department.

A&E/ Walk in Clinics for minor injuries – There is a GP pilot scheme operating at the West Suffolk Hospital. With service provider, clinical governance and funding constraints it is not currently feasible.

Minor Operations – We do a number of minor operations, which are limited due to clinical governance issues. Additionally there are a number of procedures, which are not or no longer an NHS service.

Chiropody – Whilst for a period the service was not being provided at the Health Centre it has now returned. However, there is a targeted cost reduction, which may affect this service provision.

Other service provision considered

INR Testing – We know that practices in Norfolk offer this service and we have looked into this area. West Suffolk Hospital provides an excellent service for patients. Any change in this service would be a decision for the West Suffolk Commissioning Board. We feel that any dilution of the service could be detrimental to patient health as the decisions, which affect medications should be made by a specialist consultant.

Top nine “likes” using same categories as in 2011

Topic	Number of responses	Percentage of all respondents
Friendliness	39	26%
Good doctors and nurses	12	8%
Convenient location	10	7%
Helpfulness and caring	18	12%
Good service	8	5%
Efficiency	3	2%
Range of services	3	2%
Pharmacy	5	3%
Availability of short notice appointments	8	5%

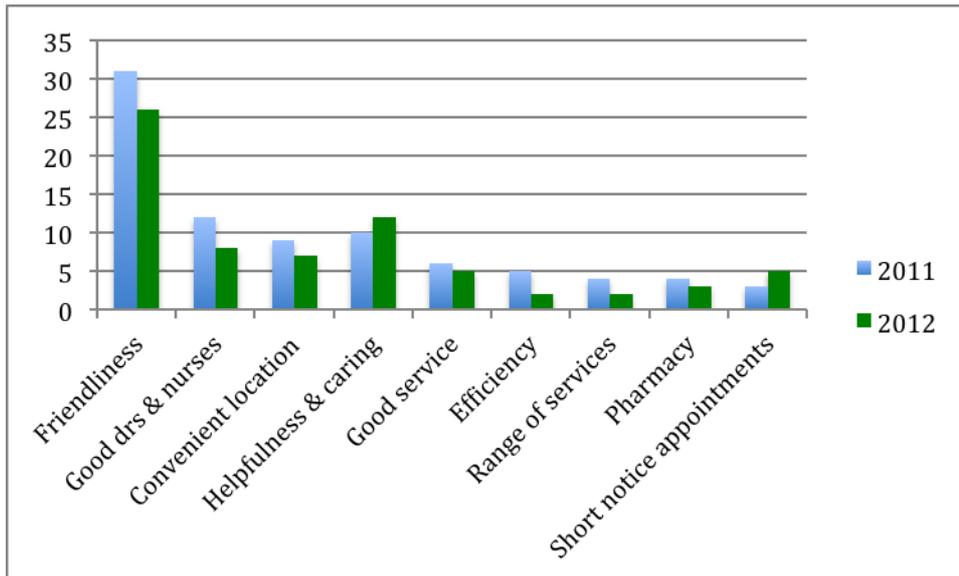
Top nine “dislikes” using same categories as in 2011

Topic	Number of responses	Percentage of all respondents
Waiting time (length of time to wait after appointment time)	21	14%
Parking (includes narrow spaces/insufficient spaces/car park entrance)	10	7%
Cannot see regular GP easily	5	3%
Seating arrangement in waiting area	6	3%
Out of hours service not doctors from Health Centre	1	0.5%
Some abrupt reception staff	1	0.5%
Automated phone system	2	1%
Cannot get through on phone 8.30am - 9.00am	5	3%
Limited hours for requesting repeat prescriptions over phone	1	0.5%
Additionally in 2012 there were two new “dislikes”:		
Attitude of pharmacy staff.	2	1%
Booking appointments with doctors and nurses.	16	10%

The tables below show response rate comparisons with the survey carried out in 2011.

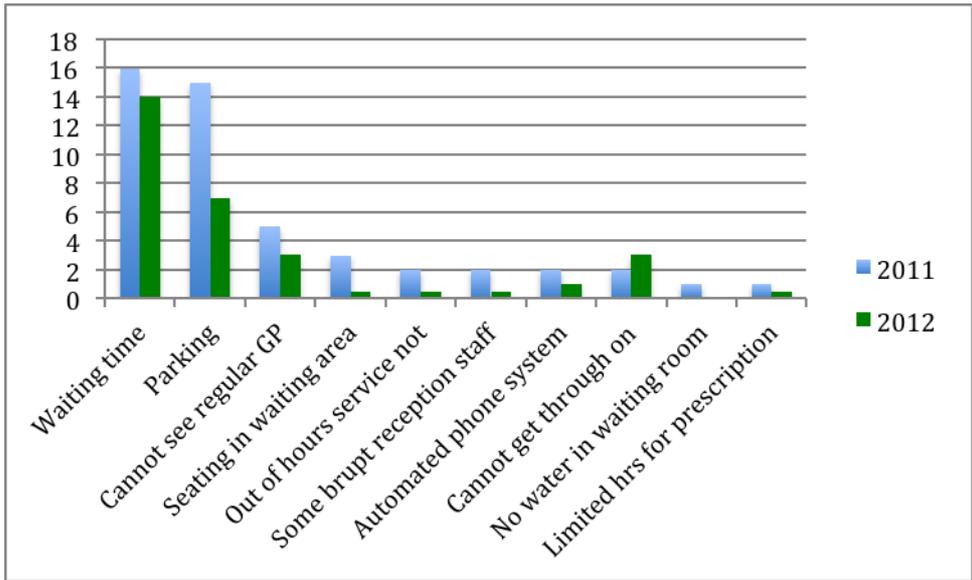
Top nine “likes”	No. responses 2011	% responses 2011	No. responses 2012	% responses 2012	Change 2012 compared with 2011
Friendliness	63	31	39	26	-5%
Good doctors and nurses	24	12	12	8	-4%
Convenient location	18	9	10	7	-2%
Helpfulness and caring*	21	10	18	12	+2%
Good service	12	6	8	5	-1%
Efficiency	11	5	3	2	-3%
Range of services	9	4	3	2	-2%
Pharmacy	8	4	5	3	-1%
Availability of short notice appointments	7	3	8	5	+2%

Chart showing comparison percentages for results in 2011 and 2012



Top ten dislikes	No. responses 2011	% responses 2011	No. responses 2012	% responses 2012	Change 2012 compared with 2011
Waiting time (length of time to wait after appointment time)	32	16	21	14	-2%
Parking (includes narrow spaces/insufficient spaces/car park entrance)	31	15	10	7	-8%
Cannot see regular GP easily	10	5	5	3	-2%
Seating arrangement in waiting area	6	3	1	0.5	-2.5%
Out of hours service not doctors from Health Centre	5	2	1	0.5	-1.5%
Some abrupt reception staff	4	2	1	0.5	-1.5%
Automated phone system	4	2	2	1	-1%
Cannot get through on phone 8.30am - 9.00am	4	2	5	3	+ 1%
No water available in waiting room	3	1	0	0	- 1%
Limited hours for requesting repeat prescriptions over phone	3	1	1	0.5	-0.5%

Chart showing comparison percentages for results in 2011 and 2012



The Health Centre also wished to identify satisfaction levels with the x-ray and ultra-sound facilities and identify comparative data of satisfaction levels from patients who have also used facilities at The West Suffolk Hospital and/or the Norfolk and Norwich Hospital

The following tables show that satisfaction levels are higher for the facilities at Botesdale.

- 99% of patients using the facilities at Botesdale rate them as good or better
- 73% rate the facilities as much better at Botesdale compared with West Suffolk Hospital
- 81% rate the facilities as much better at Botesdale compared with Norfolk and Norwich Hospital.

X-ray and Ultra-sound feedback – 86 respondents

Facility rating

Rating	Number of respondents	% of respondents
Excellent	59	69
Good	26	30
Satisfactory	1	01
Total	86	100

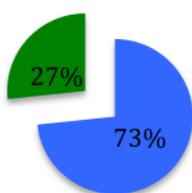


Comparison with x-ray facilities and service at West Suffolk Hospital – 75 respondents

Rating	Number of respondents	% of respondents
Much better at Botesdale	55	73
Same at Botesdale	20	27
Total	75	100

Evaluation of facilities and service at Botesdale compared with West Suffolk Hospital

■ Much better ■ Same

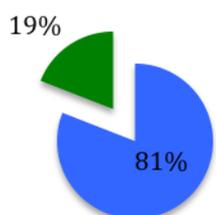


Comparison with x-ray facilities and service at NNH – 23 respondents

Rating	Number of respondents	% of respondents
Much better at Botesdale	17	81
Same at Botesdale	4	19
Total	21	100

Evaluation of facilities and service at Botesdale compared with Norfolk and Norwich Hospital

■ Much better ■ Same



Appendix 1

**Botesdale Health Centre
Patient Questionnaire 2012**

We are keen to get feedback from patients so we can improve the service we provide.
Please complete the following questions and put your completed form in the box provided.
Thank you for helping us make Botesdale Health Centre better for everyone.

1. In recent years the practice has added ultrasound, x-ray and a pharmacy to the services available to patients. What additional services would you like to see added to speed up treatment or avoid visits to local hospitals?

2. What do you like most about Botesdale Health Centre?

3. What do you like least about Botesdale Health Centre?

If you have used the x-ray facilities at Botesdale Health Centre, please answer the following three questions.

4. How would you rate the x-ray service at Botesdale Health Centre?

Excellent good satisfactory poor

5. How would you rate the x-ray service at Botesdale Health Centre in comparison to West Suffolk Hospital?

Much better the same worse N/A

6. How would you rate the x-ray service at Botesdale Health Centre in comparison to Norfolk and Norwich Hospital?

Much better	<input type="checkbox"/>	the same	<input type="checkbox"/>	worse	<input type="checkbox"/>	N/A
<input type="checkbox"/>						

In order that we can better meet everyone's needs we are keen to ensure that we obtain feedback from a representative sample of patients registered at Botesdale Health Centre. Please read through the following questions and tick the box/es which apply to you:

- | | | | |
|--|--------------------------|---|--------------------------|
| I have caring responsibilities at home | <input type="checkbox"/> | I live in supported/sheltered accommodation | <input type="checkbox"/> |
| I am disabled | <input type="checkbox"/> | (please state nature of disability) | |
| <hr/> | | | |
| I am over 85 years of age | <input type="checkbox"/> | I am a registered drug user | <input type="checkbox"/> |
| None of the above apply to me | <input type="checkbox"/> | | |

Appendix 2

THE FRIENDS OF THE BOTESDALE HEALTH CENTRE

Constitution adopted at general meeting 15th September 1982

1. The name of the Association is “The Friends of the Botesdale Health Centre” (hereinafter called “The Society”)

2. The Society is established for the relief of sickness of patients attending the Botesdale Health Centre in the County of Suffolk by the provision of equipment and other amenities and generally to support the charitable work of the said Centre

In furtherance of the said objects, but not otherwise, the Society may:-

- (a) Raise funds and invite and receive contributions from any person or persons whatsoever by way of loan, subscription, donation or otherwise, providing the Society shall not indulge in any permanent trading activities in raising funds for its primary objective.
- (b) Co-operate and collaborate with voluntary bodies and statutory authorities operating in a similar charitable field and exchange information and advice
- (c) Invest the monies of the society not immediately required for the said objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) as may be imposed or required by law
- (d) Do all such other lawful things as are necessary for the attainment of the said objects

3. Membership of the Society shall be open to all patients of the Health Centre and their families, and to all staff working in or for the Health Centre, and to all others interested in furthering the work of the Society. Members are those eligible for membership who have paid the annual subscription of £10, £5 or £1 at their choice. Notwithstanding the foregoing the Committee may admit to membership persons who, at the time in question, have paid a lesser amount, provided that payment of the lesser amount is regularly maintained.

4. There shall be an executive Committee consisting of a Chairperson, Secretary, Treasurer, a representative of the doctors using the Health Centre, a representative of the relevant health authority and at least three, and not more than six, other members. Except for the two representatives, the members of the Committee shall be elected annually by the Annual General Meeting. Members of the Committee may stand for re-election and will be honorary.

The Committee shall administer the provisions of the Society’s Constitution and, between Annual General Meetings, shall manage the Society’s affairs.

The Committee may elect a replacement for a Committee Member retiring during the year and any such replacement shall hold office until the following Annual General Meeting. Committee Members may only be elected from members of the Society. Other members of the Society may be co-opted by the Committee as required. The Committee may delegate responsibility to co-opted members or to other members of the Society, but all acts and proceedings shall be reported back to the Committee as soon as possible.

The Committee will meet as often as it deems necessary to manage the affairs of the Society. At such meetings a quorum will be four.

The proceedings of the Committee shall not be invalidated by any failure to elect or any defect in the election, appointment, co-option or qualification of any member.

Minutes shall be kept by the Committee and the Secretary shall enter therein a record of all proceedings and resolutions.

The Committee shall have power to adopt and issue standing orders for the Society. Such standing orders must be consistent with the provisions of the Constitution.

5. The Annual General Meeting of the Society shall be held in each calendar year at a date no later than fifteen months after the previous Annual General Meeting. The Committee may call an Extraordinary General Meeting at any time and must do so if requested in writing by not less than six members of the Society.

General Meetings shall be chaired by the Chairperson of the Committee or in his/her absence by a Committee Member. Twenty one and fourteen days notice shall be given for an Annual and Extraordinary General Meeting respectively.

At all general meetings members of the Society shall each have one vote. The Chairperson shall have a casting vote and his/her decision shall be final. A quorum at general meetings shall be twelve. Failure to achieve a quorum by 30 minutes after the due commencement time shall result in a further meeting being called with fourteen days notice. At this further meeting business essential to the further functioning of the Society may be dealt with whether or not a quorum is present.

6. Audited statements of accounts shall be prepared and presented at Annual General Meetings.

A bank account shall be opened in the name of the Society and cheques drawn on behalf of the Society shall be signed by any two of : Chairperson, Treasurer, Secretary

All monies raised by or on behalf of the Society shall be applied to further the objects of the Society and for no other purpose, provided that this does not preclude the payment in good faith of reasonable out-of-pocket expenses.

7. No action or decision of the Committee or of any meeting of the Society shall be invalidated by reason only of any irregularity or neglect in any service of notices or

in any matter or matters of procedure, unless in the opinion of the Committee such irregularity or neglect has resulted in a situation which is unjust.

8. The Committee shall appoint (and may pay proper remuneration to) Auditors.

9. The Society may by a majority of not less than two thirds of the members present at an Annual or Extraordinary General Meeting alter this constitution, provided that notice of intention to propose such alteration and details thereof are served upon each member with the notice required to be given by Clause 5 hereof, and provided also that no alteration shall be made which would have the effect of causing the Society to cease to be a charity at law.

10. If the Committee by a simple majority decides at any time that it is necessary or advisable to dissolve the Society, it shall call a meeting of all members of the Society, giving not less than twenty one days notice (stating the terms of the Resolution to be proposed). If such decision shall be confirmed by a two-thirds majority of those present and voting the Committee shall have power to dispose of any assets held by or on behalf of the Society. Any assets remaining after the satisfaction of any proper debts and liabilities shall be given or transferred to such other charitable institution or institutions having objects similar to the objects of the Society as the Committee may determine.

11. If a member has given to the Secretary an address within the British Isles for the giving of notices to him (and not otherwise) he shall be entitled to receive notices of all meetings of the Society. The notice may be given by the Society to any member either by delivering it by hand to him or to his said address or by sending it by post to such address. Where a notice is sent by post service of the notice shall be deemed to be effected by properly addressing, prepaying and posting the letter containing the notice, and to have been effected, in the case of a notice of a meeting, at the expiry of seventy two hours after the letter containing the notice is posted, and in any other case at the time at which the letter would be delivered in the ordinary course of post.