

# **KING ST AND LANCASTER UNIVERSITY MEDICAL PRACTICE PATIENT SURVEY 2015 RESULTS AND LOCAL PATIENT PARTICIPATION REPORT**

Our virtual Patient Participation Group is made up of 23 registered patients who expressed an interest in joining our group from October 2014. The group changes every year and we recruit new members each academic year from the student population, staff at the University and our regular King Street patients. Patients were invited via poster in the surgery waiting areas, an invitation on the practice website, invitations via Student Union, Student Welfare, Posters displayed in Porters' Lodges in all colleges and at the Freshers introductory talks to all new students (particularly international students). Patients were approached directly by the GPs and other practice staff.

The Practice receives a bi-annual survey undertaken by the University which highlights any areas of concern or compliment expressed by students. From that survey the practice suggested a number of topics and then emailed all the members of the PPG (patient participation group) to ask if they would like to add any further questions and to prioritise. We also confirmed with the Student Union and Student Welfare Department that the topics were appropriate. We have also taken into account the latest IPSOS Mori Poll survey when formulating the potential questions.

Once the survey questions had been determined the Patient Survey questionnaire was given out personally to each patient who attended the surgery over a 2 week period. It was also advertised on the website for completion. We also emailed patients. We received 178 completed questionnaires.

The results of the survey were collated and sent to all members of the PPG with an invitation for them to make comment before publication. Results were also given to all members of the practice team and an action plan was devised for each of the survey topics as below.

The Practice opening hours are  
Monday 8am – 9pm  
Tuesday 8 am – 6.30 pm  
Wed 8am – 6.30 pm  
Thursday 8 am – 6.30 pm  
Friday 8 am – 6.30 pm  
Saturday 8 am - 12 noon.

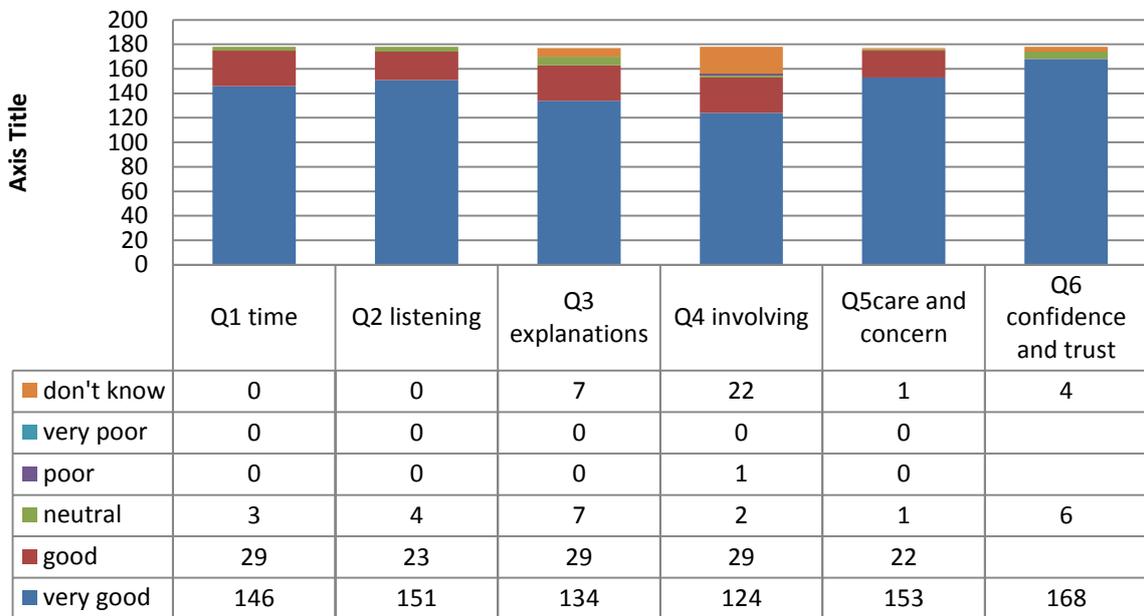
Out of hours care is provided by NHS 111 service.

The action plan from the PPG report ended 31.3.14 has been reviewed. We have reviewed our complaints and comments system. We clearly display the ways patients can make complaints at both sites and on our web site. We have advertised our internet booking and internet repeat prescription service. The roles of different members of the team are advertised on our website. Our practice information leaflet details the different members of the Health Care team and how they are accessed. We advertise on our website, in surgery, Student Wellbeing Services, Student Union, Porters' Lodges our opening hours, clinics available and what to do when we are closed.

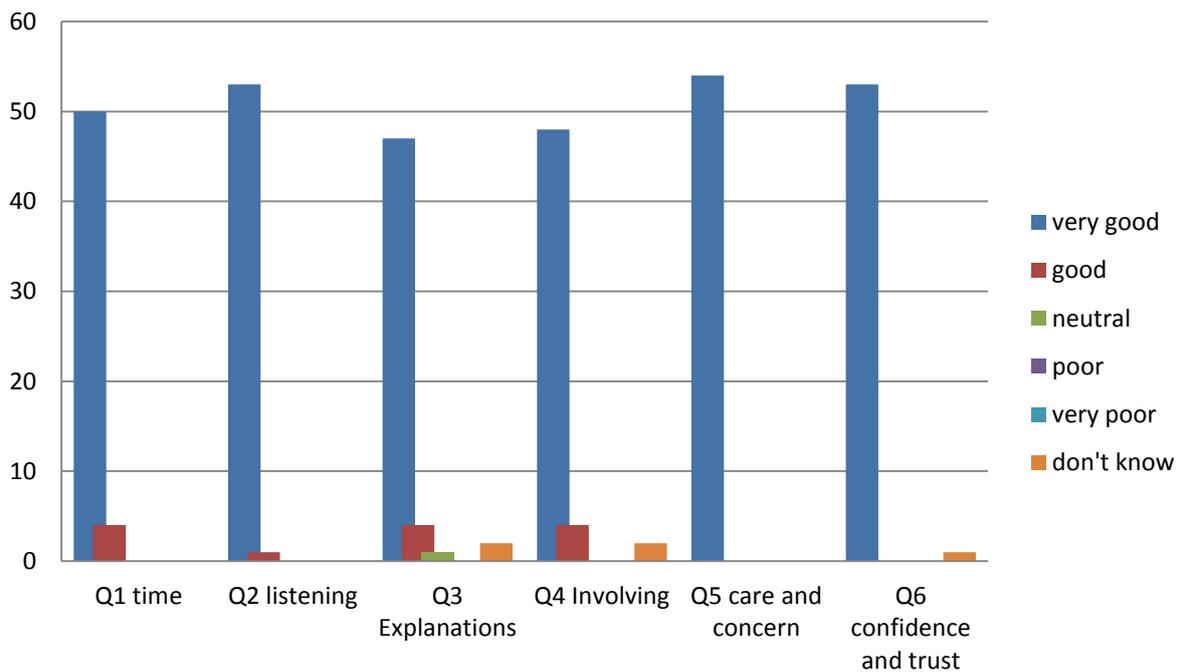
Keeping the patients informed of our services is vitally important as a majority of the international students are registered for 1 year and then leave so the information must be given again to all newly registered students. To that end we have produced a leaflet entitled "A Guide to the NHS for International Students". We have updated our practice leaflet which details all opening hours, our Doctors, nurses, clinics and services, appointment system, home visits, how to register, changing personal details, chaperones, computers and confidentiality, how to complain or compliment us, consent and Non nhs service details. Finally it gives details of our practice App.

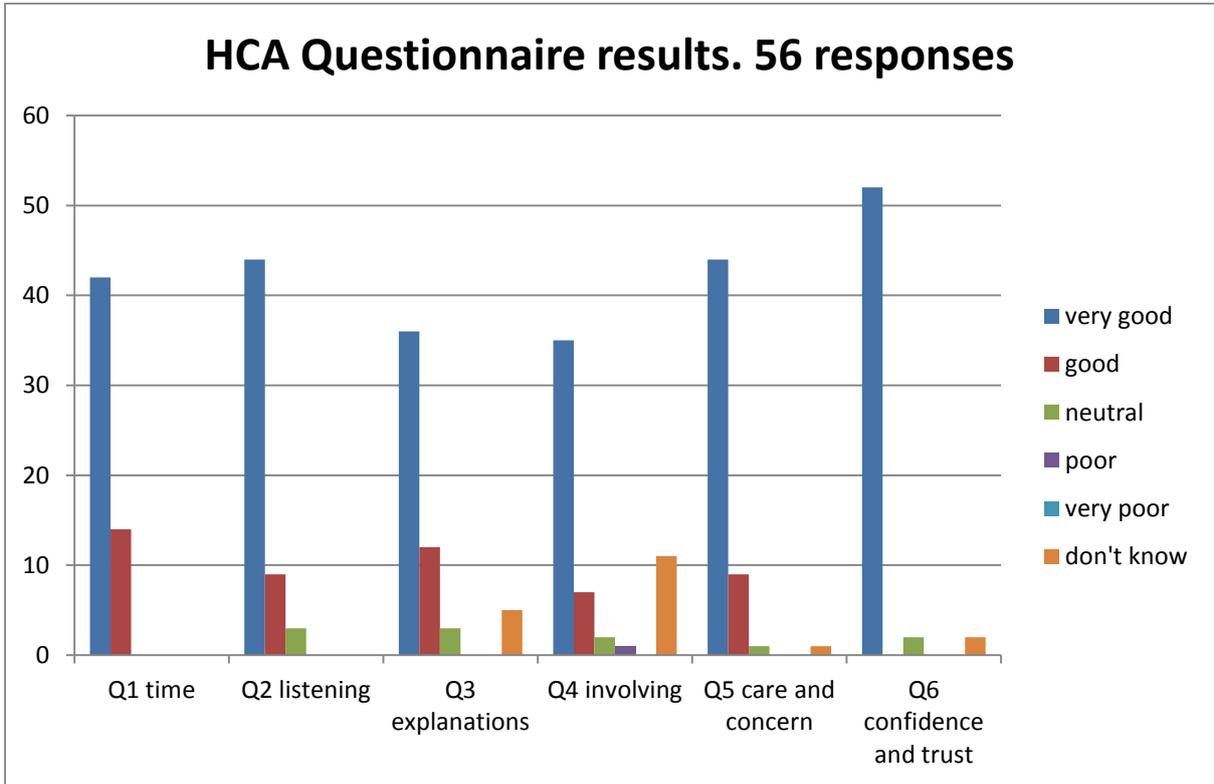
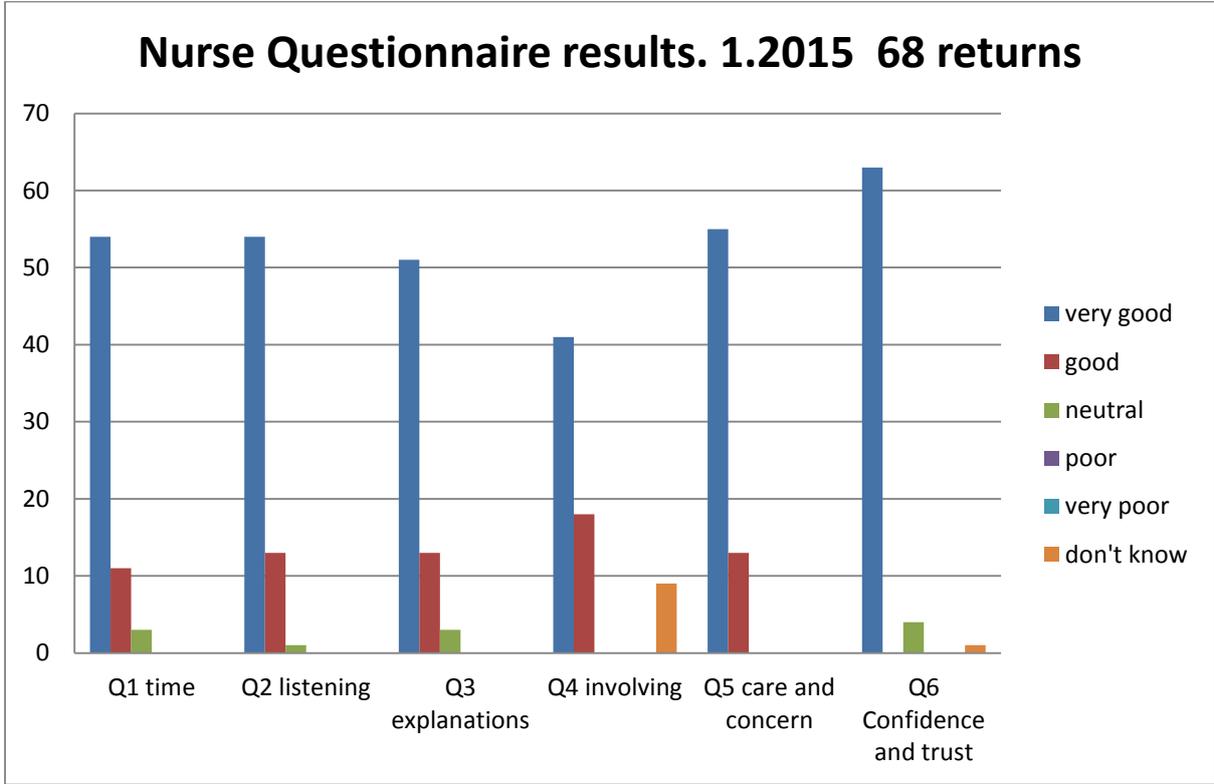
**Survey results and action plan from our priority areas are as follows:**

## summary of nursing team questionnaire. 1.2015



## Nurse Practitioner 54 results





## Key

**Q1 – The last time you saw a Nurse at the surgery how good was he/she at giving you enough time.**

**Q2 - The last time you saw a Nurse at the surgery how good was he/she at listening**

**Q3 - The last time you saw a Nurse at the surgery how good was he/she at explaining tests and treatments**

**Q4 – The last time you saw a Nurse at the surgery how good was he/she at involving you in decisions about your care.**

**Q5 - The last time you saw a Nurse at the surgery how good was he/she at treatment you with care and concern.**

**Q6 - The last time you saw a Nurse at the surgery did you have confidence and trust in her/him.**

## Comments from patients regarding the nurse survey were as follows

### Comments regarding Primary Health Care Workers :

1. In general the service has been very good. In terms of availability, attention, information treatment and so on. I'm very happy with the service.
2. Very nice. Helpful and quick.
3. Care is great, however I have had 3 blood tests now during which the practitioner has not worn gloves. Gloves should be worn as part of ANTT and universal precautions
4. Staff are very pleasant
5. Members of the nursing team are courteous and efficient, always respectful of us patients. However, I think it important that each member of the nursing team be identified upon making an appointment, particularly their role, qualifications etc. General public often unable to differentiate between qualified registered nurses and non-qualified health care assistants. I believe it is very important that patients understand the different levels of experience, knowledge, responsibilities etc.
6. No problems at all
7. Very good. No complaints
8. Very approachable and easy to talk to about other general health concerns
9. The exact title of the nurse is not always noted i.e. is she a nurse/health care assistant/practice nurse. Perhaps a badge with name and title could be worn then our expectations are not too high for the qualification of the "nurse".
10. The nurse was pleasant and very helpful with questions
11. Friendly. Took blood efficiently. Only negative – **she'd** booked me for blood test and follow up appointment with pharmacist, but carried on talking as if pharmacist had booked the test, even after I'd corrected her. Not a huge deal though.
12. First class
13. Could not ask for better service. 1<sup>st</sup> class
14. Always have been treated really well in all respects with all staff at the surgery – thank you.
15. Excellent
16. Joanne was extremely pleasant – put me at ease. Did not rush me. Explained what I needed to know. I have no problems with anyone in the practice (N.B. had ticked that he/she had seen a nurse not HCA).

### Comments regarding Nurses

1. The nursing teams are very good and the caring is also good and they are very helpful
2. Was just a simple blood test but very quick and friendly appointment. The only complaint/suggestion was regarding a bad smear test appointment. Very friendly nurse but

the bed and lamp was facing the wrong way so she couldn't sit in front and tried for nearly 20 mins going from the side which proved unsuccessful and quite painful. Surely it is something done regularly enough to know this set up won't work. For those of us who are very anxious it would help if these things were thought of in advance. That said, overall I'm very happy with the service I've received from this practice. The doctors and nurses have usually always been very professional and understanding.

3. Usually good service with appointment availability, reminders, courteous service. The nursing team are all approachable, make you feel comfortable and are excellent at explaining treatments.
4. Whilst sat in waiting room 2 (kst) I was able to clearly hear the consultation taking place between the Doctor and patient in the adjacent consulting room which was concerning in terms of patient confidentiality.
5. The nurse was great. Doctors run over time so in general better time keeping needs to be kept. The practice itself is clean/people in general are friendly. Feel morning appointments should be necessary for people who commute to work i.e. 7am spots. Feel that more appointments should be available not just emergency ones as to someone it could be an emergency at that particular time.
6. Very pleasant manner. Thank you.
7. Fantastic
8. Excellent thank you
9. Thanks
10. Attentive care, good broad base of knowledge, approachable and unintimidating.

#### Nurse Practitioner comments

1. Tina was very helpful and informative and made sure I was involved in all decisions regarding treatment. Nothing to fault (Also picked up on sorting prescriptions so very joined up. Many thanks.
2. Excellent service. I feel very comfortable coming here.
3. Very helpful
4. I always find her pleasant and caring
5. No complaints whatsoever
6. Do all things very well. Encourage patients all the time
7. Excellent
8. She was great
9. The appointment went very well. The practice explained everything clearly.
10. Very impressed with time taken from ringing for appt to actually being seen and diagnosed.
11. Impressed with the service I've had today – from ringing at 8.45 am, speaking to Tina at 9am. Seeing Tina at 9.20 am. Thank you.
12. Always found the service from the practice very good.
13. Very good speedy service.
14. Excellent
15. Very good. I was contacted almost immediately with an emergency appointment and all the staff were very friendly.
16. Very happy with the way I was treated
17. Very helpful.

Additionally 6 questionnaires were returned where the patient did not know whether he/she had seen HCA/nurse or nurse practitioner. 1 comment:

1. Always been very understanding, careful and efficient. Appointments are informative and comfortable whilst also being short and to the point.

Action Plan. Results discussed with Partners and at regular Nurse meeting. All nurses and GP's were informed of results. These results are higher than national average expectations. The survey results showed that although the patients were satisfied with the treatment and care they received, they were not always aware of who they were consulting and what that Health Care professional's role was. We are actively looking at joining the "hello my name is ....." campaign. This was the idea of a Doctor who was diagnosed cancer herself. The overall aim is to make a difference to patients across the country by asking NHS employees to properly introduce themselves to every patient they meet. Dr N Capewell at our practice is actively involved in developing this campaign. We also acknowledge that clear signage on doors is necessary and that receptionists must always clearly state who patients are being booked in with and their role. Our buildings manager is in charge of replacing signage and is responsible for checking the sound transmission is acceptable in order to maintain confidentiality.

One patient mentioned the fact that the Health Care assistant did not routinely wear gloves when taking samples. Dr Mike Wong, the Infection Control lead for the practice

.....

"

Our 2<sup>nd</sup> priority area was regarding our Sexual Health Clinics. Results as follows

**SEXUAL HEALTH CLINIC  
Lancaster University Medical Centre  
FEEDBACK 2015**

Total 30 questionnaires received (Dec/Jan 2015)

<b>Question</b>	<b>Difficult/poor</b>	<b>Fair</b>	<b>Easy/good</b>	<b>Excellent</b>
How easy was it to make appointment?	3% (1)	43% (13)	23% (7)	30% (9)
Are the appointment times convenient	6% (2)	40% (12)	30% (9)	23% (7)
Waiting area and reception comfort and confidentiality	0	6% (2)	70% (21)	23% (7)
The screening consultation itself	0	0	33% (10)	66% (20)
	0	16%(5)	33%(10)	50%(15)

Where did you hear about Our service	Surgery poster x 7 On line uni website x 3 GP x 10 University poster x 5 Friends x 5	
Comments	Took a while to make appointment but service excellent. Confidentiality was good. Away from other clinics in surgery. Doctor was very good Friendly Put me at my ease	

**Action Plan**

**We now have 3 GP's working in our sexual health clinic - 2 female and 1 male. We have trialed a clinic in vacation to see if there was demand but unfortunately it was not well attended. Funding for the service has been approved for another year. We are aware that most university students would prefer to attend the sexual health clinic on campus. We cannot always meet demand at the University site (we are capped at a maximum of 10 patients per session) so this is beyond our control. However, we can always offer an appointment at other surgeries who hold clinics within the same week if ours is full. New flooring, examination couch and examination lighting has been purchased in order to ensure our facilities are at the highest level possible.**

**Our 3<sup>rd</sup> priority area was appointment access.**

This is an annual priority area for us. We hold an acute team surgery at the University to triage all patients who request an appointment. This is run by a team of advanced nurse practitioners and Doctors. Patients, once triaged, where necessary, are offered appointment same day and are seen by the team who triaged them ensure continuity of care. We regularly review and update the acute team access system (version 12 currently) with our access team consisting of the appointments manager, practice manager at the University and a GP partner. We have begun to triage all 16-25 year old king St patients in the same acute team additionally. A questionnaire was given to patients who attended the acute team appointments and emails were sent to patients who accessed the phone triage to assess satisfaction. We monitor the use of the acute team daily/weekly/monthly using our EMIS Web appointments reporting facility – this ensures we can predict in advance the number of acute team members we could require each day. We have invested in a capacity/demand system for the whole practice which will, after initial data collection (which is currently being done), assist us in assessing our requirements for urgent and non-urgent appointments. We have copies of the Self Help leaflets available at both sites in waiting areas and on our web site – back pain, sore throats, anxiety etc. Our web site includes all the different ways to access health care services within the practice. Demand for appointments is increasing therefore the capacity and demand toolkit should identify where we need additional capacity. We have increased the number of available appointments each morning and added a bookable surgery each afternoon. We have increased the number of telephone consultations available each day per Doctor. We use our internet booking appointment system.

**Actions**

**Once the results of the capacity/demand audit are available we will have a clearer view of where we need to increase capacity and will act accordingly.**