



**THE LONDON ROAD
SURGERY
2012-13 PATIENT
SURVEY
RESULTS AND ACTION
PLAN**



THE LONDON ROAD SURGERY

PATIENT SURVEY REPORT MARCH 2013

Summary

Over the last two years the Department of Health has asked practices to engage with their patient population. This is why they created a Directed Enhanced Service for Patient Participation.

This is the second year which we have undertaken this process and we currently have 425 members of our Virtual Patient Reference Group (vPRG).

There are many changes coming to the NHS over the next 12 months and the practice feels it is very important to ascertain your priorities and views as to how the practice is working.

For all those that have contributed, thank you for your support.

Practice Population Profile

The practice has a list size of 9869 (based on figures from 1st April 2012).

Practice Demographics	Rayleigh and Wickford Census 2001
Male: 48.69%	Male: 48.7%
Female: 51.31%	Female: 51.3%

Age Groups	Rayleigh and Wickford Census 2001
0 – 15 years old: 1509	Under 18: 21.8%
16 – 24 years old: 934	Over 60: 22.5%
25 – 34 years old: 1074	
35 – 44 years old: 1193	
45 – 54 years old: 1434	
55 – 64 years old: 1347	
65+: 2378	

Ethnic Minorities	Rayleigh and Wickford Census 2001
White: 99%	White: 98%
Asian: 0.4%	Asian: 0.7%
Black: 0.3%	Black: 0.3%
Mixed: 0.3%	Mixed: 0.6%
Other: 0.0%	Other: 0.4%

Virtual Patient Reference Group (vPRG) Profile

The London Road Surgery vPRG has 425 members, who are all registered patients at the practice *

Practice Demographics	vPRG
Male: 48.69%	Male: 44.76%
Female: 51.30%	Female: 55.23%

Age Groups	vPRG
0 – 15 years old: 1509	0 – 16 years old: 0
16 – 24 years old: 934	17 – 24 years old: 5
25 – 34 years old: 1074	25 – 34 years old: 9
35 – 44 years old: 1193	35 – 44 years old: 7
45 – 54 years old: 1434	45 – 55 years old: 18
55 – 64 years old: 1347	55 – 64 years old: 47
65+: 2378	65+: 339

Ethnic Minorities	Rayleigh and Wickford Census 2001
White: 99.5%	White: 98%
Asian: 0.5%	Asian: 0.7%
Black: 0.0%	Black: 0.3%
Mixed: 0.0%	Mixed: 0.6%
Other: 0.0%	Other: 0.4%

Carers 10% of the 425 patients in the vPRG are carers.

Long term conditions – 58% of patients in the vPRG have a long term medical condition, which includes, asthma, diabetes, heart condition etc.

Virtual Patient Reference Group History

In Autumn 2011 the practice made contact with approximately 40% of its patient population. We invited patients to join our Virtual Patient Reference Group and have a say, through priorities and surveys, in how the practice is run.

We invited patients to join our group in a number of ways, by posting invitations with our Flu Invitation Letters. As well as sending to registered patients from ethnic minority groups and those that lived in residential homes.

Throughout 2012 we continued to invite patients to join our group. This was undertaken by displaying a poster in reception and having the application forms and priorities forms available in reception for patients to complete.

Further efforts were made to recruit patients to our vPRG were undertaken in practice, with our Nursing team giving out the application and priorities forms, as well as at reception, and as part of new patient information packs that are sent to all new patients on registration.

The practice has continued to advertise this group within their patient newsletters and an example of the practices Summer 2012 newsletter is attached for your reference.

The practice has continued to find it difficult to engage with the younger patient population, but have managed to increase participation by a small number within these groups.

We have collated the views of our patients and what their priorities are for our practice throughout the year and from the priorities of our patients collected.

The London Road Surgery



Patient Newsletter Summer 2012

THE PRACTITIONERS:

Dr Janki Persaud
Dr Paul Richards
Dr Olumuyiwa Ope-Ewe
Dr Leckranee Budahn
Dr Soumya Lanka

NURSE PRACTITIONER

Amanda Dean

PRACTICE NURSES

Jaine Goddard
Lynsey King

HEALTHCARE ASSISTANT

Jane Holland

2012 PATIENT SURVEY

The results of the 2012 patient survey are now available to view at www.thelondonroadsurgery.co.uk.

If you do not have access to the internet please ask at reception for a copy of the practice report.

Virtual Patient Reference Group (vPRG).

Currently our vPRG has 411 members, our aim is to increase this to 1000 members.

If you are interested in joining our group, please complete the attached application form and return it to the surgery.

The London Road Surgery

64 London Road

Wickford

Essex SS12 0AN

Tel: 01268 765533

Fax: 01268 570762

Email: londonroadsurgery@nhs.net

Website: thelondonroadsurgery.co.uk

Opening times:

Mon-Fri 08.15-18.00

13.00-13.45 Closed for lunch

BY APPOINTMENT ONLY

Late evening - Tues, 18.30-20.10

ANNOUNCEMENTS

The London Road Surgery would like to announce the retirement of Dr Rebecca O'Reilly from April 2012. Dr O'Reilly has been a member of our GP team for many years and we wish her all the best in her retirement.

We would also like to introduce to you a new member of our GP team, Dr Soumya Lanka joining us in April 2012.

Finally the practice would like to announce that Dr Budahn has joined the practice as a Full Partner from April 2012.

The London Road Surgery would like to take this opportunity to offer our sincere apologies for the difficulties some patients may have faced in getting an appointment in recent times. We have had to face a tough time in terms of GP and nurse sickness absence in the last 12 months however, if you can just bear with us, we hope that with the reorganisation of the GP team, as announced above, will show improvements in the coming months.

FREE NHS HEALTH CHECKS

An NHS Health Check is to assess the risk of you developing heart disease, stroke, kidney disease or diabetes. If you are aged between 40 and 74, have not had an NHS health check in the last 5 years and have not had a previous diagnosis of any of the above, you are eligible to have an NHS health check at the surgery.

The check is based on straightforward questions and measurements such as age, family history, height, weight and blood pressure. We will not do blood tests, if needed you will be given a form to have bloods taken as normal. Please call the surgery to arrange a suitable time for your Health Check.

HEALTH TIP

Spring is in the air and so is the pollen. Hay fever can sometimes spoil the spring and summer season for many sufferers. Here are some tips to help you to enjoy the "sunny season", as a fellow sufferer I have often felt a tinge of regret when the pollen season begins. There are ways however to control your hay fever and make sure that it doesn't control you.

My top tip would be to start your treatment early, especially if you get eye and nose symptoms. The steroid nasal sprays are meant to be used up to a month before your symptoms begin. These help both your eye and nose symptoms due to the connecting tube between the two known as the lacrimal duct. Antihistamine tablets are also useful and it is recommended that you take them every day during your pollen season. We can also recommend varying eye drops for the itchy eye sufferers.

Medication aside there are many things that you can do yourself to alleviate the pollen getting into the mucosal membranes. I would certainly recommend Vaseline spread onto both eyelids and also around the nostrils when symptoms are particularly bad. I also recommend that you wash your hair every night at the end of the day in order to wash the pollen out. Lastly for those of you who wish I have found that wearing mascara tends to catch pollen in the eyelashes and therefore restricts it from entering the eyes. I understand some of our male readers may find this slightly awkward.

I hope these ideas help you to have a happier summer pollen season.

Dr L Budahn

Travel Advice and Immunisations

A full range of immunisations is available and the Practice is a registered **Yellow Fever Centre**. Only a few vaccines are available on the NHS but we aim to make our charges competitive. This service is available not only to our registered patients but to travellers from outside the Practice. An appointment should be booked with the Nurse in the first instance.

PRESCRIPTION COLLECTION SERVICE

To save yourself a trip to the surgery we can register the pharmacy of your choice on your patient record which will allow your pharmacy to collect your prescription on your behalf. Please ask at reception for a form.

Some pharmacists will also order your repeat medication and in certain cases deliver to your home address.

If you want to discuss any of these services please contact your pharmacy.

NURSE LED TRIAGE SERVICE

Modern primary care requires a mix of clinical skills. Many common ailments can now be treated by our triage nurses e.g.

Urine Infections	Diarrhoea and Vomiting
Chest Infections	Cold/Flu
Symptoms	
Rashes	Earache
Sprains/Strains	Conjunctivitis
Abscesses/Cysts	Constipation
Wound Infection	Animal or Insect
Bites	
Mouth Ulcers	Thrush
Eczema	

Please be reassured that our triage nurses will be able to provide you with any necessary prescriptions at your visit.

Once assessed by our triage nurses, if necessary, you will also be seen by our Duty Doctor.

Clinics are run morning and afternoon, these appointments are offered 'on the day' so please, if you are experiencing any of the above, call in the morning to make an appointment to see one of our triage nurses.

Telephone: 01268 765533 Option 1

LONG ACTING REVERSIBLE CONTRACEPTION

Methods of contraception that are long lasting and reversible are called LARC. There are four methods—the hormonal coil (also called the IUS), the copper coil (also called the IUD), the hormonal injection and the hormonal sub-dermal implant. Depending on which sort you use, they work from 2 or 3 months to 3, 4 or even 5 years. These methods have a number of benefits. For more information please call the surgery and book an appointment to see a Practice Nurse.

Pharmacies:-

Boots, Willowdale: 01268 761911

Co-op: 01268 762605
0500 970 532

Garbetts: 01268 732042

Medipharm: 01268 735777

Sainsburys: 01268 270282

Shadforths: 01268 733313

Shotgate: 01268 768547

Tesco, Mayflower: 01268 367647

THE LONDON ROAD SURGERY, WICKFORD PATIENT PRIORITIES

We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on?

- Clinical care
- Getting an appointment
- Reception issues
- Opening times
- Parking
- Practice premises

Other suggestions or comments:

Thank you very much for your time and your feedback. This will enable us to look at key issues within our practice and formulate our local patient survey.

THE LONDON ROAD SURGERY, WICKFORD
VIRTUAL PATIENT REFERENCE GROUP (vPRG)
APPLICATION FORM

We are encouraging patients to give their views about the practice. We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask your opinion.

If you are happy for us to contact you periodically by email please leave your details below and hand this form back to reception.

Name: _____

Date of Birth: _____

Email address: _____

If you do not have an email address and would like to be contacted by post then please tick this box

House Number: _____ **Postcode:** _____

This additional information will help to make sure we try to communicate with a representative sample of the patients that are registered at this practice.

Are you? Male Female

Age Group Under 16 17 – 24 25 – 34 35 – 44 45 – 54
55 – 64 65 – 74 75 – 84 Over 84

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White

British Group Irish

Mixed

White & Black Caribbean White & Black African White & Asian

Asian or Asian British

Indian Pakistani Bangladeshi

Black or Black British

Caribbean African

Chinese or other ethnic Group

Chinese Any Other

Are you a carer of a friend or relative? Yes No

(This is not required for occupational purposes)

How would you describe how often you come to the practice?

Regularly Occasionally Very rarely

Do you have a long term condition, for example, Diabetes, Asthma, COPD, High Blood Pressure?

If yes please indicate below:-

Thank you.

Please note that no medical information or questions will be responded to.

9

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly

Priorities Identified:-

The priorities that were identified included:-

The priorities identified (highest 1, lowest 6).

- 1 Getting an appointment
- 2 Clinical Care
- 3 Parking
- 4 Practice Premises.
- 5 Opening Times
- 6 Reception Issues

Please see the next page for a break down of the priorities identified and how we consulted with our vPRG via email and post to advise them of the priorities identified and the type of survey we wanted to use.

Our vPRG had opportunity to comment and agree our questionnaire as well as participate within the survey.

THE LONDON ROAD SURGERY

64 London Road,
Wickford,
Essex. SS12 0AN
Telephone No:01268 765533
Fax No: 01268 570762
1st March 2013



www.thelondonroadsurgery.co.uk

VIRTUAL PATIENT REFERENCE GROUP

Dear Patient

We are now about to run our second annual patient survey. For those new members to our group I would like to thank you for joining our virtual Patient Reference Group (vPRG) and for our existing member's thank you again for taking the time to participate and feedback. Our group now has increased from 411 to 425 members which equates to 4.3% of the practice registered patient population, we have had 48 new members but we have also lost some members which is why the overall number is 425. The practice aims to continue to invite patients to join the group, so we hope that this number will continue to grow.

We asked our patients what they feel their priorities are in terms of the London Road Surgery and we have now consolidated the priorities identified by the group as follows:-.

- Getting an appointment – 55%* of the group identified this as a priority, compared to 58% last year.
- Clinical Care – 40%* of the group identified this as a priority, compared to 38% last year.
- Parking – 34%* of the group identified this as a priority, which is the same percentage as last year.
- Opening Times – 9%* of the group identified this as a priority compared to 12% last year.
- Practice Premises – 12%* of the group identified this as a priority, compared to 11% last year.
- Reception Issues – 8%* of the group identified this as a priority, compared to 10% last year.

Now that our patient priorities have been identified we would like to undertake a patient survey, which will be open to all registered patients, which reflects the priorities identified above by our patients. I attach a copy of this for your review and comments (GPAQ Version 3 Questionnaire). This is the same survey that the practice used last year and we feel that it would benefit us to use this one again so that we can actively compare data. We would like to commence the survey Monday 11th March 2013 therefore if you wish to make any comments, please ensure that we receive them before that date.

Our patient survey however will not be addressing certain priorities identified. Parking and Premises have been put to one side, for a second year running, and one year on we are still working with NHS South Essex to find a new home, however we are getting closer to this aim and we are very hopeful that we will be able to go to patient consultation in the very near future about a premises development. Patient consultation will be a key step in that very important process and therefore the practice has decided not to obtain the views of our patients at this particular time on Parking or the Premises, as this will be undertaken as a separate patient consultation later in the year.

We will run the survey for one week and aim to invite all patients that attend at the surgery for an appointment that week to participate as well as you, our patient reference group, to help ensure that we get a good range of patients to participate. Therefore we hope to invite up to 1500 patients to undertake the survey (15% of our patient population). At the end of the week we will undertake a review of the findings and analyse the responses and we will publish to you the results of that survey, which you will be able to offer further comments and suggestions and help us to create a feasible action plan for improvements where necessary. From which we will add and amend our on-going action plan and provide you with an update on the actions that practice has been working on during the last 12 months.

Thank you again for getting involved, your feedback is very valuable to us and I look forward to working with you in the coming months and years.

Kind Regards
Kim Hookings
Practice Manager

*As patients could indicate all that they felt were priorities this will not add up to 100%. The percentage is based on the number of patients from the whole group who indicated that the subject was a priority for them.

Results of the 2012 Patient Survey

- For the second year The London Road Surgery agreed with the vPRG to use the GPAQ 3 survey which was produced by the University of Cambridge/University of Manchester.
- This survey, which has been professionally produced, ticked all the boxes in terms of meeting the priorities identified by the vPRG.
 - The priorities identified (highest 1, lowest 6).
 - 1 Getting an appointment
 - 2 Clinical Care
 - 3 Parking
 - 4 Practice Premises
 - 5 Opening Times
 - 6 Reception Issues
- We also looked at patient complaints and national survey results to identify areas that we needed to look at.
- The practice advised the vPRG that Premises and Parking would be undertaken as part of Patient Consultation that we would be undertaking in the near future. The practice has found a Developer that can undertake the development for us, plans have been drawn up but we are currently awaiting a decision from Basildon District Council as to the land that we will require. We hope to have a decision on this soon and we will ensure that we engage our patients for their views once we are in a position to do so,
- Please find our results and your comments on the following pages.

Undertaking the Survey and Analysing the Results

Using the GPAQ survey various methods of distributing it was agreed. The survey was undertaken in March 2012.

- 1.Post
- 2.Email
- 3.Handed out in surgery.

All methods required the patient to return the completed questionnaire to the practice.

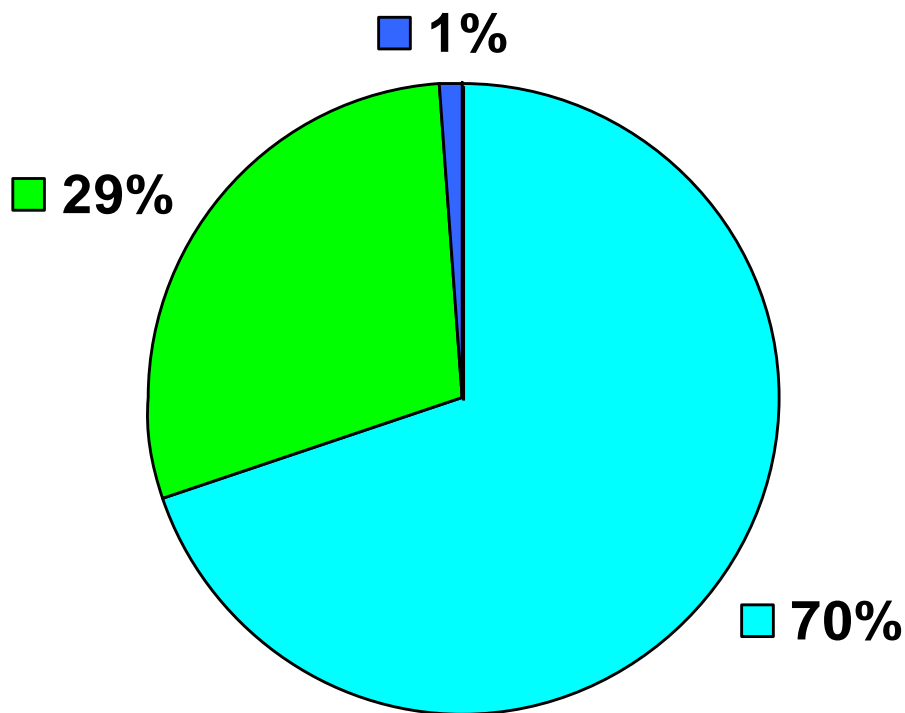
Approximately 750 surveys were issued in total and the practice received 102 responses which is approximately 13.6%.

The responses of the survey were analysed using Excel. A spread sheet was created to record every answer to every question and calculate the total number of responses and percentages. Each returned questionnaire was numbered and that correlates to the number on the spread sheet.

Once all responses had been entered into the spread sheet. 10% of the responses were checked for entry accuracy.

Over the following pages we present the findings of the 2012-13 patient participation survey for your review.

How helpful do you find the receptionists at your GP Practice?



Very Helpful

Fairly Helpful

Not Very Helpful

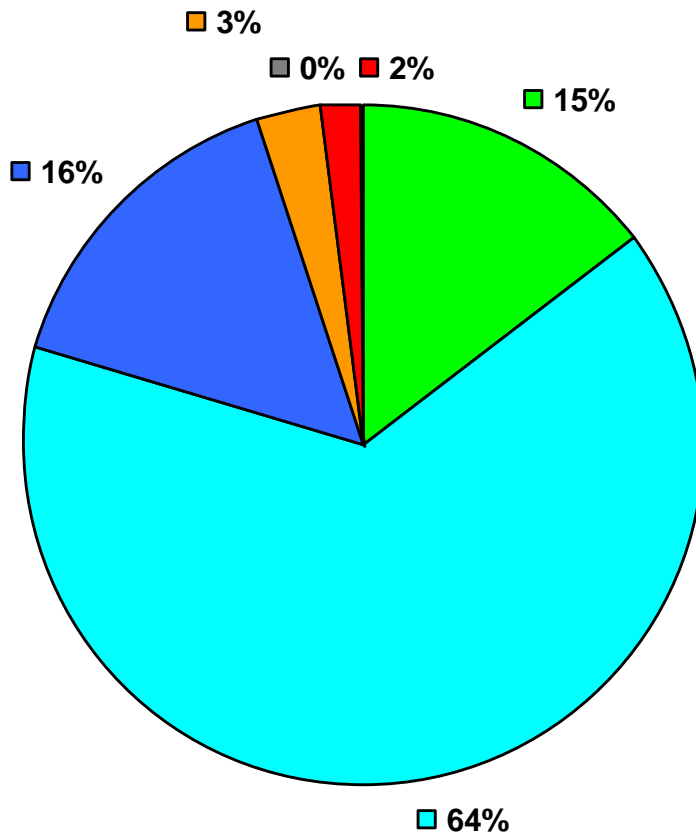
Not at all Helpful

Don't Know

This was great news. 99% of patients that responded this year believe that our reception team are very helpful or fairly helpful, compared to 97% last year. Thank you.

As you will be aware our reception team sometimes have a difficult time. They have strict guidelines to follow in undertaking their role which have been agreed with the GP Partnership.

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

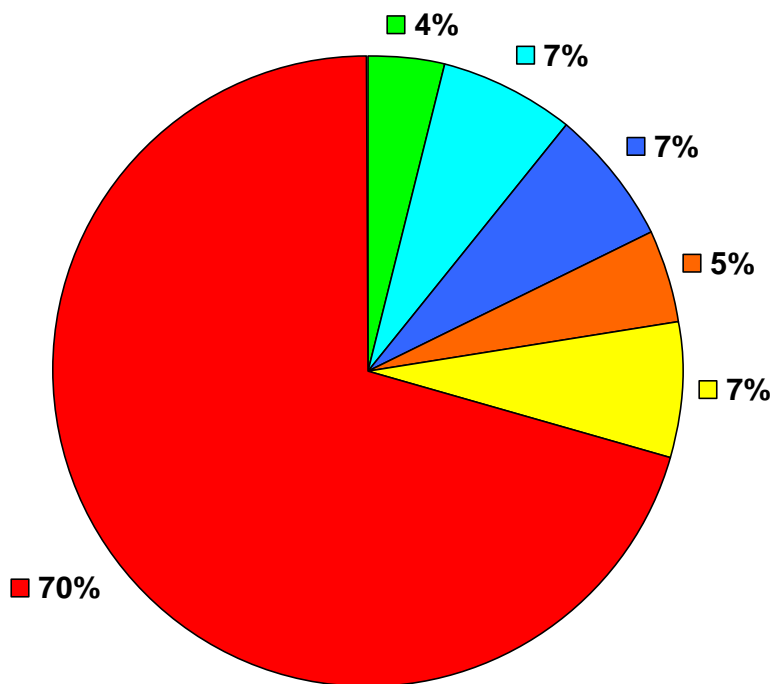


Very Easy	Fairly Easy	Not Very Easy
Not at all Easy	Don't Know	Haven't Tried

79% of the 102 answers we had for this question indicated that they find it very or fairly easy to get through on the telephone. We have made a slight improvement on the previous year as we achieved a 76% score. This is a fantastic result, but further improvement are achievable.

Answering the telephone, as quickly as possible, is a very high priority task within the reception team. Later in our Actions we will discuss this topic and how we can improve our telephone access further.

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

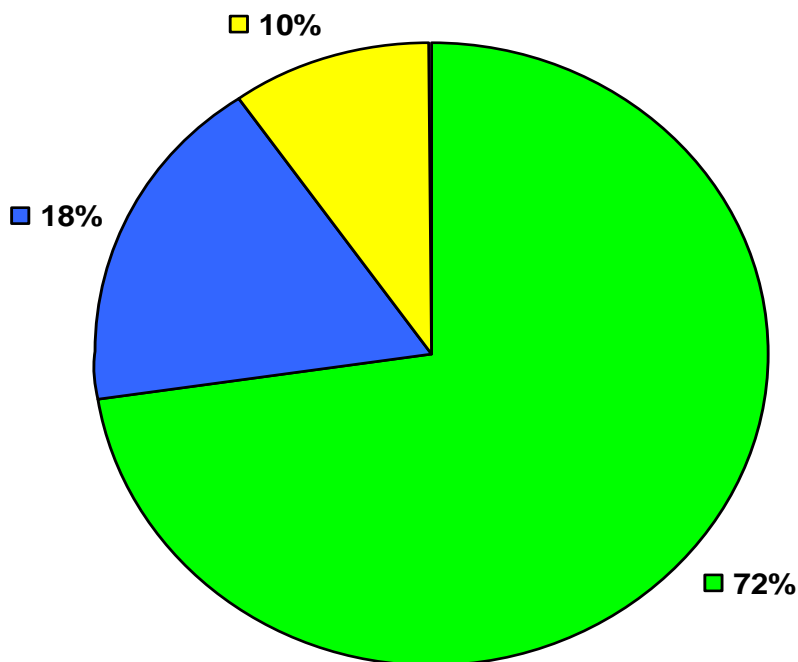


■ Very Easy	■ Fairly Easy	■ Not Very Easy
■ Not at all Easy	■ Don't Know	■ Haven't Tried

Of the 102 patients that responded to this question only 11% advised that they found it very or fairly easy to speak to a doctor or nurse by phone, this is an improvement on 7% last year however, there is still a large Proportion (70%) of the respondents that have not tried to use this service.

Although there has been a slight improvement on this point. Further can be achieved with telephone appointments and in our actions we will discuss what we have achieved so far and what we plan to do to implement telephone appointments.

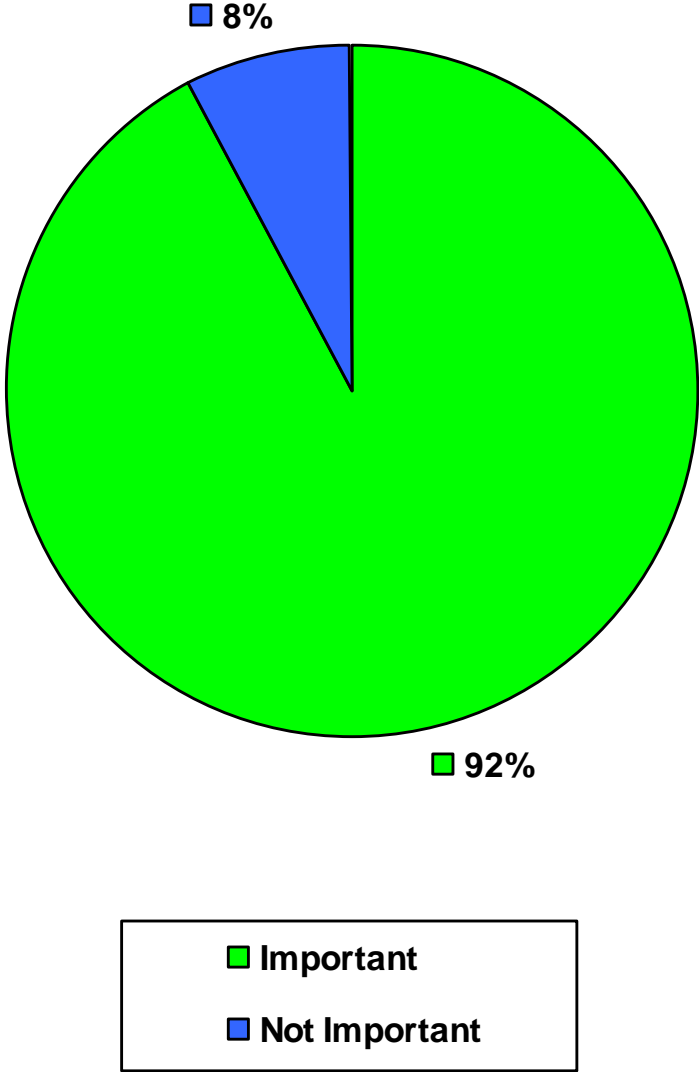
If you need to see a GP urgently, can you normally get seen on the same day?



72% of the 102 patients that answered this question advised that they could be seen the same day (compared to 60% last year). 10% said that they had never tried. However 18% of responses indicated that they had not been able to be seen.

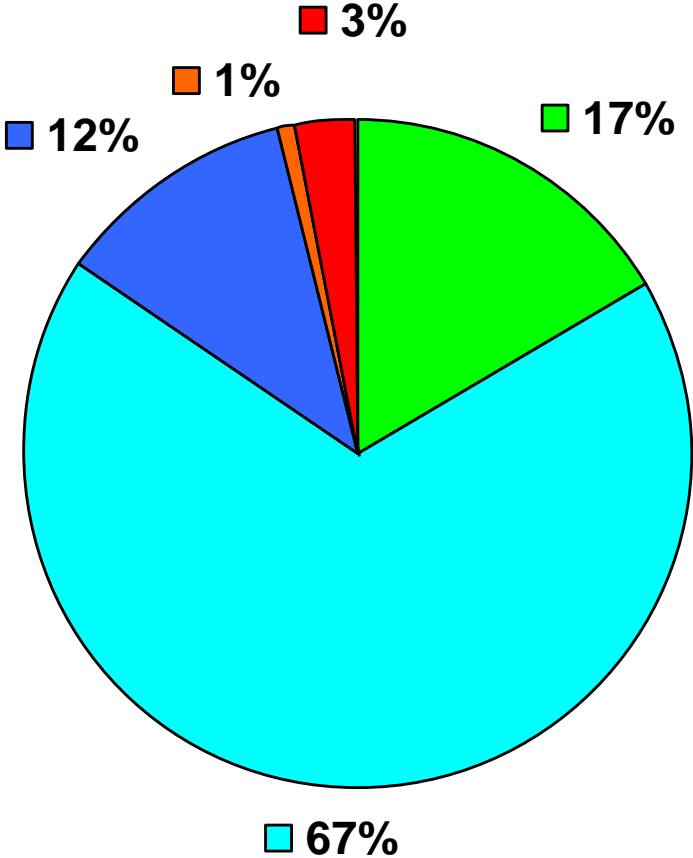
This is good progress.

Q5 How important is it to you to be able to book appointments ahead of time in your practice?



92% of the 102 patients that answered this question advised that booking ahead is very important to them. This is a slight increase on the 89% of patients that had indicated this in the 2012 survey.

Q6 How easy is it to book ahead in your practice?



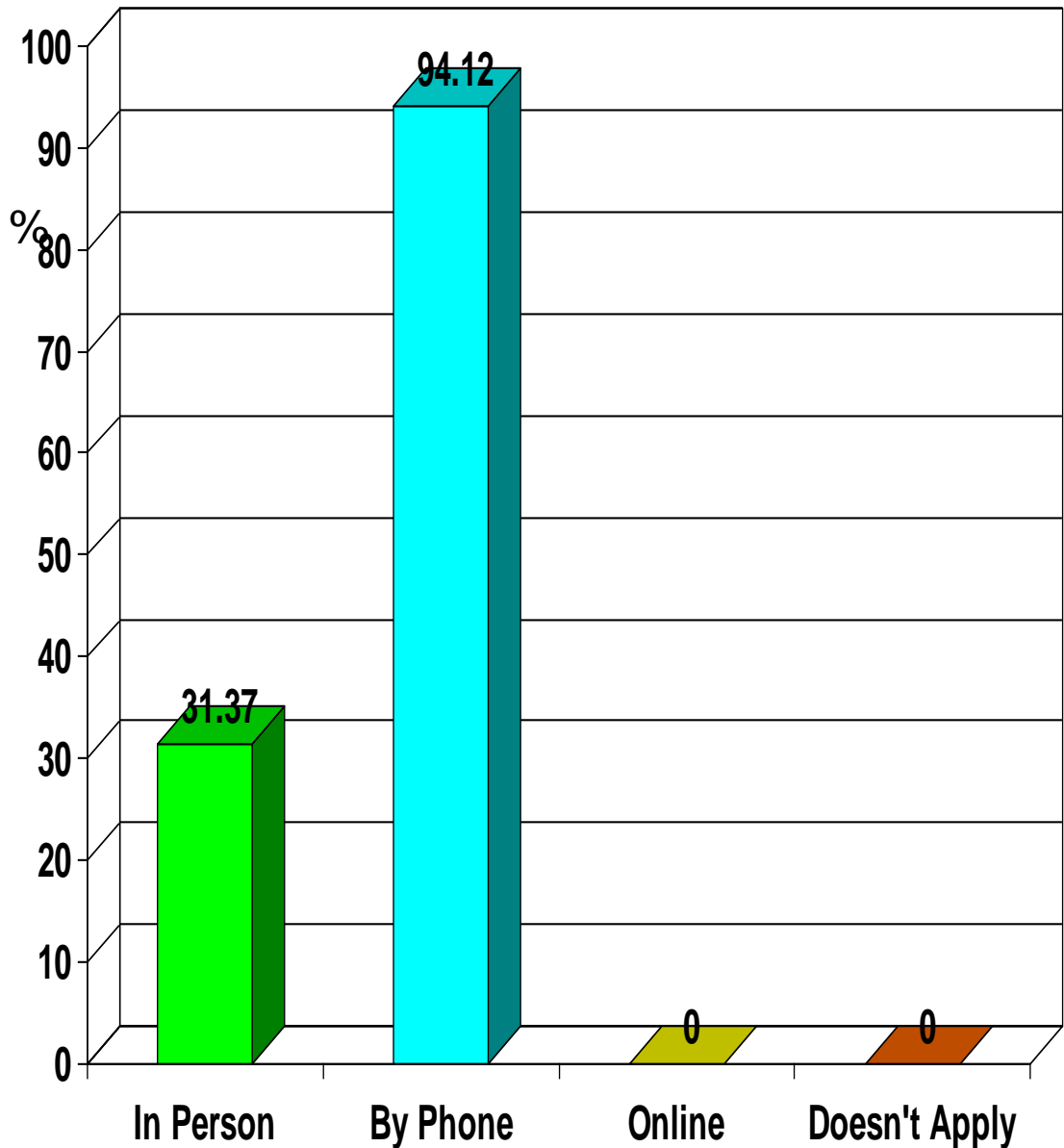
Very Easy	Fairly Easy
Not Very Easy	Not At All Easy
Don't Know	Haven't Tried

84% of the 102 patients that answered this question advised that they found it very or fairly easy to book appointments in advance. This is a small improvement on the 77% of respondents from the last survey.

We ensure that our rota system allows patients to book an appointment up to four weeks in advance. This was an action from last years survey and there is further work that could be undertaken to improve this further.

Q7 How do you normally book your appointments at your practice?

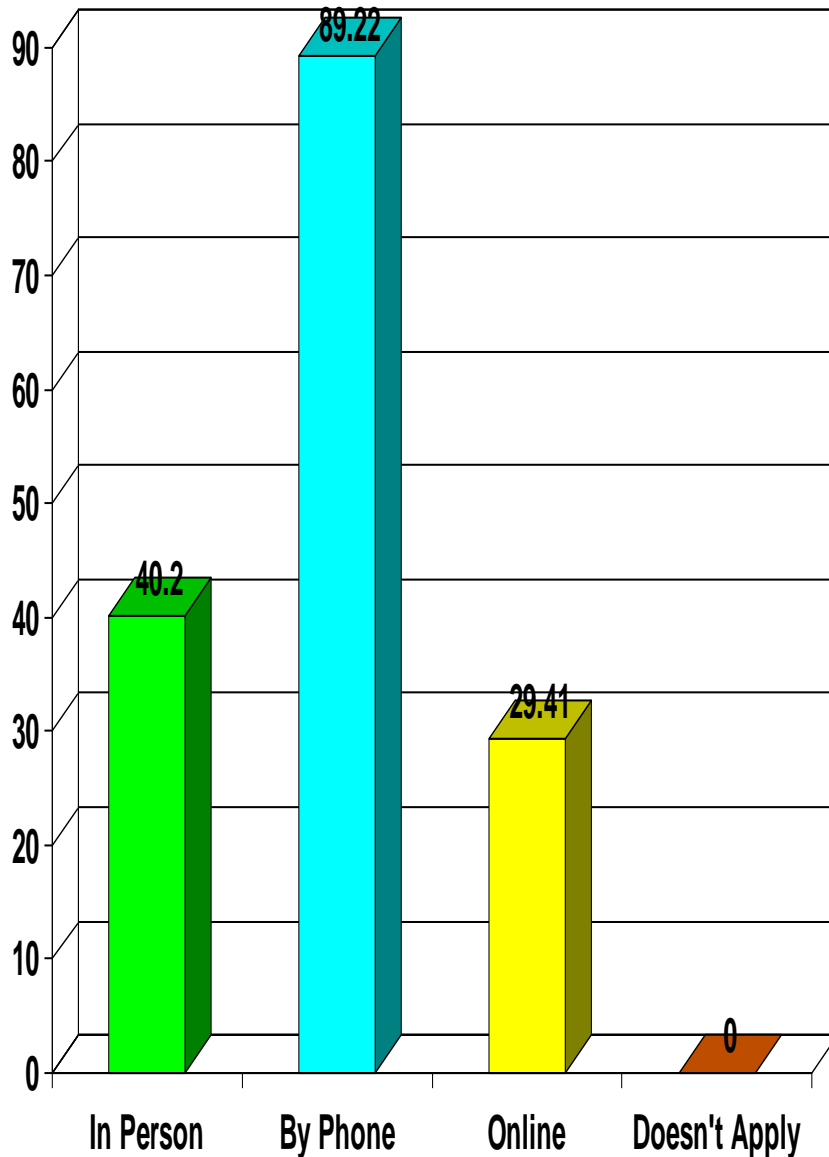
You were asked to tick all that apply.



There are only two ways to book appointments with the practice at present, in person and by telephone.

95% of the 102 patients that responded to this question advised that they booked appointments via the telephone.

**Which of the following methods would you prefer to use to book appointments at your practice?
You were asked to tick all that applied.**

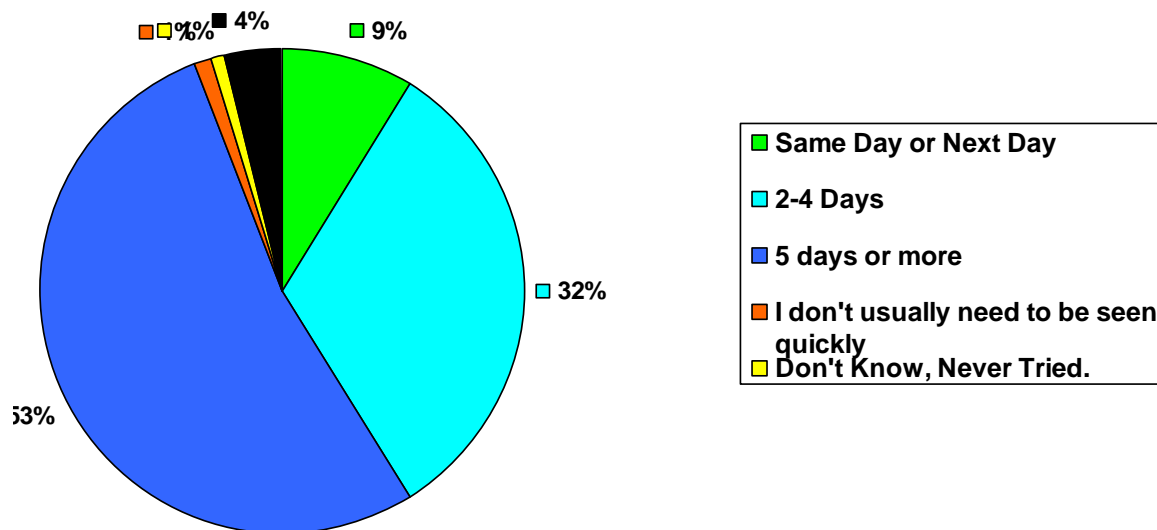


Booking in person and by telephone are still the preferred way of booking appointments, however, 29% of respondents have advised that they would like to be able to book appointments on line.

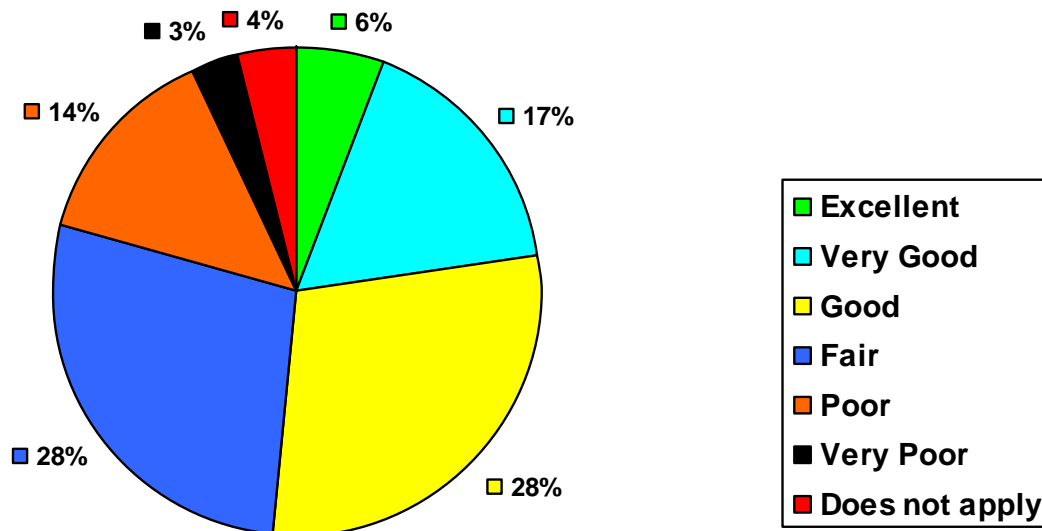
We have undertaken the necessary work to achieve this action and from April 2013 our patients will be able to register to use the online services available, which will be discussed later in the report.

Thinking of times when you want to see a particular doctor:

How quickly do you usually get seen?



How do you rate this?

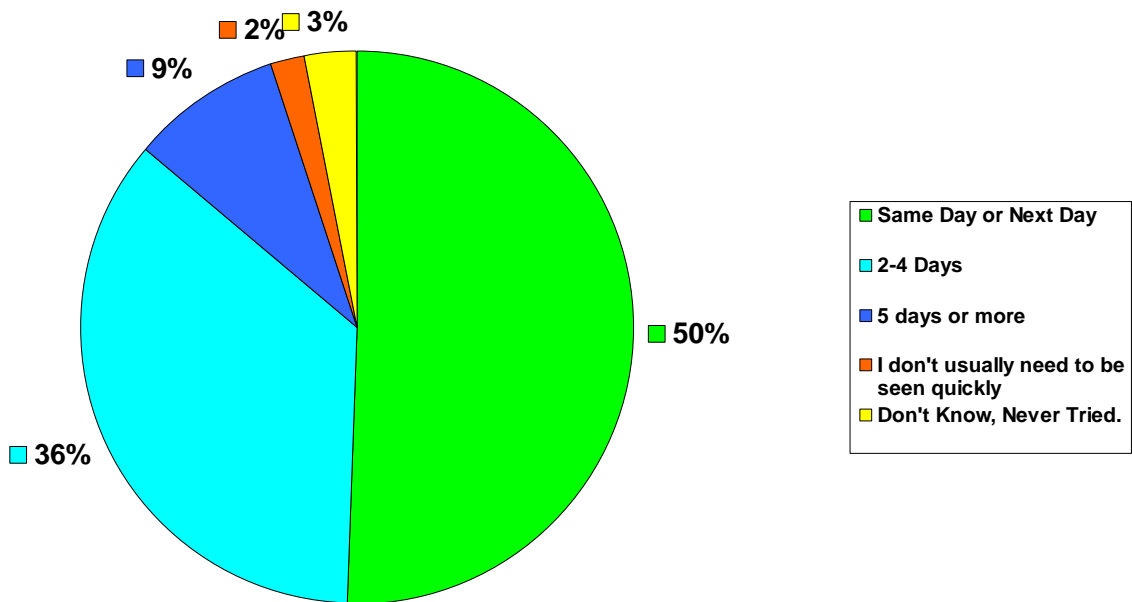


We have seen a drop from 50% in 2012 to 42% of our patients advised that they were able to see their GP of choice in under 4 days.

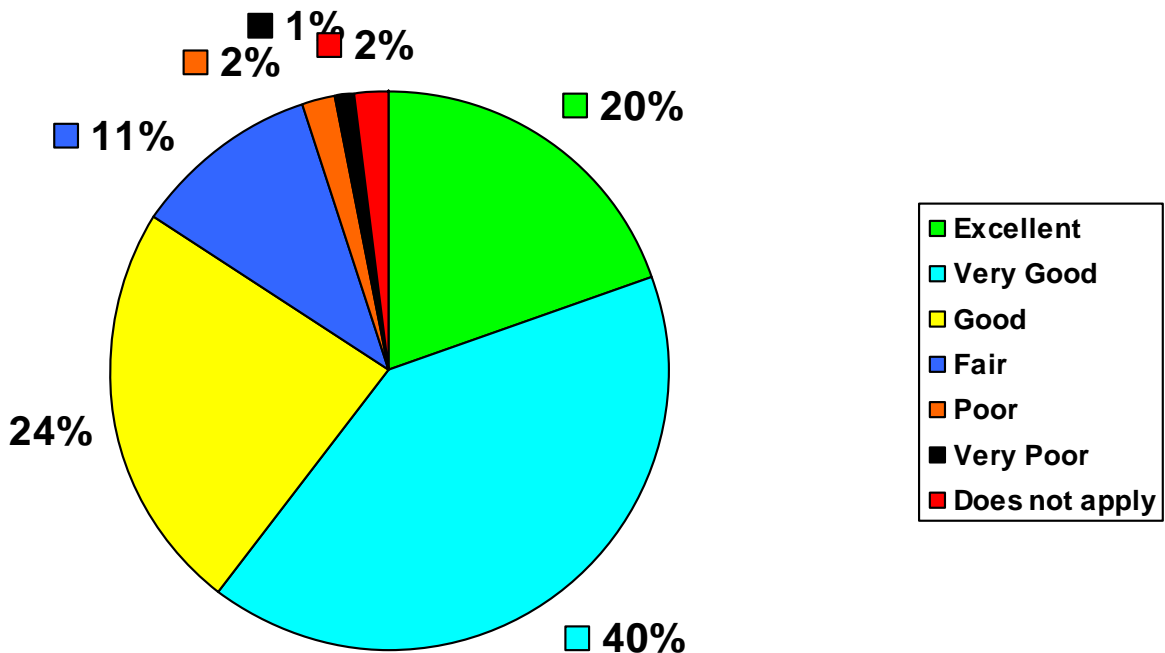
79% of the 102 patients rated this Fair to Excellent compared to 71% in the previous survey. 22

Thinking of times when you are willing to see any doctor:

How quickly do you usually get seen?



How do you rate this?

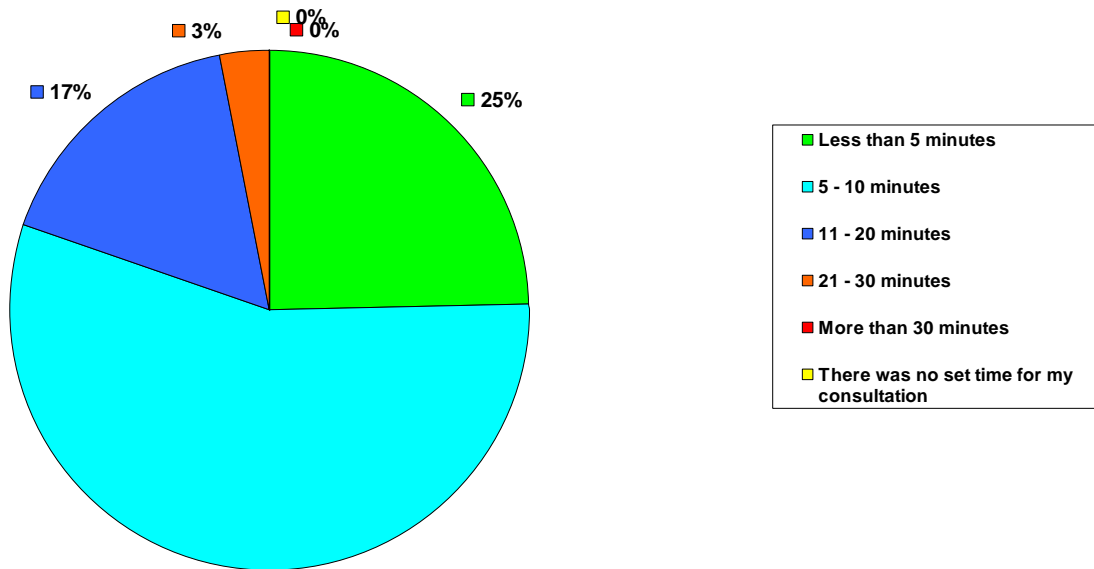


86% of the 102 patients that answered this question agreed that they could see ANY doctor in under 4 days (compared to 85% last year). Of which 50% of patients advise that they could see ANY doctor the same or next day (compared to 42% last year.)

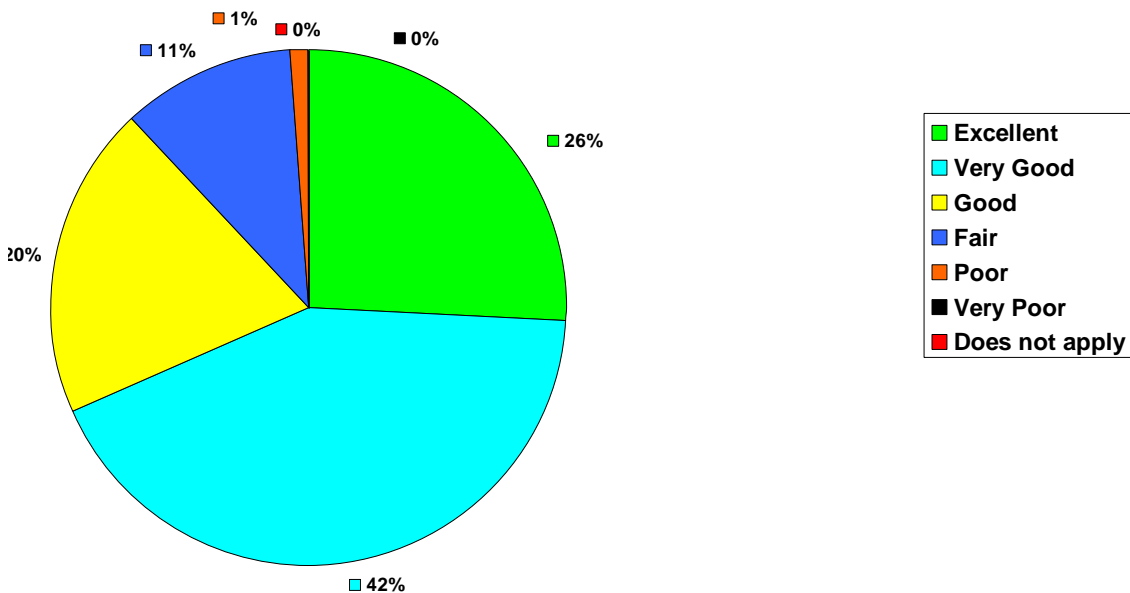
95% rated this Fair to Excellent, compared to 91% last year.

Thinking of your most recent consultation with a doctor or nurse:

How long did you wait for your consultation to start?



How do you rate this?



80% of the 102 patients that answered this question advised that they waited ten minutes or less for their appointment, compared to 68% last year.

99% rated this Fair to Excellent, compared to 80% last year.

OPENING HOURS

Is your GP practice currently open at times that are convenient to you?

	2012/13	2011/12
YES	85.00%	88.89%
NO	12.87%	8.70%
DON'T KNOW	2.42%	1.98%

From those that answered NO, which of the following additional opening hours would make it easier for you to see or speak to someone? You were to tick all that applied.

Before 8am	4.95%
At Lunchtime	4.95%
After 6.30pm	10.89%
On a Saturday	10.89%
On a Sunday	1.98%
None of these	0.99%

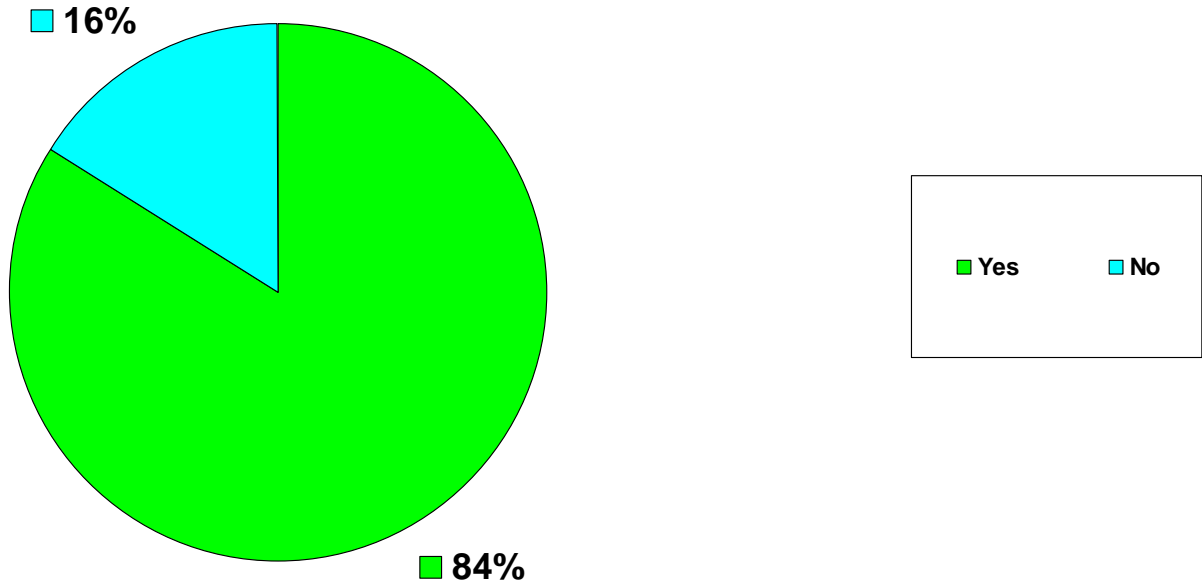
REMINDER - THE PRACTICE OPENING HOURS ARE:-

**MONDAY – FRIDAY 8.15 AM – 6.00 PM
CLOSED FOR LUNCH 1.00 – 1.45 PM**

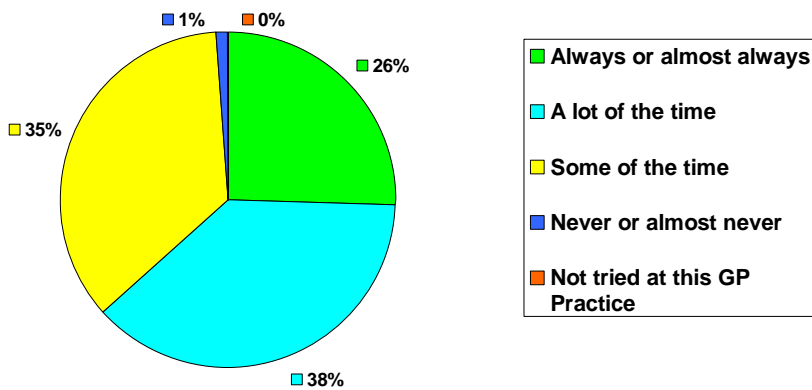
**LATE EVENING OPENING
TUESDAY UNTIL 8.10 PM**

ABOUT SEEING THE DOCTOR OF YOUR CHOICE

Is there a particular GP you usually prefer to see or speak to?

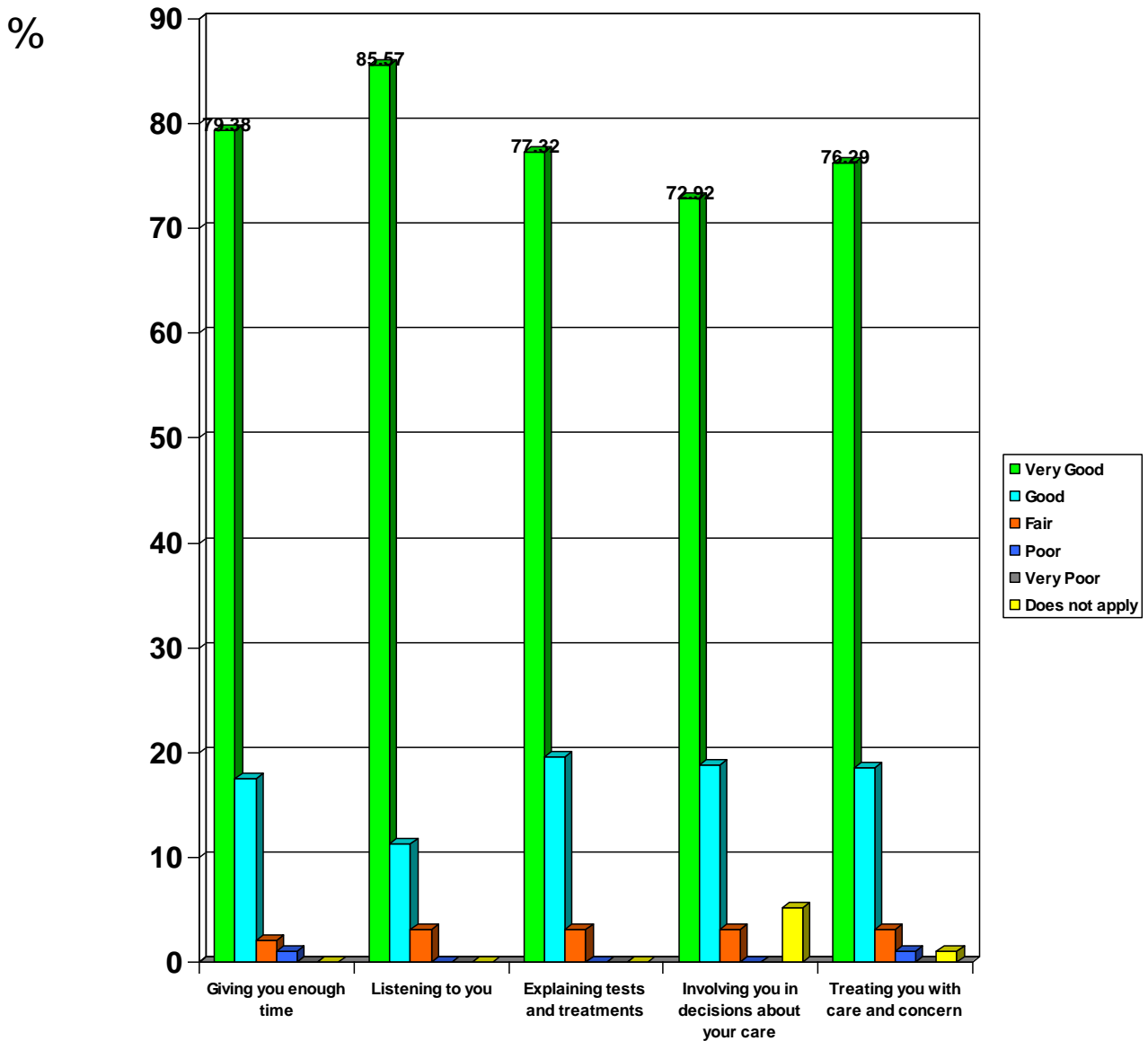


How often do you see or speak to the GP you prefer?



84% of the 102 patients that answered this question advised that they did have a preferred GP, compared to 80% last year, of this 63% advised that they always, almost always or a lot of the time was able to see or speak to that GP, Compared to 78% last year.

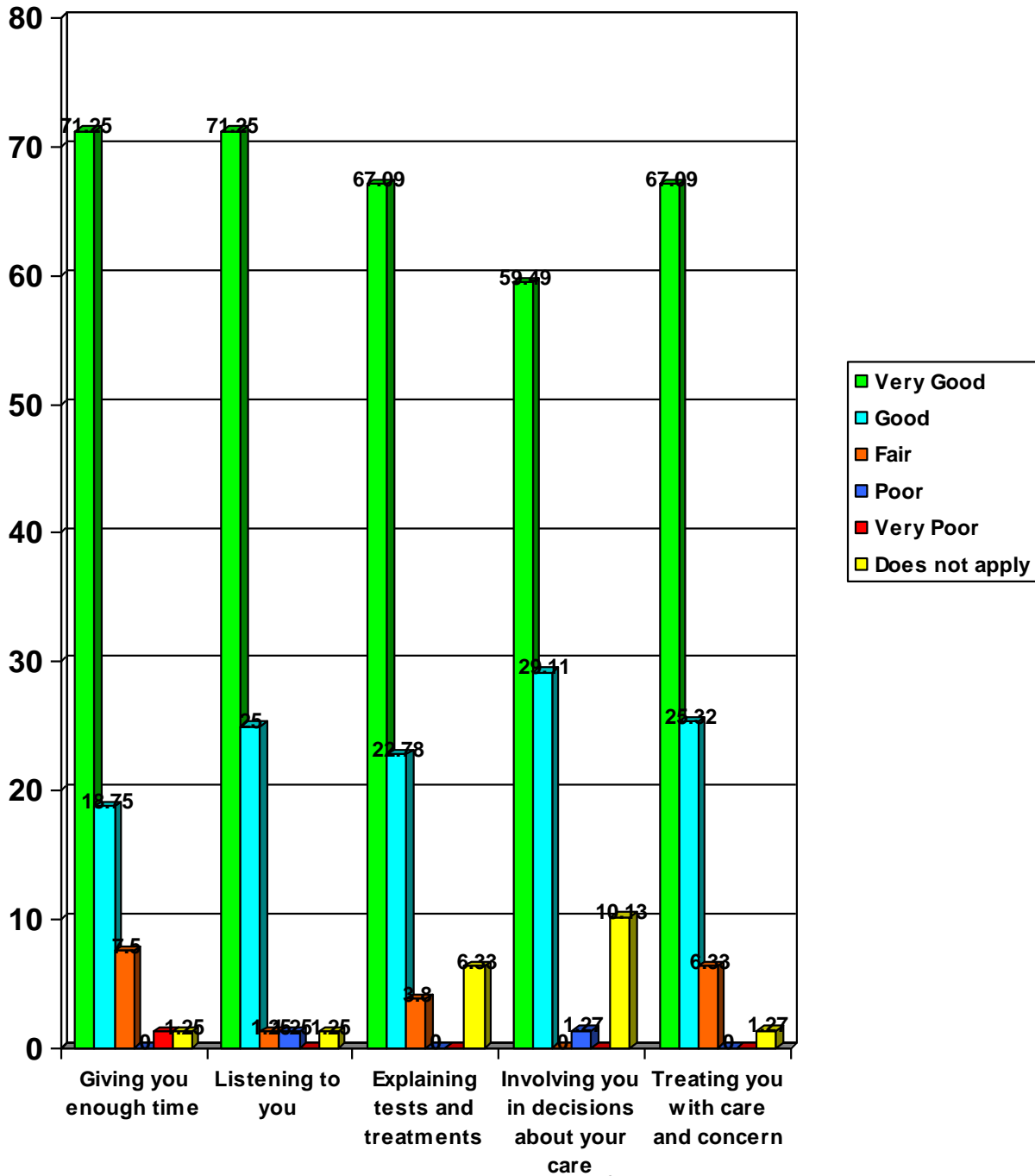
How Good was the LAST GP you saw at each of the following?



97 patients answered this question. 92% - 97% of patients indicated that our GP team were good or very good at the above, compared to 82% - 93% last year.

99% of the 97 patients that answered this question advised that they had confidence and trust to some extent in the GP that they see, compared to 97.5% last year.

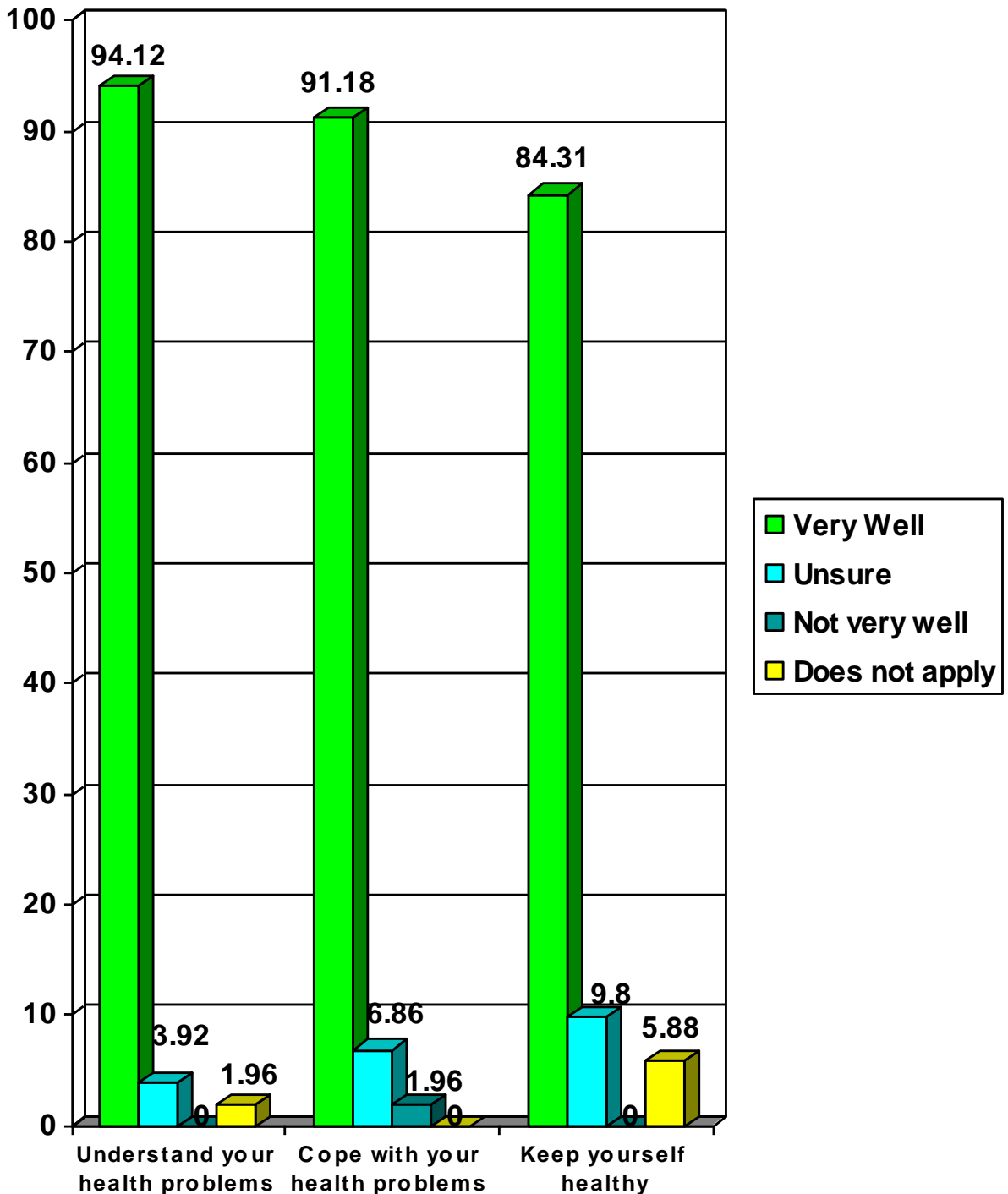
How good was the LAST NURSE you saw at each of the following:-



80 patients answered this question. 89% - 96% of patients indicated that our Nursing team were good or very good at the above, compared to 84% - 95% last year.

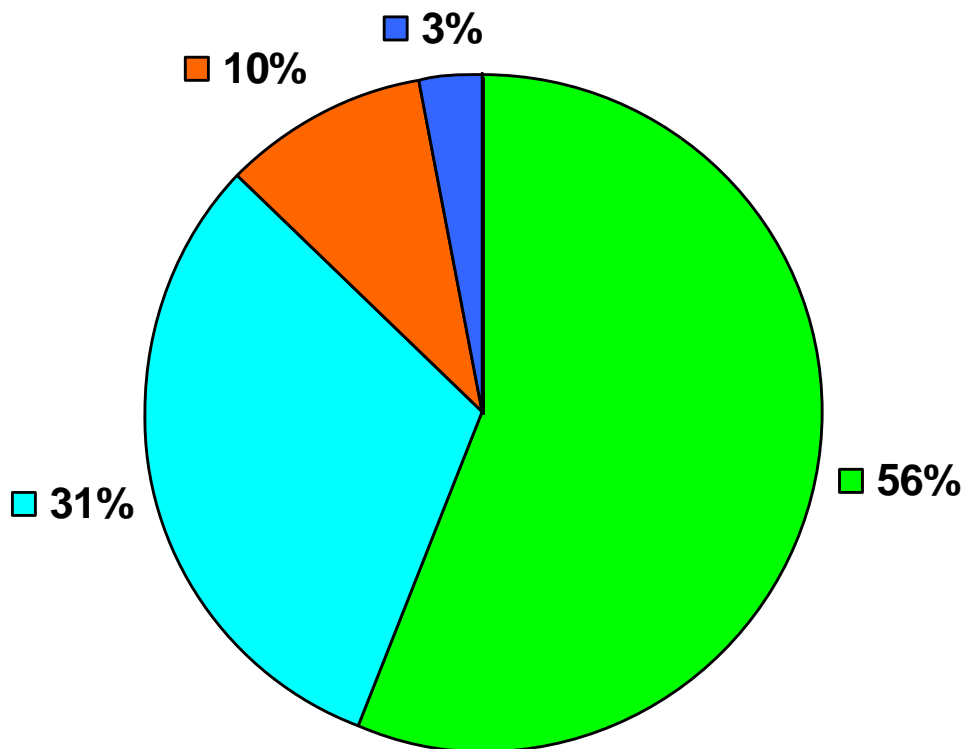
97.5% of the 80 patients that answered this question advised that they had confidence and trust to some extent in the nurse that they see, compared to 96% last year.

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to :



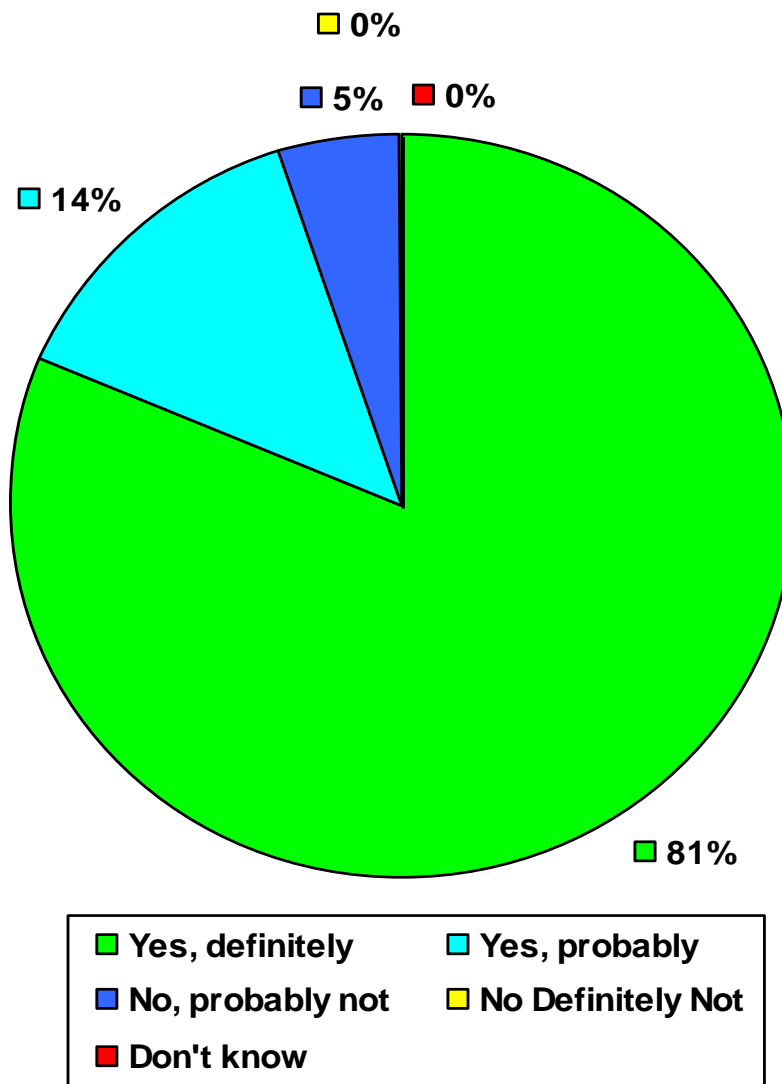
102 Patients answered these questions.

Overall, how would you describe your experience of your GP Surgery?



97% of the 102 patients that answered this question advised that their experience had been Good to Excellent, this is the same results as last year.

Would you recommend your GP Surgery to someone who has just moved to your Local area?

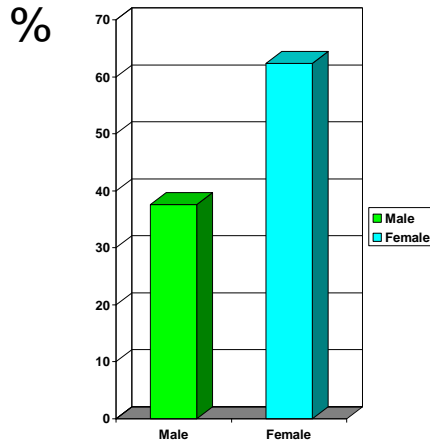


95% of the 102 patients that answered this question advised that they would probably or definitely recommend us to someone that had just moved to the area, again this is the same result as last years survey.

Another big thank you for your continued trust and support.

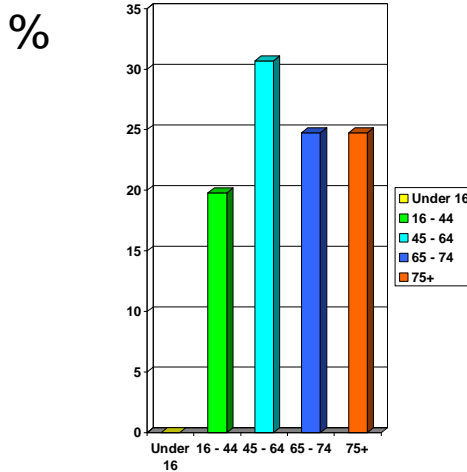
ABOUT THE PATIENTS THAT RESPONDED

Gender



Of the 102 patients that answered this question 62% were Female and 38% were male.

AGE



Do you have a long-standing health condition?

64% Yes

31% No

5% Don't Know/Can't Say

What is your ethnic group?

97% White

2% Asian or Asian British

1% Mixed

Which of the following best describes you?

34% Employed (Full or Part Time)

3% Unemployed/Looking for Work

1% At school or in full time education

10% Looking after your home / family

52% Retired from Paid Work

Comments received from the survey:-

- Recently tried calling the practice for my 3 year old child (chest infection repeat). Monday 8am - could not get through, Tuesday and Wednesday was the same. Came in Thursday as thought something wrong with telephone was told just really busy. Receptionist offered me appointment for 2 weeks time. Unacceptable as Doctor wanted to see her if still coughing. Gave me appointment for 2 days time.
- Well Satisfied.
- Wish there wasn't such a long wait to see a doctor 3 week wait at present.
- Have never had any complaints about the Surgery. I am normally satisfied with the way I am treated.
- Everyone concerned is very friendly. These have been my doctors for 50 years and know most of the staff. They are all excellent.
- New Appointment System - you cannot choose the Doctor you want to see anymore.
- Just the parking.
- Would be nice to see the doctor I want to see on the day I need.
- This form is too rigidly defined - does not allow for any variation. Should be able to 'phone up' and request to see a particular doctor - not told it is not possible to as system does not allow it. At one time a sign in Reception stated patients should see same doctor for follow-up appointments for same problem - this has been removed.
- Dr Budahn is an excellent GP.
- I tried to get an appointment between first of March and 11 March. Each time I rang (8.15 a.m. every morning) I was told there were no appointments and to ring the following week when more doctors would be available. I was advised to ring NHS direct or go to a walk-in clinic. This was unhelpful. I was in pain, needing a certificate and to discuss current medication.
- Very good overall.
- Very nice people, receptionists try to help with all your concerns.
- A very good practice, very caring people.
- Not able to get appointment with the GP that you want if it is more urgent. The appointment system.
- Very Happy!
- Great Doctor – Dr Richards.
- Takes a long time to get through by phone.
- The new main front entrance door is hard to open and should have a button to press to open electronically. Also it would help if you had a push/pull sticker on the door.
- More flexible appointment times for persons employed and working further afield.
- I have experienced both poor and very good treatment at my clinic. I think they need more staff and better training! And refurbishing.
- Dr Ope-Ewe, also Dr Persaud and Dr Khatun are excellent. All of the nurses are great.
- Very hard to make an appointment with Doctor of your choice! Parking a real problem. New practice needed.
- Everyone working in this surgery I have found kind, considerate and caring at all times.

Comments received from the survey :-

- I suffer from asthma!!! I had other problems because they have to keep to a certain timescale I couldn't discuss. I really like Dr Budahn.
- Appointment shift and when you call in the mornings – not being able to choose GP would like to see.
- Since we moved down to Wickford and chose this surgery we have been very satisfied.
- If you need an urgent appointment for the same day you have to ring that morning often by the time you get through to the surgery all the appointments have gone to then have to wait until the following day. Unable to complete the survey online!
- The new doors difficult. When I arrived at the surgery the doors difficult to poor open. Whilst I was waiting, a frail little old lady could not pull the door open and I had to help her. Similarly she could not push the door to exit and I had to happen again.
- Availability to book appointments online would be a great help. Also, text reminders for appointments booked would be a great improvement to surface and cut down on DNA, therefore expenditure of the NHS.
- Considering how Wickford has grown and how few doctors in the town I think London Road copes well giving appointments at times. However, all doctors need a bedside manner however busy they are. Each patient needs to feel, within the consulting room, that the doctor is interested in their concerns and problems.
- Receptionists are very helpful now! New staff? It is agreed that you can see a GP urgently on the same day but not with the doctor you wish to see. It is fairly easy to book ahead for an appointment but there is a long wait the doctor of choice i.e. two weeks sometimes. When recommending our surgery to someone who has just moved to the local area only one or two GPs would be recommended.
- As working full time I get days off as Flexi on a month by month basis. Sorry I cannot book appointment for future known date.
- My family members are not frequent visitors to the surgery, and have never required an urgent appointment. When we do require a GP appointment, we prefer to see Doctor Budahn or Persaud and within reason, prepared to wait generally two weeks for an appointment. It does concern me when you do need to see a doctor sooner; it is often five days or more to see any doctor.
- Dr Richards is a wonderful doctor.

**The practice would like to thank all our respondents for their
Comments and Suggestions.**

ACTION PLAN 2012

Action	Detail	Responsibility	Deadline
1. Getting an appointment	<ol style="list-style-type: none"> 1. Monitor and publicise the number of DNA's within the surgery. 2. Communicate to patients that DNA more than once in 12 months. 	Kim Hookings Practice Manager	30.06.12 for review to see if reduction achieved.
2. Booking an appointment	<ol style="list-style-type: none"> 1. Four week rota is available to patients at all times. 2. To establish an On-line appointment booking system for Patients 	Kim Hookings Practice Manager & Dr Budahn GP Partner	30.06.12 for review and next steps.
3. Getting through on the telephone	<ol style="list-style-type: none"> 1. Raise awareness through posters and newsletters advising of reception busy times. 2. To review new telephone systems to see if the use of modern technology can improve this service for patients. 	Kim Hookings Practice Manager Jill Shortall Reception Manager	30.06.12 for review and next steps
4. Telephone Consultations	<ol style="list-style-type: none"> 1. Establish the baseline training required to undertake telephone consultations 2. Assess whether the use of telephone consultations will benefit the patient and the practice. 	Dr Budahn GP Partner	30.06.12 for review and if successful - implementation plan agreed.
5. Increase vPRG Membership	<ol style="list-style-type: none"> 1. To actively target patients in the 17 – 44 age group to become a member of our vPRG. Through targeted letters and hand out of invitation by clinical staff. 2. To continue to encourage all patients to become a member of our vPRG through continued handout of invitations. 	Kim Hookings Practice Manager	30.06.12 for review and next steps.

What have we done so far...

Last years survey identified a number of areas that we could work on and an action plan was raised. This years results in the main show an improvement on your satisfaction with us, however there is more to be done.

Lets go through the action plan from 2012 and look at what has been achieved and what actions still need further work.

Future actions from your comments received both during the survey and on identifying areas of improvement to produce the following actions.

1. Getting an Appointment

Last year 17% of patients that responded via the survey indicated that they did not feel that they were able to see a GP urgently and 15% of patients felt that it was not very easy to book an appointment in advance.

We agreed to review 'Did Not Attend' appointments within the surgery. To use posters to advise patients of the wasted appointments incurred by the practice and how many hours of GP and Nurse time this equates to.

In February 2012 we had a DNA rate which resulted in 41 hours of clinical time wasted. This worked out to be 7 days worth of GP and Nurse Appointments in just one month! Looking at February 2013 our DNA rate was 33 hrs. which is a reduction of 19.5% when viewed over the same period from last year.

This is a great improvement, however, we would like to consider additional ways to improve attendance rates at the surgery and we will discuss this further later on in the form of Text Reminders.

The practice has also made some changes to our appointment system for urgent appointments, where patients need to be seen the same day. We have introduced an 'allocation on arrival' system whereby you can call in first thing the morning with a problem that needs to be seen the same day, and where possible, you will be offered an appointment and time. The only thing that we cannot advise you when booking is which doctor it will be with as this is allocated on arrival at the surgery.

From the comments received through our survey, this system may not be popular with all our patients, however, this process has led to an increase of 12% of the number of patients that indicated they could be seen for an urgent problem from 60% to 72%.

2. Booking an Appointment

In our action plan we planned to ensure that there are four weeks of GP and Nurses rota available to patients to book an appointment in advance.

84% of patients this year advised that it was very or fairly easy to book an appointment in advance, compared to last years result of 77%. This gives us a good indication that we are aiming in the right direction.

The practice operates a four week ahead rota and therefore booking an advance routine appointment should be relatively easy, which the results of this years survey suggests, with the exception of GP absences due to sickness or annual leave.

We will continue to ensure that the GP and Nurses Rotas are added to our clinical system at least four weeks in advance to ensure ease of booking.

Online Booking

Online booking was an action from last years plan. This has taken slightly longer than anticipated to implement, but we are now ready to launch online services.

From April 2013, all patients will be able to register with us to use Online Services for the following:-

- Booking an appointment.
- Cancelling an appointment.
- Requesting Repeat Medication.
- Updating your details.

From the beginning of April, the registration form will be available to download from our website or available at reception. Please be advised that you have to come into the practice to register as you will need to provide Identification (details will be on the registration form).

We will be undertaking a review period for online booking of appointments during April to June and if you would like to leave any feedback or let us know your comments, please email to: londonroadsurgery@nhs.net. Or let us know at reception.

3. Getting through on the Telephone

We have made a small increase to how easy it is to get through to the practice via the telephone. 79% from 76% advise it is very or fairly easy to get through on the telephones..

We are also adding online services, as previously stated which, we hope, will reduce the number of telephone calls that we are receiving and this year improve our communication further.

The practice has also made the decision to replace its currently telephone system. The current system is old and there is a great deal of technology available to assist us in communicating with you better. We will discuss this further later in the report.

4. Telephone consultations

We looked at Telephone Consultations and discussed it at a number of practice meetings and Dr Budahn, one of the GP Partners, agreed to undertake a review of this service and attend a training course in Telephone Consultations to assess whether this would be something that the practice can offer our patients safely and make it easier for you, our patients, to contact our clinical team.

Dr Budahn presented to the practice her findings and it has been agreed that the Surgery will offer this service to our patients once our new telephone system has been installed. There are some requirements, such as call recording that is advisable when undertaking this type of communication.

Therefore, we are aiming to have this available to you by June 2013.

5. Increasing Patient Membership to the vPRG

As previously discussed we have made attempts to increase our patient demographics within our vPRG. This is proving difficult within the 16-44 age groups.

The practice will continue to target those patient within these groups to improve the membership numbers.

How can we improve?

From the results of the survey we have compared the results to the 2012 survey and can find a number of areas where we have made some significant improvements.

1 Getting an appointment

72% of Patients that responded feel that they can be seen for urgent problems on the same day, which is a 12% increase on last years results.

The practice has undertaken a number of actions to assist us in our appointment system. We even increased our GP capacity during the winter months from October to February. However we found that we then had wasted appointments.

The number of DNA's have dropped (compared February 2012 to February 2013). However more in this area needs to be done as there are still 33 hours per month of clinical time wasted due to patients not turning up to their appointments.

We have agreed an action for this years plan to implement a text messaging reminder service from April 2013 and to increase the number of patients that have signed up for us to use this method to communicate with them.

By texting the patient that they have an appointment, we hope will allow them to make a decision as to whether to contact us and cancel what may have become a forgotten unneeded appointment. Therefore increasing our capacity.

We have also chosen to Text a patient when they do not attend, therefore informing the patient that we are monitoring this.

Action: To implement the text messaging service for appointment reminders and DNAs, increase the number of patients that consent to us contacting them by text message and to continue to monitor the number of DNA appointments on an on-going basis.

2. Booking an Appointment

With all the changes that is happening within the NHS the practice has struggled to meet the increased demand from our patients for appointments this year and in order to meet these demands we have had to make some changes to the way you book your appointments with us.

We still ensure that we have four weeks available for routine appointments and you are able to book an appointment with your GP of choice (subject to availability).

However, we have had to change the way we book appointments for urgent problems. We now have availability with our GP team every day for urgent problems but these appointments are allocated on arrival at the practice to a GP. Therefore you will not be able to book an appointment with your GP of choice.

We found that some of our patients were booking urgent appointments to see their GP of choice for a routine problems and therefore we were not able to offer the number of urgent appointments that were needed on a daily basis. However by making this change we have increased the percentage of patients that can be seen the same day for urgent appointments from 60% to 72%.

At the end of this report we have added a 'how to book an appointment with us' information page, which we hope will help you to access the services you need from us.

Actions:- We have agreed that we will introduce an online appointment booking service, along with other online services such as requesting repeat medication, cancelling appointments and updating your details. We also agree to continue to monitor and ensure that there are four weeks of available rota for the clinical team so that our patients can book ahead.

3. Getting through on the telephone

The survey suggests that there has been a slight increase in the number of patients finding it easy or fairly easy to get through to us by telephone, from 76% to 79%. This shows that the practice is heading in the right direction.

We have been undertaking demonstrations and reviewing the types technologies of telephone systems and what they can offer us in terms of services for the last 6 months.

The result of this review is that the practice has agreed to invest in a new telephone system, which we hope will be installed by June 2013.

This up-to-date system will allow us to utilise its functions, more appropriately and reactively, to ensure that we can meet the needs of our patients calling in, and where practical, increase the number of employees answering the telephone at busy times.

Please be assured that our telephone number will not change.

We are also implementing online facilities and therefore we hope that this will naturally reduce the number of callers trying to get through to us.

Please still bear in mind that our busiest times are between 8 am to 10am and if you are calling regarding a routine non urgent problem or query we ask you to please call after this time.

Actions – To agree and install a new telephone system by June 2013.

4. Telephone Consultations

Again a large number of respondents advised that they had not tried to speak to a clinician via the telephone (70%), but those that did try find it very difficult to do so.

From last years actions Dr Budahn, a GP Partner, has undertaken the necessary review for Telephone Consultations.

It has been agreed, on the installation of the new telephone system, to implement telephone appointments for those problems that do not need examination or face to face discussions.

Action: Implement Telephone Consultation Appointments by June 2013.

5. Evening Surgeries

The practice offer patients an evening 'extended hours' service on a Tuesday evening which routine GP and Nurse appointments available from 6.30 – 7.40pm. This is funded by the Government via a National Directed Enhanced Service.

11% of patients that responded expressed dissatisfaction to our opening hours indicated that they would like us to be open in the evening.

I would like to draw your attention to the fact that the practice do currently offer evening appointments that can be booked in advance. These are of a limited number only.

We have not been advised whether this is continuing after April 2013 as yet, however, please be advised that if this funding continues we are committed to continue to offer these evening appointments for our patients to access outside normal working hours.

Action: Ascertain whether evening surgeries will continue to be funded after April 2013 and if so, publicise them more in the practice and on the Website.

ACTION PLAN 2013

Action	Detail	Responsibility	Timescale
1. Getting an appointment	<ol style="list-style-type: none"> 1. Implement text messaging reminder service for patient appointments. 2. Increase patient signup for text messaging services. 3. Continue to monitor DNA appointments. 	Kim Hookings Practice Manager	<ol style="list-style-type: none"> 1. April 2013 2. April 2013 – March 2014 3. April 2013 – March 2014
2. Booking an appointment	<ol style="list-style-type: none"> 1. Continue to monitor to ensure that there are four weeks of rota available to patients at all times. 2. To implement the On-line appointment booking system for Patients from April 2013. Monitor progress and feedback. 	Kim Hookings Practice Manager & Dr Budahn GP Partner	<ol style="list-style-type: none"> 1. On a continuous basis. 2. Review online services April – June 2013.
3. Getting through on the telephone	<ol style="list-style-type: none"> 1. Installation of approved new telephone system. 2. Review staff numbers answering telephone s at busy times. 3. Monitor and Review reports supplied by telephone system to identify areas for improvement. 	Kim Hookings Practice Manager & Dr Budahn GP Partner	<ol style="list-style-type: none"> 1. By June 2013. 2. By September 2013. 3. On a continuous basis.
4. Telephone Consultations	<ol style="list-style-type: none"> 1. To agree on the telephone system to be installed at the surgery. 2. To implement telephone consultation appointments into the standard rota and advertise to patients. 	GP Partners & Kim Hookings Practice Manager.	<ol style="list-style-type: none"> 1. By June 2013. 2. By June 2013.
5. Evening Appointments	<ol style="list-style-type: none"> 1. Confirm Extended Hours Funding will continue with CCG. 2. Advertise the Extended Hours evening as increase in number of patients wanting evening appointments. With the use of Posters and on Website. 	Kim Hookings Practice Manager	April 2013.

PARKING AND PREMISES

Premises Update:-

The Practice has been working with a development company that specialises in building Surgeries and Health Centres.

Plans have been raised for a site in the local area which could meet the needs for our practice and patients. NHS South West Essex are reviewing the business case and architects drawings and we are waiting for final approvals for them to proceed, hopefully before the end of March 2013.

The practice are also awaiting confirmation and agreement from Basildon Council regarding the identified site, as it is Basildon Council Land.

We should have some news for you soon on whether our long awaiting new premises project will go ahead.

In agreement with the vPRG the practice did not include questions regarding these subjects in this year's surveys. Patient consultation on the proposed new premises will be a fundamental part of new building project all our patients will have their opportunity to have their say on the proposed building plans.

Making an Appointment

You can make an appointment with the surgery in the following ways.

Routine Appointments

- Routine appointments are available to book up to four weeks in advance.
- From April you will be able to book routine appointments in the following ways:-
 - By Phone
 - By Telephone
 - Online Services (trial April to June 2013)
- Routine appointments are where you need to see a GP but for non-urgent problems OR where you need to see a GP again about the same problem. If it is for an on-going problem we would ask, where possible and practical, that you book this type of appointment with the same GP that you consulted with previously, as this gives good continuity of care.

GP/Nurse Instructed Follow Up

- If a GP or Nurse asks you to book a follow-up appointment and gives a time-scale of four weeks or less, please go to reception at the end of your appointment and book that appointment immediately.
- The GP or Nurse will put a note on your record to indicate that they have asked you to book a follow-up appointment and this will allow the receptionist to book an appointment for you within the required period.

Urgent Appointment

- Each day we keep a certain number of appointments available for urgent problems. These are problems where it is clinically required for you to see a GP that day.
- Once these appointments have been booked, our receptionist team will notify our duty doctor, who will review the requests for appointments and either call the patient to assess the situation and give advice over the telephone or request that the patient attends within a given timescale which could be that day or the following day or later, depending on the problem.
- Our reception team are requested by the Clinical Team to ask a minimum set of questions to obtain the necessary information for our Duty Doctor. This is only to ensure that you are given access to the right clinician for the problem you may be experiencing.
- Please remember that we have Nurse Triage Appointments available on a daily basis. Which is a fantastic service for minor ailments and illnesses.
- Alternatively you can also seek assistance from Pharmacies for minor ailments and illnesses.