

Methodology for collating and analysing the LMC PPG Survey results 2017

The survey questionnaires were distributed during January 2017 by members of the Patient Participation Group who set up sessions to help patients with their completion and return. As well as the hard copy questionnaires an online version was distributed to the Virtual Patient Participation Group.

There were 239 responses which represents a small reduction over last year. Only 2 members of the VPG completed a survey although there may have been others who completed one during a surgery visit.

The survey questionnaires were collated and analysed internally.

The Survey this year sought to establish whether or not patients understood the many options they have for medical care in specific situations and whether they were able to choose the appropriate option for each one

Each question within the survey questionnaire was coded using a simple numerical system. The results from each returned response were logged using an Excel spreadsheet. After all the responses had been coded and logged the results were totalled and the totals for each question translated into percentages using Excel. The percentages were rounded up or down as appropriate. From the totalled results Excel was further used to translate the figures into charts providing a visual image of the results. In the charts the correct answer is represented in red.

Questions not answered were treated as Non responses, where there were un-requested multiple responses or where the question response was spoiled the response was logged as a Void response.

The answers to the free text question (Q11) can be found in Appendix 1.

Lombard Medical Centre PPG Survey 2016/17

Results & Action Plan

- Of the 239 responses the division of returns by gender was 65.27% (156 women) and 27.20% (65 men).
- Survey returns represented all ages with slightly more from the 66-75 age.
- Proportionately men and women tended to be equally represented in answers.
- This year we had little ethnic representation and the returns were primarily White British. This was disappointing as we had hoped to reach out to all patients whatever their ethnic origin.
- After completing a questionnaire each person was handed a sheet showing the answers; ie the correct places to go with regard to each question's medical issue.

Over recent years the choice of services which patients can access for medical care has increased and become more complicated without an effective education programme being made available. This means that in many cases patients are not clear about which service to choose at which point.

Although the Survey could only offer a snapshot of the situation we did determine that:

- The correct choice was made in the majority of cases but there were notable exceptions:
- **Question 1:**
Although over 40% chose the correct answer and would visit the Pharmacist 45% still said they would choose to see a doctor with the remainder choosing anything from visiting the Dentist to dialling 999.
- **Question 3:**
Although 53.6% chose the correct path, 46.40 chose a variety of answers ranging from self-care to dialling 999.
- **Question 8:**
Over 80% of patients chose the wrong path with 43% electing to visit the Urgent Care Centre and 17.5% visiting A&E. Only just over 19% chose the correct service (111/OOGP or Dr Appointment).
- **Question 9:**
65.7% of patients chose the wrong path with only 34.3% electing to use the correct service, 111/OOGP.
- **Question 10:**
Whilst a majority of patients answered correctly this still left nearly 40% choosing alternative choices.
- **Question 2:**
Just under a third of patients chose to visit the Pharmacist for this medical issue so although the answer was deemed to be option 1 "Self-care" we felt that a visit to the Chemist perhaps included this so treated these patients as choosing the correct answer.

- It was obvious from many of the answers that respondents were not clear on the services offered by Pharmacists which suggest that they need to promote their services more effectively.

With regard to the improvements over the year:

- 55% thought that there had been an improvement in the Doctors
- 56% thought there had been an improvement in the Nurses
- 48% thought there had been an improvement in the Administrative staff

Although only 36% of respondents included comments these were generally very positive with more than half specifically hi-lighting the improvement in access;

Whilst it was heartening to see that many patients knew which option to choose when dealing with a specific medical issue there are instances where we feel that some patient education is needed.

We would like to propose the following

ACTION PLAN:

1. Educate patients on the appropriate path to take when experiencing a medical situation by:
 - A promotional month using the notice board in the waiting room to display the results of the survey as well as targeted posters on specific conditions and where to go for help first.
 - Producing a targeted poster for display on the website and a cut-down version to attach to prescription slips
 - Producing a leaflet outlining the different services and how patients should choose the appropriate option. This to go into the new patient packs and the display racks in the waiting room
2. The need for patient education would be enhanced if the PPG could contact more patients, both in relation to them taking part in the survey and also in order to disseminate the results to as many as possible. Presently the practice holds the e-mail addresses of a good proportion of patients. If these patients were asked if they were prepared to receive communication from the PPG then the practice could pass on information to them on the PPG's behalf.
3. Educate patients in the use of Pharmacies. There is a need for Pharmacists to promote themselves on issues of medication. We could discuss ways of achieving these aims with John.
4. Newark Hospital needs to redefine itself as an Urgent Care Centre as many still refer to it as a Minor Injuries Unit.
5. The Survey results only show what patients who visited the surgery would do. To find out how many LMC patients are not coming to the surgery but are going direct to other services we need to carry out further research at the MUU, Pharmacies and A&E. This is an option we would need to discuss with the CCG to determine if it is possible.

LOMBARD MEDICAL CENTRE PPG SURVEY 2016/17 - COMMENTS	
APPENDIX 1	
IMPROVEMENT	NO IMPROVEMENT
Appointments and telephone consultations	
Easier [sic] appointment system	
I don't come very often...but when I do I find all very good	
Drs & nurses very caring. Admin staff not able to give appointments when needed - not their fault	
Easier to get appointments	
	Admin team need to be polite and understanding
More doctors and nurses	
	It is hard to get an appointment - sometimes the receptionist think they are the doctors which isn't right
Slightly easier to book appointments	
All over	
	No improvement. Far too many patients therefore work load. Waiting queues.
Appointment times	
Admin staff help you to get appointments faster	
	Facility to book online appointments
	** comment at end of survey - Rang at 4pm to make a non urgent appointment, got told to ring back following day. Rang back and get an appointment over 7 days later. Why could this not be arranged at first phone call?
	Appointment availability
Admin and reception more helpful	
	Being able to obtain an appointment for children. Refused twice by admin staff to have doctors call back when there were no appointments. Ended up at out of hours and the staff there told me my daughter should have been seen earlier to prevent infection.
There have been improvements to an already brilliant service	
staff are less hostile	
	[No improvements] All of them
Doctors and Nurses	
I hardly ever come ...so I am not really in a position to answer accurately. I seem to get very good service if I ever need to the contact the surgery	
	Still hard to get an appointment

Able to get an appointment easier using the online apps.	
Telephone appointments on the day to assess if you need to see a doctor. Alt advice/prescription over the phone. Easier to get in contact	
	No noticeable improvements to me, that doesn't mean there aren't any.
Nurses are more chatty now	
Doctors	
Timing for appointments	
[No improvements] but only because the service has always been good. Sometimes takes awhile to get through but at a big practice that's expected.	
All at this center [sic]	
A lot politer	
Availability of appointments and ease of getting one.	
Always been top notch!	
All the above [three yes's]	
Helpful - the response to queries is handled well- friendly warm receptio - good thorough investigation of medical complaint.	
Appointments more available - Lesss waiting time - improved attitude to staff	
Ability to get appointments when required	
Faster service by phone	
Appointments great improvement. Courtesy of staff	
Generally the service is good.	
More appointments available. Staff on front desk very helpful.	
Online appointments and nurse triage service seem to aid getting an appointment with less..[incomplete comment]	
	Doctors leaving after a short time and leaving patients having to speak to another doctor and explaining themselves again.
Much easier to get an appointment due to the online service.	
Nurses do a lot more now so pretty easy to get an appointment with a nurse.	
Easier to get in to see a nurses	Harder to get into Doctors
Screening	
I find it easier to get appointments with Doctors and Nurses. At times reception staff are more understanding of your needs.	
Better care - nicer staff - new Doctors are all very understanding in embarrassing illnesses and symptoms.	
Broad spectrum improvements in all areas of health care.	

	Appointments difficult to get - also consultations over the phone very limited - its easier to make an appointment - often unnecessary
Better response time by admin.	
Can't say - don't need to come very often.	
New Doctor ie Harris very attentive and thorough. Nurses have always been excellent.	Admin staff can be rude or obstructive.
I think things are pretty much the same but on the whole I'm satisfied with the treatment I have received.	
Think all areas are great - need more funding from the government.	
I think it's the same as always.	
	Get back to people sooner.
	Its madness to have everyone phoning at the same time - 8.00am you can't get through! And then all the appointments have gone.
Receptionist are more understanding and do their best to fit you in.	
I think it is pretty much the same as it was a year ago.	Still difficult to get an appointment.
We don't come very often but haven't noticed any changes specifically.	
Nothing changed - abou the same.	
Online repeat medication.	
	I don't believe I have noticed any improvements at all. The reception staff are rude and unhelpful. Doctors' appointments are extremely difficult to book! Follow up care is no existent! The service needs improving!!
Don't know - infrequent attender.	
Easy access to internet appointments. Easy access to Dr - call back.	
You can get in to see a Nurse quicker than a Doctor.	
I have had not problem at all at this Medical Centre. They have always done what they could when they could. Thank you.	
I have found it easier to get an appointment and the Doctors this year have been friendlier.	
Just carry on doing a good job.	
	Find it difficult to get an appointment.
Staff are more approachable and the internet services have made it easier to get appointments. The Nurses have consistently been amazing.	
More appointments seem to be available now the Dr's call back.	
I consider all services here have been excellent.	
Reception and Doctors.	
Easy to make appointment with Nurse. Admin are efficient.	Not easy to obtain Doctor's appointment

	Getting through on phone for appointments. Also long line at reception desk.
Nurse availability. Doctor availability/online bookings. Polite staff	
Seems a little bit easier to obtain appointments especially with the online service. (Not always - but seems to have improved lately).	
Admin staff and some Doctors.	