

[www.alexandrasurgery.com](http://www.alexandrasurgery.com)

**Patient Survey 2013-14**



**Introduction**

A survey has been conducted between February – March 2014 among patients of Alexandra Surgery and their carers.

The aim is to evaluate aspects of our service that are intended to “**improve patient access**”.

Design

The survey is designed as a series of yes/no questions to simplify the response process and encourage users to participate. Nonetheless respondents who wish to express more detailed opinions are invited to do so for each topic on the questionnaire.

The respondents remain anonymous but are requested to provide basic demographic data to help ensure the sample is representative.

Distribution

The questionnaire in paper form was freely available to patients/ carers visiting the surgery, and an electronic copy was also available on the website. (It is still available for download, although the formal survey period has closed.)

This follows a similar survey one year ago. No direct comparison between the previous and current results is intended, as the respondent sample has not been controlled for similarity.

**Services under evaluation**

1. Booking telephone consultations
2. Out of hours service
3. SMS text message
4. Choose and book referral
5. Repeat prescription review
6. Requests by e-mail
7. Website
8. Leaflets

For each service, respondents are asked:

* Are you aware that this service is available?
* Do you feel this service is useful?
* Have you used this service?
* If you have used this service, were you happy with it?

**Services evaluated**

Booking telephone consultations

We have introduced a booking system for Telephone Consultations. You may call the reception in the morning, and leave a message together with how we may contact you (including mobile numbers). The doctor will call back as soon as possible after surgery to answer your query. You may discuss concerns such as symptoms, medication, abnormal test results, or hospital referral.

Out of hours service

When the surgery is closed, our patients can access medical advice from the Out of Hours service. You may contact the Out of Hours service on a dedicated telephone number. This number is displayed throughout the surgery, in our leaflet, and on our website. The Out of Hours service will assess your problem over the telephone, and offer advice, arrange for a consultation at a primary care centre, conduct a home visit or refer you to hospital, depending on the condition.

SMS text message

Your blood and urine tests, x-ray and scan reports are filed in your clinical records. The doctors leave instructions on all the results. We telephone patients to inform them of urgent and serious problems. Patients may telephone the reception to find out if their results are normal, or if they need to follow up with the doctor.

From this year, we have the facility to send an SMS text message to your mobile phone, to give you this information. You must first sign a consent form, then your computer file will be changed to allow SMS text messages.

Choose and book referral

The surgery uses the Choose and Book referral system whenever possible. This means that when we refer you to the hospital, we actually secure the appointment date and time for you. You will know immediately when your appointment will be. How soon you can see the consultant depends on availability at the hospital. You will also receive a password to change the date and time if it does not suit you.

Repeat prescription review

We review your repeat prescriptions regularly and sometimes we make changes. This is in line with the latest scientific research and official guidelines. We may do this review in the background, or with you face to face or over the telephone.

For the same reason, we now follow an approved list of medicines. This means that we may decide not to prescribe certain medication if they are not the most effective or safest for you.

Requests by email

To arrange repeat prescriptions, you may also send requests by email. The surgery email address is alexandrasurgery@nhs.net

You may continue with the older method, using the printed list attached to the right side of prescriptions, either at the reception or via your pharmacist.

Website

We have added frequently used application forms to our website. The surgery website address is www.alexandrasurgery.com .Following the links, you may download the following forms:

• Self-certification for illness up to one week – you may give this to your workplace directly.

• Request for medical letters from the surgery – you may return these to the surgery by hand, by post, fax or email.

• Referrals for hospital ante-natal care (for pregnant women) – you may send these to the hospital without going through the surgery.

Leaflets

We have prepared a number of leaflets to explain common problems and their treatment, for example low Vitamin D, high Cholesterol and healthy diet. The doctor may offer you a printed leaflet during consultation, both face to face or over the telephone. You can now download these leaflets from our website www.alexandrasurgery.com .Some leaflets are being translated into other languages.

**Results – Awareness**

|  |  |
| --- | --- |
|  | Aware of service available |
|  | Yes | No | Didn’t say |
| Booking telephone consultations | 35 | 13 | 2 |

|  |  |
| --- | --- |
|  | Aware of service available |
|  | Yes  | No  | Didn’t say  |
| Out of hours service | 34 | 12 | 4 |

|  |  |
| --- | --- |
|  | Aware of service available |
|  | Yes | No  | Didn’t say  |
| SMS text message | 27 | 17 | 6 |
|

|  |  |
| --- | --- |
|   | Aware of service available   |
|   | Yes | No  | Didn’t Say  |
| Choose and book referral | 31 | 14 | 5 |

|  |  |
| --- | --- |
|   | Aware of service available  |
|   | Yes | No  | Didn’t Say  |
| Repeat prescription review | 26 | 20 | 4 |

|  |  |
| --- | --- |
|  | Aware of service available  |
|  | Yes | No  | Didn’t Say  |
| Requests by e-mail | 25 | 18 | 7 |
|

|  |  |
| --- | --- |
|  | Aware of service available  |
|  | Yes  | No  | Didn’t say  |
| Website | 14 | 27 | 9 |
|

|  |  |
| --- | --- |
|  | Aware of service available  |
|  | Yes | No  | Didn’t Say  |
| Leaflets | 18 | 22 | 10 |
|

**Patient Questionnaire 2013-14**

**Summary of Results**

n = 50

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Aware of service available |  |  | Feel service useful |  |  | Used service |  |  |  |
|  | Yes | No | Didn’t say | Yes | No | Didn’t say | Yes | No | Didn’t say | Happy with service # |
| Booking telephone consultations | 35 | 13 | 2 | 44 | 3 | 3 | 34 | 13 | 3 | 31 |
| Out of hours service | 34 | 12 | 4 | 39 | 4 | 7 | 28 | 22 | 50 | 19 |
| SMS text message | 27 | 17 | 6 | 37 | 3 | 10 | 16 | 26 | 8 | 15 |
| Choose and book referral | 31 | 14 | 5 | 39 | - | 11 | 21 | 20 | 9 | 21 |
| Repeat prescription review | 26 | 20 | 4 | 32 | 4 | 14 | 18 | 21 | 11 | 17 |
| Requests by e-mail | 25 | 18 | 7 | 38 | 2 | 10 | 17 | 25 | 8 | 16 |
| Website | 14 | 27 | 9 | 34 | 3 | 13 | 9 | 27 | 14 | 9 |
| Leaflets | 18 | 22 | 10 | 33 | 3 | 14 | 13 | 24 | 13 | 12 |

# Relevant among those who answered ‘Yes’ to the previous question “Have you used this service?”

**Patient Questionnaire 2013-14**

**Respondents’ characteristics**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Registered patient | Yes | No |  |  |  |  |  |
|  | 40 | 10 |  |  |  |  |  |
| Gender | Male | Female | Other |  |  |  |  |
|  | 14 | 18 | 18 |  |  |  |  |
| Age group | 0-15 | 16-24 | 25-35 | 36-50 | 51-65 | Over 65 | Not stated  |
|  | 0 | 7 | 9 | 2 | 14 | 4 | 14 |
| Ethnicity | White | Black/British | Asian/British | Mixed | Chinese | Other | Not stated |
|  | 20 | - | 10 | 1 | 1 | 3 | 15 |
| Employment status | Employed | Unemployed | F/t education | Incapacity | Looking after home | Retired | Other |
|  | 22 | 2 | 3 | 4 | 5 | 2 | 12 |
| Used surgery in last 12 months | None | 1-2 times | 3-4 times | 5-6 times | 7 times or more | Not stated |  |
|  | 4 | 11 | 7 | 6 | 5 | 17 |  |



**Analysis**

50 people responded to the questionnaire, which equate to between 1-2% of the practice population. There is a spread between various age groups (except children), however their ethnic background cannot be compared against the practice population because 3 out of 10 respondents did not disclose this information. Moreover, the practice has recorded ethnicity of patients only in recent years, hence the database is not complete.

Awareness is a key indicator, as people who are not aware that a service exists in the first place, will not use it, and in turn cannot be satisfied with it. Ensuring that patients/ carers are aware of services available is part of improving access.

Among the respondents there is good awareness (over 60%) of the availability of booked telephone consultations, out-of-hours (OOH) service and choose-and-book referral. Other than OOH doctors, these are relatively recent provision and the figures indicate that our patients/carers have embraced developments in NHS general practice.

Approximately half of respondents are aware that SMS text message, repeat prescription review and requests by e-mail are available. This suggests that these services have been offered to the users on an “as necessary” basis. One particular problem in this regard is the requirement to obtain written consent from individuals before they are enrolled for SMS text messages. An appropriate Read code is then recorded into their records which activate the SMS text message option. The relatively low awareness is confirmed by a search of the database, which shows less than half of the practice population registered with the Read code of consent. This is a limiting factor which needs to be overcome.

Less than one in five respondents were aware of the availability of information and health tools on the website. The leaflets can be considered as a subset of the website. To place this in context, these facilities were commenced during 2012-13, shortly before the first patient survey on this topic, and will bide time for the cultural shift. Of note, however, is the sign outside the surgery (which has been in place for a number of years) which carries a different (and incorrect) website address. The website is one of the strategies for improving access to information, and may require better efforts at promotion.

Rather encouraging is that in general, a higher proportion of respondents regard the services as useful, than the percentage who are aware of their existence. We may infer that more intensive promotion of the services to those not yet aware may be well received.

Interestingly, not everyone who is aware of the services has actually used them. Services such as out-of-hours are clearly advertised, and SMS text messages require patients to sign a consent form. However, services such as choose-and-book are only made known to patients when the occasion arises to use them. We surmise that they may have discussed some services with other patients. Furthermore, of those who have used the services, a high proportion has expressed satisfaction.

**Conclusion**

This year’s survey results suggest that our services aimed at “improving patient access” are being developed in the right direction. However more efforts can be made at promoting awareness among patients/carers.

18 March 2014

Clinicians: Administrators:

Dr N Sivananthan Mrs P Creed

Dr A Sivananthan Ms A Sivananthan

Dr G Haldar Dr S Hiew