

**The Surgery**  
**Amersham Health Centre**  
**Chiltern Avenue, Amersham, Bucks HP6 5AY**  
**Tel 08444 77 87 33 : Fax 08444 99 69 76**

**Dr A C Dellow & Partners**

**Amersham Health Centre: Patient Participation Report 2012/13**

**Introduction**

Last year the surgery published its first annual Patient Participation Report on the surgery's website. This report is an update on our Patient Group and the results of our survey for 2012/13.

**The Surgery & its Patient Population**

The surgery is situated in Amersham on the Hill near to shops, offices, the railway station, police station, council offices and residential streets. Amersham Health Centre has over twelve thousand patients of whom nearly 8% are under five and 19% are 65 or over. The surgery has six GP partners and one salaried GP. There are three male doctors and four female. The practice is approved by the Oxford Deanery as a training practice and helps to train future general practitioners by working with 'GP Registrars'.

The surgery has a comprehensive booklet and website providing patients with lots of information about the surgery, its opening hours, staff and clinics. It also provides some general medical advice for dealing with common ailments, a list of suggested items for a family medical chest and travel advice.

The surgery also produces a quarterly newsletter which aims to keep patients informed about what is happening at the health centre, of any changes in the NHS and topical and seasonal advice e.g. advice about hay fever in the spring.

**Practice Opening Times**

Monday\* – Friday 8.30am to 6.00pm

(\*Monday Sunrise Surgery by pre-booked appointment only from 7.20am)

Saturday Surgery 8.30am to 12.10pm by pre-booked appointment only. The reception desk is open for patients to collect repeat prescriptions.

Patients can access services during opening hours by telephone - 08444 778733 (multiple lines) or 01494 415922 (single line) – or in person at the reception desk.

## **Profile of the members of the Patient Group**

The patient group is led by Dr Simon Thompson, GP, Joyce Hayes, Practice Manager and Fiona Bingham, Practice Administrator.

There are currently thirty-one patients in the group of whom ten usually attend meetings and twenty-one usually participate by email. There are eight male and twenty-three female group members. We have a mixture of employed and retired patients. These patients fall into a variety of age and ethnic groups.

The surgery is still striving to expand its patient group numbers by advertising for new members in our newsletters, via a poster in the waiting room and a notice on the practice website. A poster was placed in the waiting room inviting patients to attend the last meeting on 30<sup>th</sup> January 2013 **see Appendix 1**

## **Terms of Reference**

The aims and objectives of the patient group are to:

- Improve communication with our patients.
- Identify issues which are important to our patients.
- Involve patients in decision making with an aim to improve services provided.
- Help formulate action plans from the results of practice surveys.
- Involve the group members in sharing information with other patients.

## **Patient Satisfaction Survey**

At the patient group meeting on 19<sup>th</sup> September 2012 it was agreed that the GPAQ (General Practice Assessment Questionnaire) should be used to carry out a survey of patient satisfaction as a spreadsheet is provided to analyse the data. (© GPAQ is copyright of the National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH). Members of the patient group thought that the number of completed surveys in 2012 had been quite low considering the patient population and it was decided that the survey should be carried out over a longer period of time.

The survey was carried out between October 2012 and January 2013. Over five hundred survey forms were handed out to patients coming into the surgery and at Saturday flu clinics. The survey form was also available to download from our website and was emailed to over 800 patients. Two hundred and twenty-eight completed surveys were returned to the practice.

***See Appendix 2 for a copy of the minutes of the meeting on 19.09.12.***

## **Patient Survey Analysis**

The individual scores for the evaluation questions in GPAQ are expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score is 100%.

### **1. Satisfaction with Receptionists.**

- The mean score for satisfaction with the way patients are treated by the Receptionists was 77%.
- 90% of patients reported that they were good, very good and excellent.

### **2. Satisfaction with opening hours**

- The mean score for satisfaction with opening hours was 67%.
- 84% rated our opening hours as good, very good or excellent. When asked what additional opening times they would prefer, there was a range of answers – see below . The highest number of responses was for no change to our hours followed by a request for weekend opening. The surgery is open on Saturday mornings for appointments that have been pre-booked.

	<b>Total</b>	<b>Percentage (n=228 figures are not mutually exclusive)</b>
Early morning	22	10%
Lunch times	9	4%
Evenings	37	16%
Weekend	82	36%
None I am satisfied	111	49%
Did not respond	0	
<b>Total</b>	<b>228</b>	<b>100%</b>

All 228 respondents provided answers for this question. Percentages are not mutually exclusive (i.e. do not add up to 100%) as more than 1 answer was permitted.

### **3. Satisfaction with the availability of a particular doctor**

- The mean score for satisfaction with the availability of a particular doctor was 65%.
- 68% of those who rated satisfaction said that they could see a particular doctor within 2 working days which they rated as good, very good and excellent.

#### **4. Satisfaction with the availability of any doctor**

- The mean score for satisfaction with the availability of any doctor was 80%.
- 93% of those who replied were able to see any doctor within two working days and rated this as good, very good and excellent.
- 80% of patients were able to see any doctor on the same day for a routine appointment.
- 96% of patients who needed to see a doctor urgently on the same day said that they were able to be seen.

#### **5. Satisfaction with waiting times at the practice**

- The mean score for satisfaction with waiting times was 59%.
- 65% rated the waiting time as good, very good or excellent.
- 58% of patients said that they are seen within 10 minutes of their appointment time.
- 93% are seen within 20 minutes.

#### **6. Satisfaction with phoning through to the practice**

- The mean score for satisfaction with phoning through to the practice was 49%.
- 45% rated their ability to get through to the practice as good, very good and excellent.
- 18% of patients rated their ability to get through to the practice as poor or very poor.
- Telephone access is discussed regularly at Patient Group Meetings. In response to discussions at patient group meetings we have increased the length of the telephone queue and added a single line local call number.

#### **7. Satisfaction with phoning through to a doctor for advice**

- The mean score for satisfaction with phoning through to a doctor for advice was 64%.
- 35% of patients who completed the questionnaire have never tried to telephone a doctor for advice.
- 79% of the patients surveyed who have telephoned the doctor for advice rated this service as good, very good and excellent.

#### **8. Satisfaction with continuity of care and seeing usual doctor**

- The mean score for satisfaction with continuity of care was 63%.
- 71% of patient rated the continuity of care as good, very good and excellent.
- 59% of patients surveyed said that they see their 'usual doctor' a lot of the time or always.

## 9. Satisfaction with consultations with usual doctor

- The mean scores for satisfaction with consultations with their usual doctor were as follows:

Satisfaction with doctor's questioning about how you are feeling	80%
Satisfaction with how well the doctor listens to what you have to say	81%
Satisfaction with how well the doctor puts you at ease during your physical examination	83%
Satisfaction with how much the doctor involves you in decisions about your care	81%
Satisfaction in how well the doctor explains your problems or any treatment that you need	82%
Satisfaction with the amount of time your doctor spends with you	78%
Satisfaction with the doctor's patience with your questions or worries	82%
Satisfaction with the doctor's caring and concern for you.	82%

## 10. Satisfaction with consultations with a nurse

- The means scores for satisfaction with consultations with a nurse were as follows:

Satisfaction with how well the nurse listens to what you have to say	78%
Satisfaction with the quality of care the nurse provides	81%
Satisfaction in how well the nurse explains your problems or any treatment that you need	78%

- 97% of the patients surveyed who had seen a nurse rated the quality of care as good, very good and excellent.

## 11. Demographics of the patients surveyed

- 67% of those surveyed were female and 33% were male.
- 74% of those surveyed were over 45 years old and 26% were under 45 years old
- The mean age for those surveyed was 57.
- 46% of those surveyed had a long standing illness, disability or infirmity.
- 74% of those surveyed live in owner occupied or mortgaged property.
- The ethnicity of those surveyed was as follows:

White	90.0%
Black or Black British	0.5%
Asian or Asian British	4.5%
Mixed	3.0%
Chinese	1.0%
Other ethnic group	1.0%

- The patients surveyed described themselves as follows:

Employed (full/part time, self employed)	35.0%
Unemployed	0.5%
School or full time education	0.5%
Long term sickness	2.0%
Looking after home/family	6.5%
Retired	54.0%
Other	1.5%

## 12. Comments made by Patients

- **The following is a sample of comments made by patients about what we do well:**
  - ♥ Wonderful centre we are lucky to live in Amersham.
  - ♥ A lovely surgery with great staff.
  - ♥ I am very satisfied with the care at the surgery. I have a lot of confidence in the doctors and nurses.
  - ♥ Caring attitude I am never made to feel a nuisance.
  - ♥ The surgery has a good atmosphere, everyone seems happy to work here.
  - ♥ Well run practice, well done to the team.
  - ♥ The receptionists are always so friendly and helpful.
  - ♥ Diabetes clinics and advice have been excellent, greatly appreciated.

- **The following comments were made about what could be improved:**
  - ◆ Would like to be able to book appointments on the internet.
  - ◆ The telephone system and queue.
  - ◆ Would like to see more appointments available for pre-booking.
  - ◆ Would like evening appointments.
  - ◆ Would like to be able to phone earlier in the morning and at lunchtimes.
  - ◆ More preventative care.
  - ◆ A line to call and speak to the doctors would be good.
  - ◆ Would like to see either ultrasound in-house or faster referrals.

### **13. Conclusions form the 2012/13 Survey and Action Plan**

These results were discussed at the last Patient Group Meeting on 30<sup>th</sup> January 2013. The patient group felt that overall the results of the survey were good and that the practice is performing well. The group felt that our main action plan should be to try and offer more continuity of care. Patients could be asked if they are happy to see another doctor or if they prefer to see a particular doctor. The importance of trying to offer continuity of care has been discussed at a practice staff training session.

***See Appendix 3 for a copy of the minutes on 30.01.13***

The practice is going to look at carrying out surveys in a different way in future, such as on the check-in screen and on-line. The number of completed survey forms received increased slightly this year, but many more forms were handed out, especially at flu clinics. There is some evidence to show that the practice might get more responses if the questionnaire is shorter. More survey forms might be returned if they are handed out throughout the year. Patients who don't attend the surgery regularly would then have an opportunity to complete a survey form. It might also be possible to run more than one survey about different aspects of the service provided by the practice.

The patient group have been asked to email any comments about the survey report to the Practice Administrator. The practice is aiming to meet with the patient group again in April 2013.

## **Ongoing Issues**

Since last year the practice has introduced an 01494 number for patients who don't want to call the 0844 number. The practice has also increased the queue on the telephone system from 15 to 20 so that, at busy times, patients will not be given the call back later message as often. It was generally felt that it is better and more re-assuring to wait in a queue than to have to keep re-dialling.

The practice is currently carrying out an audit to assess the demand for appointments and another audit about patient satisfaction. When all the data has been collated, the information will be discussed by the practice team and also with the patient group before any decisions are made about changes to the service.

We are constantly looking at ways to improve communication with our patients. We noted from the survey results that some patients are unaware that we already have a Saturday morning surgery. We advertise this Saturday surgery regularly in our newsletter and the information about opening times is always on our website and in our practice booklet. **See Appendix 4**

Patients can also call the surgery, pick option 1 and leave a message for a doctor to call them back – please note that this service is for advice and not for telephone consultations. Again this information is on the website and in the practice booklet.

The practice will soon be getting a new check-in screen and a patient information screen. The patient information screen will display health promotion videos and will be an opportunity for the surgery to pass on information about the services we provide. We will also be able to use the new check-in screen to carry out short surveys.

**If you are interested in joining our patient group and having your say in how we develop patient services, please let us know. You are welcome to join us in person or via email.**

## **YOUR HEALTH CENTRE NEEDS YOU!**

We are having a meeting of our Patient Participation Group at the Surgery on **Wednesday 30<sup>th</sup> January at 2.00pm** and we are always looking for new members.

If you would be interested in joining our Patient Participation Group and coming to the meeting, please ask the Receptionist for a contact form to complete.

If you aren't able to attend meetings but would still like to be involved, please note this on the contact form and we will ask for your comments by email.

Many thanks  
Dr Dellow & Partners

## Appendix 2

### Dr A C Dellow & Partners

#### Patient Participation Group Meeting 19<sup>th</sup> September 2012

#### Minutes

##### Attended by:

Dr Thompson (ST)  
Joyce Hayes – Practice Manager (JH)  
Fiona Bingham – Practice Administrator (FB)

Patients: DF, BA, SC, LM

Apologies: HB, TR, HJ, TM, MrN, MrB, MrV, NF

Fiona Bingham introduced the meeting and thanked members of the group for attending.

##### Minutes from Previous Meeting

###### Play House

JH showed the group some pictures of possible playhouses and it was agreed that 'The Little Tikes Log Cabin' would be purchased as it is bigger than the others and there is more headroom for slightly older children.

###### Telephone Data

The group were given data with regards to telephone calls received by the surgery including the breakdown of time in the queue for the surgery number and the volume of calls.

DF said that she likes to get through and be in the queues as the calls are dealt with quite quickly. LM agreed with DF and also thought that it is probably more expensive to keep calling than wait in the queue.

JH said that she would increase the queue to twenty see how this goes and then report back to the group.

LM asked if the practice had discussed encouraging the receptionists to offer patients pre-bookable appointments in the future rather than to call the next morning as a lot of people don't know that these appointments are available if you want to book ahead.

ST said that the difficulty is that the surgery can only have a small amount of pre-bookable appointments and that these get booked up very quickly.

BA suggested that there should be a notice in the waiting room informing patients of the busiest times of day for the phones.

### GP Details

FB reported that details of the GP's specialities and the days that they work will be in the autumn newsletter.

### **Patient Satisfaction Survey 2012/13**

FB reported that the surgery would start giving out patient questionnaires soon and the survey would be carried out over a longer period of time than the last one. It was decided to use the GPAQ questionnaire again as a spreadsheet is provided to analyse the data. It was decided that the questionnaire would be handed out at flu clinics and at baby clinics to reach more patients.

### **Overseas Visitors**

JH read out a letter from KN (see attached) asking what policies the surgery has regarding the treatment of overseas visitors.

JH reported that the surgery now asks all new patients for sight of their passport as proof of id and entitlement to NHS services and a household bill as proof of address.

There was no other business to be discussed and the next meeting will be on the 30<sup>th</sup> January at 2pm.

## Appendix 3

### Dr A C Dellow & Partners

#### Draft - Patient Participation Group Meeting 30<sup>th</sup> January 2013

#### Minutes

##### Attended by:

Dr Thompson (ST)  
Joyce Hayes – Practice Manager (JH)  
Fiona Bingham – Practice Administrator (FB)

Patients: DF, HB, DL, LM

Apologies: BA, CT, TM, JL, JL, MrV

Fiona Bingham introduced the meeting and thanked members of the group for attending.

##### Minutes from Previous Meeting

###### 01494 Number

FB reported that the surgery had introduced an 01494 number for patients who do not wish to use the 0844 number. It was explained that this is only one line and there is no queue option and so the line might often be engaged. The surgery had publicised the number on its website and in the newsletter. DF asked if it was known how much it had been used – FB to speak to NEG, our system supplier, to see if it is possible to get this information.

###### Telephone Queue

JH reported that the telephone queue had been increased to twenty as requested by the group at the last meeting, DF felt that it is better to wait in a queue than to have the engaged tone and keep re-dialling.

###### Playhouse

FB reported that a new playhouse had been purchased and was in use in the waiting room.

###### GP Details in newsletter

FB reported that details of the GPs working days and specialities had been publicised in the newsletter. It was felt that this should be repeated.

###### Pre-bookable appointments

JH reported that the surgery is going to carry out an audit of appointments to look at which days are busiest and whether more appointments are needed. LM asked

if it is possible to ascertain whether all the book on the day appointments are really necessary for a day. JH explained that the surgery is required by the Primary Care Trust (PCT) to ensure that patients can book an appointment within forty-eight hours. HB asked how quick the computer system is for booking appointments. JH reported that it is reasonably quick.

JH explained that the surgery would like to have more doctors and receptionists but doesn't have the funding. JH also reported that the surgery has 12,000 patients but, due to a complex payment system, only gets paid for looking after 11,000 patients.

## **Results of 2012/13 Patient Satisfaction Survey**

Group members were given a table of results for this year and the previous year for comparison. FB reported that although over five hundred surveys had been given out in the surgery and the questionnaire had also been placed on the website and emailed out to patients, only 228 completed questionnaires had been returned to the practice. The surgery will be looking at carrying out a shorter survey all year round and having a version that can be completed on-line. The group were given some example of other surveys that could be used.

DL felt that overall the results were very good. There was a discussion regarding continuity of care and seeing the same doctor. HB suggested that we ask in the survey if people mind seeing someone different. LM suggested that when patients are given the questionnaire they should be advised that if they have a specific problem, they should bring it to the surgery's attention so that it can be looked into.

FB asked group members to let her have any comments they would like to make about the results by email for inclusion in this year's Patient Group and Survey report.

The group discussed whether a patient should be asked what the problem is. JH explained that this is only asked so that the patient can be directed to the right person to deal with their problem.

The group discussed the difficulties of getting information across to patients. ST suggested that new patients should be given a copy of the newsletter. LM suggested that the newsletter could be given to libraries and churches.

## **Changes in the NHS**

JH reported that within the next two years patients will be able to access their records online and book appointments online. Electronic prescribing is being introduced this year. Prescriptions will be sent electronically to the pharmacy rather than being given to patients and this will reduce fraud. ST said that it will be possible to see how many prescriptions are never collected and these are a waste of resources. When items have been dispensed and given to a patient, they can't be returned to stock even if unopened. ST asked the patient group for support in saving NHS resources and reducing prescribing costs. He said that the practice tries not to prescribe medication that can be purchased over the counter

and would be pleased for the support of the patient group. This was discussed and the patient group were supportive of this action.

JH also reported that the surgery will be getting a new patient check-in screen and patient information screen. The company providing the check in screens can include a patient survey function. The PCT have provided the money for the purchase of these screens and for maintenance costs for one year. After the first year, surgeries will have to pay the ongoing costs.

JH informed the group of changes to the out of hours service. Telephone calls will be handled by NHS 111 and the service will provide health information and advice. NHS 111 can also re-direct appropriate calls to Bucks Urgent Care, the out of hours' service. Calls to NHS 111 are free and this service will replace NHS Direct.

HB suggested that it would be necessary to look at how online booking would work alongside telephone booking. JH said that some appointments will be reserved specifically for online booking.

### **Any Other Business**

ST asked members of the group if they might be able to help support the surgery in other ways. He suggested that the group sell tea, coffee and biscuits at flu clinics to raise money for the surgery. LM suggested that members bring any ideas to the next meeting. LM suggested fund-raising and helping at clinics and HB suggested fund-raising for equipment.

The next meeting will take place after the report is published at the end of March/April.

## Appendix 4

**Amersham Health Centre**

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Advice For Travellers  
Change My Details  
Disabled Access  
Doctors  
Immunisations  
Make An Appointment  
New Patient Registration  
Obtain A Home Visit  
Obtain Telephone Advice  
Obtain Test Results  
Out Of Hours  
Patient Participation  
Patient Survey Results  
Practice Area Map  
Repeat Prescriptions  
Sickness Certificates  
Staff  
Useful Contacts  
NHS Health Checks  
Useful Information  
Neighbourhood Professionals

**Opening Hours**  
The surgery is open from 8.30am to 6.00pm Monday to Friday and for a limited number of pre-booked appointments on a Saturday morning from 8.30am to 12 noon. Phone calls are not taken on a Saturday morning.

**Out-Of-Hours Cover**  
The doctors work as a partnership and cover one another's absence on holiday or study leave. Occasionally a locum is employed to cover absences. Out-of-hours and night cover is provided by Buckinghamshire Urgent Care and not by our doctors. NHS Buckinghamshire is responsible for commissioning out-of-hours services.

**When The Health Centre Is Closed - Tel: 0844 477 8733**  
A doctor from Buckinghamshire Urgent Care is always on call outside normal working hours, at weekends and on public holidays. You can obtain the correct number by calling 0844 477 8733.

**Please only use the out-of-hours service if your problem really cannot wait until the next working day.**

**Casualty**  
The nearest accident & emergency department is at Stoke Mandeville Hospital - telephone 01296 315664. There is an Emergency Medical Centre at Wycombe Hospital - telephone 01494 526161. There is no casualty department at the health centre or at Amersham Hospital.

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## Appendix 5

**Amersham Health Centre**

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Advice For Travellers

Change My Details **HOW DO I...**

Disabled Access **Obtain Telephone Advice**

Doctors

Immunisations Ring 0844 477 8733. Your doctor will usually be available to give advice over the telephone at 11.30am and 3.00pm.

Make An Appointment

New Patient Registration **HOW DO I...**

Obtain A Home Visit **Make An Appointment?**

Obtain Telephone Advice

Obtain Test Results Appointments can be made in person or by telephone to 0844 477 8733. The reception desk is open from 8.30am to 6.00pm each weekday.

Out Of Hours

Patient Participation

- Morning Surgery 8.30 - 11.00am
- Evening Surgery 3.30 - 5.30pm

Patient Survey Results

Practice Area Map

Repeat Prescriptions We also offer a limited number of appointments before 8.30am on Monday morning (doctor and nurse) and between 8.30 and 12 noon on Saturday mornings (doctor only). Please ask at reception for more details.

Sickness Certificates

Staff

Useful Contacts We have an automated telephone answering system. When you call you will be asked to:

NHS Health Checks **Press 1 to book an appointment**

Useful Information **Press 2 to request a home visit**

Neighbourhood **Press 3 for prescription queries**

Professionals

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