

Moorland Medical Centre Practice Improvement Questionnaire Report 2014 - 2015



Moorland Medical Centre

Practice Improvement Questionnaire Report

Moorland Medical Centre is based in the centre of Leek and has a staff of:

Medical staff

5 Partner GPs, 1 Salaried GP, 2 GP Registrars, 2 Nurse Practitioners, 1 Care Home Nurse Practitioner, 4 Practice Nurses, 2 HCAs, & Associated Midwife, District Nurses and Wellbeing Service.

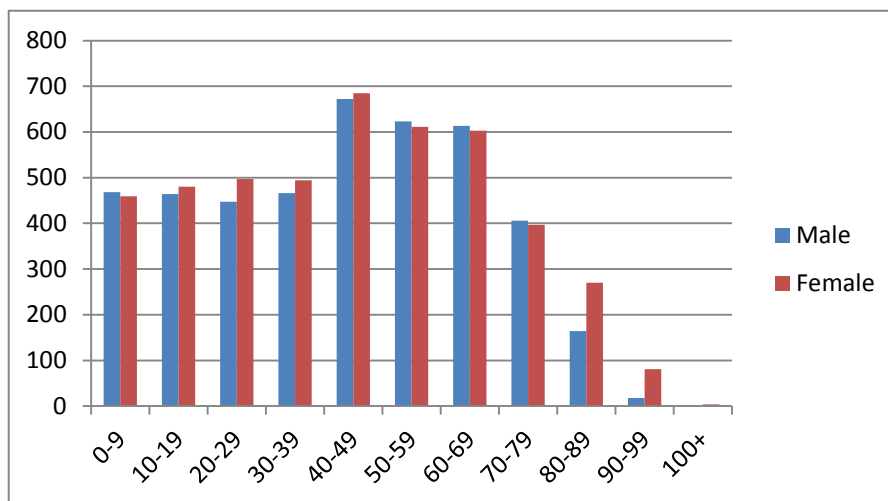
Admin staff

1 Practice Business Manager, 1 Patient Services Manager, 2 Secretaries, 1 Senior Medical Receptionist, 5 Medical Receptionists, 1 Medical Receptionist/Phlebotomist, 1 Vacant Post - Clinical Co-ordinator.

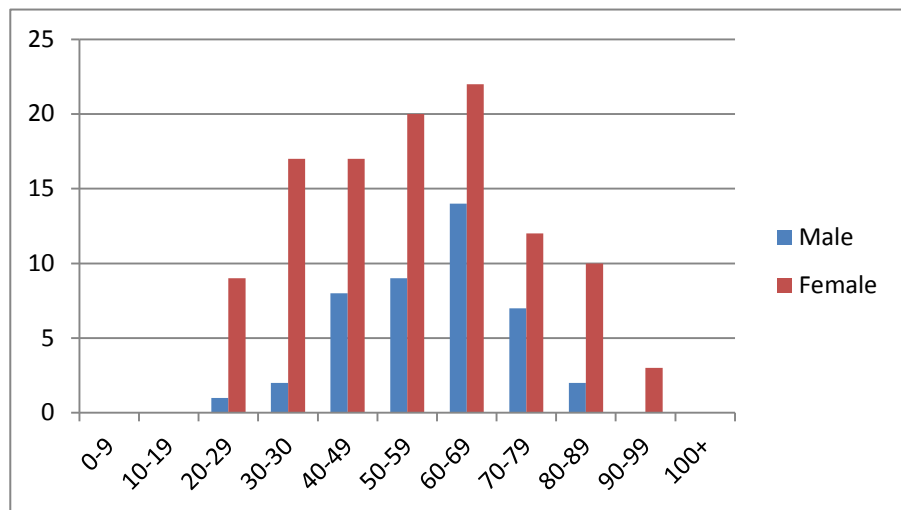
The Practice has approximately 8922 patients of which 153 are registered carers. Carers are people who, without payment, provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age. A “Young Carer” is defined as being below 18, who carries out significant caring tasks and by so doing, shoulders a level of responsibility for another person which is inappropriate for their age.

The population is predominantly white British, with 0.72% ethnic diversity. The age range of patients and carers is shown in the graph below.

Practice population



Age of carers



The Practice Patient Participation Group is very active within the Practice. It has a formal constitution with Chairman, Vice-Chairman and Secretary. The group currently has 14 patient members, 2 Virtual patient members, 2 Practice representatives and the GP's attend the monthly meeting in rotation. Members of the group are involved in the CCG Board (Clinical Commissioning Group), Quality Committee meetings, the Patient Congress and the National Association of Patient Participation Groups (NAPP).

Opening Times

The core and extended opening hours are shown below:

	Core Opening Hours	Extended Opening Hours
Monday	8.00am-6.00pm	6.30pm-8.45pm
Tuesday	8.00am-6.00pm	
Wednesday	8.00am-6.00pm	
Thursday	8.00am-5.00pm	
Friday	8.00am-6.00pm	

North Staffordshire CCG are responsible for commissioning the Out of Hours service. The current provision is with NHS 111. If patients contact the surgery out of hours they are automatically diverted through to NHS 111 for advice.

Appointment System

With a GP

Patients can contact the surgery on 01538 399008 for a routine or emergency appointment between the hours of 8.00am-6.00pm. Routine appointments are available to book 6 weeks in advance. If the appointment is urgent then an emergency same day appointment will be offered on the day with the duty team (the duty team comprises of a nurse practitioner and GP).

With a Practice Nurse

Routine appointments can be booked with the practice nurse in advance and emergency same day appointments will be offered on the day.

Patient Improvement Questionnaire

The Questionnaire for 2014-15 was developed from previous questionnaires used by the Practice. Previous comments were taken into consideration in producing the questionnaire. These comments included the need for the questionnaire to be:

- User friendly
- Not too long
- Focussed on fewer areas
- Lead to Practice improvement

The questionnaire was modified and reviewed at monthly meetings of the PPG and was finally agreed and approved in June 2014. The emphasis was on the overall improvement of the surgery and the patient experience. The survey was carried out in the autumn of 2014. PPG members spent 8 weeks within the surgery at both morning and afternoon sessions in order to capture a range of patient groups. These groups included flu clinics, mother and baby clinics, minor ops clinics and routine appointments with doctors and nurses. Members of the PPG were on hand to help patients complete the questionnaire if requested. Over the 8 weeks 12 volunteers from the PPG were in attendance and had an excellent opportunity to discuss both the questionnaire, provide verbal feedback, gain information about how patients felt and discuss other concerns. As a result of the questionnaire and these additional comments an action plan has been drawn up.

The Questionnaire Results

359 patients completed the questionnaire. The results were collated and analysed by 7 members of the PPG and one member producing the statistical and graphical information. The results were discussed at the PPG in February 2015. It was clear that some revision of The questionnaire was still needed in order to obtain a clearer response, but on the whole a definite picture was produced (a mixture of positive and negative questions could be avoided and subsidiary questions may be better asked as separate questions).

The overall results indicate clearly that the vast majority of patients are more than happy with the medical care provided.

Question 13. Are you satisfied with the Doctors and Nursing Staff?

95% YES

Where possible the results have been quoted as a % and a graphical representation given. For the questions requiring a comment, the comments have been listed together with the more popular answers at the top.

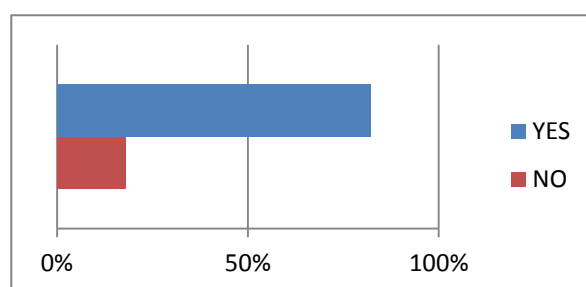
Comments are colour coded where the comment has led to a direct action in the action plan.

In drawing up the Action Plan the group needed to be aware that the Practice has recently submitted a bid for funding for improvement to the facilities at the surgery to NHS England and so the PPG needed to consider where there was a degree of overlap. This may mean that some of the concerns expressed as a result of this questionnaire may occur on both action plans.

Access to a Doctor or Nurse

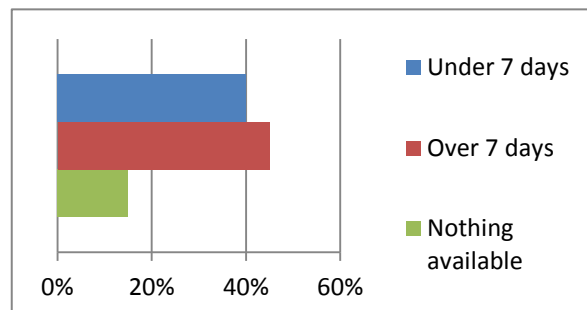
1. If you need to consult a Doctor/Nurse Practitioner urgently, do you normally get to see him/her on the same day?

YES	NO	N/A
263	57	39
82%	18%	



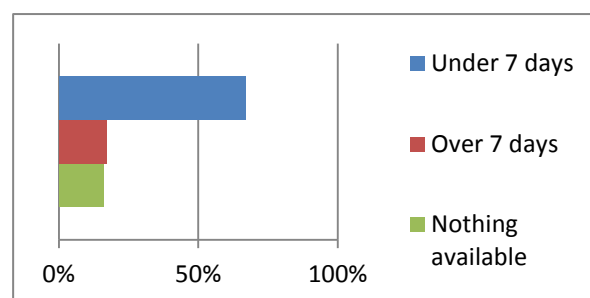
2. When you need to see a *Doctor* for a routine (non-urgent) appointment - How long does it take for you to be offered the next routine appointment?

Under 7 days	Over 7 days	Nothing available
143	160	56
40%	45%	15%



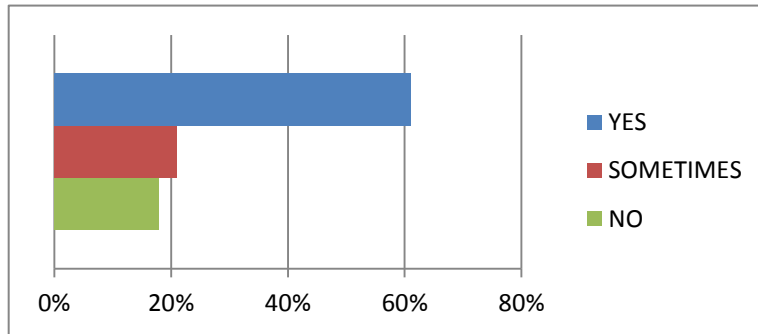
3. When you need to see a *Nurse* for a routine (non-urgent) appointment - How long does it take for you to be offered the next routine appointment?

Under 7 days	Over 7 days	Nothing available
236	60	55
67%	17%	16%



4. When requested by the Doctor or Nurse Practitioner, are you able to book a follow-up appointment up to 6 weeks ahead?

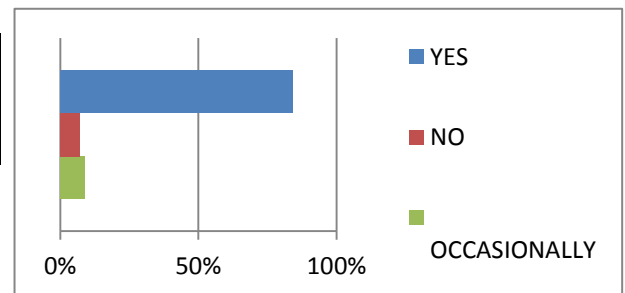
YES	SOMETIMES	NO	N/A
169	60	50	80
61%	21%	18%	



5. Appointment times are normally 10 minutes.

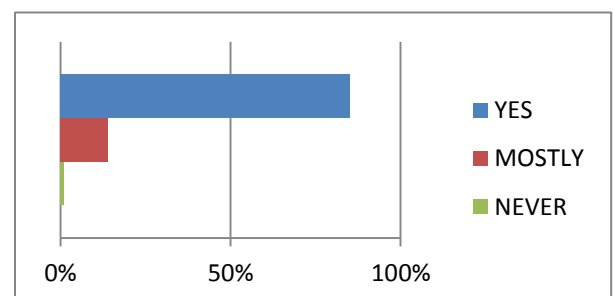
Do you consider that the Doctor or Nurse Practitioner spent adequate time understanding your concerns?

YES	NO	OCCASIONALLY
299	26	34
84%	7%	9%



6. Do you feel the explanation and advice provided by the Doctor or Nurse Practitioner is easy to understand? A clear explanation as to how your condition will be managed?

YES	MOSTLY	NEVER
304	52	3
85%	14%	1%



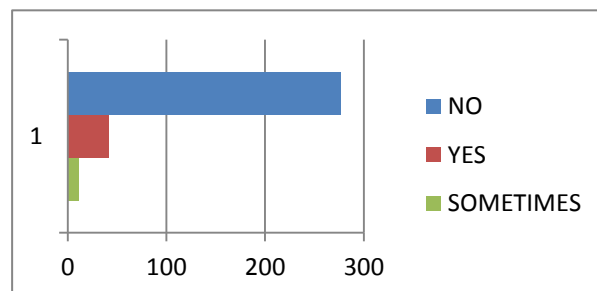
7. Do you have any recommendations or suggestions how we could improve the reception/waiting room area?

(See comments sheet)

Obtaining a Repeat Prescription

8. Have you had a problem getting your repeat prescription in the last 12 months?

NO	YES	SOMETIMES
277	42	11
84%	13%	3%



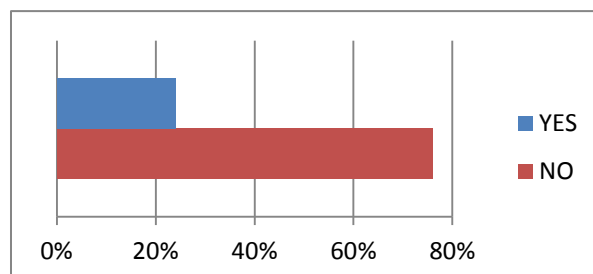
If yes, would you like to explain why?

(See comments sheet)

Out-of Hours Service (OOH)

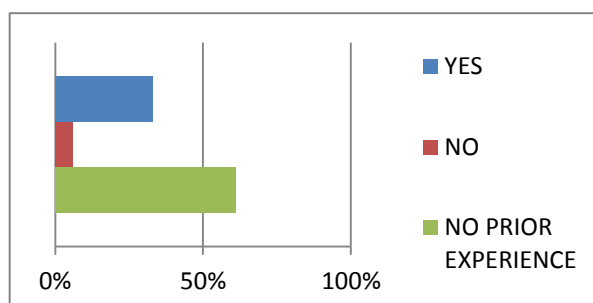
9a. Have you used the Out-of-Hours Service?

YES	NO
87	272
24%	76%



9b. Do you feel happy with the Out-of-Hours Service?

YES	NO	NO PRIOR EXPERIENCE
108	19	197
33%	6%	61%



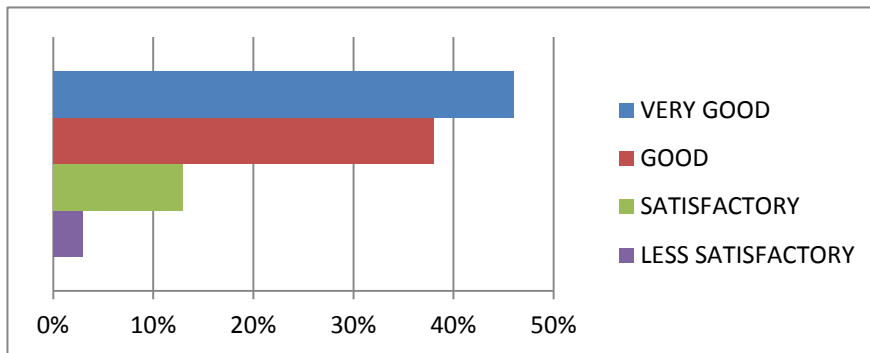
If yes, would you like to explain why?

(See comments sheet)

Patient Service

10. When you telephone the Practice, how do you rate the service?

VERY GOOD	GOOD	SATISFACTORY	LESS SATISFACTORY
155	127	45	11
46%	38%	13%	3%



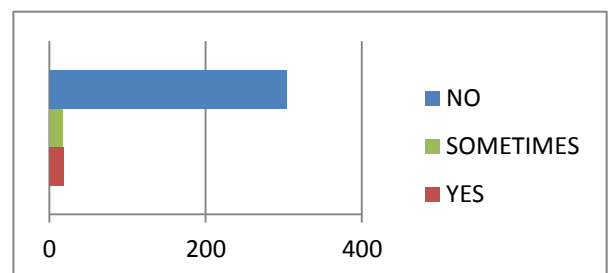
Please add any comments you feel appropriate

(See comments sheet)

Obtaining Test Results

11. Have you had a problem getting your test results in the last 12 months?

NO	SOMETIMES	YES
304	17	18
90%	5%	5%



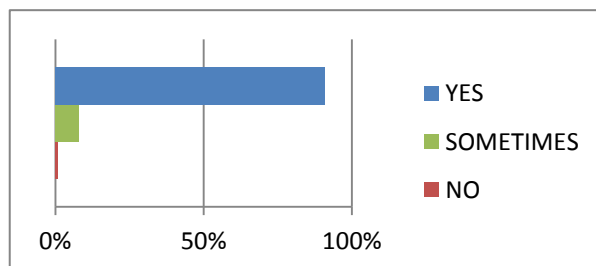
If yes, would you like to explain why?

(See comments sheet)

About the staff

12, Are you satisfied with the Reception/Administrative staff?

YES	SOMETIMES	NO
322	26	4
91%	8%	1%

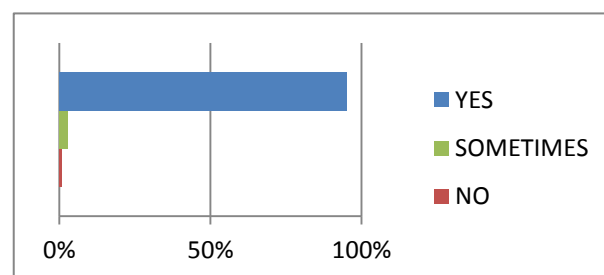


If no, would you like to explain why?

(See comments sheet)

13. Are you satisfied with the doctor/nursing staff?

YES	SOMETIMES	NO
335	12	5
95%	3%	1%



14. How could we improve?

(See comments sheet)

Waiting Room

7. Do you have any recommendations or suggestions how we could improve the reception/ waiting room area?

Suggestions made by several patients:

- More comfortable chairs
- Check-in area is too congested – use of second hatch?
- Better variety of magazines
- Better display of notices
- Water fountain

Other suggestions included:

- Better use of audio/visual presentation
- Toys and books for children
- Blood pressure machine takes up room and not private enough
- Background music
- A waste bin

8. Problems when ordering prescriptions

It is clear that many patients do not like the practice changing from telephone orders.

- Requires an extra journey to the surgery which can cause problems for the elderly and those who live in the country
- The on-line system is sometimes down, and is not user friendly
- On-line repeats can be difficult when an exact re-order is not needed
- Items missed off or items doubled up
- Process is too difficult and complicated
- Refused on-line

Other comments which may apply to any prescriptions

- Prescription not signed by doctor
- Wrong prescription given
- Prescription not ready
- Prescription not collected by Pharmacy
- Surgery lost request from Pharmacy
- Pharmacy late delivery
- Had to wait 45 minutes
- Difficulty with name of drug

9.Out-of-Hours Service

- Very efficient, good quick service
- Depends on the time of day
- No waiting, thorough examination given
- Very good- reception always very helpful, friendly and do their utmost to help
- 1.5 hours wait, but not unreasonable
- Nurses were excellent, always someone at hand when needed
- They returned our call and sorted the problem over the phone
- Very helpful in emergencies
- Paramedics came and put us at ease
- Problem finding the building
- We could do with one in Leek

- Prefer to see own doctor
- Had to wait 5 hours
- Referred to Leek & Moorlands hospital who were excellent
- If the local hospital is closed we have to go to Stoke-on-Trent even for minor injuries

10. When you telephone the Practice how do you rate the service?

- Phone wasn't answered
- Long wait to be answered
- Receptionists are excellent
- Depends which Receptionist answers
- Recently it has been slower getting through to Reception
- It has improved over the last 12 months and find the Receptionists less rude and more helpful than they used to be
- Not trying to explain what you want to see the doctor for
- Restrictive hours
- Satisfactory - Depends on the time of day
- Reception always helpful

11. Have you had a problem getting your results in the last 12 months?

- Slow coming back
- I had to ring to get them
- Hospital problem though
- Problem getting scan results
- Results were there but no-one read them for 2 weeks
- Results were not available but hospital said they had sent them
- Some confusion in communication
- Not informed that anti-biotics were needed

12. Are you satisfied with the Reception/Admin staff? (91% were satisfied)

- Some staff are more helpful than others
- Receptionist very helpful
- Hospital letter was mislaid
- They are all nice and helpful, but they don't always seem to be as well informed as they might be
- They are brilliant
- Some staff are abrupt

13. Are you satisfied with the Doctors/Nursing staff? (95% satisfied)

- Fantastic Nurse Practitioners – they hold the place together
- Need consistency

- Some patients have strong preference for particular staff
- Satisfied with nurses but doctors showed lack of understanding and sympathy
- Keep consultations and surveys up to date

14. How could we improve?

- Be able to email doctors or nurses with specific questions
- Prefer to see the same doctor for an ongoing condition (many comments)
- Telephone prescription service re-instated
- Prefer to see a doctor
- Greater continuity of care
- Easier to book appointments
- Leave call name up longer
- Longer opening hours
- Keep displays tidy and up to date
- Parking
- Update the waiting area
- Longer time with doctor
- Improve waiting time on the phone
- More staff
- Problem with the stairs
- Extra doctor
- Service is first class
- Be able to book well in advance
- Improve privacy in Reception

And finally...

- “We could not improve it!”
- “I have had the finest treatment available!”
- “Knocks other experiences into a cocked hat!”

The Action Plan

The various questions on the questionnaire have been divided into four groups for the formation of the action plan. They are:

1. Medical treatment and procedures
2. Access to Services
3. Prescription Issues
4. Premises and patient comfort

A brief comment is made here on each group highlighting the mainly positive points expressed.

1. Medical Treatment and Procedures

Patients are generally happy with the treatment they receive. They feel that there is a good relationship with the doctors and nurses. Doctors were sympathetic and explained things well with patients feeling they have sufficient time with the doctor, although any patients would like to see the same doctor each time.

After a shaky start the new 111 Out of Hours provision seems to be working well. Most of the comments were positive, although there were a few occasions when patients had to wait too long. Several patients asked why there couldn't be a centre in Leek. The services provided at the Leek and Moorlands Hospital are considered excellent. The work of the Practice nurses was considered to be very good and complemented the doctors.

2) Access to Services

a. Staff

Patients encounter some problems making appointments the same day with doctors. The doctors are well thought of and have good relations with the patients. Some problems do arise with booking, especially to see a specific doctor. Waiting time for the telephone to be answered is sometimes too long. Clearly for both doctors and nurses time is limited and it is hoped that the Practice can address these issues with help from the NHS England bid for more consulting rooms and staff.

b. Building Access

When one considers that the main part of the surgery is a Georgian House, it is not surprising that it has some access problems. It is difficult for some patients to access the upstairs rooms and the reception area is rather cramped. The car park is rather small and the entrance narrow. The situation is made more difficult by cars parked on both sides of Regent Street. The reconstruction of the whole administration reception and waiting room is a major part of the NHS England Development Plan.

3. Prescriptions

The Practice recently stopped accepting telephone requests for repeat prescriptions from April 2014. Some patients still have objections, but this change has been made permanent. The situation has settled down somewhat and 84% of patients seem to be happy with the system. Further changes will need to be made when the electronic dispensing system begins later this year. The electronic re-ordering at present is making steady progress.

4. Patient Comfort

As mentioned in the Patient Access section it is hoped for a successful bid to redesign the ground floor and build additional consulting rooms. In the meantime various improvements have already taken place with greater use of the video display, the tidying up of notice

boards and the moving of the blood pressure monitoring machine. It is proposed to move the tap in screen into the waiting room.

It is hoped that as a result of the Action Plan patients should have a better experience of the Practice and we would like to thank those concerned in drawing up the plan, especially members of the PPG.

Action Plan

Issue	Action Plan	Time scale
1. Medical Treatment and Procedures <ul style="list-style-type: none"> Results were there but no-one read them for 2 weeks 	<p>The practice has a new system and protocol in place where results are checked by a receptionist every day and any urgent results are divided between the GPs working in the practice that day. All Routine test results are checked within 7 days of arrival into the practice. When a test is taken at the practice the practice nurse will hand out a form to the patient which explains what tests have been taken and when to phone back for the results.</p>	<p>Started Jan 2015</p>
<ul style="list-style-type: none"> Results were not available but hospital said they had sent them Some confusion in communication 	<p>Where results have not been received from the hospital the GP will request that they are chased up by the medical secretaries.</p> <p>When a patient is referred to the hospital and is under a consultants care, it is the responsibility of the hospital to give patients their results e.g. scans that are arranged by the hospital.</p>	<p>Ongoing</p>
<ul style="list-style-type: none"> Need consistency Some patients have strong preference for particular staff Prefer to see the same doctor for an ongoing condition (many comments) Greater continuity of care 	<p>The Practice agrees that continuity is important for patient care. The doctors encourage continuity of care and it doesn't need to be with your registered doctor. Patients can book to see a GP of their choice when they are booking a routine appointment.</p> <p>All urgent appointments are available on the day with the duty team – so consistency and continuity will not be available then.</p>	<p>Ongoing – online appointment booking available March 2015</p>
<ul style="list-style-type: none"> Easier to book appointments 	<p>Appointments can be booked 6 weeks in advance. The practice has routine appointments available on the practice computer system for GPs for up to 6 weeks in advance. The Practice Nurse appointments are available months in advance. Online appointment booking is now available.</p>	<p>Actioned and available March 2015</p>

	<p>Patients can come into the surgery for an application form and with 2 forms of id and will be given a patient access letter containing their online password for patient.co.uk</p>	
<p>2. Access to Services</p> <ul style="list-style-type: none"> • Some staff are more helpful than others • Depends which Receptionist answers • Phone wasn't answered • Long wait to be answered • Recently it has been slower getting through to Reception • Not trying to explain what you want to see the doctor for 	<p>The practice has regular staff meetings to discuss new and changing systems and processes so that staff are all well informed and can help patients with their queries. Customer service is very important to the practice and staff have training and updates. An update training session will be booked in 2015.</p> <p>Changes have been made to the telephone system in reception for the booking of appointments and requesting home visits. A separate line (option 2) from 11am-5pm is available for test results and any other patient/hospital queries. The practice telephone system is due for an upgrade in 2015/16.</p> <p>It is the practice policy that patients are NOT asked what they are booking their appointment for. The reception staff are not obliged to ask the patient but if the patient chooses to pass on this information then it helps to signpost the patient in the right way to the most appropriate clinician.</p>	<p>Staff meetings every 6 weeks.</p> <p>Customer Service training to be booked by June 2015</p> <p>By end of 2015 the telephone system will be reviewed and updated.</p> <p>Part of the appointment system for booking appointments</p>
<p>3. Prescription Issues</p> <ul style="list-style-type: none"> • The on-line system is sometimes down, and is not user friendly • Refused on-line • On- line repeats can be difficult when an exact re-order is not needed • Process is too difficult and complicated 	<p>The Patient.co.uk system is a web based system associated with the Practice computer clinical system. The practice can report any incidents and make recommendations to its layout and design but is unable to change it format for patients use.</p> <p>When a patient orders a repeat prescription on-line only the items that are required need to be ordered. A comments box is available if the item is not on a repeat prescription.</p> <p>The practice is always happy to help patients that are having difficulties ordering repeat or urgent prescriptions.</p>	<p>All incidents and recommendations will be reported by the practice management as and when</p> <p>To place a notice in the waiting room and on the video display – April 2015</p>

<ul style="list-style-type: none"> • Prescription not signed by doctor • Prescription not collected by Pharmacy • Surgery lost request from Pharmacy • Pharmacy late delivery 	<p>The practice operates a 48hour repeat prescription system. All prescriptions are signed within 48hours unless the prescription has not been issued and the patient needs to see the GP/Nurse. When prescriptions are filed and handed to the patient the signature is checked by the staff.</p> <p>The practice works very closely with the local pharmacies who offer the chemist collection/delivery service. Each day chemists send a faxed list to the practice of which prescriptions they will be collecting on the day. The practice keeps a patient log which is then signed for by the chemist when they collect the prescriptions. Any queries are discussed as and when or at local pharmacy/practice meetings.</p>	<p>Update protocol and review of system at the next staff meeting April 2015</p> <p>To be discussed at the next pharmacy/practice meeting. April/May 2015</p>
<p>4. Premises and Patient Comfort</p> <ul style="list-style-type: none"> • More comfortable chairs • Update the waiting area • Improve privacy in Reception • Check-in area is too congested – use of second hatch? • Better display of notice • Keep displays tidy and up to date • Better use of audio/visual presentation • Background music • Water fountain 	<p>Higher chairs will be ordered for patients that require them in the waiting room. All new chairs were ordered in 2014 for all the consulting rooms.</p> <p>The practice has submitted a bid for funding for improvement to the facilities at the surgery to NHS England. It has been discussed and agreed at PPG meetings to use the second hatch again throughout the day, especially at peak times.</p> <p>It has also been suggested to move the checkin screen into the waiting room away from the reception area.</p> <p>Notice boards and displays of leaflets have been tidied. The visual presentation is working again and is used to advertise the practice and NHS England/CCG initiatives.</p> <p>There is now background music in the waiting room.</p> <p>The practice does not have a water fountain in the waiting room due to Infection Control requirements but patients can request a cup of water from reception at any time.</p>	<p>April 2015</p> <p>Awaiting outcome of bid. May/June 2015</p> <p>Already actioned</p> <p>Ongoing – speak to a member of the reception team</p>

<ul style="list-style-type: none"> • Blood pressure machine takes up room and not private enough • A waste bin • Leave call name up longer 	<p>The Blood pressure machine has been moved towards the left hand corner of the waiting room. There used to be a screen around the blood pressure machine but patients requested that this was removed.</p> <p>There is a waste bin next to the checkin screen. A further bin will be purchased for the waiting room.</p> <p>The video screen settings have been changed to leave the call name up longer.</p>	<p>Already actioned</p> <p>March 2015</p> <p>Already actioned</p>
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