

GP Patient Survey 2010-11

Practice Details

Practice Manager: Sue Critchlow

Financial Year: 20010-11

GPs Drs Hughes Eyre Randall Roseberry & Irvine

Address: Cumberland House Surgery
58 Scarisbrick New Road
Southport

Results of quarter 4 Jan-Mar 2010

Sections of the questionnaire applicable to GPPS Action Plan 2010-11			
Practice Name Cumberland House Surgery			
	Practice Score 2008-09	Practice Score 2009-10	Sefton PCT Score
Q1 - How easy do you find it to get into the building at your GP surgery or health centre?	97	98	97%
Q2 - How clean is your GP surgery or health centre?	96	96	98%
Q3 - In the reception area, can other patients overhear what you say to the receptionist?	91	89	88%
Q4 - How helpful do you find the receptionists at your GP surgery or health centre?	93	94	94%
B. GETTING THROUGH ON THE PHONE			
Q5a - In the past 6 months, how easy have you found the following?... Getting through on the phone	67	69	62%
Q5b - In the past 6 months, how easy have you found the following?... Speaking to a doctor on the phone	14	16	21%
Q5c - In the past 6 months, how easy have you found the following?... Speaking to a nurse on the phone	15	15	18%
Q5d - In the past 6 months, how easy have you found the following?... Getting test results on the phone	30	29	31%
F. OPENING HOURS			
Q17a - How satisfied are you with the hours that your GP surgery or health centre is open?	81	83	82%
Q17b - Would you like your GP surgery or health centre to open at additional times?	49	51	56%
G. SEEING A DOCTOR IN THE GP SURGERY OR HEALTH CENTRE			
Q20a - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Giving you enough time	91	90	91%
Q20b - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Asking about your symptoms	92	91	89%
Q20c - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Listening to you	96	93	90%
Q20d - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Explaining tests and treatments	81	78	80%
Q20e - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Involving you in decisions about your care	72	70	73%
Q20f - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Treating you with care and concern	89	87	86%
Q20g - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Taking your problems seriously	87	87	85%
Q21 - Did you have confidence and trust in the doctor you saw?	99	98	95%

H. SEEING A PRACTICE NURSE IN THE GP SURGERY OR HEALTH CENTRE	Practice Score 2008-09	Practice Score 2009-10	Sefton PCT Score
Q23 - How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?	87	89	89%
Q24a- Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Giving you enough time	78	77	82%
Q24b - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Asking about your symptoms	63	62	72%
Q24c - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Listening to you	72	72	78%
Q24d - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Explaining tests and treatments	70	68	73%
Q24e - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Involving you in decisions about your care	59	58	64%
Q24f - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Treating you with care and concern	75	75	79%
Q24g - Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Taking your problems seriously	66	66	72%
I. YOUR OVERALL SATISFACTION			
Q25 - In general, how satisfied are you with the care you get at your GP surgery or health centre?	96	95	92%
J. PLANNING YOUR CARE			
Q27 - In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-standing health problem?	82	82	83%
Q28 - Following this discussion, did a doctor or nurse agree a plan about how you wanted to manage your long-standing health problem?	86	85	89%
Q29 - Do you think that having a discussion or plan has helped improve the care you receive?	89	87	88%

Section of questionnaire applicable to GPPS Action Plan 2010-11

Practice Name Cumberland House Surgery

SEPTEMBER 2010

Practice Score March 2010	Sefton PCT Average March 2010	Practice Score Sept. 2010	Sefton PCT Average Sept. 2010
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A. ARRIVING AT YOUR SURGERY

Q1 - How easy do you find it to get into the building at your GP surgery or health centre?	98	97%	98	98
Q2 - How clean is your GP surgery or health centre?	96	98%	97	98
Q3 – In the reception area, can other patients overhear what you say to the receptionist?	89	88%	88	88
Q4 – How helpful do you find the receptionists at your GP surgery or health centre?	94	94%	91	93

B. GETTING THROUGH ON THE PHONE

Q5a – In the past 6 months. How easy have you found getting through on the phone	69	86	65	61
Q5b – In the past 6 months. How easy have you found speaking to a doctor on the phone	16	28	16	21
Q5c – In the past 6 months. How easy have you found speaking to a nurse on the phone	15	15	13	17
Q5d – In the past 6 months. How easy have you found getting test results on the phone	29	35	27	31

F. OPENING HOURS

Q17a – How satisfied are you with the hours that your GP surgery or health centre is open?	83	87	83	81
Q17b – Would you like your GP surgery or health centre to open at additional times?	51	48	52	58

G. SEEING A DOCTOR IN THE GP SURGERY OR HEALTH CENTRE

Q20 a– Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at giving you enough time	90	89	91	90
Q20b – Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at asking about your symptoms	91	84	91	89
Q20c – Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at listening to you	93	86	93	89
Q20d – Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at explaining tests and treatments	78	76	75	79
Q20e – Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at involving you in decisions about your care	70	64	67	73
Q20f – Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at treating you with care and concern	87	80	87	86
Q20g – Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at taking your problems seriously	87	81	85	85
Q21 – Did you have confidence and trust in the doctor you saw?	98	95	98	95

	Practice Score March 2010	Sefton PCT Average March 2010	Practice Score Sept. 2010	Sefton PCT Average Sept. 2010
H. SEEING A PRACTICE NURSE IN THE GP SURGERY OR HEALTH CENTRE				
Q23 - How east is it for you to get an appointment with a practice nurse at your GP surgery or health centre?	89	92	58	61
Q24a – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at giving you enough time	77	84	74	81
Q24b – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at asking about your symptoms	62	75	62	71
Q24c – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at listening to you	72	79	70	77
Q24d – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at explaining tests and treatments	68	72	65	72
Q24e – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at involving you in decisions about your care	58	61	54	63
Q24f – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at treating you with care and concern.	75	78	73	77
Q24g – Last time you saw a practice nurse at your GP surgery or health centre how good was the practice nurse at taking your problems seriously	66	72	64	71
I. YOUR OVERALL SATISFACTION				
Q25 – In general how satisfied are you with the care you get at your GP surgery or health centre	95	92	94	91
J. PLANNING YOUR CARE				
Q27 – In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-standing health problem?	82	86	74	82
Q28 – Following this discussion, did a doctor or nurse agree a plan about how you wanted to manage your long-standing health problem?	85	87	90	85
Q29 – Do you think that having a discussion or plan has helped improve the care you received?	87	81	85	89

GP Patient Survey 2009-10 – Areas highlighted for improvement

No.	GP Patient Survey – Highlighted for improvement	Action	Responsible Person	Date	Date reviewed
1.	B Getting through on telephone for doctors and nurses	Intend to inform patients that they can telephone us at end of surgeries Include on website, notices and newsletter	Business Manager	June 09	Jan 2010
2.	F Opening additional times	We have extended opening hours 3 x a week and will include on website, notice boards and via newsletters	Business Manager	June 09	Jan 2010
3.	H Seeing a Nurse in the surgery	Improve notice boards outlining availability of nursing team and services they can provide Include in newsletters and website	Business Manager	June 09	Jan 2010
4.	K Out of Hours care	Improve notice boards outlining details for contacting OOH services Add on website and newsletters	Business Manager	June 09	Jan 2010

GP Patient Survey 2009-10

Action Plans should state; Priority, What will be done, by whom, when, interim review dates & how you will know it has worked & when it will be completed

No.	GP Patient Survey - Action Plan	Comments
1.	Additional opening Hours - we now provide at least two and sometimes 3 extended opening hours. These details are advertised on notice boards and newsletters	<p>Business Manager will Undertake an audit on patient satisfaction with our extended hours</p> <p>Review next survey</p>
2.	Improvements on communicating information to our patients about Telephone Appointments	<p>We will undertake our own in house audits and will ensure these areas are included on latest newsletter and notice boards</p> <p>Review next survey</p>
3.	Improvements on communicating information to our patients about duties and roles of practice nurses	<p>Business Manager will ensure this information is distributed on newsletters website and newsletters</p> <p>Review next survey</p>
4.	Improvements on communicating information to our patients about use of OOH services	<p>Business Manager will ensure this information is distributed on newsletters website and newsletters</p> <p>Review next survey</p>

GP Patient Survey 2009-10 CUMBERLAND HOUSE SURGERY Part Two

Action Plans should state; Priority, What will be done, by whom, when, interim review dates & how you will know it has worked & when it will be completed

No.	GP Patient Survey - Action Plan	Comments
1.	Additional opening Hours - we now provide at least two and sometimes 3 extended opening hours. These details are advertised on notice boards and newsletters	<p>We now open till 8pm on three evenings This has improved from last survey</p> <p>Review next survey</p>
2.	Improvements on communicating information to our patients about Telephone Appointments	<p>We are currently having premises renovated and having a new extension – due to be complete Sept 2010. We will be promoting telephone consultations on new notice boards /newsletters etc etc</p> <p>Review next survey</p>
3.	Improvements on communicating information to our patients about duties and roles of practice nurses	<p>We have had problems recruiting a PN since Janet left last yr and at moment our 1 nurse is off on long term sick. We are actively seeking a replacement solution</p> <p>Review next survey</p>
4.	Improvements on communicating information to our patients about use of OOH services	<p>This has now improved dramatically Because of actions we took</p> <p>Review next survey</p>

GP Patient Survey 2010-11 – Areas highlighted for improvement

No.	GP Patient Survey – Highlighted for improvement	Action	Responsible Person	Date	Date reviewed
1.	Question 5a – 5c Additional opening hours	We are in the process of reviewing our capacity and demand with a view to improve our availability	Sue Critchlow Tim Irvine Marc Roseberry	Oct 2010	2 monthly
2.	Question 23 – 24G & 5C Improving communication about telephone consultations	As above	Sue Critchlow Tim Irvine Marc Roseberry	Oct 2010	2 monthly
3.	Question 1 – 3 Improving communication about role and duties of nurses	We have just engaged a Nurse practitioner in September and a new practice nurse in March this year	Sue Critchlow	October 2010	2 monthly
4.	Question 5d Improved information about use of OOH	To be displayed on our new notice boards in waiting areas and website	Sue Critchlow	October 2010	December 2010

GP Patient Survey 2010-11

Action Plans should state; Priority, What will be done, by whom, when, interim review dates, how you will identify that actions have been effective, and when it will be completed

No.	GP Patient Survey - Action Plan	Comments
1.	<p>Review our whole appointment system bringing in telephone consultations, use of nurse practitioner for minor ailments and extended opening hours generally</p> <p>Q 5a – 5c</p>	<p>Early 2011 We are coming to the end of a major refurbishment and building project (Dec 2010) and things should settle down in the new year</p> <p>March 2011 Whole system has been improved Patients can book days or up to 4 weeks ahead. Can see a nurse practitioner or a GP Also doing telephone appointments Also working till 8pm two evenings</p>
2.	<p>Reviewing nursing team roles and provide patients with improved information about who is doing what question 23 – 24G & 5C</p>	<p>Early 2011</p> <p>We have been working in Portacabin and will shortly have notice boards back soon</p> <p>We have a new nursing team and are going to streamline the services we provide</p>

	Continue	<p>March 2011</p> <p>We have appointed a nurse practitioner and our new practice nurse starts next week</p> <p>We have informed patients via newsletter and notices</p>
3.	Accessibility and Cleanliness of our practice / confidentiality Q 1 – 3	<p>Early 2011</p> <p>We have a privacy booth in our new building and whole building being upgraded with new entrance</p> <p>March 2011</p> <p>Privacy booth working well Whole surgery has been refurbished and access and cleanliness improved 100% We also provide a lift to first floor</p>
4.	Improving information about getting results question 5d	<p>Early 2011</p> <p>We are developing handouts which will provide detailed information about how to obtain their test results and when</p> <p>March 2011</p> <p>GPs are developing handouts which will provide detailed information about how to obtain their test results</p>