

# LONG STRATTON MEDICAL PARTNERSHIP PATIENT REPRESENTATIVE GROUP

## SUMMARY REPORT OF THE 2012/ 2013 PATIENT SURVEY

### The Ordering and Dispensing of Medication



Swan Lane Surgery  
Swan Lane  
Tharston  
Norfolk  
NR15 2UY  
Tel 01508 530781

[www.longstrattonsurgery.nhs.uk](http://www.longstrattonsurgery.nhs.uk)

Newton Flotman Surgery  
St Mary's Close  
Newton Flotman  
Norfolk  
NR15 1AH  
Tel 01508 470300

[www.longstrattonsurgery.nhs.uk](http://www.longstrattonsurgery.nhs.uk)

## Long Stratton Medical Partnership Opening Times and Contact Details

### SWAN LANE SURGERY

#### Opening Times:

(Reception, Dispensary and Telephone)

Monday – Friday 8.15am – 6.00pm

#### Appointments and Enquiries

Telephone: 01508 530781

Facsimile: 01508 530700

#### Dispensary (Repeat Prescription Requests)

Fax: 01508 535200

Via website: [www.longstrattonsurgery.nhs.uk](http://www.longstrattonsurgery.nhs.uk)

Via Patient Access <https://patient.emisaccess.co.uk/>

#### EMERGENCIES

Telephone: 01508 530333

#### OUT OF HOURS URGENT CARE

Out of Hours : Mon - Fri 6.30pm – 8.15am

Weekends and Public/Bank Holidays

**Telephone 111**

### NEWTON FLOTMAN SURGERY

#### Opening Times:

(Reception, Dispensary and Telephone)

Mon, Tue & Thu 8.15am – 6.00pm

Wed, Fri 8.15am – 4.30pm

CLOSED 1pm–2pm

#### Appointments, Enquiries and Dispensary:

Telephone: 01508 470300

Fax: 01508 471346

#### OUT OF HOURS URGENT CARE

Out of Hours : Mon - Fri 6.30pm – 8.15am

Weekends and Public/Bank Holidays

**Telephone 111**

**LONG STRATTON MEDICAL PARTNERSHIP**  
**PATIENT REPRESENTATIVE GROUP (PRG) SURVEY AND SUMMARY REPORT 2012 /2013**

## **Introduction**

Development of a virtual Patient Representative Group (PRG) at the Long Stratton Medical Partnership started in May 2011 and its first report and action plan was produced in February 2012. The action plan and achievements so far are shown in [Appendix A](#).

Preparation for the 2012/13 patient survey began in May 2012, and two major events also took place in the Partnership at that time. Firstly, in April 2012 the Long Stratton Medical Partnership acquired a small branch surgery in the neighbouring village of Newton Flotman and two new Partners were recruited to meet the demands of increased patient numbers. Secondly, in June 2012 the EMIS patient management system at the Swan Lane surgery in Long Stratton was upgraded to EMISweb. As we were able to include patients from Newton Flotman in the second survey we now have additional views and opinions that can be taken into account in the action plan for 2013.

Once the clinical management system for both surgeries is fully amalgamated in early 2013, the aim for the future will be to concentrate on recruiting additional patients from both surgeries to the virtual PRG, in order to obtain the best possible representation of patient opinion and views. It is also hoped that Long Stratton patients can be encouraged to set up their own more traditional face to face patient participation group (PPG) and draw on the experiences of the patients at Newton Flotman who already have a PPG in place.

A Summary report of the 2012 / 2013 survey follows.

**A copy of the detailed report is available from Reception.**

## **Planning the Survey**

Discussions were held between Lynn Crawshaw (Practice Manager) and Lynne Gould (Patient Communications).

2012 /2013 survey -

- To seek patients' views about the ordering and dispensing of medication at both surgeries.
- To provide an opportunity to ask patients at Long Stratton if they had any new concerns about the practice in general
- To ask patients at Newton Flotman what they felt the partnership priorities for their surgery should be.

A virtual patient representative group (PRG) was planned for Newton Flotman -

This would complement the face to face patient participation group already in place. This year the administration of PRGs at both surgeries would be carried out separately. Both virtual PRGs will be brought together once the amalgamation of the patient management systems has been completed.

An NHS e-mail address was set up specifically for Newton Flotman patients ([prgnf.longstratton@nhs.net](mailto:prgnf.longstratton@nhs.net)). Spreadsheets were set up to monitor the group profile and demographics.

## **Patient recruitment**

- Publicity campaign - to recruit additional patients to the virtual PRG in Long Stratton
- to develop a new virtual PRG at Newton Flotman

The publicity campaign at Long Stratton included:

Contacting new patients registered over the previous 12 months who had included e-mail addresses on their registration forms.

Placing posters in the surgery.

Placing flyers at the Reception desk.

Publicising the PRG on the web-site, and in newsletters.

Publicising the PRG on the electronic screen in Reception.

At Newton Flotman publicity included:

Including a request for patients to become members of a virtual group in the first newsletter produced specifically for patients at Newton Flotman.

Asking patients if they were happy to be contacted by e-mail and if so to register their e-mail addresses with the practice. Those who did were e-mailed and asked if they wished to join a virtual PRG.

Posters and flyers were available in the surgery explaining the function of a virtual patient representative group and encouraging patients to join.

**See APPENDIX B for an example of publicity material**

## **Results of recruitment drive** [See APPENDIX C for updated patient demographics](#)

Long Stratton: 20 additional patients: 15 e-mail, 5 postal

Newton Flotman: 23 patients: 21 e-mail, 2 postal

The patient demographics will be further updated to include medical conditions of patients once the merger of both practice clinical systems has taken place. This will help to ensure as representative a sample of patients as possible has been recruited.

## **The final survey was produced and results compiled**

[See Appendix D for Long Stratton Survey and Results](#)

[See Appendix E for Newton Flotman Survey and Results](#)

The survey was produced using MS Word format in order to address some of the e-mail problems encountered by some patients completing the survey in 2011.

The survey was e-mailed or posted to all members of the virtual PRGs at Long Stratton and Newton Flotman. Patients coming to both surgeries were also encouraged to complete surveys during a four week period in October 2012.

97 surveys were completed by patients from Long Stratton.

20 surveys were completed by patients from Newton Flotman.

The results were analysed and an action plan was formulated after consultation with the GPs and Dispensary manager. [SEE APPENDIX F](#)

The survey results and action plan were circulated to all members of the virtual PRGs and their comments and criticisms were sought.

## **Conclusion**

The second year of the Patient Participation Directed Enhanced Service was clearly impacted by the changes taking place in the Partnership. Although the staff time and technology available to devote to it was more limited, it was very useful to be able to include patients from Newton Flotman in the survey.

It is pleasing to note that 98.4% of respondents at Long Stratton and 95% of respondents at Newton Flotman are either "very satisfied" or "satisfied" with the service provided by the dispensaries. However, the patients' views and opinions have also provided the partnership with an understanding of where further improvements to the service can be made. It has also highlighted areas where more information might helpful for patients.

The survey also provided an extremely useful opportunity to discover where patients at Newton Flotman feel the Partnership priorities should lie in the near future and to be able to respond to these via the action plan.

The introduction of new clinical management systems to both surgeries and their subsequent amalgamation in the near future will improve and extend the services offered to all patients. It will enable more patients to be recruited to the virtual patient participation group and it is hoped that over the next twelve months the group will develop to enable as representative a sample of patients as possible to give their views and opinions of the services provided.

## APPENDIX A – Action Plan Update - E-mail to members of Long Stratton PRG July 2012

*[Jan 2013 updates are in red]*

Dear PRG Member

Following the survey undertaken last November we produced an action plan in response to some of the issues you raised. I am contacting you to let you know how we have responded so far and this information is included in the table below.

We are now planning our next survey and we would be interested to know from you if there have been any NEW issues during the last 9 months that you feel we need to address. Please can you let me know by Monday 30th July if this is the case.

We need as many patients as possible to join the PRG to ensure we have as representative a group of patients as possible. If you know of anybody who is a registered patient at the Swan Lane Surgery and who you think might be interested, I would be grateful if you could give them my details. We now have patients who take part using the postal system as well as those who use e-mail. Many thanks for your continued support.

Kind regards

Lynne Gould

### PRG Survey October 2011 – Action Plan results

Actions to be carried out	Action taken so far
<p><b>Booking appointments on-line:</b> As one third of respondents were unaware that appointments could be booked on-line, we will initiate staff training to ensure they are confident in the use of the on-line booking system. The advantages of using the on-line system will then be publicised on the screen in Reception, in the Practice Newsletter and on the Practice website.</p>	<p>The updating of the computer patient management system in June resulted in a delay in this being carried out. The Assistant Practice Manager will begin training reception staff in July and publicity will begin in August.</p> <p><i>[This has now been delayed until the amalgamation of both practice management systems.]</i></p>
<p><b>Whiteboard in Reception:</b> To inform patients if they are likely to be waiting for longer than 20 minutes. We will place a whiteboard in Reception which Reception staff will update as necessary.</p>	<p>The GPs have had initial discussions as to the best way forward with this request. However, the taking over of the surgery at Newton Flotman has taken up a great deal of time. Detailed discussion should now take place in the near future.</p> <p><i>[Staff training has taken place to ensure patients in reception are verbally informed of any delays in being called for their appointments.]</i></p>
<p><b>Repeat prescriptions:</b> The e-mail system that allows repeat ordering of prescriptions will be monitored to ensure it is functioning correctly.</p>	<p>A comparison was made between the NHS e-mail system and the system available through the practice website. It was decided that the e-mail system on the practice website was more user friendly and efficient. As a result the decision was made to use only the practice website e-mail for ordering repeat prescriptions. This change took place on 1<sup>st</sup> May 2012 and appears to be working well. However, continued feedback is always welcome.</p> <p><i>[The change still appears to be working well but further changes may take place as a result of the 2012 / 2013 survey]</i></p>
<p><b>Practice Newsletter:</b> Several respondents were not aware of the existence of a Newsletter or had not received one in spite of requesting one via the Website.</p> <p>We are also looking into ways of distributing the Practice Newsletter to other local centres.</p>	<p>Winter, Spring and Summer newsletters have now been produced and made available via the practice website. Hard copies of the Newsletter continue to be available from reception.</p> <p>Rather than distributing the Newsletter to different locations it has been decided to publicise the availability of new editions locally. This will include publicity in the Sexton's Wheel and the Forncett Flyer.</p> <p><i>[This has been undertaken and copies of the Newsletter will also be placed on tables in the seating area in Reception.]</i></p>
<p><b>Development of a reception notice board, leaflets and brochures:</b> We will undertake the in-house development of brochures/leaflets/notice boards for the Reception area. Suggestions as to the types of information that patients would find most useful have been noted.</p>	<p>Patient information on the subject of Alcohol and Sensible Drinking was displayed in reception in May. An information leaflet was produced in conjunction with this and is available for patients to take home. This is planned to be the first of many such displays with the topic changing approximately every 6 – 8 weeks.</p> <p><i>[Further information displays have covered Sunshine and Health, 'Stoptober' Stop Smoking Campaign and Norovirus]</i></p>
<p><b>Production of a booklet with information about other local health clinics.</b> We will produce a booklet with information about other local health clinics in the area.</p>	<p>A member of staff has been selected to compile information regarding local clinics and a brochure for patients will be produced by the autumn.</p> <p><i>[The information on the clinics has been compiled and a brochure will be produced as soon as possible.]</i></p>

## Appendix B – Examples of Publicity Material

### PRG recruitment Email to Long Stratton patients

Long Stratton Medical Partnership - Swan Lane Surgery

Dear Patient

It is important for the staff at the Long Stratton Medical Partnership to know that we are delivering the best possible service for our patients and in order to help us to do this we have set up a “virtual” Patient Representative Group. The members of this group are contacted occasionally, by e-mail or post, and asked their opinions on aspects of the practice. This is in the form of a short e-mail or postal survey/questionnaire. The questions are general in nature and do not require medical or personal details.

In order to gain a representative sample of patients we need as many patients as possible to be part of this group. If you would be willing to become a member please complete the attached contact form and e-mail it back to [prg.longstratton@nhs.net](mailto:prg.longstratton@nhs.net). Patients’ contact details are kept safely and securely and are not shared with anybody else. They are used only for the purpose of assessing the practice and this is usually undertaken two or three times a year.

Alternatively, if you would prefer to take part using the postal system rather than e-mail please let me know and I will post a contact form out to you.

Many thanks.

Mrs Lynne Gould  
Communications Co-ordinator

### PRG flyer placed in reception at Newton Flotman

LONG STRATTON  
MEDICAL PARTNERSHIP

PATIENT – PRACTICE COMMUNICATION

**WE NEED YOU!**



**Patient Representative Group**

In order to ensure effective communication between the Practice and patients we would like to set up a “virtual” Patient Representative Group for patients at Newton Flotman. This is **not** intended to replace the Patient Participation Group, who are a face-to-face group and who also work together as a discussion forum for patients. However, we recognise that not all patients can attend the PPG meetings and a virtual group is a way that such patients can still give their views and opinions to the Partnership.

A virtual group currently operates at the Swan Lane Surgery and it is made up of members who are willing to be contacted occasionally, either by post or e-mail, and asked their opinions on aspects of the practice. This is in the form of a survey or questionnaire. The questions are general in nature and do not require medical or personal details.

If you would like to join the virtual Patient Representative Group at Newton Flotman please either ask for a contact form from Reception or e-mail Lynne Gould at [prg.longstratton@nhs.net](mailto:prg.longstratton@nhs.net).

**APPENDIX C – UPDATED PATIENT DEMOGRAPHICS**

**LONG STRATTON PRG Group Profile / Demographics 2012/2013**

<b>Gender</b>	<b>2011</b>	<b>2012</b>	<b>Age range</b>	<b>2011</b>	<b>2012</b>	<b>Ethnicity</b>	<b>2011</b>	<b>2012</b>
Male	67	73	U16	0	0	British	143	161
Female	82	94	17-24	0	0	Irish	0	
			25-34	14	15	WBC	0	
			35-44	20	21	WBA	0	
<b>Attendance</b>	<b>2011</b>	<b>2012</b>	45-54	28	31	Indian	1	1
Regularly	57	62	55-64	33	39	Pakistani	0	
Occasionally	78	91	65-74	31	33	Bangladeshi	0	
Rarely	14	14	75-84	22	26	Caribbean	0	
			84 -	1	2	African	0	
						East European	1	1
						Chinese	0	
						Other	4	4

**NEWTON FLOTMAN PRG Group Profile / Demographics 2012/2013**

<b>Gender</b>		<b>Age range</b>		<b>Ethnicity</b>	
Male	11	U16	0	British	23
Female	12	17-24	0	Irish	0
		25-34	1	WBC	0
		35-44	0	WBA	0
<b>Attendance</b>		45-54	1	Indian	0
Regularly	16	55-64	7	Pakistani	0
Occasionally	6	65-74	7	Bangladeshi	0
Rarely	1	75-84	7	Caribbean	0
		84 -		African	0
				East European	0
				Chinese	0
				Other	0



## APPENDIX D - Patient Survey and Results (Long Stratton)

### LONG STRATTON MEDICAL PARTNERSHIP PATIENT SURVEY OCTOBER 2012 - RESPONSES FROM LONG STRATTON PATIENTS

**NO. = THE NUMBER OF RESPONSES TO THAT PART OF THE QUESTION    % = THE EQUIVALENT PERCENTAGE OF THE TOTAL NO. OF RESPONSES**  
**N.B. NOT EVERY QUESTION WAS ANSWERED. SOME PATIENTS CHOSE TWO OPTIONS.**

1. Approximately how often do you require medication on prescription?

	No.	%
a. Every week	7	7.3
b. Every month	69	71.9
c. Every 2 or 3 months	6	6.2
d. Every 6 months	2	2.1
e. Less often than the above	12	12.5

2. If you order repeat prescriptions how do you usually do this?

	No.	%
a. In person at the surgery	54	56.2
b. By phone	1	1.1
c. By fax	5	5.2
d. By post	4	4.2
e. LSMP Website	32	33.3

3. Do you order prescriptions on-line?

	No.	%
Yes	37	38.1
No	60	61.9

If you have answered No, please can you tell us the reasons why not?

	No.	%
a. I do not have a computer	18	30.5
b. The system is too difficult to use	4	6.8
c. I was unaware that prescriptions can be ordered on-line	16	27.1
d. Other – please give details	21	35.6

If you were unaware that you could do so would you consider doing so now?

	No.	%
Yes	22	47.8
No	24	52.2

4. Are you aware that, **if your GP considers it appropriate**, your repeat prescription could be sent electronically to the pharmacy you usually use.

	No.	%
Yes	22	25.3
No	65	74.7

5. Would you be interested in using such a system if you were eligible to do so?  
 You would not need a computer to use this system.

	No.	%
Yes	38	50.7
No	37	49.3

6. Where is your prescription usually dispensed?

	No.	%
a. At the Swan Lane Surgery	59	63.4
b. At the Newton Flotman Surgery		
c. At the local pharmacy in Long Stratton	33	35.5
d. At a pharmacy elsewhere	1	1.1

**PLEASE COMPLETE BOTH SIDES**

**LONG STRATTON MEDICAL PARTNERSHIP**

PATIENT SURVEY OCTOBER 2012 - RESPONSES FROM LONG STRATTON PATIENTS *CONTINUED*

7. If you have your prescription dispensed at your surgery please answer the following questions:

- Are you satisfied with the service provided?
- a. Very satisfied
  - b. Satisfied
  - c. Not very satisfied

No.	%
46	73
16	25.4
1	1.6

If you have answered 'c' please can you give us the reasons for your dissatisfaction and suggest how the service might be improved.

**See end of survey for written responses**

8. Is confidentiality an issue when ordering prescriptions at your surgery?

	No.	%
Yes	8	9.6
No	75	90.4

If so, do you have any suggestions as to how we might offer a more confidential service?

**See end of survey for written responses**

9. If you have your prescription dispensed elsewhere (if you have ticked question 6d) please can you tell us why?

**See end of survey for written responses**

10. Are there any other issues with the ordering and dispensing of medicines that you feel need to be addressed?

**See end of survey for written responses**

Question 11 should be answered by **SWAN LANE SURGERY PATIENTS ONLY**

11. Are there any issues with any of the services provided by the Long Stratton Medical Partnership, that were not addressed in the 2011 survey, that you feel should be addressed now?

**See end of survey for written responses**

Question 12 should be answered by **NEWTON FLOTMAN SURGERY PATIENTS ONLY**

12. What do you feel are the top three priorities that should be addressed by the Long Stratton Medical Partnership in the next 12 months?

1. N/A
2. N/A
3. N/A

## PATIENTS' WRITTEN RESPONSES (Long Stratton)

### Question 3. Do you order prescriptions on-line?

If you have answered No, please can you tell us the reasons why not?

- a. I do not have a computer
- b. The system is too difficult to use
- c. I was unaware that prescriptions can be ordered on-line
- d. Other – please give details:

#### **Question 3d responses:**

*I have not needed to order a prescription.*

*I do not require any medication.*

*I prefer to do it in person.*

*I prefer to deliver in person.*

*I would rather bring them in personally.*

*I tick the prescription boxes whilst I am there so I never forget to order.*

*I like to get out.*

*I just like the walk down to the surgery.*

*We often pass the surgery so find it easier to drop the prescription off in person.*

*We collect for other people so put ours in at the same time.*

*I prefer not to do anything on-line.*

*I do not think ordering on-line is secure.*

*Computers scramble my brain.*

*My computer is too slow.*

*I find it so easy to use fax.*

*Habit - used to the fax machine!*

*The Co-op order on my behalf.*

*The girls just give me a repeat prescription.*

*I have not got round to doing it yet.*

*I do not wish to.*

### Question 7. If you have your prescription dispensed at your surgery please answer the following questions:

- Are you satisfied with the service provided?
- a. Very satisfied
  - b. Satisfied
  - c. Not very satisfied

If you have answered 'c' please can you give us the reasons for your dissatisfaction and suggest how the service might be improved.

#### **Question 7c responses:**

*Although I have not answered C I think the service could be improved by organising the drugs better alphabetically - instead of simply using B on its own use surnames beginning with Ba; Be etc.*

*I often collect my prescription in the morning and often have a long wait - it's not unusual to have to queue behind 6 - 8 people some with prescriptions from that morning and some with difficult queries. The dispensary girls often look harassed and some people say they will go away and come back later. Would it be possible to have 2 queues - one for queries etc and one simply for collections? Also could the prescriptions be split e.g. surnames beginning with S into SA -SM and SN - SY?*

*They do not always have HRT patches in stock.*

## PATIENTS' WRITTEN RESPONSES (Long Stratton) continued

### Question 8. Is confidentiality an issue when ordering prescriptions at your surgery?

If so, do you have any suggestions as to how we might offer a more confidential service?

#### Question 8 responses:

*The issue is people in the queue overhearing what you are ordering.*

*Could the dispensary be re-positioned so that we do not have to collect prescriptions in the entrance to the building.*

*If space allowed, a system or notice that asks other patients to give a reasonable amount of space between themselves and the person speaking to dispensary staff and/or the offer of a private room to discuss a prescription with dispensary staff when necessary.*

*It is important that the surgery does not withhold information from carers and supportive friends and affects their ability to provide effective and safe care. There needs to be an agreed partnership.*

### Question 9. If you have your prescription dispensed elsewhere (if you have ticked question 6d) please can you tell us why?

#### Question 9 responses:

*I am unable to use LSMP due to the one mile rule.*

*I live in Mulbarton and there is a Chemist there.*

*So I can collect on a Saturday.*

### Question 10. Are there any other issues with the ordering and dispensing of medicines that you feel need to be addressed?

#### Question 10 responses:

*The pharmacy in Long Stratton needs to be more discreet as they often shout out what somebody else is collecting.*

*More attention to customer service areas would benefit the service provided with very little extra effort.*

*It is not clear if you can order 2 months supply when going on holiday.*

*I tried ordering through LS chemist but always ended up in the middle of an argument that they had ordered but that the surgery had not sent - only to find that the pharmacy had missed dispensing the orders from the surgery. It should be made easier for older and vulnerable people to get their prescriptions. For collection at LS chemist it necessitates two visits at least to the surgery and chemist. 3-4 days is too long a time gap for collection. Representation should be made to chemist owners to improve their service*

*The time it takes to get medicine that is prescribed from the hospital processed by the surgery.*

*4 days is too long to wait.*

*Patients should be informed if medication is not available within 48hrs.*

*Sometimes items are dispensed in more than one bag and this is not always given and then you have to return for the second bag.*

*I think the girls provide an excellent service and are very helpful. The only downside sometimes is there is a queue but I would still prefer to collect in person and wait.*

*Better communication is needed to explain the processes involved in ordering a prescription on-line.*

*I have ordered on-line frequently and the last few times I have done this and left the appropriate time till pick-up, the items were still not prepared. This has caused delay on my way to work and inconvenience. This has happened more than once.*

*Ordering repeats on-line is easy and efficient. There could be a better system for medication reviews and annual blood tests - it seems to be left to me and its easy to forget or not attend.*

*There are not enough lines on the order page on the computer for all the prescriptions I have on repeat.*

*Would it be possible to have a full months supply rather than the 28 days at present.*

*It will be expensive to order by post if I cannot drive.*

*I have always been very satisfied.*

*Excellent service.*

*I am very very satisfied with the service they provide.*

*No, it is a very good system.*

*It all works perfectly.*

**Question 11. Are there any issues with any of the services provided by the Long Stratton Medical Partnership that were not addressed in the 2011 survey, that you feel should be addressed now?**

**Answered by Swan Lane patients only**

**Question 11 responses:**

*It is progressively harder to get appointments with your registered Dr after the merger with Newton Flotman. Could newer GPs be based permanently at Newton Flotman so we could access our own GP more easily.*

*Sort out the doctors so that patients know who they can see; Find some way of making patients aware how much time they waste by not attending appointments; Visiting old people, as I am sure there are some old people who slip through the net and feel they don't want to waste the Drs time with little ailments that then lead to more serious illness.*

*If Drs are running late it would be nice to be informed.*

*2 days is too long to wait to see your own Dr.*

*The services provided to customers need to be measured, not just the booking of appointments. This would enable improvements to be managed.*

*The touch-screen check-in needs to be re-instated.*

*The touch screen check-in not working has resulted in additional pressure on reception staff who are trying to deal with phone enquiries.*

*Lighting in the waiting room and lighting on the notice boards needs to be improved.*

*If you sit near reception it is difficult to read the TV screen.*

*I know the Practice Newsletter is On-line but it would be good to see copies on tables in the surgery.*

*Some form of air conditioning in waiting room in hot weather for people with breathing problems.*

**General Information – Long Stratton**

LS patient population = 9300

Total number of surveys completed = 97

Percentage of practice population who completed survey = 1.04%

Surveys completed by e-mail = 53

Surveys completed by post / in the surgery = 44

## APPENDIX E - Patient Survey and Results (Newton Flotman)

### LONG STRATTON MEDICAL PARTNERSHIP PATIENT SURVEY OCTOBER 2012 - RESPONSES FROM NEWTON FLOTMAN PATIENTS

**NO. = THE NUMBER OF RESPONSES TO THAT PART OF THE QUESTION    % = THE EQUIVALENT PERCENTAGE OF THE TOTAL NO. OF RESPONSES**  
**N.B. NOT EVERY QUESTION WAS ANSWERED. SOME PATIENTS CHOSE TWO OPTIONS.**

1. Approximately how often do you require medication on prescription?

	No.	%
a. Every week		
b. Every month	16	80
c. Every 2 or 3 months	3	15
d. Every 6 months		
e. Less often than the above	1	5

2. If you order repeat prescriptions how do you usually do this?

	No.	%
a. In person at the surgery	10	66.7
b. By phone	1	6.7
c. By fax	2	13.3
d. By post		
e. LSMP Website	2	13.3

3. Do you order prescriptions on-line?

	No.	%
Yes	5	26.3
No	14	73.7

If you have answered No, please can you tell us the reasons why not?

	No.	%
a. I do not have a computer	5	35.7
b. The system is too difficult to use	1	7.1
c. I was unaware that prescriptions can be ordered on-line	4	28.6
d. Other – please give details	4	28.6

If you were unaware that you could do so would you consider doing so now?

	No.	%
Yes	4	50
No	4	50

4. Are you aware that, **if your GP considers it appropriate**, your repeat prescription could be sent electronically to the pharmacy you usually use.

	No.	%
Yes	3	16.7
No	15	83.3

5. Would you be interested in using such a system if you were eligible to do so?  
 You would not need a computer to use this system.

	No.	%
Yes	8	42.1
No	11	57.9

6. Where is your prescription usually dispensed?

	No.	%
a. At the Swan Lane Surgery		
b. At the Newton Flotman Surgery	20	95.2
c. At the local pharmacy in Long Stratton		
d. At a pharmacy elsewhere	1	4.8

**LONG STRATTON MEDICAL PARTNERSHIP**

PATIENT SURVEY OCTOBER 2012 - RESPONSES FROM NEWTON FLOTMAN PATIENTS *CONTINUED*

7. If you have your prescription dispensed at your surgery please answer the following questions:

- Are you satisfied with the service provided?
- a. Very satisfied
  - b. Satisfied
  - c. Not very satisfied

No.	%
12	60
7	35
1	5

If you have answered 'c' please can you give us the reasons for your dissatisfaction and suggest how the service might be improved.

**See end of survey for written responses**

8. Is confidentiality an issue when ordering prescriptions at your surgery?

	No.	%
Yes	1	5.9
No	16	94.1

If so, do you have any suggestions as to how we might offer a more confidential service?

**See end of survey for written responses**

9. If you have your prescription dispensed elsewhere (if you have ticked question 6d) please can you tell us why?

**See end of survey for written responses**

10. Are there any other issues with the ordering and dispensing of medicines that you feel need to be addressed?

**See end of survey for written responses**

Question 11 should be answered by **SWAN LANE SURGERY PATIENTS ONLY**

11. Are there any issues with any of the services provided by the Long Stratton Medical Partnership, that were not addressed in the 2011 survey, that you feel should be addressed now?

**N/A**

Question 12 should be answered by **NEWTON FLOTMAN SURGERY PATIENTS ONLY**

12. What do you feel are the top three priorities that should be addressed by the Long Stratton Medical Partnership in the next 12 months?

1.

**See end of survey for written responses**

2.

**See end of survey for written responses**

3.

**See end of survey for written responses**





## **PATIENTS' WRITTEN RESPONSES (Newton Flotman) continued**

### **12. What do you feel are the top three priorities that should be addressed by the Long Stratton Medical Partnership in the next 12 months?**

**Answered by Newton Flotman patients only**

#### **Priority 1:**

*The name of the Dr who will be taking the surgery should be published in advance so that they can choose which Dr to see if they wish.*

*More information should be available on which Dr will normally take surgery each day. This would allow patients to make an appt with the relevant GP if being treated for an ongoing problem.*

*Patient communication e.g. we have not been advised who our allocated GP is under the new organisation.*

*A female Dr.*

*Patients should have the continuity of seeing one or possibly two Drs so that a relationship can be developed between Dr and patient.*

*Continuity is important; seeing the same Dr gives the patient confidence.*

*Seeing the same Dr at each appointment.*

*Seeing the same Dr at each appointment.*

*Informing people who their GP is.*

*Having enough Drs and Nurses available in the surgery to meet demand for appointments.*

*Open up appointments - when it was a one man practice we did not have to wait three days.*

*More time to appointments than currently offered e.g 20mins.*

*To be able to see a Dr on the day requested.*

*Information about the practice seems to be displayed in the practice but what about for those patients who do not attend regularly.*

*Monitor and report on the Quality of Out of Hours service for patients of LSMP.*

*The Out of hours service is patchy.*

*Carry on doing as you are - very good, thankyou.*

*If it isn't broke - don't fix it.*

#### **Priority 2:**

*Consider what action might be taken against patients who miss appointments without notice.*

*Evening / weekend appointments would add convenience.*

*Faster appointment times.*

*Quicker dispensing and ordering of medicines.*

*Prescriptions back to 2 months supply.*

*Reception and dispensary staff are in general very pleasant and helpful but there is one particular member of staff who can be offish and very short and sharp with her questions and replies. It is appreciated they do a difficult and testing job but a patient does not need to be spoken to in this manner.*

*Being able to visit both practices.*

*Practice website to show details and pictures of GPs and areas of interest/expertise.*

*Informing people about the website.*

*Giving a regular service of GP attendance.*

**Priority 3:**

*Think very carefully before making changes.*

*Investigate an on-line booking option. This would free-up time for receptionists to take telephone bookings.*

*Most Doctors need a little more care and attention reading past notes.*

*Better personal care.*

*Giving a regular service of Nurse attendance.*

*Being able to have more than one months supply of medication.*

*Keeping me alive and healthy!*

*Feedback when appropriate, from GPs, on the new commissioning service.*

<b>General Information – Newton Flotman</b>
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NF patient population = 1800

Total number of surveys completed = 20

Percentage of practice population who completed survey = 1.1%

Surveys completed by e-mail = 4

Surveys completed by post / in the surgery = 16

**ACTION PLAN IN RESPONSE TO SURVEY RESULTS AND PATIENTS' TEXT RESPONSES FROM BOTH LONG STRATTON (LS) AND NEWTON FLOTMAN (NF) SURGERIES**

- 1. In LS 56% of respondents actually come to the surgery to request repeat prescriptions.**  
Over half of the respondents physically come to the surgery to request medication and this obviously increases the number of patients waiting at the dispensary hatch. This can put pressure on dispensary staff and could have implications for confidentiality. We are considering the following:

Having a notice asking patients to respect other peoples' privacy and stand further back.

Possible use of waiting tapes (as in Post Office) that show people where to queue from.

A second notice board to the right of the dispensary hatch where people queue, so that they are encouraged to read notices while they wait.

Having a private room available if a patient needs to discuss their medication confidentially and publicising this fact.

- 2. 61.9% of respondents at LS and 73.7 % of respondents at NF do not order prescriptions on-line. 27% of these respondents at LS and 28.6% of respondents at NF did not know it was possible to do so.**

This is clearly linked to point 1. Therefore, the option to order repeat prescriptions on-line and the procedure and benefits involved in doing so will be publicised far more. Patients will be actively encouraged to use a remote method of ordering repeat prescriptions rather than physically coming to the surgery. Electronic ordering of prescriptions via the GP is also being considered, as is EMIS Access

- 3. 9% of respondents at LS and 5.9% at NF felt confidentiality was an issue.**

Confidentiality is clearly not as great an issue for the respondents as had been thought. It is hoped that the measures suggested in point one will address any concerns patients have.

- 4. Responses to specific points in patients' text comments regarding the dispensaries and Partnership in general.**

The main concern for patients at NF was lack of continuity in seeing the same GP and knowing beforehand which GP would be available. This problem should be resolved once the merger of the patient and clinical management systems is completed and patients are able to see GPs at either surgery. Patients will be kept informed when this has taken place.

The reasons why the availability of medication is restricted and why a credit-card machine is not available at NF will be explained through such means as the Practice Newsletter and the Website.

The touch screen in Reception at LS is now in use again after a long period when it was out of order. This will also be mentioned in the next Newsletter.

Copies of Practice Newsletters will be made available on the tables in the waiting areas of both surgeries.

At LS investigations will be made into the viability of attaching of small lamps to the notice-boards in the waiting area in an effort to improve the lighting.

**4. contd. Responses to specific points in patients' text comments regarding the dispensaries and Partnership in general.**

The request from Newton Flotman patients for information about the practice and website will be addressed once the merger between the two surgeries is complete. The partnership website will be altered to enable patients from both surgeries to access information about the Partnership in general and the individual surgeries. Newsletters will also be produced with information about the Partnership in general and each surgery in particular. As floor space is more restricted at Newton Flotman it has been decided that health information will be provided by Powerpoint displays on a TV screen in reception.