



DR S  
BUTLER &  
PARTNERS

## PATIENT SURVEY RESULTS 2013/2014

Western Road Surgery, 41 Western Road, Billericay, Essex. CM12 9DX

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## Introduction

Patient involvement has been a key initiative driven by the Department of Health over the last few years to ensure that patients are involved in the decisions about the provision and quality of care they access. Western Road Surgery wishes to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by us with our colleagues in the wider Clinical Commissioning Group. In undertaking this we aim to encourage our patients to participate in giving us their views by either joining our Patient Participation group (PPG) which is a face to face group that meets throughout the year or by joining our Patient Reference Group (PRG) which is a virtual group that is able to have their say about our services by means of internet access, email, post or telephone.

Our PPG now has 10 committee members who meet 4 times a year to review what is happening in the NHS and within the Practice. They work with the Practice to promote this vital area of communication between patients and ourselves and they work with us to develop our annual survey. Going forward the PPG also intend to develop a newsletter for patients and implement health education discussions for small focus groups.

Members of our PPG have spent time in our waiting room talking to you, our patients, to involve you in what has been happening and to encourage your support again in the development of this most recent survey. We are pleased to see that members of the PPG have been well received by those who have met them and this has enabled the group to recruit new members.

This year our PPG and PRG agreed that our priority for undertaking the annual Survey would be to look at how patients rate the existing primary care services we provide given we have had a noted increase in our patient population.

This report will:

- Give details of the makeup of the Patient Reference Group
- Look at how the Practice sought to gain a fair representation of patients across boundaries such as age, sex, ethnicity etc.
- Review the process implemented to ensure that you agreed and understood the priorities in today's health arena
- Inform how we worked with our Patient Groups to establish and implement our Survey
- Review the results and look at the comments patients made
- Identify how we then consulted with you with regard to the outcomes of the Survey and the suggestions for our Action Plan
- Detail the Action Plan that was agreed with Patients, confirm our opening times and accessibility to the primary care services available at Western Road Surgery

As a Practice we wish to thank you all for your continued support and welcome your ideas and feedback on the services we provide and strive to improve for the benefit of everyone concerned.

Thank You



JULIE JACKSON, Practice Manager

## Patient Reference Group Profile

The Practice has 10,152 patients and the challenge in trying to establish a profile of patients that is reflective of the practice population lies in engaging patients to participate.

Since 2011 the Practice has tried various means to encourage participation from initially sending our letters to a random selection of patients, including those in vulnerable or difficult to reach groups, to advertising within the Practice and on the Website. Members of the Patient Participation Group (PPG) have also supported our endeavours and spent time at the Surgery campaigning for new members. We have been keen to encourage patients with learning disabilities to join our group, or someone to represent them such as their carer, and we are pleased to say that during the previous years' campaign we did achieve this.

At 13<sup>th</sup> March 2014 our Patient Reference Group (PRG) is made up of 349 members between the ages of 17 and 90 years.

Age Range	17 – 30	18	patients
Age Range	31 – 50	122	patients
Age Range	51 – 70	138	patients
Age Range	71 +	71	patients

**There are 232 female representatives and 117 male representatives.**

Billericay is a predominately white British population which is fairly reflected in Western Road Surgery's demographics.

**Ethnicity of our patient group, where stated, is broken downs as follows:**

240 members are white/white British

3 members are Black, Indian, Chinese, Asian or other mixed ethnicity

106 members have not stated their ethnicity

Not all ethnicity is recorded as members may wish to exercise their right of choice not to provide this personal detail.

### **Patient "Face to Face" Participation Group**

Included in the above figures we have ten members who represent the Patient Participation Group and who attend meetings at the Surgery. This group has members within all the age groups above bar the under 30's. Even though PPG members have attended the surgery to recruit new members unfortunately, at this point, we have not had a great interest from the younger population. We will endeavour to continue with our campaigns to recruit from this group.

The profile of the patients in the PRG also reflects that at least 45% are those with long term conditions such as respiratory, mental health, depression, diabetes, coronary heart disease and who may be housebound or have/or be a carer. As some groups of patients are harder to engage than others, the Practice advertises through the website, by posters in the Surgery, at registration and via correspondence that the PRG is continuing to encourage new members, especially those with long term conditions, to come forward.

It is our intention to continue to work with our patients to engage further contributions to help us improve the standard of services offered and, with the work we are undertaking, we hope to encourage more people from all walks of life to come forward and help us.

## Practice Population Profile

Our Practice population covers 10,152 patients and the profile is depicted as follows:

### Age/Sex Breakdown:

	Male	Female	Total	Representative at PRG
0 – 16	1034	1009	2043	0
17 – 30	695	655	1350	1.33%
31 – 50	1448	1555	3003	4.06%
51 – 70	1163	1244	2407	5.73%
71+	573	776	1349	5.26%
Totals	4913	5239	10152	

### Ethnicity

	Recorded at Practice	Representative at PRG
White/White British, Scottish, Irish Welsh/White Other	6410	3.8%
White and Black Afro Caribbean/African/ Chinese/Indian/Bangladeshi/Asian/Other Mixed background	54	5.5%
Ethnic Group Census NOS/not stated/not recorded	3688	2.9%

### Hard to Reach Patient Groups

	Recorded at Practice	Representative at PRG
Carers	122	8.19%
Care Homes, Residential/Nursing Homes	15	6.66: %
Learning Disabilities	16	6.25%
Patients with Mental Health related condition	50	2%
Patients with Long Term Conditions	2385	6.58%

## How we sought YOUR views on what PRIORITIES we needed to review to improve health services

The PPG met with the Practice on 28<sup>th</sup> August 2013 to discuss the 2013-2014 Patient Survey and to review what health priorities were considered to be a concern (Minutes available on request). One of the things noted was the fact that both our list size and that of a neighbouring practice were increasing. Given the Practice had not undertaken a review of patient expectation or satisfaction for some 24 months, it was suggested that this should be a high priority for the new Survey. In view of this it was agreed to ask the wider PRG and patients for their thoughts as to whether or not they would consider this their priority as well.

Letters and emails were sent to members of the PRG, along with telephone calls made to those members who preferred, detailing the proposed survey, but still asking for other ideas should patients not consider the subject matter a priority. Information was put in the waiting room and our PPG members attended the Surgery to inform patients what was happening. Questions provisionally agreed with the PPG and a draft format of the Survey (copy at Appendix A) was composed in order that patients in the wider group could get a real flavour of what we believed was important content for the proposed Survey.

We received many positive responses to both the suggested idea and suggested format of the Survey itself. To detail all of the responses would take up too much time for the reader of the report but the comments below are a reflection of many we received.

*The survey seems appropriate to the services and simple enough to follow. It is always a good idea to gain feedback from users.*

*I have had a good look at the proposed survey document and it looks OK to me - very good in fact*

*I feel the survey is relevant. I would hope you receive positive comments about the practice and this would be good feedback for the excellent services provided.*

*I have read through the proposed survey and agree that it be used for engaging patient views this year and am more than happy with the suggested questions, it is very comprehensive*

*1. Yes. I agree that the subject matter of this draft can be used as a priority this year. It will be interesting and more importantly, informative to know how things have changed within two years and to obtain the views of new patients.*

*I have just read through your email and perused the survey.*

- 1. I agree with the subject matter of the of the draft survey.*
- 2. I am happy with the suggested questions.*

*2. Yes. I am quite happy with the suggested questions. The only other item I would like to be considered either now or in the future, is the parking issue some of which could be helped by trimming trees/hedges to allow*

## The Survey

During November & December 2013 the Practice emailed and sent copies of the Patient Survey to all the Patient Reference Group. We also contacted some patients by telephone where appropriate. In addition the Survey was posted on line and handed out to registered patients during the daytime at the Surgery. This was supported by members of our Patient Participation Group who came in and spent time talking to patients in the waiting room and also gave the Surveys out alongside our Receptionists.

The Practice initiated approximately 1000 Surveys and, in total, 611 patients and PRG members completed the Survey. This gives a response rate of 61.1%. The results were sent to and analysed by the Practice, PPG and PRG and are detailed later in this Report. However, at this point, it is worth clarifying that the results were very positive and the Practice considered the ratings to be of a high standard. Patients also took the time to complete the sections that inform us of what more we could do to improve the service we provide and what other services they would like to see in the community.

In order to determine an Action Plan as an outcome of the Survey the Practice met with the PPG to review the results on 1<sup>st</sup> February 2014 (Minutes available on request). A provisional action plan was made and was forwarded to the wider PRG on 14<sup>th</sup> February 2014 for their review and agreement.

All members who responded to Practice agreed with the proposed Action Plan. Some of the comments received are detailed below but, again, we have not included all comments in fairness to the reader.

Thank you for the survey results.  
I agree with your draft action plan. I am pleased that you are proposing to increase phone access with regard to results, especially the opportunity to get results Saturday morning.  
I understand that you do not want all appointments booked in advanced on line but I hope a balance is maintained as I for one only book appointments this way.

Firstly I would like to say how well the report has been compiled. It has been very easy to look through. Also congratulations to the Practice on the excellent results. I am often astounded when talking with others about their experiences at their GP surgeries (not in our area) and know that we are very lucky at Western Road.

Thank you for e-mail and attachment and sorry for tardy reply.  
Finished product very professional and covers all areas of original questionnaire.  
I have no comments to add

Many thanks for your informative mail/results.

I am very satisfied with the Staff/Doctors and Surgery which I feel is very well. I have no complaints whatsoever, however, there will always be those who complain no matter what.

## THE SURVEY RESULTS

Rating for getting an appointment



Rating for providing Clinical Care



Satisfaction with Opening Hours



Rating your consultation with a Doctor



Rating your consultation with a Nurse



Rating the professionalism of our Staff



Rating the Out of Hours Service



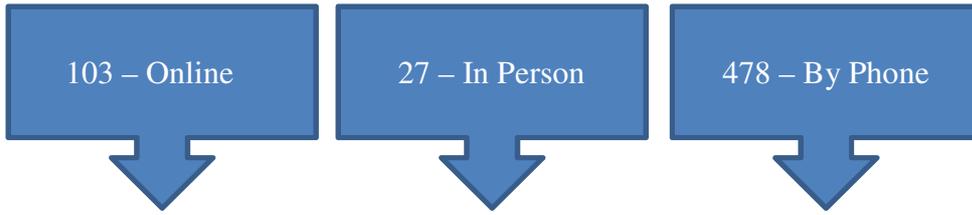
Rating Others i.e. Midwife/Counsellor



Rating getting through on the Telephone



**How you usually book your appointments**



**Awareness of on-line appointments system**



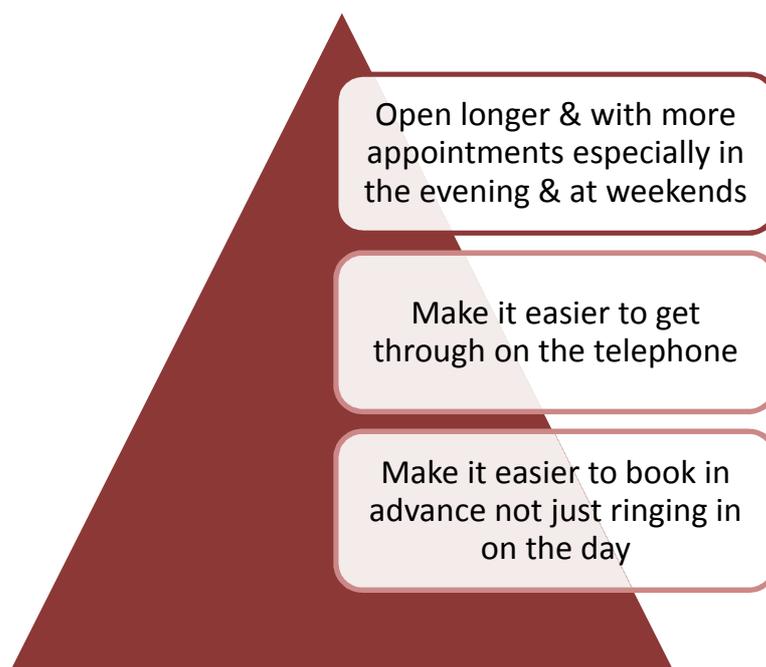
**Likelihood of patients now using the on-line appointments system**



**The way you currently book appointments**



## APPOINTMENTS – WHAT YOU TOLD US WE COULD DO BETTER



The Practice is extremely happy to note that the response given by patients regarding satisfaction with opening hours is excellent but we are always looking for ways to improve, hence giving you this opportunity to tell us what we could do better.

It was clear from the 124 (out of 611) responses to this question that access to the Practice is your main priority and, in an ideal world, you would like to see your own GP whenever you need them.

Improving access is always a priority and we periodically review our demand v's the capacity of appointments we provide. This means we have to take an analysis of our infrastructure, including telephone lines, consulting rooms available, and current workload. The Practice regularly provides an average of 724 GP appointments per week. This does not necessarily include those patients who then need to see us with an urgent need that cannot wait until the next routine available appointment. In addition, we also provide a Saturday service whereby we offer routine, pre-bookable appointments with a Doctor between the hours of 8 am and 10.30 am. Whilst this service is pre-bookable, if we have appointments that are cancelled we do offer them to anyone who telephones or walks in to the surgery whenever they are available.

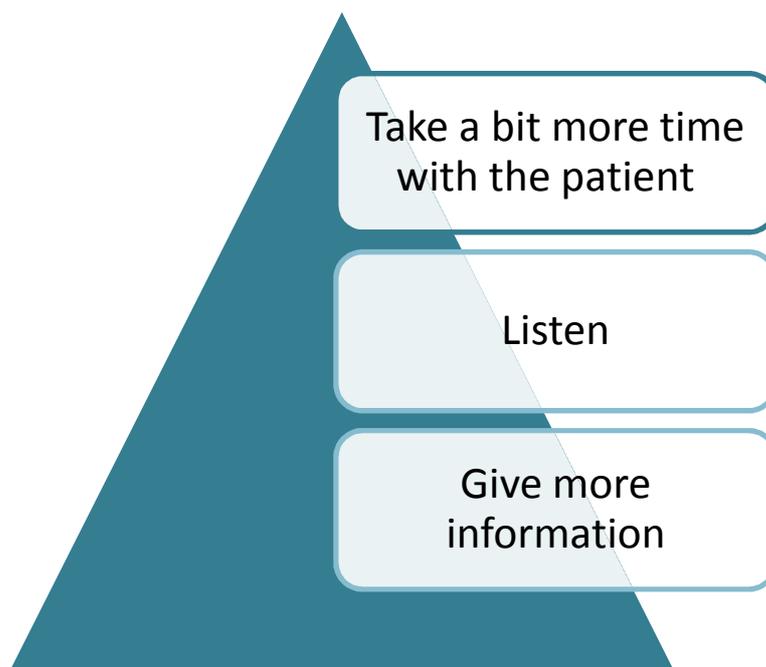
When we look at how our patients book their appointments we do find that many will book on the day rather than in advance and therefore we have to balance this to ensure that Doctors are not pre-booked too extensively. Over the last few years we have also increased the number of telephone consultations we offer to try and improve access and save you having to attend the surgery if not clinically necessary.

Given the current resources we have and the level of satisfaction indicated in the results the Practice does not feel, at this point in time, that we can extend the services further than the current provision. However, we will continue to review the demand and adapt those appointments throughout the day wherever appropriate. In addition we will need to advertise our Saturday surgery

more prominently as it was obvious from the results that some patients are not aware of this service.  
**This is in our Action Plan.**

## How We Care For You

### 1- DOCTOR'S CONSULTATIONS – WHAT YOU TOLD US WE COULD DO BETTER

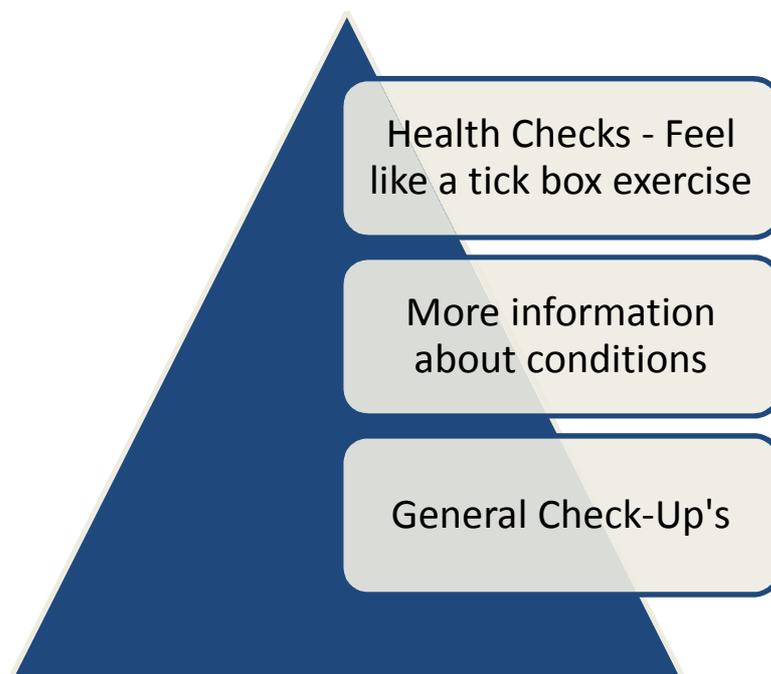


Thank you for giving us such a high satisfaction rate for your consultations with our Doctors. The scores are really appreciated and your support of this Practice is truly appreciated. However, we did receive 34 (out of 611) comments from patients who felt that sometimes their consultations were rushed, they were not listened to or they did not get enough information for their treatment.

We will continually strive to meet your expectations. Each GP has ten minutes per consultation and some consultations do take longer than others. It is never a GP's intention to make a patient feel rushed and we believe this is why our service is recognised so highly in the results. If you feel you need more information, please ask us for it. If you feel you have been rushed or not listened to, please let us know at the consultation.

If for any reason you leave the surgery dissatisfied please tell our Practice Manager. She will be willing to listen to any concern you have and will work with you to ensure that we resolve matters to the fullest extent possible.

## 2 - NURSE'S CONSULTATIONS – WHAT YOU TOLD US WE COULD DO BETTER



Thank you for giving us such a high satisfaction rate for your consultations with our Nurses.

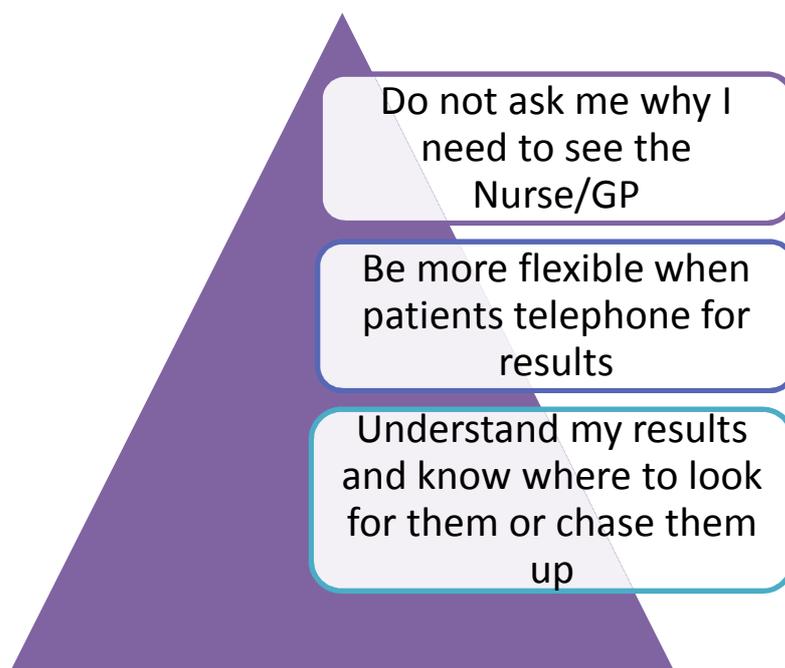
Our Nursing team welcomed the positive response from you and they will strive to continue to meet your expectations and work with you to manage your conditions.

There were 19 (out of 611) patients who made a comment as to what could have been done better. It appears that some of you felt the appointment you attended for a NHS health check appeared to be a “tick box” exercise. Unfortunately it is true that when we undertake a lot of our core work now we are required to complete templates on our clinical system which then form part of your record. Whilst the nurses have to ensure that they have asked the relevant questions and completed the appropriate record they are sorry to hear that some of you have not had the best of experiences in this regard. However, they will continue to listen and work with you to provide the best possible nursing care that they can.

Some of you said you would like more information about your condition. Our nurses routinely provide information and offer follow-up appointments as appropriate. If you feel you are not given enough supporting information at consultation, please tell the Nurse.

Some of you also said you would like a general check- up, especially as you get older. If you feel you need a general health check you can book an appointment with one of the Nurses. They will provide you with the health check and then agree with you how often you would need to be followed up. Standardly, for relatively healthy adults, NHS Health Checks are provided once every five years (in line with public health recommendations) for those patients aged over 40 and under 75. For patients between the ages of 75 and 89 we also provide what is termed a Senior Health Check. The Practice writes to invite this cohort of patients to attend these checks but, if you have not received a letter yet, you can contact reception yourself and book your appointment. In all cases, if you feel you need a general check-up please book an appointment with the Nurse.

### 3 - PROFESSIONALISM OF OUR STAFF – WHAT YOU TOLD US WE COULD DO BETTER



56 out of 611 patients gave responses in this section.

The Practice fully appreciates that some patients can find it an invasion of their privacy when they asked the reason for booking their appointment. In this Practice there are only two reasons why we ask you:

1. If you are requesting to be seen when all the GP appointments are booked and you cannot wait until the next available appointment then you are classified as needing an emergency appointment. As these appointments are in addition to the ones we have planned, the Doctors need to be able to review their appointment list throughout the morning or afternoon. By asking you the necessity of the needing an urgent appointment it means that the Doctors can see, at a glance, what their urgent patients needs are. This allows them to make a decision as to whether to ring the patient before the appointment time and discuss their needs over the phone or give them advice (especially if they need to go to hospital) if the Doctor feels they do not need to come to the Surgery. We feel that this is a fair practice as the appointment has been insisted upon.

2. Our three Practice Nurses specialise in different areas and when you book an appointment to see a Nurse there are a number of factors we have to consider. For example, if you require advice regarding diabetes or your annual diabetes review, only two of our nurses have a diabetic qualification and therefore, if you do not inform us what you are coming in for, you could be booked in with the wrong nurse. Also, we have to consider what is required at the nurse appointment i.e., if you are a patient who has COPD (Chronic Obstructive Pulmonary Disorder) and you require your first spirometry test this requires two separate appointments albeit on the same day. If we did not ask you what you were attending the appointment for we would not know to book two appointments. If you are a patient who requires smoking cessation advice this can only be undertaken by trained

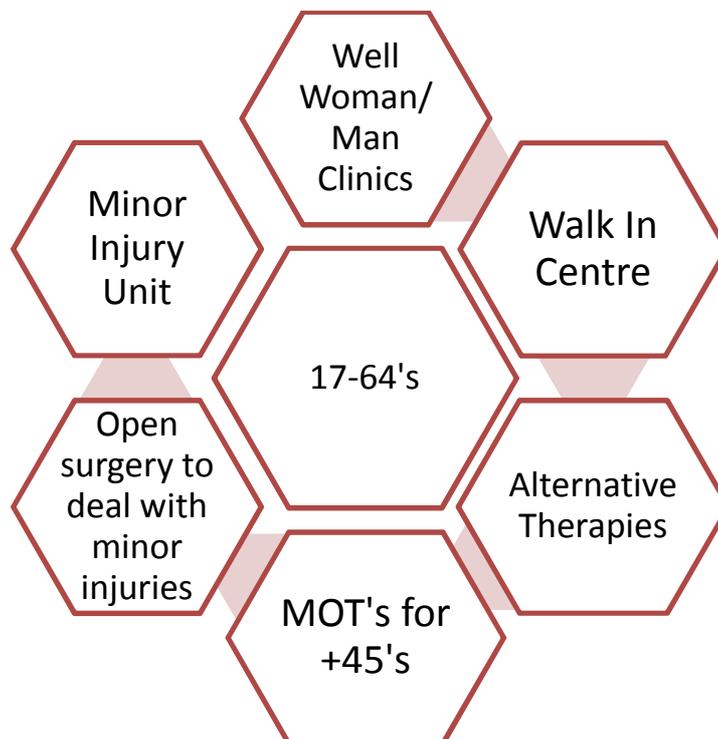
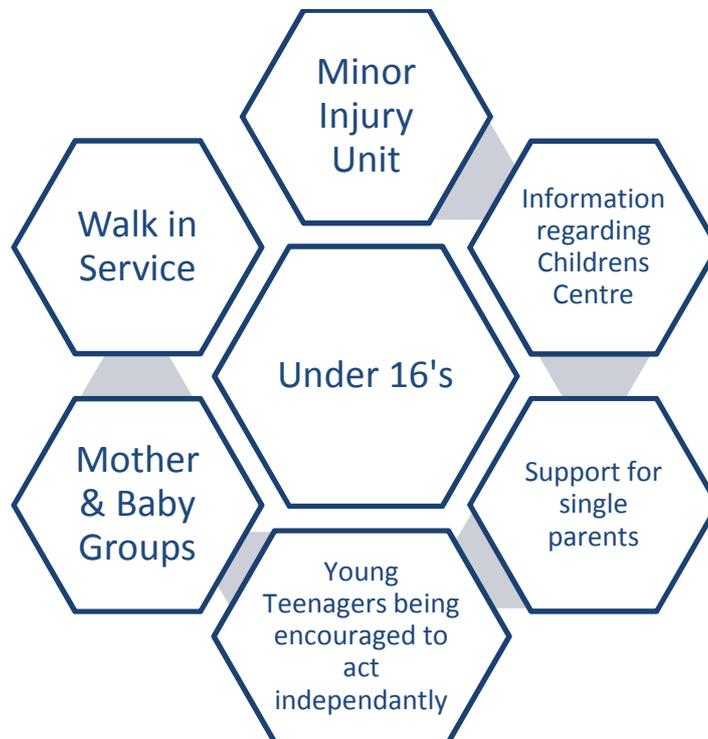
clinicians and only 2 or our 3 nurses are trained in this area therefore, if we did not ask you what you were coming in for, it could be a waste of an appointment for us and an inconvenience to you. If you are coming for travel vaccinations, there is some preparatory work that the nurse needs to undertake before your visit to the surgery, if we did not ask you why you were attending, the appointment would take longer than the time allotted and therefore would delay both the nurse and other patients. We hope this explains the need for our Receptionists to ask you these questions and we hope that you will work with us to maintain this procedure.

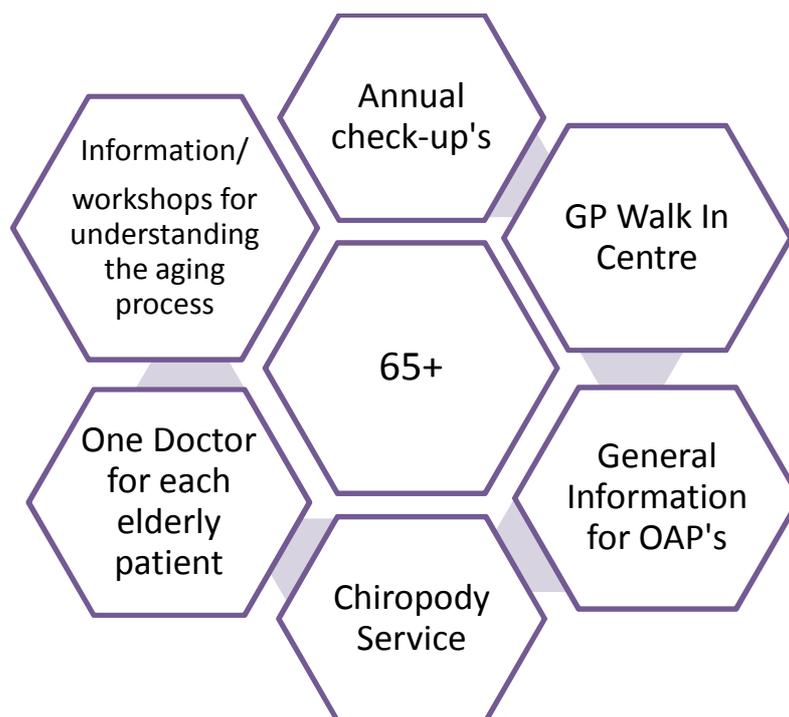
3. The results telephone line has historically been operated during what we have considered to be the more quiet time of the day. Although we use the term quiet loosely. During the morning and afternoon we have tried to keep lines free for appointments and prescription requests along with the other queries we get throughout the day. We fully appreciate that this does seem inflexible. We are prepared to pilot an exercise whereby we will have the results line in operation every afternoon. We will do this for three months commencing 1<sup>st</sup> April 2014 and, if there is no increase in complaints regarding accessing our telephone lines, then we would consider the pilot a success and continue with that arrangement. Results can also be given on Saturday mornings. **This is in our Action Plan.**

4. A small number of patients have told us that on occasion we either cannot find their result or we do not know what the result is for. We will ensure that this forms part of our training plan for staff. Whilst staff will not be trained to be clinically responsible for understanding the results they are and can be trained in understanding what results are based on what type of specimen i.e. urine/blood/swab etc. **This is in our Action Plan.**

## WHAT OTHER SERVICES WOULD YOU LIKE TO SEE IN OUR COMMUNITY?

*These tables depict some of the suggestions you gave us and many of you had a common theme of identifying the need for a Minor Injury Unit and Walk in Centre in this area.*





At practice level we cannot physically implement a Minor Injury Unit or Walk in Centre but can let you know that discussions regarding this do take place in the wider clinical community i.e. at our locality meetings and at meeting with the Clinical Commissioning Group.

Our Patient Participation Group will take on the challenge of developing a bi-monthly newsletter which will hopefully give you information as requested in the above material. As part of this there will be an email address that you can use to send suggestions regarding the information that you would like. Our Patient Participation Group is also interested in holding some health promotional events and we may work together to bring in specialist speakers to the Practice. Obviously we can only accommodate small groups for such a venture but you will be able to express an interest in attending by using the Patient Participation Group email address which will be advertised shortly. **This is in our Action Plan.**

As previously mentioned in this report, patients can access an annual check-up where this is necessary. If you want to see a nurse for a general check-up, just book an appointment. At the appointment discuss and agree with her how often you should be reviewed.

## Existing Primary Care Access @ Western Road Surgery

The Surgery is open as follows:

### **Monday – Friday 8.00 am – 6.30 pm**

A receptionist is contactable both via the telephone and face to face from 8 am in the morning until 6.30 pm in the evening\*. During these times appointments are available from 8.30 am to 11.30 am and 2.30 pm to 5.50 pm. Appointments are available with GP's , Nurses and other healthcare professionals to book up to two weeks in advance. GP appointments are also available to book on the same day (capacity allowing). Telephone consultations are available with either a GP or Nurse daily. If patients have an urgent need to see a GP and are informed that all appointments have been booked, they will be offered an emergency appointment that morning or afternoon depending on the time of the call and the clinical nature of their condition.

*\*The Practice doors/telephones are only open from 8 am – 8.30 am and 6.00 pm to 6.30 pm whilst there is a Contract in place, provided by NHS England, that gives the Surgery some funding to have a receptionist available during these times. If and when this Contract ends, the Practice doors may be closed during these times but calls will still be answered by a Receptionist either at the Surgery or at our Out of Hours service.*

### **Saturdays (Extended Hours Service)**

#### **8.00 am – 10.30 am**

Appointments are available with the GP and Nurse on Saturdays and these are pre-booked appointments\*. This is a routine service and the clinics are booked in advance. However, a receptionist service is available during this time for advice, guidance and information in all usual practice services.

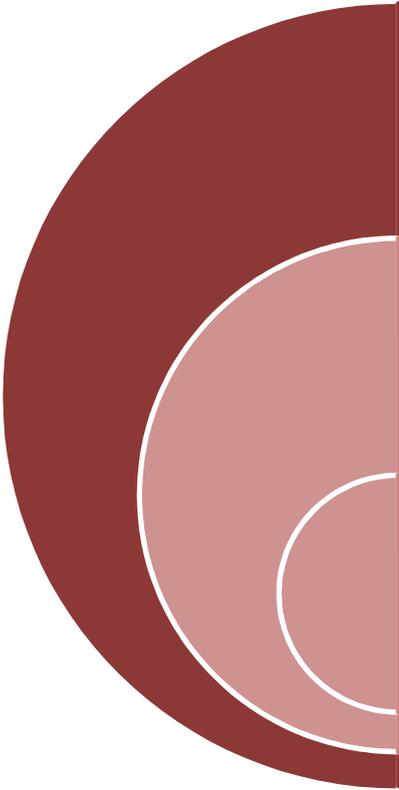
*\*This Saturday service is made available by a Contract with NHS England. The Saturday service is dependent on the Practice being offered a reasonably funded Contract on an annual basis.*

**Telephone Access:** Patients can access a receptionist during any of our opening times as stated above. We have an automated telephone system which gives you the choice of speaking to the receptionist, ordering a prescription, obtaining test results etc. However, the prescription line is not available on Saturdays. Telephone appointments are available with both a GP and Practice Nurse throughout the week but not on Saturdays.

**On-line Access:** The practice has a system for on-line access by patients to appointments and prescriptions. On-line access is available 24 hours a day, 7 days a week. Please note that photographic identification is required at the point of contact with a Receptionist to create a password and login account for the on-line service. Once the account is created you will be able to access on-line services within one hour.

**Out of Hours:** When the surgery is closed the Practice is covered by a group of Doctors working under South Essex Emergency Doctors Service (SEEDS). Patients can ring the usual surgery telephone number, 01277 658117, and the call will automatically transfer the caller to this service. When the call is answered a SEEDS receptionist will take your details and will give you advice. This advice may include redirection to a more appropriate service or a return call to you by one of the clinicians. If it is decided that you need to be seen the clinician will advise you either to visit the Out of Hours clinic based in Basildon Hospital or they will visit you if you are housebound.

## Action Plan 2013/2014



<p>Appointments/Surgeries Action: Practice Manager Action : Ongoing</p>	<ul style="list-style-type: none"> <li>• Advertise Saturday Surgery More Prominently</li> <li>• Ensure that appointment capacity vs demand from patients is monitored regularly</li> </ul>
<p>Test Results Action: Practice Manager Action : by 1st April 2014</p>	<ul style="list-style-type: none"> <li>• Pilot test results being available every afternoon from 1.00 pm &amp; Saturday mornings</li> <li>• Ensure all frontline staff have a general understanding of test results</li> </ul>
<p>Information Action: Patient Participation Group &amp; Practice Manager Action : by 1st June 2014</p>	<ul style="list-style-type: none"> <li>• Provide a newsletter and information in the Surgery giving general health &amp; topical information</li> </ul>

## **Appendices:**

### **Appendix A – Survey overleaf**

Western Road Surgery  
41 Western Road, Billericay, Essex.  
CM12 9DX



## Have Your Say .....

Each year the Practice undertakes a patient experience survey and we wish to thank you all for helping us understand your needs and expectations.

Recently we have identified that our Practice population is increasing and, in view of this, we thought that it would be a good opportunity to re-address how our patients perceive the level of service we offer. This will give yourselves and new patients an opportunity to tell us what we are getting right and what we may be getting wrong.

We discussed this with our Patient Groups and have subsequently developed the following Survey which looks at:

### Getting an Appointment

### Clinical Care i.e. GP/Nurse Consultations & Out of Hours

### Opening Times

### Staff

Please complete the Survey and return this to the Receptionist by 30<sup>th</sup> November 2013.

Thank you once again for taking the time to help us with this important exercise. Your assistance is greatly appreciated.

**Dr S Butler & Partners**

## Getting An Appointment

(1) How do you normally book your appointments? (please tick the method you use the most)		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone <input type="checkbox"/> Online – Please go to Question (4) <input type="checkbox"/> Doesn't Apply	
(2) Are you aware that appointments can be booked On-line?		<input type="checkbox"/> Yes – Please go to Question (4) <input type="checkbox"/> No - Please answer Question (3)	
(3) Now that you know you can use your computer to book appointments online are you likely to do this?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
(4) What type of appointment do you usually book? (please tick any that you book)	<b>Urgent/Emergency on the same day</b>  <input type="checkbox"/>	<b>Advance Booking/ Up to two weeks in advance</b>  <input type="checkbox"/>	<b>Same Day /but not an emergency</b>  <input type="checkbox"/>
(5) Are you always able to get an appointment as detailed above	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
(6) How do you rate this		<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply	
(7) When you book your appointments by telephone how easy is it to get through to a receptionist?		<input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Haven't tried	
(8) How do you rate this?		<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply	
(9) Are you aware that the Practice offers telephone consultations with the Doctors?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
(10) Have you ever had to book a telephone consultation with a Doctor?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply	
(11) How easy was it for you to book a telephone consultation with the Doctor?		<input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Doesn't Apply	

(12) Are you aware that the Practice offers telephone consultations with the Nurses?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(13) Have you ever had to book a telephone consultation with a Nurse?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply
(14) How easy was it for you to book a telephone consultation with the Nurse?	<input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Doesn't Apply
(15) When the Surgery is closed do you know how to get help from a Doctor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(16) Are you happy with the overall appointment Service that we offer?	<input type="checkbox"/> Yes <input type="checkbox"/> No – Please answer question (17)
(17) What could we do better?	

### Opening Times

(18) Do you know when the surgery is open?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(19) Do you think the surgery could/should be open at different times	<input type="checkbox"/> Yes <input type="checkbox"/> No
(20) What days/times would you like to see the surgery open (where it is not now)	

## How We Care For You

### Seeing the Doctor

(1) How often do you attend the Practice to see a GP?	<input type="checkbox"/> - More than once a year <input type="checkbox"/> - Yearly <input type="checkbox"/> - Not very frequently at all
(2) Do you usually choose to see a particular Doctor?	<input type="checkbox"/> - Prefer to see the same Doctor – <i>Please answer question 3</i> <input type="checkbox"/> - Do not mind which Doctor I see – <i>Please go to question 4</i>
(3) Are you usually able to book an appointment with the Doctor you prefer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(4) Do you see the Doctor because you have a long term condition or just on a general basis as and when needed?	<input type="checkbox"/> - Long term condition <input type="checkbox"/> - General
(5) When you last saw the Doctor did you feel that you were given time to explain how you were feeling or what was wrong?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(6) At that appointment did you feel that the Doctor listened to you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(7) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(8) If you answered No to questions 5, 6 or 7, please explain what could have been done better for you.	
(9) How do you rate the overall consultation that you had with the Doctor?	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply

<b>Seeing the Nurse</b>	
(10) How often do you attend the Practice to see a Nurse?	<input type="checkbox"/> - More than once a year <input type="checkbox"/> - Yearly <input type="checkbox"/> - Not very frequently at all
(11) Do you see the Nurse because you have a long term condition or just on a general basis as and when needed?	<input type="checkbox"/> - Long term condition <input type="checkbox"/> - General
(12) When you last saw the Nurse did you feel that you were given time to explain how you were feeling or what was wrong?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply
(13) At that appointment did you feel that the Nurse listened to you?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply
(14) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply
(15) If you answered No to questions 12, 13 or 14, please explain what could have been done better for you.	
(16) How do you rate the overall consultation that you had with the Nurse?	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply

### Seeing other healthcare professionals both during the day and Outside of Surgery opening hours

(17) Do you attend the surgery to see any other healthcare professional e.g. Midwife, Counsellor etc. ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(18) Which professional do you see?	
(19) How do you rate the service provided?	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply
(20) Have you had to use the GP Out of Hours Service in the last year?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(21) How do you rate the service provided?	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply

### Practice Staff

(22) Have you ever had to contact the Practice to make a general enquiry with one of our staff i.e. for test results; for hospital letters etc?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(23) When you last spoke to a member of staff which team did they work in?	<input type="checkbox"/> Reception <input type="checkbox"/> Secretaries <input type="checkbox"/> Administration <input type="checkbox"/> Practice Manager
(24) How did you rate the professionalism of the person dealing with your enquiry on that occasion?	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
(25) Was there anything that could have been done better?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(26) Please detail what more could have been done.	

**What Other Services or Information would you like to see provided either in the Surgery or in the Local Community?**

For Children (aged under 16)	Please list what you feel would benefit the health needs of this group
For Adults (aged 17 – 64)	Please list what you feel would benefit the health needs of this group
For Adults (aged 65+)	Please list what you feel would benefit the health needs of this group
Overall, how would you rate this practice with regard to:	
Getting an Appointment	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply
Providing you with clinical care	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply
Opening Hours	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor

About You	
Are you?	<input type="checkbox"/> Male <input type="checkbox"/> Female
What age group do you fall into?	18-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 51-70 <input type="checkbox"/> 70+ <input type="checkbox"/>
Do you have a long term condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What condition do you have?	
What is your ethnic group?	<input type="checkbox"/> White <input type="checkbox"/> Black or Black British <input type="checkbox"/> Asian or Asian British <input type="checkbox"/> Mixed <input type="checkbox"/> Chinese <input type="checkbox"/> Other ethnic group

***Please accept our sincere thanks for taking part in this survey.***

The results will be published by 31<sup>st</sup> March 2014 on our Practice website at  
[www.westernroadsurgery.co.uk](http://www.westernroadsurgery.co.uk)

## Appendix B

### ACTION PLAN and ACHIEVEMENTS FROM THE LAST TWO SURVEYS

ACTION	BY WHOM	BY WHEN
To advertise the different types of appointments, including telephone consultation, more prominently	Practice Manager	June 2012 Completed
To change the prescription telephone line to a start time of 9.30 in order to free up the first hour for receiving calls for appointments	Practice Manager	June 2012 Completed
To advertise more tailored information relating to certain health requirements i.e. pregnancy, on the Practice website	Practice Manager	June 2012 Completed
Trial On-line appointments for the Nurses and for Flu appointments	Practice Manager	September 2012 Completed
To advertise and give more information about using the On-line service	Practice Manager	June 2012 Completed
To consider and investigate putting speed restrictions around the premises	Practice Manager	June 2012 Being undertaken when premises have external decoration – planned summer 2014
To publicise the specification for use of the Out of Hours service	Practice Manager	June 2012 Re-scheduled as part of 12/13 Survey outcomes – now completed
To continue to invest and develop staff at the Surgery	Practice Manager	June 2012 Completed
To implement email contact during the flu campaign	Practice Manager	September 2012 Completed
To implement a marketing campaign for the Out of Hours services available (PPG members attended the surgery to advertise this and a leaflet was developed for patient information – see Appendix C)	Practice Manager & PPG	August 2013 Completed

## Appendix C

Choose Well Leaflet -

see overleaf

## ***Accident & Emergency & 999***

Accident & Emergency Departments should only be used in a critical or life threatening situation. These departments provide immediate emergency care for people who show the symptoms of **serious illness or who may be badly injured**.

Please think of using the services detailed within this leaflet if your condition, illness or injury is not life threatening and if you are able to telephone one of those services for advice first.

Dialing 999 and stating you have a medical emergency will result in a response vehicle and clinician being sent to your location. This should only be used when medically and urgently necessary.

The most local A&E Departments are situated at:

Basildon Hospital, Nethermayne, Basildon

**Telephone: 0845 155 3111**

Southend Hospital, Prittlewell Chase, Westcliff

**Telephone: 01702 435555**

Broomfield Hospital, Court Road, Chelmsford

**Telephone: 01245 362000**

## **Telephone Numbers in Summary**

**Western Road Surgery – 01277 658117**

**NHS Walk In Centres**

Grays – 01375 898700

Southend – 01702 611505

Chelmsford – 0300 1233 366

Harold Wood – 01708 792000

**Minor Injury Unit @ Orsett Hospital**

01268 592300

**Accident & Emergency Departments**

Basildon 0845 1553 111

Southend 01702 435555

Broomfield 01245 362000

**NHS 111**

If you need medical help fast but it is not a 999 emergency you can now call **111**.

Calls to this number are free and the service is available 24 hours a day, 7 days a week.

NHS 111 will assess you over the telephone and provide advice and direct you straight to the most appropriate local service for your needs



## **CHOOSE WELL**

### **What Services to use when the Surgery is closed**

#### **Signposting Out of Hours Services**

The Practice wants to ensure that you are able to receive the right type of care, at the right time and in the right place. This leaflet is aimed to inform you of the help that is available to you for your medical needs.

**Western Road Surgery**

**41 Western Road Billericay**

**Essex CM12 9DX**

**01277 658117**

## THE GP

Your GP Surgery is open from 8 am – 6.30 pm Monday to Friday and 8 am to 10.30 am on Saturdays. Outside of these times the Practice still provides a service; see below.

You can contact a receptionist during these times by either visiting the Surgery or by telephoning 01277 658117.

The Surgery has clinics for both the Doctors and Nurses during the hours stated above. Appointments with the Doctor can be booked up to two weeks in advance and Nurse appointments can be booked up to two months in advance. In addition we also train GP Registrars to become General Practitioners so we have additional appointments available for you to access.

All appointments can be booked by telephone and Doctors' appointments can also be booked on-line once you have registered for on-line services.

The Practice encourages all patients to contact the Surgery whenever they require medical attention as we are best placed to signpost you to any other service if appropriate. Even when the Surgery is closed, the telephone service will direct you to the team of GP's that cover the Practice and, again, they will either advise and/or treat you or, alternatively, direct you to the most appropriate service.

However, we understand that many of you will wish to self-care or are happy to see the local pharmacist or, in more urgent circumstances, will require attendance at an Accident & Emergency Department. Please read on for information to all other services.

## NHS WALK IN CENTRES

Walk-In Centre's treat minor illnesses and injuries that do not need a visit to an Accident and Emergency Department. You do not need an appointment and will be seen by an experienced Nurse or Doctor.

### Local NHS Walk-In Centres:

#### **Thurrock Health Centre, 55-57 High St, Grays.**

Telephone: 01375 898700

#### **St Lukes Health Centre, Pantile Avenue, Southend.**

Telephone: 01702 611505

#### **Healthcare Centre, Sainsburys, White Hart Lane,**

**Chelmsford.** Telephone: 0300 1233 366

#### **Harold Wood Polyclinic, Gubbins Lane, Harold Wood.**

Telephone: 01708 792000

## YOUR PHARMACIST

Pharmacies offer more than prescriptions. They can advise on bugs and viruses, coughs and colds, aches and pains, tummy upsets and allergies. Many pharmacies offer private rooms if you want to speak confidentially and you don't need an appointment. If you want to locate the nearest pharmacy to you please **telephone 0300 003 2125**

***We hope that you find this information useful and would welcome any comments and feedback through our Patient Group at [westernroadsurgeryppg@nhs.net](mailto:westernroadsurgeryppg@nhs.net)***

## MINOR INJURY UNITS

If you have an injury such as a scald or sprain that you consider to be minor and that does not require a visit to an Accident and Emergency Department you could visit a Minor Injuries Unit. Many have X-Ray facilities.

If you are unsure whether or not they are the right service for you please telephone them and they will advise you of the best course of action.

The nearest Minor Injury Unit for Billericay is based at Orsett Hospital.

Their opening times are 10 am to 8pm (last booking in at 7.30 pm) seven days a week.

The Minor Injury Unit is closed on Christmas Day and Boxing Day.

**Telephone: 01268 592300**

## SELF CARE

For internet information on all aspects of health care go to [www.nhs.uk](http://www.nhs.uk) It allows you to check your symptoms and get information to help you treat yourself.

If the Practice writes to you recommending you have the flu vaccination, this is because we think that if you do catch the flu you will be at a higher risk of serious complications. Take us up on our recommendation and make an appointment at your earliest convenience.

*If you are interested in joining our Patient Reference Group or the Committee of members of the Patient Participation Group then please email them at [western.roadsurgeryppg@nhs.net](mailto:western.roadsurgeryppg@nhs.net) with your details and a committee member will contact you.*