

## Lavender Hill Group Practice

### 2011/2012 Patient Survey Report

**The Lavender Hill Group Practice is open Monday to Thursday from 08:00 to 20:00 and on Friday from 08:00 to 18:30. (We close from 12 noon to 13.30 each day)**

The patient participation group has 4 male and 8 female members. There is individual representation for disabled patients, young patients and senior patients.

The practice has an active PPG group and has been in operation for approx 3 years with new patients joining regularly. We advertised for new members using our website, our newsletter, and posters in the waiting room and by word of mouth. We have recently extended our group to include a Virtual group in order for it to be as representative of the practice population as possible. We have a high number of patients between the ages of 25 & 40.

The group met in September 2011 to discuss the points we should include in the patient survey and we also put a sheet in the waiting room and on the PPG notice board for other patients to give their opinion.

It was decided to focus on clinical care, making appointments & reception and practice opening times. The PRG finalised the survey with 17 questions around these areas and also included questions on the services we provide, OOH and the general layout of the surgery.

The survey was available at the surgery, on line and by post as requested.

102 patients completed the survey.

The group met to discuss the results and to decide action plans.

The following was discussed and agreed at the meeting:

**We asked our patients if they were happy with the general layout of the surgery  
The majority stated they were and the following comments were discussed:**

Patients stated they would like photos of all medical staff with their names and roles to be put up in the waiting room.

- We agreed we would do this as quickly as possible.

Some patients asked for clearer signage to show where lifts, toilets etc are located.

- It was agreed this was reasonable & we could go ahead with this.
- We also agreed to improve notice boards & leaflets taking into account the difficulties for disabled patients at the suggestion of the group.

One patient asked if an improved message could be put on the check in screen telling patients where the clinician is situated i.e. upstairs/downstairs.

- It was agreed the above could be carried out with immediate effect.

One comment stated that the seats in the waiting room are a bit uncomfortable-we decided we would look at this in the long term as it would be a big financial commitment.

**We asked our patients if they were happy with the appointment system:  
The majority stated they were and the following comments were discussed:**

Some people stated that they found the on-line system difficult to use. Others were not aware of it. We agreed this needs to be promoted better:

- We will do this by advertising on our website, newsletter and in the waiting room. When new patient register with the practice we will advise them of the on line service and how to set it up.

Some people stated they found it difficult to get through on the phone to make an appointment.

- We agreed we will identify our busy times and look at manning the phones more at these times.

One patient stated they would like to be able to book more than one week ahead:

- Patients currently can book 2 weeks ahead and we will extend this to 3/4 weeks. Appointment times currently advertised on website and leaflet but we will also advertise on our newsletter and in the waiting room at the reception desk.

One comment stated that receptionists sometimes seem unhelpful and impatient when making appointments:

- Training will be carried out with all receptionists.

The majority of people were happy with the way they are treated at reception when they come into the surgery.

The majority of people were happy with the hours the practice is open for appointments.

Most people said they preferred to see the Doctor/Nurse in the morning.

Most people were happy with the length of time they waited to be seen by a clinician and were happy with the advice they received.

One person said they felt the doctor didn't care about their issues. "The doctor was unfriendly and unhelpful." Another said "The doctor was rude and didn't make eye contact".

The majority of patients who answered the survey contacted the surgery by phone and it was clear that they found it difficult to get through at times.

- We agreed to look at the options on our telephone to see if we could ensure people get through quickly and were not waiting too long. All available reception and admin staff will man phones as much as possible and especially at busy times.

Some people don't seem to be aware or find it difficult to use the online service for booking appointments and for ordering repeat prescriptions. They also didn't seem to be aware of our email address for general enquiries.

- It was agreed that these services should be advertised more in as many ways as possible.

Some patients said they would like to be able contact the surgery during lunch times.

- We discussed this and decided as this time is used for staff training and practice meetings we would not change at the moment. We will return to discuss in the future to see if a satisfactory alternative can be organised.

We asked for additional comments about the practice at the end.

The majority of comments about the surgery were positive and the majority of patients were very happy with the practice.

Following are some of the comments:

“Lovely and excellent clinical staff”- “we have been with you for 20 years and over all I and my family think you are the most fantastic practice who have never failed to help us”

“Very impressed-surgery is clean and modern with excellent Dr & nurses who are friendly and knowledgeable”

“A lovely practice, with no complaints-we are lucky to have this practice close to where we live”

“I have always been very well treated by all the Doctors”

“Absolutely super surgery to use. I use it a lot as my condition needs a lot of support”

“Very hit and miss with whom you see- had some excellent doctors/nurses and some appalling”

“Doctors are a bit rushed, not enough time”

“Sometimes the wait is long, might be good to have water/tea/coffee machine”

“Most of the receptionists are very efficient and helpful but one lady is sometimes difficult to deal with”

We asked if there were any health care services currently unavailable at the surgery that people would like to see.

Some of the following are suggestions that were made:

Sexual health service – (we already provide this service)

Chiropractor/Natural Medicine

X-ray unit

Health Visitor clinic

Counselling (this is provided already)

Alcohol & drug clinic (this is provided already)

Weight loss groups

As some of the services that were suggested are already provided, it was decided that we should promote these better.

- We will organise posters for the waiting rooms
- Have a clear list on our website
- Put on our newsletter and practice leaflet

**In addition to the above services already provided the practice provides the following services:**

- Comprehensive Sexual Health screening for men and women.
- Women's Health: cervical screening, contraceptive advice inc. contraceptive implants & IUCD's, maternity care, general advice regarding menopause etc.
- Chronic illness care: annual reviews & regular follow-up care for all chronic disease including: cardiovascular disease, hypertension & stroke, Diabetes, COPD, thyroid, cancer, dementia, learning disability & epilepsy.
- Anti-coagulation monitoring.
- Minor surgery & shoulder injections
- ECG & 24 hour b/p monitoring
- Spirometry
- Smoking cessation
- Travel clinic
- Counselling sessions
- Physiotherapy
- Drug/alcohol misuse
- Phlebotomy
- Baby development checks and immunisations.

The survey has been discussed at our Practice meeting and all staff made aware of the comments and changes that will be put in place.

Patricia Lynch  
Practice Manager