

## **Merchiston Surgery – Local Patient Participation Report**

Merchiston Surgery formed a Patient Reference Group (PRG) in November 2011.

### **Aims**

- a. to participate in the health improvement of the local population.
- b. to encourage patients to engage in their own healthcare.

### **Objectives**

- a. to share experiences and feedback.
- b. identifying areas with scope for improvement.

The practice advertised the formation of the PRG in the waiting room and on the practice website explaining the purpose of the PRG and requesting volunteers. The practice also engaged in writing with 65 registered patients from various patient groups including; gender, age, ethnicity, physical disabilities and social demographics.

14 registered patients responded and expressed an interest in joining the PRG. The group consists of 10 females and 4 males. All are white British aged between 44 years and 80 years. The first meeting was held at Merchiston Surgery on 29 November 2011 and subsequent meetings on 1 February 2012 and 13 March 2012.

### **Survey and Results**

During the initial meeting on 29 Nov 2011 the PRG members suggested that the following areas required further investigation: access to appointments, repeat prescriptions, communication and physical environment. The above areas were prioritised and the patient questionnaire was devised. A local patient participation survey was undertaken at Merchiston Surgery in January and February 2012.

Approximately 300 questionnaires were distributed amongst registered patients. 200 completed questionnaires were returned. 230 questionnaires were handed to patients in the waiting room, 50 questionnaires were posted to ethnic minorities and 20 questionnaires were forwarded to Church View and Wemyss Lodge Care Homes. The survey was advertised in the waiting room and patients were invited to participate. *(Results of the survey on page 3)*

### **Action Plan from the Results**

The findings of the patient questionnaire were sent to all members of the PRG and invited to a meeting on 13 March 2012 to discuss results. The PRG members prioritised the need and suggested that the following action plan should be implemented:

- a. Investigate methods to improve access to appointments.

The current appointment booking system allows patients to book via the telephone or in person. To allow patients the opportunity to book appointments twenty four hours a day, the practice will make available booking through a secure 'on-line' website. A percentage of appointments will be available to book 'on-line' and the remainder via telephone requests or in person.

b. Increase communication between the surgery and the patients.

The practice is currently reviewing how we communicate with our registered patients. We currently utilise the practice website, produce a newsletter and advertise in the waiting room. We are considering other means of communication to inform patients of changes and updates.

The surgery is investigating sending text reminders to patients reminding of booked appointment dates and times.

The surgery will communicate monthly Did Not Attend (DNA) rates to patients and explain the importance of attending booked appointments or cancelling in advance if unable to attend.

Magazines are now available within the waiting room for patients use.

c. Improve physical access.

The practice is currently investigating improvements to disability access and parking.

### **Surgery Information**

The practice is open each day, Monday to Friday, from 8:15am in the morning to 6:30 pm in the evening. The telephone lines are open between 8:00 am and 6:30 pm weekdays.

The surgery also offers extended opening times on:

Monday: Morning 7:00am – 8:00am and Evenings 6:30pm – 7:30pm

Tuesday: Evenings 6:30pm – 7:30pm

Friday: Morning 7:00am – 8:00am

This extended service is for pre-booked routine appointments only. To enter the building for an appointment during our extended opening hours, you will need to use the intercom entry phone service.

### **Summary**

The PRG was formed in November 2011 and has been active in devising and completing the first patient survey carried out in this manner. The practice is very grateful for the hard work carried out by the members.

We would like to thank the group and all the patients who invested time and effort in completing the survey, we are hopeful that addressing the areas identified will improve the service offered and the patient experience overall at Merchiston Surgery.

MERCHISTON SURGERY PATIENT PARTICIPATION  
GROUP QUESTIONNAIRE 2012

**Access to a Doctor**

Question 1.

**Seeing the Doctor of your choice**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	50	25.0%
(4) = Good	73	35.6%
(3) = Fair	49	24.5%
(2) = Poor	24	12.0%
(1) = Very Poor	3	1.5%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		

Question 2.

**Convenience of day and time of your Doctor appointment**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	51	25.5%
(4) = Good	84	42.0%
(3) = Fair	49	24.5%
(2) = Poor	13	6.5%
(1) = Very Poor	3	1.5%
Question Not Answered by Patient	0	0.0%
Total Questionnaires = 200		

Question 3.

**Length of time waiting to book a routine Doctor appointment**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	20	10.0%
(4) = Good	55	27.5%
(3) = Fair	77	38.5%
(2) = Poor	42	21.0%
(1) = Very Poor	4	2.0%
Question Not Answered by Patient	2	1.0%
Total Questionnaires = 200		

Question 4.

**Length of time waiting to book an emergency Doctor appointment**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	69	34.5%
(4) = Good	70	35.0%
(3) = Fair	35	17.5%
(2) = Poor	14	7.0%
(1) = Very Poor	1	0.5%
Question Not Answered by Patient	11	5.5%
Total Questionnaires = 200		

Question 5. Part 1.

**Are you aware of the procedure for requesting a home visit? Yes/No**

Possible Score	= Actual Score	= Actual %
Yes	183	41.5%
No	115	57.5%
Question Not Answered by Patient	2	1.0%
Total Questionnaires = 200		

Question 5. Part 2.

**Would you be interested in booking appointments online? Yes/No**

Possible Score	= Actual Score	= Actual %
Yes	112	56.0%
No	84	42.0%
Question Not Answered by Patient	4	2.0%
Total Questionnaires = 200		

## **Access to a Nurse**

Question 6.

**Seeing the Nurse/Health Care Assistant of your choice**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	58	29.0%
(4) = Good	86	43.0%
(3) = Fair	33	16.5%
(2) = Poor	4	2.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	19	9.5%
Total Questionnaires = 200		

Question 7.

**Convenience of day and time of your Nurse/Health Care Assistant appointment**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	41	20.5%
(4) = Good	95	47.5%
(3) = Fair	47	23.5%
(2) = Poor	11	5.5%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	6	3.0%
Total Questionnaires = 200		

Question 8.

**Length of time waiting to book a routine Nurse/Health Care Assistant appointment**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	30	15.0%
(4) = Good	69	34.5%
(3) = Fair	62	31.0%
(2) = Poor	27	13.5%
(1) = Very Poor	3	1.5%
Question Not Answered by Patient	9	4.5%
Total Questionnaires = 200		

**Obtaining a repeat prescription**

Question 9.

**Prescription ready on time?**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	81	40.5%
(4) = Good	76	38.0%
(3) = Fair	21	10.5%
(2) = Poor	4	2.0%
(1) = Very Poor	1	0.5%
Question Not Answered by Patient	17	8.5%
Total Questionnaires = 200		

Question 10.

**Prescription correctly issued?**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	110	55.0%
(4) = Good	57	28.5%
(3) = Fair	14	7.0%
(2) = Poor	1	0.5%
(1) = Very Poor	1	1.0%
Question Not Answered by Patient	16	8.0%
Total Questionnaires = 200		

Question 11. Part 1.

**Dealing with any Prescription queries**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	52	26.0%
(4) = Good	111	55.5%
(3) = Fair	30	15.0%
(2) = Poor	0	0.0%
(1) = Very Poor	1	0.5%
Question Not Answered by Patient	6	3.0%
Total Questionnaires = 200		

Question 11. Part 2.

**Would you be interested in requesting repeat prescriptions online? Yes/No**

Possible Score	= Actual Score	= Actual %
Yes	92	46.0%
No	100	50.0%
Question Not Answered by Patient	8	4.0%
Total Questionnaires = 200		

**Physical environment**

Question 12.

**Cleanliness of premises**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	105	52.5%
(4) = Good	84	42.0%
(3) = Fair	8	4.0%
(2) = Poor	2	1.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		

Question 13.

**Convenience of car parking**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	52	26.0%
(4) = Good	85	42.5%
(3) = Fair	46	23.0%
(2) = Poor	12	6.0%
(1) = Very Poor	2	1.0%
Question Not Answered by Patient	3	1.5%
Total Questionnaires = 200		

Question 14.

**How do you rate disability access? (Car park/toilets/waiting room/physical access)**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	55	27.5%
(4) = Good	85	42.5%
(3) = Fair	31	15.5%
(2) = Poor	6	3.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	23	11.5%
Total Questionnaires = 200		

Question 15.

**How do you rate the information available to patients in the waiting room?**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	48	24.0%
(4) = Good	109	54.5%
(3) = Fair	36	18.0%
(2) = Poor	5	2.5%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	2	1.0%
Total Questionnaires = 200		

Question 16.

**Toilet facilities**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	46	23.0%
(4) = Good	122	61.0%
(3) = Fair	26	13.0%
(2) = Poor	2	1.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	6	0.0%
Total Questionnaires = 200		

Question 17.

### Facilities in waiting room

Possible Score	= Actual Score	= Actual %
(5) = Very Good	41	20.5%
(4) = Good	89	44.5%
(3) = Fair	56	28.0%
(2) = Poor	9	4.5%
(1) = Very Poor	1	0.5%
Question Not Answered by Patient	4	2.0%
Total Questionnaires = 200		

### About the staff

Question 18.

#### The information provided by the Reception staff

Possible Score	= Actual Score	= Actual %
(5) = Very Good	62	31.0%
(4) = Good	97	48.5%
(3) = Fair	40	20.0%
(2) = Poor	0	0.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		

Question 19.

#### The professionalism/helpfulness of the Reception staff

Possible Score	= Actual Score	= Actual %
(5) = Very Good	75	37.5%
(4) = Good	93	46.5%
(3) = Fair	28	14.0%
(2) = Poor	3	1.5%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		

Question 20.

#### How do you rate the check-in at reception?

Possible Score	= Actual Score	= Actual %
(5) = Very Good	101	50.5%
(4) = Good	82	41.0%
(3) = Fair	16	8.0%
(2) = Poor	0	0.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		



Question 21.

**The professionalism/helpfulness of other staff**

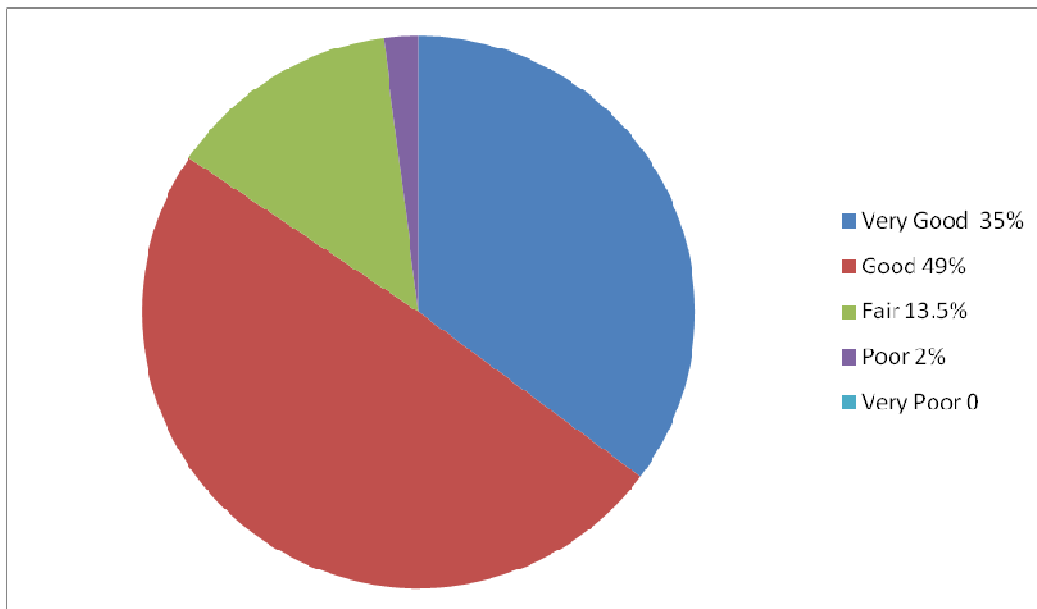
Possible Score	= Actual Score	= Actual %
(5) = Very Good	75	37.5%
(4) = Good	110	55.0%
(3) = Fair	13	6.5%
(2) = Poor	1	0.5%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		

Question 22.

**Overall satisfaction with the Surgery**

Possible Score	= Actual Score	= Actual %
(5) = Very Good	70	35.0%
(4) = Good	98	49.0%
(3) = Fair	27	13.5%
(2) = Poor	4	2.0%
(1) = Very Poor	0	0.0%
Question Not Answered by Patient	1	0.5%
Total Questionnaires = 200		

**Overall satisfaction with the Surgery**



**Average age of patient**

9297 total years divided by 185 answers = 50.25 average years

Question answered by patient 185 = 92.5%

Question not answered by patient 15 = 7.5%

**Male** 57 = 28.5%

**Female** 130 = 65.0%

Question answered by patient 187 = 93.5%

Question not answered by patient 13 = 6.5%

**Average number of years as a patient at the surgery**

3631.75 total years divided by 176 answers = 20.63 average years

Question answered by patient = 176 = 88.0%

Question not answered by patient 24 = 12.0%

**Which best describes your cultural and ethnic origin**

	= Actual Score	= Actual %
White British	127	63.5%
White European	1	0.5%
Other white origin Please specify:	1	0.5%
Black British	2	1.0%
Black Caribbean	0	0.0%
Black African	4	2.0%
Other black origin Please specify:	0	0.0%
Indian	1	0.5%
Pakistani	0	0.0%
Bangladeshi	2	1.0%
Chinese	2	1.0%
Other Asian origin Please specify:	0	0.0%
Question Not Answered by Patient	60	30.0%
Total Questionnaires = 200		