

PATIENT SURVEY RESULTS, ACTIONS AND PLANS

2013-14 Patient Surveys

In this period the Practice has participated in two patient surveys. One was undertaken using an outside company specialising in patient feedback for the whole Practice and the other was a survey, carried out with support and help from the Patient Group, allowing us to find out what patients with arthritis felt about their condition and the support available to them.

Arthritis (PPG and Practice) Survey

The responses from the arthritis survey were analysed by Practice staff in conjunction with representatives of the PPG. The results were discussed with two members of the patient group on 20th February 2014 and with the whole patient group on 17th March 2014. 250 questionnaires were sent to patients on the Practice register, with a diagnosis of osteoarthritis. Patients were selected in the age range 30-60 years as mobility, flexibility, pain control and the ability to work were considered to be important factors when managing osteoarthritis and the group felt it was important to consider a group of people where work would be an important economic factor.

250 questionnaires were distributed and we had a response rate of 44 (18%). We also had three people contact us who felt they didn't have a diagnosis of arthritis and we were able to consider their personal circumstances individually. From the responses received 14 people indicated that they would like to be contacted personally by our Community Care Co-Ordinators – Eva Bond and Jeremy Roberts.

Summary of Arthritis Survey

- Half of the respondents suffered from lack of movement
- 34 respondents said they were in a lot of pain
- 18 respondents said 'lack of movement' was most troublesome
- Intensity of pain was variable on a scale of 1-10
- Half of respondents take medication for their arthritis
- Efficacy of medication was variable on a scale of 1-10
- Half of respondents said they would attend a pain management group if available – only 1 responder currently attends a group
- Exercise, physiotherapy and heat/ice treatment were the most extensively used 'non-drug' therapies
- Half of the respondents wish to know more about treatment options, how to cope with symptoms and exercise options. Only slightly less than half would also like to know more about medication and food.
- Two main sources for help identified were online/web based and from a healthcare professional.

Main Points from results

- There is evidence that a pain management group is required in the Bridgnorth locality
- Many patients want support from a healthcare related person or service
- Decreasing and managing pain is important – need to consider this as part of CCG plans for future provision.

- Exercise is important and evidence supports that it helps – finding the appropriate exercise in the right setting is important. The group has some concerns regarding the availability of classes (eg Yoga) and swimming pool access. Walking groups should be investigated further.
- Patients are happy to access the support services from the Practice’s Community Care Co-Ordinators.
- Education is important – we need to ensure patients are aware of organisations such as Arthritis UK (eg link on the Practice website and posters)

Agreed Action Plan:

- Discuss future service plans with Shropshire CCG (this has in part been achieved as the CCG have commissioned a trial project running Pain Management Clinics in localities and Bridgnorth Medical Practice will have this service one day per week via the current referral system. The Pain Management Clinics will focus on a variety of options including non interventional therapies.
- PPG to investigate walking group, yoga and other exercise options locally
- Link on Practice website to Arthritis support groups
- PPG to discuss access to swimming pool with appropriate organisations
- Community Care Co-Ordinators to contact those patients who have requested support

Patient Feedback (CFEP) Survey

The full patient survey provided us with results and feedback on the services we provide, including clinical and non-clinical staff. This survey was carried out in agreement with the PPG but the questionnaires were managed and analysed by CFEP, an external organisation specialising in patient surveys for GP Practices. 367 patients responded to this survey.

83% of all patient ratings for the Practice were excellent, very good or good.

Summary of some of the results to the questions:

Question	Practice % Score	National % score
Satisfaction with Practice opening hours	62	67 *
Telephone access to Practice	47	53 *
Appointment satisfaction	61	64 *
See practitioner within 48 hours	41	56 *
Satisfaction with visit to clinician	83	80
Explanation during consultation	85	81
Recommendation for this clinician	85	81
Quality and helpfulness of reception staff	75	76

* % score comparison is for Practices with more than 12,000 patients

Our percentage scores have confirmed the areas we need to work on – which we were already aware of and were indeed already concentrating our efforts on. Our attention is focussed on continuing to improve telephone and face to face access to

the Practice and clinicians. Our patient survey in 2011-12 concentrated on telephone access and we have continued to work on this area. We have made several adjustments to both non-clinical and clinician rotas over the previous months and will be continuing to do so during 2014. Resources are limited and we do need to consider more extensive use of technology. Changes will be introduced throughout the year which will help us to achieve improvements in access including further rota changes, staffing levels, increased usage of online appointment booking and ordering repeat prescriptions online using our clinical system, Vision.

2012-13 Asthma Survey - Update

This survey contacted adult patients with an asthma diagnosis. Over 80% of respondents said they understood their medical condition and could easily get advice regarding management. Over 70% of respondents did not require further help or intervention to help manage their condition. 20% of patients said they would like to receive information on voluntary groups who may be able to help with the management of their condition and they would like to receive this either from leaflets in the Practice or in person.

Actions update:

There is a link on our Practice website to Asthma UK. We have a member of the PPG who is personally and actively involved in asthma support work. The group did not believe that our results indicated that we needed to provide any further help or support to our adult patients with a diagnosis of asthma. We do recognise that our survey targeted patients with a diagnosis of asthma and we now need to consider how we inform and support patients (with no diagnosis of asthma), who are currently unaware about asthma, symptoms, and management of the condition.

We are planning a Practice Open Day, in conjunction with our Patient Group, on Saturday 17th May. We hope to have a variety of organisations and staff members available on the day to provide information, help and support. We would anticipate having information available on a range of topics including asthma and arthritis.