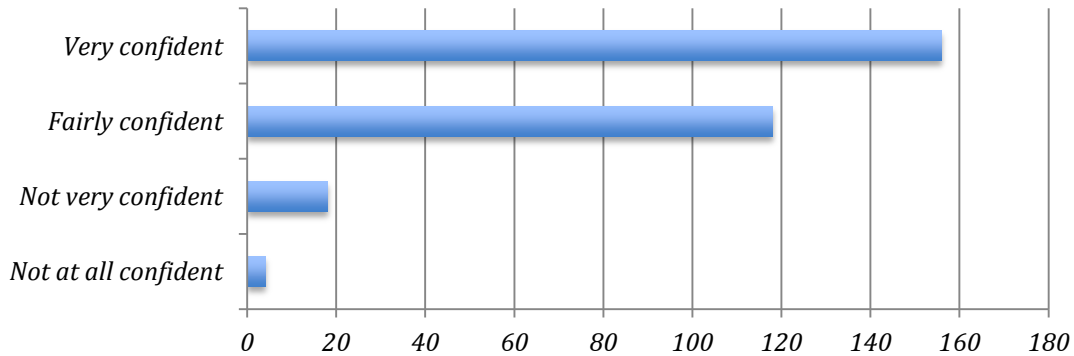


# Tadley PPG Survey November 2016

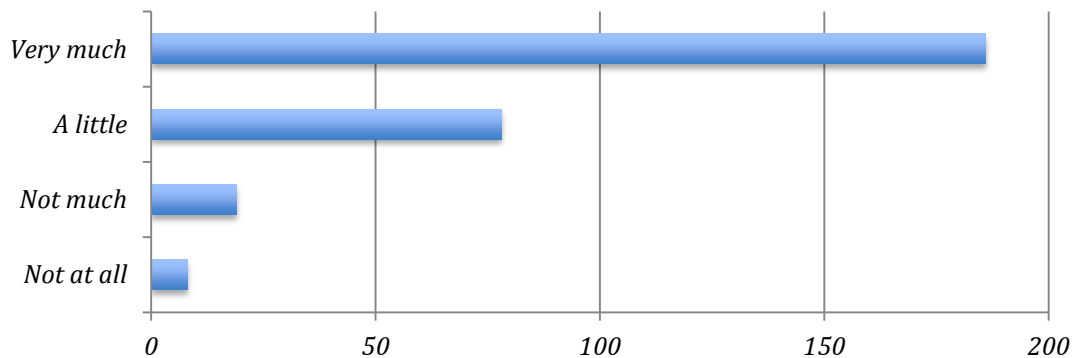
## Survey results

### QUALITY OF CARE

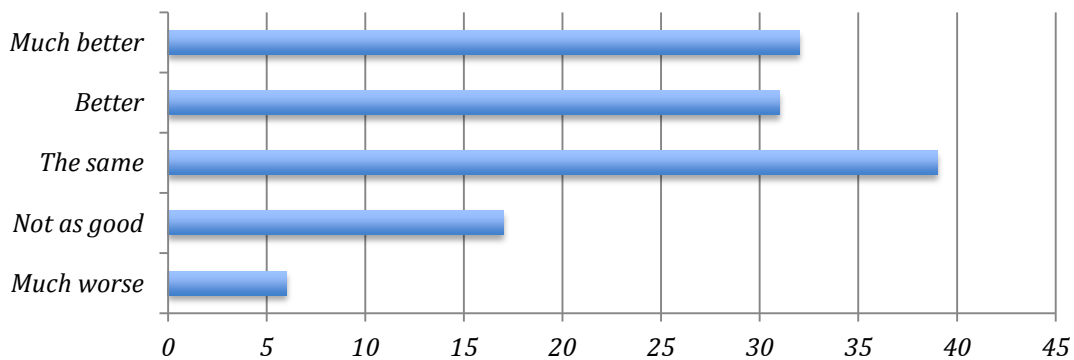
**The Tadley practice focus on providing a safe environment with a high quality of care. How confident do you feel about the quality of care offered to patients?**



**How committed do you feel the Tadley Medical Partnership is to continually improving the quality of the care it provides?**

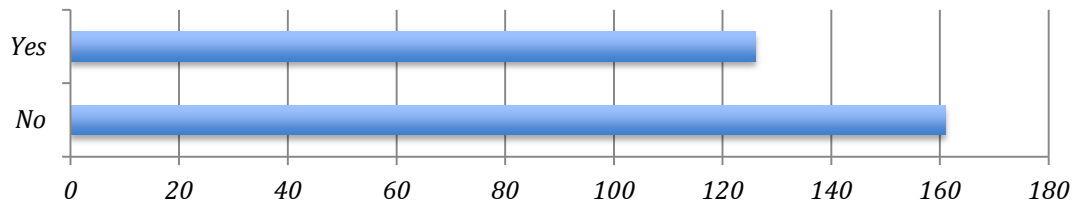


**If you or anyone you know has experience of another GP practice in the last year, how do you feel the service offered by the Tadley surgeries compares?**

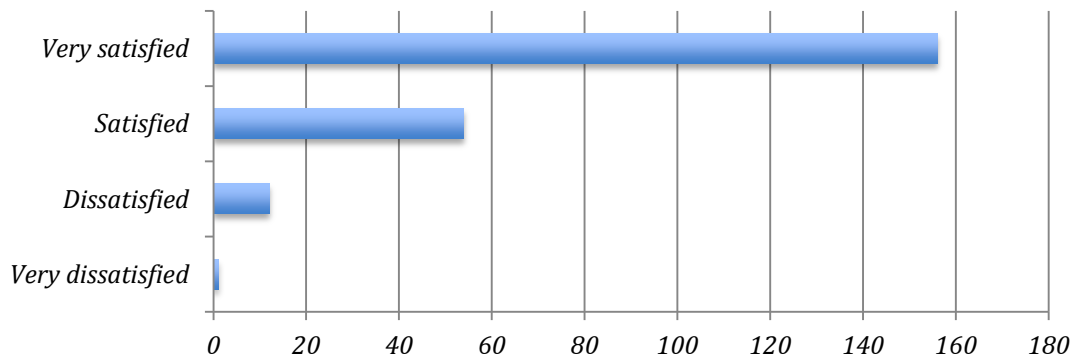


## Appointments

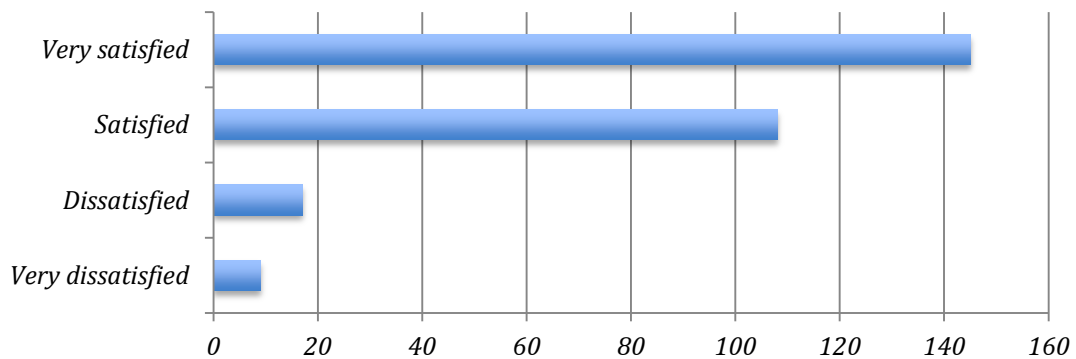
**In the past year, have you used the same-day Duty Doctor service for urgent clinical needs?**



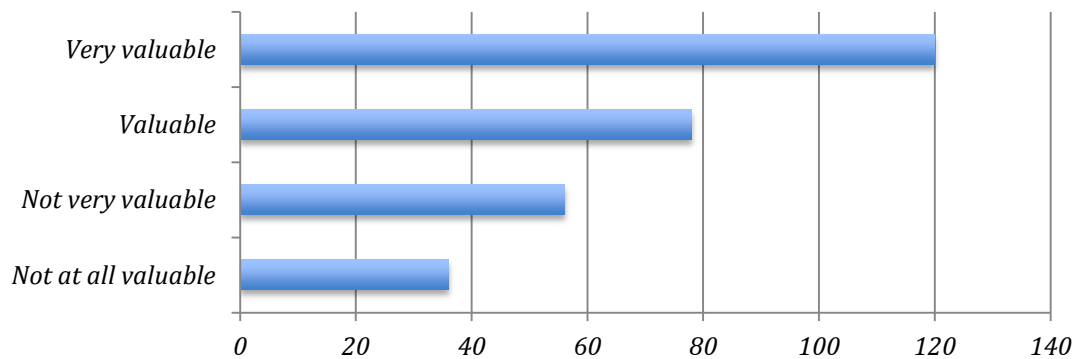
**If Yes, how would you rate your experience?**



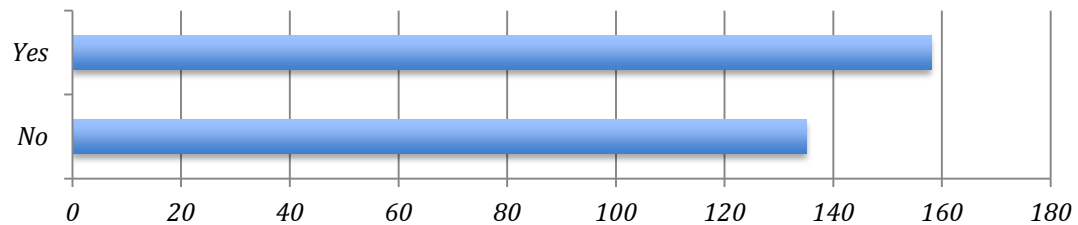
**If you have had a routine appointment in the past year, how satisfied were you with the outcome?**



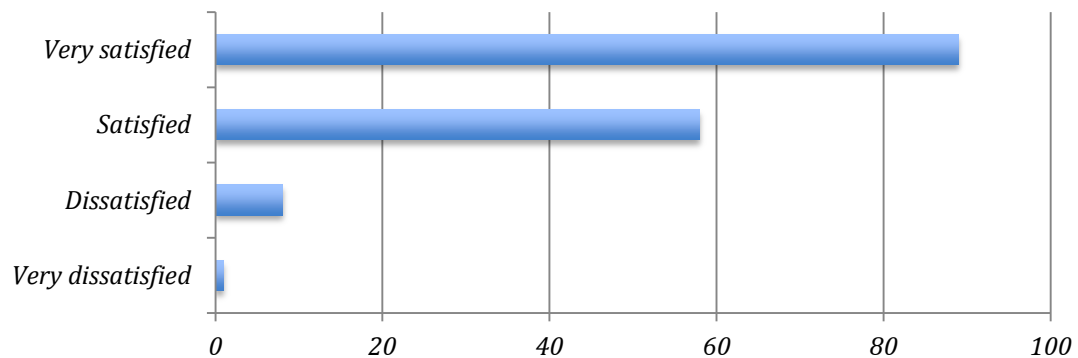
**Some appointments are available until 19.30 on Monday and Thursday evenings, from 7.30 on Tuesday and Wednesday mornings, and on the second Saturday morning in each month. Considering your own circumstances, how valuable do you feel these “out of hours” surgeries are to you?**



**To use resources more effectively the doctors work from both surgeries (Morland Surgery and Holmwood Health Centre). In the past year, have you been offered a routine appointment at what you would consider not to be your usual surgery?**

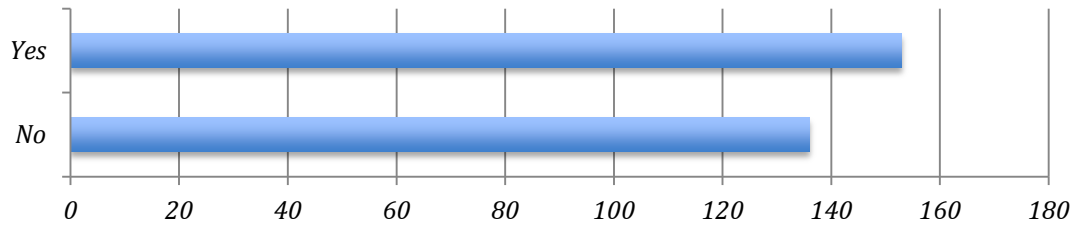


**If Yes, how would you rate your experience?**

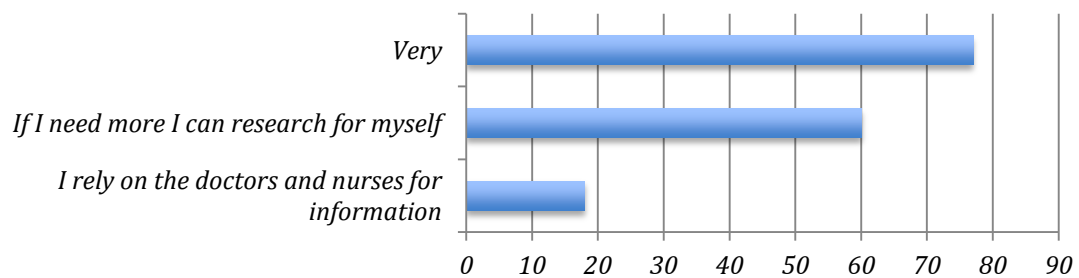


## LONG TERM CONDITIONS

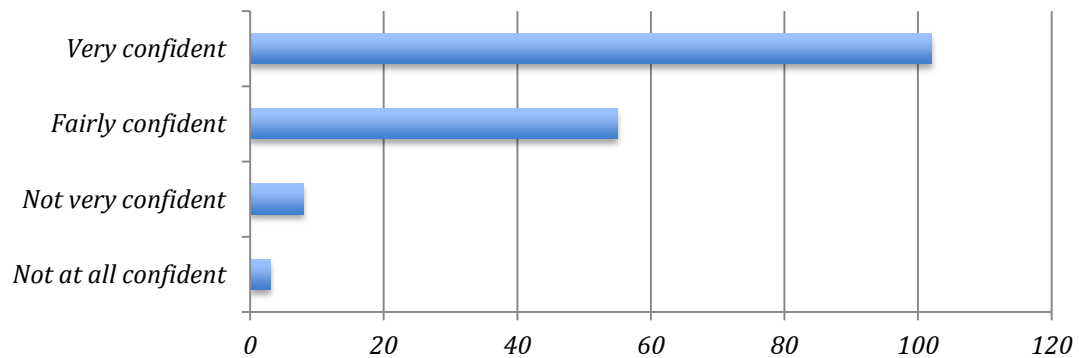
**Do you have a long-term condition such as asthma, diabetes, heart disease, mental health issues, COPD, etc.?**



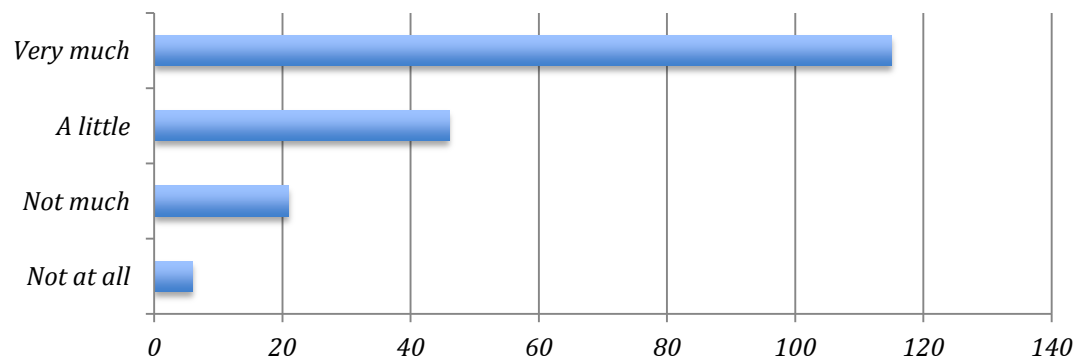
**How informed are you about your condition? Please tick the statement that best describes this:**



**How confident do you feel about managing your condition between appointments?**



**How much do you feel encouraged by the doctor or nurse to take responsibility for managing your condition?**



## ***Discussion of comments and feedback***

A small PPG subgroup met in January 2017 to attempt an analysis of the large quantity of free-text comments provided by respondents to the survey. The hope that for each question common themes in the responses might be identified – positive or negative. These might suggest things the Practice might justifiably feel proud that they're getting right, or other ideas where changes could usefully be made.

In fact the responses were more diverse than expected so that that only a small number of common themes could be identified, as follows:

- Difficulty in getting routine appointments in a reasonable time, or of getting appointments with one's own doctor.
- Better information for patients waiting in the waiting room when a doctor is running late. There were several comments suggesting that receptionists let waiting patients know what's going on - for example, if a doctor is running a long way behind, or has been called out on an emergency.

The feeling is that people understand that delays can happen for good reasons, but they do want to be kept "in the loop" so that they have some idea of how soon they're likely to be seen. The check-in screen does tell you how on-time the doctor is at that point, but there's nothing then to tell you if the delay has dramatically increased since you checked in.

- In the questions about Long Term Conditions, there were a number of specific but useful comments, particularly requesting better pointers to good-quality online information and the like.

These themes were discussed at the PPG Committee meeting in December and the **Practice response is:**

### **Difficulty in getting routine appointments**

The provision of more urgent appointments has led to an explosive demand for such appointments. This has meant that 2, or sometimes 3 doctors are covering the Duty Doctor role and dealing with urgent requests. As a consequence, their routine appointments for that day are no longer available and the wait for their patients to see them for non-urgent matters increases.

There will be some adjustments to the access to the Duty Doctor to ensure that it is used for genuinely clinically urgent purposes. We are looking at ways to enable patients to be directed to more suitable help within the Practice such as urgent requests for medication being dealt with by Dispensary or requests for certificates being dealt with by the Secretaries.

### **Appointments running late**

It is now the responsibility of Reception to check at regular intervals on the running times of clinicians. They will be regularly informing patients of any delay and will do their best to re-arrange an appointment when a patient is unable to wait.

### **Long Term Conditions**

Our Diabetes and Asthma nurses will be receiving training around self-help and we are reviewing the way that we "signpost" patients to appropriate information resources