

THE HARBOURS MEDICAL PRACTICE

SPRING 2009

FOLLOW-UP TO PATIENT SATISFACTION QUESTIONNAIRE 2008-09

As part of our General Practice Contract we are asked to perform a Patient Satisfaction Survey within the practice on a random sample of patients. This was carried out during September and October 2008 and was evaluated towards the end of the year by the Clinical Governance Team at the Primary Care Department of Lothian Health Board. We discuss the findings within the Practice and try to identify areas where we could try and improve services to patients.

The following is a sample of the findings from the questionnaire which we perceived from the report required follow-up and we aim to give you a few points we intend to try and work towards improving.

- Availability of any Doctor/Continuity of Care to Patient
- Opening Hours
- Telephone Triage Slots/Telephone Messages
- Reminders, New Services and Improvements

AVAILABILITY OF ANY DOCTOR - CONTINUITY OF CARE:

As we found in previous years when we conducted

this survey this problem still presents itself to both Doctors and Staff as an issue. Many patients continue to see whichever Doctor is available first and do not appreciate that this deprives them of Continuity of Care. The patient then has to explain their problem to another Doctor, which reduces their consultation time.

If a patient were to see the same Doctor for the same problem the Doctor would be fully aware of the situation.

We appreciate that it is difficult sometimes to obtain an appointment with the specific Doctor who is dealing with your case but if the Doctor has asked to see you again you should try to book this appointment in advance of the time, and not leave the booking until the day that you wish to be seen. We normally book appointments up to 4 weeks in advance. If your problem no longer warrants an appointment it is easier to cancel if it is not required. This can reduce the time that you have to wait to see your specified Doctor.

OPENING HOURS

The practice scored along side the Lothian average for "Satisfaction with opening hours". We are aware that patients would want longer opening hours but as we are presently available from 8.00am - 6.00pm Monday to Friday we feel that these hours do not require lengthening.

NHS24 continues to cover the practice from 6.00pm -

8.00am Monday to Friday and from 6.00pm, Friday until 8.00am Monday morning. Patients who require EMERGENCY treatment when NHS 24 is operating for the practice should contact NHS 24 on

08454 24 24 24

As a reminder to patients we still have a system operating on a Monday whereby we book all the appointments "ON THE DAY". This helps us to deal with problems, which have occurred over the weekend and allows us to provide the 48-Hour access, which the Government have insisted that we provide to patients. This however does not help patients who can only come on a Monday and who are then unfortunately unable to book their appointment until the Monday morning.

TELEPHONE TRIAGE SYSTEM

We do have a system whereby if a patient is unable to obtain an appointment and requires to be seen, the Duty Doctor for the day will be given your details and you will be telephoned back and either given telephone advice or seen at the Health Centre, whichever the Doctor feels is appropriate.

TELEPHONE MESSAGE SLOTS

The GP's also have telephone message slots available daily where they can telephone patients back for follow-up. These slots are particularly helpful if you have had test results and the Doctor has asked to see you for follow-

up. Follow-up for this can quite often be dealt with over the telephone and this would save an appointment slot.

- **NATIONAL SURVEY ON PATIENT ACCESS**

Some patients of the Practice were sent questionnaires towards the end of last year looking at whether you were able to access a GP/Nurse within 48hrs and whether you were able to book an appointment more than 2 days in advance. To the first question the practice scored highly but on the second question of whether you could book an appointment more than 2 days in advance we scored very low. It was noted that only 55% of the patients sent the questionnaire actually replied to it which was then detrimental to the practice in terms of satisfaction as not everyone replied to both questions. We would urge patients if they receive a questionnaire this year that they reply to it ensuring that we get a more concise answer to the questions.

REMINDERS, NEW SERVICES AND IMPROVEMENTS

- **NURSE LED "MINOR AILMENTS APPOINTMENTS"**

One of the Practice Nurses is currently being trained to provide Minor Ailments advice for patients. We hope that she will be able to provide advice to patients with minor ailments and patients will be able to call the practice and ask for the

Nurse to call them back. Some of the problems that she will be able to deal with would be UTI's/cystitis, Respiratory Infections, chicken-pox, assessing for fractures, sprains

We continue to provide Cervical Smear appointments and Family Planning advice.

One of our Practice Nurses has recently completed a course to enable her to insert and remove the IMPLANON implant. This is in addition to the contraceptive advice currently available. Appointments should be arranged for any of the above during the Practice Nurse Appointment slots.

Travel Advice - We currently offer this service to patients travelling abroad on holiday or business, but with some patients travelling to remote areas, it is sometimes recommended that patients attend one of the Travel Advice Clinics at the Western General Hospital or at the International Travel Clinic at Carberry, Musselburgh.

A questionnaire can be collected for completion from Reception and the Nurse will contact you once she has reviewed your records.

Many patients will be aware that the provision of new premises for the practice has been an ongoing issue for many years, and due to lack of funds from the Scottish Office once again we cannot see new premises being available for some considerable time. This is a major problem to the Practice as we would like to offer our patients a much

greater service but due to our severe lack of space in our present building this is impossible.

We will obviously keep patients notified of any developments but patients must appreciate our lack of facilities in our present building and therefore our inability to provide all the extra services, which we would like to provide.

NEXT STEPS

This is the last year that we will be performing the "In-House" questionnaire as the national survey referred to earlier will be the agreed survey for all patients in Scotland.

We appreciate feedback from patients whether it is positive or negative and your views should be sent to the practice for consideration.

We would like to thank all the patients who took part in the Patient Satisfaction Questionnaire in 2008-2009 and we appreciate the comments that were made.

We hope that if you are asked this year to complete the national questionnaire that you will reply to this so that we receive a genuine view of the majority of our patients in the practice.

****REMINDER****

IF YOU THINK YOU HAVE FLU PLEASE TELEPHONE US FOR ADVICE BEFORE ARRANGING AN APPOINTMENT

01875 811501