



**BLACKTHORN HEALTH CENTRE**  
**PATIENT REFERENCE GROUP (PRG)**  
**YEAR 2 SURVEY RESULTS**  
**MARCH 2013**

### **Introduction**

Our remit was to develop a structure that gains the views of patients and enables the Practice to obtain feedback from the practice population.

This years report summarises our recent survey which you can find a copy on our practice website at [www.blackthornhealthcentre.co.uk](http://www.blackthornhealthcentre.co.uk)

### **Annual Survey Results**

The first survey results were presented on our website and also to our patients at our BHCPSPG Annual General Meeting which was held on Tuesday 10<sup>th</sup> July 2012.

### **Blackthorn Health Centre – Patient Support Group**

Blackthorn Health Centre established a Patient Support Group in April 1999. The group meet every 8 weeks with the Senior Partner and Practice Manager. The group has an elected Chair and a committee of 15. In line with the Primary Care Trust's Direct Enhanced Service (DES) the practice agreed to form a Patient Reference Group (PRG) with whom we would communicate by email to help us identify areas for possible improvement within the surgery.

### **Profile of the Practice**

Our practice population is semi-rural with low deprivation; we have a list size of 12,338 patients. We also look after several Nursing and Rest homes and have local housing with residents that have learning disabilities.

The Practice currently comprises of 7 Doctors, 4 Nurses, 1 Registrar (training doctors – as we are a training practice).

The practice will typically deal with 580 doctor appointments per week, 450 Nurse Appointments per week and 300 HCA appointments per week. We also have a Duty Doctor Triage system which may result in 100 – 150 calls per day.

## Recruitment of PRG

In order to develop our PRG we took the following actions.

- Advertised PRG on Website
- Advertised in Practice Newsletter
- Media Screen in waiting room
- Posters were displayed in both our waiting rooms
- GP/Nurse/HCA handouts to patients during consultation – including Chronic Disease and Baby Immunisation Clinics
- Midwife – handouts to pregnant ladies during ante-natal consultation
- New Patient Registration Pack – Copy of PRG leaflet included
- Use of our annual Flu Day to target patients
- Leaflets placed on Reception Desk in waiting room
- Blackthorn Health Centre Patient Support Group - encouraging patients to sign up.

Advertising will be ongoing and we will continue to encourage our patients to register with our PRG.

### Practice & PRG Profile – March 2013

Practice population profile (12,338)		PRG profile (191)		
<b>Age</b>				
0 - 4	6%	0 - 4	0%	
5 - 14	11%	5 - 14	0%	
15 - 24	11%	15 - 24	4%	
25 - 34	12%	25 - 34	9%	
35 - 44	15%	35 - 44	9%	
45 - 54	15%	45 - 54	15%	
55 - 64	12%	55 - 64	18%	
65 - 74	10%	65 - 74	30%	
75 - 84	6%	75 - 84	14%	
85 and over	2%	85 and over	1%	
<b>GENDER - %</b>				
Male	50%	Male	39%	
Female	50%	Female	61%	
<b>Ethnic minority recorded (3229 patients)</b>		<b>PRG profile (191)</b>		
<b>Ethnicity - %</b>				
White	12.9	White		
White-British	84.5	White-British	95%	
Irish	.23	Irish		
Mixed	.38	Mixed	1%	
White & Black Caribbean	.05	White & Black Caribbean	2%	
White & Black African	.15	White & Black African		
White & Asian	.05	White & Asian		
Asian or Asian British	.30	Asian or Asian British		
Indian	.20	Indian		
Pakistani	.03	Pakistani		
Nepalese		Nepalese		
Bangladeshi	.08	Bangladeshi		
Black or Black British	.08	Black or Black British		
Caribbean	.05	Caribbean		
African	.25	African		
Chinese or other ethnic group		Chinese or other ethnic group		
Chinese	.49	Chinese	1%	
Any Other	.26	Any Other	1%	

In producing the survey we have considered:

- Age
- Ethnicity
- Gender
- Disabled status
- Carer status (including patients in care homes, nursing homes)
- Long term medical conditions
- Patients with specific care needs (including learning disabilities, housebound etc)

At present we have 191 members in our group

### Chronic Disease Profile

<b>PRG 2012/13 DISEASE REGISTER PROFILE</b>	
<b>Disease Register</b>	<b>Number of PRG members in register</b>
Diabetes	19
CHD	21
Hypertension	59
Asthma	22
COPD	3
Stroke/TIA	8
Epilepsy	2

### Results

Dr Goodison discussed Year 2 of the Patient Participation Direct Enhanced Service (DES) 2011 – 2013 at a Patient Support Group meeting on the 20<sup>th</sup> August 2012. The BHCPSPG agreed to discuss ideas for the next Patient Reference Group Survey at their informal meeting which was to be held on the 17<sup>th</sup> September 2012.

Following this meeting the survey questions were agreed by both BHCPSPG and Blackthorn Health Centre at the Patient Support Group meeting held on Monday 15<sup>th</sup> October 2012.

## Blackthorn Health Centre - Patient Survey Questions 2012 – 2013

<b>BHC PRG – SURVEY QUESTIONS 2012 - 2013</b>	
<b>These questions are based upon your consultation with a GP or Nurse within the last 12 months</b>	
Q1 (a)	How did you arrange your appointment (select one of the following) <ul style="list-style-type: none"><li>• Web Booking</li><li>• Telephone</li><li>• Face to Face</li></ul>
	<b>Please answer Questions 1(b) to 4 with one of the following answers :</b> <ul style="list-style-type: none"><li>○ Very Satisfied</li><li>○ Satisfied</li><li>○ Neither satisfied nor dissatisfied</li><li>○ Dissatisfied</li><li>○ Very dissatisfied</li></ul>
Q1 (b)	How satisfied were you with the way your appointment was made?
Q2	How satisfied are you with the ease and timeliness with which you were able to get an appointment with the GP of your choice? (This is a follow up appointment to Continuity of Care)
Q3	How satisfied are you with the way you were treated at Reception when you arrived for your appointment?
Q4	How satisfied are you with the way the consultation with the GP was conducted? (This is a follow up question on Consultation skills)
	<b>Please answer Question 5 with one of the following answers :</b> <ul style="list-style-type: none"><li>○ Not at all</li><li>○ To some extent</li><li>○ More often than not</li><li>○ Not</li><li>○ Almost always</li></ul>
Q5	Were you involved as much as you wanted to be in decisions about your care or treatment?
	And each question will also invite written comments

## Collate the views through the use of a survey

We again enlisted the use of an online survey provider to ensure that complete anonymity was guaranteed for the members. This had been a priority from our Patient Support Group members.

An email was sent out to members in February 2013 giving a link to the website of Smartsurvey. See their website [www.smart-survey.co.uk](http://www.smart-survey.co.uk)

Of the 191 who were emailed the link to the survey, we received 87 responses.

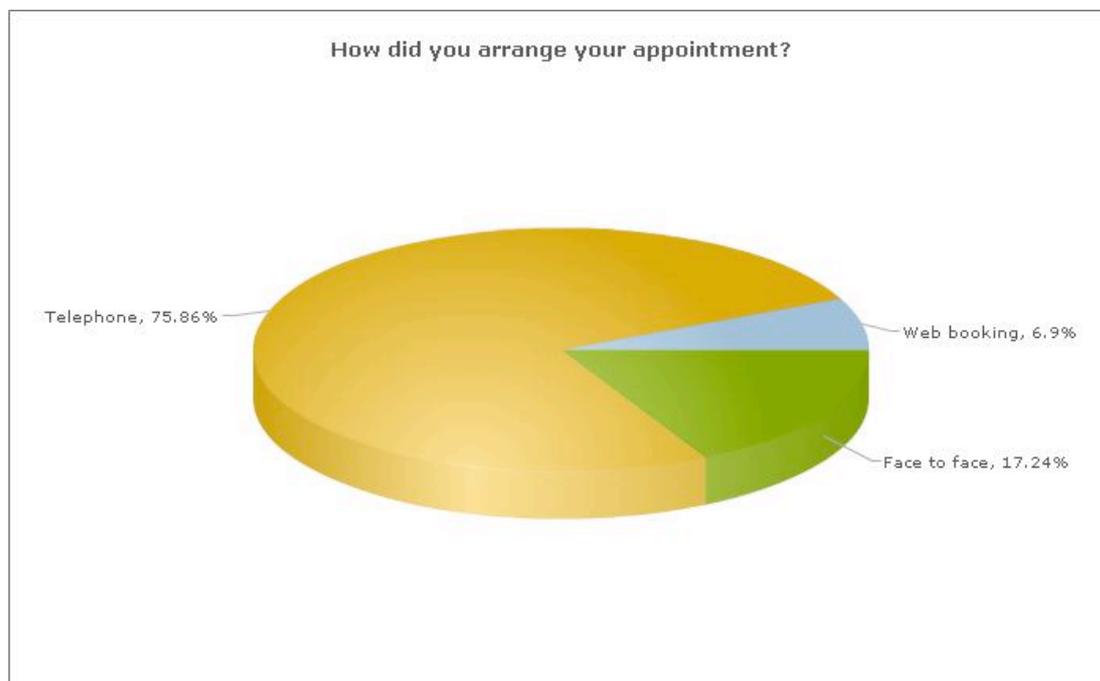
**This gave us an overall response rate of 45%**

### Summary of Survey Question & Results

The results were collated and analysed.

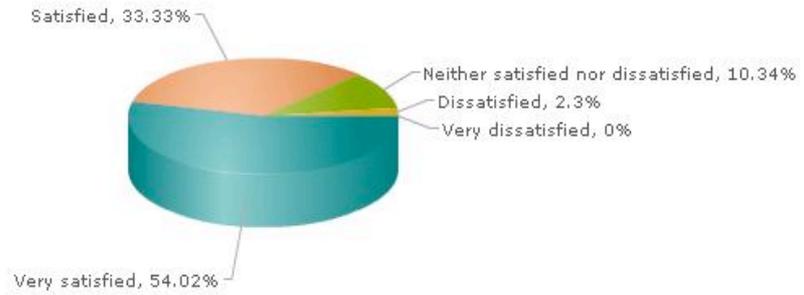
**These questions are based upon your consultation with a GP or Nurse within the last 12 months**

#### **Question 1a.**



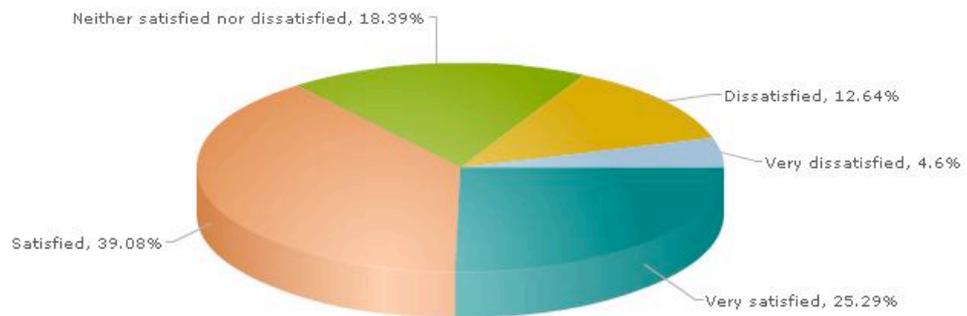
## Question 1b.

How satisfied are you with the way your appointment was made?

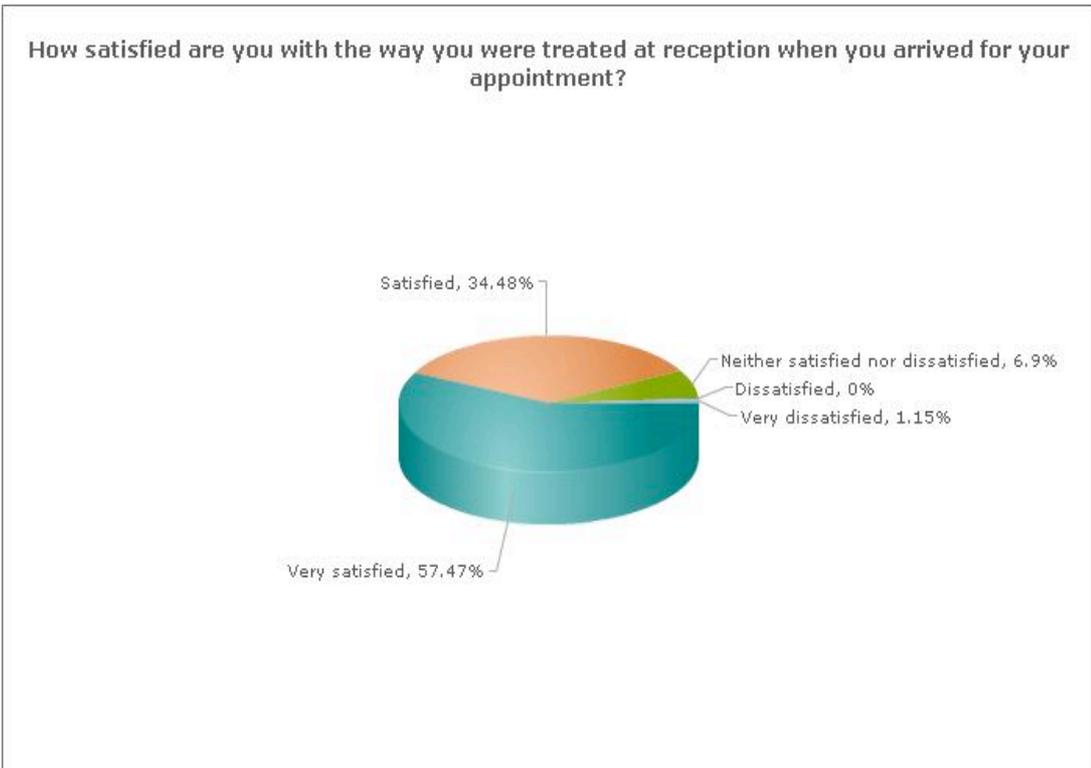


## Question 2.

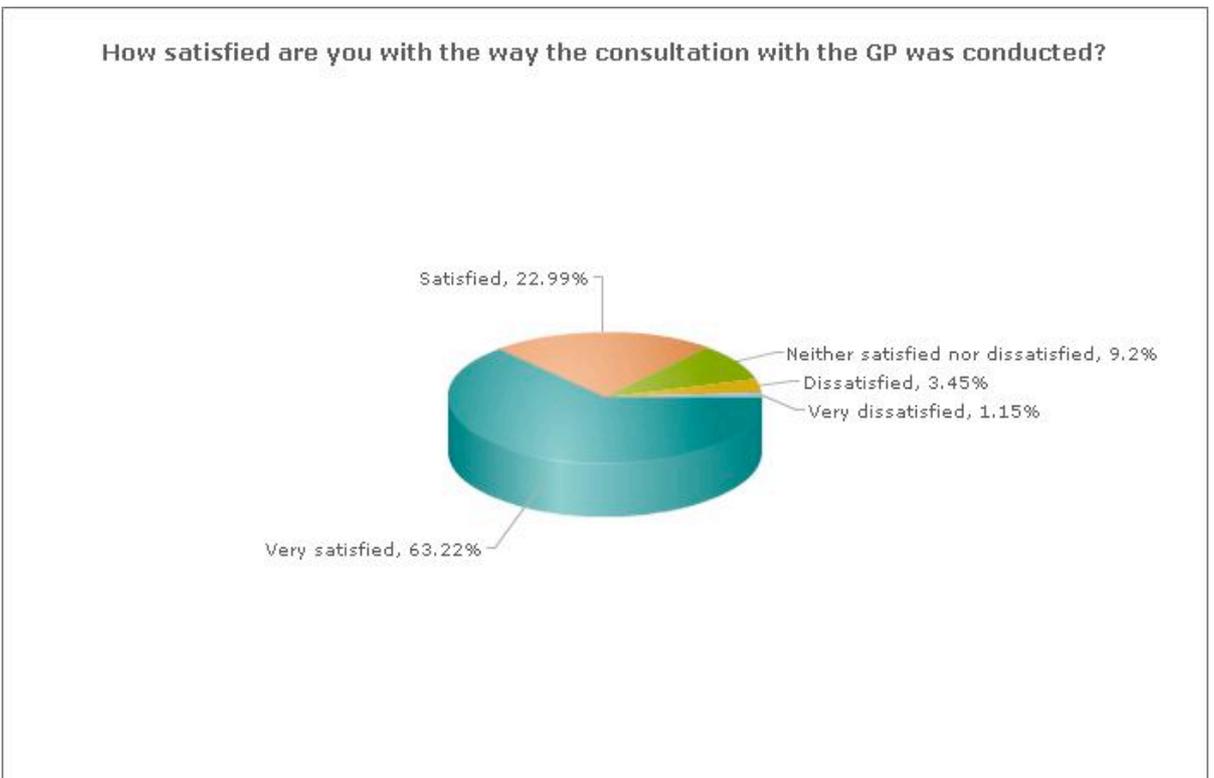
How satisfied are you with the ease and timeliness with which you were able to get an appointment with the GP of your choice?



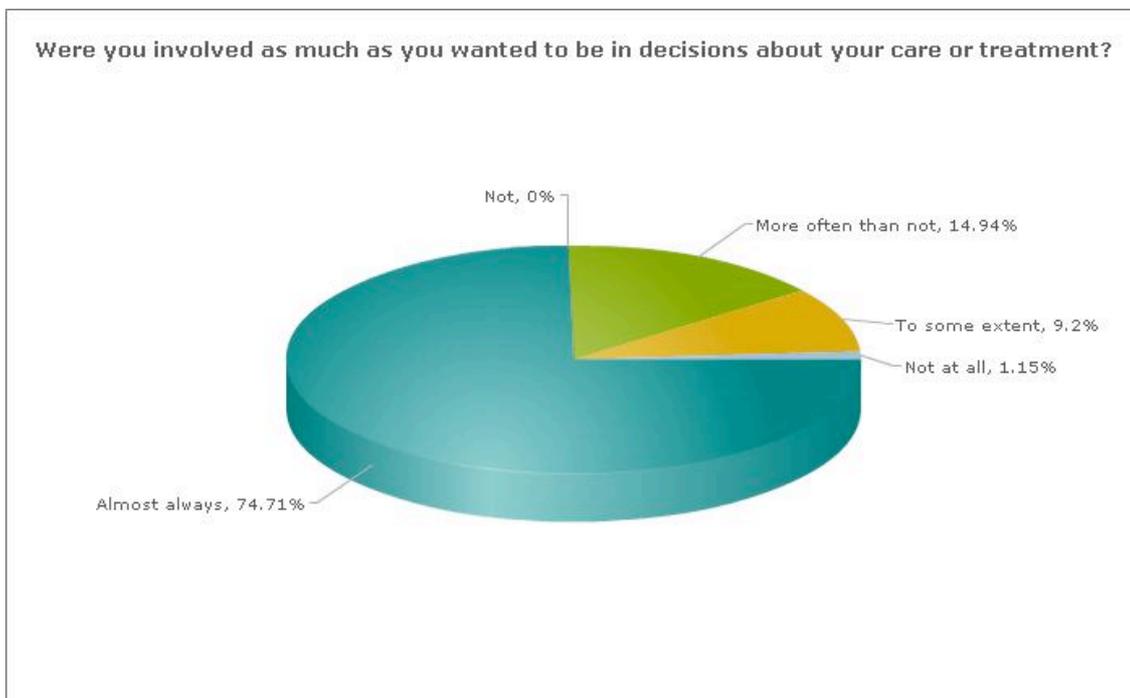
### Question 3.



### Question 4.



## Question 5.



A Practice meeting was held on Monday 19<sup>th</sup> March 2013 and it was agreed to publish the survey results in themes. The themes chosen are as shown in table below

### **Q5. General Comments and Suggestions – PRG Feedback** **See list of themed responses below**

<b>THEME</b>	<b>NUMBER OF RESPONSES</b>
Continuity	7
Communication	4
Consultation skills	4
Prescribing	2
Reception	1
Access	2
General comments	5
Praise	28
Total number of comments	53

## **1. CONTINUITY – 7**

1. I have to see the Asthma nurse, but as she only works two days a week and I work shifts it is very difficult to book an appointment with her.
2. I do feel patients with serious conditions should be monitored by 1 GP if possible
3. It always seems to be difficult to see the doctor you want to see unless you are able to wait for a couple of weeks.
4. Always have to insist on my own doctor as have complex medical problems that may not be fully understood by others. It can be tiresome to keep going over things with those that don't know my history. As my GP is part time I do have to manage things carefully to get the appropriate response. Luckily so far I have not had too much difficulty and generally do things via the telephone rather than use surgery time.
5. I feel that the time it takes to get an appointment with your GP you will either have got better or died, we cannot tell when we are going to be sick two weeks in advance, personally I think the best way, is to make an appointment two weeks apart then cancel if you do not need it, this way at least you have only to wait two weeks
6. I think it is harder now to get an appointment when you need it than it was a year ago. If you have a continuous medical problem with which you are asked to see the same doctor you really don't want to wait sometimes way over a week (sometimes 2) for an appointment. I know you can always see the duty doctor but that seems to defeat the object of seeing the same doctor for the same problem.
7. As previously said do not like having an 'appointed' doctor.  
think knowledge of patient important which can not be understood if always seeing different doctors

## **2. COMMUNICATION – 4**

1. easier web use for appointments
2. You have very nice people working at the reception and the nurses are really nice too, but doctors are a mystery
3. Sometimes the staff are not aware of what actually happens.
4. A notice in the Surgery giving instructions on how to make all types of appointment would be useful. If there is one already then it needs to be more prominent. Maybe this information could be placed in the Newsletter as well.

## **3. CONSULTATION SKILLS – 4**

1. Wish that GP listen the patient more carefully and respond on their request for test and further check ups. As some time there are may not external symptoms seen but I do feel that something is wrong but GP never listen and said that it's all Ok. The only GP who was listen to me was Dr Cordon who unfortunately left.
2. My diabetic nurse is excellent; I am treated with the appropriate respect and allowed to make informed decisions regarding treatment with benefits and drawbacks well outlined. (3 & 7)
3. It would make you feel more valued if the doctor (not all) didn't stare at their screen and type the whole time you are talking to them
4. The last few times I have seen a Doctor they will not refer and expect me to see people privately when I could have had help on the NHS. So I leave dissatisfied with my care

## **4. PRESCRIBING – 2**

1. In addition to high quality patient care, it is also very useful to be able to order repeat prescriptions online and to collect from the pharmacy on site. Thank you.
2. Where a prescription is requested in between routine repeat prescriptions it can sometimes be difficult to track down the prescription (both I and my wife have specified Blackthorn Pharmacy) i.e. has it gone to the Pharmacy or is it still at reception? Can any thing be done to improve this situation?

## **5. RECEPTION – 1**

1. the air in the public area need changing hourly, I smoke and it still smells stale to me

## **6. ACCESS – 2**

1. My main area dissatisfaction are waiting times for an appointment.
2. Getting to see the Doctor is problematic and I am not entirely happy with the telephone consultation when I would like to see the Doctor face to face.

## **7. GENERAL COMMENTS – 5**

1. My appointments were with the nurse for Asthma clinic and general health clinics no GP was involved
2. None
3. Not at this moment in time
4. No thank you.
5. My diabetic nurse is excellent; I am treated with the appropriate respect and allowed to make informed decisions regarding treatment with benefits and drawbacks well outlined. (3 & 7)

## **8. PRAISE – 28**

1. Generally very satisfied
2. Generally a really good service. Hamble is lucky to have such a great facility along with the chemist and easy parking. Thanks to all concerned.
3. Very happy with all aspects of being registered with blackthorn health centre.
4. No. I am always satisfied with my dealings with the GPs at Blackthorn
5. This is the best practice I have ever attended
6. Just to say I was always treated with respect by polite and friendly staff. A big thank you to Dr. Julie Harris who helped me through a very traumatic and stressful time. Thank you. Due to house move I am no longer a patient at this surgery and I have to say I was sorry to have had to change.
7. Very happy to be a patient at Blackthorn. Great staff.
8. I am very happy with the way in which the practice is run and find all staff helpful, caring and understanding.
9. I find my Doctor to be interested and easy to understand when discussing matters with him.
10. As an older patient I have seen the improvements over the years in dealing with patients. On all fronts everything has improved massively.
11. Thank you for all of your help to improve our care
12. Very satisfied. Thank you.
13. To commend the nursing staff for their dedicated attention to my blood checks in particular.
14. I Feel we are very lucky to have a practice that has excellent doctors /nurses and a friendly helpful group of receptionists
15. I have always experienced exceptional care from all of the doctors, nurses and reception staff whenever I have needed it. When my husband suffered poor aftercare from a private operative procedure, the care provided by the doctors and nurses at blackthorn was more than we would have expected. We could not thank you enough
16. I am happy to be a patient of this Practice
17. Entirely satisfied with the electronic appointment system - quick and efficient
18. The centre is very well run, including the management of the flu jab day which was excellent, and the staff are helpful and friendly
19. I have never had a problem with any part of the practice, Well done and thanks.
20. I think the surgery does a good job and certainly looks after me and my family very well.
21. I find the reception ladies very caring and helpful at all times.  
The concern I had was dealt with promptly and very efficiently, by them and especially the doctor who helped me.
22. I have always found staff very polite and helpful
23. I think that Blackthorn have got it about right, the process for getting an appointment has improved but the new web system is not user friendly. Staff are good too!
24. I am privileged to live near such a well run and in my opinion, skilled Health Centre
25. I am very happy with my choice of Doctor and the way he treated me
26. I don't understand the options for answers to question 6.  
Overall the experience was very positive. However the subsequent referral and treatment did Not fix the condition, in fact it made it worse.
27. Generally very efficient. GP seemed attentive and showed empathy. Nurse helpful and Knowledgeable. Reception staff polite and efficient.
28. I tend no to go to the doctors for me I am a mother of 2 and if we go it's mainly for the boys. What would help me would be some kind of telephone consultancy whereby I could be Phoned at a particular time and chat through my queries I have about 3 things I would like Advice on but feel they are not "worth" making an appointment for.

**At our Partners meeting which was held on Monday 19th March 2013, It was agreed that the priorities for actions will be:-**

<b>BHC PRG SURVEY ACTION PLAN 2012 – 2013</b>			
		<b>BY WHOM</b>	<b>BY WHEN</b>
<b>ACTION 1</b>	The Partners agreed to organise a practice meeting to discuss survey results with GP's, clinical staff, management, reception and administration staff	SG/SP	Sept 2013
<b>ACTION 2</b>	The Partners agree to highlight and review continuity from this and last year's survey	SG/SP	Ongoing
<b>ACTION 3</b>	The Partners agree to continue to expand the practice PRG. We will also encourage current members to advertise the group to family and friends by email. To check all areas of advertising, making sure we reach all areas of General Practice.	SP/YQ	Ongoing
<b>ACTION 4</b>	The Partners agree that following the results to question 5 of the survey, the practice would look at any training / communication skills that maybe required.	GPs/Nurses Reception	Ongoing
<b>ACTION 5</b>	The Practice will consider the themes of continuity and communication within the Significant Event Audits.	SG/YQ	Ongoing
<b>ACTION 6</b>	Consider additional feedback regarding appointments.	SP/YQ	July 2013

**We would like to thank all our patients who responded to our survey.**

**If you are reading this and would like to join our Patient Reference Group in the future, please ask at reception or see our website.**

[www.blackthornhealthcentre.co.uk](http://www.blackthornhealthcentre.co.uk)

## **Opening Hours of the Practice**

Monday to Friday                      8.00 am – 6.30 pm

Appointments can be made in advance by telephoning 02380 453110 or by coming into reception. We offer on-line appointments to our patients, please ask at reception for a form to register or see our website for more details.

If you are unable to keep an appointment you have made, please let us know as soon as possible so we can offer the appointment to someone else.

Requests for repeat prescriptions can be made by:

- telephone between 10 am – 6.30 pm
- website
- post (with SAE)
- in person

Please allow 48 hours notice (2 working days)

The building complies with wheelchair access with lift to our first floor. A wheelchair is available for use in the health centre. There is a hearing loop at reception.

Full details of all our services can be found in our practice leaflet available at reception, and also on our website. [www.blackthornhealthcentre.co.uk](http://www.blackthornhealthcentre.co.uk)

## **Extended Hours Scheme**

Blackthorn Health Centre offer routine Extended Hours Appointments with a GP and Nurse appointments as follows:-

Every Monday    6.30 – 8.00 pm (GP & Nurse)

Alternate Tuesday's    7.30 – 8 am (GP Only)

Alternate Friday's      7.30 – 8 am (GP & Nurse)

Alternate Saturday's    8 – 10 am (GP only)

You are able to make/cancel/attend booked appointments, obtain test results and collect prescriptions from the surgery during extended hour's time.

Please note Extended Hours are for pre-booked routine appointments only. Extended Hours do not include emergency appointments. Patients with a genuine emergency will need to contact:

### New National Health Helpline

Residents in Hampshire, Southampton and Portsmouth can now call NHS 111 if they need health advice or information or if they have a non life-threatening health issue and are not sure where to go for treatment.

Calling from within Hampshire – Dial 111

Calling from outside Hampshire – Dial 01962 718697

**Or if you have a life-threatening emergency - Dial 999**