

**Patient survey from SKERRYVORE PRACTICE
using the General Practice Assessment Questionnaire (GPAQ)**

Standard report and analysis for GPAQ Consultation Version 1.0

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Date: 25 January 2007

How the survey was carried out

A patient survey was carried out over a 3 week period at the beginning of September 2006. The options available to the Practice were either postal or completion after consultation. We have found from previous experience that face to face contact encourages a high response and fits in with our ethos of being patient centred. Prior to this it was agreed that a response of 50 questionnaires per GP would be required. This was achieved by asking all patients attending the surgery to complete a questionnaire sheet after their consultation. Extra staffing was provided to allow a delegated member of staff time to explain this process to the patients to ensure a good response. This proved successful with 306 out of 312 questionnaires being returned (98%). While this survey relates to the Practice as a whole, each GP has also expressed a wish to have individual feedback, therefore the Office Manager has been nominated to collate and feed back these results.

The same questionnaire was carried out by the Practice in 2005 and earlier in 2006 and the data from this has also been included in the results listed below to allow comparisons to be made.

Questionnaire Results

1. In the past 12 months, how many times have you seen a doctor from your Practice?

Q1. Number of visits to doctor in last 12 months	Number of Responses 2007	Number of responses (2006)	Number of responses (2005)
None	10 3%	9 3%	4%
Once or twice	65 21%	62 20%	24%
Three or four times	85 28%	84 27%	26%
Five or six times	69 23%	74 24%	24%
Seven times or more	77 25%	79 26%	22%

306 responses

2. How do you rate the way you are treated by receptionists at your Practice?

Q2. Satisfaction with receptionists	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Very poor	1 0.5%	2 0.6%	0%
Poor	0 0.0%	0 0%	0%
Fair	1 0.5%	1 0.3%	1%
Good	23 7%	29 9.2%	10%
Very good	115 38%	112 35.5%	36%
Excellent	165 54%	172 54.4%	53%

305 Responses

Yet again our reception staff have proved to be one of the Practice's most valuable assets with 99% of patients recording their satisfaction, which is the same as in previous years.

3 a How do you rate the hours that your Practice is open for appointments

Q3a. Satisfaction with opening hours	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	1	0.3%	0%
Poor	5	2%	1	0.3%	1%
Fair	10	3%	15	4.9%	5%
Good	92	31%	85	27.6%	29%
Very good	136	44%	151	49%	50%
Excellent	62	20%	55	17.9%	15%

305 responses

Despite asking for alternative surgery hours eg weekends and evenings (Q3b) 95%% of patients stated they were satisfied with our current opening hours which is similar to previous years

3b What additional hours would you like the Practice to be open ?

Q3b. Additional hours requested	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Mornings	9	3%	5	1.6%	3%
Lunchtime	7	2%	12	3.8%	4%
Evenings	55	18%	60	18.9%	19%
Weekends	56	18%	58	18.3%	19%
None	178	59%	182	57.4%	55%

305 responses

This is similar to previous years but it is reassuring to note a slight increase in the number of patients who were happy with our current opening hours.

Thinking of times when you want to see a particular Doctor

4a How quickly do you usually get to see that Doctor

Q4a. Usually get to see the Doctor...	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Same day	92	30%	113	35.9%	32%
Next working day	63	21%	67	21.2%	18%
Within 2 working days	45	15%	51	16.2%	20%
Within 3 working days	32	10%	11	3.5%	9%
Within 4 working days	18	6%	11	3.5%	4%
5 or more working days	23	8%	18	5.7%	7%
Does not apply	32	10%	44	14%	10%

305 responses

It is difficult to interpret these results. We strive hard to have numerous free appointments available each day. There are several reasons why these results could occur eg a part time GP, a GP on annual leave or the time of day that a patient has phoned in for an appointment. On the day appointment availability is fewer by mid afternoon when demand has lessened. This result does show an increase in patients waiting 3 working days to see a particular GP. It is acknowledged that patients do wait longer for an appointment with a female GP. This has been a particular problem over recent months as we are working with 2.0 WTE less female GP hours than we were earlier in the year.

4b How do you rate this

Q4b. Satisfaction with availability of particular doctor	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Very poor	0 0%	1 0.3%	0%
Poor	3 1%	2 0.7%	2%
Fair	29 9%	19 6.1%	10%
Good	84 28%	48 15.5%	26%
Very good	78 26%	88 28.4%	31%
Excellent	81 27%	111 35.8%	23%
Does not apply	27 9%	41 13.2%	8%

302 responses

See Q4a - Although patients have to wait to see a particular GP, 88% of patients stated their satisfaction with this, which is similar to previous years.

Thinking of times when you are willing to see any doctor

5a How quickly do you usually get seen ?

Q5a. Usually seen...	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Same day	209 69%	225 71.9%	65%
Next working day	52 17%	54 17.3%	22%
Within 2 working days	16 5%	15 4.8%	8%
Within 3 working days	2 1%	2 0.6%	1%
Within 4 working days	2 1%	0 0%	1%
5 or more working days	3 1%	4 1.3%	0%
Does not apply	18 6%	13 4.1%	3%

302 responses

97% of patients felt they were seen by any doctor within 48 hrs which was similar to last year.

5b How do you rate this ?

Q5b. Satisfaction with availability of any doctor	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Very poor	0 0%	2 0.7%	1%
Poor	1 0.5%	1 0.4%	0.5%
Fair	7 1.5%	3 1.0%	3%
Good	46 16%	33 10.8%	19%
Very good	85 30%	93 30.5%	38%
Excellent	132 46%	162 53.1%	36%
Does not apply	17 6%	11 3.5%	2.5%

288 Responses

It was good to note that 98% were satisfied with the availability the Practice offered to see any GP which is the same as last year.

6. If you need to see a GP urgently can you normally get seen on the same day ?

Q6. Same day urgent availability of doctor	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Yes	215 71%	219 70.2%	67%
No	5 1%	5 1.6%	2%
Don't know/never needed to	86 28%	88 28.2%	31%

306 responses

Of the patients who had experience of this we were pleased to note that 97.7% of patients felt they could be seen on the same day if they needed to see a GP urgently. This is the same as last year. It is worth reiterating that all patients will be seen by a GP on the same day if they state they have an urgent medical problem.

7a How long do you usually have to wait at the Practice for your consultations to begin ?

Q7a. Waiting time at practice	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
5 minutes or less	6	2%	21	6.8%	4%
6-10 minutes	88	29%	97	31.3%	30%
11-20 minutes	155	51%	148	47.7%	49%
21-30 minutes	45	15%	33	10.7%	14%
More than 30 minutes	9	3%	11	3.5%	3%

303 responses

69% of patients wait more that 11 minutes to be seen. This is an increase from 61.9% the previous year. We still strive to improve this area but to increase consulting time would reduce appointment availability which our patients also appreciate. We will need to discuss this area again.

7b How do you rate this ?

Q7b. Satisfaction with waiting times at practice	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	3	1%	3	1%	0.5%
Poor	9	3%	5	1.6%	5%
Fair	77	26%	71	23.2%	23%
Good	125	43%	126	41.2%	43%
Very good	63	22%	74	24.2%	21%
Excellent	16	5%	27	8.8%	7.5%

293 responses

Although 69%% of patients wait more than 11 minutes to see the Doctor it was still reassuring that 70% of patients were satisfied with this, although it is worth noting that this is a reduction from 74.2% last year.

Thinking of times you have phoned the Practice how do you rate the following?

8a Ability to get through to the Practice on the phone ?

Q8a. Satisfaction with phoning through to practice	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0.3%
Poor	0	0%	0	0%	0%
Fair	4	1%	5	1.6%	2.2%
Good	54	18%	49	15.6%	18.7%
Very good	122	40%	127	40.3%	39.7%
Excellent	122	40%	129	40.9%	37.5%
Don't know/ never tried	4	1%	5	1.6%	1.6%

306 responses

98.6% of patients were satisfied with the ability to phone though to the Practice which is similar to previous years.

8b Ability to speak to a Doctor on the phone when you have a question or need medical advice?

Q8b. Satisfaction with phoning through to doctor for advice	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Very poor	0 0%	0 0%	0%
Poor	2 0.5%	1 0.3%	1%
Fair	4 1.5%	4 1.3%	6%
Good	50 17%	41 13.4%	12%
Very good	52 18%	62 20.2%	20%
Excellent	40 14%	39 12.7%	7%
Don't know/ never tried	140 49%	160 52.1%	54%

288 responses

96% of those who had phoned the Practice for advice were satisfied with the outcome. It is encouraging to note that we have maintained our increase from 86% in 2005. We have reviewed and implemented new procedures over the past 6 months and continue to monitor how we deal with this area.

This question asks about your usual doctor. If you do not have a usual doctor answer about the doctor at your Practice who you know best. If you don't know any of the doctors go straight to question 10

9a In general how often do you see your usual doctor

Q9a. Continuity for seeing same doctor	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Always	34	12%	39	13.9%	10%
Almost always	122	44%	123	43.9%	45%
A lot of the time	68	25%	68	24.3%	20%
Some of the time	45	16%	40	14.3%	22%
Almost never	7	3%	9	3.2%	2%
Never	0	0%	1	0.4%	1%

276 responses

81% of patients stated they usually saw the same GP. This is similar to last years and was an increase from 75% in 2005. This is something we have been actively encouraging where possible, especially for patients who have on going medical problems.

9b How do you rate this ?

Q9b. Satisfaction with continuity of care	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	1	0.4%	1%
Poor	1	0.5%	3	1%	1%
Fair	13	4.5%	12	4.4%	7%
Good	81	30%	72	25.9%	34%
Very good	113	41%	118	42.4%	38%
Excellent	65	24%	72	25.9%	19%

273 responses

95% were satisfied with the continuity of care they receive, a slight increase from 92% in 2005.

Thinking about your consultation with the Doctor today, how do you rate the following?

10a How thoroughly the doctor asked about your symptoms and how you are feeling?

Q10a. Satisfaction with doctor's questioning	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0.5%
Poor	1	0.5%	1	0.3%	0%
Fair	2	0.5%	5	1.6%	0.5%
Good	35	12%	33	10.6%	13%
Very good	106	35%	106	34%	38%
Excellent	153	50%	153	49%	46%
Does not apply	7	2%	14	4.5%	2%

304 responses

99% of patients who responded were satisfied with the GPs questioning a slight rise from 97.9% last year.

10b How well the Doctor listened to what you had to say

Q10b. Satisfaction with how well doctor listens	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0%
Poor	2	0.5%	2	0.65%	0%
Fair	2	0.5%	2	0.65%	1%
Good	27	8.5%	25	8%	10%
Very good	103	34%	109	34.9%	36%
Excellent	169	56%	169	54.2%	52%
Does not apply	1	0.5%	5	1.6%	1%

304 responses

98.6% of patient were satisfied with how well the GP listened to them, similar to previous years.

10c How well the Doctor put you at ease during your physical examination

Q10c. Satisfaction with how well doctor puts patient at ease	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	1	0.3%	0%
Poor	0	0%	0	0%	0%
Fair	1	0.5%	3	1%	2%
Good	28	9%	24	7.7%	9%
Very good	81	27%	89	28.4%	31%
Excellent	133	44%	145	46.3%	44%
Does not apply	59	19.5%	51	16.3%	14%

302 responses

99.5% of patients were satisfied that the Doctor put them at ease during their consultation, a slight increase from 98.4% last year and 97% in 2005.

10d How much the Doctor involved you in decisions about your care?

Q10d. Satisfaction with how much doctor involves patient	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0%
Poor	0	0%	0	0%	0%
Fair	2	0.5%	1	0.3%	2%
Good	38	12.5%	39	12.7%	13%
Very good	83	28%	93	30.3%	35%
Excellent	146	49%	139	45.3%	41%
Does not apply	31	10%	35	11.4%	9%

300 responses

99.2% of patients were satisfied that the Doctor involved the patient during the consultation, similar to previous years.

10e How well the Doctor explained your problems or any treatment that you need

Q10e. Satisfaction with doctor's explanations	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0%
Poor	1	0.5%	0	0%	0%
Fair	4	1.5%	6	1.9%	1%
Good	27	9%	31	9.9%	10%
Very good	92	30%	87	27.9%	32%
Excellent	164	54%	170	54.5%	50%
Does not apply	15	5%	18	5.8%	7%

303 responses

98.2% of patients were satisfied with the explanation they received from the Doctor during their consultation, similar to previous years.

10f The amount of time you Doctor spent with you today ?

Q10f. Satisfaction with time doctor spends	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0%
Poor	1	0.5%	1	0.3%	0%
Fair	3	1%	3	1%	1%
Good	36	11.5%	46	15.2%	19%
Very good	115	39%	111	36.6%	32%
Excellent	138	47%	138	45.6%	47%
Does not apply	3	1%	4	1.3%	1%

296 responses

98.6% of patients were happy with the time the Doctor spent with them during their consultation, which was the same as last year.

10g The doctor's patience with you questions or worries ?

Q10g. Satisfaction with doctor's patience	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0%
Poor	1	0.5%	1	0.3%	0%
Fair	0	0%	3	1%	2.5%
Good	36	12%	27	8.7%	11%
Very good	91	30%	95	30.5%	33%
Excellent	166	55%	172	55.3%	51%
Does not apply	8	2.5%	13	4.2%	2.5%

302 responses

99.6% of patients were happy that the Doctor was patient with them during their consultation, which was a slight increase from 98.6 from previous years.

10h The doctors caring and concern for you ?

Q10h. Satisfaction with doctor's caring and concern	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Very poor	0	0%	0	0%	0%
Poor	1	0.5%	1	0.3%	0%
Fair	1	0.5%	3	1%	2.5%
Good	34	11%	25	8%	11%
Very good	86	28.5%	89	28.6%	33%
Excellent	178	59%	186	59.8%	53%
Does not apply	1	0.5%	7	2.3%	0.5%

301 responses

99.3% of patients felt the Doctor had been caring and concerned for them during their consultation, again a slight increase from 98.6% in previous years.

After seeing the doctor today do you feel

11a Able to understand you problem(s) or illness?

Q11a. Ability to understand problem after visiting doctor	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Much more than before the visit	122	42%	116	38.2%	43%
A little more than before the visit	73	25%	64	21.1%	25%
The same or less than before the visit	26	9%	49	16.1%	13%
Does not apply	71	24%	75	24.6%	19%

292 responses

11b Able to cope with your problem(s) or illness ?

Q11b. Ability to cope with problem after visiting doctor	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Much more than before the visit	113 39%	119 39.4%	36%
A little more than before the visit	66 23%	58 19.2%	27%
The same or less than before the visit	35 12%	57 18.9%	15%
Does not apply	75 26%	68 22.5%	22%

289 responses

11c Able to keep yourself healthy ?

Q11c. Ability to keep healthy after visiting doctor	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Much more than before the visit	91 32%	94 31.5%	29%
A little more than before the visit	57 20%	55 18.5%	25%
The same or less than before the visit	45 15%	62 20.8%	19%
Does not apply	94 33%	87 29.2%	27%

287 responses

12 All things considered how satisfied are you with your Practice ?

Q12. Overall satisfaction with practice	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Completely satisfied	151	49%	168	53.8%	46%
Very satisfied	131	43%	109	35%	42%
Fairly satisfied	18	6%	19	6%	9%
Neutral	1	0.5%	3	1%	1%
Fairly dissatisfied	2	1%	0	0%	0.25%
Very dissatisfied	0		1	0.3%	0.5%
Completely dissatisfied	1	0.5%	12	3.9%	1.25%

304 responses

It is very pleasing to note that 98% of patients were happy with the service we provide. This is an increase from 94.8 last year and 97% in 2005. . It is hoped that the patient who stated they were completely dissatisfied accidentally ticked the wrong box but unfortunately we are unable to clarify this. This is a problem that occurs on the questionnaire sheet as the tick boxes in this section are reversed. This questionnaire is a nationally recognised one which we have to use and this problem has been discussed on a Practice Manager website forum and is one that that many Practices have been experiencing and the problem continues to be reported to the implementers of the questionnaire.

13 Are you male/female

Q13. Sex	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Male	96	32%	106	34.6%	43%
Female	204	68%	200	65.4%	57%

300 responses

14 How old are you ?

Q14. Age	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Up to 44 years old	112	130 42.9%	43%
45 years old and above	189	173 57.1%	57%
<i>Mean</i>	<i>52</i>	<i>48.7</i>	<i>49.5</i>

303 responses

15. Do you have a long-standing illness, disability or infirmity ? By long standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Q15. Long standing illness, disability or infirmity	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
Yes	164 56%	166 55%	53%
No	130 44%	134 45%	47%

294 responses

16. Which ethnic group do you belong to ?

Q16. Ethnic group	Number of Responses (2007)	Number of responses (2006)	Number of responses (2005)
White	300 99%	306 99.4%	98%
Black or Black British	0	0 0%	0.5%
Asian or Asian British	0	1 0.3%	0.5%
Mixed	1 1%	1 0.3%	1%
Chinese	0	0 0%	0%
Other ethnic group	0	0 0%	0%

301 responses

17. Is your accommodation ?

Q17. Accommodation status	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Owner-occupied/ mortgaged	218	73%	208	68.4%	68%
Rented or other arrangements	81	27%	96	31.6%	32%

299 responses

18. Which of the following best describes you ?

Q18. Employment status	Number of Responses (2007)		Number of responses (2006)		Number of responses (2005)
Employed (full/part time, self-employed)	164	54%	166	54.1%	48%
Unemployed	5	15%	4	1.3%	3%
School or full time education	5	15%	9	2.9%	4%
Long term sickness	17	6%	32	10.4%	8%
Looking after home/family	28	9%	16	5.2%	7%
Retired	74	24%	69	22.5%	25%
Other	11	4%	11	3.6%	5%

304 responses

Are there any other comments you may have ?

Patient Comments

Patients were invited to leave comments at the end of the Questionnaire. The following were the main themes from these.

POSITIVE COMMENTS	NUMBER
Stating overall satisfaction with Practice	30
Stating high praise of the Practice	24
Standard of care is superior compared to other Practices	14
GPs are approachable and take time to listen to problems	16
Practice is Friendly & Helpful	10
Practice Strives to provide good services	6
Practice has a caring attitude	10
Praising Female GPs	1
Praising all GPs	17
Practice is well run & efficient	4
Practice cares for family as a whole	3
Praise continuity & stability of practice – no high turnover of staff	4
Praising our appointment availability	11
Praising members of Staff	18
Practice is always looking to improve patient care	1
Praising the fact the Practice provide own OOH	5
GPs – explain things in language you understand	2
GPs involve the patient in decision making process	2
Praising Repeat Prescribing policy	1
Praising the referral system of other NHS services	4
Practice offers a caring and personal touch	3
Patients have confidence in the Practice	3
Praise of system of phoning to speak to a GP	3
Educational afternoon – gives confidence in GP practice as a whole	2
SUGGESTED IMPROVEMENTS	
Improving the waiting room (including 2 strong complaints about standard of seats)	3

Improve Tannoy System	1
Improve facilities for children in waiting area	1
Disliked we shut on wed afternoon for education	1
Better opening times	6
Reduced waiting times	13
Improved parking facilities	12
Wish to see improved waiting time to see specialists	2
Dislike having to attend every 6 months for medication review	3
Explain medical problems in less medical terms	1
Too much information being recorded on computer	1
Introduction of Well Man Clinic	2
Reception staff could inform patients more if it is likely to be a long wait	2
Signs could be clearer for consulting rooms etc	1
More screening clinics would be welcomed	2
Patient annoyed that on going illness was not yet resolved	1
Would like if receptionists identified their name on phone	1
New Premises needed	2
Patient living in Burray concerned they may eventually be asked to change list	1

Areas agreed from last years Questionnaire

1. Implementation of morning and lunchtime surgeries - These were implemented, but the lunchtime slots proved to be difficult due to timetabling issues. However we continue to offer early morning slots on a Wednesday and Anne continues to offer a lunchtime surgery on a Thursday.
2. Surgeries running late – We reviewed our timetable but this has not resolved this issue. This will need to be discussed further.
3. Instigation of electronic message book, which GPs can access from their consulting, rooms – this has been introduced effectively.
4. GPs and receptionists to encourage patients to see the same GP. Reception staff to ask on phone which GP the patient normally sees – This has been introduced.
5. Photos of GPs and Reception staff to be placed at reception desk – This has not yet been organised.
6. Premises now out of date – Urgent meeting needed with Health Board so that negotiations for redevelopment of premises can begin- This has occurred and plans have been drawn up.

The findings of this questionnaire were discussed by the Practice Team on Wednesday 14 February. As a result of this discussion the following changes were recommended.

After discussion the Practice agreed they were reassured overall with the results obtained from the Questionnaire. They were particularly pleased to note that such a high percentage of patients (98%) had stated they were satisfied with the performance of the Practice.

However there were specific areas that the Practice felt they should address:

1. Waiting times

This continues to be a problem and there was an increase in patient dissatisfaction with this issue. The Office Manager had instigated a secret audit of recording the actual starting times of surgeries which had been carried out during the week beginning 5 February, details of which appear below.

SKERRYVORE PRACTICE

STARTING TIMES AUDIT – February 2007

A note of the starting times for the GPs surgeries were collated over a 3 day period in February. Statistics from this data can be found below:

Friday 9 February

GP	<u>Due Start Time</u>		<u>Actual Start Time</u>	
SRB	1030	1400	10.29	14.04
PJF	0900		0905	
ML	1140		11.39	
ALI	0900		09.03	
AH	0900		09.03	
SS	0900	1400	08.56	14.04

Monday 12 February

GP	<u>Due Start Time</u>		<u>Actual Start Time</u>	
SRB	0930	1500	09.25	15.02
PJF	0900		09.07	
ML	0900	1500	09.03	15.04
ALI	0900	1500	09.03	15.02
AH	1030	1400	10.35	14.00
SS		1500		15.02

Tuesday 13 February

<u>GP</u>	<u>Due Start Time</u>		<u>Actual Start Time</u>	
PJF	10.30		10.48	
ML	10.30	14.00	10.33	14.08
ALI	10.10	1400	10.11	14.09
AH	1030	1500	10.33	15.02
ALN	10.30	1400	10.32	14.09

FINDINGS

Over this 3 day period there were 28 surgeries carried out.

	Total	On time	1-5 mins late	6-10 mins late	11-15 mins late	16-20 mins late
SRB	4	2	2	0	0	0
PJF	3	0	1	1	0	1
AH	5	1	4	0	0	0
ML	5	1	3	1	0	0
ALI	6	1	4	1	0	0
SS	3	1	2	0	0	0
ALN	2	0	1	1	0	0

18% of surgeries started more than 6 mins late compared to previous years of:

2005 14%
 2003 28%
 2002 71%
 2000 74%
 1998 45%
 1996 56%
 1995 27%

It is acknowledged that there are often legitimate reasons why surgeries can be late starting. However starting more than 6 minutes late does lead to increased waiting times for patients, therefore our ideal criteria should be < 10%. A secret audit will be carried out soon to ascertain if an improvement has been noted.

It is also acknowledged within the Practice that the current layout of our premises results in it taking longer for our patients to get to the consulting room. This can be due to a combination of problems

The GP has to buzz for their next patient and the receptionist then calls the patient up to the consulting room. When the GP buzzes, the receptionist can be busy dealing with a patient at the desk or can be on the telephone and this causes a delay in the patient being sent up. If this occurs on a few occasions during the surgery this can result in delays building up thus resulting in the surgery running late.

The Practice consulting rooms are located quite a distance from the waiting area and it can take a bit longer particularly for our more elderly and infirm patients to reach these rooms.

These issues should be addressed with the proposed upgrade of our premises, where we get our own waiting area, which is up the same end of the corridor as our consulting rooms. This will also allow the GPs to come out and take in their own patients, which will ensure there are no more delays if the receptionist is busy.

If these measures do not give us the expected improvement we hope to achieve we will look at adding extra slots to the end of each surgery with additional catch up breaks during it.

2. Waiting Area

There had been complaints made about the waiting area, which included lack of facilities for children, and seating. We are aware that patients also make complaints about these areas verbally at the reception desk. The Practice is particularly looking forward to acquiring their own waiting area as part of the premises upgrade. At present our waiting room is a shared area and we are restricted by what we can do with this. We very much look forward to having our own space and would anticipate using some of the funds donated to the patient fund to help us enhance the comfort and atmosphere of this area.

3. Premises Upgrade

As part of the premises upgrade we thought it would be useful to gain insight into how organisations view the services we offer our patients. We would be particularly interested to ascertain if there were any areas we could improve on and if they found our building to be accessible. It was agreed that a meeting could take place with the organisations who deal with patients with learning difficulties and that a questionnaire would be sent to them prior to the meeting.

4. Parking

The Practice notes an increase in complaints regarding the parking situation. Again the Practice receives numerous complaints about this during a working week. It is acknowledged that there are limitations to what the Health Board can do about this given the constraints of the site we are situation on however it was agreed that a letter be sent to the Health Board reiterating the problems our patients are experiencing.

5. Female GP Availability

There have been issues with appointment availability with a female GP. This has been helped over recent weeks with Dr Sarah Stevenson returning to work as a GP Registrar on a part time basis. The Practice however agreed to look into workload issues and at the possibility of acquiring extra sessions of a female GP on a permanent basis.

6. Patient Feedback

As in previous years, it was agreed that this questionnaire and this feedback be published on the Practice website. This will be notified to patients via a practice newsletter and an update regarding this will be placed on our patient sign in the waiting room.

7. Summary

An action plan summarising the above points is detailed below:

Task/Target	Date	Comments	Date Completed
Secret Audit of surgery starting times.	Within the next 6 months	Office Manager to initiate & feedback to Practice Team	
Office Manager to initiate audit of surgery waiting times & feedback to Practice Team	Within next 18 months	Office Manager to initiate and feedback to Practice Team	
Female GP availability	Within next 6 months	Office Manager to carry out workload assessment. Practice Manager to look at finances/ advertising and feedback to GPs	
Review waiting area/premises	Within next 6 weeks	Office Manager/Dr M Linklater to arrange and attend a meeting with organisations who work alongside our patients with learning difficulties	
	Within next 2 weeks	Office Manager to initiate a questionnaire for these organizations to ascertain areas good care, where care could be improved and to ascertain accessibility issues	
	Within next 18 months	Dr S Beaven to assess waiting area with patient fund representatives	
Parking Problems	Within next 2 months	Office Manager to write to Health Board reporting patient difficulties	
Patient Feedback	Within next 2 months	Office Manager to publish questionnaire on Practice Website and arrange for patients to be notified via newsletter/practice sign	

Feedback of this questionnaire was given to Mr Craig Spence, Non Executive Director of NHS Orkney on Thursday 1 March 2007.