



THE GORE SURGERY
69 THE GORE
BASILDON
ESSEX. SS14 2DD

Telephone Number: 01268 280830

Fax Number: 01268 284640

Website: www.southessexcare.co.uk

2013/14 PATIENT SURVEY
RESULTS AND ACTION PLAN

THE GORE SURGERY

PATIENT SURVEY REPORT MARCH 2014

Summary

The Department of Health have worked with practices to engage with the patient population.

Before we took over the Gore Surgery it did not have a Patient Participation Group and therefore this was a priority of the company. The NHS has undergone some significant changes in the last 12 months and South Essex Managed Care feel it is important to engage our patients in the future of the Health Centre and the services that we offer.

South Essex Managed Care Ltd successfully tendered for the Gore Surgery GP Practice in the Autumn of 2012 and we took over the management of the surgery on the 1st March 2013.

We reviewed what our patients were telling us, in terms of their priorities, and we undertook a patient survey and this report details the results from that survey.

A big thank you to all of you that participated and contributed with this Survey, it has been very much appreciated.

Contents Page

	Page
Practice Profile	4
Patient Reference Group/Patient Group	5—8
Priorities Identified	9
Patient Survey, Methodology and Analysis	10
Results of the Patient Survey	11-23
Comments received as part of the survey	24
Action Plan 2014/15	25—27
Poster for Surgery	28

PRACTICE POPULATION

The practice has a list size of 2189, with a weighted population of approx. 2,300 (Based on January 2014 figures)

Practice Demographics		Basildon District Profile 2008	
Male:	48%	Male:	49%
Female:	52%	Female:	51%

Age Groups		Basildon District Profile 2008	
0—15 Years old:	495 (23.39%)	0—14 Years old:	19.1%
16—24 years old:	193 (13.84%)	15—24 years old:	12.5%
25—34 years old:	372 (17.58%)	25—34 years old:	13.2%
35—44 Years old:	273 (12.90%)	35—44 Years old:	15.1%
45—54 Years old:	270 (12.75%)	45—54 Years old:	13.2%
55—64 Years old:	153 (7.23%)	55—64 Years old:	11.6%
65+:	360 (17.01%)	65+:	15.2%

Ethnic Minorities		Basildon District Profile 2008	
White:	97.09%	White:	76.93%
Asian:	1.31%	Asian:	8.31%
Black:	0.41%	Black:	5.30%
Mixed:	0.35%	Mixed:	2.24%



THE GORE PATIENT REFERENCE GROUP GROUP

The Gore Surgery attempted to recruit a Patient Reference Group throughout the Spring, Summer and Winter Months of 2013. However we only had one applicant from the poster and newsletter campaign for a face to face Group.

For 2014/15 we have reviewed our processes and our patient demographics and the Practice aims to recruit a Virtual Patient Group as well as continuing our recruitment drive for a face to face group.

This virtual group will be contacted via email and given the opportunity to participate and have a say in the way the surgery is run and the services that we offer.

This recruitment drive has already commenced via invitation using SMS Text Messaging and Email.

If you would like to become a member or would just like to give a suggestion please see our reception team.

THE GORE SURGERY

Patient Participation Group

**Are you interested in finding out more about the
Gore Surgery?**

**Would you like to be involved in the development
of local services?**

The Gore Surgery is setting up a Patient Participation Group, would you like to be involved in discussions and hear about planned changes.

Meetings will be held monthly at the Gore Surgery from May 2013.

If you would like to come along to the meeting or if you have any queries about the Patient Participation Group then please contact David Thomson or alternatively leave your contact details at reception.

PATIENT NEWS LETTER

THE GORE SURGERY, 69 The Gore, Basildon, Essex. SS14 2DD

The Flu Jab

Flu vaccination by injection, commonly known as the 'flu jab' is available every year on the NHS to protect adults (and some children) at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people such as:

- ◆ Anyone over the age of 65
- ◆ Pregnant women
- ◆ Children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- ◆ Children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to protect them.

The flu vaccine is given free on the NHS as an annual injection to:

- ◆ Adults over the age of 18 at risk of flu (including everyone over 65)
- ◆ Children aged six months to two years at risk of flu.

For at risk groups aged between 2 - 18 yrs you will be offered the new nasal spray vaccine.



Shingles vaccine

PLEASE SEE RECEPTION TO MAKE AN APPOINTMENT FOR YOUR JAB.



If you have trouble getting to the surgery to put in or pick up your prescriptions, all of the chemists do a drop off and pick up service. You will need to discuss this with your chosen chemist. Most of them also offer a delivery service for those who need it.

CHEMIST OPENING TIME

AA:	9am—6pm
Allcures:	9am—6pm
Asda:	9am—6pm
Boots:	9am—5.30pm
Moss:	9am— 5.30pm
Allcures:	9am—6pm
Timberlog:	9am—6pm

For weekend opening hours please check with the chemist.

A vaccine to prevent shingles, a common, painful skin disease is now available on the NHS to people in their 70s.

The shingles vaccine is given as a single injection for anyone aged 70 or 79. Unlike the flu jab, you'll only need to have the vaccination once.

The vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symp-

NEW MEMBERS OF STAFF

Recently Lesley a Nurse Practitioner/ Prescriber has joined our team. This is good news for the patients as she can see patients for minor ailments and prescribe medication.

We are also pleased to welcome to our team Tracey a Health Care Assistant who will be seeing patients and helping Lesley run specialist clinics.



We are pleased to announce the arrival of SystemOnline it is a new in-built feature of SystemOne our clinical system that allows existing patients to manage appointments, order repeat prescriptions and change contact details. Use of this service is free of charge to patients.

Please ask at reception for an application form to register.

You will need I.D:

Passport or photo driving licence and a utility bill.



The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years) to have a check to assess their risk of heart disease, stroke, kidney disease, diabetes and some forms of dementia and will be given support and advice to help them reduce or manage that risk.

If you are 75 and over you can have a Senior Health Check, although you may well be in regular contact with your GP and already receiving regular reviews and checks regarding your health. If you are within this age group you may benefit from discussing your individual needs with your practice nurse or GP.

FOR MORE INFORMATION PLEASE SEE RECEPTION.

OPENING HOURS

The GP Surgery is open Monday to Friday from 8.00 am to 6.30pm.

GP Surgery Times

Mornings: Times will vary between:
8.30am & 12.30pm

Afternoons: Times will vary between:
3.00pm & 6.00pm

Nurse/HCA Clinic Times

Times will vary between:
8.15am & 6.10pm

Patient Group

•Are you interested in finding out more about The Gore Surgery?

•Would you like to be involved in the development of local services?

We would like to set up a patient Participation Group, would you like to be involved in discussions and hear about planned changes?

If you are interested please do not hesitate to contact David Thompson or Kim Hookings by completing the interested form found at reception.

Priorities Identified

Using feedback from patients, themes from concerns and comments, priorities such as

- 1—Permanent GPs
- 2—Getting an Appointment
- 3—Opening Times
- 4—Telephone Systems

South Essex Managed Care Ltd reviewed the priorities identified.

As the Gore Surgery did not have any previous in house surveys available to us and therefore it was agreed that we would start with a well documented survey available to GP Surgeries called GPAQ Survey.

The GPAQ Survey—asked patients about their experiences within the practice, and included questions as to whether they had a particular GP they would like to see, how easy or not it was to get an appointment, about our opening times and getting through on the phone as well as a number of additional areas that we felt as a company would give us a good understanding of our patients satisfaction and dis-satisfaction.

The GPAQ Survey was agreed.

Patient Survey, Methodology and Analysis

The Gore Surgery —Patient Survey Results—2013/14

This was the first year that the Gore Surgery, under the management of South Essex Managed Care Ltd, undertook a patient survey.

Our patients informed us of their priorities and we agreed to run the GPAQ Patient Survey—which is widely used in GP Practice Surveys—it was produced by the University of Cambridge/University of Manchester. This professionally produced survey would give the company good feedback from its patient population about what was going well and what areas we had work to do.

To decide on areas of priority we looked at a number of areas, including taking feedback from our patients and patient concerns to identify areas that we needed to look at.

The practice distributed the survey by handing them out in surgery. We asked our clinical and reception team to offer the surveys to patients using the surgery over a three week period.

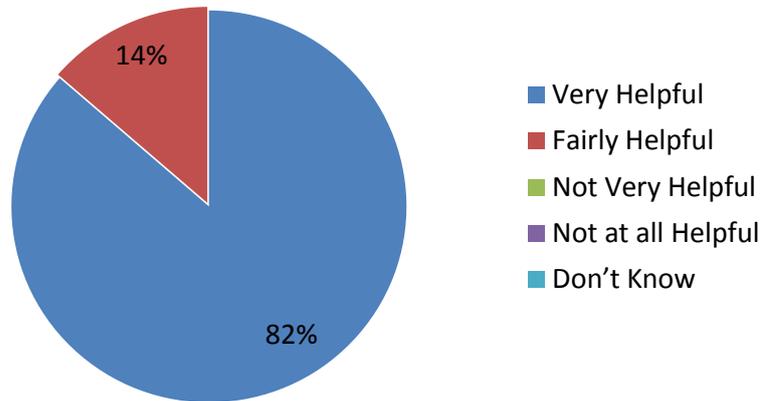
We received 67 responses from our patients.

These results were analysed using an Excel spread sheet to record the answer to every question on the survey and then to calculate the total number of response's and percentages. Each returned questionnaire was anonymous and numbered so that it could be correlated to an entry on the spread sheet.

10% of all responses entered were double checked for entry accuracy to ensure that the survey results were reliable.

Please find the results of the 2013/14 Patient Survey.

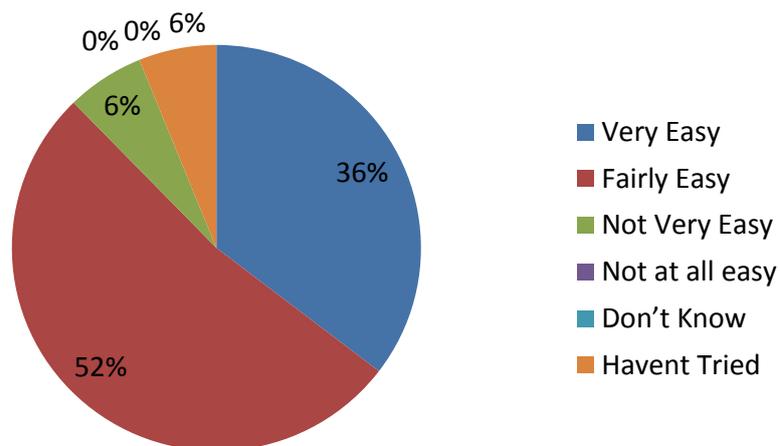
Q1 - How helpful do you find the receptionists at the Gore Surgery



Our receptionist team received a 100% response that they are fairly or very helpful.

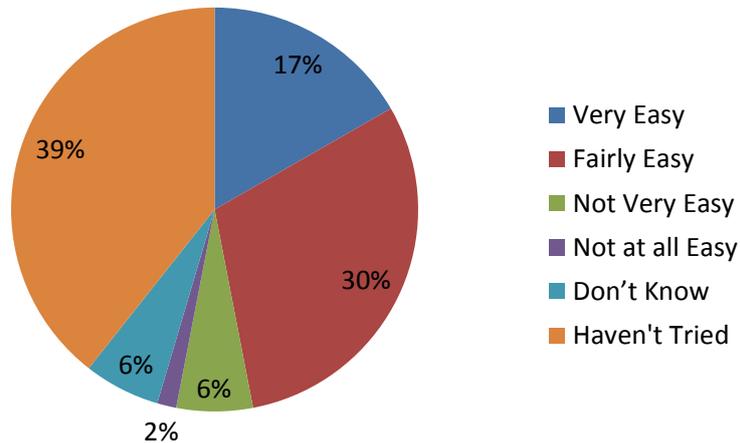
The Gore Surgery Team really appreciate this feedback and a big thank you to our patients from the reception team.

Q2 - How easy is it to get through to someone at your GP practice on the phone?



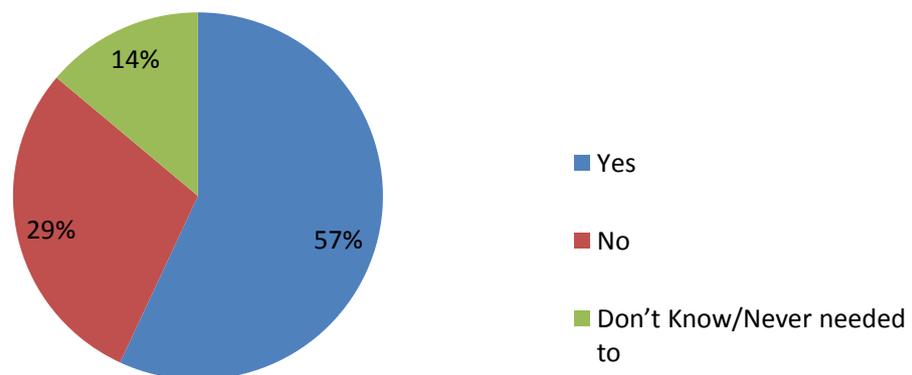
88% of the respondents indicated that they found it fairly or very easy to get through by phone. This is a really good result, however 6% of the respondents felt that it was not as easy and 6% advised that they had not tried.

Q3 – How easy is it to speak to a doctor or nurse on the phone at your GP Practice?



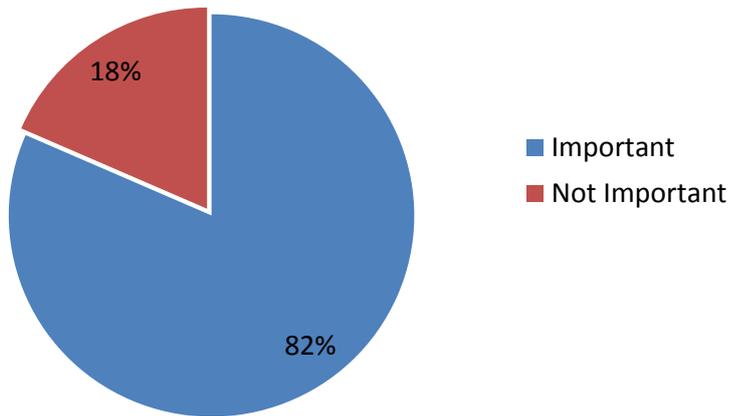
47% of the respondents indicated that they found it fairly or very easy to speak to a doctor or nurse on the phone and 45% advised that they don't know or have never tried to do this, leaving 7% of the respondents finding it not very or not at all easy to get through.

Q4 – If you need to see a GP Urgently, can you normally get seen on the same day?



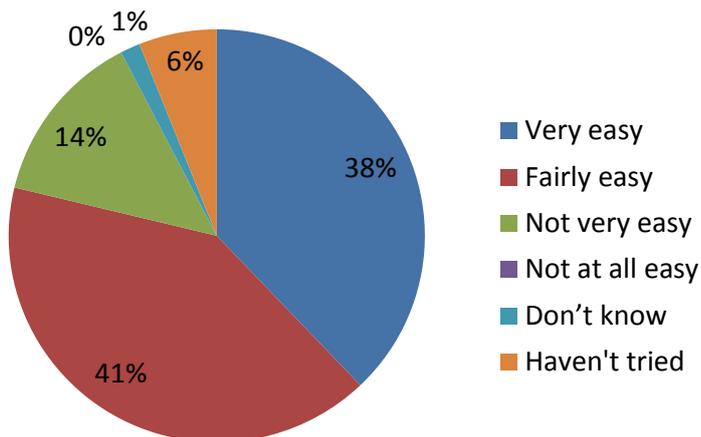
57% of respondents advised that they can normally get seen by a GP the same day, 14% had not tried or did not know and 29% respondent that they could not.

Q5 – How important is it to you to be able to book appointments ahead of time in your practice?



82% of respondents advised us that they felt that being able to book ahead was important to them, whilst 18% advised that this was not important to them.

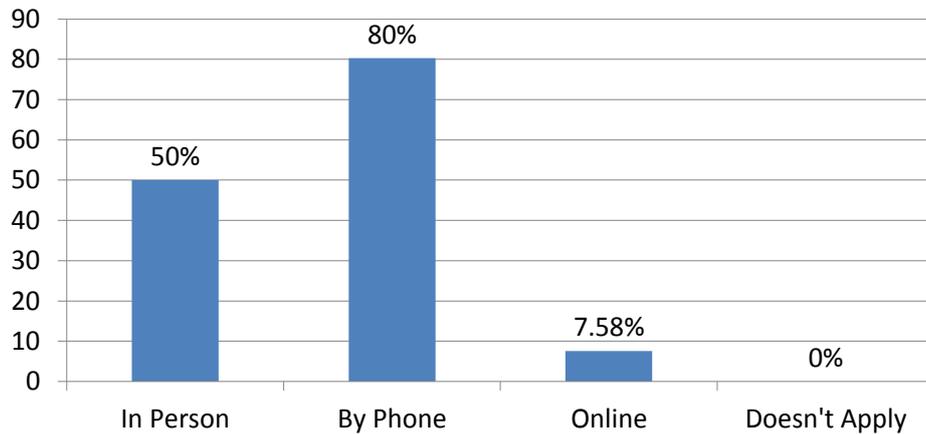
Q6 – How easy is it to book ahead in your practice?



79% of respondents advised that they found it fairly or very easy to book ahead at the Gore Surgery, 7% did not know or hadn't tried whilst 14% advised that they found it not very or not at all easy to book ahead.

Q7 – How do you normally book your appointments at your practice?

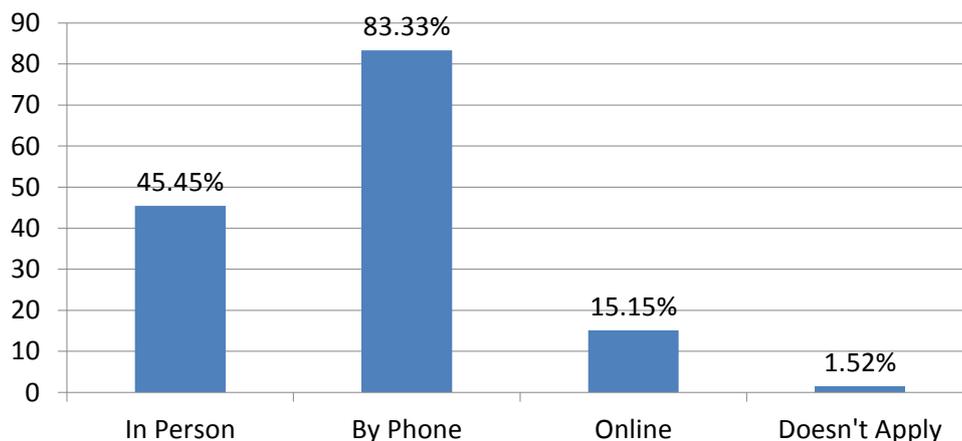
You were asked to tick all that applied



Over 80% of the respondents advised that they normally booked an appointment via calling in, 50% normally came into the surgery to book their appointments and just under 8% advised they used the online services available.

Q8 – Which of the following methods would you prefer to use to book appointments at your practice?

You were asked to tick all that applied.

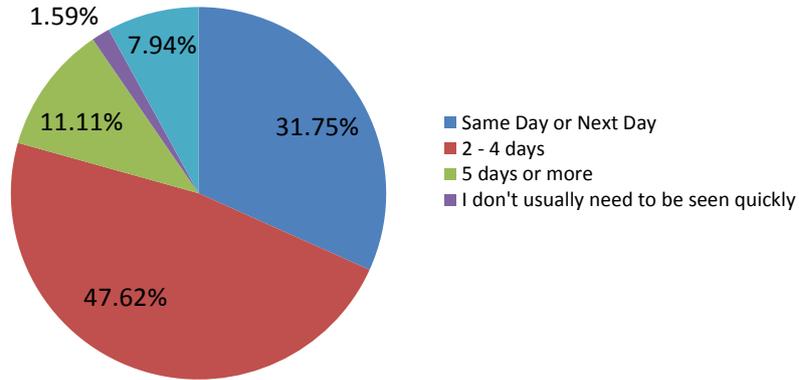


84% of respondents advised that they would still prefer to book appointments by calling in, over 45% advised they would still prefer to book in person and just over 15% of the respondents advised they would like to use the online facilities.

PLEASE BE ADVISED THAT ONLINE SERVICES ARE ALREADY AVAILABLE – PLEASE BRING PHOTO ID AND PROOF OF ADDRESS TO A MEMBER OF OUR RECEPTION TEAM AND THEY WILL BE HAPPY TO PROCESS YOUR APPLICATION.

Thinking of times when you want to see a particular doctor:

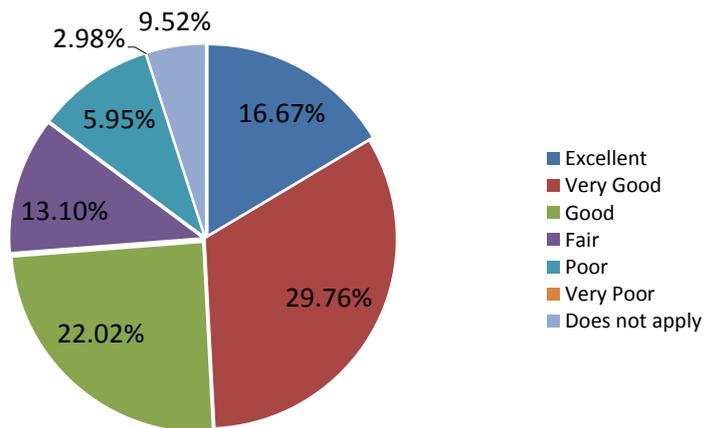
Q9 – How quickly do you usually get seen?



Just under 80% of respondents advised that they could be seen within 4 days if they wanted to see a particular doctor. Over 11% advised they had to wait more than 5 days and 11% advised that they do not usually want to be seen that quickly or have never tried.

Thinking of times when you want to see a particular doctor:

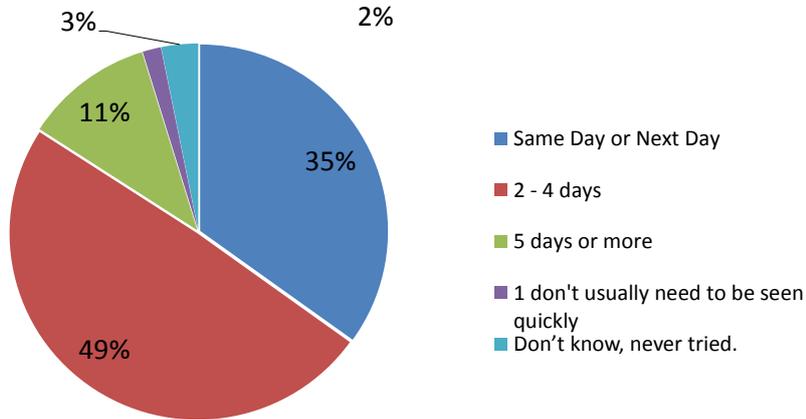
Q10 – How do you rate this?



85.25% of respondents rated this area fair to excellent, just under 10% of patients thought this was poor or very poor, whilst a further 5% felt this question did not apply to them.

Thinking of times when you are willing to see ANY doctor:

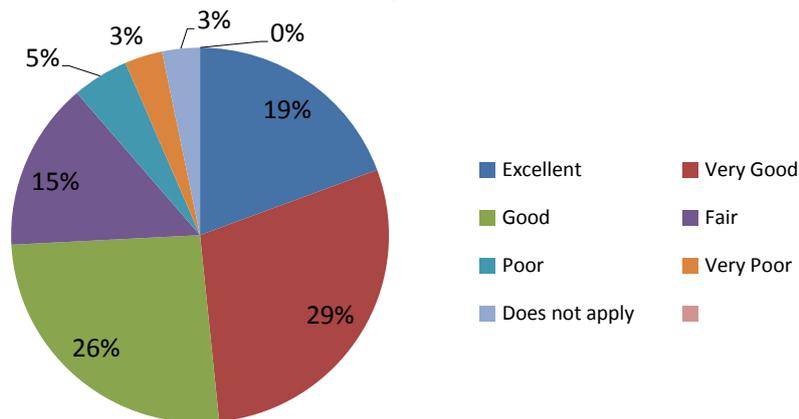
Q11 – How quickly do you usually get seen?



35% of patients responded to advise that they could be seen the same day or next day, a further 49% responded that they could be seen 2-4 days and 11% advised they had to wait more than 5 days for an appointment with any doctor.

Thinking of times when you are willing to see ANY doctor:

Q12 – How do you rate this?



89% of the respondents indicated that they felt this was fair to excellent, with just 8% responding that they rated this poor or very poor.

'DO NOT ATTENDS' OR 'DNA's'

The practice experiences a significant number of 'do not attends' on a monthly basis.

In the period of the 1st August 2013 to 31st January 2014 the practice had 416 patients fail to turn up to their appointment at the surgery, this equated to nearly 73 face to face clinical hours wasted.

262 Doctors Appointments (44 face to face appointment hours)

240 Nurse Appointments (29 face to face appointment hours)

In January the Gore Surgery had a total of 70 patients that did not turn up to their appointments with our GP and Nursing team. This totalled nearly 13 hours of clinical face to face time.

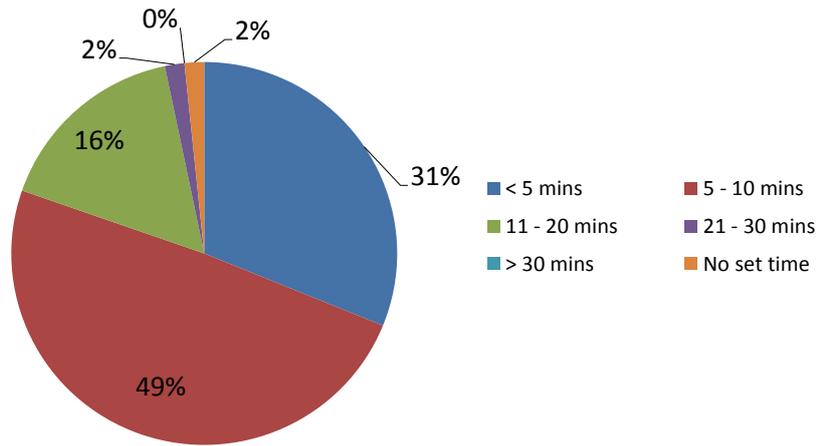
42 Doctors Appointments (7 face to face appointment hours)

28 Nurse Appointments (5.5 face to face appointment hours)

If you cannot make a planned appointment whether pre-booked or booked on the same day as the appointment please contact the surgery to cancel. We can then offer that appointment to another patient.

By cancelling your appointment with us, you can help us to reduce the waiting time for patients waiting for an appointment.

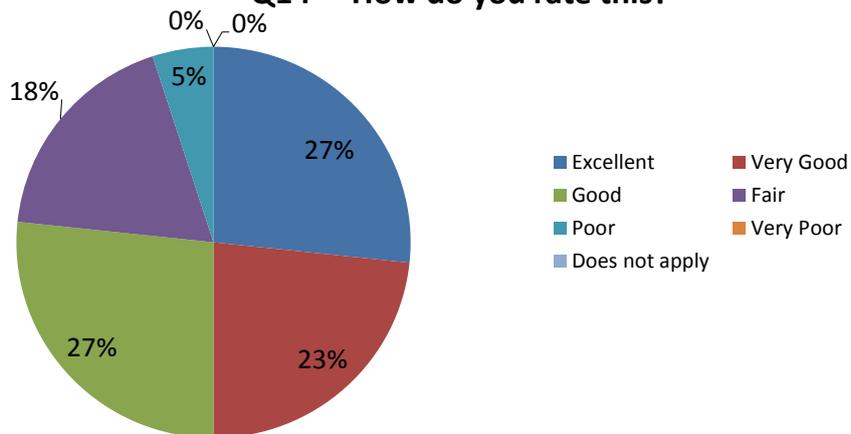
Thinking of your most recent consultation with a doctor or nurse
Q13 – How long did you wait for your consultation to start?



96% of respondents advised that they waited less than 20 minutes for their pre-booked appointment to start, with 4% having to wait longer.

Thinking of your most recent consultation with a doctor or nurse.

Q14 – How do you rate this?



95% of the respondents rated the time they waited for their consultation to start as fair to excellent, whilst 5% of respondents felt that it was either poor or very poor.

ABOUT OUR OPENING HOURS

Q15 – Is your GP Practice currently open at times that are convenient to you?

YES = 86.67%
NO = 11.67%
DON'T KNOW = 1.67%

From the 7 respondents that answered NO or DON'T KNOW

Before 8 am	=	57.14%
At Lunchtime	=	42.86%
After 6.30pm	=	100.00%
On a Saturday	=	100.00%
On a Sunday	=	14.29%
None of these	=	42.86%

**PRACTICE OPENING HOURS
THE GORE SURGERY
GP PRACTICE
MONDAY TO FRIDAY
08.00—18.30**

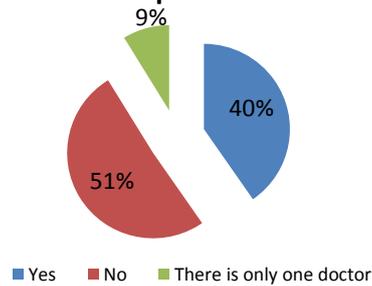
Extending Our Opening Hours

Just under 12% of the respondents above have asked for additional opening times.

Extended Opening Hours in GP Practices is Funded by NHS England under a Directed Enhanced Service agreement and is available to GP practices across England.

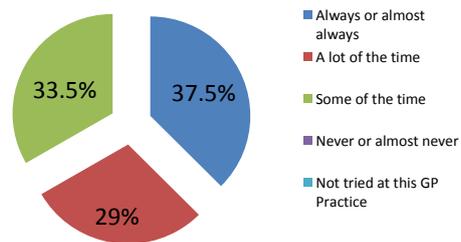
As part of our action plan we will review, with NHS England, the possibility of extending our hours when the Directed Enhanced Services becomes available.

About seeing the doctor of your choice
Q17 – Is there a particular GP you usually prefer to see or speak to?



51% of the respondents advised that they did not have a particular GP they wanted to see, whilst 40% advised that they did.

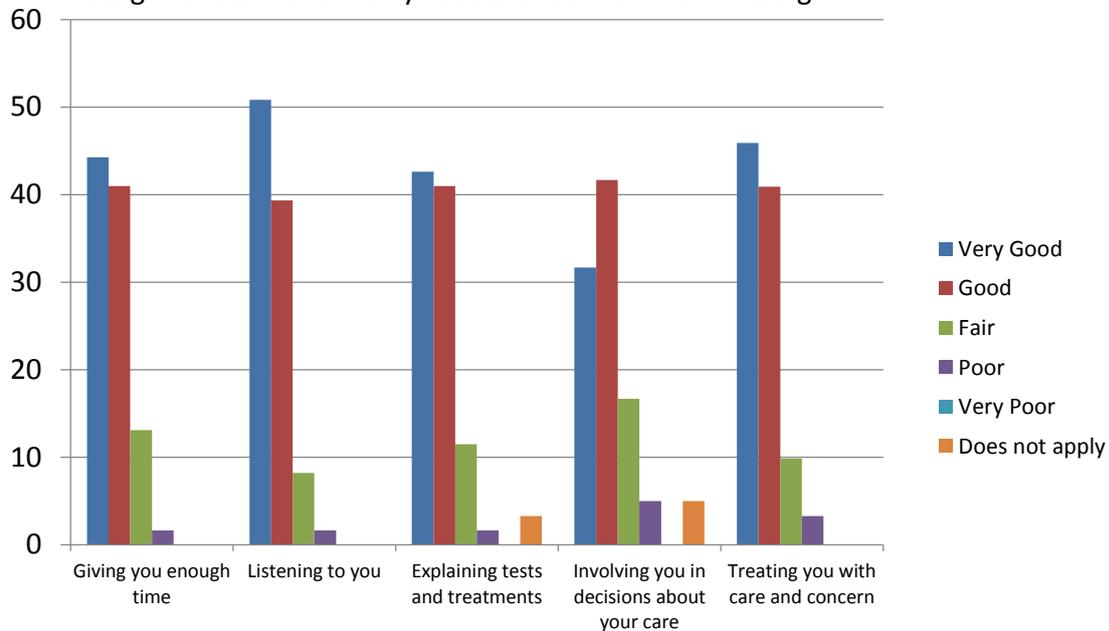
About seeing the doctor of your choice
Q18 – How often do you see or speak to the GP you prefer?



100% of respondents indicated that they were able to see their preferred GP some of the time to always or almost always.

Q19 – Q23

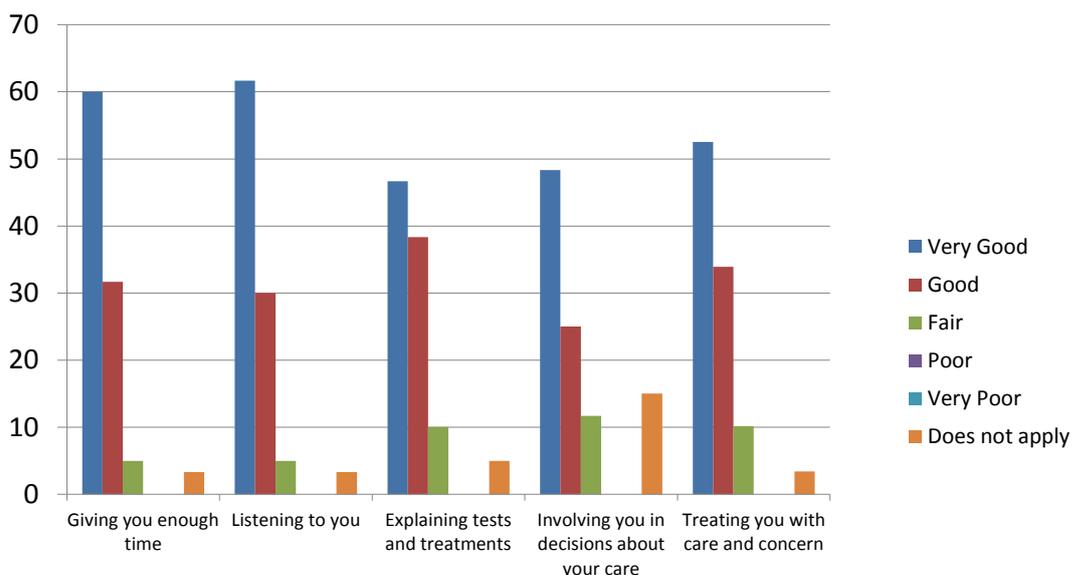
How good was the last GP you saw at each of the following:-



98% of respondents felt that the last GP they saw gave them enough time, 98% advised that they listened to you, 95% advised that they explained tests and treatments, 90% involved you in decisions about your own care, 97% treated you with care and concern.

97% of patients that responded indicated that they did have confidence and trust in the GP they last saw either definitely or to some extent.

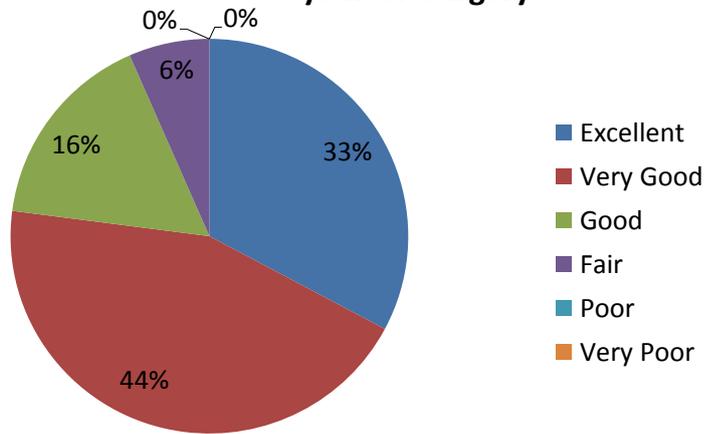
Q25 – Q29 How good was the last NURSE you saw at each of the following:-



97% of respondents advised that the last nurse they saw gave them enough time, 97% listened to you, 95% explained tests and treatments available, 85% involved you in decisions about your care, 97% treated you with care and concern. There was not any respondents that indicated poor or very poor in any of the above areas.

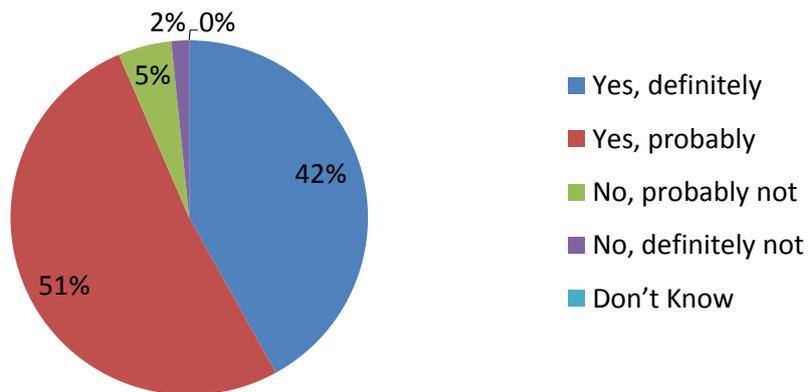
97% of respondents advised that they did have confidence and trust, either definitely or to some extent, in the nurse that they last saw.

Q34 Overall, how would you describe your experience of your GP Surgery



100% of respondents rated the surgery for overall experience as fair to excellent overall.

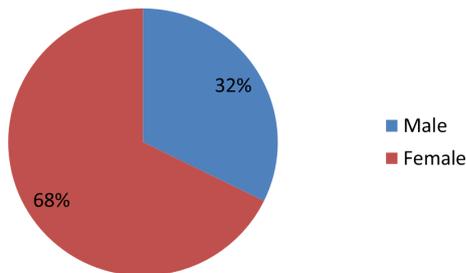
Would you recommend your GP surgery to someone who had just moved to your local area?



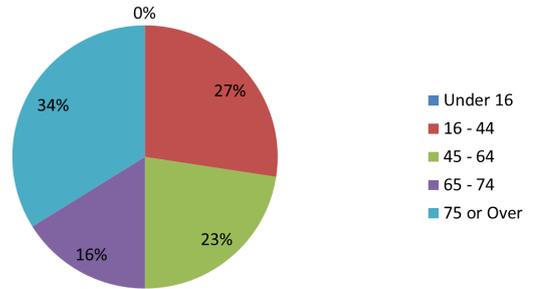
93% of respondents indicated that they would definitely or probably recommend our surgery to someone who had just moved into the area.

ABOUT THE PATIENTS THAT RESPONDED

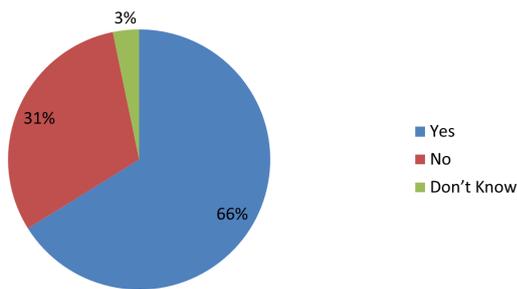
Male / Female



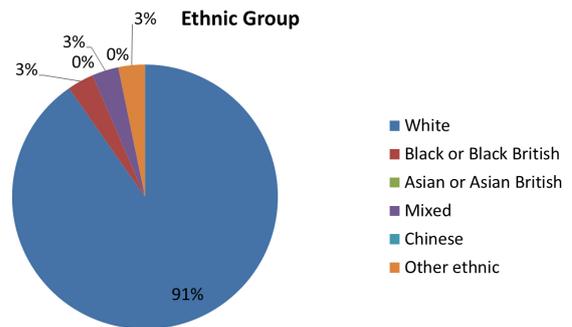
How old are you?



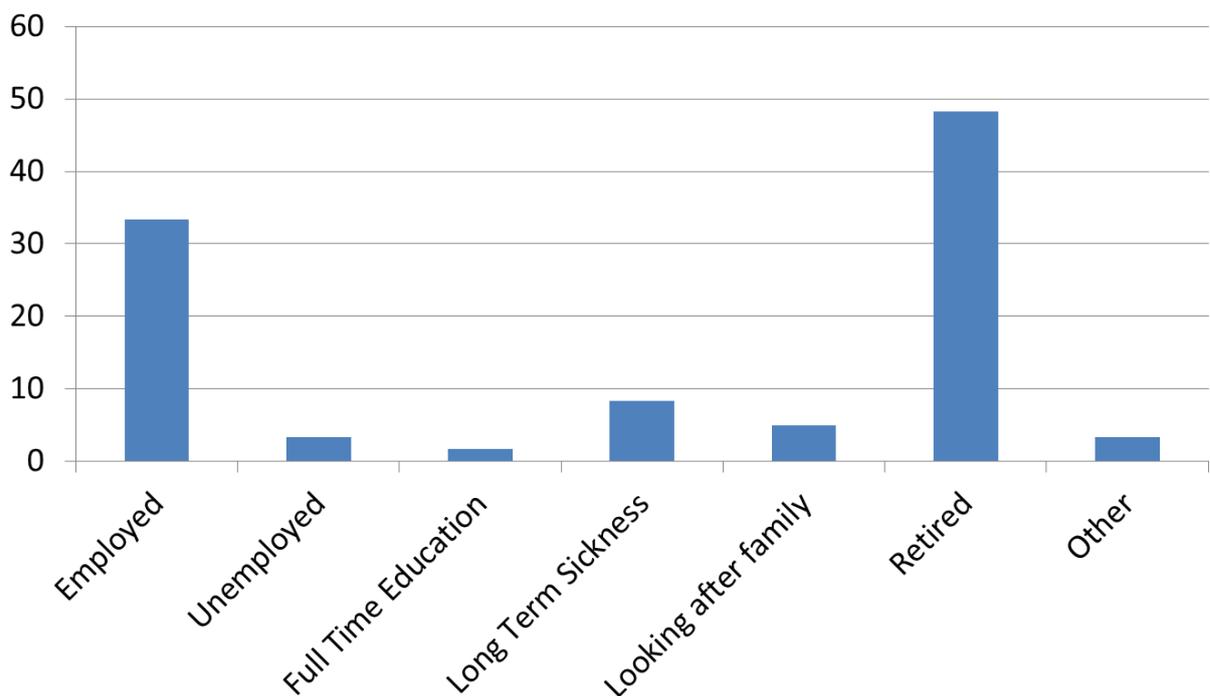
Long-standing Health Condition



Ethnic Group



Employment Status



PATIENTS COMMENTS



My Daughter has had to assist me with Health Issues, but has always found the surgery most helpful.

It would be very nice to have a permanent doctors as we have to have locum doctors.

Good to see there is now a regular GP at the practice which helps to build a relationship. Online booking has proved useful.

Due to having more work being put on Receptionists and cutbacks, the service I have received has been first class over the years I have used the Gore Surgery (54 years in total).

I would prefer it if there was a permanent doctor/nurse here. We always see different people at appointments. It would help with your health and confidence in them if they know you as a patient.

It would help if we had permanent Doctors/Nurses

Permanent Doctors/Nurses Required.

We need a bigger surgery

Questions relating to the GP are difficult to answer as we have not had a permanent GP at the surgery since February 2013. We see a different Doctor each time we have to attend.

Always new locum doctors. They are not familiar with patient health problems. 10 mins not enough through if you have multiple health problems. Would like one permanent doctor at least in this surgery.

SOUTH ESSEX MANAGED CARE LTD WOULD LIKE TO THANK ALL THOSE THAT
TOOK PART AND FOR YOUR COMMENTS AND SUGGESTIONS.

What can we do to improve?

South Essex Managed Care Ltd is committed to improving its service offered to our patient population.

On the next few pages we have detailed our action plan to review those areas that are important to you.

RECRUITMENT OF PERMANENT DOCTORS

South Essex Managed Care Ltd would like to acknowledge the main theme that came from the comments and feedback and this was about the need for permanent Doctors at the The Gore Surgery.

South Essex Managed Care Ltd did not envisage that the recruitment of Doctors would have taken as long. However there is a shortage of Doctors wanting to become Salaried GP's and there is a market for Doctors to become Locums, which offers them flexibility in their working lives.

South Essex Managed Care Ltd have advertised on NHS Jobs, and within industry publications such as Pulse and GP Magazine as well as utilising online services available within the industry.

We have ensured that the same Two Locum Doctors have worked at the Surgery for over a Year now and I hope that you have started to see some regular faces emerging within the GP Team and have started to building relationships.

However, we acknowledge that they are still technically Locums.

CONTACTING THE SURGERY

88% of our respondents advised that they found it fairly or very easy to get through by phone. That is a great result however as part of our on-going plan we aim to review the current telephone system to see if it can be improved.

We also aim to set up Email Access to the Surgery to give you another option to contact us and to increase the number of patients using Online Services from 5% currently to 10% or more during the next six months.

MAKING APPOINTMENTS

57% of respondents advised that they could be seen same day if it was an urgent matter, with 14% advising they have never needed to, however 29% have advised us that they feel that they could not get an urgent appointment.

82% of respondents also advised that they think that booking ahead (pre-book) is very important to them.

We aim to review the appointment system for same day and pre-bookable appointments. To ensure that there is four weeks rota available for patients to pre-book. However this will need review to ensure that the number of DNA appointments are not increasing as a result. We will also review the use of Telephone Consultations.

EXTENDED OPENING

7 respondents advised that they would like additional opening hours from the 67 responses. Extended opening is funded by NHS England and we will review whether the practice can open additional times once those funding arrangements have been reviewed.

VIRTUAL PATIENT REFERENCE GROUP

We aim to set up a virtual patient reference group in the early part of the new financial year 2014/15. Invitations will be sent out via email, text message, and added to our Spring Newsletter as well as putting up additional posters.

If you would like to become involved, please collect an application form from our reception team.

ACTION PLAN 2014/15

Subject	What to do	By when	Responsibility
Recruitment of GP Team	To Minimise the number of GP Locums working at the Gore Surgery and to concentrate on re-recruiting a permanent GP Team.	September 2014 And then Review	Kim Hookings Practice Manager
Contacting the Surgery	Review how the telephone system is set up and provided. Review Email Access to the practice. Increase the number of patients signed up to online services from 5% to 10%.	September 2014	Kim Hookings Practice Manager
Same Day GP Appointments	To review the number of appointments set aside for Urgent on the day matters. Review the use of Telephone consultations.	June 2014	Kim Hookings Practice Manager
Pre-bookable Appointments	To review a four week Rota is on the system and available to Patient's to pre-book. Reassess if 'Do Not Attend' rates increase. Review the use of Telephone Consultations	June 2014	Kim Hookings Practice Manager
Extended Opening Hours	Subject to NHS Funding by NHS England, review extending opening hours.	June 2014	Kim Hookings Practice Manager
Introduction of the Virtual Patient Group.	Sent out Text Message and Email Invitations. Create Notice Board. Create Newsletter.	September 2014	Kim Hookings Practice Manager

THE GORE SURGERY

PATIENT SURVEY 2013/14

RESULTS NOW AVAILABLE

PLEASE VISIT

www.southessexcare.co.uk

Or

ask at Reception for a copy

South Essex Managed Care Ltd and the Gore Surgery would like to thank everyone that has participated within this survey and have offered us feedback.

THANK YOU



SOUTH ESSEX MANAGED CARE LTD

Head Office and Registered Address: Robert Frew Medical Centre, Silva Island Way, Wickford, SS12 9NR

Tel No: 01268 577973 Fax No: 0844 8151149

Directors: Dr A Tayo and Ms K Hookings

Company Number 07502964