



WICKFORD HEALTH CENTRE
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2013/14 PATIENT SURVEY RESULTS AND ACTION PLAN

THE WICKFORD HEALTH CENTRE

PATIENT SURVEY REPORT MARCH 2014

Summary

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

Before we took over the Wickford Health Centre 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 Wickford Health Centre GP Practice in the Autumn of 2012 and we took over the management of the surgery on the 1st February 2013.

We reviewed what our patients were telling us, in terms of their priorities, and we agreed a survey with the patient participation group 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.

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PRACTICE POPULATION

The practice has a list size of 5031, with a weighted population of approx. 4,500 (Based on January 2014 figures)

Practice Demographics		Rayleigh and Wickford Census 2001	
Male:	48.50%	Male:	48.7%
Female:	51.50%	Female:	51.3%

Age Groups		Rayleigh and Wickford Census 2001	
0—15 Years old:	1125 (22.36%)	Under 18:	21.8%
16—24 years old:	577 (11.46%)	Over 60:	22.5%
25—34 years old:	604 (12.30%)		
35—44 Years old:	713 (14.17%)		
45—54 Years old:	643 (12.78%)		
55—64 Years old:	521 (10.35%)		
65+:	848 (16.85%)		

Ethnic Minorities		Rayleigh and Wickford Census 2001	
White:	97.09%	White:	98%
Asian:	1.31%	Asian:	0.7%
Black:	0.41%	Black:	0.3%
Mixed:	0.35%	Mixed:	0.6%
Other:	0.84%	Other:	0.4%



THE WICKFORD HEALTH CENTRE PATIENT REFERENCE GROUP

The Wickford Health Centre Patient Group was created in May 2013 shortly after South Essex Managed Care Ltd took over the management of the GP Provision within the Health Centre.

The group consists of 7 members and meets face to face every month. The group acknowledges that the membership of the group is not totally representative of the practice population and therefore it has been agreed for 2014-15 to create a Virtual Patient Group, using email, to reach out to those patients that may not be able to become involved due to home or work commitments, however would like to be involved.

South Essex Managed Care distributed leaflets to patients asking them to make contact with us if they wanted to become involved and founder members of the patient group actively came into the practice to hand out leaflets and talk to patients about becoming a member of the group. As well as advertising the group on the Patient Newsletter.

This recruitment drive for the Virtual Patient Group has already commenced via invitation using SMS Text Messaging and Email.

We would also welcome all new members to our group. Please come to see us or call us on 01268 766222 if you would like to attend our meetings.

Patient Group Profile

Patient Group Demographics

Male:	50.00%
Female	50.00%
Ethnicity:	White 100%
Age Group:	65+ 100%

Wickford Health Centre Patient Participation Group

Are you interested in finding out more about Wickford Health Centre?

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

The health centre 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 Wickford Health Centre 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 the health centre reception.

PATIENT NEWS LETTER

The Wickford Health Centre, 2 Market Road, Wickford, SS12 0AG

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

Garbets:	9am - 6pm
Medipharm:	9am - 7pm
Co-op:	9am - 6pm
Boots:	9am - 5.30pm
Shadforth:	9am - 5.30pm
Tescos	8am - 8pm
Sainsburys	7am - 11pm

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 Wickford Health Centre?

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

We have set up a patient Participation Group, would you like to be involved in discussions and hear about planned changes. It meets regularly on the last Wednesday of the month.

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

Priorities Identified

From discussing with the Patient Group and reviewing concerns and comments from patients, 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 and then met with the patient group to agree a survey that would ask our patients to comment on these areas.

As the Wickford Health Centre 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 at a Patient Group Meeting.

Patient Survey, Methodology and Analysis

Wickford Health Centre—Patient Survey Results—2013/14

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

The Patient Group agreed to use the GPAQ questionnaire—which is widely used GP Practice Survey—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 feedback from the patient group 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.

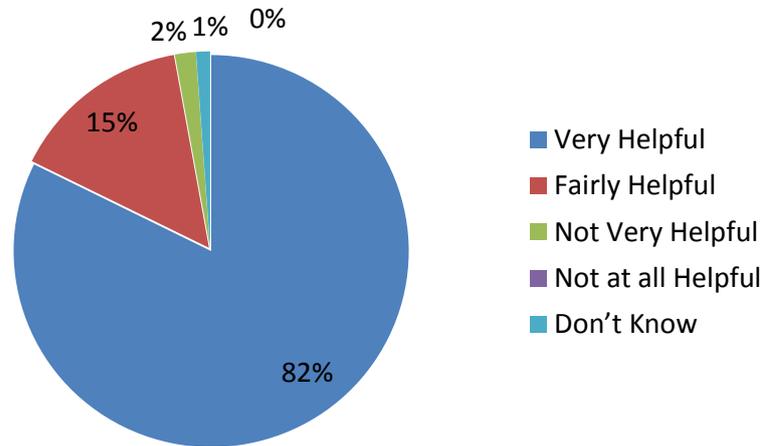
We received 177 responses from our patients.

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.

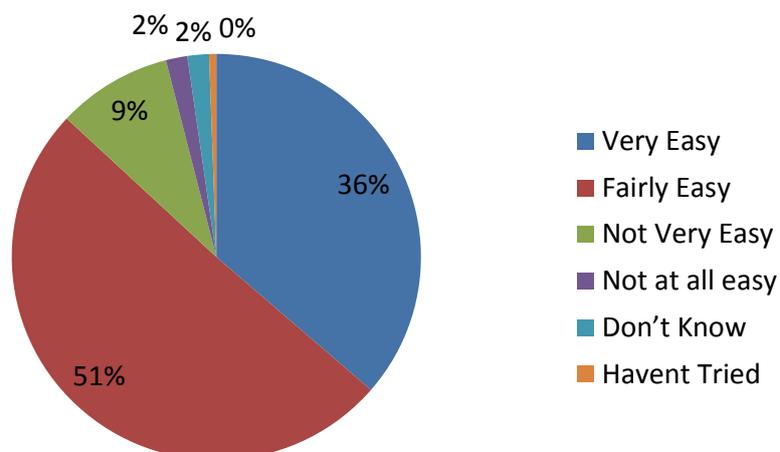
Q1 - How helpful do you find the receptionists at the Wickford Health Centre



Our receptionist team received a 97% response that they are fairly or very helpful.

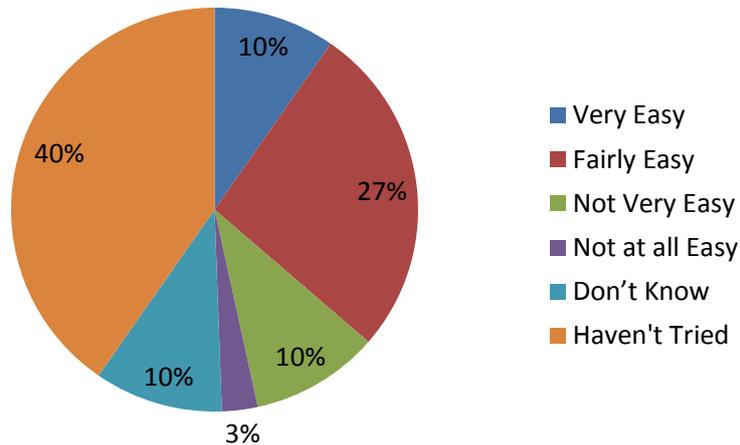
The Wickford Health Centre Team truly appreciate this feedback and a big thank you from the reception team.

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



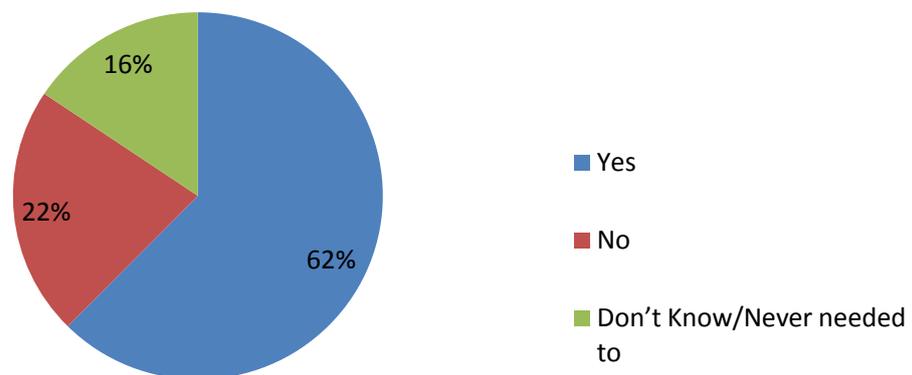
87% of the respondents indicated that they found it fairly or very easy to get through by phone. This is a really good result, however 11% of the respondents felt that it was not as easy.

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



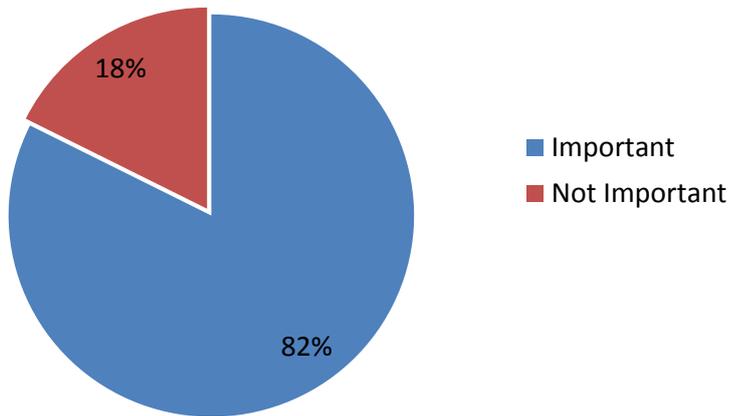
37% of the respondents indicated that they found it fairly or very easy to speak to a doctor or nurse on the phone and 50% advised that they don't know or have never tried to do this, leaving 13% of the respondents finding it not very or not at all easy to get through.

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



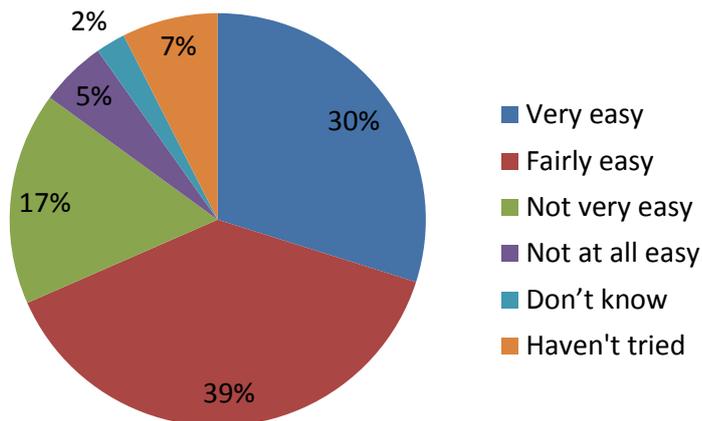
62% of respondents advised that they can normally get seen by a GP the same day, 16% had not tried or did not know and 22% respondent that they could not.

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.

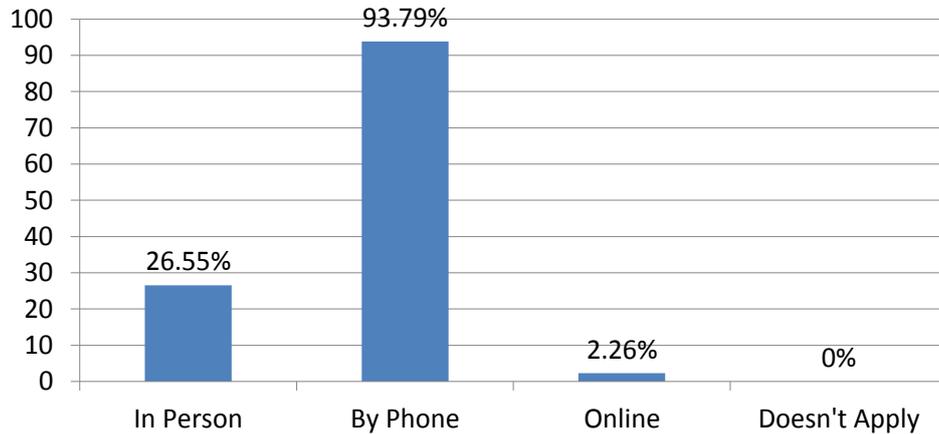
Q6 – How easy is it to book ahead in your practice?



69% of respondents advised that they found it fairly or very easy to book ahead at the Wickford Health Centre, 9% did not know or hadn't tried whilst 22% 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?

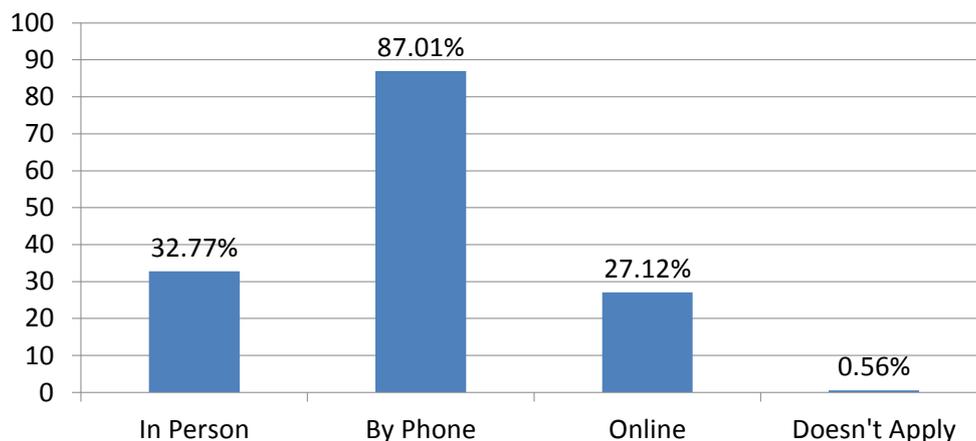
You were asked to tick all that applied



Over 93% of the respondents advised that they normally booked an appointment via calling in, over 26% normally came into the surgery to book their appointments and just 2% 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.

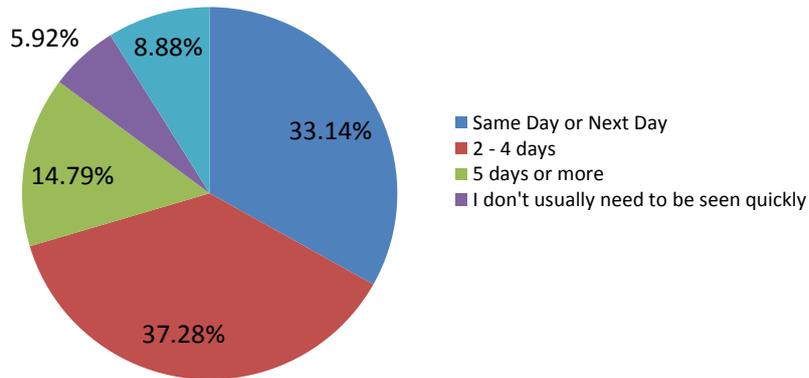


87% of respondents advised that they would still prefer to book appointments by calling in, over 32% advised they would still prefer to book in person however over 27% of the respondents advised they would like to use the online facilities.

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:

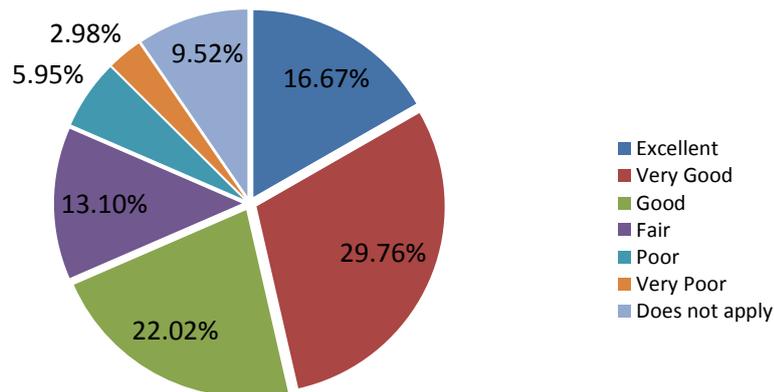
Q9 – How quickly do you usually get seen?



70% of respondents advised that they could be seen within 4 days if they wanted to see a particular doctor. Over 14% advised they had to wait more than 5 days and nearly 14% 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:

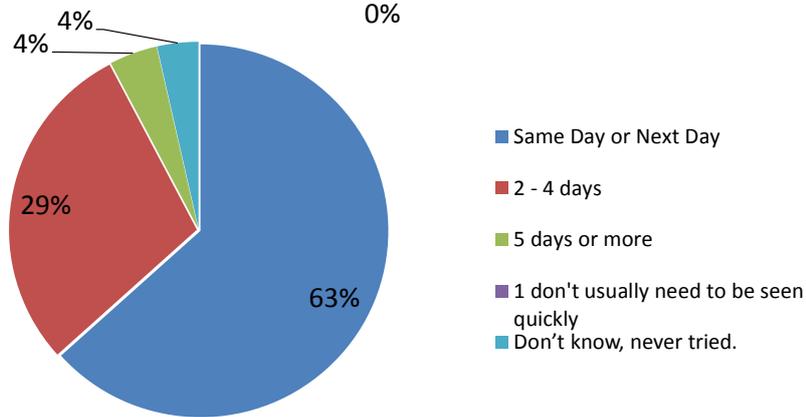
Q10 – How do you rate this?



81.5% of respondents rated this area fair to excellent, just under 9% of patients thought this was poor or very poor, whilst a further 9.5% felt this question did not apply to them.

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

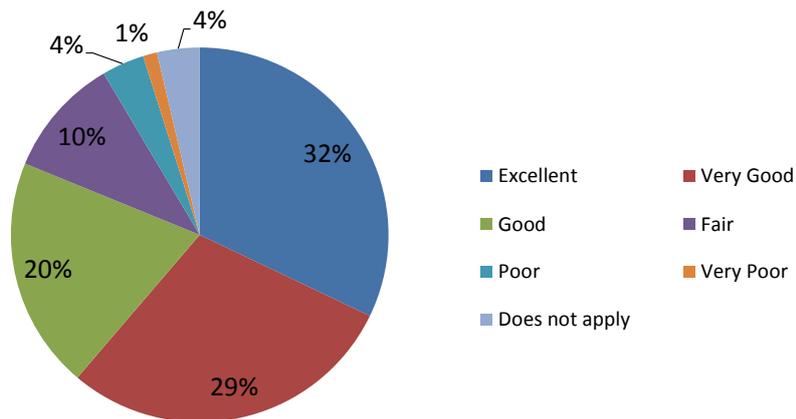
Q11 – How quickly do you usually get seen?



63% of patients responded to advise that they could be seen the same day or next day, a further 29% responded that they could be seen 2-4 days and only 4% 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?



91% of the respondents indicated that they felt this was fair to excellent, with just 5% 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 651 patients fail to turn up to their appointment at the surgery, this equated to nearly 118 face to face clinical hours wasted.

411 Doctors Appointments (70 face to face appointment hours)

240 Nurse Appointments (48 face to face appointment hours)

In January the Wickford Health Centre had a total of 101 patients that did not turn up to their appointments with our GP and Nursing team. This totalled 19 hours of clinical face to face time.

66 Doctors Appointments

35 Nurse Appointments

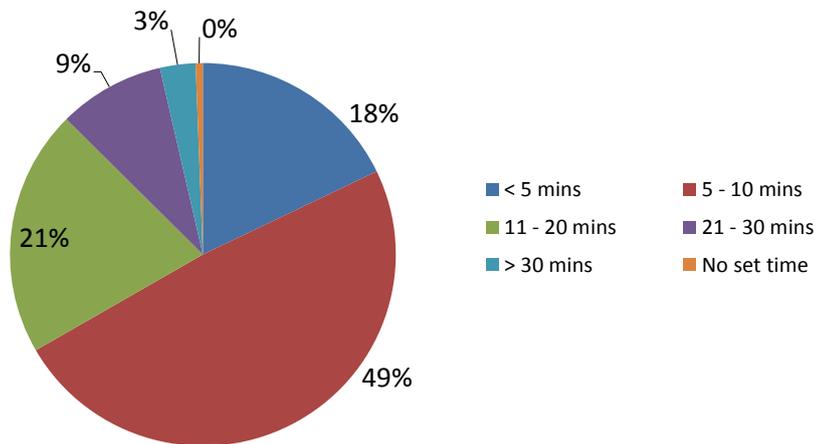
When we reviewed the 66 Doctors Appointments that had not been attended we found that 23 of those appointments had been booked as on the **same day**—that equates 35% of all our Did not Attends for the GP team in January were booked in the morning and then the patient failed to turn up the **same day!**

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

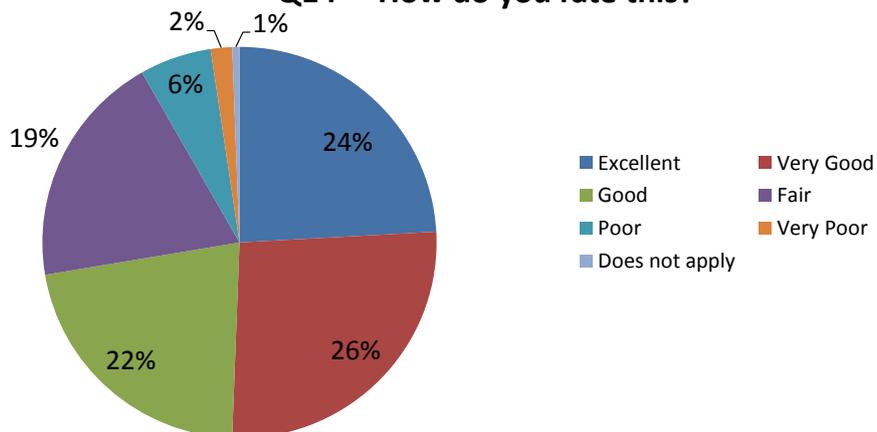
Q13 – How long did you wait for your consultation to start?



88% of respondents advised that they waited less than 20 mins for their pre-booked appointment to start, with 12% having to wait longer.

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

Q14 – How do you rate this?



91% of the respondents rated the time they waited for their consultation to start as fair to excellent, whilst 8% of respondents felt that it was either poor or very poor. 1% advised it did not apply.

ABOUT OUR OPENING HOURS

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

YES = 82.56%
NO = 15.70%
DON'T KNOW = 1.74%

From the 30 respondents that answered NO or DON'T KNOW

Before 8 am	=	16.67%
At Lunchtime	=	6.67%
After 6.30pm	=	86.67%
On a Saturday	=	100.00%
On a Sunday	=	40.00%
None of these	=	6.67%

**PRACTICE OPENING HOURS
THE WICKFORD HEALTH CENTRE
GP PRACTICE
MONDAY TO FRIDAY
08.00—18.30**

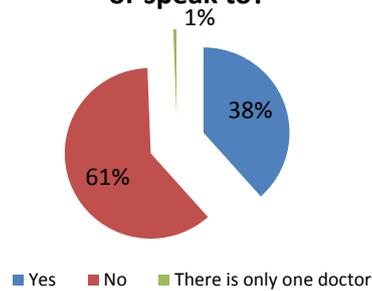
Extending Our Opening Hours

15% 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.

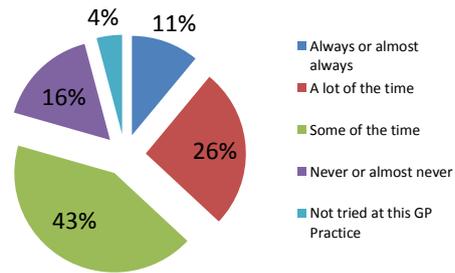
As part of our action plan we will review, with NHS England, the possibility of extending our hours when the Directed Enhanced Services becomes available.

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



61% of the respondents advised that they did not have a particular GP they wanted to see, whilst 38% advised that they did.

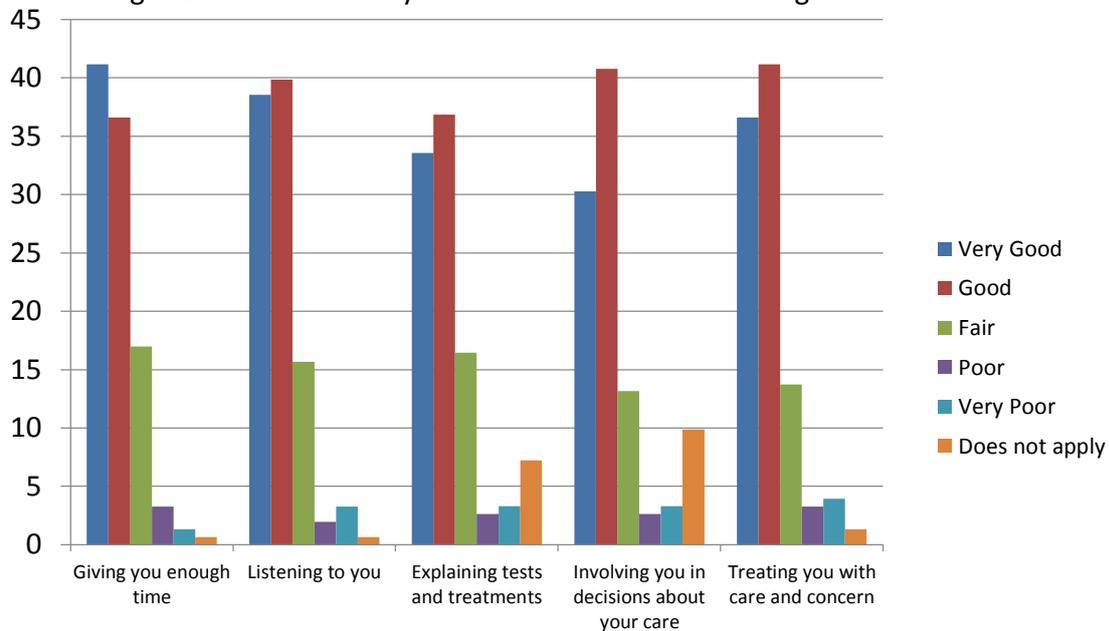
About seeing the doctor of your choice
Q18 – How often do you see or speak to the GP you prefer?



80% of respondents indicated that they were able to see their preferred GP some of the time to always or almost always. 16% advised that they never or almost never got to their GP of choice. 4% advised that they had never tried.

Q19 – Q23

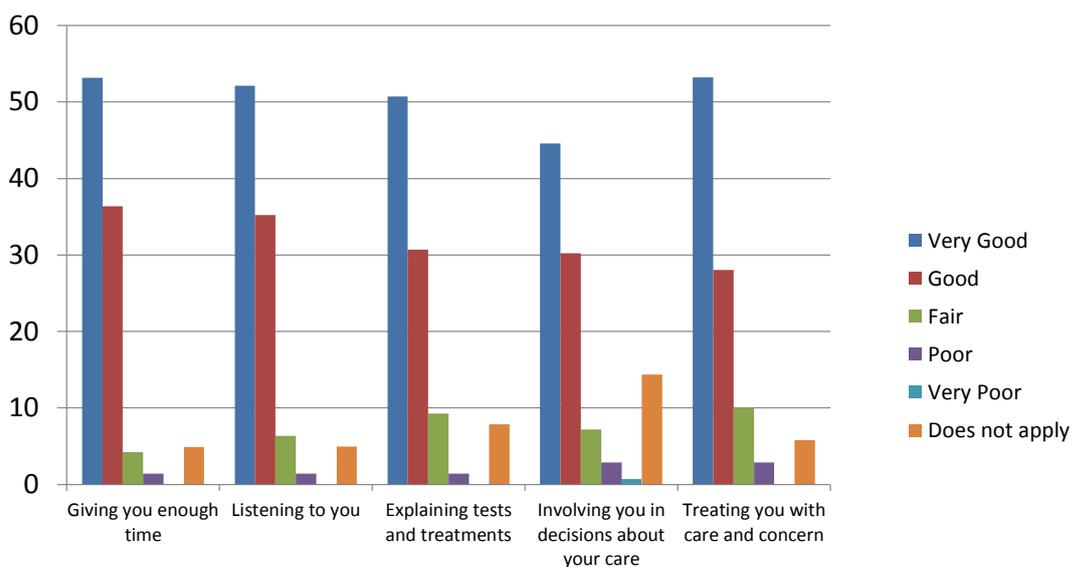
How good was the last GP you saw at each of the following:-



95% of respondents felt that the last GP they saw gave them enough time, 94% advised that they listened to you, 87% advised that they explained tests and treatments, 84% involved you in decisions about your own care, 92% treated you with care and concern.

90% of patients that responded indicated that they did have confidence and trust in the GP they last saw either definitely or to some extent.

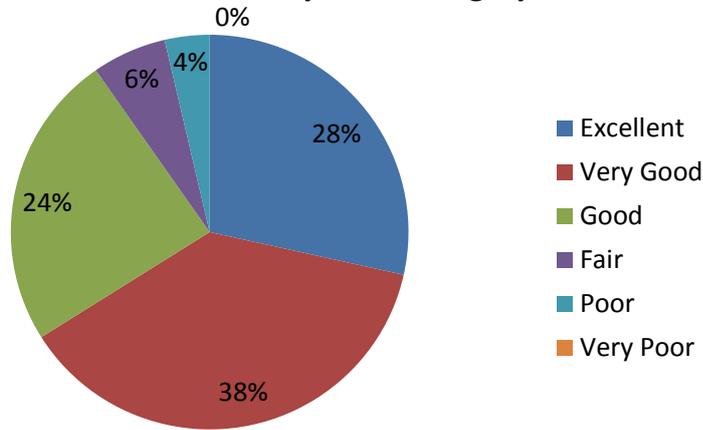
Q25 – Q29 How good was the last NURSE you saw at each of the following:-



94% of respondents advised that the last nurse they saw gave them enough time, 94% listened to you, 91% explained tests and treatments available, 82% involved you in decisions about your care, 91% treated you with care and concern.

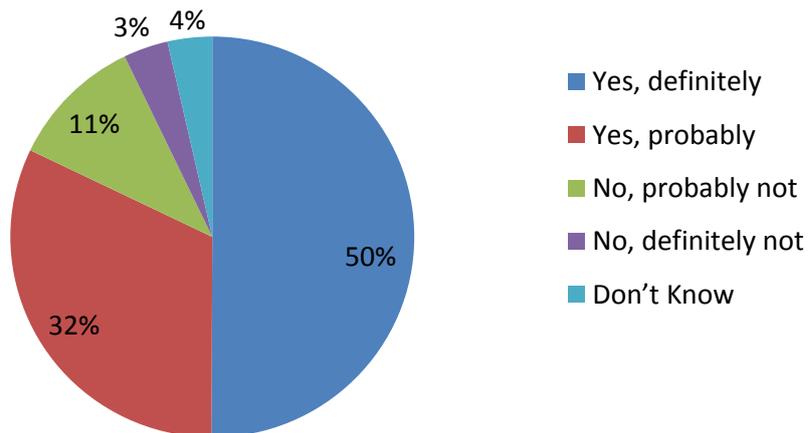
88% of respondents advised that they did have confidence and trust, either definitely or to some extent, in the nurse that they last saw.

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



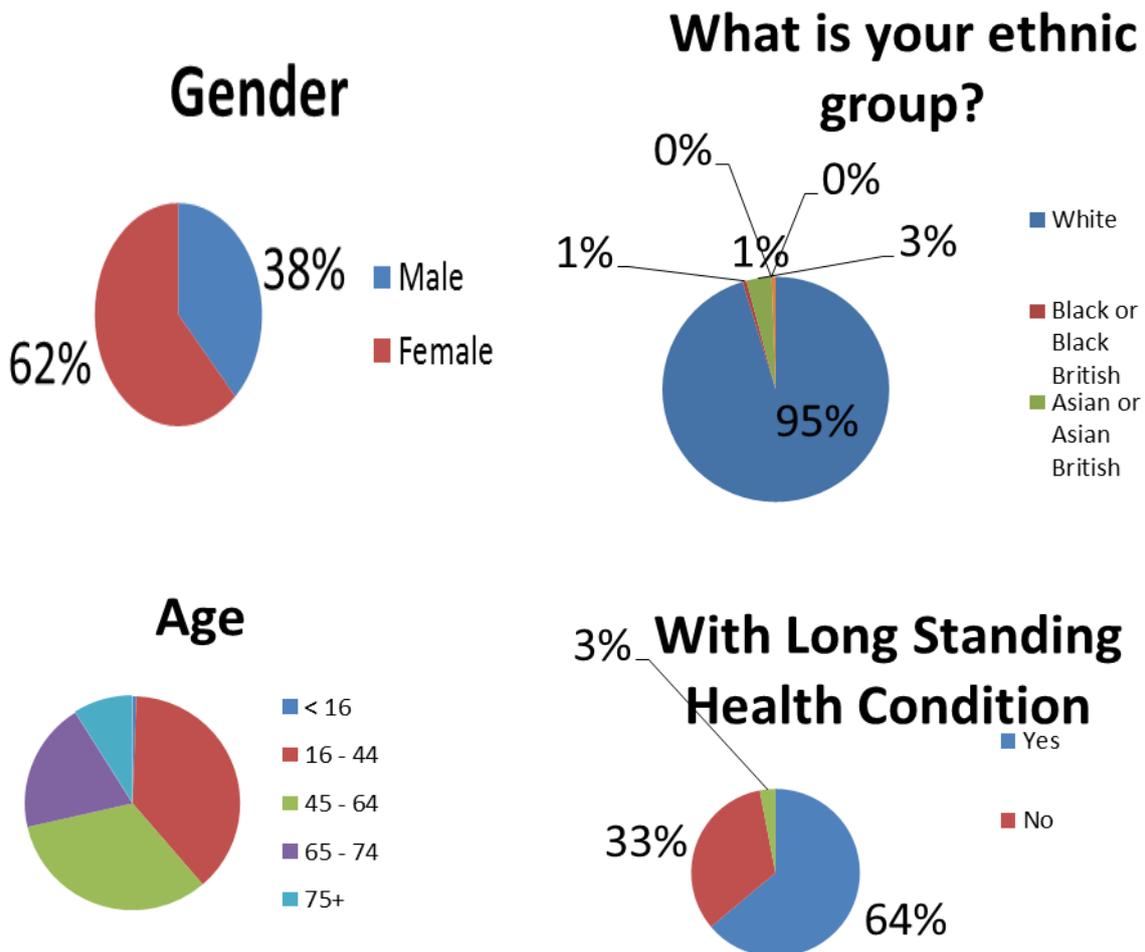
96% of respondents rated the surgery as fair to excellent overall.

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

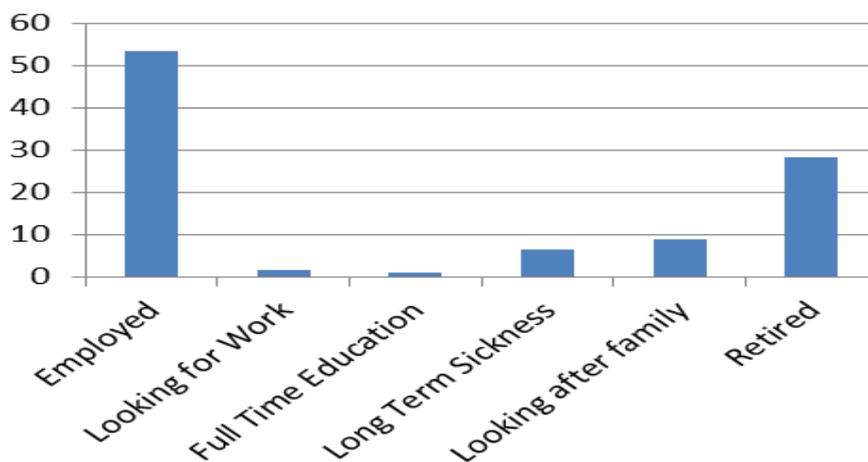


82% of respondents indicated that they would definitely or probably recommend our surgery to someone who had just moved into the area.

ABOUT THE PATIENTS THAT RESPONDED



Which of the following best described you?



PATIENTS COMMENTS

The receptionists at the surgery are great and always helpful. They really try to ensure the patient is put at ease.

The doctors are caring and understanding when you come to see them and they always listen to what you say.

I would like Doctors to be at this practice permanently, the constant change of doctors leaves a feeling of insecurity and doctors not knowing us except from a screen. Why the Constant Change? For all that I feel it's a good practice.

Even though mostly happy with the surgery they need full time regular doctors.

Wish we had some doctors all the time, not locums.

NO RESIDENT DOCTOR.

Very Satisfied with everybody and all their help.

Permanent Doctors and Nurses rather than Locum Staff

Always easy to get a same day appointment but unless Doctor asks can never book an appointment for the future.

I have had good support through difficult times and the receptionists are very helpful and polite. There are various doctors which doesn't help but on the whole I get good treatment.

I am not a doctor - they know best.

Need Permanent Doctors

All the Receptionists are wonderful and helpful. Cannot do enough for me.

Always been treated kindly by doctors but have never known who my actual GP and have felt there has been a lack of consistency in my care.

Will be better when permanent GPs in Place.

We would like a resident doctor who we could have a connection with.

Always find receptionist pleasant, understanding and most helpful.

Receptionists Brilliant

Continuity is very difficult with a succession of locums and it would be an advantage if they spoke English.

I think the reception staff are very helpful the surgery has changed since having many locum doctors.

Never see the same doctor.

I once belonged to a GP surgery that let children and toddlers go in first if they were sick. I think this is a very good idea.

I would like to see a regular GP not a locum all the time,

Very Good Service and Lovely People

A need for Permanent GP not locums all the time

Practice was better when Dr Jeelani was here. Don't know any of Docs now and believe they are all locums or temps.

**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 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 Wickford Health Centre.

When we first took over the management of the Health Centre, we did not envisage that the recruitment of Doctors would have taken as long as it has.. 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 are beginning to make progress and we are hopeful to recruit permanent GPs for our patient population soon. In the meantime please be reassured that we are trying to minimise the number of different GP Locums working at the Surgery, and I hope you have started to see some regular faces emerging within the GP Team.

Please bear with us, the company is committed to finding permanent GPs and we will continue to advertise and work within the industry until this has been achieved.

CONTACTING THE SURGERY

87% 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 however, the telephone system is a system used by the entire building and therefore there may be limitations to what we can achieve.

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.

DO NOT ATTENDS

We want to reduce the number of patients that do not attend there pre-booked appointments, especially those appointments that are booked on the same day as the appointment as Urgent. We will do this by reviewing our procedures and policies regarding DNA's and working with NHS England to ensure that our procedures are fair to both the patient and practice.

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 Wickford Health Centre and to concentrate on 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
Did not attends	Review same day DNA appointments with the GP and Nursing Team. Introduce new DNA policy involve NHS England.	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

WICKFORD HEALTH CENTRE

PATIENT SURVEY 2013/14

RESULTS NOW AVAILABLE

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ask at Reception for a copy

South Essex Managed Care Ltd and the Wickford Health Centre would like to thank everyone that has participated within this survey and have offered us feedback.
THANK YOU



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