

Derwent Valley Medical Practice – Patient Participation Group (PPG). Saturday 27th April -Friday 28th June 2024 Questionnaire Results

Background: All patients are randomly selected to participate in the annual national GP Patient Survey. In 2023 Derwent Valley Medical Practice these results identified that:

2023	
43%	find it easy to get through to our GP practice by phone.
45%	are satisfied with the appointment times available.
19%	usually get to speak to their preferred GP when they would like to.
Making an Appointment:	
54%	were offered a choice of appointment when they last tried to make a general practice appointment
44%	describe their experience of making an appointment is good.

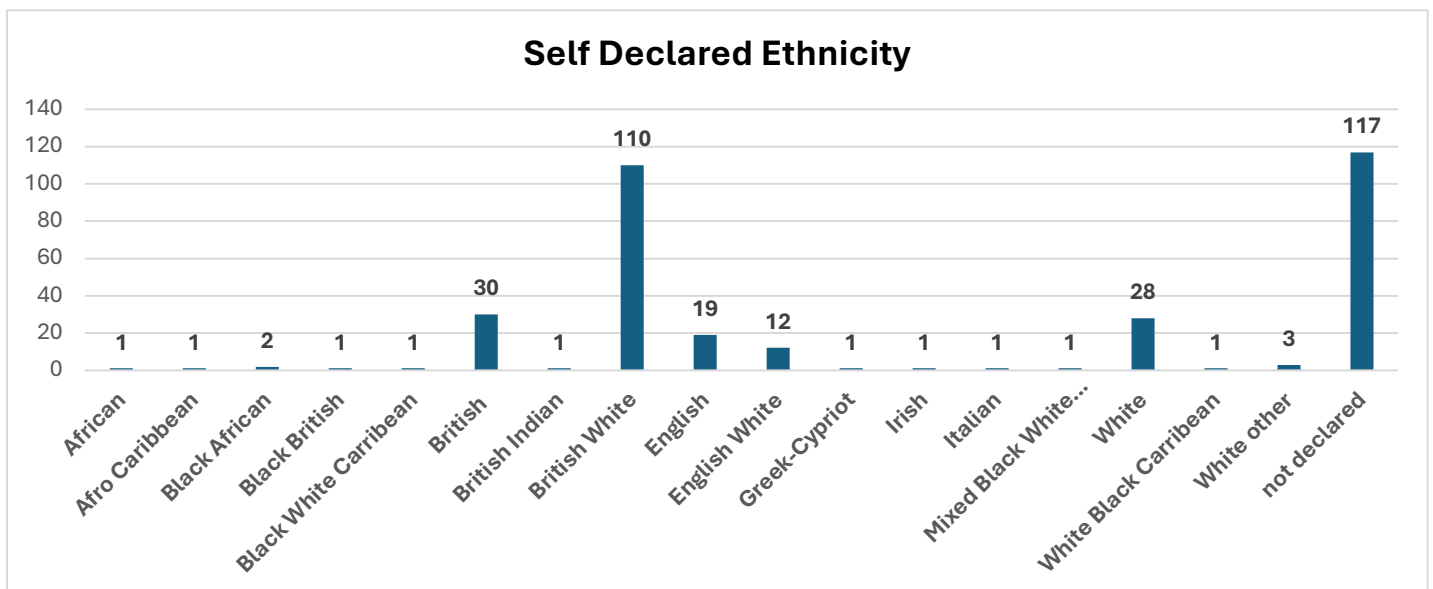
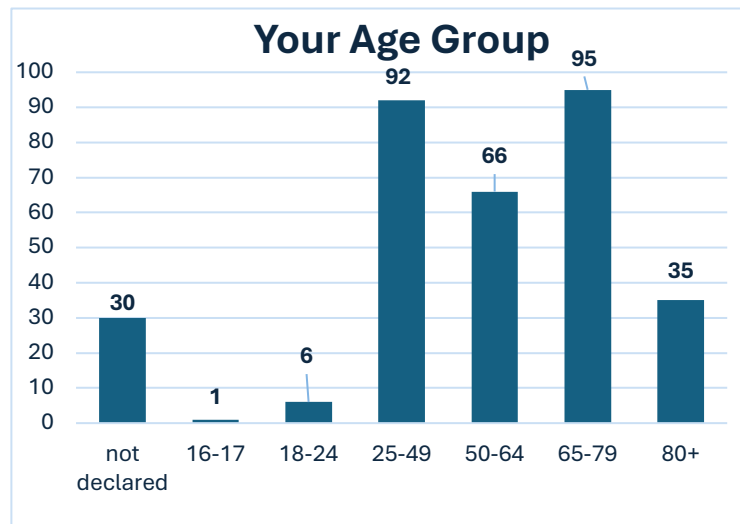
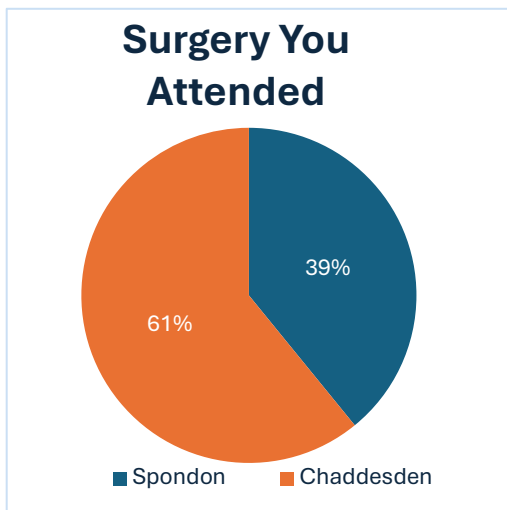
Due to the format of data published for the National GP surgery on 11th July 2024, at this time it isn't possible to compare the data.

As a result of the above outcomes in 2023, The PPG, put together a questionnaire to ask all Patients attending for an appointment between Saturday 27th April (Covid Clinic) and Friday 28th June 2024 their experience around getting appointments. This was initially completed in a paper format when patients attended either surgery, it was extended on 17th June to enable patients to submit their responses online.

Number of patients who completed the questionnaire.

Online (70% n= 238), Paper (n=100), Chaddesden (n=193) and Spondon (n=124).

Who completed the PPG questionnaire?



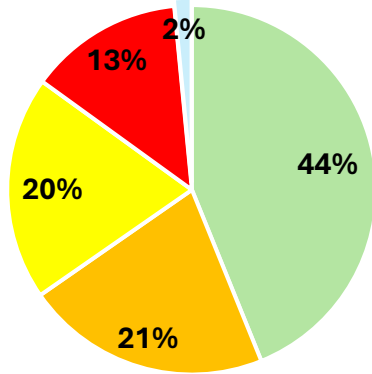
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Q1

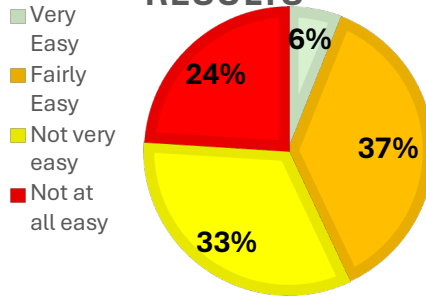
How easy did you find it to contact the Practice for today's appointment? (1 =Difficult- 10 =Easy)

Easyness of making an appointment 2024



- Very Easy 9 or 10
- Fairly Easy 6,7 or 8
- Not very easy 3,4 or 5
- Not easy at all 1 or 2
- Prebooked Appointment

NATIONAL GP AUDIT 2023 RESULTS



- ↑ 61% from 43% of patients found it either very easy or fairly easy to book an appointment.
- ↓ 33% from 57% found it more difficult.
- 2% (5) of your appointments were pre booked.

Comparison with the 2023 National GP Audit:

338 Patients answered our questionnaire vs 138 in 2023 GP Survey.

Looking at the pie chart colours you can see, how much easier you told us it was to book an appointment.

Some of your Comments:

A verbal comment to PPG member " I use 3 phones at same time to ring to try and get an appointment."

VERY EASY (Scoring 9 or 10).

'At times difficult.'

'If I ring, I'm always in the queue so I go to surgery to make an appointment.'

'Booked Covid appointment didn't realise it was at Chaddesden, unhappy I had to pay for a taxi'.

FAIRLY EASY (Scoring 6,7 or 8).

Many times, I've been told there's no appointments, so I don't always bother.

NOT VERY EASY (Scoring 3,4 OR 5).

'For 3 days in a row, I called and still couldn't get an appointment.'

'Just puts you off trying'.

'Phoned at 8am, kept getting cut off. Got through was no. 26 in the queue. By the time I was called back, no more appointments.'

NOT VERY EASY AT ALL (Scoring 1 or 2).

'It's difficult to have time off work or keep my child off school in hope of getting an appointment.'

PPG Asked- How are appointments managed?

Some appointments have already been prebooked for the day. Remaining appointments for the day only are released and become available at 8am. All patients who contact the surgery are asked questions about their reason for requesting an appointment and given a solution, rather than told to ring back the next day. You may be:

- Given an appointment, with an appropriate health care professional in either surgery or a hub.
- Asked to ring 111, who may be able to treat you following a telephone conversation, they also have access to several surgery appointments which can include the Walk in Centre in Derby.
- You can be seen through the pharmacy First Scheme; you are referred to a pharmacist who will call back or you are directed to your Local Pharmacy.

Please remember, if you are using more than 1 phone to try and make an appointment, other patients are then not able to join the queue.

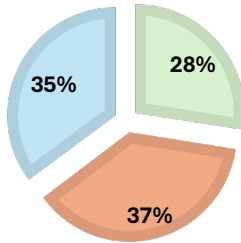
The Practice informed us that often patients ring for blood test results/non appointment issues at 8am, this blocks the telephone system when patients want to book appointments. These calls can be made later in the day.

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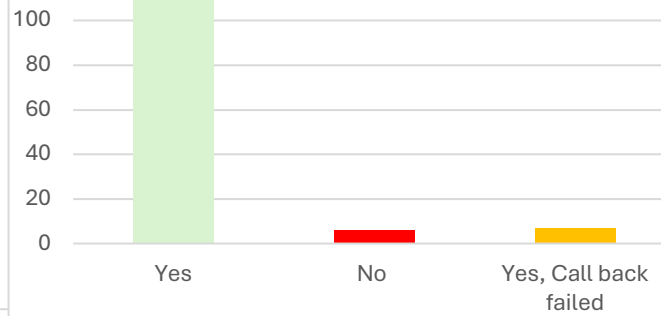
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Q1a DID YOU USE THE TELEPHONE CALL BACK SERVICE?

Yes No Did not answer question



If you asked for a call back, did you receive a call back?

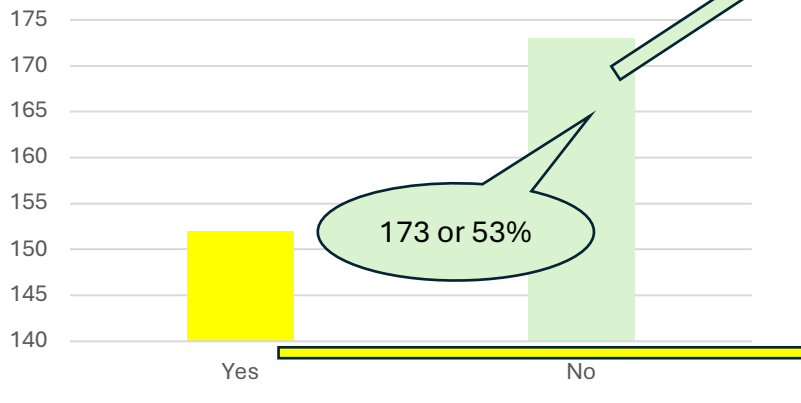


40% of patients (n=138) reported they used this service, 91% successfully received a call back. 13 Patients reported they either did not receive a call back (n=6) or the call back failed (n=7).

PPG Asked: How does the call back system work?

- It is an automated system which operates with up to 30 people on the line. You will receive a call back in the order that your call was made in the queue. As it is an automated system, the receptionists don't know who has called. If the call fails, they are unable to call you back as the system does not have your contact details. It's helpful to the surgery to request a call back.
- Remember that there are only 2 receptionists that are booking in patients attending for their surgery appointment as well as answering phone lines, making the call backs which is why it may take some time for them to respond to your call.

Q1b HAS EXPERIENCING DIFFICULTY IN CONTACTING THE PRACTICE EVER INHIBITED YOU FROM TRYING?



Q1b Comments: Patients answering No and where Q1 score of easiness of making an Appointment was: **NOT EASY AT ALL Scoring 1 OR 2**
'Nothing easy.., I'm 83 and deaf' Chaddesden
'Despite ringing over 3 days all I wanted was to speak to the Dr about my blood test form.' Chaddesden

Patients who answered Yes and in Q1 score of easiness of making an appointment.
NOT EASY AT ALL 1 OR 2 (69% (n=29) answered YES)
'Calling 'all at the same time as everyone else is crazy ..all appointments have gone.'
'Yes... as I suffer with depression.' Chaddesden
NOT VERY EASY 3,4 OR 5 (53% (n=23) answered YES)
'I work, can't always take a call back.' Spondon
'Not much (receptionists) can do but the 8am rush isn't ideal.' Chaddesden
FAIRLY EASY 6,7 OR 8 (49% (n=34) answered YES)
'High Call demand.' Chaddesden
'No availability of appointment when issue isn't serous.' Spondon
VERY EASY 9 OR 10 (28% (n=39) answered YES)
'Sometimes I get cut off when in a queue.'
'It would be nice to have more flexibility for booking appointments in advance rather than having to ring on the day.' Spondon
'Line is busy all the time.' Chaddesden

PPG Tips: You can make Surgery Online Requests for Health Reviews and Assessments including: Asthma, Breathlessness, COPD, Contraception, Blood Pressure, Epilepsy and Smoking Reviews; Male Urinary Tract, Hip and Knees, Travel, and Hypothyroid via: by using the QR code or



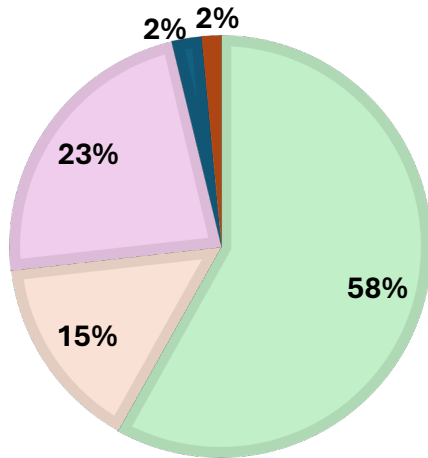
<https://www.derwentvalleymedicalpractice.co.uk/online-requests/>

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Q2 HOW WOULD YOU LIKE TO MAKE CONTACT TO MAKE AN APPOINTMENT?

Phone In Person On line Letter Via 3rd party (family, carer)



Background:

Patients completing the paper format, were able to choose more than 1 option about making an appointment. Whereas when online respondents only one option available to pick.

Despite the majority of patients expressing concerns about obtaining an appointment when calling at 8am, 204 preferred to be able to call to make their appointment this way.

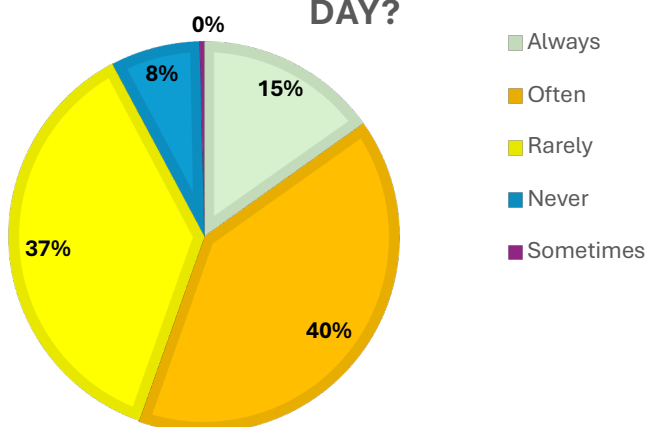
23% (81) patients, however, would like to be able to make appointments online and 15% would still like to make appointments in person.

PPG Comments and recommendations to changes of service.

As many patients still wish to be able to make appointments in person, with an equal split across Spondon and Chaddesden we would recommend that the surgery continues to offer this service.

We would also recommend that the surgery explores ways to be able to book some appointments online and would happily work with the surgery to achieve this. We note that online booking is available at other surgeries for certain appointments within the Greater Derby PCN and acknowledge that staff employed specifically by the Primary Care Network cannot be pre booked this way at this current time. The PPG sees this as an advantage to both patients and receptionists as this would help to reduce the bottleneck of calls at 8am and enable the focus to be on same day appointments only at this time

Q3 IF YOU HAVE NEEDED TO SEE A DR. URGENTLY, HAVE YOU NORMALLY BEEN ABLE TO BE SEEN ON THE SAME DAY?



Breakdown when you answered

Never (n=24):

4 patients reported it was Very Easy to make an appointment and also said difficulties inhibited you calling.

Rarely (n=119):

11 patients reported it was Very Easy to make an appointment and also said difficulties inhibited you calling.

Often (n=130):

11 patients reported it was Very Easy to make an appointment and also said difficulties inhibited you calling

Always (n=49):

31 patients reported it was either Not Easy at All or Not Very Easy to make an appointment and 19 of you also said difficulties inhibited you calling.

PPG Comments.

At a previous meeting we asked about the issue of availability of appointments and triaging of appointments.

The Practice told us that the receptionists are trained to refer patients to an appropriate professional within the surgery and that all callers are given a solution to their problem on the day that they call.

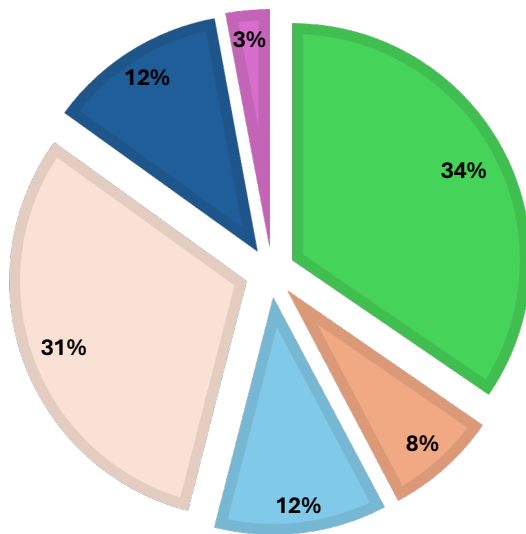
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All patients when they ring for an appointment are now signposted and not just told to ring back at 8am the next day. You may be given appointments at Derby Urgent Care/Walk in Centre or advised to ring 111 to get help. If advised to ring 111, please do so. The service has access to your GP patient records. They can make an appointment at the surgery if needed or treat patients. You should not wait until the next day to try and get an appointment at the surgery.

Q4 IF YOU HAVE BEEN UNABLE TO OBTAIN A SAME DAY APPOINTMENT WITH A DR, WHAT OTHER CARE OPTIONS ARE YOU AWARE OF?

■ Calling 111 ■ NHS online ■ Pharmacy First ■ Walk in Centre ■ A&E ■ none



20 (3%) patients were unaware of alternative options to obtaining a same day GP (Dr) appointment.

As a PPG we recognise that more work is needed to ensure that patients are aware of alternative, appropriate health care provision with confidence.

Receptionists are triaging patients and referring patients to this new national service, designed to reduce the demand on our GP services.

PPG members have already highlighted to patients by handing out leaflets in surgery.

The practice report that as a result the phone lines are less busy.

By using this service, it can help ensure our Practice is able to offer more appointments




Use this QR code to access information on the Joined up care Derbyshire Website about self referrals or visit:

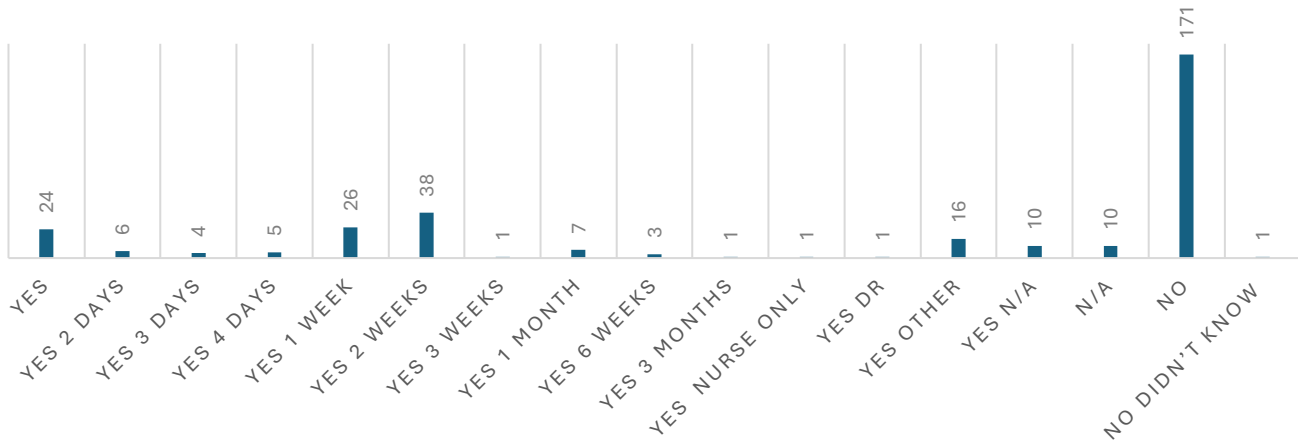
<https://joinedupcarederbyshire.co.uk/self-referral/self-referral-for-patients/>

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Q5

HAVE YOU BEEN ABLE TO BOOK AN APPOINTMENT FOR A FUTURE DATE?



44 % of patients have been able to book an appointment in advance.

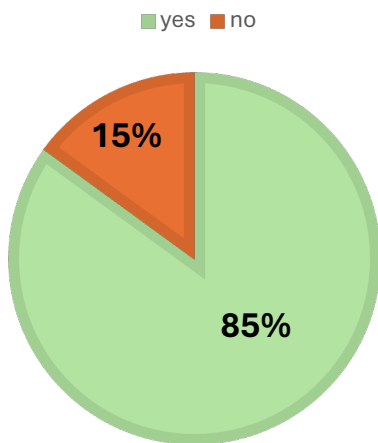
Your Comments

'If we need to see a GP for a non-emergency things and happy to wait a week or so, why can't we not phone at different times during the day to make an appointment. Expecting all patients to call at 8am isn't working and doesn't make sense.'

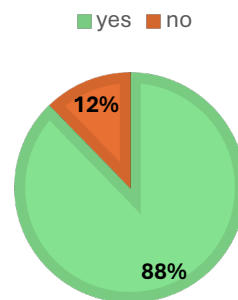
PPG Tip: If you want to book an appointment in advance, the surgery releases future appointments up to 2 weeks in advance after midday. Please call them when its less busy as this frees up the 8am bottle neck of calls.

AWARE YOU COULD BE OFFERED ALTERNATE PRACTITIONER

Q6



FEEL COMFORTABLE WITH AN ALTERNATIVE HEALTH CARE PROFESSIONAL

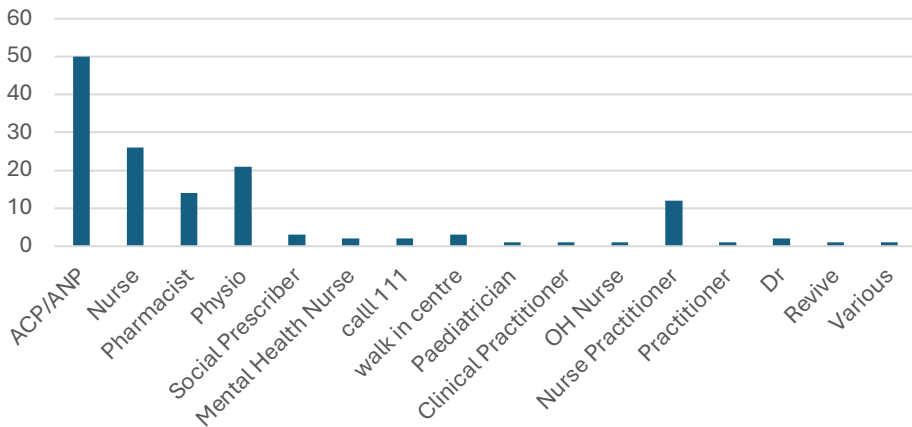


We asked this question because the traditional historical 10 minute Face to Face appointment with a GP only, who was the first contact no longer exists. The Practice implements the National General Practice Access Model, where patients are signposted by the receptionists to see the most appropriate clinician which is not always a Doctor. The majority of patients answering these questions are aware of this and are comfortable with seeing either an Advanced Nurse Practitioner, Nurse, Social Prescriber, Physiotherapist or Pharmacist.

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Q6a If you had an appointment with an Alternative health care Professional



This question was to see how many patients had been offered an appointment which was not a GP.

- 87% of patients accepted an alternative appointment to a GP.
- 85% of patients felt the practitioner met their needs.

Comments when you were comfortable with an alternative practitioner and accepted an appointment offered who stated:

Met their needs:

- *'Overall brilliant service. Thank you.'*
- *'Before I speak to the surgery I get advice from my local pharmacy. I always try to see appropriate professional and only see a GP if the issue can't be dealt with an ANP, Pharmacist or Practice Nurse. (Pharmacist Appointment at GP surgery).'*
- *If I asked to see a GP, I would not want an alternative but for other things I wouldn't mind.*
- *'Only for my child or contraception.'*

Didn't meet their needs:

- *'I requested a GP appointment but was sent to the Physiotherapist repeatedly. My issues are not just joint based but vascular. I wasn't offered a GP appointment.'*

Patients who weren't comfortable with an alternative practitioner and didn't take up an appointment offered.

- *Perceived "limited knowledge" of other health care professionals.*
- *'If its urgent Dr is what is required.'*
- *'Doctors are Doctors.'*
- *'I've seen alternatives before and don't feel they always know the answers to my problems.'*
- *'I usually have to consult a Dr., which defeats the objective of an appointment with an alternative. I prefer to see the same Dr. at every appointment as it saves time having to repeat your history. Also cant remember the last time I saw an experienced partner.'*
- *'Walk in centre (was a waste of time) they said I needed to see my GP. I prefer to see a GP because of the times the health care professional has given me different medication and findings. I feel GP's have more knowledge. More GP's need recruiting and then expand the surgery.'*

PPG Questions- How do you support patients who have transport issues, hearing difficulties, are working or need to make an appointment for their children?

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General Comments

‘The GP’s, professionals and staff at both practices are BRILLIANT! Thank you for your hard work.’

These results are based on the answers given in 338 completed questionnaires and will be presented and discussed at the next meeting on 26th July 2024. Thank you everyone who has contributed.

If you have comments or questions you wish to put to the Practice via the PPG Chair, please leave them at the reception or within the PPG comments boxes in the waiting rooms.

Comments we have received since our meeting in April include:

“The decision not to deal with paper prescriptions is causing people who are not on line a great deal of anxiety and difficulty.” July 2024 Spondon surgery.

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