



## School Lane Surgery Patient Reference Group

### Report 2012 - 2013

#### **Background**

The Patient Reference Group was first started in the Summer of 2011. A steering committee was set up from the surgery management team to discuss the format.

Recruitment was from the community and involved flyers being sent to residential home, support groups, schools, nurseries, local associations etc. Unfortunately there was a lack of interest in the younger age group.

At the present time we have a 'virtual group' as well as an 'actual group that meets 3 monthly.

#### **Discussion Topics at meetings 2012 - 2013**

- A tour of the Healthy Living Centre which gave members the opportunity to see behind the scenes and to gain an update on new services coming to Thetford.
- New ideas for improving the appointment service at the surgery. A planned audit and questionnaire to gain patients viewpoints was arranged.
- The high level of DNAs and any ways it can be reduced:  
Letters to patients who DNA more than twice in a month.  
Phone patients that day.
- Four members of the group attended the South Norfolk Clinical Commissioning Group.
- Access by foreign national and INTRAN usage.
- Complaints
- Problems in recruiting a GP.
- Results of audits/questionnaires
- Refurbishment of the surgery to comply with CQC
- COPD service
- Meeting with Oliver Cruickshank - Engagement Lead for SNCCG.
- Management of Services - Chiropody, District Nursing, transport.
- Translation services
- Cardiac Rehabilitation
- Riversdale Mental health Support Group.
- Online access

## **Patient Questionnaire 2012/13**

Some local practices have changed their appointment systems and now offer telephone appointment slots in response to high levels of demand for both routine and urgent GP appointments. School Lane currently offer telephone slots daily for urgent appointment requests. The patient group agreed that it would be sensible to gather the opinions of both GPs and patients over a two week period, to ascertain whether provision of routine telephone appointments would be welcomed by patients.

The results of the questionnaire are available in appendix A

## **Conclusion in response to the patient questionnaire**

Both patients and GPs felt that a significant proportion of conditions could not be dealt with over the phone. The results suggest that there should be no extra provision of routine telephone.

Many suggestions from patients promoted online access. This matter will be discussed at future patient group meetings.

Some suggestions were unworkable, eg fining patients who do not attend or rewarding those who do. These suggestions have been greyed out from the list.

Comments received highlighted the need to raise awareness of extended hours consultations which are provided on Saturday mornings and Tuesday evenings.

## **DNAs 2012 - 2013**

<b>Month</b>	<b>DNAs</b>	<b>Hours Wasted</b>
July	286	61.4
August	312	64.3
September	282	63
October	343	71.3
November	383	76.9
December	339	68
January	379	83.4
February	308	64
March	321	71.8
April	290	61.2

## **The Future:**

The group is developing and becoming more proactive with the role expected from the new NHS changes. We are still endeavouring to recruit from the younger age groups and ethnic groups. It is a positive team that remains upbeat in these challenging times.

## Appendix A

### School Lane Surgery Patient Appointments Questionnaire Results August 2012

#### GP opinion on whether the appointment could have been dealt with over the phone

GP Name	MAYBE	N	NURSE APP	Y	Total	% NO
JB	2	43		3	48	90%
JL		6			6	100%
JSC		63		6	69	91%
MG		45	1	55	101	45%
MHB		12		2	14	86%
MO		8		4	12	67%
MPB		23		8	31	74%
TKT		43		6	49	88%
Grand Total	2	243	1	84	330	74%

#### Patient opinion on whether the appointment could have been dealt with over the phone

GP Name	DN	N	Y	Total	% NO
EJ		6		6	100%
JB	6	38	7	51	75%
JL		2		2	100%
JSC	4	30	7	41	73%
MG	1	35	26	62	56%
MHB		6		6	100%
MO		2		2	100%
MPB	3	12	3	18	67%
TKT	1	22	3	26	85%
(blank)		2		2	100%
Grand Total	15	155	46	216	72%

## Correlation between GP and patient opinions on whether the appointment could have been dealt with over the phone

Could have been dealt with on phone (y/n/maybe/dna)	DN	N	Y	Grand Total	% patients agreeing with GP
GP could possibly have been dealt with over the phone		2		2	
GP could not have been dealt with over the phone	11	119	15	145	82%
GP could have been dealt with over the phone	1	18	28	47	60%
Grand Total	12	139	43	194	

## Patient opinion on whether they would like the facility to book a telephone appointment

GP Name	DN	N	Y	Total	% YES
EJ	2	2	2	6	33%
JB	4	22	25	51	49%
JL	1		1	2	50%
JSC	7	12	22	41	54%
MG	1	12	49	62	79%
MHB	1	3	2	6	33%
MO		1	1	2	50%
MPB	2	9	7	18	39%
TKT	3	11	12	26	46%
(blank)		1	1	2	50%
Grand Total	21	73	122	216	56%

## Patient opinion on whether they would object to having to speak to a GP before booking an appointment

GP Name	DN	N	Y	Total	% NO
EJ		6		6	100%
JB	1	45	5	51	88%
JL		2		2	100%
JSC	3	28	10	41	68%
MG	3	53	5	61	87%
MHB		6		6	100%
MO		2		2	100%
MPB		14	4	18	78%
TKT	2	22	2	26	85%
(blank)		1	1	2	50%
Grand Total	9	179	27	215	83%

### Responses to question 4

- Despite us ringing and texting patients to remind them of appointments, we still have a large quantity of appointments per week which patients do not attend. Do you have any ideas about how this may be addressed?

Perhaps a bonus/reward system for routine appointments whereby patients who fulfil their appointments receive a “fast track” as a priority over those who don’t honour or understand how lucky they are to receive free medical care. This way they might just ‘get that they are inconveniencing others.
Penalise these who fail to turn up
A regrettable situation- I don’t think this is a permanent/complete solution to the prob. However in the case of ‘long term/ regular “offenders”- they should be warned as to poss of being removed from surgery patients list.
Yes 3 strikes and your out and charge for missed appointments- small fee.
I wish I did know- Frustrating problem
The text service is good, one day in advance however another text about an hour before will help more.
Email
Make a payment for missed appointments
Constant re offenders should be warned 2 strikes and removed off list or fined
Repeat non showers removed from practise (extreme cases)

As many appointments are some time away many people I assume get better or simply forget. Maybe a pre-booking confirmation on the patients side would help. Either texting , online or phone
If they miss 2 they should be struck off list
2 missed appointments and in 2 months and your out
If people can't make their appointments they should ring the surgery
Make people more aware of the cost of missed appointments
These people who don't attend appointments should be put down for GP calls first in future
Have the patients phone the day before to confirm they want their appointment. Maybe not all patients but those who have missed appointments
Letter/ Penalty
Penalty/ Letter
Letter warning
Penalty fine
Warning letter
Financial fine like dentist
Financial penalty
Charge small like dentist
Set a fee like dentist
A warning should be given after first missed appointments + after 3 missed appointments patient should be asked to find another practise
I used to make appointments for patients when working for my consultants- we had the same problem. Unfortunately we couldn't find a solution.
Maybe a standard leaflet or letter given to the patient on their next visit (no postage) just pointing out what it costs and how it effects the practise and inconvenience etc
Yes make patients pay for missed appointments
Personally the texting is great and I found this really useful. By introducing telephone appointments this will (I think) dramatically cut down on the time taken on regular appointments and the length of wait to have them
If missed 2-4 appointments- removal or fine

If missed 3 appointments in 12 months penalty fine/ removal from GP list
No but must be frustrating when genuine patients can't get to see a doctor, very difficult to deal with
Not really- perhaps instead of reminders, ask for confirmation that they can still come- no reply= cancellation
I really don't know. I have never missed an appointment as I'm aware off
Give a warning if they are repeat offenders kick them off your list- like the dentist do
If patients don't keep their appointment after 3 times they should be banned.
Lot of admin, but courtesy calls day before appointments as a reminder. Will cut down missed appointments, considerably as often people might say "oh I'm not coming now- I was going to ring you" also those who consistently waste time (say after 3 missed appointments) should be told what won't get away. Priority appointments in future- only routine ( unless real emergency)
Texting is a good one
Strike them off
Phone or text
Charge them for not attending
Try card system. Two or three yellow cards and you are out on the next red. Obviously mitigated by unforeseen events.
Can't understand why patients don't attend appointments- it's easy enough to ring and cancel
Patient fine- money to patient services
Charge a standard £15 fine like NHS dentist
The texting s not consistent, this would defiantly help people to remember their appointments and I've been a patient at school lane for 7 years and have never been given a phone call as a reminder.
No I've never had a problem so for me what you are doing is fine. I couldn't think of an improvement. I'm happy with service
In my opinion because I have had to book this so far in advance, some people may forget an appointment. ( I do not get a signal on my mobile where I live so texting wouldn't help

## Responses to question 5

Please feel free to provide any ideas about improving access to GP appointments.

Comments received:

Open surgery hour in evening to drop in and wait until you can see a doctor
More flexible booking times to make an appointment
Have to say it does, but more staggered shifts and weekend would help! We live in 24hr society now...
Maybe open on Saturdays or longer during the week
Very happy with present system
The wait for routine appointment is too long- perhaps the opportunity for a telephone consultation could be part of the answer
Maybe having evening or Saturday surgeries
Please please have more female GP's or hold a monthly well woman's surgery and thank you because all staff here are friendly and helpful
A text for change appointment would be good as didn't receive letter in time
I used to go to a clinic in Finchley church end in London which had a website which allowed me to make and cancel appointment online
I would like to be able to ring up straight away from home to make an emergency appointment to see a doctor/
I think we should be able to sit and wait for an appointment to speak to a doctor at anytime and not ring and wait for the doctor to phone back!
There needs to be available appointments more quickly, maybe if 2 family members need to see the same doctor, could share appointment.
Even appointments are especially useful for those who work 9-5. Could a regular time- say a block of 2 hours a day? I've booked online directly by patients in 10 min slots? Especially as you only need name/ dob) maybe as an experiment. (cancellation made easier to if just able to cancel online too)
Access is great
Look at a walk in and wait system. Depends on the integrity of your patients