

## Patient Participation DES (PPDES)

Local Participation Report 2013/2014

### 1 INTRODUCTION & PURPOSE

This document outlines the work undertaken by the practice to address the requirements of the Patient Participation DES (PPDES).

### 2 LEADS

The practice lead for this report is Dr Sarah Grinyer.

Management support for this report is provided by Judith Williams, Business Manager.

Patient support for this report is provided by the Patient Participation Group.

### 3 THE PRACTICE

The practice currently has c.11,500 registered patients, mainly urban but with some pockets of rurality.

Within MK Commissioning (CCG) we are one of a minority of practices accepting patients from across two county borders namely Milton Keynes and Northamptonshire.

We are located in an NHS Property Services owned Health Centre in a small market town which forms a corner of the city of Milton Keynes.

The building is shared with another general practice and other MK Community Health Service (MK CHS) employed health care professionals namely District Nurses and Health Visitors.

We have 7 partners and 1 salaried GP.

Additionally we usually have an ST3 (GP Registrar) working with us at the practice.

We have specialist nurses for all the chronic diseases including insulin initiation for our diabetic patients.

## 4 PATIENT ACCESS (THE APPOINTMENT SYSTEM)

Appointments may be made by telephoning or by visiting the practice during core surgery hours (08:00-18:30 Monday to Friday).

**Booking an appointment with the Doctor:** When requesting an appointment our patients will be asked whether their need is an emergency. If so, they will almost certainly be looked after by the Duty Doctor.

If their need is not urgent, they will normally be cared for by their usual Doctor. If a patient does not know who his or her usual Doctor is, the reception team will be happy to advise them.

**Emergency Appointments:** When requesting treatment for an emergency (i.e. the patient believes the need must be dealt with on the same day) the patient will be asked to provide a brief overview of what is wrong with him/her to the receptionist. The receptionist will pass this information to the Duty Doctor who will then be able to prioritise care.

In the first instance, the Duty Doctor will telephone the patient and together will agree the best course of action.

**Routine, non-urgent appointments (bookable in advance):** When requesting a routine, non-urgent appointment the receptionist will endeavour to accommodate a patient's preference for timescale and timing. If it is not possible to find an appointment that is suitable for the patient s/he may be offered an appointment with another Doctor or she will ask the patient's usual Doctor to telephone him/her. All the Doctors have access to appointments that are not available for the administrative team to release. If the patient's usual Doctor needs to see him/her, the doctor will make an appointment available. The receptionist will, of course, discuss this with the patient at the time of booking.

**In summary,** there is no need for a patient to call in day after day asking for an appointment; they can leave a message for the Doctor and s/he will telephone them back.

**Extended Hours:** Patients may pre-book appointments in our extended hour's surgeries.

Extended hours clinics are offered through the week as follows:

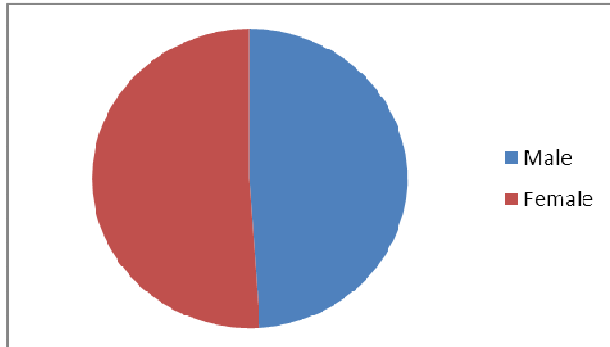
- 18:30 – 19:30 Tuesday (GP)
- 18:30 – 19:30 Wednesday (GP)
- 08.00 – 12:15 Saturday (GP)

As these are routine, non urgent appointments patients are encouraged to book extended hours appointments with their usual doctor to ensure continuity of care.

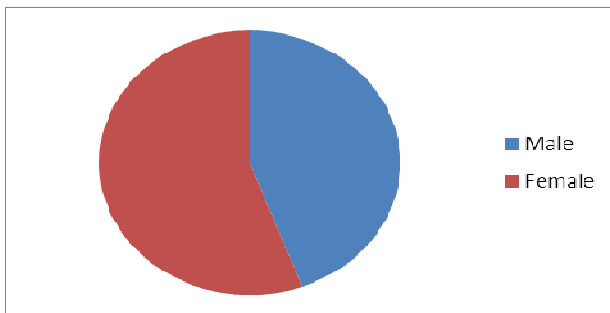
Appointments may be booked via the usual methods of either telephoning the practice or visiting the practice in person during core hours.

## 5 PATIENT DEMOGRAPHICS

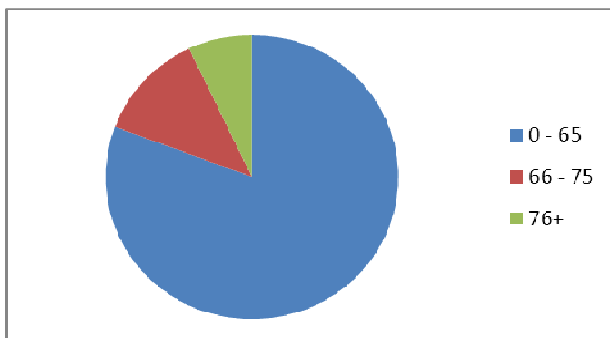
### 5.1 Gender Split of (whole) Practice Population - 2013/14



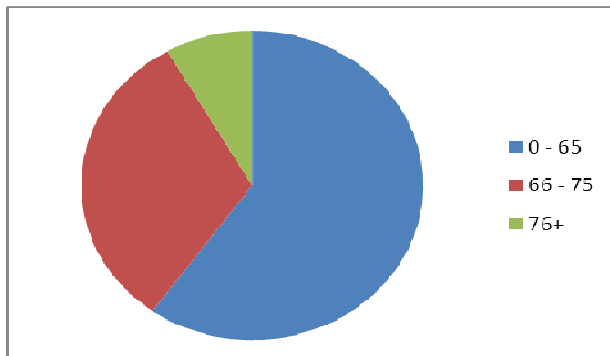
### 5.2 Gender Split of Patient Participation Group Population - 2013/14



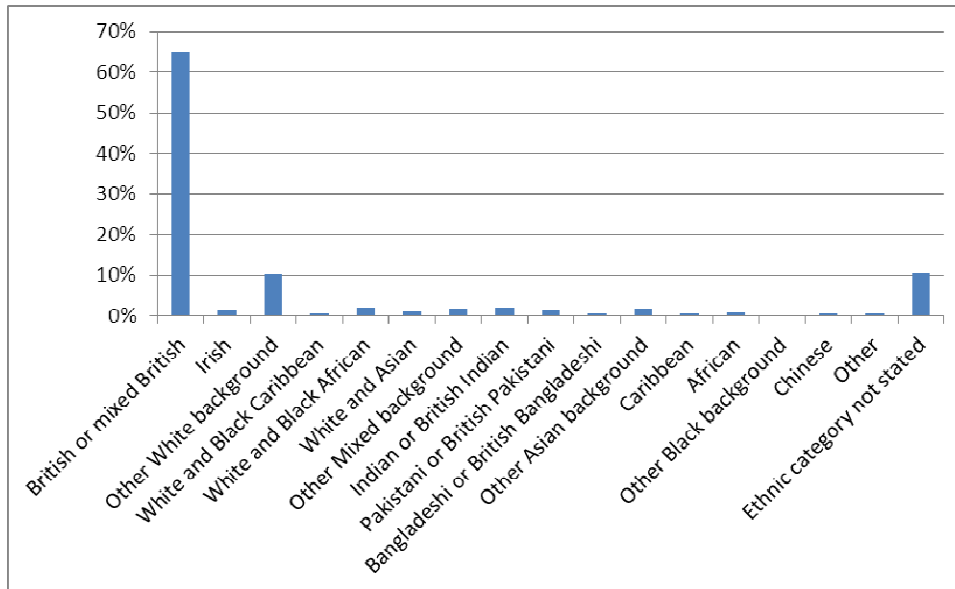
### 5.3 Age Breakdown of (whole) Practice Population - 2013/14



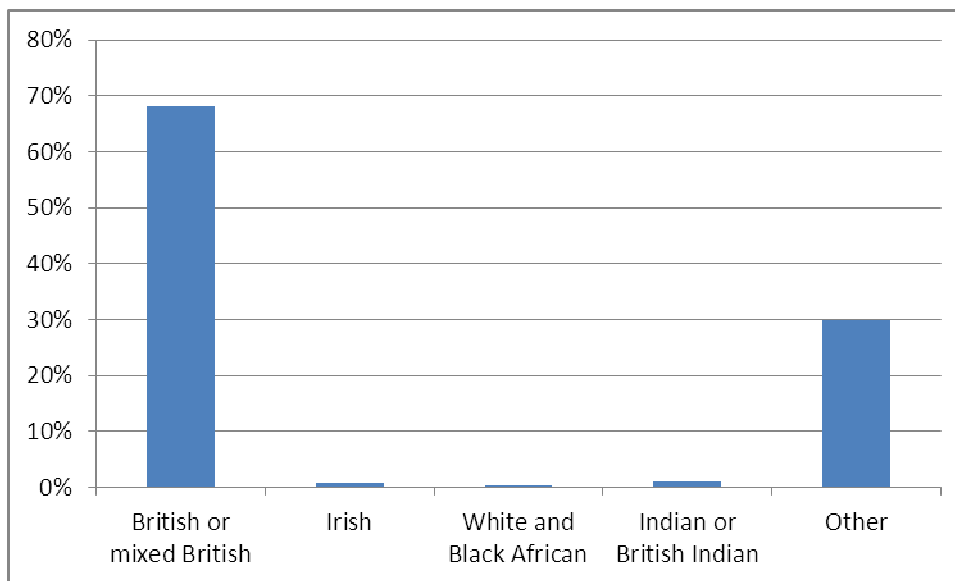
### 5.4 Age Breakdown of Patient Participation Group Population - 2013/14



## 5.5 Ethnicity of (whole) Practice Population - 2013/14



## 5.6 Ethnicity of Patient Participation Group Population - 2013/14



## 6 PRACTICE UPDATE

### 6.1 Demand

General Practice has seen an increase in demand over the years. Consultation rates per person per year is one measure used to assess demand:

Average consultation rates per person per year	
1995	3.9
2000	4.25
2005	5.1
2010	5.25
2015	Forecast. 6.75

We will continue to work hard to meet this demand.

### 6.2 Emergency Appointments

All (patient made) requests for an emergency/on the day appointment are passed to the Duty Doctor.

In the first instance, the Duty Doctor will telephone the patient and together will agree the best course of action.

Many patients find this service useful, a smaller number question why it is not possible for all patients requesting an on the day appointment to be given an appointment.

The reason we cannot is simply one of capacity. Although there are fewer patients registered with the practice than 8 years ago and although we have more doctors and nurses working at the practice than 8 years ago requests for appointments have increased which has affected access.

On the day demand continues to escalate however our survey shows that the ability to pre-book appointments is still very important to our patients, indeed 95% of those responding to our survey rate the ability to pre-book an appointment as **Very Important**, with only 5% rating it as Not Important.

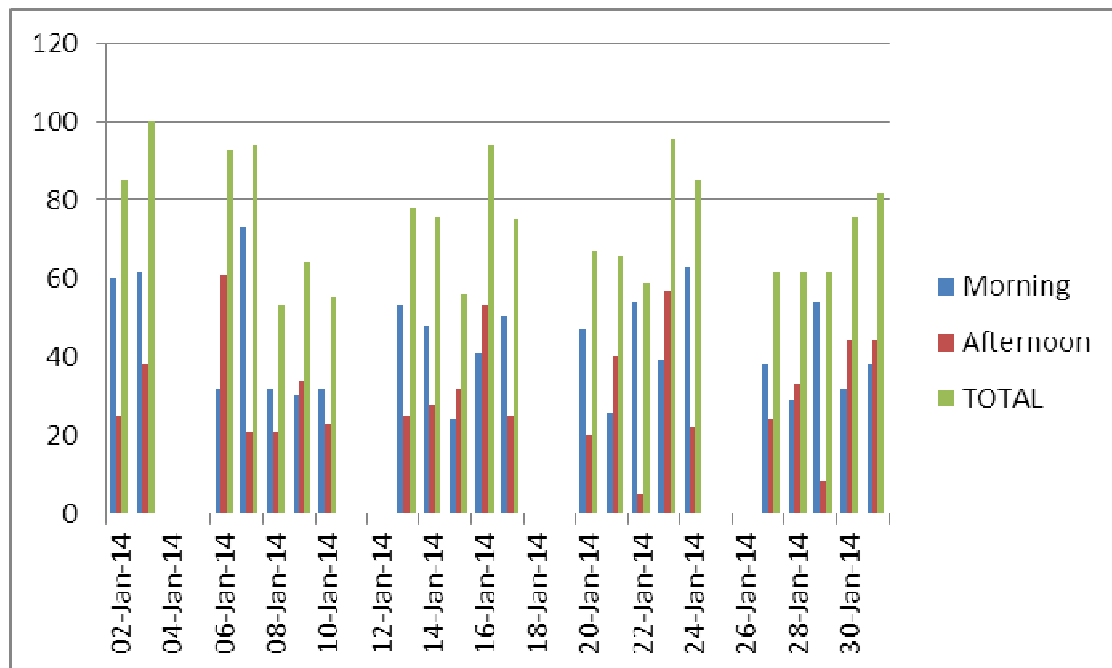
So, how do we manage the increasing on the day demand?

In the absence of additional funding which would allow us to bring in more Doctors and therefore create more capacity we continue to rely on our existing Doctors to offer our Duty Doctor service on a rotational basis. This means that at some point each week your registered Doctor will not be offering routine appointments because s/he will be working as our Duty Doctor (the number of Duty sessions worked is pro-rata'd).

Although this system will impact on your Doctor's availability for a pre-booked appointment it does ensure that those patients requiring on the day access have access to a qualified clinician, on site and from within your practice.

The table below shows the on day demands made during January 2014.

The total number of emergency/on the day appointment requests was 1,640. This averages to 75 requests per day. For each of those requesters to be given an appointment without the need for triaging first, we would need an additional 2 full time doctors working at the practice.



## 6.3 Use of in hours Urgent Care Services

Nationally work to reduce the pressure on inappropriate A&E attendances continues at a pace.

Locally, MK CCG monitor the patients attending A&E during core GP hours (08:00-18:30 Monday to Friday) and similarly review the reasons patients attend MK Urgent Care Centre (the Walk in Centre) during core GP hours.

Although some of our patients consider access can be poor, inappropriate A&E attendances and the use of MK Urgent Care Centre (during core hours) by patients of Stony Medical Centre continue to be low which suggests that the practice is offering what most patients need, most of the time.

## 6.4 Electronic Prescribing

In April 2014 we will be moving towards Electronic Prescribing (EPS2).

EPS2 will provide patients of Stony Medical Centre with a new way to get their medicines and appliances.

Once EPS2 is live we will be able to send prescriptions electronically to the nominated pharmacy.

### What does this mean for our patients?

If a patient has a repeat prescription, s/he will not have to spend time visiting us to pick up his/her paper prescription. Instead your GP will send it automatically to a pharmacy of your choosing, with **no chance of it getting lost**.

Patients will have more choice about where to get their medicines from, because they can be collected from a pharmacy near to where you live, work or shop.

All being well, Stony Medical Centre will be the first practice in Milton Keynes to offer

this service to our patients.

## 6.5 Online Services

Since the roll out of our new clinical system, SystmOne, in February 2013 the practice has successfully moved patients from our original Online prescription ordering service to the service built in to SystmOne, called SystmOnline.

After a few teething issues around the issuing of passwords to users, generally speaking, SystmOnline, has been embraced by our patients and they have coped brilliantly with the transition (as have the staff).

The practice has now enabled the online appointment functionality of SystmOnline and patients registered with a SystmOnline account may pre-book routine appointments with their registered doctor.

## 6.6 Texting Service

Our texting service for appointment reminders etc has become well embedded within the practice with **4,602 text reminders being sent in January 2014.**

Not all patients are signed up for the texting service and so during the 2014/15 flu clinics it is the intention of the PPG to try and secure as many additional consents for texting as is possible.

## 6.7 Newsletter

Subscribers to the practice newsletter continued to increase during 2013.

Between January 2013 and January 2014 an additional 163 households chose to subscribe to receive our electronic newsletter.

During 2013 11 newsletters were published (both to subscribers, in printed form for collection from the practice and made available for download on the home page of the practice website). The newsletters covered all sorts of items including information about Care.Data; self-care tips; flu clinic dates; user guide for SystmOnline and so on.

## **7 PATIENT ENGAGEMENT**

### **7.1 Patient Participation Group (PPG)**

The Stony Patient Group (our PPG) had its inaugural meeting on 10 September 2009.

From the beginning the group identified key areas that they believed the PPG and practice should focus on. Those areas included:

- Communication
- Reception (manner)
- Appointment System (understanding)
- Access

The PPG have worked with the practice to improve the overall patient experience while remaining sensitive to some of the limitations on the practice whether those be legislative, operational and/or financial.

### **7.2 Creating a virtual Patient Reference Group (vPRG)**

During 2011/12 and in response to the PPDES, the practice considered how best to address the requirements of the DES including the formation of a PRG, while not losing the support and momentum of the existing PPG.

Following discussions between the practice and the PPG the group clearly highlighted a desire to ensure the PPG remained both with its current name and in its current form. We were all loath to discard an active patient group.

It was therefore agreed that a virtual Patient Reference Group (vPRG) would be created to complement the existing PPG.

Like the PPG, the vPRG would be a group made up of registered patients but with the main difference being that vPRG members would not be required to attend face to face meetings. Nevertheless all vPRG members would be encouraged to consider joining the PPG at any point in the future.

### **7.3 Practice, PPG and vPRG; working together**

The vPRG is made up of any registered patient who wishes to have an opinion on the practice, its operations, its direction and so on.

The vPRG is used as a forum to poll opinion from as many patients as possible.

The PPG will work with the practice to define questions to be asked of the vPRG.

The views of the vPRG (i.e. responses to questionnaires) are taken back to the PPG so that useful, face to face, two way communication is possible between the patients and the practice.

The PPG remains a group open to any patient of the practice.

This approach to sharing vPRG responses with the PPG is published via our website to all patients.

Once results to questionnaires are shared with the PPG, it will be that group that can influence how change may be introduced within the practice.

### **7.4 Developing the vPRG**

The practice will continue to attempt to attract new members to the vPRG.



The practice, in conjunction with the PPG, continue to explore how to attract additional membership (virtual and in person) that is more representative of our patient demographic. It should be noted however that the practice demographic is heavily weighted towards white, middle aged patients and so, not surprisingly, our PPG is the same and it may therefore be quite a challenge to change the vPRG demographic significantly. Nevertheless the PPG are keen to ensure that all patients interested in joining the PPG and/or vPRG feel welcome

## 8 THE SURVEY

### 7.1 How the survey came about

The 2013/14 survey was based upon the main 2012/13 survey. The 2012/13 survey was designed by the (then) PPG.

The (current) PPG decided the survey should be used again with very little change, which enable clear comparisons to be made between last year and this year.

Once the survey was finalised by the PPG, it was published electronically on the practice website and was also available in printed form for collection from reception.

Patients were made aware of the survey by way of an email inviting all vPRG subscribers to participate in the survey. It was further publicised via the practice's newsletter, again inviting all patients to complete the survey.

### 7.2 Reviewing the results

The completed survey, including all comments, was presented at a meeting of the PPG.

All PPG members had access to survey and a draft copy of this report and both documents were discussed during a PPG meeting.

### 7.3 General Observations

The PPG members that were present during the time of 2012/13 survey and Patient Participation DES report were encouraged to note improvements between the 2012/13 results and the 2013/14 results.

Those same members identified areas of improvement that have come about as a result of the activities of the PPG members as highlighted in the 2012/13 Patient Participation DES Report.

The PPG reviewed the comments in some detail, acknowledging areas that realistically cannot be changed, instead choosing to focus on areas where the PPG believe they can have a positive, achievable impact.

The PPG members noted that once again the quality of care provided by the clinical team was marked highly by the respondents to the survey.

To close, the PPG asked that their thanks be passed to the surgery staff (clinical and administrative) for the care delivered by the practice.

### 7.4 Actions

Following a full review of the outcomes of the survey the PPG identified the areas for attention during 2014/15 to be:

- Further increasing patient interest in and uptake of the practice newsletter;
- For the PPG to contribute articles to the practice newsletter;
- For an article to be written following the review of this year's survey highlighted:
  - The benefits of increasing the uptake amongst patients for texting and emailing
  - The (impressively) low (inappropriate) use of the Walk-in Centre/MKUCS by the patients of Stony Medical Centre
- Further increasing uptake, amongst patients of texting and emailing services;

- Ensuing patients are aware that Online Appointments are available for booking;
- Assisting with the promotion and uptake of EPS2
- Continuing to participate in staff meetings ensuring staff hear about life as a patient, and patients hear about what it can feel like sitting “on the other side of the desk”;
- Consider the creation of a branch surgery in Deanshanger.

Overall the PPG are keen to ensure that practice and patient expectations are managed, while continuing to respond the needs of an aging population.

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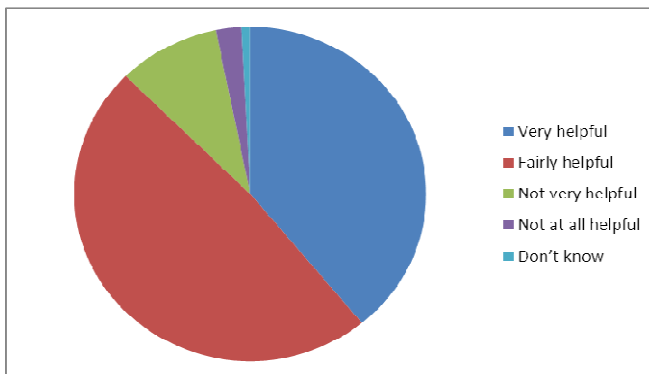
Author:	Stony Medical Centre
Document Version:	Pt Participation DES_Report.doc Version 02.
Publication Date:	10 March 2014
Circulation List:	PPG via group email Link for all patients on practice website Link published with newsletter NHS England, Herts & South Midlands Area Team Practice staff

## Patient Participation DES (PPDES)

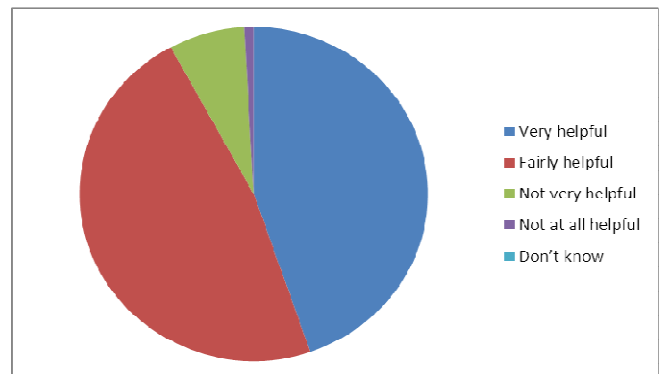
### Q1 About Receptionists & Telephones

#### Q1a How helpful do you find the receptionists?

2012/13

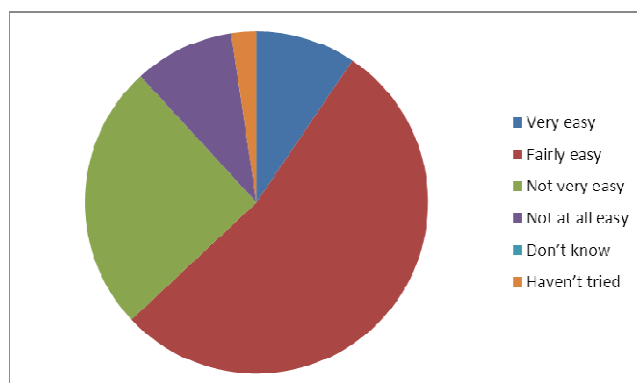


2013/14

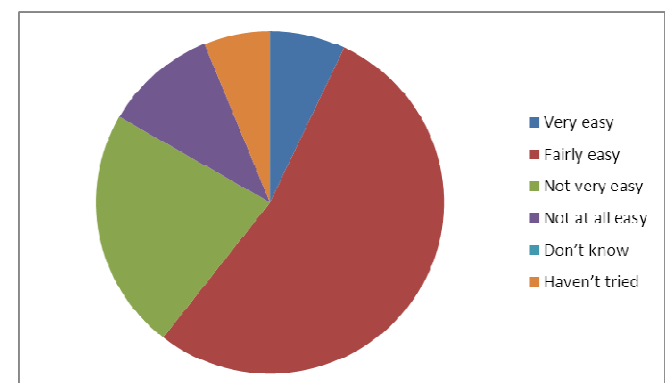


#### Q1b How easy is it to get through to someone on the phone?

2012/13



2013/14



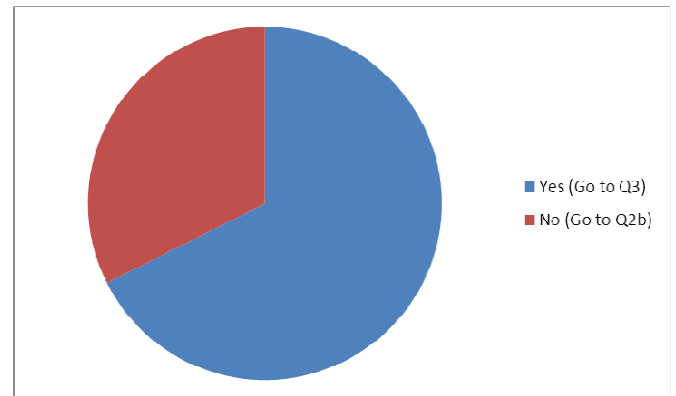
## 2 Texting Service

**Q2a Do you know there is a texting service in place to remind you of booked appointments, invitations to clinics and so on?**

2012/13

N/A

2013/14

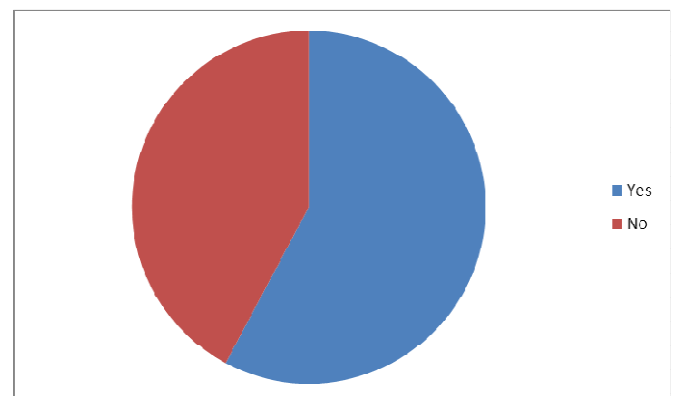


**Q2b If no, would you be willing to use it?**

2012/13

N/A

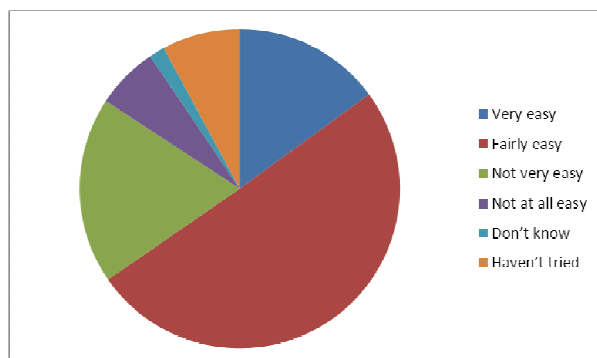
2013/14



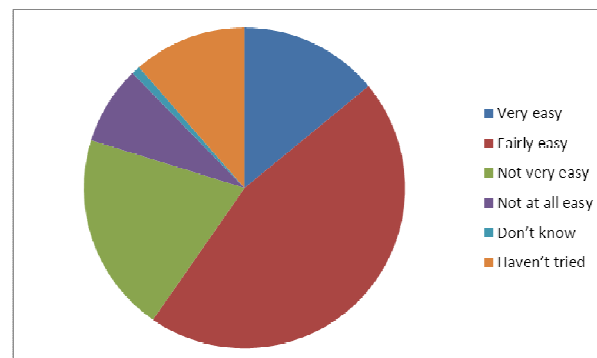
## 3 About Accessing the Doctors and Nurses

### Q3a How easy is it to speak to a doctor or nurse on the phone?

2012/13

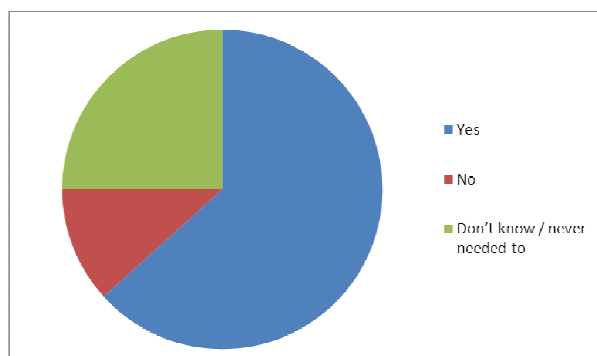


2013/14

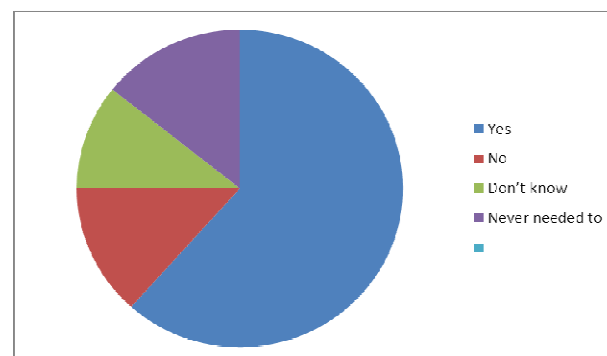


### Q3b If you feel you need to consult with a GP urgently can this normally happen?

2012/13

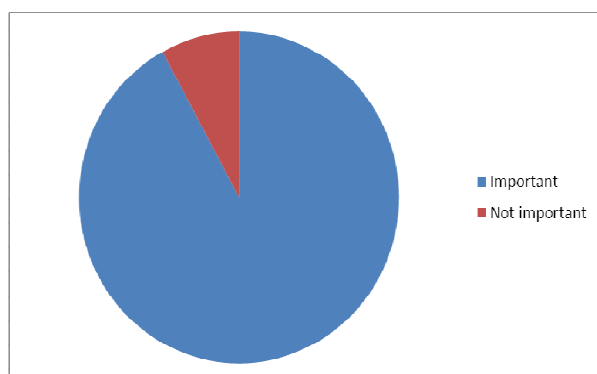


2013/14

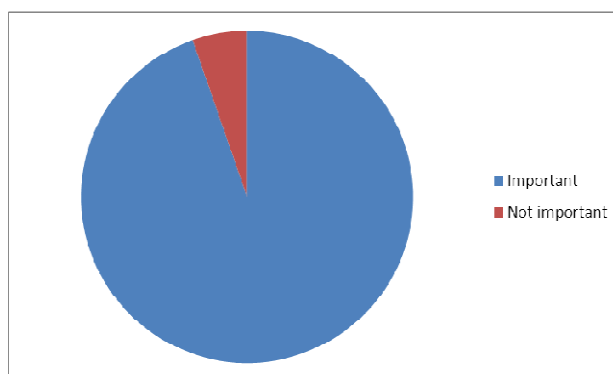


### Q3c How important is it to you to be able to book a future appointment?

2012/13

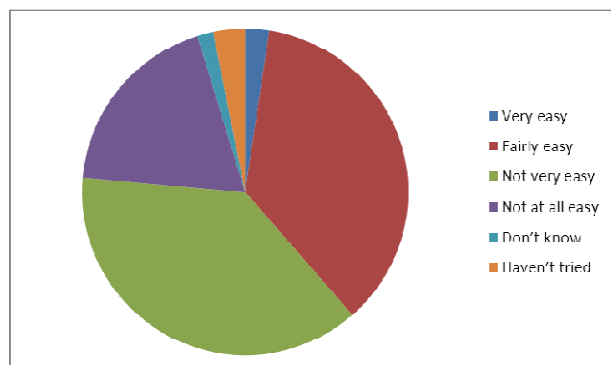


2013/14

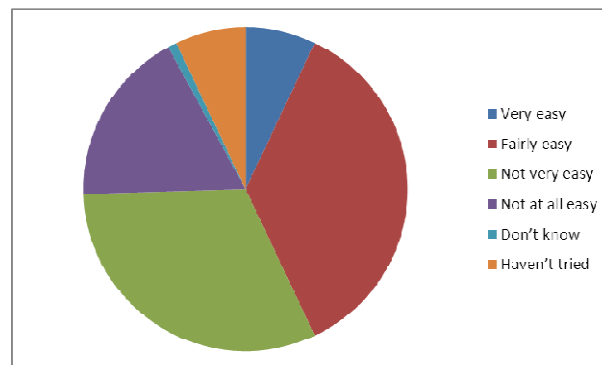


## Q3d How easy is it to book a future appointment?

2012/13



2013/14

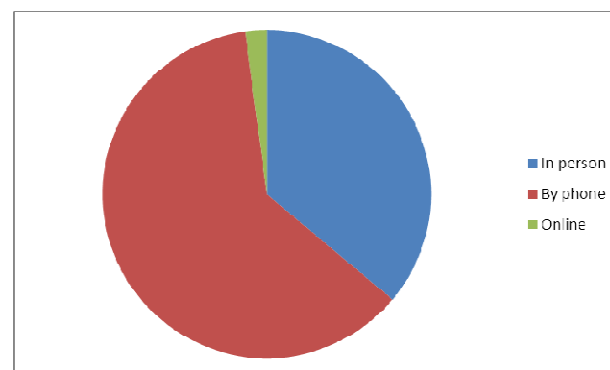


## Q3e How do you normally book your appointments? Please tick all boxes that apply.

2012/13

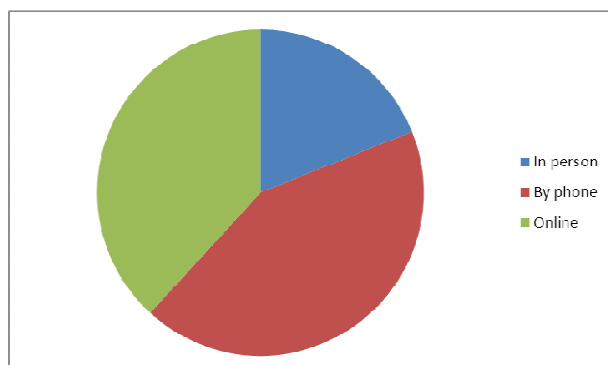
N/A

2013/14

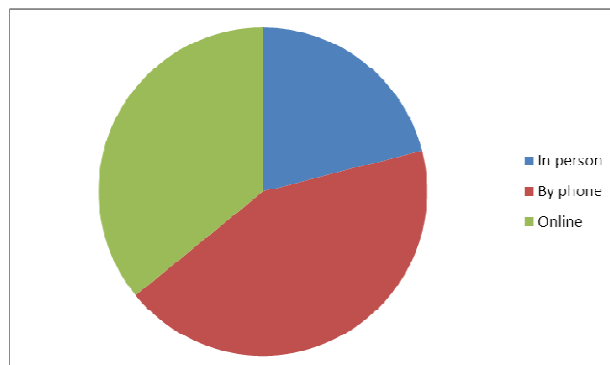


## Q3f Which of the following methods would you prefer to use to book appointments? Please tick all boxes that apply.

2012/13



2013/14

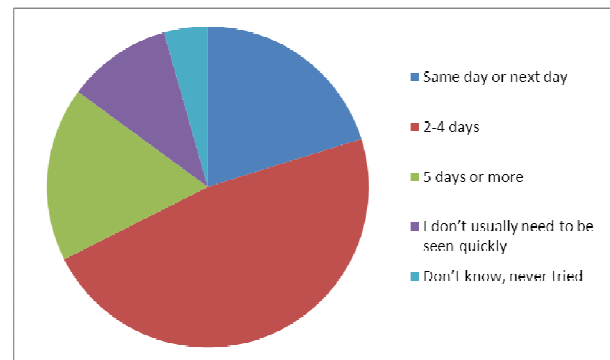


## 4 Thinking of times when you want to see a particular doctor:

### Q4a How quickly do you expect to get seen?

2012/13

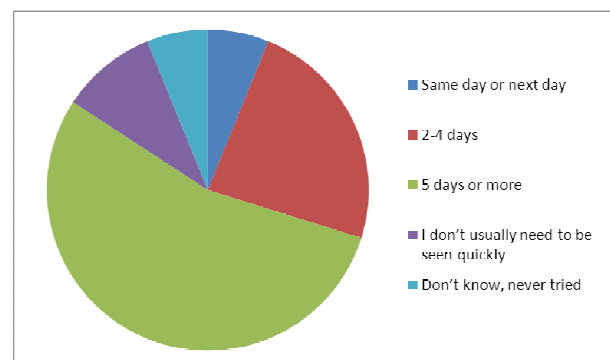
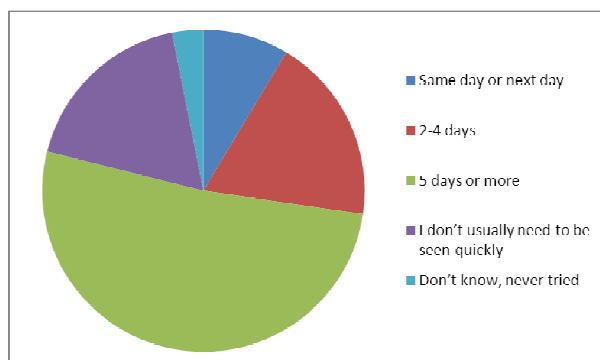
2013/14



### Q4b How quickly do you usually get seen?

2012/13

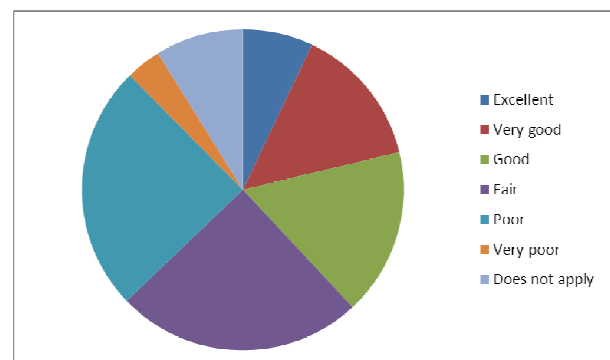
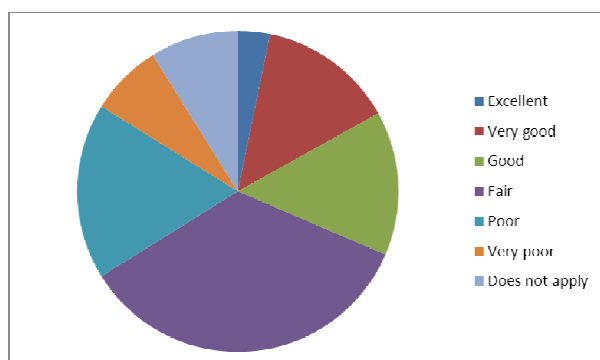
2013/14



### Q4c How do you rate this?

2012/13

2013/14



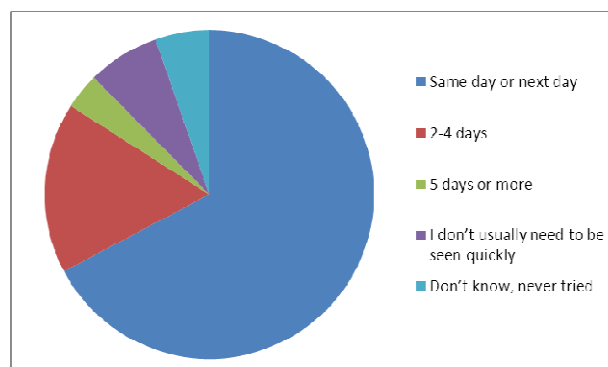


## 5 Thinking of times when you are willing to see any doctor:

### Q5a How quickly do you expect to get seen?

2012/13

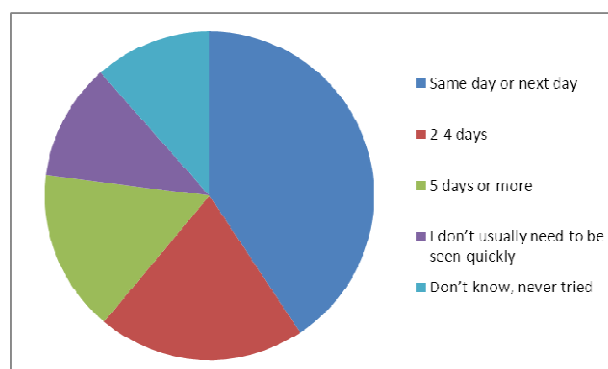
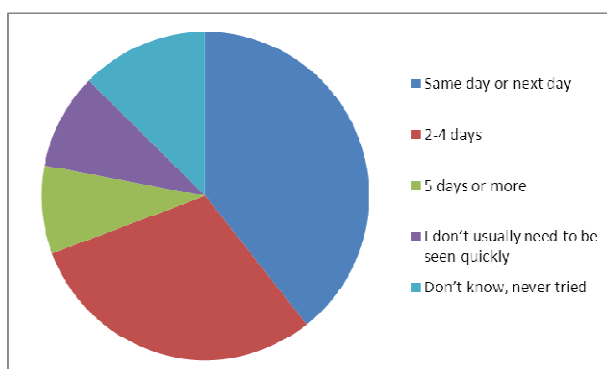
2013/14



### Q5b How quickly do you usually get seen?

2012/13

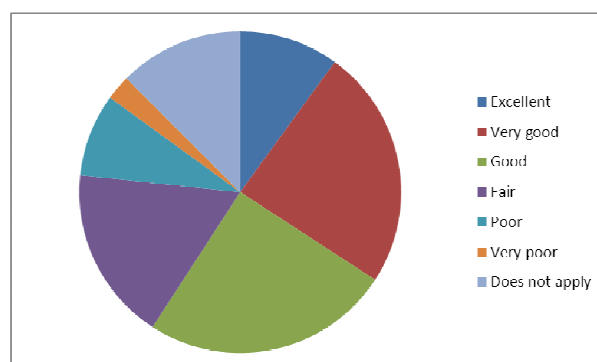
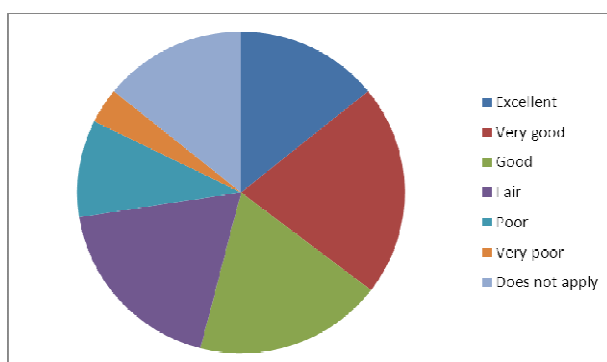
2013/14



### Q5c How do you rate this?

2012/13

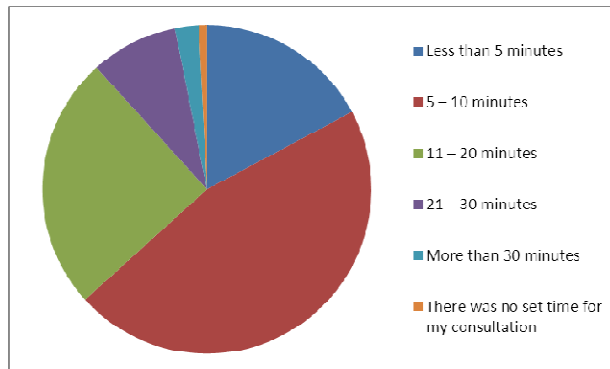
2013/14



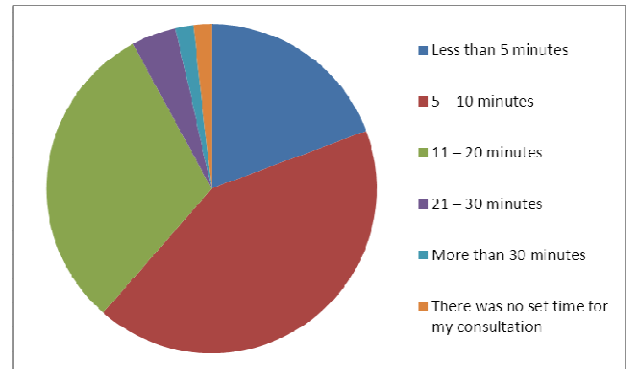
## 6 Thinking of your most recent consultation with a doctor or nurse

### Q6a How long did you wait for your consultation to start?

2012/13

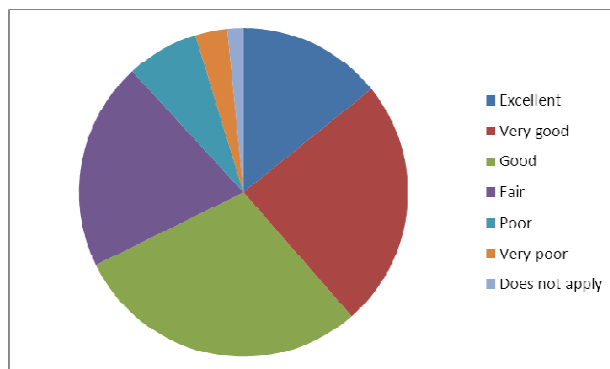


2013/14

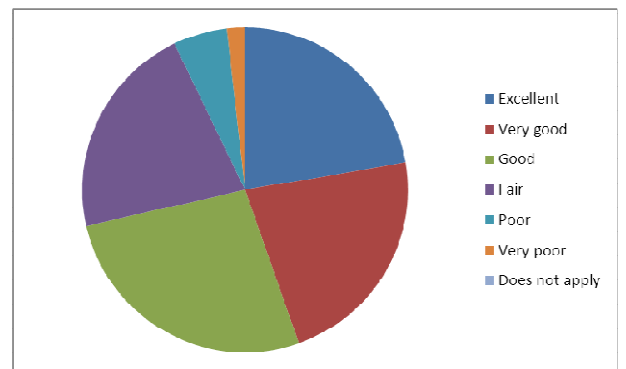


### Q6b How do you rate this?

2012/13



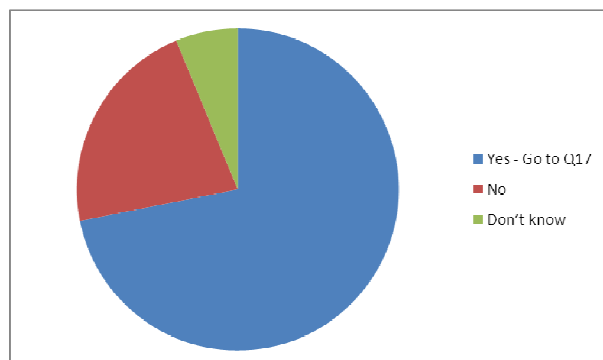
2013/14



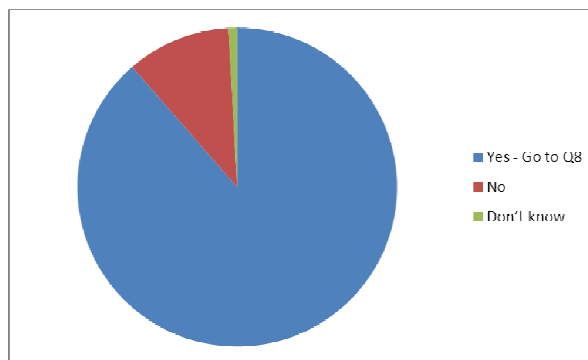
## 7 About opening times

**Q7a Is the practice currently open at times that is convenient to you?**

2012/13

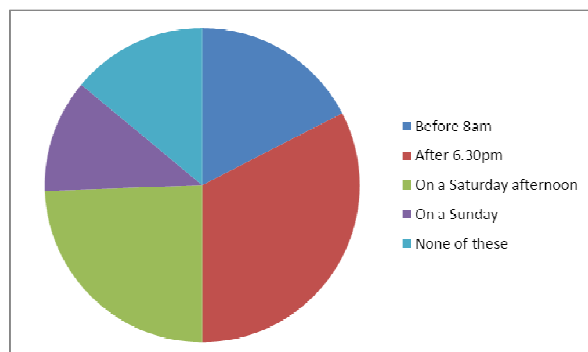


2013/14

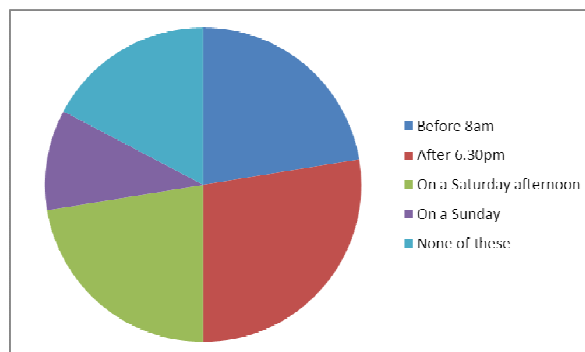


**Q7b Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.**

2012/13



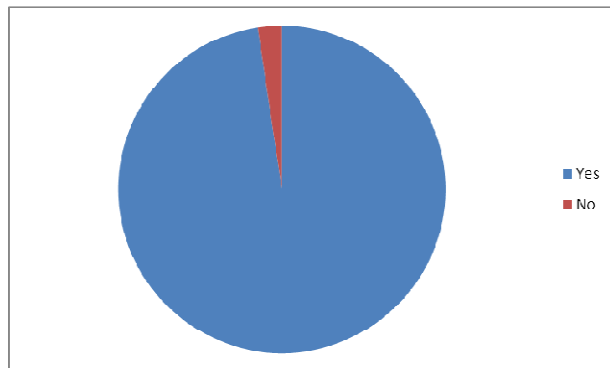
2013/14



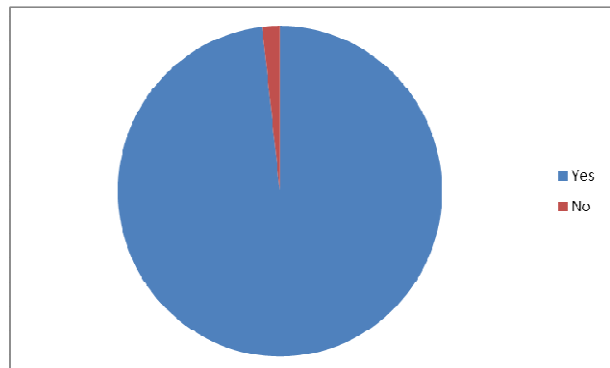
## 8 About seeing the doctor of your choice

### Q8a Do you know you have a registered GP?

2012/13

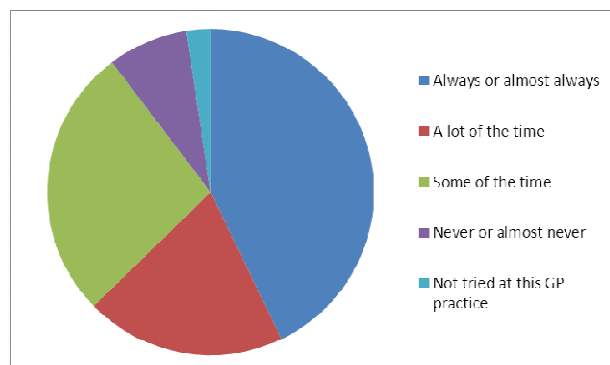


2013/14

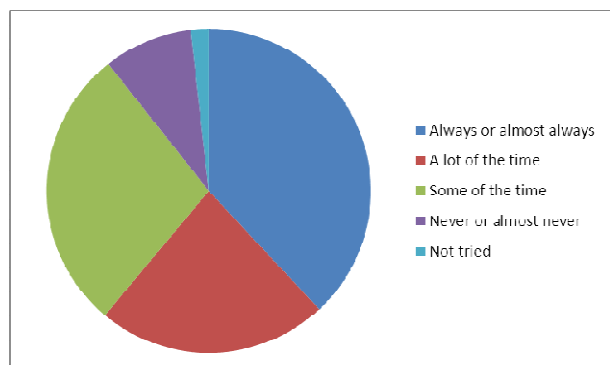


### Q8b How often do you see or speak to your GP?

2012/13



2013/14

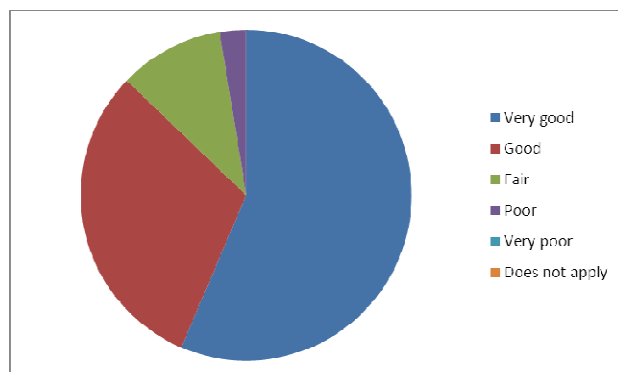


## 9 How good was the last GP you saw at each of the following?

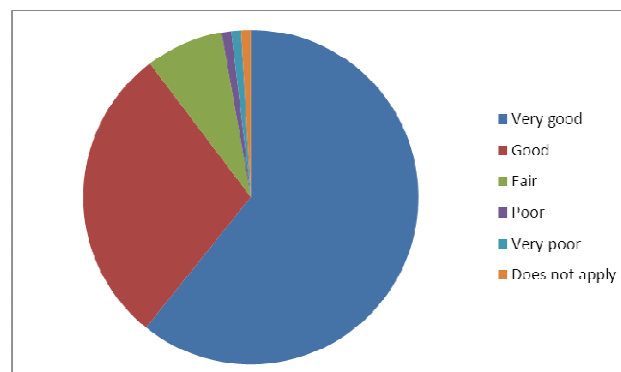
(If you haven't seen a GP in your practice in the last 6 months, please go to Q10)

### Q9a Giving you enough time

2012/13

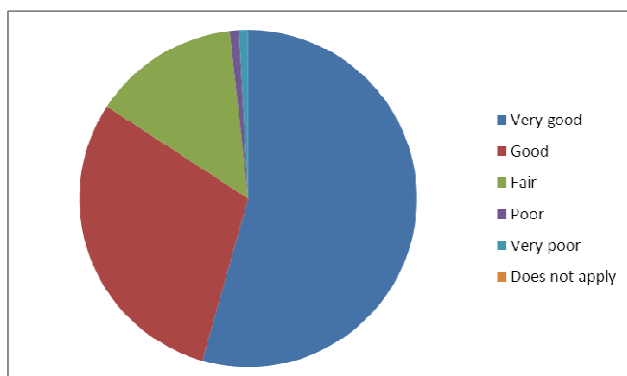


2013/14

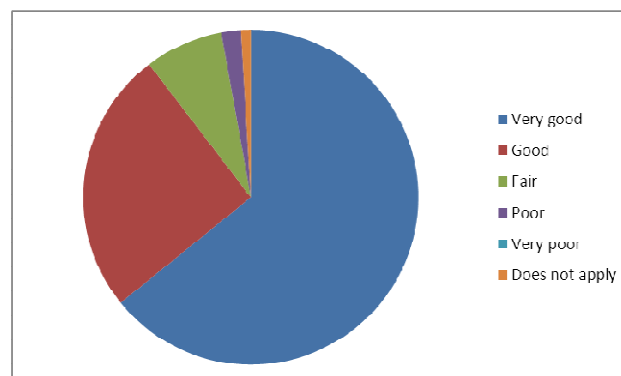


### Q9b Listening to you

2012/13

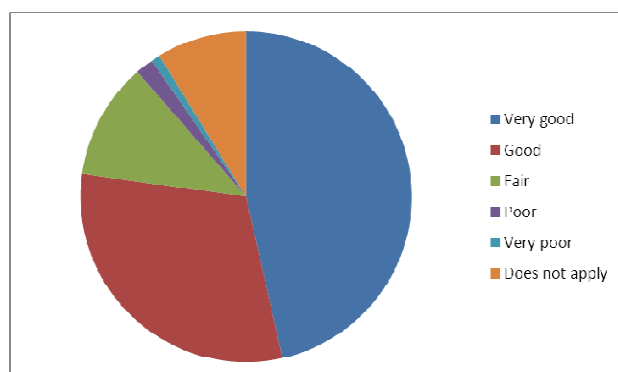


2013/14

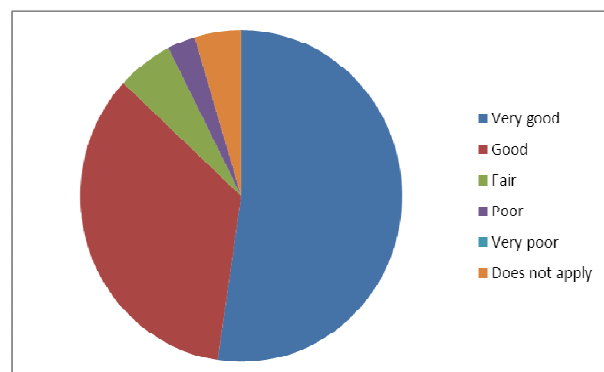


### Q9c Explaining tests and treatments

2012/13

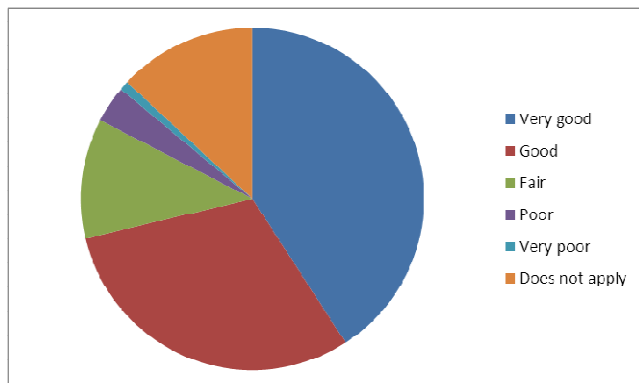


2013/14

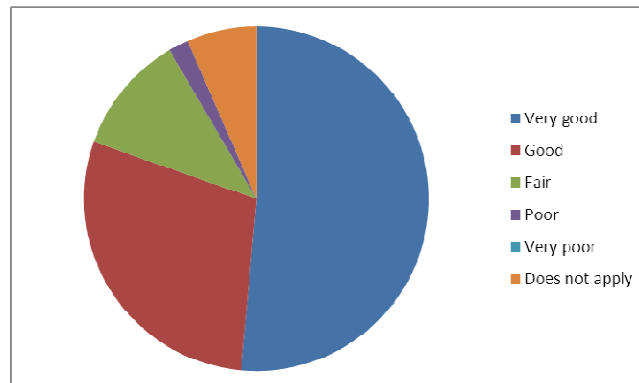


## Q9d Involving you in decisions about your care

2012/13

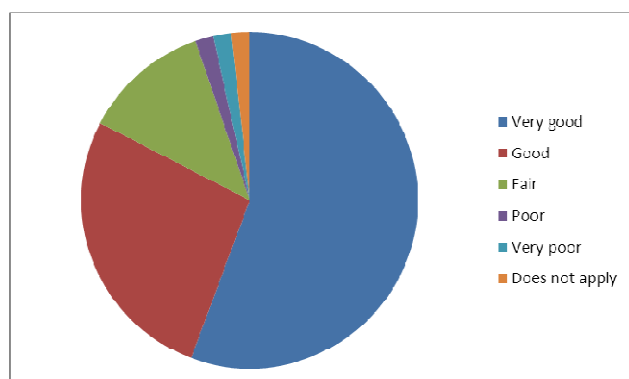


2013/14

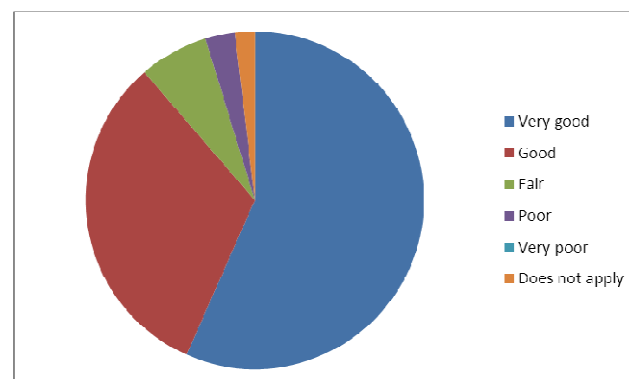


## Q9e Treating you with care and concern

2012/13

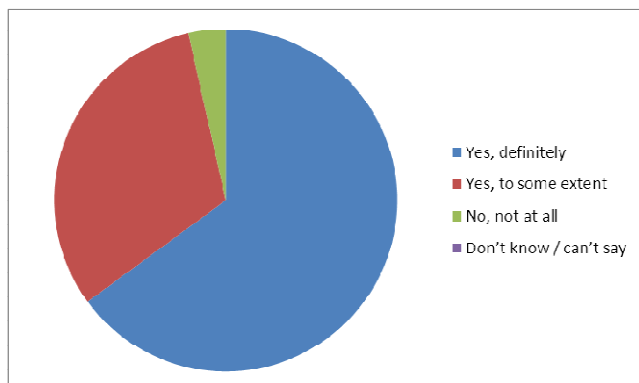


2013/14

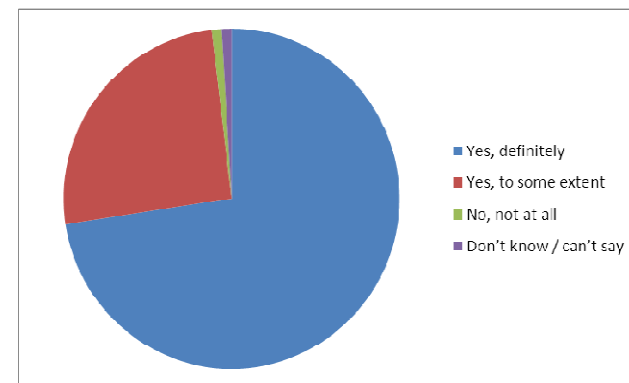


## Q9f Did you have confidence and trust in the GP you saw or spoke to?

2012/13



2013/14

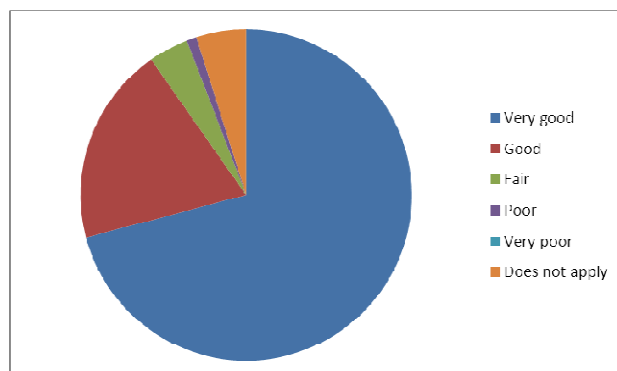


## 10 How good was the last nurse you saw at each of the following?

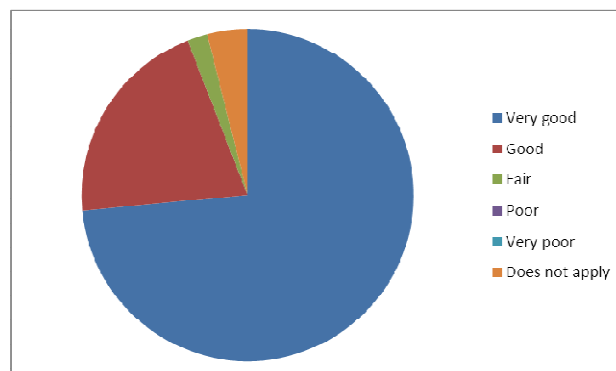
(If you haven't seen a nurse in your practice in the last 6 months, please go to Q11)

### Q10a Giving you enough time

2012/13

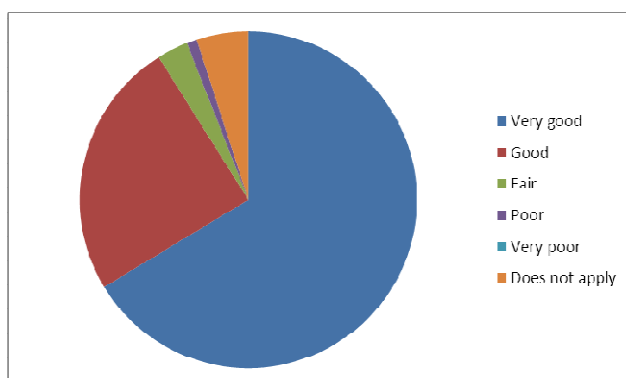


2013/14

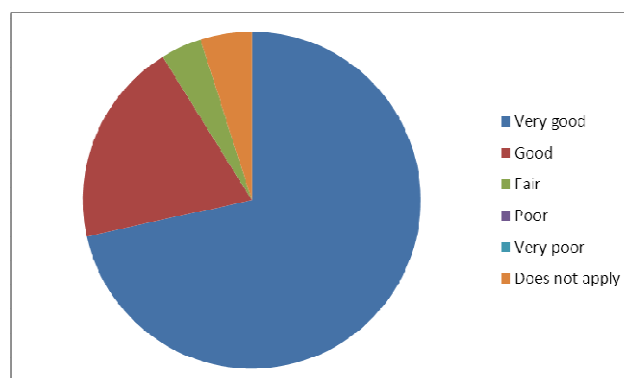


### Q10b Listening to you

2012/13

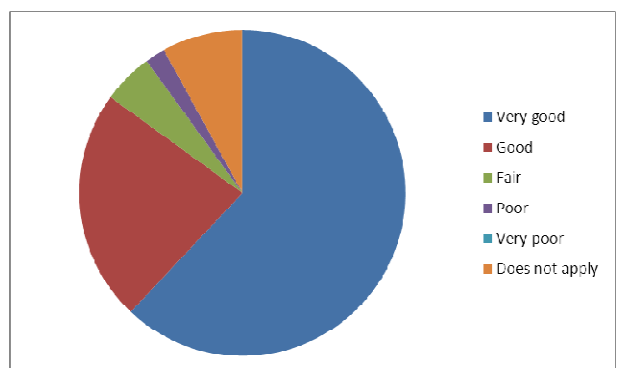


2013/14

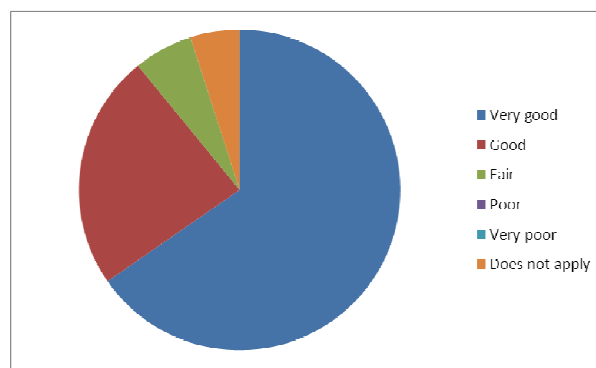


### Q10c Explaining tests and treatments

2012/13

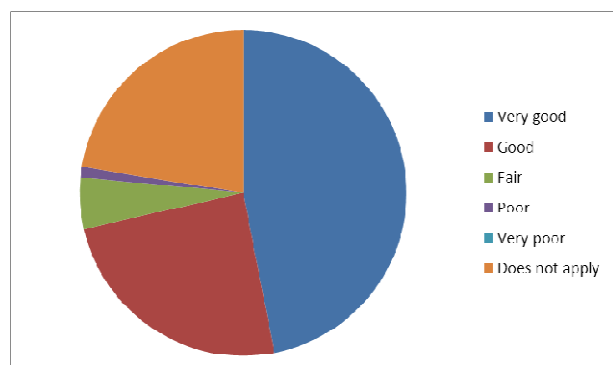


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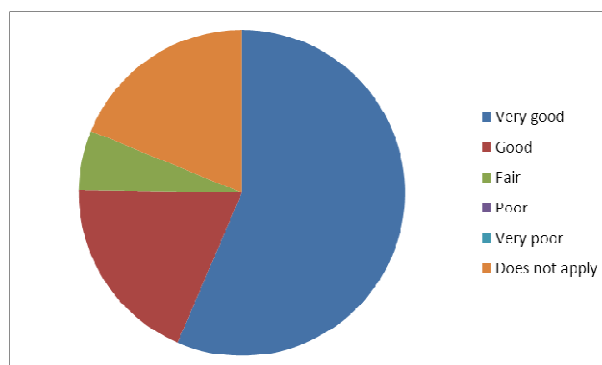


## Q10d Involving you in decisions about your care

2012/13

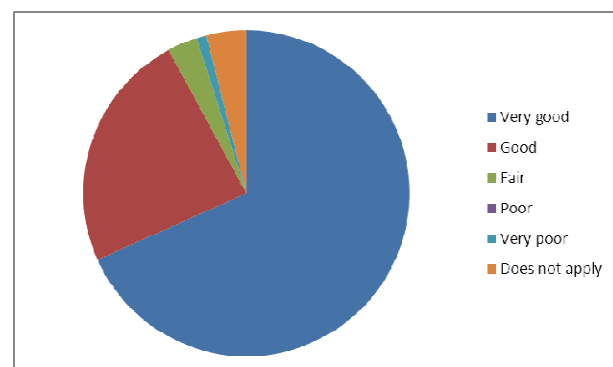


2013/14

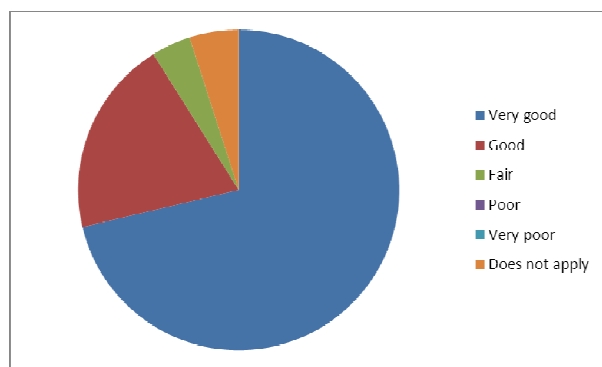


## Q10e Treating you with care and concern

2012/13

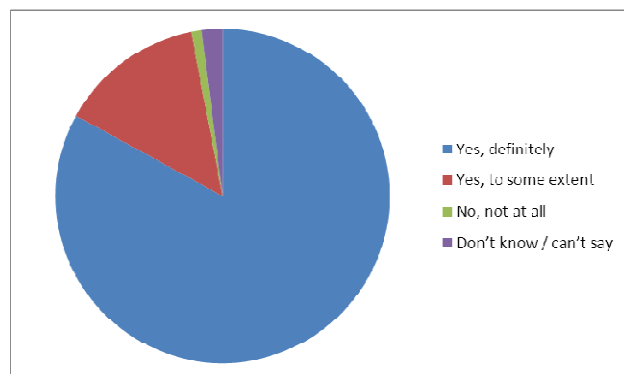


2013/14

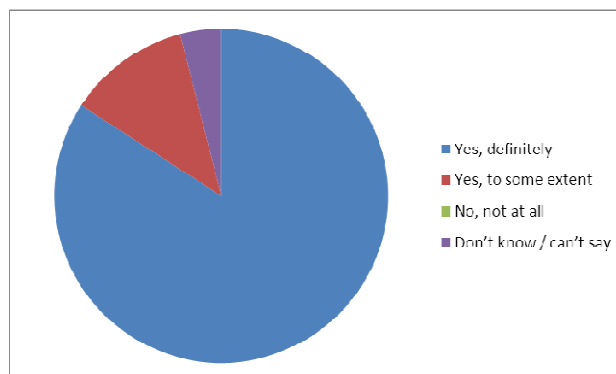


## Q10f Did you have confidence and trust in the nurse you saw or spoke to?

2012/13



2013/14



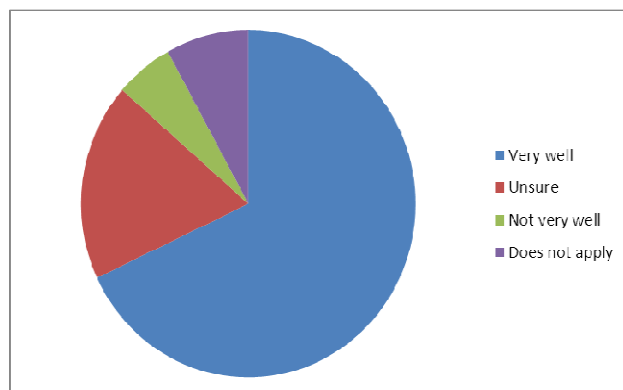


## 11 About care from your doctors and nurses

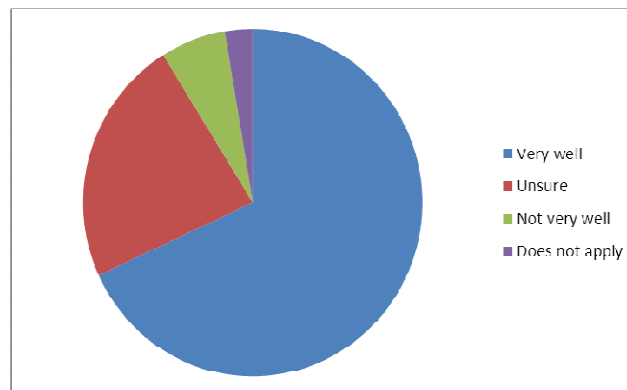
Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

### Q11a Understand your health problems?

2012/13

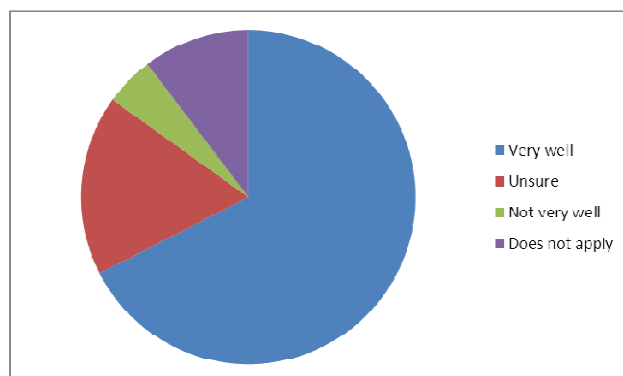


2013/14

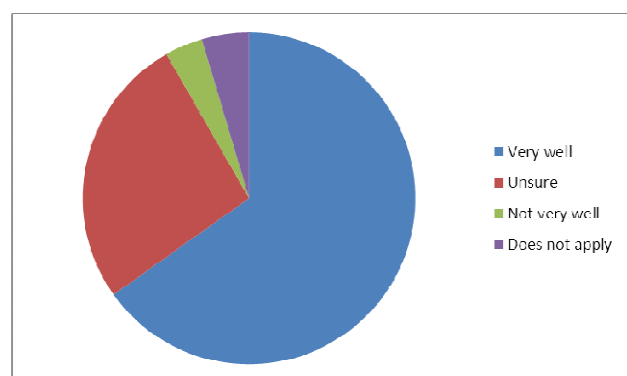


### Q11b Cope with your health problems

2012/13

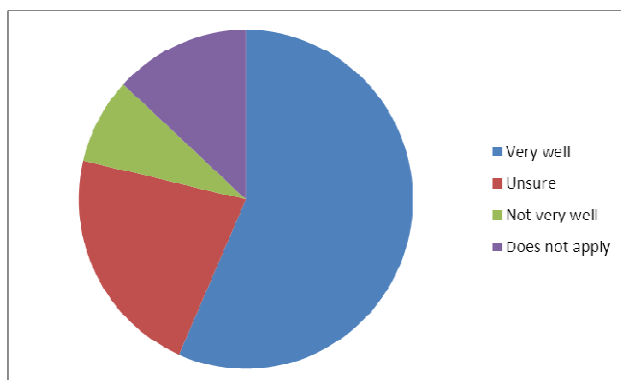


2013/14

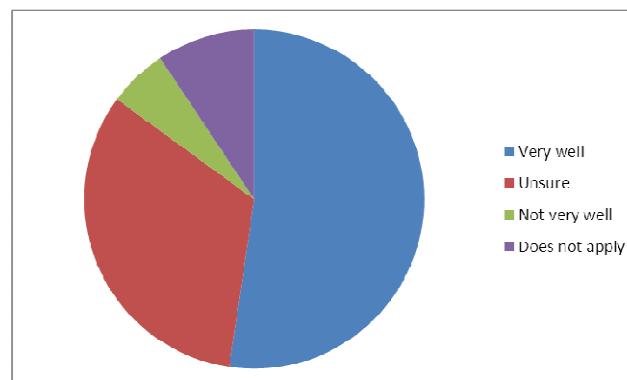


### Q11c Keep yourself healthy

2012/13

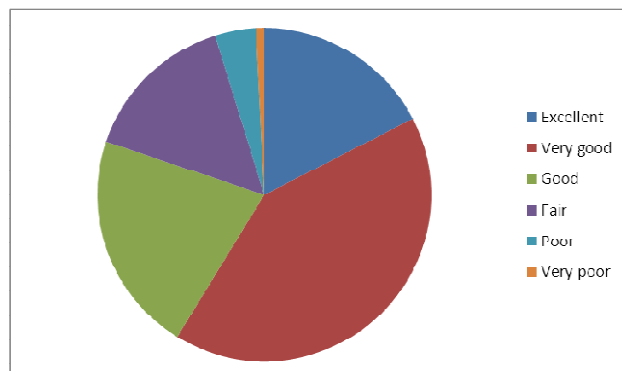


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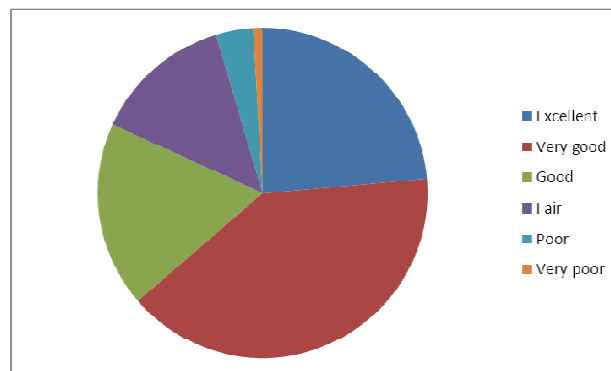


## Q11d Overall, how would you describe your experience of your GP surgery?

2012/13

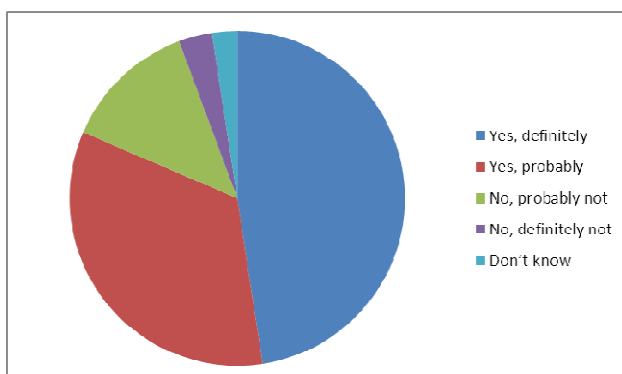


2013/14

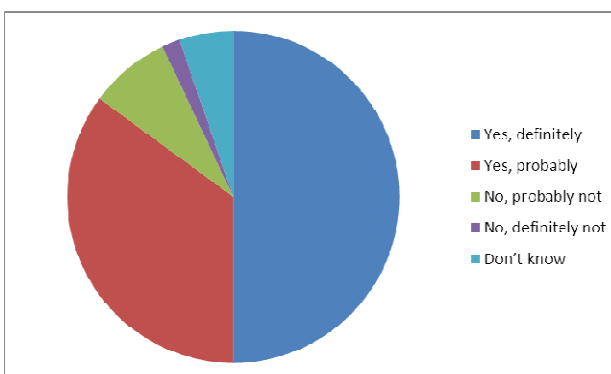


## Q11e Would you recommend your GP surgery to someone who has just moved to your local area?

2012/13



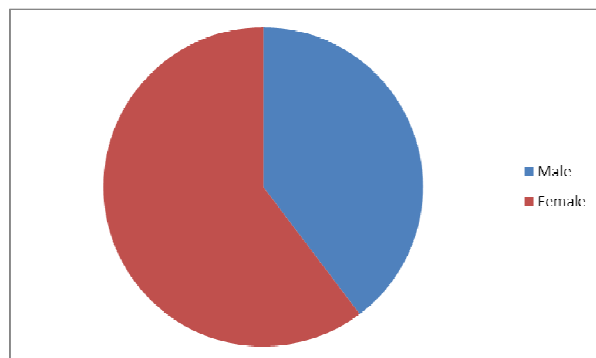
2013/14



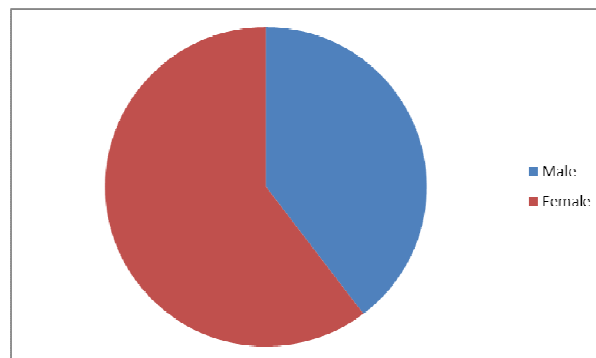
## 12 It will help us to understand your answers if you could tell us a little about yourself

### Q12a Are you?

2012/13

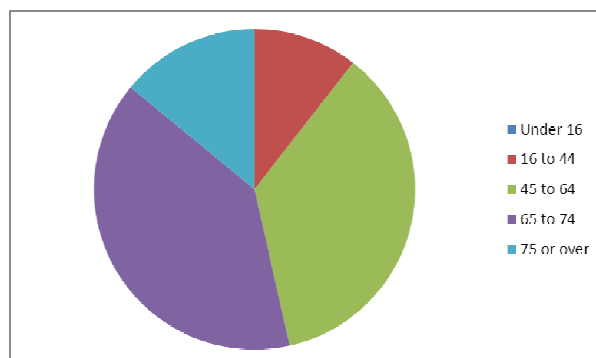


2013/14

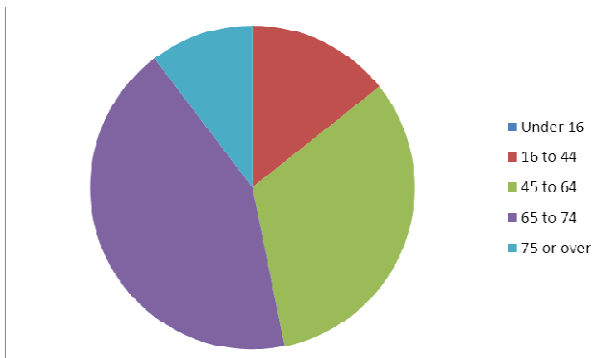


### Q12b How old are you?

2012/13

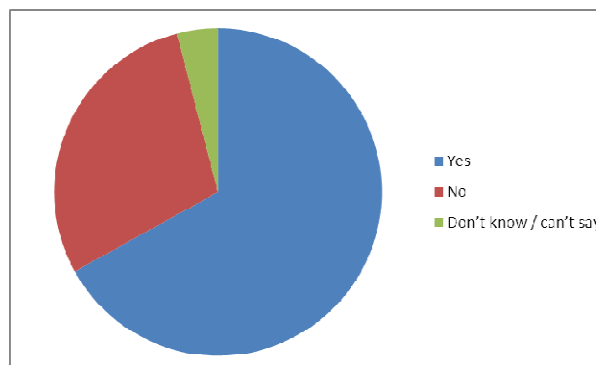


2013/14

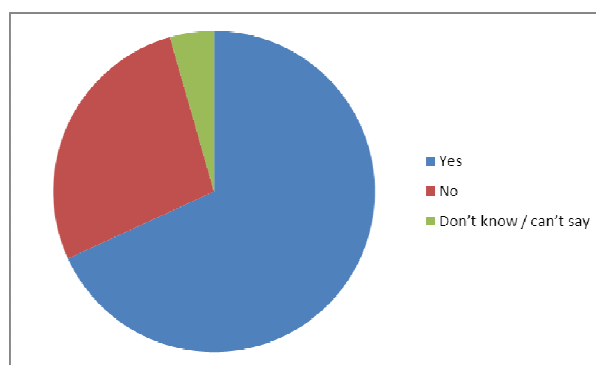


### Q12c Do you have a long-standing health condition?

2012/13

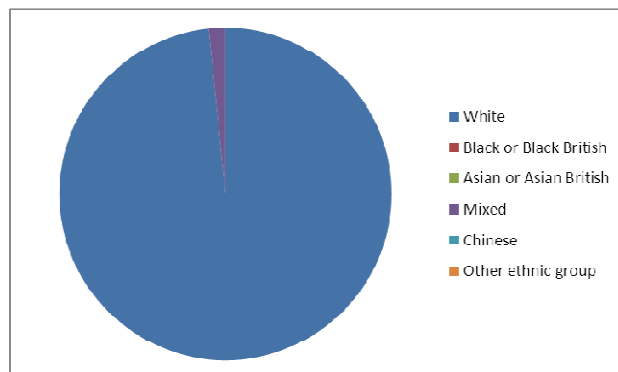


2013/14

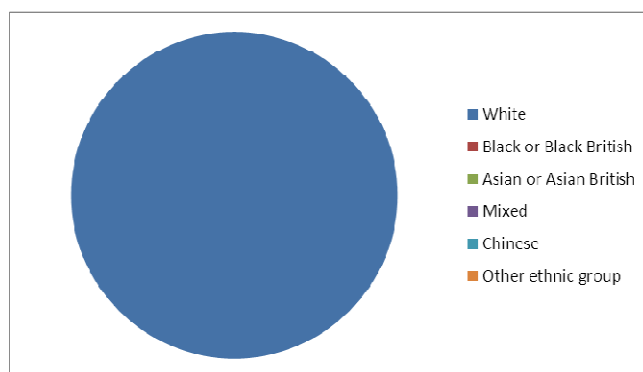


## Q12d What is your ethnic group?

2012/13

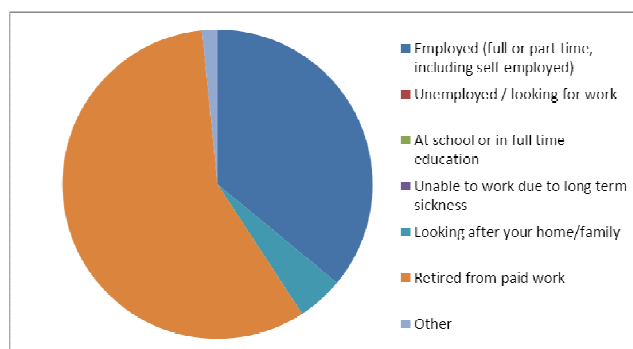


2013/14

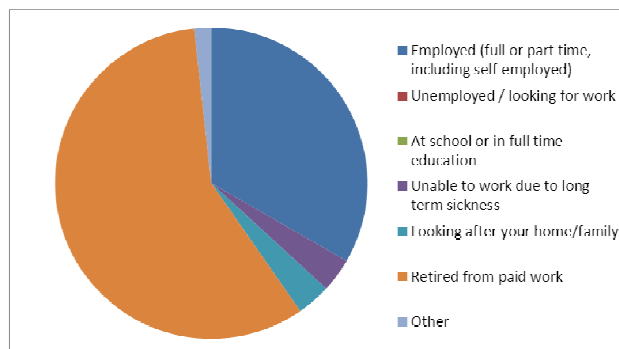


## Q12e Which of the following best describes you?

2012/13



2013/14



## Comments

Some survey participants were kind enough to make comments. Although not all comments have been included within the survey we have attempted to summarise the general themes. The comments from last year's survey have been included for the purpose of comparison.

### Areas of concern and/or for improvement

#### 2012/13 Staffing

- There is a need for more staff on the reception
- A "more friendly" attitude from the reception staff would be helpful
- Some receptionists are aggressive and will only consider their own agenda, but some are really excellent
- The impression I always get that receptionists regard patients as potential timewasters.
- Would prefer to see a GP when phoning for an emergency appointment rather than having a telephone consultation
- Constant change of registered doctor
- There seem to have been a lot of staff changes in recent months particularly with the GPs and I no longer feel that I know the doctors, that they know me and that it is worth getting to know them as they may move on.

#### 2013/14 Staffing

- Reception continues to be a problem area, often only one receptionist is on the desk with a queue waiting. She is working under pressure and mistakes are made
- Receptionists are lazy and rude when you try to make an appointment in person they are sitting there with a cup of tea gassing to each other and when you are standing there trying to make an appointment they look at you as if you are disturbing them.
- Doctors don't take enough time to explain things to you some of them are writing out a prescription before you have even explained symptoms or they have examined you, some of the doctors are very rude.
- The main problem is with the new reception staff that have come onto the scene over the last few years. Unlike the old staff, they have no knowledge of the practice's patients so make no allowances when sometimes they ought. With the number of patients coming through the door I know this is difficult but the personal touch has been completely lost.
- The interaction is generally very perfunctory and you don't generally feel valued as a patient especially by the locum doctors that you normally see for same day consultation

## 2012/13 Appointments

- Difficult to get appointments.
- Bring back booking four weeks not two like now.
- Disappointing that there is no 'emergency' appointments on Saturday.
- Getting the appointment is the most unsatisfactory part for me as a patient.
- Problems occur when trying to book a convenient appointment, for example, trying to get through from 8am for an appointment for the same day is very difficult. As I am working it makes it very difficult to be available for the doctor to call me back which has lead to missed calls back and forth.
- I have on occasions tried to book an appointment with the doctor who has requested I see them specifically on a date and that is extremely difficult either I have had to phone 2 weeks before the date I want and hope slots have been opened
- Forward booking.
- I am very fortunate at the moment as I do not need to see the Doctor too often However the main worry, when I do need an appointment, is the ability to see the Doctor reasonably quickly (and especially out of hours). Once I've got to see her/him I have been treated very well
- I do not understand the appointments system, you can't book an appointment for more than two weeks ahead whereas I know that this can be done in other practices. Some of the receptionists have a very superior attitude. They should remember who pays their salaries - the tax payer.
- I can't for the life of me see why non-urgent appointments can't be timetabled ahead in the same way as seeing a teacher or lawyer. You can't book more than 2 weeks ahead and when you try there are no spaces - and I'm not picky about whom I see.

## 2013/14 Appointments

- About 5 minutes after 0800 hrs there are no appointments available.....where have they gone. If there is a queue at the desk do the receptionists deal with the queue and phone alternatively?
- An online appointment system would be a great improvement. It would be also be useful if the duty doctor's calls were within a given time slot as it can be quite difficult keeping yourself available all day for a call, especially when working. Clearly there are too many patients for the amount of doctors and not enough doctors who work a full time week, to afford continuity. Meaning if you want to see your own doctor and they don't work every day, then you might have to wait for a long time.
- I can understand waiting for a doctor to speak to you over the phone the same day. Now I am waiting 4/5 days, which I think is very poor. There are no set times for a call which when you are working is difficult and resulted in me missing the call and having to start the process again. I think the access to a GP and medical advice has deteriorated. It's not often I need some attention and when I do I tend to need it relatively quickly and easily. My recent experience has not provided this.
- I find it difficult to manage the booking system and have had quite a few different assigned GPs since I came to the town. Having to make an appointment just for a phone conversation in 3 days time and then having to perhaps discuss personal

matters on a mobile in an office is not easy. However, I do realise the pressures that are on surgeries!

- I think the main problem I have is not knowing how to go about getting a suitable appointment or there aren't any, therefore I generally ignore health concerns unless there is an urgent thing for one of my children.
- I think you do a great service with the amount off people you now have to see, but I do not like that I often have to wait over two weeks to see my Dr, but I know him and he knows me, so I wait until I can see him.
- It is always extremely difficult to get to see my doctor, even if I ask a fortnight or so ahead of when I will need to see her. My request usually ends with the GP having to ring me and then either giving me an appointment or issuing a prescription without seeing me.
- It is frustrating to still find it difficult to make an appointment with my doctor. I have to wait at least two weeks to see her.
- On the whole I find the practice and care good. However I find both making appointments and obtaining prescriptions promptly very irritating as neither seem easy to access or quick enough.
- Re Telephone call appointments/assessments - I do not see how an accurate diagnosis can be made and treatment prescribed without a face to face appointment.
- It is frustrating when you have to wait more than 2 days for an appointment.

## 2012/13 Systems & Infrastructure

- Privacy at front desk
- I do not like having to explain to the receptionist the reason why I need to see a Doctor.
- When I was waiting for results from Hospital, 3 members of staff kindly 'phoned me to let me know they were available, which suggests some communication or recording system had failed.
- Would like to see more emphasis on preventive care.
- I would just like to have my repeat prescriptions sorted on time and given the correct medicines that I request.
- I don't think that the recent migration to the new computer system was handled very well. It meant that crucial records were not available at the time they were needed.
- I would like to be kept up to date with changes at the Stony Medical Centre, especially with Doctors who leave the Practice such as when my Doctor Samantha Howell moved to another practice, I was not notified and it came as a surprise and a disappointment when I was told by a third party.
- I would like to take a pro-active approach to impending old age. I would like to be able to email my GP with quick questions instead of attending surgery and to leave the decision as to whether an appointment is necessary to them.
- If doctor is going to 'phone me at home, I am only told which day. No idea of what time - not even am or pm.
- the surgery should fine people who do not attend or cancel their appointments
- The repeat prescription system seems to be having problems at the moment
- If the phone system could place you in a queue and tell you which number you were in the queue you would at least know that you will be answered in order and not trust to pot luck if you can get through.
- Waiting area rather depressing - could do with smartening up.

## 2013/14 Systems & Infrastructure

- A satellite surgery in outlying villages would be useful to myself and others.
- As regards getting through on the phone this can vary enormously depending on a number of factors, particularly first thing in the morning and the day of the week. I have sometimes been lucky enough to get through after a couple of attempts but recently was trying continuously for 40 minutes.
- Do not like name displayed on big screen when called to GP. Lack of privacy!!!!
- I would very much like to be able to email my GP - I think this would save us both time and hassle. Emails make a written record, can be left to read at the GP's own pace, can be passed to someone else or saved in patient files, and can be answered quickly by a GP or with a standard response form.
- I am often loath to discuss personal issues with a receptionist.
- Communication both within the practice and to patients (or rather lack of it) is a BIG problem.



# Stony Medical Centre

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- It is very difficult to get through on the phone first thing in the morning, often taking 20-30 minutes, very inconvenient for a working parent.
- Not enough routine tests provided
- Put a loop system in for the profoundly deaf
- When I registered with your practice I would of liked to be given a choice of either male or female GP as my preference.
- Treatment is excellent but constant switching of doctor, makes it very hard to relate to somebody. I have been registered for appx 3 years, and have seen 6 doctors, so feel that there is little personal, or no personal contact.

## 2013/14 Prescriptions

- Repeat prescriptions, the three day rule for collecting prescriptions from Cox & Robinsons is rarely if ever met.
- Repeat prescription service problems, I have prescriptions that need sending off by post. They are continuously sent to the chemist causing huge delays in receiving my items. I have complained about this repeatedly, but I am just fobbed off by the reception staff
- Very often repeat prescriptions are not what was requested, lack of care taken. Appointments are extremely difficult to get, at present my Doctor only has two appointments for the next three weeks!
- The only issue I have is with my prescriptions. I have to order repeat prescriptions for an on-going health issue but in the past year I've had prescriptions not issued, issued for the wrong product, items missed off that I've ordered, prescriptions sat on a doctors desk waiting to be signed and forgotten about, prescriptions not sent to the chemist as requested. This is a major issue as I work full time and can't always chase or go to the chemist every day to see what is happening/if they've received it. A few times I have nearly ran out of medication due to the errors but the doctors also tell me not to stock pile...but what do I do if I'm scared I'll run out due to a doctors mistake?!!?! My medication keeps me alive...I don't take it I die! So I cannot run out!!!!

## 2012/13 Areas of praise

As with the areas of concern and/or for improvement comments noted above not all the positive comments received are shown below, however these have been included for the purposes of balance and also to recognize that for a sizeable number of patients we are providing a good service:

- Apart from the telephone issue, this surgery (Stony Medical Centre) is the model of excellence.
- Busy practice but well run. If you have an urgent problem it is sorted.
- Doctors all fantastic.
- For a long time I had a GP who was off sick a great deal and the care I received then was poor. Since I have been allocated a new GP things have improved greatly.
- Generally I feel there has been an improvement in the general efficiency of the practice in the last few years.
- With regards to receptionists almost all are polite and helpful.
- Improved communications (e.g. Email medical communications and bookings) would be welcome.
- GP practice and staff excellent and always helpful.
- GP's are generally brilliant.
- I am quite happy with the care I receive when needed. Thank you
- I am very satisfied with all aspects of the surgery, I do think it is short-sighted that they no longer offer well women and men clinics.
- I appreciate the care the doctors take in looking after me, checking my records when prescribing medication to ensure they are safe for me to take.
- I have always found the Surgery staff very helpful and pleasant. Also accommodating. If unable to give an appointment at the time they will get the duty Doctor to phone very soon after speaking to them.
- Overall, a very satisfied patient.
- I have been very happy with the service provided by my practice however being relatively healthy I do not have to attend on a frequent basis. I feel that the practice has undergone a lot of upheaval in recent years which it has coped with to the best of its ability but is now settling down so should hopefully re-emerge as a top class practice.
- I think we are fortunate in Stony to have such a committed and progressive medical team who treat their patients with care and respect.
- I would just like the medium of this survey to express my gratitude for the treatment, care and advice I have received over the last 20 months
- Just a very good practice.
- Love the new checking in/telephone which tells you how many people ahead of you
- Much better than it was.
- On the whole good and caring. Thanks.
- Practice offers a very good service. Would it be possible to have an annual general health check up to catch any illness early.

- The GP practice is welcoming which is important if you're unwell.
- The press often implies that our health service makes less effort than it should to look after the elderly. I have never experienced this. On the contrary I am amazed at the efforts made to care for my welfare at the age of 82.
- The service & helpfulness of the reception staff has improved greatly in the last few months. The phone call from a duty doctor for urgent consultations is very reassuring as I have a young child, whose health can deteriorate quickly so waiting 1-2 days for an appointment would not be good. Please keep this service!
- There has been a huge improvement in the last few years. I am very impressed with how easy it is to get a phone consultation with your registered GP. I have confidence in the practice now whereas I didn't 10 years ago. I hope the huge workload they have does not impinge on care in the future, but I am pleased to see they are modernising the computer system and hope that helps the staff as well as the patients
- There have been a few changes but on the whole I am well satisfied.
- Very helpful & polite.

## 2013/14 Areas of praise

- On the whole I feel that the practice provides an excellent service and staff are helpful and understanding.
- I am lucky that i do not suffer from the usual coughs and colds, but find the practice very effective in helping me with my ongoing condition. The waiting room is full of useful information about the various services such as 111 etc, and advising patients of the amount of time wasted with missed appts. The touch screen self registration is very effective.
- I appreciate the good and thoughtful service.
- I don't have a problem with it but friends are always complaining. I find majority of staff kind and considerate.
- I have a long term skin complaint which is taking a time to sort out, everyone is very helpful.
- I have not had to use the practice much since I moved to it from Wolverton Health Centre but the times I have used it have been fine and Dr Raju is great.
- I like the system which was introduced a few years ago which suggests you see your registered GP, except in emergencies. However I appreciate that I am very fortunate to have such a good GP, the best I have ever had. She always treats you like a fellow human being without a trace of arrogance or impatience and is kind and understanding. I have also noticed a great improvement in the receptionists who are always friendly and helpful. This did not always used to be the case
- Doctors usually all polite and can be helpful. Nurses are usually fantastic.
- I think you do a great service with the amount of people you now have to see.
- I was recently very promptly referred to MK General Hospital for a UScan when a growth was discovered in my left kidney and Dr Grinyer's pro-active further referral was immediate, so I have nothing but praise for Dr Grinyer's and NHS care. I am due to have a partial nephrectomy in the Churchill hospital on 17 Jan.

# Stony Medical Centre

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- Midwife Claire Croft – BRILLIANT an asset to Stony Stratford MC Dr Regis – BRILLIANT an asset to Stony Stratford MC Diabetes Nurse, Ann B – Really compassionate and caring and goes above and beyond to do her job, also an asset to Stony Stratford MC.
- myself and my husband are both with Dr Raju, i have seen once a different Dr, he was very thorough n listened and i ended up at MKGH after i had seen him, Dr Raju is nothing except an extraordinary GP, both of us have good communications from her she listens, monitors the situation as husband is now my carer and supports us with letter writing. lovely dr.
- Realising that it is a very busy Practice trying hard to accommodate all the diverse needs of the patients. Stony Stratford Health tries hard to cope with the pressures whilst ensuring it is keeping up to date with processes. But I feel it must take care not to evolve into a 'people processing' environment. People wish to be listened to, encouraged and leave feeling their welfare is paramount. Not leave with the familiar 'take two of these and see me in a fortnight' routine. On the whole Stony Health Centre is a warm welcoming environment, but must take care to stay that way. I have no complaints as yet and I speak for all my family age ranging from 2yrs old up to 84 years old.
- The Practice has endeavoured to improve all aspects of care and is now achieving this. The new doctors and nurses are now settling in and the practice is much more settled than it has been over recent years. I feel it is a very good practice now.
- The customer service experience of the practice has improved substantially in the last 12 months. Long-term condition management does not seem very systematic.
- The practice has provided me with excellent care in house as well as referring me to several consultants who were able to be of help. My GP is extremely efficient with her time, is well connected with the medical community, is well informed and conveys her knowledge in a clear and concise manner. I do not feel rushed but am aware of the need to work within the system which can require patience. I do not work so the opening hours do not impact my schedule as much as they do my working adult daughter and my husband, both of whom work very long hours. Thank you for considering patient input.
- the lady doctor (who now has left the practice) was wonderful in getting the treatment I needed
- Very pleased with how they deal with my daughter. Whilst it may take a while for me to get an appointment for myself if ever needed, the surgery have always seen my children when i have needed them to and as a parent this is very reassuring. I would definitely recommend the surgery.
- The receptionists have improved in the last few months; Liz is very helpful and caring. All the nurses I have contact with are very good. I believe the issue of getting appointments has also improved.
- The staff, nurses are very helpful.
- Generally a very good service.
- I am happy with my GP, she is friendly and that helps. I am currently have an 'MOT' arranged by my GP, so far so good.
- Since the death of my husband in October I have found the receptionists and Dr Raju to be very understanding and although they are very busy have time to talk to me.
- I think the staff on reception have improved greatly in the last 12 months, they are more helpful, understanding and patient. Keep up the good work!

# Stony Medical Centre

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- At the moment, our National Health Service seems to be the object of a never-ending witch hunt by the media, particularly when it comes to the elderly. I am now 83 years of age and I am constantly amazed at the efforts made on my behalf, both by my G.P., the practice and Milton Keynes General.
- I find that the practice is top quality and the care I have received over that last 40+ years has been great. Some folks seem to criticize the manner of the receptionists etc, I have always found the ladies to be most considerate,
- I think that the majority of people working there are caring and committed and do a very good job sometimes under difficult conditions. Thank you
- I think you guys do a brilliant job under very difficult conditions. I think those who are serial complainers should try walking a mile in your shoes! Thank you for everything.

END.