

# Mawsley Village Surgery

## Patient Experience Survey Report

### 1. Introduction

In August 2014 Healthwatch Northamptonshire visited Mawsley Village Surgery, near Kettering, as part of a county-wide survey of GP practices. The survey aimed to find out about access to services, the patient experience, good practice and what pressures there are within the practice. A summary report of the findings from the county-wide survey, including good practice and recommendations, is available on our website<sup>1</sup>.

We spoke to eight patients at Mawsley Village Surgery about their views, experiences and satisfaction. By speaking to patients face to face we could add depth to the findings of the National GP Patient Survey<sup>2</sup>. We also spoke to the practice manager to find out about services currently being provided, how they are accessed, what they felt worked well and what pressures there were. The questions used are in Appendix 1 and 2.

All information and figures quoted below were correct at the time of the site visit. This report does not reflect any changes or improvements to procedures since that date.

### 2. Practice information

#### 2.1 Practice size and staffing

Mawsley Surgery is a relatively small practice (approximately 4,400 patients) with four doctors (three male, including one locum, and one female), one nurse practitioner, two part-time practice nurses and one full-time healthcare assistant, one practice-funded GP counsellor, one health visitor, one midwife and one wellbeing worker. There are five reception, four dispensing staff, and currently no staff vacancies.

#### 2.2 Services provided

The practice provides a range of services, including minor injuries and minor surgery, and also advertises external services including physiotherapy, massage therapy and acupuncture.

**Specialists:** The practice employs no extra specialists.

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<sup>1</sup> [www.healthwatchnorthamptonshire.co.uk/about/docs](http://www.healthwatchnorthamptonshire.co.uk/about/docs)

<sup>2</sup> <http://gp-patient.co.uk>

**Shared Services:** No services in the practice are shared with other practices.

**Extended opening:** The surgery opens for an extra two hours until 8pm on Thursdays. This was requested by the Patient Participation Group.

**Home visits:** The on-call doctor makes home visits.

### **2.3 Appointment booking system**

Appointments are made by telephone - immediate problems are dealt with on the same day and routine up to 48 hours. Urgent cases are usually seen on the same day after surgery. A limited number of advance appointments are available - up to three months. Telephone consultations with doctors and nurses require an appointment.

**Missed appointments:** The practice manager thinks that the number of 'Did-Not-Attends' are too high. Text message reminders are now being sent to try and reduce these.

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

The PPG is advertised on the notice board and electronic board in the waiting area and on the website. Since its inception in 2003 Mawsley Surgery have given patients the opportunity to shape the services they receive.

### **2.5 Complaints system**

The complaints system is displayed on the front desk.

### **2.6 Equality and diversity**

All staff have been trained in recognising the need to be aware and to treat everyone fairly and to not discriminate on the grounds of race, age, sex, colour, nationality, sexual orientation. They are trained to aid patients around the practice especially if they are disabled. The surgery operates a zero tolerance policy for staff, patients and visitors to the practice.

## **3. Patient experience**

### **3.1 Appointment system**

Most people we spoke to (seven out of eight) found it easy (two) or very easy (five) to get an appointment when they needed it. One person thought it was 'OK' and no-one found it difficult. One person was concerned that sometimes appointments were delayed by up to half an hour which was not easy when they needed to get back to work.

### **3.2 Choice of doctor**

All eight people we spoke to said they usually saw the doctor of their choice, seven said that this was not important to them and one person said that this was important to them because of continuity of care.

- One patient commented that everyone is good at what they do - doctors, nurses and receptionists

### **3.3 Treatment and quality of care and service**

All eight people said they were satisfied with the treatment and service they received.

- One patient said that it was very prompt and efficient
- One patient said that treatment is usually prompt and issues were communicated professionally
- One patient said that diagnosis is quick and that they are made to feel relaxed and less worried

Of the five people who commented on what could be improved and what works well, none thought that the practice needed improvement.

- Two patients said that the surgery was excellent
- One patient said that the staff were efficient, and that the medical staff were caring and knowledgeable

### **3.4 Communication and additional needs**

None of the patients we spoke to said they had any problems communicating with staff or doctors. Two people said that they had additional requirements requiring support and both felt that these were being met.

- One patient commented that all of the staff are very friendly and helpful

### **3.5 Additional comments**

We asked people if they had any other comments to make about the practice. There were four additional positive comments and no additional negative comments.

#### ***Positive:***

- Two people said that the service is excellent
- One person said that the surgery was very efficiently run and the doctors seem very caring
- One person commented that they'd been a patient for a year and were very pleased with the service

## **4. Highlights**

According to the results of both our patient survey and the National GP Patient Survey the practice's appointment booking system works well. The patients we spoke to either found it easy or very easy to get an appointment and all said they usually got to see the GP of their choice. All patients were satisfied with the

treatment they received at the practice and none of them had any problems with communicating with doctors and practice staff.

## **5. Recommendations**

1. The practice could consider ways of providing more specialist services, such as by sharing staff with other practices or training current doctors in certain specialisms
2. Some patients may benefit from the practice opening on Saturday mornings
3. Further measures to reduce the number of DNA's could be beneficial

## **6. Thanks and acknowledgements**

Healthwatch Northamptonshire would like to thank the Practice Manager of Mawsley Village Surgery for taking the time to talk to us and facilitate our visit, all the patients who were willing to take part in our survey and the Healthwatch Northamptonshire volunteers who visited the practice.

## Appendix 1 - Patient survey questions

<p>Q1: How easy is it to get an appointment when you need it? <i>(Please tick one)</i></p>				
Very easy	Easy	OK	Difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Q2: Please tell us more about your experiences of getting an appointment, including how it is easy or difficult, how long you have to wait to get an appointment, and whether the system works well for you:</p>				
<p>Q3: Do you usually get to see the doctor/nurse/health professional of your choice?</p>				
Yes	No, but I'd like to	No, but it doesn't matter to me		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Please tell us more about how this is important to you or not:</p>				
<p>Q4: Are there any problems when communicating with staff or doctors?</p>				
Yes <input type="checkbox"/>		No <input type="checkbox"/>		
<p>Please tell us more:</p>				
<p>Q5: Are you satisfied with the treatment and service you receive here?</p>				
Yes, always	Yes, usually		No	
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
<p>Please tell us more:</p>				
<p>Q6: What do you think could improve the patient experience at your GP practice and what do you think works particularly well?</p>				
Improvements:		Works well:		
<p>Q7: Do you have any additional needs that require support? Such as hearing or visual impairment, learning or physical disabilities, English as a second language, etc.</p>				
Yes <input type="checkbox"/>		No <input type="checkbox"/>		
<p>If so, are they met?</p>				
Yes	No		Don't Know	
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
<p>Please tell us more:</p>				
<p>Q8: Is there anything else you would like to tell us?</p>				

## Appendix 2 - Practice Manager survey questions

**Q1: What is the staff makeup of the surgery (+ see briefing)? Do you have any nurse practitioners / prescribers and do you provide a mental health service?**

E.g. Have there been any changes to the surgery staff since the briefing? What are they?

E.g. Which staff provide mental health care and advice?

**Q2: Have you any GP or staff vacancies? How long have these posts been vacant?**

**Q3: How does your appointment booking system work? (only need to ask about what is different to the briefing)**

E.g. the role of the receptionist, whether there is online booking, how far in advance patients can book appointments, how much choice patients have over time and GP, whether they use an 0845 number, how many phone lines they have, telephone triage? What do you do with temporary or unregistered patients?

Have any significant patient criticisms of the appointment system been reported by the PPG and how have these been addressed?

**Q4: Does the practice conduct home visits?**

Yes

No

How are these organised?

**Q5: What additional facilities does the practice have? (only need to ask about what is different to the briefing) (E.g. specialist clinics, counsellors, blood tests, specialist doctors, dressing changing facilities, drop in sessions)**

Do you share facilities with any other GP practices in your locality? Or does your practice or GP cluster have any specialisms/clinics or specialist doctors?

If so, what and is this working? Would you like to see any more?

Is there anything else working well in your locality? Are there any plans for further sharing of resources?

**Q6: Does your practice have any extended opening hours or do you plan to (*if not mentioned in briefing*)? Has this been requested by your PPG?**

**Q7: Is the 111 Service prominently advertised by the Practice and does the service provide adequately for your patients and for their out of hours requirements? (*Also see PPG and Patient Surveys and Reports*)**

**Q8: Do you have an active patient engagement group? How is advertised and how can people join? Is it funded by the practice and how often do they meet? (*Other than what is mentioned in the briefing*)**

**Q9: Where is your complaints system publically displayed?**

E.g. Is it in the patient information leaflet, noticeboard, reception desk?

How are complaints dealt with?

**Q10. How else do you communicate with patients?**

E.g. noticeboards, leaflets, website, guidelines about best times to call

**Q11: What is your equality and diversity policy? How is it implemented? E.g. How provide access for those with physical, visual, hearing, and/or learning disabilities and autism and non-English speakers. BSL/interpreters? Is there staff training or understanding of obligations?**

**Q12: What other staff training does your practice have?**

What decision aids/training are receptionists given?

**Q13. Are there more patients attending your practice than there used to be? Have you any thoughts on why that is or why there is pressure on GP practices?**

**Q14: Is there anything else you would like to tell us about? E.g. things that are working well, challenges the practice faces, additional support needs they have, thoughts about A&E attendance, etc.**