

**TO:** West Gloucestershire Primary Care Trust  
**FROM:** Mel Crosby, Assistant Director Corporate Services  
**DATE:** 24<sup>th</sup> July 2003  
**SUBJECT: NHS PRIMARY CARE TRUST SURVEY 2003**

## **1.0 PURPOSE**

1.1 To bring to the attention of the Board the results of the NHS PCT Survey 2003 and to propose an outline action plan to address areas of concern.

## **2.0 BACKGROUND**

2.1 The survey was commissioned in response to the national DoH/CHI Patient Survey Programme for NHS Primary Care Trusts. It was based on a sample of 850 patients randomly drawn from the patients registered with GPs in the PCT. The Trust commissioned Picker Institute Europe to undertake the survey on their behalf and each patient was mailed a pack containing a questionnaire, translation sheet, a covering letter from the PCT Chief Executive and a reply-paid envelope. Non-responders were sent up to two reminders.

2.2 The survey puts into practice the recommendations set out in the NHS Plan to put the patient at the centre of healthcare. The survey enables Trusts to develop a deeper understanding of the patient's experience of care. The questionnaire covered 5 key dimensions of patient care, used by CHI to calculate performance indicators:

- Access and waiting (*appointments, waiting times, access to services*)
- Better information, more choice (*choice of hospital or specialist, information on local health services, information about treatment/medication/tests and whether this was explained in an understandable way, involvement in decision-making*)
- Building closer relationships (*time given to discuss health/medical problem, being given answers to questions, health care professionals listening to their patients*)
- Clean, comfortable, friendly place to be (*communication of appointment delays, treated with respect and dignity, courtesy of reception staff, surgery/health centre cleanliness*)

- Safe, high quality, co-ordinated care (*out of hours calls, confidence in health care professional, communication of test results*)

### 3.0 THE RESPONSE

- 3.1 A total of 413 patients returned a completed questionnaire – a response rate of 50% (this compares to the average response rate of 45% for the 100 PCTs that commissioned Picker to undertake the survey). The results from each question were summarised in terms of “problem scores” which show, from the patient’s perspective, that care was not perfect or could be improved. Out of the 59 questions the PCT is significantly better than average on 3 questions (access to out of hours, cleanliness of surgery/health centre, receipt of guide to local health services), significantly worse than average on 1 question (access to NHS dentist) and scores average on 55 questions.
- 3.2 The dimension graphs (Annex 1) show the results grouped by the themes to be used by CHI to present the indicators.
- 3.3 Data relating to the performance indicators has now been released and the results are as follows:

<b>Indicator Name</b>	<b>Median Value</b>	<b>WGPCT Value</b>	<b>Above/Below Average</b>
Access & Waiting	71.87	71.503	<b>Below</b>
Better information, more choice	74.746	74.747	<b>Above</b>
Building closer relationships	89.268	88.556	<b>Below</b>
Clean, comfortable, friendly place to be	82.024	82.436	<b>Above</b>
Safe, high quality, co-ordinated care	79.453	77.733	<b>Below</b>

- 3.4 The questionnaire also enabled respondents to complete a section on “Other Comments” where the following three questions were asked:
- Is there anything particularly good about your health care?
  - Is there anything that could have been improved?
  - Any other comments?
- 3.5 Out of the 413 responses a total of 176 completed all or part of the “Other Comments” section of the questionnaire and whilst the small number of responses to the questionnaire and the “Other Comments” section should be recognised it is useful for the PCT to consider some of the general comments that have been received which may be indicative of a wider view. Annex 2 provides a summary of

the comments received which have been categorised under sub-headings with the total number of comments falling into each category identified in bold.

- 3.6 The PCT is expected to plan the communication of the results both within the Trust and externally, identify and prioritise issues to work on and develop an action plan, linked to other patient feedback.
- 3.7 Members of the Professional Executive Committee reviewed and discussed the results of the survey at their meeting on 3<sup>rd</sup> July 2003. A draft Action Plan has been subsequently produced and this is attached at Annex 3.
- 3.8 It was also agreed that the survey results and draft action plan would be shared with the Patient and Public Involvement Group, the Practice Managers Group, the Primary Health Care Team Representatives Group and other Locality Forums to enable discussion and feedback on key themes and proposed actions.
- 3.9 Reports from the patient surveys from acute, specialist trusts and PCTs will be published on the Commission for Health Improvement website ([www.chi.nhs.uk](http://www.chi.nhs.uk)) on 30<sup>th</sup> July 2003. Reports will be available in the following formats:
- benchmarking charts for each Trust and PCT showing performance for all evaluative questions relative to the national distribution;
  - frequency tables for all organisations and England. PCT tables will also include SHA averages and acute/specialist tables will include Trusts cluster averages.

#### **4.0 RECOMMENDATION**

- 4.1 Members are invited to discuss the PCT Survey results and draft Action Plan and to consider next steps in terms of communication of the results.

## **SUMMARY FROM "OTHER COMMENTS" SECTION OF PCT SURVEY 2003**

### **Anything that was particularly good:**

Comments relating to good service/pleased with the service received **(35)**  
Good GP/having a GP who listens/good practice/caring and helpful practice staff **(32)**  
Same day appointment system works well/prompt appointment with GP **(8)**  
Help in giving up smoking was good **(2)**  
Excellent NHS Dentist **(2)**  
After care following operation **(1)**  
Full access to information received **(1)**  
NHS Direct **(1)**  
It's free **(1)**

### **Anything that could be improved:**

Access/waiting times to get a GP appointment/appointment system **(23)**  
Waiting times/lists for referrals **(11)**  
Access to NHS Dentistry **(9)**  
Reception staff not very friendly or helpful/don't let you talk to a GP **(6)**  
GP has too little time for consultations **(5)**  
More time and resources for NHS staff **(3)**  
Length of wait to receive hospital results/communication of results **(3)**  
Practice opening hours **(2)**  
Waiting time for receptionists to answer phone **(2)**  
Access to other health professionals via GP (e.g. osteopath, chiroprapist) **(2)**  
Transport to Practice **(1)**  
Signage in Hospitals **(1)**  
More health checks for senior citizens **(1)**  
Advice on when to be taken off medication **(1)**  
Would like to know when surgery appointments are running late **(1)**  
GP Reception area not very private **(1)**  
Hospital cleanliness **(1)**  
GP takes too long to do prescriptions **(1)**  
Can't register with local GP **(1)**

### **Anything else:**

Excellent service/staff very helpful **(13)**  
NHS Dental Service needs to be urgently addressed **(11)**  
Unacceptable waiting times for GP appointments/poor GP appointment systems **(9)**  
Hospital waiting lists need improving **(5)**  
GPs have too little time for appointments/consultations **(3)**  
A&E waiting times **(2)**  
Costs of surveys should go towards improving patient care **(2)**

GPs poorly trained in care of the older person **(1)**  
More attention to cleanliness in hospitals **(1)**  
Maintain Standish Hospital **(1)**  
Poor communication between hospital and GP **(1)**  
Would like to know when surgery appointments are running late **(1)**  
NHS Direct was useful **(1)**  
NHS Direct was not useful **(1)**  
No information from Practice about services offered **(1)**  
Would like walk-in centre facility in Glos. **(1)**  
Receptionists need to be more aware of confidentiality/anti-discriminatory practices **(1)**  
More holistic approach would be welcome **(1)**  
Lack of support for people with ME/chronic fatigue **(1)**  
Funding required for IVF treatment **(1)**  
Poor reception staff **(1)**  
Difficult to park at hospital **(1)**

**Extracts from comments received on "anything that was particularly good":**

*"having a GP who listens"*

*"my health care at the moment is very good. The District Nurse comes to my house every week to look after my feet and toes"*

*"nothing is too much trouble and my doctor really cares about my health and welfare"*

*"my GP is good, my Consultant is good, I have rheumatoid arthritis and my care has been good"*

*"we have a well organised caring surgery"*

*"excellent treatment at the Cheltenham Cancer Centre"*

*"the staff are very helpful and caring"*

*"my diabetes was well controlled"*

*"appointment system and doctor availability at health centre is excellent"*

*"the introduction of same day appointments has been excellent"*

*"despite local reputation and concerns about being transferred to the current surgery I have found the GP excellent"*

*"practice nurse is excellent"*

*"they have a very good smoking clinic which is giving a little extra help to quit and get healthy"*

*"good friendly reception staff who do not make you feel small or silly"*

*"new scheme at GP surgery – phone up on the day and you will get an appointment with a GP"*  
*"the health centre is very good except for the waiting"*

**Extracts from comments received on "anything that could be improved":**

*"surgery times and access – evening surgery and weekends"*

*"waiting lists to see a specialist or consultant are ridiculously long"*

*"I work part-time out of town and it's often difficult to get an appointment although emergencies are well catered for"*

*"more NHS dentists"*

*"surgery hours to fit in with work demands"*

*"would be good to know when appointments are running late"*

*"the GP could have been more flexible and sympathetic"*

*"the receptionists could learn some manners"*

*"referrals to osteopaths and acupuncturists could be offered"*

*"I would like to be seen within a day of ringing for an appointment"*

*"when I make an appointment to see my own GP I wish I did not have to wait a week or longer"*

*"the receptionists are very poor and arrogant. They will not give you an appointment quickly and would not let you talk to your doctor if you ask them"*

*"I never see the same doctor"*

*"communication of results from scans etc taken by specialists then forwarded to GP – these usually have to be asked for by me"*

*"you now have to go through a long procedure to get an appointment the same day then you're told the only appointment available is for emergencies"*

*"you cannot get an appointment when you are ill"*

*"I was offered an appointment with my doctor but was told that it would be in 6 weeks time"*

*"having more choice of appointments, not waiting 2-3 weeks, more variety of times"*

**Extracts from comments received on "anything else":**

*"more attention given to cleaning wards in hospitals"*

*"NHS dentists are awful"*

*"the NHS dental treatment issue needs to be urgently addressed"*

*"hard to find an NHS dentist"*

*"appointments at surgery can only be arranged on same day of asking (not in advance). Phone lines always busy and difficult to know what time or whether an appointment can be arranged"*

*"I have no complaints whatsoever about anything connected with the NHS"*

*"far too long to wait for people attending A&E"*

*"give the power back to medical people not administrators with little or no interest in patient care"*

*"my GP surgery went downhill the day they appointed an administrator and introduced an appointment system"*

*"in my opinion I could not have had a better standard of care and attention anywhere in the world - top marks to the NHS in this area"*

*"the booking system at the surgery does not meet patient needs"*

*"I have been waiting for an NHS dental appointment for over a year"*

*"it's difficult to see a GP on the day you need to. You usually have to wait 4 days or longer"*

*"there seems to be a lack of understanding that the ailment only started the day before and that an appointment in 10-14 days time is not good enough"*