

**PRIORY MEDICAL GROUP  
PATIENT REPORT  
2013/14**



## PATIENT SURVEY REPORT 2013/14

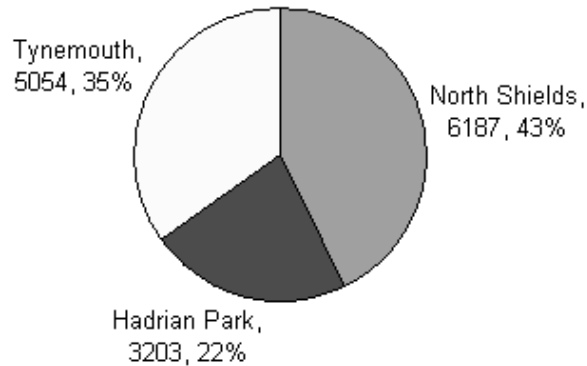
### 1. Introduction

This report is set out in a style and format approved by members of our patient group, taking into consideration the requirement to publicise our process in line with the patient participation enhanced service specification.

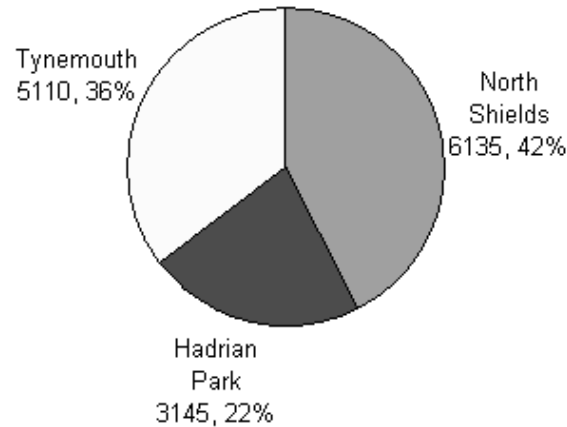
The practice list size is currently 14395 (14448) spread across three sites numbers split as per the table below.

Site	List		Under 65		Over 65	
	2012	2013	2012	2013	2012	2013
North Shields	6187	6135	5126	5053	1061	1082
Hadrian Park	3203	3145	2877	2784	326	361
Tynemouth	5054	5110	4312	4342	742	868
<b>Total</b>	<b>14444</b>	<b>14390</b>	<b>12315</b>	<b>12179</b>	<b>2129</b>	<b>2311</b>

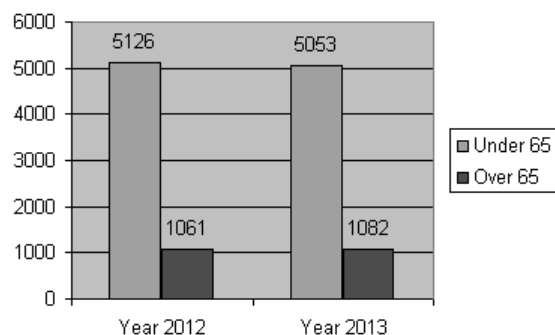
**2012 Patient Site List**



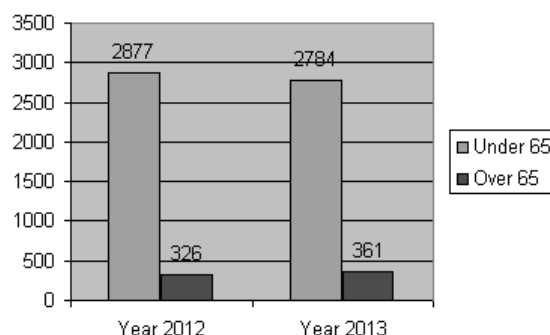
**2013 Patient List Size**



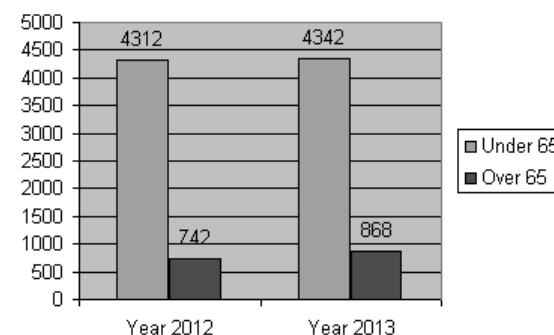
**North Shields Dermographics**



**Hadrian Park Dermographics**



**Tynemouth Dermographics**



**1a. Staff complement**

Staff complement remains as it was last year i.e. six partners, two salaried doctors, seven practice nurses and twenty one administration/reception staff. There is a part time vacancy for a salaried doctor. Priory Medical Group is a training practice, which means there may be a general practice registrar seeing patients. A registrar is a qualified doctor who is training to become a general practitioner. We also have a foundation 2 doctor who is a qualified doctor, working in the surgery to decide whether general practice could be their preferred career option. Throughout the year we also have medical students in the practice.

**1b. Practice Population**

Last year the number of patients on our list over the age of 65 had increased by 3.1% and this year the trend has continued with a further increase of 8.54% despite a drop in our list size. According to census data the population of North Tyneside has grown by 4.6% since the 2001 census which does not explain our reducing list size, although the data also points out that the number of people over the age of 65 is increasing. It is well recorded that as people grow older, their health needs become greater, particularly incidences of chronic disease, which means the practice work load is increasing even though the list size has decreased.

**2. How we collected your feedback**

The content of this year’s survey is very different from what our patient group wanted to know last year, therefore, we have collected your feed back twice i.e. the first time to see if you think we have improved since last year against the indicators set (appendix 1).

Our population is diverse and we have done our best to ensure the completed surveys are representative. Staff, have handed out surveys for completion as patients present at the surgery to see the doctor or nurse. The bulk of the surveys were completed on two Saturday mornings in October when our first flu clinics took place. We see this as a good opportunity to capture the views of all patient groups within the practice. Our attempts to obtain feed back on line have once again proved to be unsuccessful. Many patients are happy to provide us with their E.mail details and when they are contacted do not respond.

**2a. Repeat of last year’s survey**

**2b. Improvements**

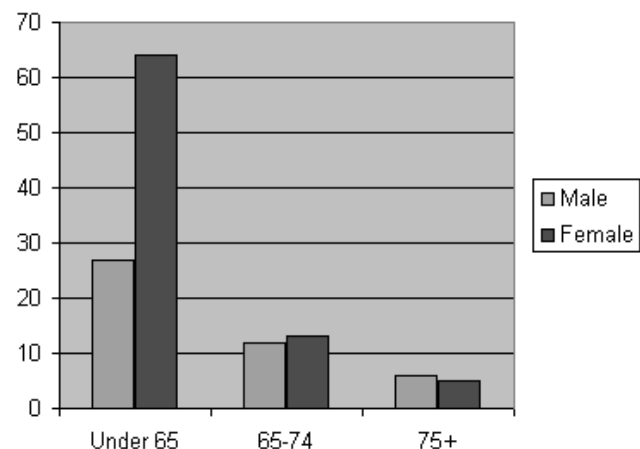
The percentage of patients who indicated that staff attitude is excellent/good has increased from 77% to 90.6%. Patient satisfaction with the doctor/patient relationship has increased from 92.2% to 93.7%. Satisfaction with the standard of care received has improved considerably from 88.5% to 96.9%. Patients who are aware of the practice website has increased from 70.6% to 72.4%. Use of the website has increased from 14.5% to 26%.

**2c. Areas of reduced satisfaction**

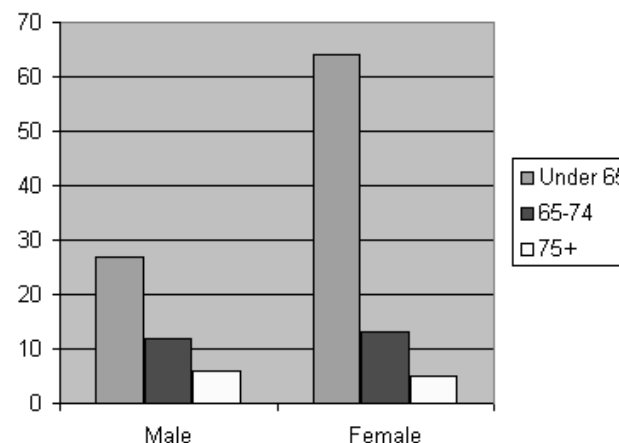
Patients are slightly less happy with access to the practice via the telephone with a drop from 72.4% satisfaction to 71.7%. Although patients indicated high satisfaction with their doctor/patient relationship, their experience of accessing a doctor has reduced.

**2d. Age sex breakdown - response to last year’s survey repeated**

	Under 65	65-74	75+	Total
Male	27	12	6	45
Female	64	13	5	82
<b>Total</b>	<b>91</b>	<b>25</b>	<b>11</b>	<b>127</b>



Graph showing sex ratios of age ranges



Graph showing age range ratios of each sex

## **2e. observation**

Patients remain happy with access to the practice and the attitudes of staff, however, access to a doctor is an area we need to review.

## **3. This year's survey - background**

Our patient group has done a lot of work over several years to help us improve the service we offer, the standard of our waiting rooms and the quality of patient information. In line with national reports, the practice struggles to provide appointments and would like to educate patients to consider that their medical problem may not necessarily require intervention from a doctor. For example appropriate alternatives could include a pharmacist, a nurse a physiotherapist or self help remedies.

Members of our patient group were very keen to find out how often our wider patient population selected self help remedies rather than an appointment with the doctor. Some members of our patient group also attend a North Tyneside wide group which is looking at similar themes. The belief is that if patients maximise the use of self help remedies appropriately, this will free up time for doctors to see patients who really do need a doctor i.e for problems not classified as "minor illness".

There is a clear understanding within our patient group and the wider North Tyneside patient group that there will never be enough doctor time to meet demand. Accident and Emergency should not be a first line for problems that can be dealt with by primary care and there are many minor conditions that can be managed without doctor intervention.

North Tyneside Commissioning Group is currently looking at how services can be provided in the community to avoid patients routinely going to Accident and Emergency. There is a national view that improved patient education about self care remedies and other alternatives can make a significant difference.

## **3a. how was the survey developed?**

Having agreed to find out how often patients choose self care remedies as a first line for minor illness, a member of the patient group developed a draft survey which was discussed and amended at a group meeting.

Once the content was agreed, two members of the group "tested" the questionnaire and found it quick and easy. The survey was then circulated to patients as follows:

- On line
- Via post
- Made available in the waiting rooms
- Given out during two flu clinic Saturdays
- Via telephone

## **4. The Patient Group - who are the members?**

Numbers increase from time to time, however, the core group consists of eight regular members. Attending each meeting we also have a Practice Partner, Pharmacist, Practice Nurse, Practice Manager and a member of the reception team.

Minutes are distributed to those in attendance and when agreed as accurate they are displayed in the waiting rooms and put onto the practice web site (priorymedical.org.uk). Details of date and time of next meeting are recorded in the minutes. We continue to have a virtual list of around 40 patients who have agreed to be contacted via E.mail, however, usually only two or three respond to communications. New members are always welcome they simply need to ask the reception staff for details.

**4a. Other ways we publicise the patient group**

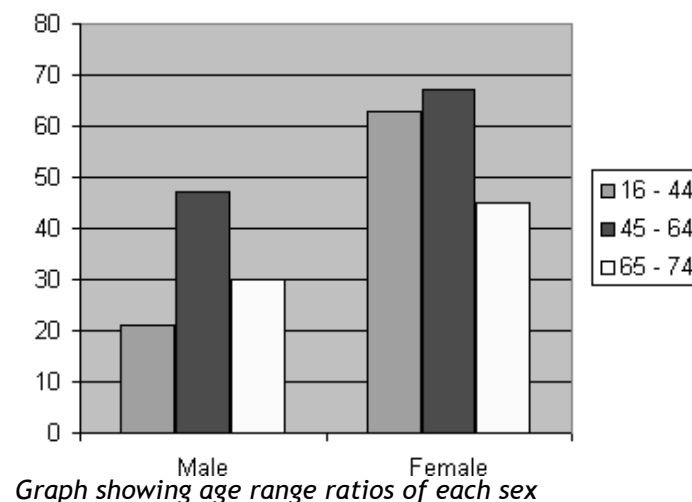
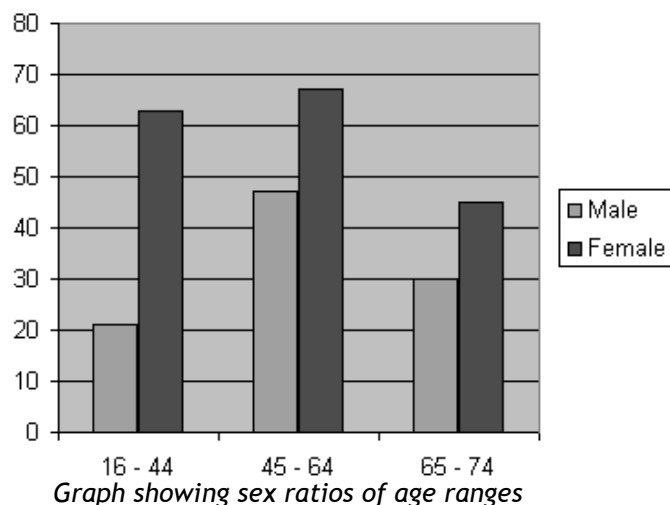
- Waiting room notice boards
- Life Channel
- Patient newsletter
- Recall letters to patients
- Members of the patient group sometimes hold informal sessions in the waiting rooms

**5. Survey**

**5a. Survey respondents**

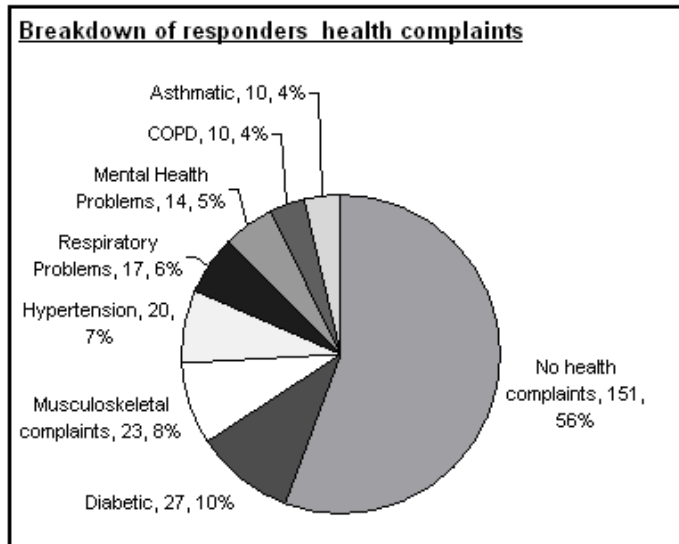
Number of patients who completed the questionnaire = 331

	16 - 44	45 - 64	65 - 74	75+
Male	21	47	30	16
Female	63	67	45	21



It is obvious from these figures that women come to the surgery more often than men. Out of 331 respondents, 306 were white. 9 were asian or mixed race. 144 were employed and 128 were retired. 21 patients did not indicate their age group.

- 151 had no health complaints.
- 27 were diabetic
- 20 were hypertensive
- 14 reported mental health problems
- 23 had musculoskeletal problems
- 17 had respiratory problems
- 10 had COPD
- 10 were asthmatic



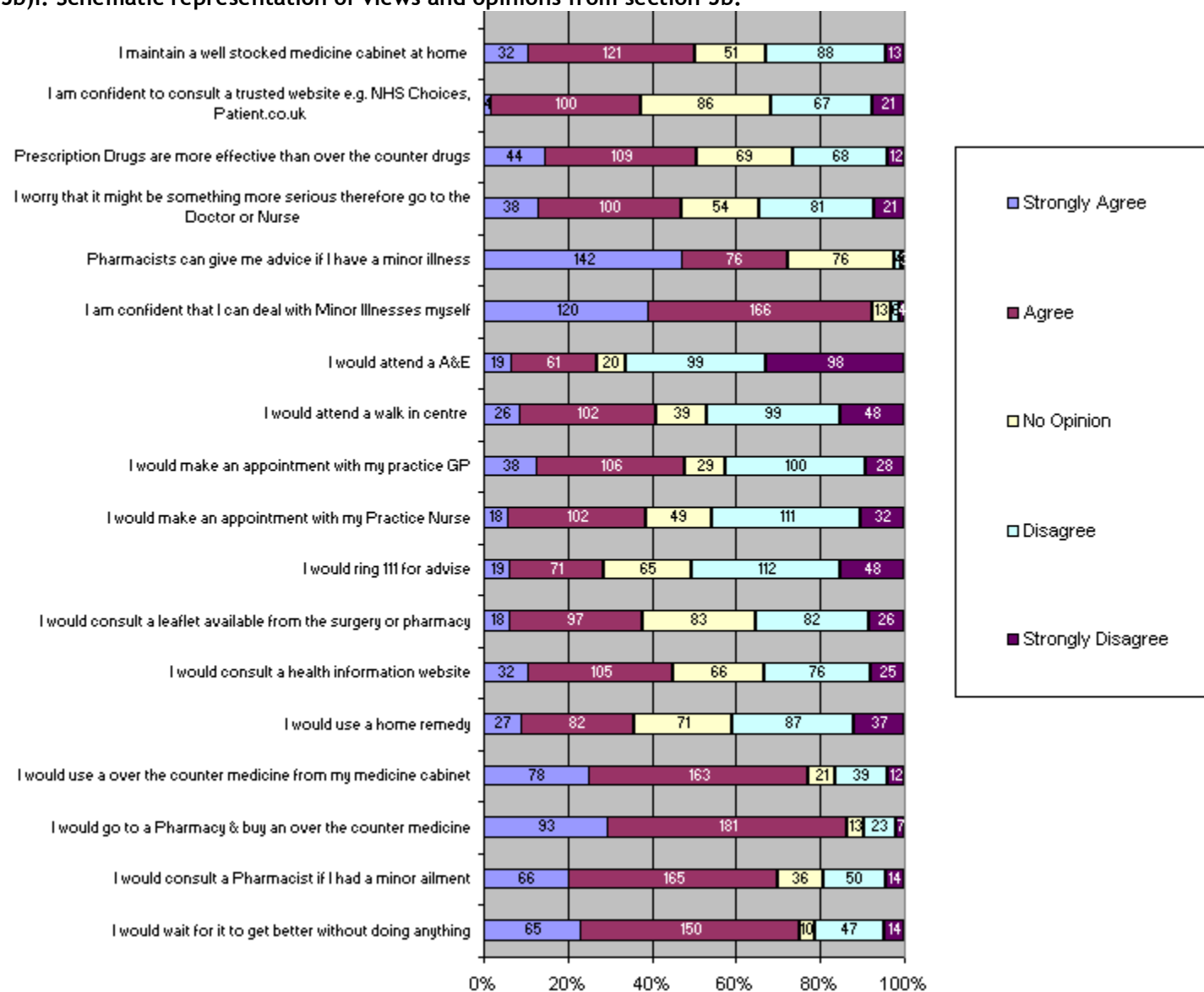
## 5b. Survey results

The percentages are based on the number of patients who responded to each statement, not necessarily the total number of respondents.

	Strongly Agree		Agree		No Opinion		Disagree		Strongly Disagree	
I would wait for it to get better without doing anything	65	22.7%	150	52.4%	10	3.5%	47	16.4%	14	4.9%
I would consult a Pharmacist if I had a minor ailment	66	19.9%	165	49.8%	36	10.9%	50	15.1%	14	4.2%
I would go to a Pharmacy & buy an over the counter medicine	93	29.3%	181	57.1%	13	4.1%	23	7.3%	7	2.2%
I would use a over the counter medicine from my medicine cabinet	78	24.9%	163	52.1%	21	6.7%	39	12.5%	12	3.8%
I would use a home remedy	27	8.9%	82	27.0%	71	23.4%	87	28.6%	37	12.2%
I would consult a health information website	32	10.5%	105	34.5%	66	21.7%	76	25.0%	25	8.2%
I would consult a leaflet available from the surgery or pharmacy	18	5.9%	97	31.7%	83	27.1%	82	26.8%	26	8.5%
I would ring 111 for advise	19	6.0%	71	22.5%	65	20.6%	112	35.6%	48	15.2%
I would make an appointment with my Practice Nurse	18	5.8%	102	32.7%	49	15.7%	111	35.6%	32	10.3%
I would make an appointment with my practice GP	38	12.6%	106	35.2%	29	9.6%	100	33.2%	28	9.3%
I would attend a walk in centre	26	8.3%	102	32.5%	39	12.4%	99	31.5%	48	15.3%
I would attend a A&E	19	6.4%	61	20.5%	20	6.7%	99	33.3%	98	33.0%
I am confident that I can deal with Minor Illnesses myself	120	38.8%	166	53.7%	13	4.2%	6	1.9%	4	1.3%
Pharmacists can give me advice if I have a minor illness	142	47.2%	76	25.2%	76	25.2%	4	1.33%	3	1%
I worry that it might be something more serious therefore go to the Doctor or Nurse	38	12.9%	100	34.0%	54	18.4%	81	27.6%	21	7.1%
Prescription Drugs are more effective than over the counter drugs	44	14.6%	109	36.1%	69	22.8%	68	22.5%	12	4.0%
I am confident to consult a trusted website e.g. NHS Choices, Patient.co.uk	4	1.4%	100	36.0%	86	30.9%	67	24.1%	21	7.6%
I maintain a well stocked medicine cabinet at home	32	10.5%	121	39.7%	51	16.7%	88	28.9%	13	4.3%

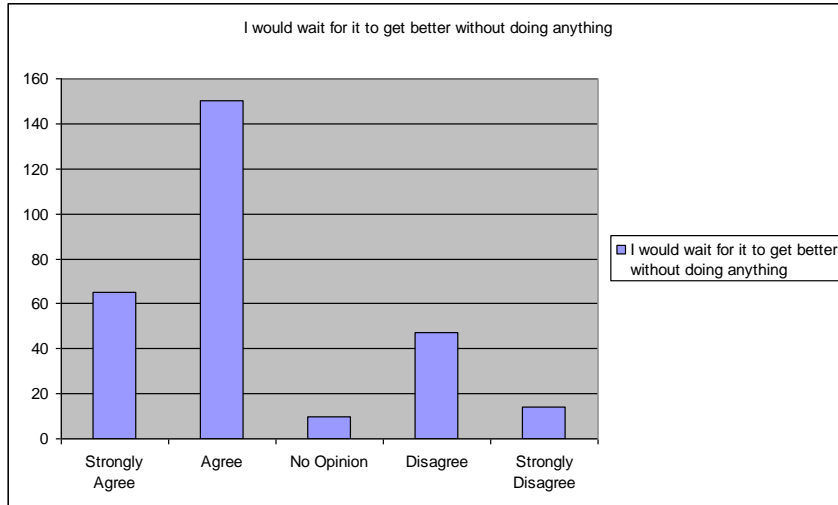


5b)i. Schematic representation of views and opinions from section 5b.

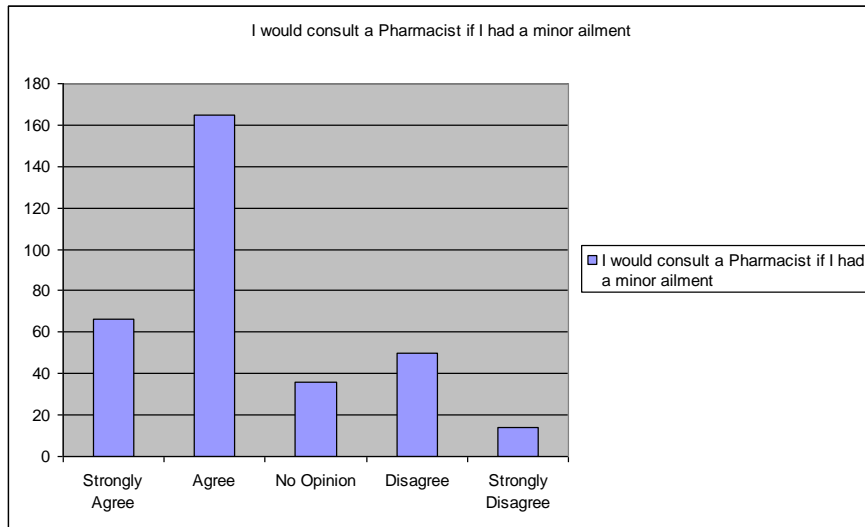


### 5b)iii. Individual question analysis

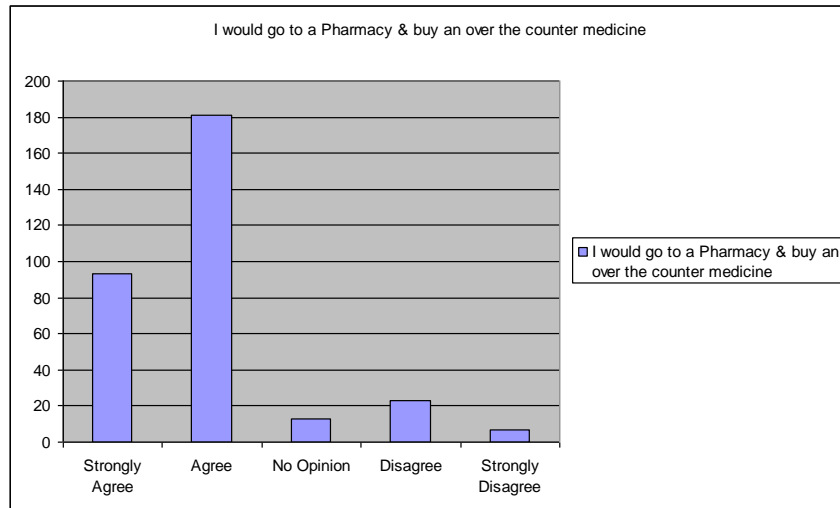
#### 1. I would wait for it to get better without doing anything



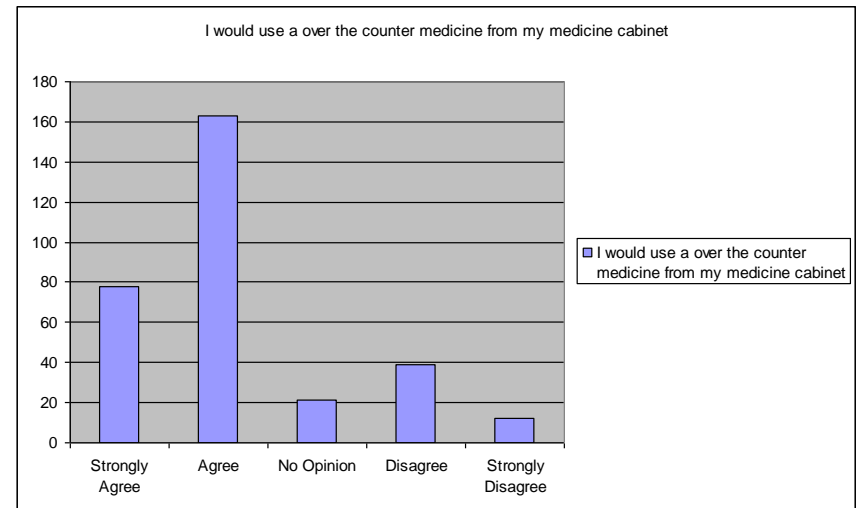
#### 2. I would consult a Pharmacist if I had a minor ailment



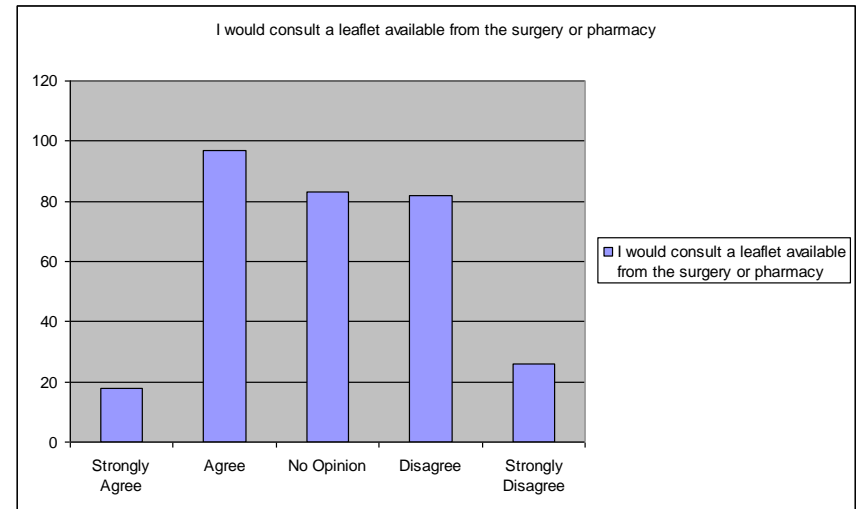
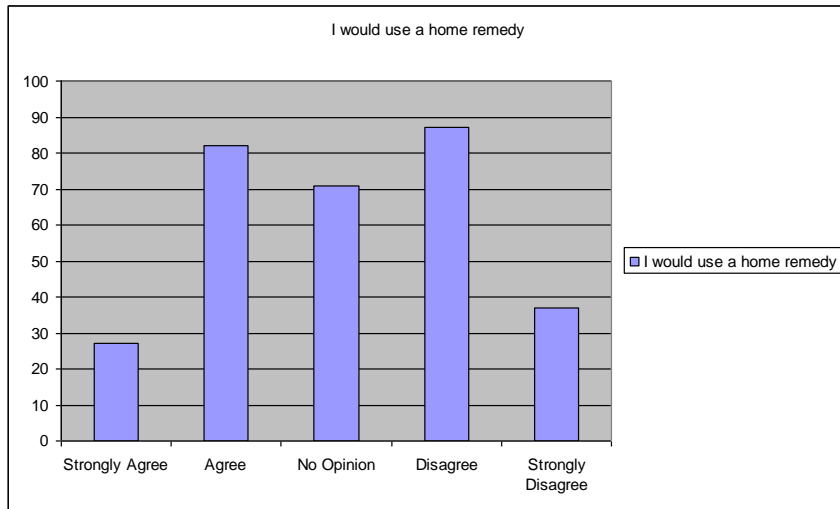
3. I would go to a Pharmacy & buy an over the counter medicine



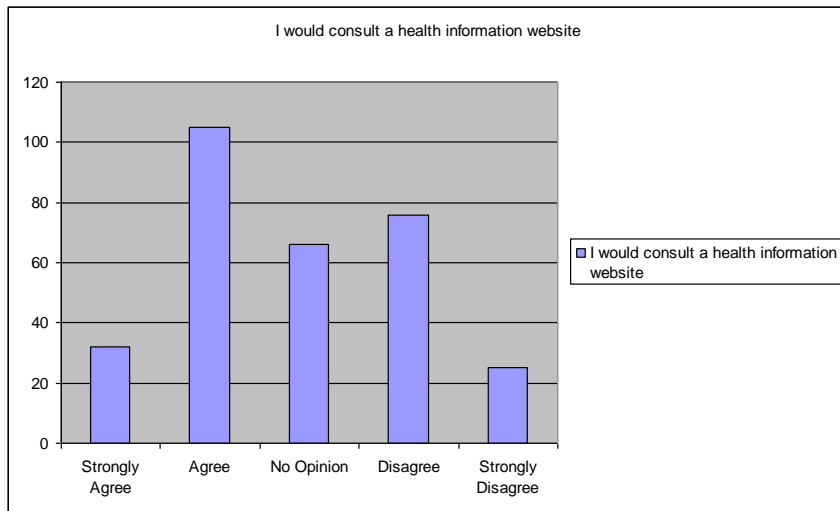
4. I would use a over the counter medicine from my medicine cabinet



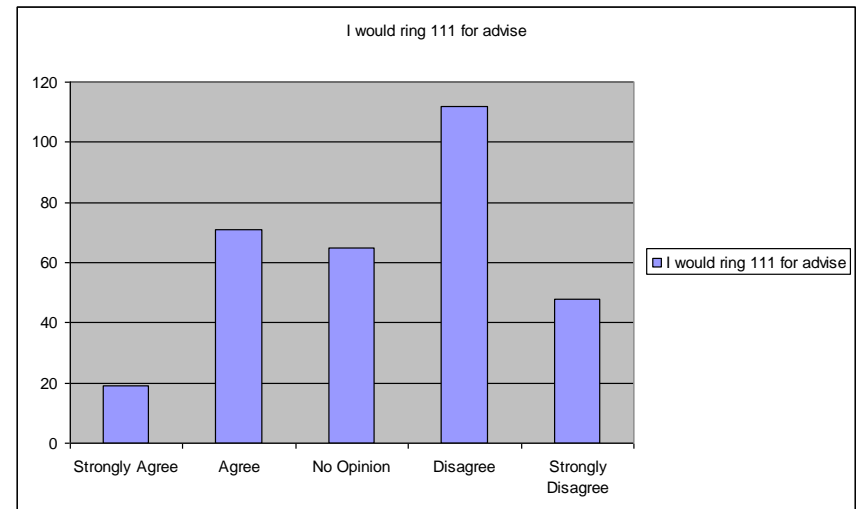
5. I would use a home remedy



6. I would consult a health information website

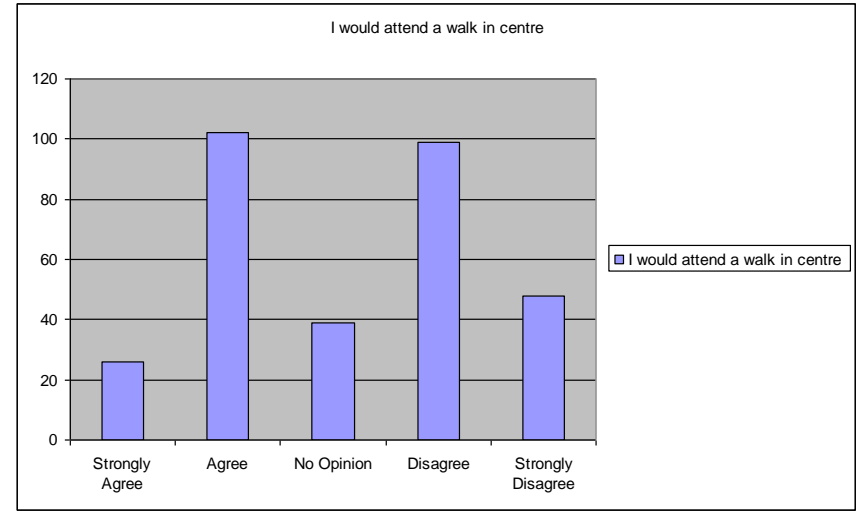
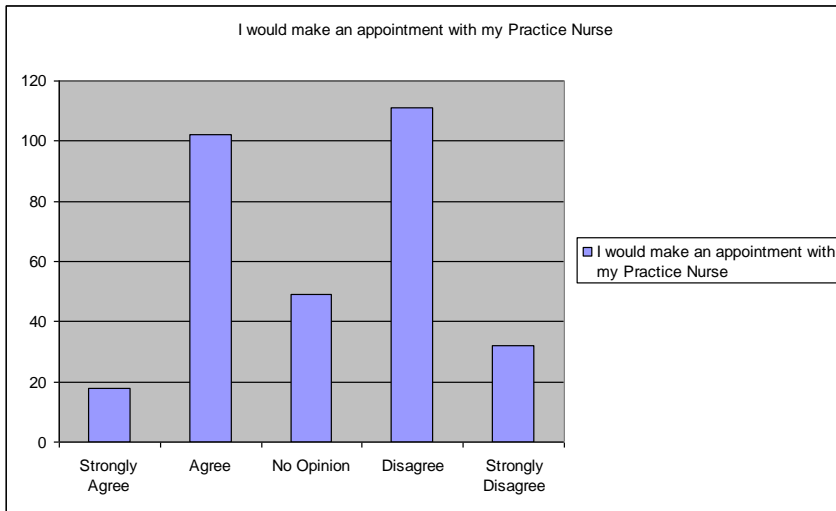


8. I would ring 111 for advise

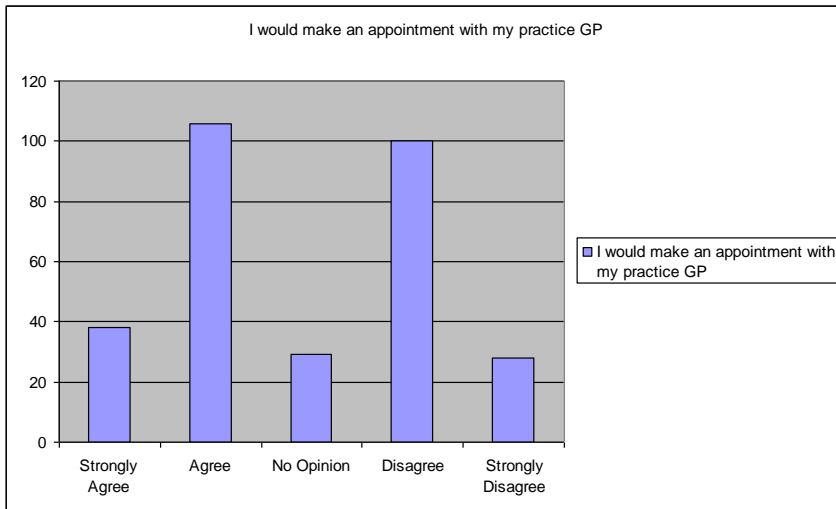


7. I would consult a leaflet available from the surgery or pharmacy

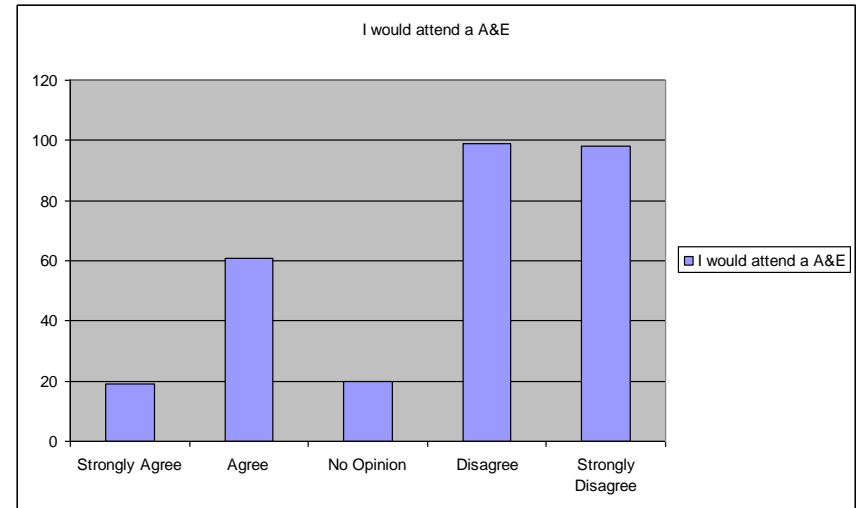
9. I would make an appointment with my Practice Nurse



10. I would make an appointment with my practice GP

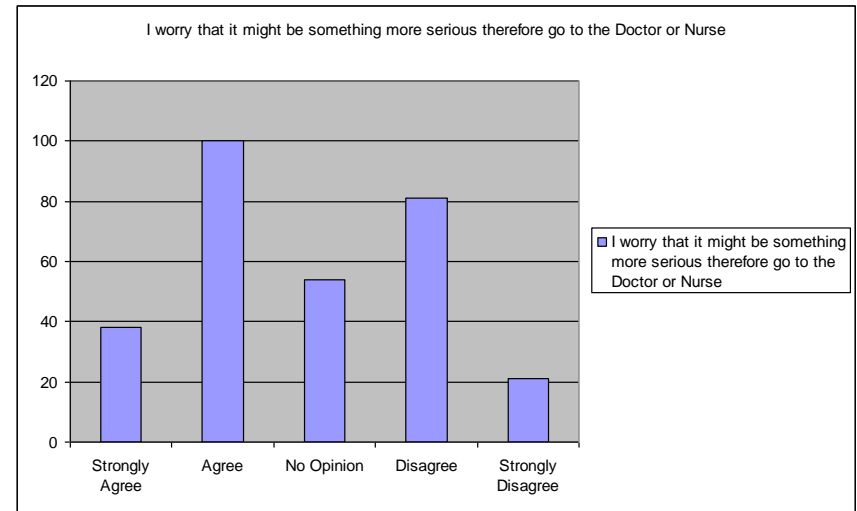


12. I would attend a A&E

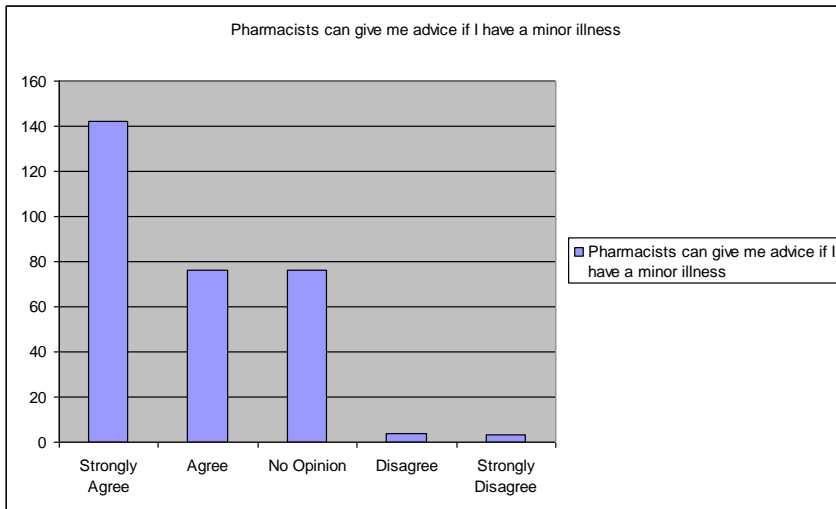


11. I would attend a walk in centre

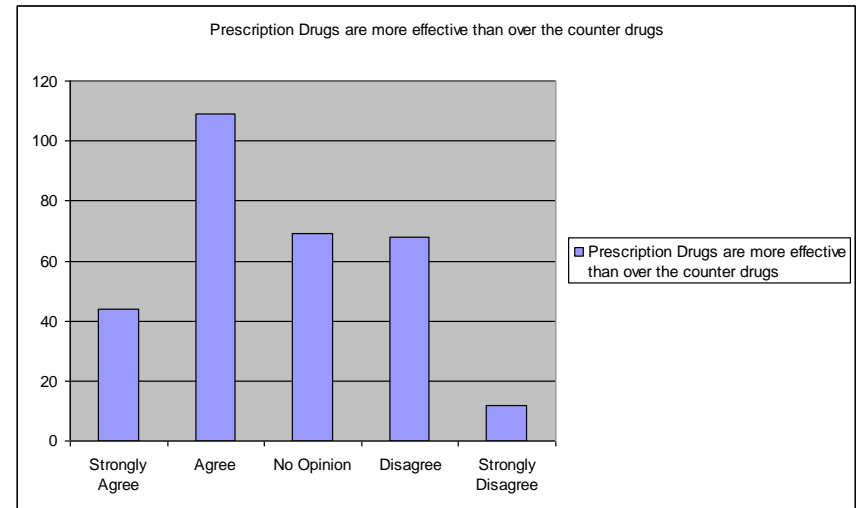
13. I am confident that I can deal with Minor Illnesses myself



14. Pharmacists can give me advice if I have a minor illness

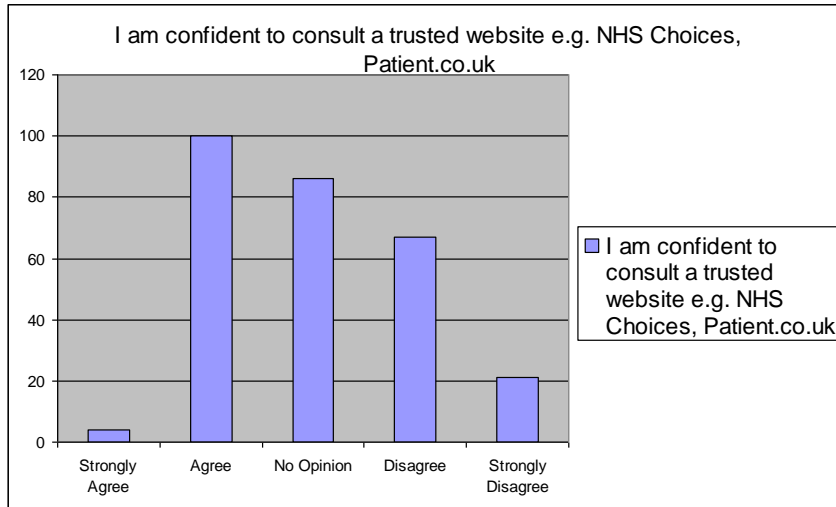


16. Prescription Drugs are more effective than over the counter drugs

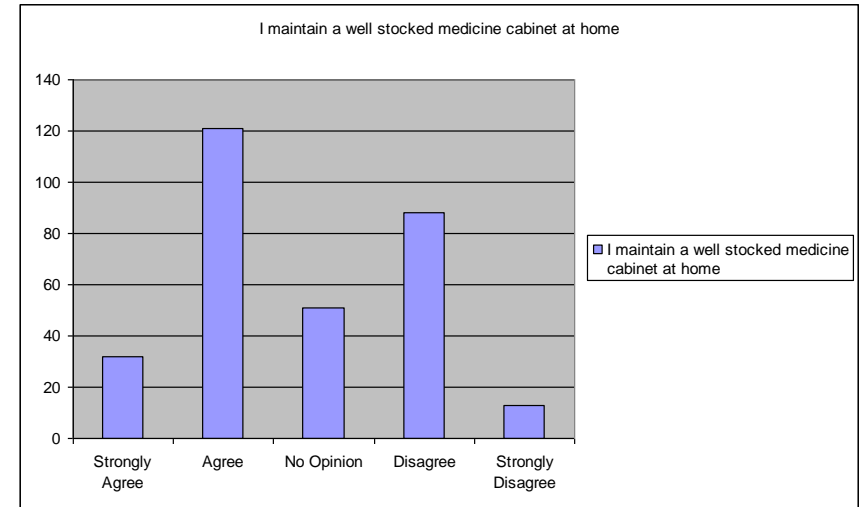


15. I worry that it might be something more serious therefore go to the Doctor or Nurse

17. I am confident to consult a trusted website e.g. NHS Choices, Patient.co.uk



18. I maintain a well stocked medicine cabinet at home



### 19. 5c. What are these results telling us?

215 (75%) respondents would wait for the problem to resolve before doing anything, although this is contradicted by 231 (69.7%) indicating they would consult a Pharmacist. An observation is that patients may have misunderstood the statement as 274 (66.4%) indicated they would purchase over the counter medications, therefore, it is possible that when 69.7% of the respondents indicated they would consult a pharmacist it may be that what they meant was that they would go to the pharmacy for over the counter medication. Interestingly, 137 (45%) said they would consult a health education website. 286 (92.5%) said they were confident they could deal with minor illnesses themselves and 218 (72.4%) are aware that they can get advice from the pharmacist. 153 (50.2%) indicated they keep a well stocked medicine cabinet at home. These percentages tell us that the majority of our patients do not automatically make an appointment with a doctor when they feel a little unwell.

However, 120 (38.5%) would make an appointment to see the nurse and 144 (37.8%) would make an appointment to see a doctor. 128 (40.8%) would attend the walk in centre and 70 (26.9%) would go to Accident and Emergency. Approximately 40% of the respondents would seek advice from a clinician whether from the GP or another health care professional.

This correlates with the fact that 138 (46.9%) worry that there may be something more serious wrong with them and that 153 (50.7%) believe that prescription drugs are more effective than over the counter preparations.

Some of the responses are contradictory which could be attributable to the patient's perception of what could be described as "minor illness".

#### **1: I would wait for it to get better without doing anything**

Results show that the majority of people may be more likely to "wait and see". This is a good result and no further action needs to be taken.

#### **2: I would consult a pharmacist if I has a minor ailment / 14. Pharmacists can give me advice if I have a minor illness**

Results indicate that the majority of people may be more likely to use a pharmacy. This is a good result and no further action needs to be taken. This may be a result of the "Think Pharmacy" scheme which has proved to be successful. Reception staff, are now confident in triaging patients that ask for a same day appointment, and directing them to the pharmacy if the patient presents with a condition on the "Think Pharmacy" checklist a copy of which is available at each telephone answering work station and reception desk.

#### **3. I would go to the pharmacy and buy over the counter medication**

The results indicate that most people would try an over the counter medication. This is a good result and indicated that patients are well educated regarding the option of a pharmacist. Once again, this may be as a result of the "Think Pharmacy" scheme.



#### **4. I would use over the counter medicine from my medicine cabinet**

Once again the responses are positive as would be expected considering the previous questions' results.

#### **5. I would use a home remedy**

As patients do not have a sway one way or another, very little information can be drawn from this question. However, it should be noted that a home remedy may be useful in certain circumstances, but harmful in others. The response of each patient answering the question entirely depends upon their idea of a "minor illness".

#### **6. I would consult a health information website**

The response is encouraging as sites like "patient.co.uk" can be very useful. However, sites offering wrong information are commonplace, and therefore a positive skew may be a bad thing.

#### **7. I would consult a leaflet from the surgery/pharmacy**

The response to this statement is a little disappointing as the use of leaflets can be a very strong tool in patient education. It would be more encouraging to see a positive skew here.

#### **8. I would ring 111 for advice.**

Results are largely negative. The utility of 111 is still not clear to our patients. This needs to be addressed.

#### **9, 10, 11. I would make an appointment with my Practice Nurse/GP/Walk in centre**

The results from these questions indicate that patients do not have a sway one way or another, very little information can be drawn from this question.

**12. I would attend A&E**

Results here show a very negative skew. This is a positive result as it shows patients are not abusing use of A&E. No further action needs to be taken here regarding the general patient population.

**13. I am confident that I can deal with Minor Illnesses myself.**

Results show an extremely positive skew. Once again this is an encouraging result.

**15. I worry its serious so I see a doctor**

This question seems to be assessing a patients level of health education and self management. The results are not negatively skewed which would indicate that patients have a reasonable level of knowledge.

**16. Prescription drugs are more effective than over the counter drugs**

This question is assessing patient perception. Prescription drugs are not necessarily better than over the counter preparations, however, the choice depends on the situation. If a patient had a Urinary infection, prescription antibiotics are going to be more effective than an over the counter alternative.

**17. I am confident in using a trusted website eg patient.co.uk**

Results are strongly skewed positively, which is good. However, only a handful of patients 'strongly agree' that they are confident. Trusted websites play a vital role in patient health education and self management.

**18. I maintain a well stocked medicine cabinet at home.**

There are pros and cons of keeping a well stocked medicine cabinet. The medicines can go off, but then again it is handy to have over the counter medications at home.

### **Positive results**

- Patients like to use the pharmacy - This indicates the “Think Pharmacy” scheme has been successful.
- Patients like over the counter medications in certain circumstances
- Patients would not use A&E for minor ailments
- Patients feel confident in dealing with minor illnesses themselves

### **Negative results**

- Patients perception of over the counter drugs may be slightly off
- Patients confidence in using health websites isn't as high as it should be, and only the use of trusted websites should be pushed.

### **Unresolved issues**

- Patients are not likely to use 111, however this may be a good thing. Research is currently taking place
- The use of different health professionals is circumstantial, and therefore different circumstances need to be looked at.

## **6. Conclusion**

The results of this survey are encouraging if the sample of patients who responded are typical of the wider practice population. The evidence suggests that A and E is used appropriately and not abused.

## **7. Actions arising from the results of this survey**

- Develop a patient information leaflet giving details of how to use NHS 111.
- Develop a “Self Care” Poster of recommended patient education websites.
- Develop a free advice and treatment leaflet
- Publicise information re self care medicines.