



2009/10 GP Patient Experience Survey Carden Medical Centre

Introduction

This report gives a summary of the final results of the 2009/10 GP Patient Experience Survey for Carden Medical Centre. The survey was commissioned by Scottish Government for Scotland's Patient Experience Programme "Better Together" and was carried out by Picker Europe. Picker Europe is a charity which provides support for patient experience surveys.

The survey was sent to 481 people registered with the surgery, and they were asked to return it only if they had contacted the surgery in the last year.

The survey asked questions about people's experiences during 2009/10 of making an appointment, visiting the GP surgery, seeing staff and being prescribed medicines. A copy of the survey is available at:

http://surveyresults.bettertogetherscotland.com/gp/GP_Survey_FINAL.pdf

169 patients of Carden Medical Centre sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 38% were male and 62% were female;
- 19% were aged 16-34, 29% were aged 35-49, 21% were aged 50-64 and 32% were 65 and over;
- 72% did not have any limiting illness or disability.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to improve the quality of healthcare in Scotland by focussing us on the areas that people tell us are important to them and where they consider we could do better.

For more information on Better Together, Scotland's Patient Experience Programme please go to www.bettertogetherscotland.com

Results are shown as the % positive. This means the percentage of people who answered in a positive way. For example, when asked if they could get through on the phone, if people said always or most of the time these have been counted as positive answers.

The answers that have been counted as positive and negative for each question can be found on the website at:

http://surveyresults.bettertogetherscotland.com/gp/Percent_Positive_Results_key.pdf.

The national average is the weighted average for patients in Scotland. The weighted national average is calculated by weighting each GP surgery result by the relative surgery size. The weight is calculated as the GP surgery list size (of patients eligible for the survey) as a proportion of the national list size.

Access			Reception		
	% Positive Surgery	% Positive Scotland		% Positive Surgery	% Positive Scotland
Able to get through on the phone	92	88	The receptionist was polite and helpful	97	94
Person answering the phone was polite and helpful	97	94	People were not worried that they could be overheard talking to the receptionist	70	63
Could see or speak to a doctor or nurse within 2 working days	93	90	People did not feel bothered or threatened by other patients	97	97
Able to book a doctors appointment in advance	69	78			
Can usually see preferred doctor	83	84			
Time waiting to be seen at GP surgery	89	88			
Overall arrangements for getting to see a doctor	79	81			
Overall arrangements for getting to see a nurse	85	87			
Doctors			Nurses		
	% Positive Surgery	% Positive Scotland		% Positive Surgery	% Positive Scotland
The doctor listens to the patient	93	94	The nurse listens to the patient	88	96
Patients feel that the doctor has all the information they need to treat them	85	88	Patients feel that the nurse has all the information they need to treat them	87	91
The doctor shows consideration for the patient's personal circumstances when treating them	87	89	The nurse shows consideration for the patient's personal circumstances when treating them	85	92
The doctor talks in a way that helps the patient to understand their condition and treatment	90	92	The nurse talks in a way that helps the patient to understand their condition and treatment	87	93
Patients have confidence in the doctor's ability to treat them	90	90	Patients have confidence in the nurse's ability to treat them	91	93
Patients have enough time with the doctor	89	87	Patients have enough time with the nurse	91	95

Medicines			Overall Experience		
	% Positive Surgery			% Positive Surgery	% Positive Scotland
Patients know enough about what their medicines are for	95		96	Patients are involved as much as they want to be in decisions about their care and treatment	87 90
Patients know enough about how and when to take their medicines	99		99	Patients are treated with dignity and respect	94 94
Patients know enough about side effects of medicines	81		85	Patients' personal values and beliefs are respected	89 89
Patients know what to do if they have any problems with their medicines	91		91	Rating of overall care provided by GP surgery	91 90

Top Five and Bottom Five Results for Carden Medical Centre

The top 5 questions are those with the highest % positive for the surgery. The bottom 5 are those questions with the highest % negative for the surgery.

TOP FIVE			BOTTOM FIVE		
	% Positive Surgery			% Positive Surgery	% Positive Scotland
Patients know enough about how and when to take their medicines	99		99	Able to book a doctors appointment in advance	69 78
The receptionist was polite and helpful	97		94	Can usually see preferred doctor	83 84
Person answering the phone was polite and helpful	97		94	Patients are involved as much as they want to be in decisions about their care and treatment	87 90
People did not feel bothered or threatened by other patients	97		97	Time waiting to be seen at GP surgery	89 88
Patients know enough about what their medicines are for	95		96	People were not worried that they could be overheard talking to the receptionist	70 63

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NEWS

ANNOUNCEMENT

The partners are sorry to announce that it has been necessary for them to terminate Dr. M. Stuart Watson's tenure with the practice. Dr Watson has made a tremendous contribution to the practice over the years and his commitment and expertise will be sorely missed. He will leave with the partners' very best wishes for the future.

New Staff

We have two new members of staff, Emma Green has joined the practice nursing team, and Stuart Creighton the reception team.



Emma Green Practice Nurse, Stuart Creighton Receptionist

How to help your doctor

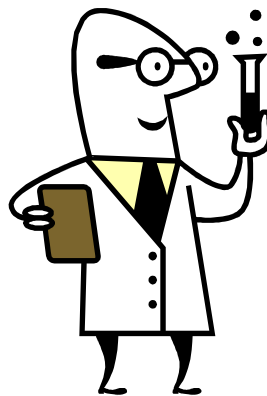
There will always be a doctor available to help you in an emergency, but do think twice before contacting your doctor [outside normal surgery hours](#).

- If a problem develops during the day, make an appointment while the surgery is open.
- If you can, contact the surgery as early as possible (8:00am - 10:30am), this will help your doctor plan his day in the best interests of all patients.
- Do be prepared to take time off work to see your doctor if necessary
- Help your doctor's surgery by making **separate appointments** for each member of your family who needs to be seen
- If you are unable to keep your appointment, **please notify the surgery as soon as possible**, as this appointment can then be re-allocated.

Before you see your doctor

Before you see your doctor it is advisable to think about what you want to say or ask. Write it down on a piece of paper and take it along. Do remember that your doctor's time is limited perhaps only to 5-10 minutes. Below are some points that you should think about before your visit:

- What is the most important reason for the visit?
- How long have you had the complaint, or when did it begin to get worse?
- Which medicines are you taking? Write down the names or take them along with you. This also means remedies which you might have bought yourself from a pharmacy or chemist, such as painkillers, laxatives, herbal remedies, etc...
- If you believe that your complaint or complaints could be linked to any medicines, do not hesitate to tell your doctor. If you believe that your complaint could be linked to earlier illnesses or disorders, tell your doctor. If you believe that you know a possible cause, say that too.



Why we use an 0845 number

Recently we have had a number of complaints about our phone system so we thought it would be useful to explain why we used an 0845 number.

The 0845 service chosen by NHS Grampian utilises a networked based system that can offer callers a choice of options in order to route their call accurately and efficiently. The options, of this service, are controlled in the service provider's network completely independently of the make, type or capabilities of the lines or equipment at the receiving location.

The cost of this service (using the NHSG 0845 number), to callers, is 3.36 pence per minute (ppm) during peak time, 1.85ppm evening and 0.85ppm weekend which is exactly the same cost as making a local call. Calls are charged on a per second basis.

The inclusion, or otherwise, of 0845 numbers in free calling plans is an issue that needs to be addressed with the various telecoms suppliers as each and every call provider has different ways of applying call charges. Non geographic numbers, calls to mobile networks, and calls to other network providers' numbers are an ongoing source of debate, within the telecoms industry, that NHS Grampian has no control over but understands the confusion and concern that the wide and varied pricing plans evoke.

The use of a low cost service is seen as advantageous to the vast majority of patients calling their health centre or GP practice.

NHS Grampian adopted the use of the 0845 service to provide an improved service for both patients and staff and below are some of the benefits we see by utilising this service.

- The use of a single 0845 number ensures that all callers can be re-routed, in real time, in the event of an emergency or disaster recovery situation.
- Use of a network based call queuing system to handle call volumes
- Menu options to direct callers and filter and prioritise calls including effective call distribution or call control
- The entire system is controlled, by the receiving location, based on timings stored in the network.
- Network messages can be used to inform callers of outbreaks or common problems
- Real time statistics show how many calls are received / unanswered. This allows analysis of the history of our non-geographic number to help implement improvements in the current service
- Patients no longer receive engaged tone and no longer have to constantly re-dial the surgery
- Pressure is absorbed by the telephone network allowing staff to handle calls more effectively
- Web and phone based control of built in disaster recovery option should the surgery be unavailable
- A single point of contact, independent of constraints on local/national telephone network providers.

I hope this explains why it is important and sensible for NHS Grampian to utilise the 0845 service.

Prescriptions- Reminder

Please remember to order your medication in plenty of time especially before holidays. Remember to allow 48 hours for collection and 72 hours for prescriptions that are to be sent by first class post.

Several pharmacies run a collection service, speak to the receptionist when next ordering your repeat prescription.

Please note that only urgent prescription requests authorised by a doctor will be phoned/faxed to the pharmacy



Public Holidays and Protected Learning Times dates for 2011

Wednesday 02 March	Protected Learning Time 1330-1800
Monday 25 April	Public Holiday
Friday 29 April	Public Holiday
Monday 02 May	Public Holiday
Wednesday 11 May	Protected Learning Time 1330-1800
Wednesday 08 June	Protected Learning Time 1330-1800
Monday 11 July	Public Holiday
Wednesday 07 September	Protected Learning Time 1330-1800
Monday 26 September	Public Holiday
Wednesday 09 November	Protected Learning Time 1330-1800
Monday 26 December	Public Holiday
Tuesday 27 December	Public Holiday

NORMAL EMERGENCY SERVICE APPLIES WHEN CLOSED

**PLEASE CALL NHS 24
ON 08454 24 24 24**



Aberdeen City - Patient Update

The Primary Care Redesign Programme – what is this?

There is a programme of work in Aberdeen city to look at the way primary care services need to be changed to better reflect the changing needs of the population. We have a number of big challenges facing us and we need to address these in a co-ordinated way to ensure we can provide sustainable services for the long term. Some of the biggest challenges are:

- Changes in the local population: growing elderly population.
- The health of the local population is changing, for example an increase in long term conditions such as diabetes and asthma.
- An increased shift of activities from hospital to community settings.
- Staff availability and training to manage the shift of activities.
- The aim to deliver care in the community, closer to home.
- Limitations in existing premises.
- New residential developments.

Any changes to services will be made with these challenges in mind and will, of course, include public consultation and engagement to ensure we remain focussed on the needs of patients, carers and their families.

We aim to:

- Build an overall service for the future that delivers high quality patient experiences and is a good place for our healthcare professionals to work.
- Build a service that delivers good value for the people of Aberdeen, operates efficiently and continues to provide quality services for the future.

What this might mean for you?

- More services available in community settings.
- More tailored services available for the area of the city that you live in.
- Better access to a variety of services.
- Practices delivering services together.

Primary Care **Redesign** Programme



- A review of practice boundaries in light of traffic flow across the city. Perhaps being more convenient for patients to be registered with a GP practice that could be closer to home.
- Changes to the roles and responsibilities of practice staff for example you may see your nurse for something you would have traditionally gone to your doctor for.

NHS Grampian is committed to keeping patients informed and aims to give you updates as the programme develops. Information can also be found at www.nhsgrampian.org under the health improvement section.

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