

## Trends Analysis Report

**Provider**

Muirkirk Road Surgery

**Date**

11 July 2011 - 1 August 2011 (4 Sessions)

**Narrative**

Lewisham LINK conducted outreach at Muirkirk Road Surgery from 11 July 2011 - 1 August 2011 and recorded 54 service user comments, 33 of which related to the Practice.

### This Report

- Identifies the top overall trends (Section 1)
- Analyses the top trends (Section 2)
- Offers observations made while on the premises and makes recommendations (Section 3)
- Correlates data with the 2010 Patient Survey (Section 4)
- Offers recommendations (Section 5)

### ANNEXES

- All user comments (Annexes 1 & 2)
- Outreach questionnaire survey results (Annex 3)

**Report Author**

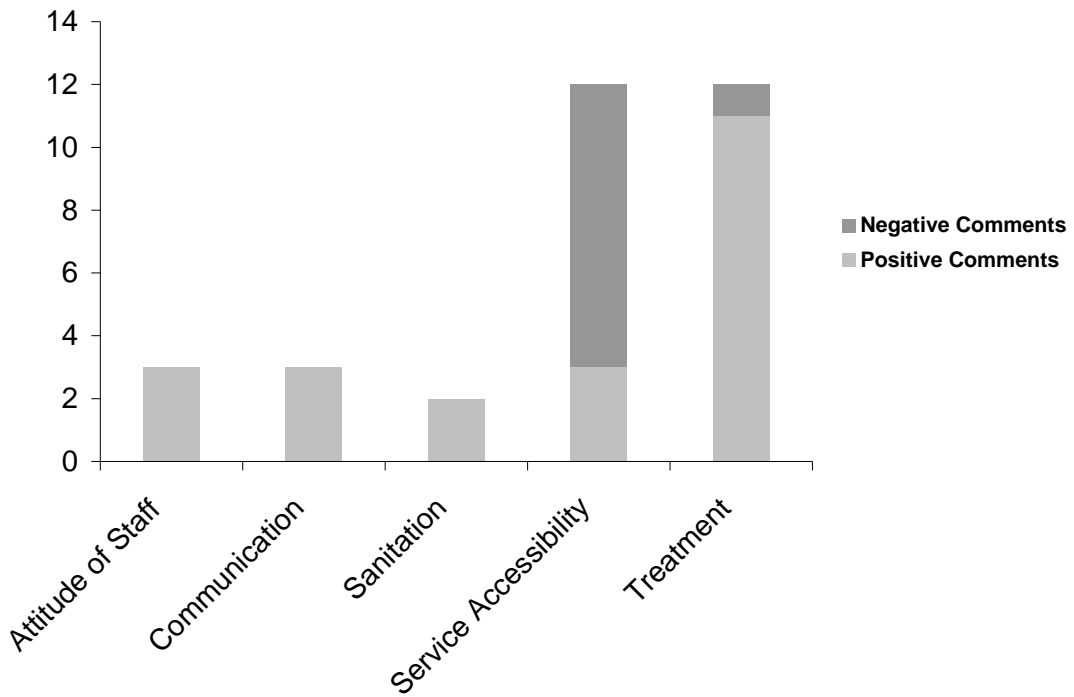
Lewisham Local Involvement Network, 3 August 2011



## Section 1 Top Overall Trends

TREND	Positive Comments	Negative Comments	TOTAL	TOTAL %
Attitude of Staff	3	0	3	9
Communication	3	0	3	9
Sanitation	2	0	2	6
Service Accessibility	3	9	12	36
Treatment	11	1	12	36

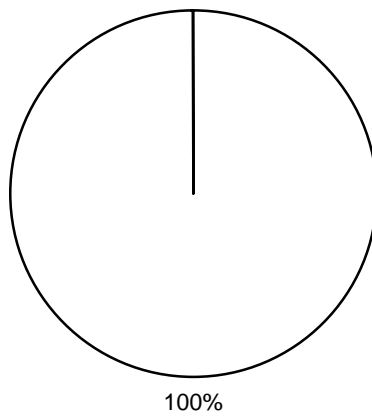
**Positive Comments      23**  
**Negative Comments     10**  
**Total Comments        33**



## Trend Attitude of Staff

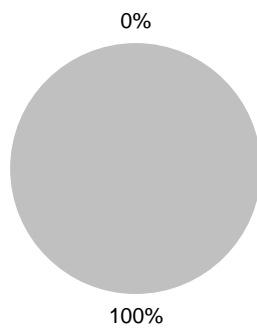
TREND	Positive Comments	Negative Comments	TOTAL
General Comment	3	0	3

Positive Comments	3
Negative Comments	0
Total Comments	3



□ General Comment

### Ratio of Positive to Negative Comments

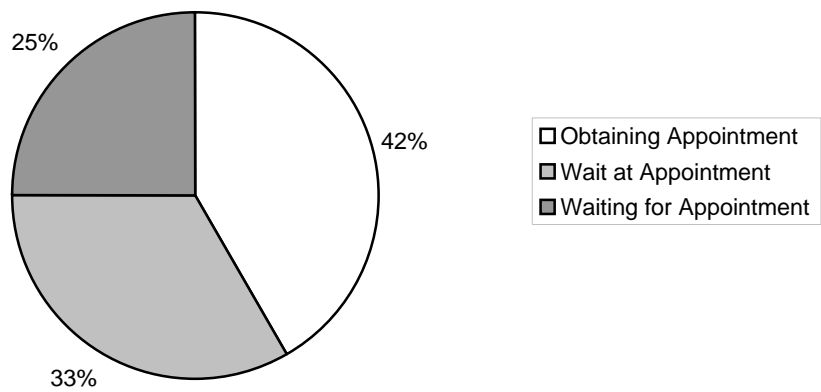


■ Positive Comments  
■ Negative Comments

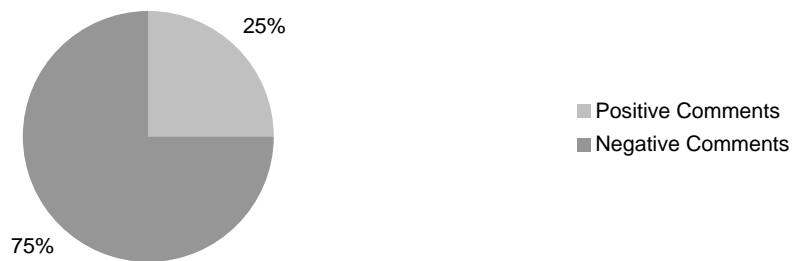
## Section 2 Service Accessibility

TREND	Positive Comments	Negative Comments	TOTAL
Obtaining Appointment	2	3	5
Wait at Appointment	1	3	4
Waiting for Appointment	0	3	3

Positive Comments                    **3**  
 Negative Comments                   **9**  
 Total Comments                        **12**



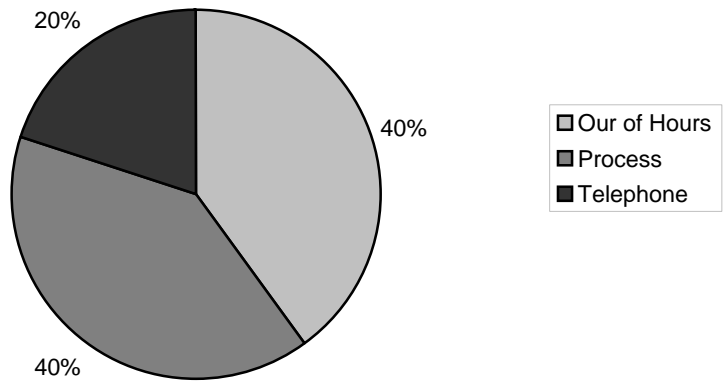
**Ratio of Positive to Negative Comments**



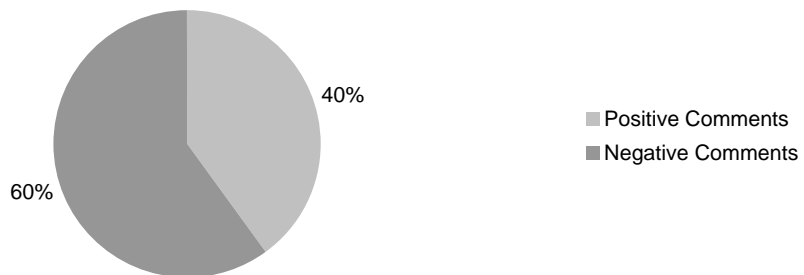
## Section 2 Obtaining Appointment

TREND	Positive Comments	Negative Comments	TOTAL
Our of Hours	1	1	2
Process	1	1	2
Telephone	0	1	1

Positive Comments                    **2**  
 Negative Comments                   **3**  
 Total Comments                        **5**



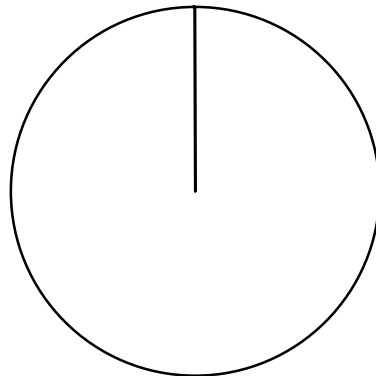
**Ratio of Positive to Negative Comments**



## Section 2 Treatment

TREND	Positive Comments	Negative Comments	TOTAL
General Comment	11	1	12

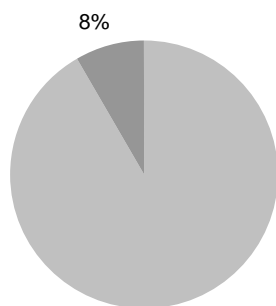
Positive Comments      11  
Negative Comments      1  
Total Comments        12



□ General Comment

100%

### Ratio of Positive to Negative Comments



■ Positive Comments  
■ Negative Comments

92%

## **Section 3**

### **Observations**

#### Reception.

This is a small practice with an excellent receptionist who is very polite and supportive even when confronted by demanding patients. The patient population of this practice is very diverse and the receptionist dealt with everyone equally and efficiently.

A lot of good information is available in the practice and this is well displayed which encouraged patient access. Some of the notices did cover each other and some slightly dated but this is easily remedied.

#### Service Accessibility.

Due to the size of the practice team it is difficult to offer a wide range of services and it was noted on the majority of outreach work that people requesting appointments had to wait for 2 – 3 days for an appropriate time unless it was an emergency. The converse of this was evident on the final session, as patients did not attend a large proportion of appointments. It was encouraging to see the GP was able and willing to see 2 patients who had attended the morning surgery instead of the evening.

There is currently no practice nurse which means patients requiring dressing changes or blood tests had to go to other sites for services. This may also impact on appointment availability for the GP.

At the front entrance, two signs are used to advertise the opening times of the surgery but both show different hours of opening and closing. None of the signs advertised the late opening available on certain days or telephone consultation service available from 12 noon after surgery. The practice also has a diabetic nurse for one session per week but again this is not advertised clearly.

The receptionist had to explain on a number of occasions that the booking diary was not available for more than 2 weeks in advance. Patients accepted this even after being advised by the GP to make an appointment for 6 weeks time for a new baby.

#### Waiting at Appointment.

On two of the 4 sessions the GP was not available for the first appointment at 9.10 am and any frustration visible within patients was compounded when the GP arrived. Patients commented favourably about the listening and engagement aspects of the consultation. The possible downside of this important aspect of care is the extended waiting times on some occasions.

#### External Environment.

Externally, it was noted that rubbish in the front entrance area remained untouched throughout the 4 weeks of the outreach work, including a discarded beer can.

#### Internal Environment.

The small waiting area is light but in need of some modernisation. Chairs need recovering and the front door is difficult for patients with mobility issues. The toilet facilities are clean and well maintained but the paintwork in the corridor and waiting area looked grey and unclean.

## **Section 4**

### **Data Correlation with 2010 Patient Survey**

Our observations and patient comments show good correlation with the latest results from the patient survey. The data shows that 94% of those responding felt that the receptionist was fairly/very helpful.

Obtaining an appointment shows that some 36% of patients reported that they could not get access to a GP within 2 days. In addition 89% of those reporting this stated that this was because no appointments were available at time of calling.

Waiting times are reported as an issue in both sets of data and in the nation patient survey only 11% reported being seen on time or within 5 minutes of the allocated time. Some 42% stated that they had to wait over 15 minutes and 11% over 30 minutes.

## **Section 5**

### **Recommendations**

Review the use of the electronic diary to allow for advance bookings for periodic reviews, especially for mother and baby follow up.

Arrange and monitor hygiene in all areas of the practice and front entrance.

Review the need for nursing support to allow improved access to medical consultation time and reduce waiting time.

Renew external signage to include extended hours and telephone consultation options.

Investigate the cost of refurbishing the chairs in the waiting area.