



# LAKESIDE MEDICAL PRACTICE

## Patient Satisfaction Survey

MARCH 2012



Practice Details

Ethnicity of Patient Population

Survey Report

Copy of Survey Questionnaire

Survey Breakdown in Percentages

The Role of Patients in Future Services

Lakeside PPG Patient Registration Form

## Lakeside Medical Practice

### PATIENT SATISFACTION SURVEY 2012

in partnership with the Friends of Lakeside Health Centre (PPG)

Lakeside Health Centre Yarnton Way Thamesmead South London SE2 9LH 08444 778966

Practice Code: **G83018**

Appointments:

#### THE PARTNERS

Dr P K Anand  
Dr Virginia Todd MBE  
Dr Anne Milstein  
Dr Frances Gregory  
Dr Maryam Tahmassebi  
Dr Thomas Koelmel

Patients can make appointments by telephoning or calling in to the Practice. The Practice also offers online facilities to enable patients to request appointments and repeat prescriptions via its secure website [www.lakesidemedics.co.uk](http://www.lakesidemedics.co.uk). The Practice has text messaging facilities to remind patients of their appointment.

Surgery Times:

When the health centre is closed patients are directed to GRABADOC the out-of-hours service or NHS Direct.

<b>Monday</b>	08:00 - 12:00	12:00 - 18:30
<b>Tuesday</b>	08:00 - 12:00	12:00 - 18:30
<b>Wednesday</b>	08:00 - 12:00	12:00 - 18:30
<b>Thursday</b>	08:00 - 12:00	12:00 - 18:30
<b>Friday</b>	08:00 - 12:00	12:00 - 18:30
<b>Saturday</b>	Closed	
<b>Sunday</b>	Closed	

#### EXTENDED HOURS

The Practice is open for extended hours on Monday, Tuesday, Thursday and Friday mornings and Thursday evenings. Patients are asked to check details with Reception.

Ethnicity of patient population:

British or mixed British	40%	Other. Mixed background	1%
African	38%	Indian or British Indian	1%
Other. White background	10%	Irish	0%
Other. Asian background	2%	Bangladeshi or British Bangladeshi	0%
Ethnic category not stated	2%	Pakistani or British Pakistani	0%
Oth. Black background	1%	White and Black African	0%
Caribbean	1%	White and Black Caribbean	0%
Chinese	1%	White and Asian	0%
Other	1%	Total	100%

## PATIENT SATISFACTION SURVEY REPORT – MARCH 2012

### **A description of the profile of the members of the PPG:**

The current PPG membership is neither reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence and free time and have the flexibility about working and earning money. A large number of patients do not have English as a second language. Lakeside is Bexley's most frequent user of interpreting services.

There are 12 PPG members on the management group. There are 2 male and 7 female patient representatives plus 3 members of practice staff.

### **Age profile:**

1 member: 17 – 25 years  
4 x members: 36 – 55 years  
4 x members: 56-65 years  
3 x members: 66+ years

The practice has considered evening meetings to attract patients who are either in education, have children of school age or are working. Unfortunately, patients such as young people, carers, and parents with small children in particular have not come forward or are able to offer their time.

### **A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients:**

Lakeside Medical Practice has a pre-existing PPG but had attracted new members to the group by publicity through its website, newsletter, notice boards and displays in and around the practice and the setting up of a Volunteer Patient Feedback Forum. The Practice has tried to target specific registered patients, particularly under represented groups through various means. For example, the PPG publicised the group at the 2011 World Health Day which targeted over 2000 patients with information leaflets.

The Practice, with the help of the PPG, has put together a practice information pack for new patients and together produce a newsletter "Good Practice" which is available to patients to share information and introduce new services as they arrive. The website [www.lakesidemedics.co.uk](http://www.lakesidemedics.co.uk) is another Practice/PPG project updated on a regular basis by the Friends of Lakeside.

**How the Practice and the PPG determined and reached an agreement on the issues within the Local Practice survey:**

The Practice was very keen in engaging patients to help deliver and design services around the needs of its patients. The Practice was keen to ensure that before it sought the views of its patients on the priority areas, that the group understood its roles and responsibilities and why as a group they are central to everything the Practice does.

The PPG were keen to 'go back to basics' and look at issues regarding their patient experience with regards to appointments, telephone access, waiting areas and new come and wait surgeries, and a view of what the patients at Lakeside Medical Practice think about the services it receives from the GPs, Nurses and staff. The Practice had also used feedback from complaints, significant events, comments and suggestions by patients through its management committee meetings and website feedback to help inform some of the priority areas.

***The above issues had previously been discussed at PPG meetings and the members agreed that it would like to survey patients on these priority issues, which they wanted included in the survey.***

Prior to the survey the practice displayed posters in and around the surgery informing patients that a survey would be undertaken. It also advised patients that the survey would be assisted and supported by its PPG members.

Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey. The Practice looked at targeting various groups of patients and different times of the day (baby clinics, chronic disease clinics, and general routine appointments with GP/Nurses).

The Practice also developed and used an online local survey, which enabled patients visiting the website (for prescriptions, information etc) the opportunity to participate.

***The survey was conducted during January and February 2012. The PPG were actively involved in ensuring that patients participated in the survey by handing out questionnaires to patients before and after their appointment at the Practice. Surveys were completed by patients and returned to the reception.***

**The outcomes of the local survey and the Practice's action plan:**

The Practice received an analysis of the local patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed. The results were discussed in detail at a meeting that enabled the PPG to compile an action plan based on the findings/results. The Practice was able to agree an action plan with the support of the PPG which was approved by the group at its meeting held on 15<sup>th</sup> March 2012.

## **A description of the findings that arose from the local Practice survey:**

Patients were given a total of 9 topics (a copy of the questionnaire is included for reference) and asked to comment on 3 only to give their likes, dislikes and how they would make improvements. The Practice received many comments regarding the telephone system, problems in getting through to the Practice first thing in the morning and problems experienced in getting an appointment with a GP, confidentiality at reception, lack of seating in the waiting area, and the more recently introduced come and wait surgeries.

### **Responses found to be positive**

Staff are welcoming and accommodating, three of the doctors in particular are fantastic

Patient experience with GP is good, excellent, fantastic

Patients are satisfied with the service all round

Very good NHS service

### **Responses found to be least positive**

#### **Telephone System:**

- . New local numbers are helpful especially for mobiles
- . Takes too long to book an appointment
- . Have local cab numbers available at reception
- . Better customer service needed
- . Inform patients how long the wait will be to get through
- . Too much information given – cost to patient
- . 0844 numbers too expensive

#### **Waiting Area - i.e. has the extra seating helped?**

- . Use empty space upstairs in dental section
- . Inform patients when doctors are running late
- . Re-design waiting area by reducing size of reception
- . Not child friendly – needs toys and books
- . More seats needed
- . Seats needed outside entrance
- . Needs drinking water for patients and reading materials
- . Can get infection from people in such a small waiting space
- . More appropriate seating needed for disabled people
- . Mobiles being used in reception – security bloke should be more aware
- . Sound needed on TV in waiting area

- . Play area for children
- . Difficulty for disabled people to get up from chairs

### **Confidentiality at Reception:**

- . Put barrier at desk like the Post Office
- . Like the red line!
- . Reception needs better communication skills
- . Receptionists should speak less loudly
- . Everyone knows what you need an appointment for
- . No privacy for patients

### **Come and Wait Surgeries:**

- . Give more information about what and what cannot be done in these surgeries
- . Make patients more aware that you still have to book in
- . Utter chaos
- . Total waste of time
- . Increase to 3 days a week
- . Bring more doctors in on these days

### **Booking appointments Online:**

- . Bring 'heaven and earth' to reception before booking online
- . Close patient lists – too many patients
- . Too difficult to book appointments
- . Preference should be given to longstanding patients to see their own doctor if appointment booked in advance
- . More appointments need to be available
- . Introduce triage system
- . Do away with booking on line
- . Give people without computers a chance

### **Is there enough information about what's available?**

- . Notice board around waiting area should ALL be info for patients
- . Have no idea what's available – that's my only comment
- . Should be more information for patients on where to get the info.
- . How do you access info?

### **Nursing Services and Clinics: Are you using them?**

- . No comments on improvements

### **Test Results:**

- . Ridiculous only between 1 to 3pm.

- . Extend hours – what about people who work?
- . General paperwork lets the practice down – lost results
- . Need to phone patient when test results are back
- . Why not post results to patients?
- . Has this service got a recognised procedure
- . Would like more clarification of results
- . More times during the day to ring for results

#### **Diabetes Clinics and X-Pert education:**

- . No comments on improvements

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#### **Action Plan:**

**A description of the action which the Practice intends to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Patient Satisfaction Survey:**

- Practice Environment - reduce the number of posters that portray too many negatives messages and provide more easy-to-read displays that are patient-friendly with more relevant and current information for patients, and improve waiting room signage.
- Waiting Area – continue negotiations for improved and increased waiting space.
- Confidentiality – reception desk to be moved further away from waiting area to give patients more privacy. Receptionists to lower their voices.
- Information – a guide to be produced for Online Booking and additional information on Nursing services and clinics. Newsletter to be produced.
- Test Results - review of the test results service and clear procedures to be introduced that will include extension of times results will be available.
- Come and Wait Surgeries – more information to be given to patients about what can be offered in these surgeries .
  - Reminder to book in at desk
  - What patients can use it for
  - What delay they can expect today (updated throughout session)
  - Which clinicians are serving today's session

**Practice & PPG proposals largely to improve access to information:**

- Staff changes
- New phone numbers
- Procedures for test results
- What's provided in Come and Wait surgeries
- Waiting area - using the additional seating
- Booking online
- The Survey - results and thanks to patients who took part
- Confidentiality at reception (the red line!)
- Bowel screening
- Friends of Lakeside
- What's going on in the nursing team - clinics etc.
- The role of the nurse practitioners
- List cleansing?
- GP Registrars - who are they?
- The Pharmacist
- Information leaflets on health subjects
- Stop smoking clinics

**Gender and age range of those taking part in survey**

MALE            29%            FEMALE        71%

**AGE RANGE**

18-25	26-40	41-60	60 +
11%	36%	38%	15%

**SIGNED:-**

**Dr Virginia Todd MBE**

**20<sup>th</sup> March 2012**



# LAKESIDE MEDICAL PRACTICE Patient Satisfaction Survey



The Practice is keen to hear the views of patients about the services and facilities at Lakeside and how some aspects could be improved. Let's take this opportunity for some positive and constructive comments and ideas please.



Listed on the next page are some issues/topics that have arisen during the year from the Friends of Lakeside committee. Please let us have your comments on **3 maximum** from the list.

NAME {optional}: .....

MALE

FEMALE

AGE RANGE

18-25

26-40

41-60

60 +

ETHNIC ORIGIN .....

HOW LONG HAVE YOU BEEN REGISTERED WITH LAKESIDE? .....Years

WHAT TYPE OF PHONE DO YOU USE TO CONTACT THE HEALTH CENTRE?

Landline

Mobile

Either

Start the Survey now to find out What Works and What Doesn't  
What you Like and What You Dislike

- Telephone System:
- Waiting Area - i.e. has the extra seating helped?:
- Confidentiality at Reception:
- Come and Wait Surgeries:
- Booking appointments Online:
- Test Results:
- Diabetes Clinics and X-Pert education:
- Do you get enough information about what's available?
- Nursing Services and Clinics: Are you using them?

**From the list on the left,  
 please select 3 topics you  
 would like to comment on,  
 and suggestions on how to  
 improve them if needed.  
 What would you do?  
 Please tick your choices**

**YOUR TOPIC 1 .....**

Likes or Dislikes

How can things be improved?

**YOUR TOPIC 2.....**

Likes or Dislikes

How can things be improved?

**YOUR TOPIC 3 .....**

Likes or Dislikes

How can things be improved?

**YOUR SPACE — for that important thing you have always wanted to ask or say  
STAY POSITIVE!**

Tell Us Here

**DATE .....**

**Thank you for completing the Survey. Your support is greatly appreciated.**

**If you would like to comment on more topics, please use another Survey Form.**

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**Deadline for Return March 2012**

Lakeside Medical Practice  
Yarnton Way  
Thamesmead  
London  
SE2 9LH

Tel: 08444 778966

Also available for completion at [www.lakesidemedics.co.uk/survey](http://www.lakesidemedics.co.uk/survey)

## LAKESIDE MEDICAL PRACTICE - PATIENT SATISFACTION SURVEY 2012

Patients were invited to comment on the topics listed below and suggest improvements where needed.

MALE	29%	FEMALE	71%	
AGE RANGE	18-25	26-40	41-60	60 +
	11%	36%	38%	15%



Telephone System:

<b>Liked</b>	<b>Disliked</b>	<b>No Comment</b>
18%	35%	47%

Waiting Area - i.e. has the extra seating helped?

<b>Yes</b>	<b>No</b>	<b>No Comment</b>
3%	53%	44%

Confidentiality at Reception:

<b>Liked</b>	<b>Disliked</b>	<b>No Comment</b>
14%	22%	64%

Come and Wait Surgeries:

<b>Liked</b>	<b>Disliked</b>	<b>No Comment</b>
23%	37%	40%

Booking appointments Online:

<b>Liked</b>	<b>Disliked</b>	<b>No Comment</b>
13%	20%	67%

Test Results:

<b>Liked</b>	<b>Disliked</b>	<b>No Comment</b>
0%	3%	97%

Diabetes Clinics and X-Perf education:

<b>Liked</b>	<b>Disliked</b>	<b>No Comment</b>
4%	1%	95%

Do you get enough information about what's available?

<b>Yes</b>	<b>No</b>	<b>No Comment</b>
1%	7%	92%

Nursing Services and Clinics: Are you using them?

<b>Yes</b>	<b>No</b>	<b>No Comment</b>
6%	1%	93%

# QUESTIONNAIRE

GP  
RESPONSES

**PRACTICE:** Lakeside Medical Practice

GP survey carried out by the Friends of Lakeside November 2011

## THE ROLE OF PATIENTS IN FUTURE SERVICES

<b>1</b>	<b>Should patients be involved in surveys?</b>	<b>YES</b>	◆	<b>NO</b> Go to 2	
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		This year	Next year	Sometime	Never
1a	Satisfaction with services	◆		◆	
1b	Patient clinical needs/preferences	◆		◆	
1c	Patient access needs/preferences	◆		◆	
1d	Specific subjects chosen by the Drs	◆			
1e	Specific subjects chosen by patients	◆			
1f	Services provided by the PCT	◆		◆	
1g	Services provided by acute trusts	◆	◆	◆	

<b>2</b>	<b>Should patients be involved in providing information?</b>	<b>YES</b>	◆	<b>NO</b> Go to 3	
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		This year	Next year	Sometime	Never
2a	Ordering and displaying information chosen by the medical staff	◆	◆		
2b	Providing information chosen by patients	◆			
2c	Producing a new patient welcome pack	◆		◆	
2d	Operating a patient library	◆	◆	◆	
2e	Operating a video library	◆	◆		
2f	Operating an on-line information service	◆	◆	◆	
2g	Operating a patient information centre	◆	◆	◆	
2h	Maintaining notice boards	◆			
2i	Compiling information for patients	◆			
2j	Maintaining a practice website	◆		◆	

**NOTE TO QUESTION 11 – Should patients be involved in activities?**

**ONE GP SUGGESTED THAT PRIORITIES SHOULD BE SET BY FRIENDS OF LAKESIDE**

<b>3</b>	<b>Should patients be involved in the production of a practice newsletter?</b>	<b>YES</b>	◆	<b>NO Go to 4</b>	
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		This year	Next year	Sometime	Never
3a	From information provided by the doctors	◆	◆	◆	
3b	From information provided by other staff	◆		◆	
3c	From information assembled by the patients	◆		◆	
3d	Without editorial control by staff or doctors				◆
3e	Controlling distribution	◆		◆	

<b>4</b>	<b>Should patients be involved in organising health promotion sessions?</b>	<b>YES</b>	◆	<b>NO Go to 5</b>	
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		This year	Next year	Sometime	Never
4a	On topics chosen by medical staff	◆	◆	◆	
4b	On topics chosen by patients	◆	◆		
4c	With contributions from practice Drs	◆			
4d	With contributions from practices nurses and associated medical colleagues	◆	◆		

<b>5</b>	<b>Should patients be involved in helping with practice activities?</b>	<b>YES</b>	◆	<b>NO Go to 6</b>	
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		This year	Next year	Sometime	Never
5a	At mother and baby/toddler clinics	◆	◆		◆
5b	During surgeries	◆	◆		◆
5c	During immunisation clinics (e.g. flu)	◆	◆		◆
5d	Fitness activities	◆	◆	◆	
5e	Social activities	◆	◆	◆	

<b>6</b>	<b>Should patients contribute financially to the practice?</b>	<b>YES</b>	◆	<b>NO Go to 7</b>	
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		This year	Next year	Sometime	Never
6a	By raising money for facilities	◆		◆	
6b	By raising money for services	◆		◆	
6c	By raising money for information	◆		◆	
6d	By raising money for equipment	◆		◆	
6e	By raising money for events	◆		◆	

<b>7</b>	<b>Should patients be involved in lobbying?</b>	<b>YES</b>	◆	<b>NO Go to 8</b>	
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		This year	Next year	Sometime	Never
7a	Supporting practice plans (e.g. for additional services)	◆	◆	◆	
7b	Helping to formulate practice plans (e.g. for building change/expansion)	◆	◆	◆	
7c	Attending PCO meetings and speaking for patients	◆	◆	◆	

<b>8</b>	<b>Should patients be kept informed?</b>	<b>YES</b>	◆	<b>NO Go to 9</b>	
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		This year	Next year	Sometime	Never
8a	About services (including changes)	◆	◆		
8b	About treatment options	◆	◆		
8c	About non-clinical procedures	◆	◆		
8d	About targets and results	◆	◆		
8e	Practice policies	◆	◆		

<b>9</b>	<b>Should patients be consulted?</b>	<b>YES</b>	◆	<b>NO Go to 10</b>	
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		This year	Next year	Sometime	Never
9a	About services (including changes)	◆		◆	
9b	About treatment options	◆		◆	
9c	About (non-clinical) procedures	◆		◆	
9d	About targets and results	◆		◆	
9e	About practice policies e.g. rationing, opening hours	◆		◆	

<b>10</b>	<b>Should patients be involved in the management of the practice?</b>	<b>YES</b>	◆	<b>NO Go to 11</b>	
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		This year	Next year	Sometime	Never
10a	Agreeing (non-clinical) procedures		◆	◆	
10b	Selecting staff		◆		
10c	Selecting partners		◆	◆	
10d	Financial decisions		◆	◆	◆
10e	Agreeing surgery times		◆	◆	
10f	Use of complementary therapies		◆	◆	
10g	Choice of out of hours service		◆	◆	

<b>11</b>	<b>Should patients be involved in activities?</b>	<b>YES</b>		<b>NO Go to 12</b>	
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		This year	Next year	Sometime	Never
11a	Creche		◆		
11b	Refreshments at clinics		◆		
11c	Transport service		◆		
11d	Social activities		◆		
11e	Exercise activities		◆		
11f	Emergency/First aid training		◆		
11g	Home visiting			◆	◆
11h	Hospital visiting			◆	
11i	Respite care				◆
11j	Baby sitting training				◆
11k	Prescription delivery				◆
11l	Practice newsletter delivery				◆

<b>12</b>	<b>Should patients be involved in anything else?</b>	<b>YES</b>		<b>NO Go to 13</b>	◆
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	This year	Next year	Sometime	Never

<b>13</b>	<b>Are there any factors other than objectives that you feel should be considered at this stage?</b>	<b>YES</b>		<b>NO Go to 14</b>	◆
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<b>14</b>	<b>How should patient participation be funded?</b>
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		This year	Next year	Sometime	Never
14a	By a grant from the practice		◆	◆	
14b	By a grant from the PCO	◆	◆	◆	
14c	By subscriptions from patients			◆	
14d	By charging for events			◆	
14e	By fund-raising	◆		◆	

# Patients Association Database

The Lakeside Medical Practice has set up a 'Patients Association' database. It has been developed to help us ensure we keep as many people as possible informed of opportunities to get involved and have a say about health issues and health services.

To join simply complete the registration form below and return it to the Practice Manager, at the Lakeside Health Centre.

## 1. PERSONAL DETAILS

Title: (Ms/Miss/Mrs/Mr/Dr) \_\_\_\_\_ First Name: \_\_\_\_\_

Surname: \_\_\_\_\_ Date of birth: \_\_\_\_\_

## 2. CONTACT DETAILS

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ Telephone (Work): \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

## 3. HOW WOULD YOU LIKE TO BE INVOLVED? (PLEASE TICK ALL THAT APPLY)

- |  |   |
|--|---|
| <input type="checkbox"/> post (e.g. questionnaires, surveys)               | <input type="checkbox"/> attend meetings in the afternoon     |
| <input type="checkbox"/> telephone (e.g. questionnaires, surveys)          | <input type="checkbox"/> attend meetings in the evening       |
| <input type="checkbox"/> email   | <input type="checkbox"/> group discussions                    |
| <input type="checkbox"/> representation on the Patient Participation Group |   |
| <input type="checkbox"/> attend meetings in the morning                    | <input type="checkbox"/> attending public consultation events |

## 4. Do you have a particular interest or expertise in any area of health e.g. diabetes?

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**5. Please specify below any factors that could affect your involvement (e.g. childcare, carer responsibilities, language, mobility, travel costs etc).** We are keen to include as wide a range of local people as possible in involvement activities. It is therefore valuable to know if there are practical considerations that may prevent or limit the extent to which you are able to get involved.

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**6. Additional information (please tick a relevant box that describes your ethnic origin)**

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Asian-Bangladeshi | <input type="checkbox"/> Black African   | <input type="checkbox"/> Mixed/Other         | <input type="checkbox"/> White/Black Caribbean |
| <input type="checkbox"/> Asian-Indian      | <input type="checkbox"/> Black Caribbean | <input type="checkbox"/> Not Stated          | <input type="checkbox"/> White British         |
| <input type="checkbox"/> Asian-Pakistani   | <input type="checkbox"/> Black Other     | <input type="checkbox"/> White/Asian         | <input type="checkbox"/> White Irish           |
| <input type="checkbox"/> Asian Other       | <input type="checkbox"/> Chinese         | <input type="checkbox"/> White/Black African | <input type="checkbox"/> White Other           |

**Other – please specify:**

**Please sign:**

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**Date:** \_\_\_\_\_

**Thank you for taking the time to complete this form.**

**Please return the registration form to Reception**

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