

Patient Experience Survey

PE5 REPORT FORM

OFFICE USE ONLY	Date sent:	
	Practice ref:	

Completing this form will help you gain 20 more quality points for the PE5 indicator.
Please retain and present a copy to the PCT at your annual QOF visit.

If you would like an electronic version of this form, e-mail us at enquiries@cfep.co.uk

Name:	Kim Jolly	Practice name:	Allelsey Park Medical Centre
Job title:	Practice Manager	PCO name:	Coventry TPCT
		Town/county:	Coventry
Signature:		Postcode:	CV5 9JE

1. At what level did you complete the survey?

- Practice level only
 Practice and individual (GP/health professional) level

2. Which members from the practice team are involved in the discussion of results?

Please state designations of staff or names below:

Dr Cowan GP – Senior Partner
 Dr Thornton GP – Partner
 Dr Butler GP – Partner
 Kim Jolly – Practice Manager

3. Considering the results of each of your patient surveys for this year and for last year...

a) Which responses were **most** positive?

2007/2008 survey		2006/2007 survey	
Description	Score	Description	Score
Example: Respect shown	81%	Example: Confidence in ability	79%
Respect shown	86%	Respect shown	83%
Recommendation	86%	Recommendation	81%
Confidence in ability	85%	Confidence in ability	82%
Ability to listen	85%	Ability to listen	82%
Concern for patient	83%	Satisfaction with visit	81%

3. Considering the results of each of your patient surveys for this year and for last year...

b) Which responses were **least** positive?

2007/2008 survey		2006/2007 survey	
Description	Score	Description	Score
Example: Waiting time	65%	Example: Waiting time	63%
Waiting time	36%	Waiting time	40%
Practitioner of choice	41%	Practitioner of choice	44%
Comfort of waiting room	45%	Comfort of waiting room	52%
Speak to practitioner on phone	47%	Speak to practitioner on phone	50%
See practitioner within 48 hours	46%	Telephone access	51%

3. Considering the results of each of your patient surveys for this year and for last year...

c) In which areas did you **deviate** most from the **national benchmark**? (N.B. Deviation can be positive or negative)

2007/2008 survey		2006/2007 survey	
Description	Deviation	Description	Deviation
Example: Telephone access	+4%	Example: Comfort of waiting room	-8%
Concern for patient	+10%	Speak to practitioner on phone	+9%
Comfort of waiting room	-10%	Respect shown	-2%
Recommendation	+9%	Time for visit	=%
Waiting time	-5%	Waiting time	=%
See practitioner within 48 hours	-5%	See practitioner within 48 hours	=%

3. Considering the results of each of your patient surveys for this year and for last year...

d) Can you explain why the deviations you have outlined in Question 3(c) have occurred?

Waiting time once in surgery – This had been identified as a problem prior to the survey. Since then the doctors have been seeing three patients followed by a gap to allow for catch up. There are now few surgeries that overrun.

Seeing practitioner within 48 hours – We felt that this was possibly due to patients not recognising that the triage nurse is classed as a practitioner. We need to inform the patients.

Comfort of waiting room – This is possibly due to increased capitation over the years and nowhere to expand the waiting room into. We are current in negotiations regarding the extending or rebuilding the surgery.

(continued on separate sheet)

4. Considering the results of your patient surveys for **this year**...

a) In which areas have you seen the most change?

Comfort of waiting room down 7%
 Second opinion/complementary medicine down 7%
 Concern for patient up 5%
 Reassurance up 4%

4. Considering the results of your patient surveys for **this year**...

b) Can you explain why the changes you have outlined in Question 4(a) have occurred?

Waiting room – Increase in capitation coupled with part of waiting room used to expand reception to accommodate the increased number of paper notes.
Second opinion – Patients are not aware this is an option that doctors can help them with or they are too frightened to ask.
Concern for patient/reassurance – Doctors and nurses have improved their skills.

5. Do your patient comments reflect the above? Do they bring up other or the same key issues?

The comments were more about the opening times, waiting time in surgery and calling back at 8:30am for an appointment.

6. Why do you think these key issues have arisen?

Opening times – There were a few comments regarding this in the survey. More from people who work and cannot leave work for doctors' appointments.
Waiting times in surgery – as discussed above.
Calling back at 8:30am – this stems from our mixture of book on the day and pre book appointments. Rather than offering the patient an alternative appointment staff were asking them to call back on the day they wanted the appointment (this is when the on the day appointments are released). This is inconvenient for patients and causes frustration on both sides.

7. What activities have you undertaken in the past year to address the issues raised by last year's patient survey? (N.B. This can include both practice scores and patient comments)

Patient experience issue	What we have done to address this
Example: Comfort of waiting room	Refurbishments carried out, e.g. walls painted, some chairs replaced, new magazines
Appointments (easier booking)	Appointment tally was completed Increased triage availability
Waiting times once in surgery	Patients better informed about delays by reception staff
Calling back at 8:30am	Triage availability Nurse available to talk to patients
To have more staff on the front desk at all times	The rota is now such that there is at least one but normally two members of staff on the front desk at all times.

8. As a result of this survey, have you been able to identify any areas where change could be made? If so, please specify.

See separate sheet

What to do now...

- KEEP THIS FORM TO PRESENT TO YOUR PCT.
- We would be grateful if you would consider returning a **copy** of this form to us at:
CFEP UK Surveys, Innovation Centre, University of Exeter, P O Box 51, Exeter EX4 4WT
or use the freepost envelope provided.

We are often asked to advise on policy or research regarding the patient experience at a national level. Your feedback could help us with this and we will ensure that all comments remain strictly anonymous.

Would you be interested in finding out about other services we provide?

- 360° feedback for doctors within your practice
- Professional Development workshops
- Telephone triage and telephone consultation questionnaires

For further information
call us on **01392 252740** or e-mail
us at **enquiries@cfep.co.uk**

- If you are happy for us to contact you regarding the service we have provided for you, please tick here.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.