

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Executive Summary

In these times of rapidly changing technology and society, what do young patients want from their GPs and how best can this be delivered?

The aim of the project was to deliver evidence-based recommendations to local surgeries to improve their service for young people.

A small group of aspiring medical students have spent the past few months designing and executing a survey to investigate what young adults want from their surgery. The work was initiated and supported by Rectory Meadow Surgery in Amersham. We sent surveys to the local secondary schools in the area, specifically targeting 15-25 year olds. We have received 352 responses giving us opinions on what local GP surgeries can do to improve



service. A significant number of responses were on paper and had to be added to the results database by hand.

Findings

The modal age group of participants was 16, followed by 17 year olds.

There were 352 participants in the survey with 213 females, 132 males and 7 who preferred not to disclose their gender.

There was quite an even distribution of responses from those who visited surgeries in Amersham and the Chalfonts (both averaging about 100 responses each). Only about 30 responses were from those who attended surgeries in Chesham.

The majority of appointments were made by phone call, followed by online booking, then 'walk-ins' and the least number of appointments were made by text.

Most respondents were satisfied with their current method of making appointments (with 221 out of the 352 giving a rating of either 4/5 or 5/5).

The majority responded that they went to their local surgery for general illnesses, with 299 out of the 352 responses.

The following valuable services weren't seen to be offered by respondents' surgeries: easy and visible access to mental and sexual health services, contraception and abortion clinics, depression facilities including counselling and therapy, paediatric blood tests, a walk-in clinic with the option of making follow up appointments and small health queries and worries.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Updates from surgeries should include current delays on appointments (277 out of 352 people stated this), which is closely followed by information on surgery changes (207 out of 352 people).

Most people would prefer to receive updates from their surgery via email (203 out of 352 people), closely followed by text (176 out of 352).

Around a third of responses, stated that they received updates monthly, yearly and twice yearly.

Almost two thirds stated that they would like to receive monthly updates.

For the majority of people, 4pm to 6pm is the most convenient time to visit the surgery on weekdays.

For the majority of people, 8am to 12 noon is the most convenient time to visit the surgery on weekends.

Most people did not know whether their surgery had a website or not.

Most people said that whilst the website was easy to navigate and useful, it isn't modern. But a significant number of people said the website was easy to navigate but it is useless.

Over 200 people said that if there was a healthcare app they would use it.

Most popular categories for the app are appointment booking and medical news.

Texting results for tests and easier ways of booking an appointment seemed like other popular themes as well as updates for clinics etc. on social media.

Patients reported waiting up to 3 weeks for an appointment with the doctor.

It is clear that the healthcare provision in this area is of a very high standard and that the majority of teenagers seem very happy with their accessibility and communication with their GP's practice. However, there are areas - especially communicating waiting times and booking appointments - that need to be made easier and more readily available. In addition, a range of services that are necessary for young adults living in the area should be offered.

NB: These results are for the sum of all surgeries. In general, Rectory Meadow Surgery results were in line with the group averages.

Recommendations

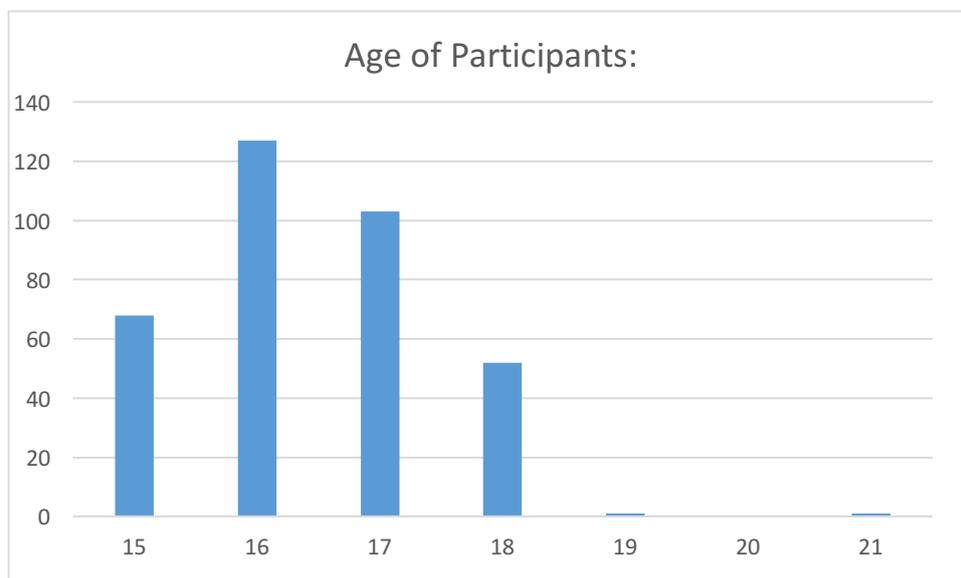
- 1. Either arrange or publicise more clinics for mental and sexual health services, contraception and abortion, depression facilities including counselling and therapy, paediatric blood tests, a walk in clinic with the option of making follow up appointments and small health queries and worries.**
- 2. Give monthly updates to patients which include any changes to surgery operation.**
- 3. Create more provisions for appointments for teenagers 4pm to 6pm on weekdays and 8am to 12 noon during the weekends**
- 4. Publicise more widely a modern, easy to navigate and useful website, which allows booking appointments online with ease.**
- 5. Create an app with appointment booking, waiting times and medical news for surgeries.**

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

RMS Final report- analysis of survey results

Question 1 - How old are you?



- The modal age group of participants was 16, followed by 17 year olds.
- There were very few participants aged 19-21.
- If the survey was to be repeated, it could be more evenly distributed between the age groups, e.g. by carrying it out with more university students to get more responses from those at the higher end of our targeted age range.

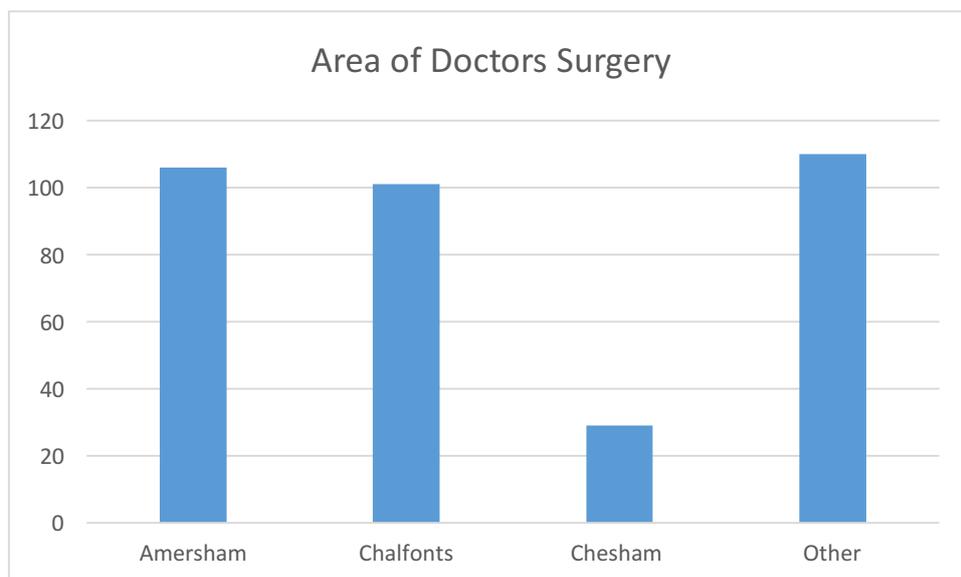
Question 2 - What gender are you?

- There were 352 participants in the survey- with 213 females, 132 males and 7 who preferred not to disclose their gender.
- Since there were many more female than male participants, if the survey were to be repeated, next time it could be distributed more evenly, e.g. by distributing it to more boys' schools to even up the gender gap.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

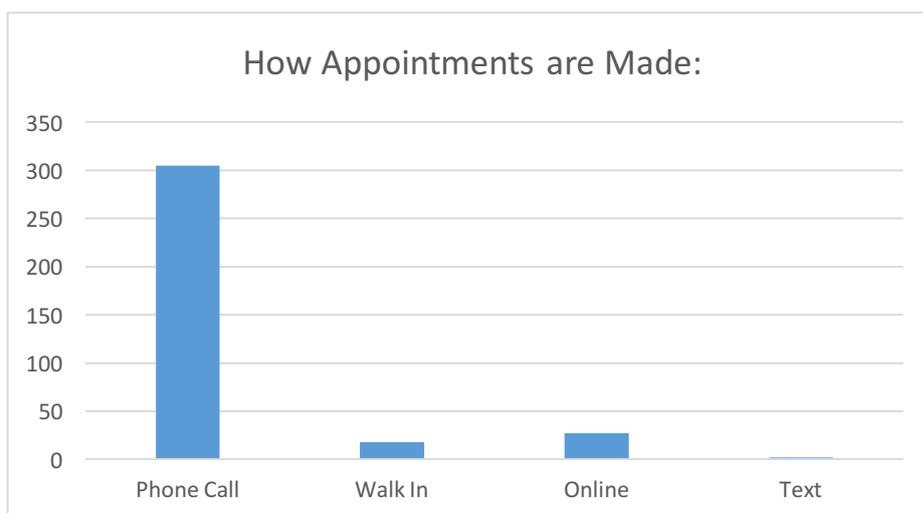
Final – May 2016

Question 3 - Which doctors' surgery do you go to?



- There was an even distribution of responses from those who visited surgeries in Amersham and the Chalfonts (both averaging about 100 responses each), however there were only about 30 responses from those who attended surgeries in Chesham.
- If the survey was repeated, it could be distributed to more people in the Chesham area and also to fewer people from areas which weren't in the Amersham/ Chesham/ Chalfont area, to get more local responses (i.e. to reduce the number of responses from 'other' surgeries).

Question 4 - How are your appointments with your GP currently made?

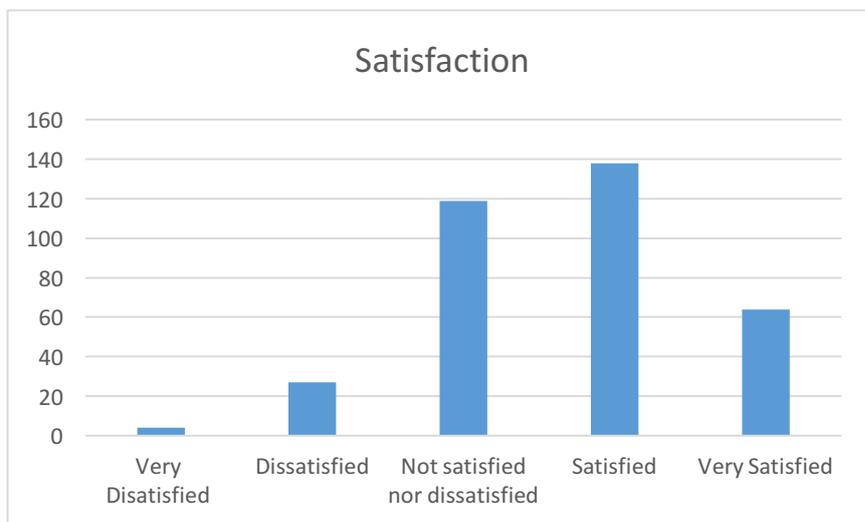


- The majority of appointments are made by phone calls, followed by online booking then walk ins and the least number of appointments were made by text.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 5 - Are you satisfied with your current method of making appointments at your surgery?

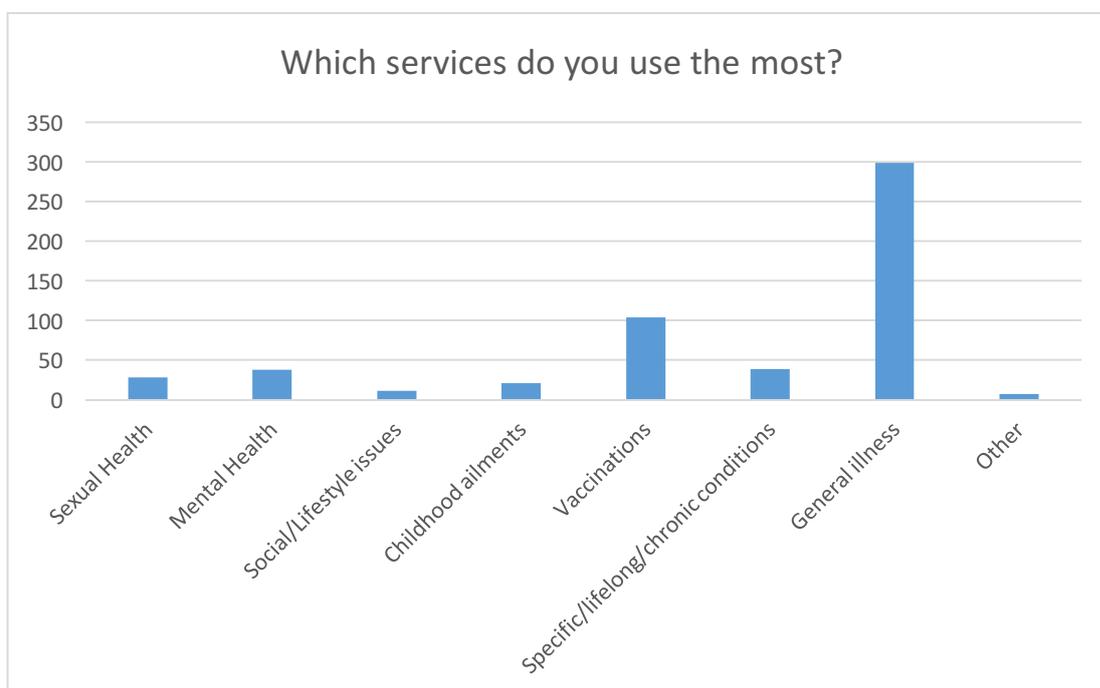


- The most common feedback was that people were satisfied with their current method of making appointments (with 221 out of the 352 people who filled out the survey giving a rating of either 4/5 or 5/5).
- Very few people were very dissatisfied with their current method of making appointments (with 26 out of the 352 people who filled out the survey giving a rating of either 1/5 or 2/5).

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 6 - Which services do you use the most?



- 299 out of the 352 people who took the survey responded that they went to their local surgery for general illnesses.
- A significant number of people (approximately 1/3 of all survey respondents) said that they use the vaccination services in their surgery.
- Few people said that they use the sexual/mental health services and childhood ailments in their surgery and the most underused service was social/lifestyle issues, e.g. smoking and family issues - with a mere 11/352 respondents stating that they use this service.
- Other reasons people visited their surgery included: broken bones, allergies, dietary issues and sporting injuries.
- The fact that majority of people went to their surgery for general illnesses rather than for an actual service provided by the surgery, e.g. mental or sexual health suggests that these services either aren't very popular in surgeries or that patients have a lack of awareness of their availability.

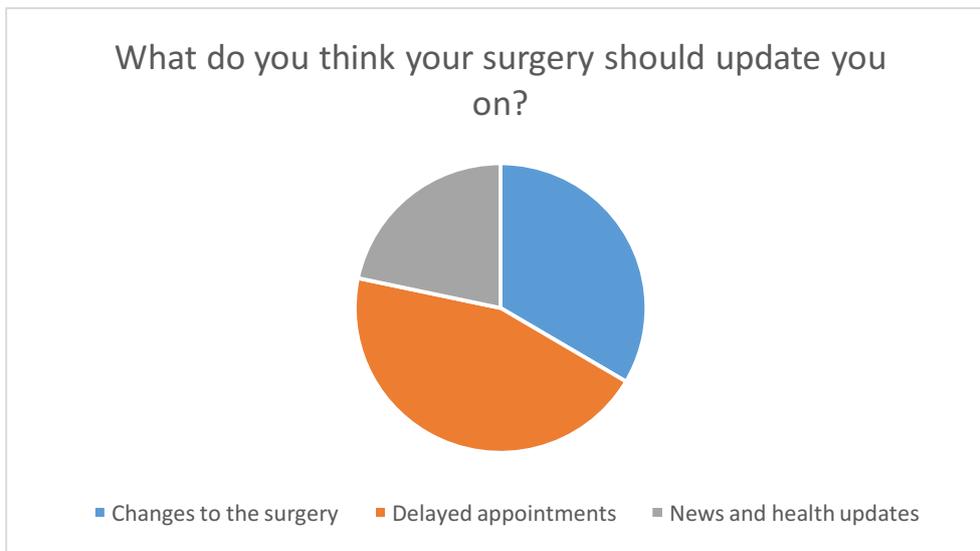
CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 7 - Are there any services you feel are not being offered (e.g. sexual health)?

- The services people said weren't being offered by their surgeries included: increased access to mental and sexual health services, contraception and abortion clinics, depression facilities including counselling and therapy, paediatric blood tests, a walk-in clinic with the option of making follow up appointments and small health queries and worries.
- The majority of people were satisfied with the services provided by their local surgery as the most common response to this question was 'none' or simply there was no comment.
- From those who were unsatisfied, the majority of concerns were linked to the lack of sexual or mental health support available at their surgeries. This suggests that these services need to be made more available and visible to patients in the future.
- There were quite a few responses where people stated that they weren't very aware of the services provided by their surgery - either because they don't go there often enough or because patients aren't informed of what services are available.

Question 8 - What do you think your surgery should update you on?

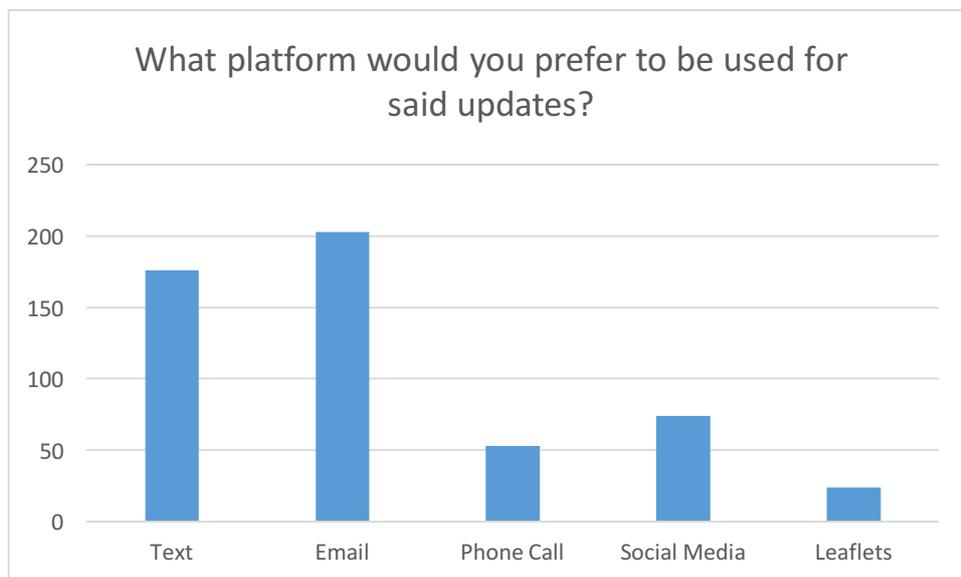


- The most common view was that surgery updates should be linked in real time to delayed appointments (277 out of 352 people stated this), which is closely followed by changes to the surgery (207 out of 352 people).
- 38% of respondents stated that the surgery should notify them about news and health updates.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 9 - What platform would you prefer to be used for said updates?

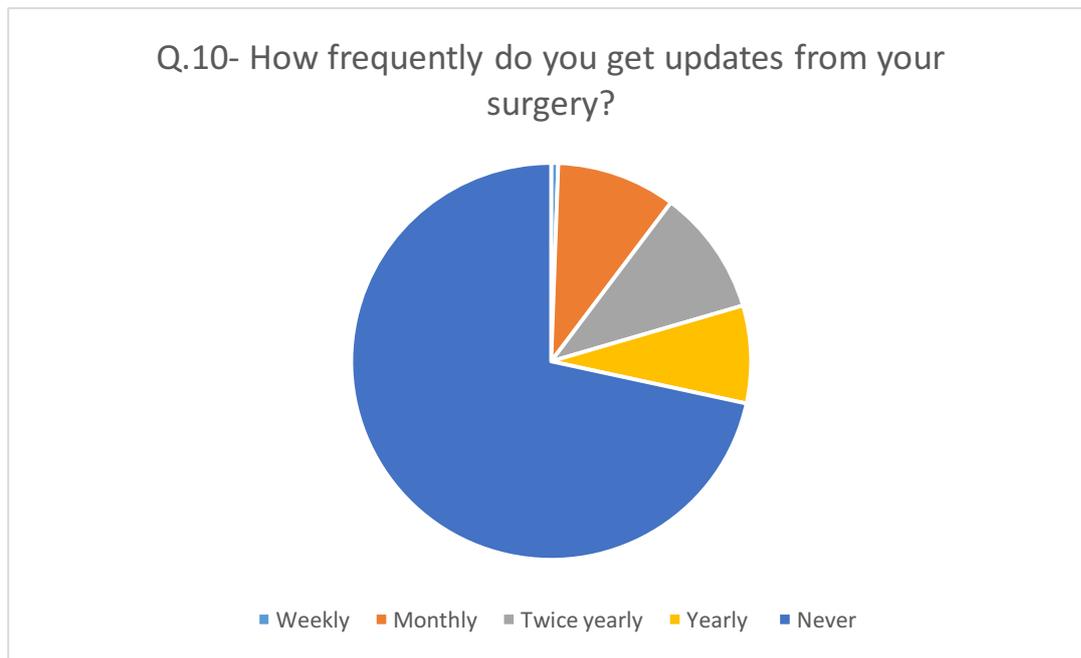


- Most people would prefer to receive updates from their surgery via email (203 out of 352 people), closely followed by text (176 out of 352).
- 1/5 of the survey respondents stated that they would prefer to receive updates via social media and around 1/6 via phone call (e.g. Facebook, Twitter etc..)
- Few people would prefer to receive updates via leaflets (24 out of 352).

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 10 - How frequently do you get updates from your surgery?

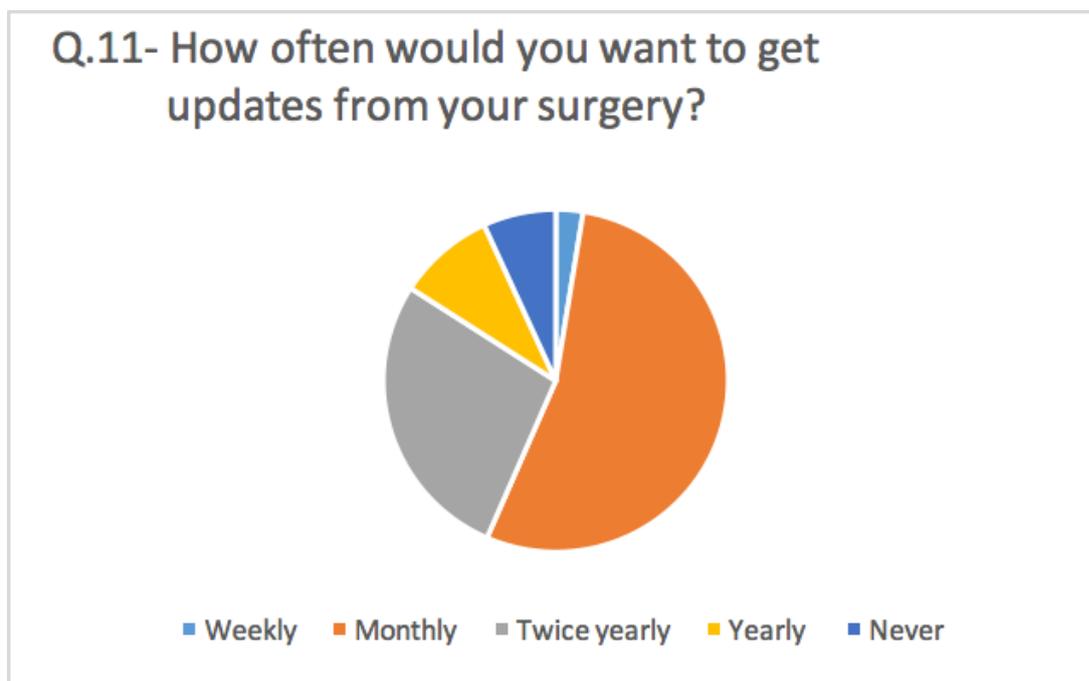


The majority of young people responding never receive updates from their surgery. Around a third stated that they received updates monthly, yearly and twice yearly. This implies that most young people are unaware of new initiatives which may be put into place at their GP Surgery. However, this may be due to the fact that it is the parents of these young people who receive these updates rather than the young people themselves. In conclusion, to make more young people aware of the different services the surgery offers, it is clear that they should be contacted more frequently so that they can make use of these services.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 11 - How often would you want to get updates from your surgery?



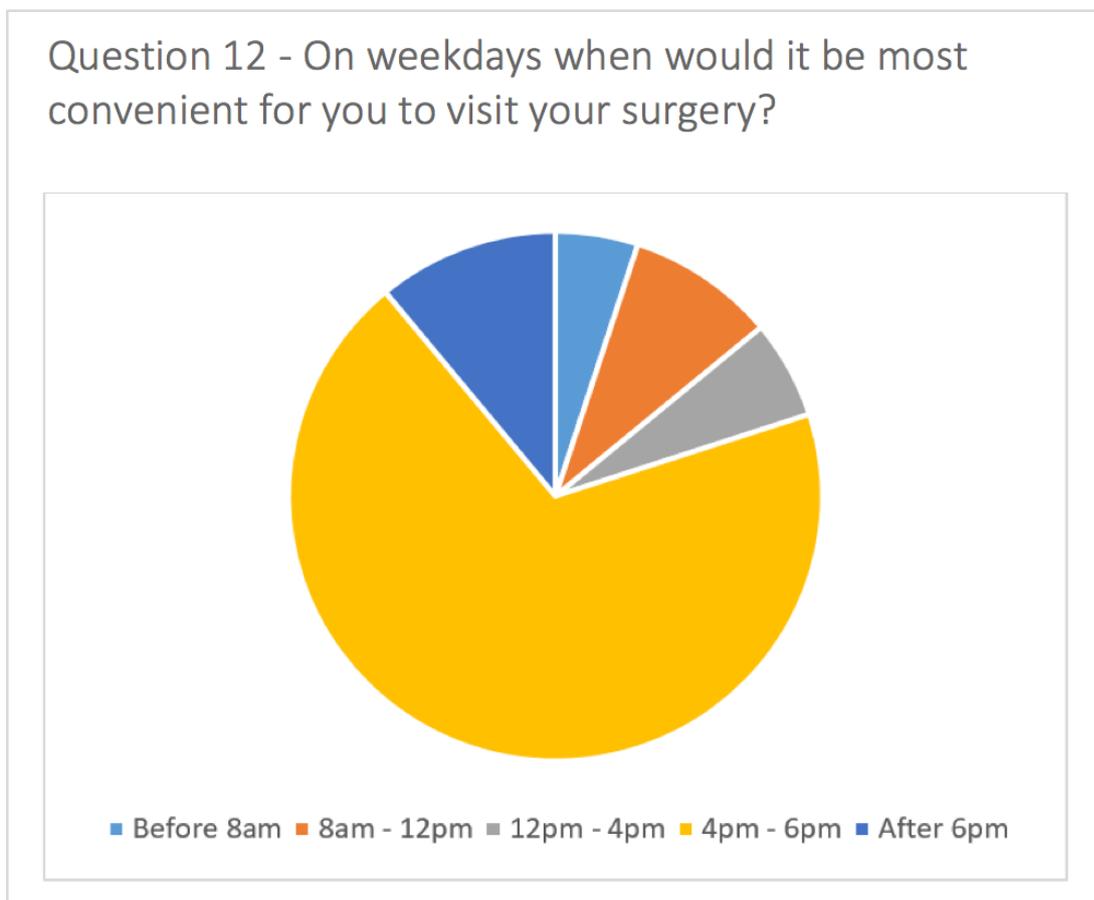
From the data collected regarding how often young people would like to receive updates from their surgery, almost two thirds stated that they would like to receive monthly updates. This would enable them to be up to date with the latest services and clinics that the surgery is offering, as well as new vaccinations which are relevant for their age group.

It is clear from this data, that most young people from the 352 responses collected, had never received updates from their local surgery. It is advised that, in order to make them more aware of the services offered which are appropriate for their age group in particular, perhaps a monthly newsletter specifically for young people could be sent out so that they became more aware of healthcare news which may affect them.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 12 - On weekdays, when would be most convenient for you to visit your surgery?

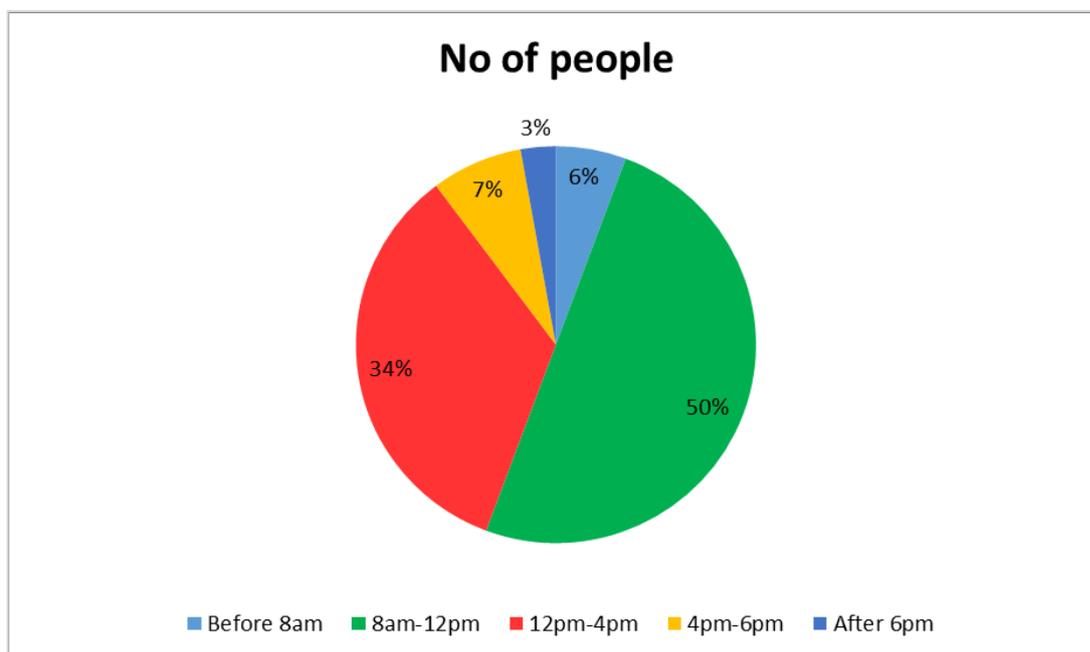


The pie chart shows that for the majority of people, 4pm to 6pm is the most convenient time to visit the surgery on weekdays. Therefore, the surgery should expect this to be the busiest time of the day. In order to make sure that the most number of patients are seen, the average appointment time could be reduced during this time. Making sure that most doctors are available from 4pm to 6pm would mean that more patients would get seen and waiting times would be reduced. Or the surgery could try to get more patients to visit during the less busy periods. This could be done by letting patients know that waiting times are reduced at certain times of the day e.g. 12 noon to 4pm either when they phone to make appointments or by advertising this on the website.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 13 - At the weekend, when would be most convenient for you to visit your surgery?

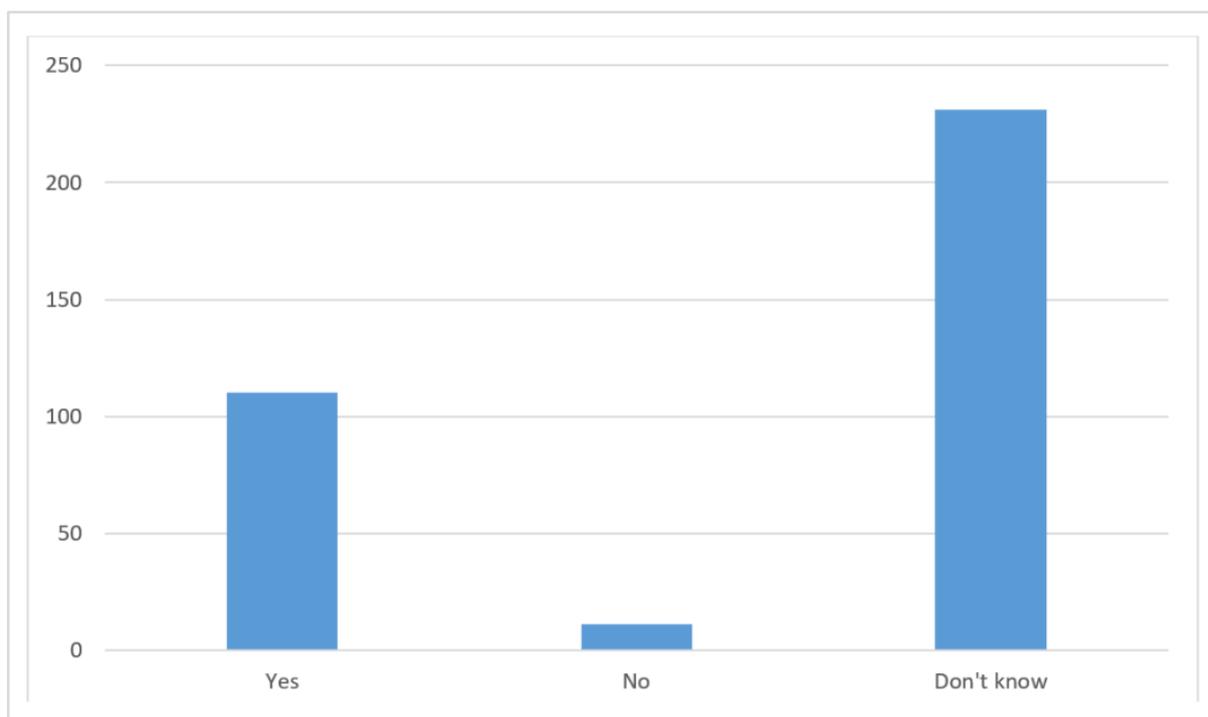


The pie chart shows that for the majority of respondents, 8am to 12 noon is the most convenient time to visit the surgery at the weekend, followed by 12 noon to 4pm. Therefore, the surgery should expect to be busiest at these times if open on weekends. Opening the surgery at weekends may help to reduce the number of patients who visit during the busy weekday period which could reduce waiting times. The strategies listed above could also be used on the weekends to make sure that the maximum numbers of patients are being seen and that waiting times are reduced.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 14 - Does your surgery have a website?



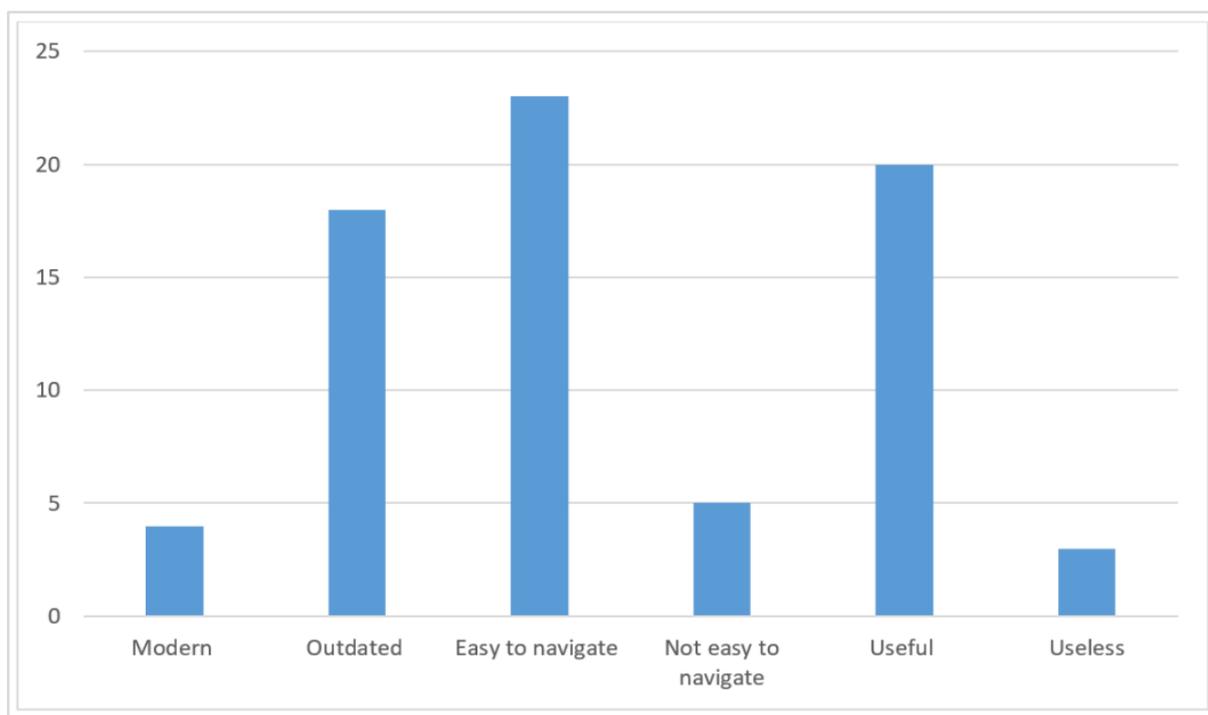
Of the young people who knew whether their surgery had a website or not, the majority said their surgery does have a website with only a small proportion saying their surgery doesn't have a website.

However, most people did not know whether their surgery had a website or not. This suggests that surgeries should promote their website more.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 15 - If yes, do you think it is modern, easy to navigate and useful?

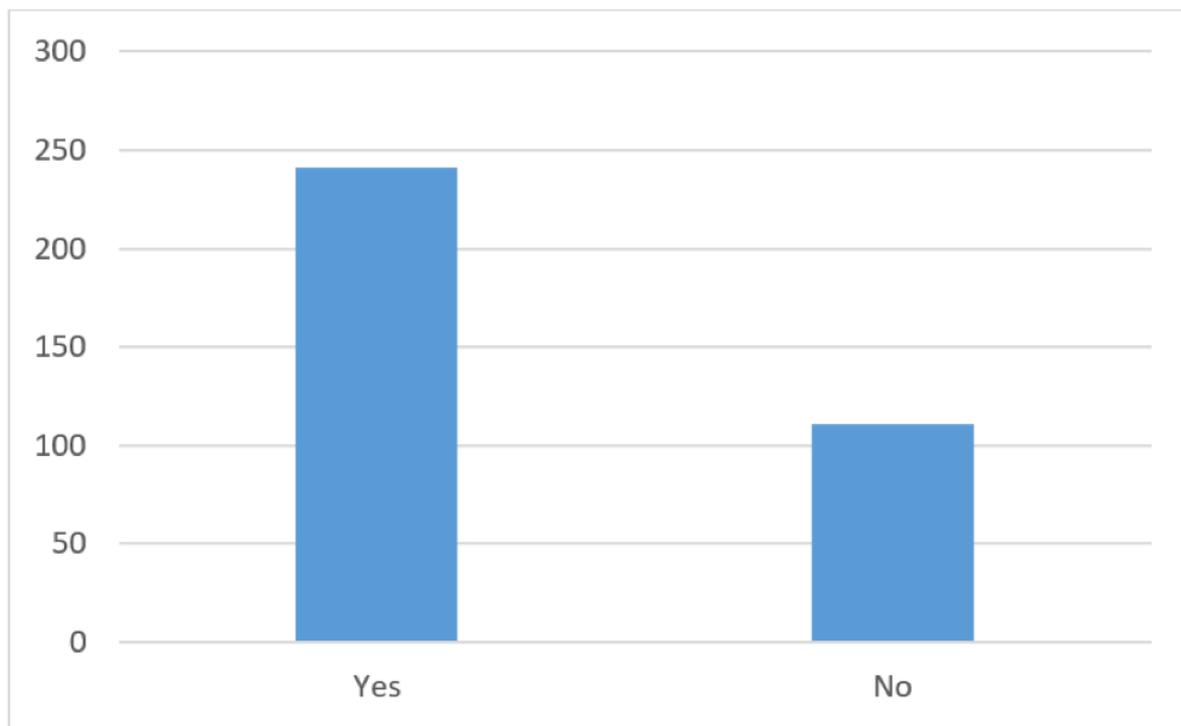


Lots of people said their surgeries' website was easy to navigate but fewer people said that it was modern and useful. More people said that, whilst the website was easy to navigate and useful, it wasn't modern. In contrast, there was a large proportion of people who said the website was easy to navigate but it was useless. This suggests that either the website is not easy to navigate as they can't find the functionality or that the website has no function. The large number of young people saying the website wasn't modern could also mean that the website needs a redesign to make it more appealing.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 16 - If your GP were to provide a healthcare app would you use it?

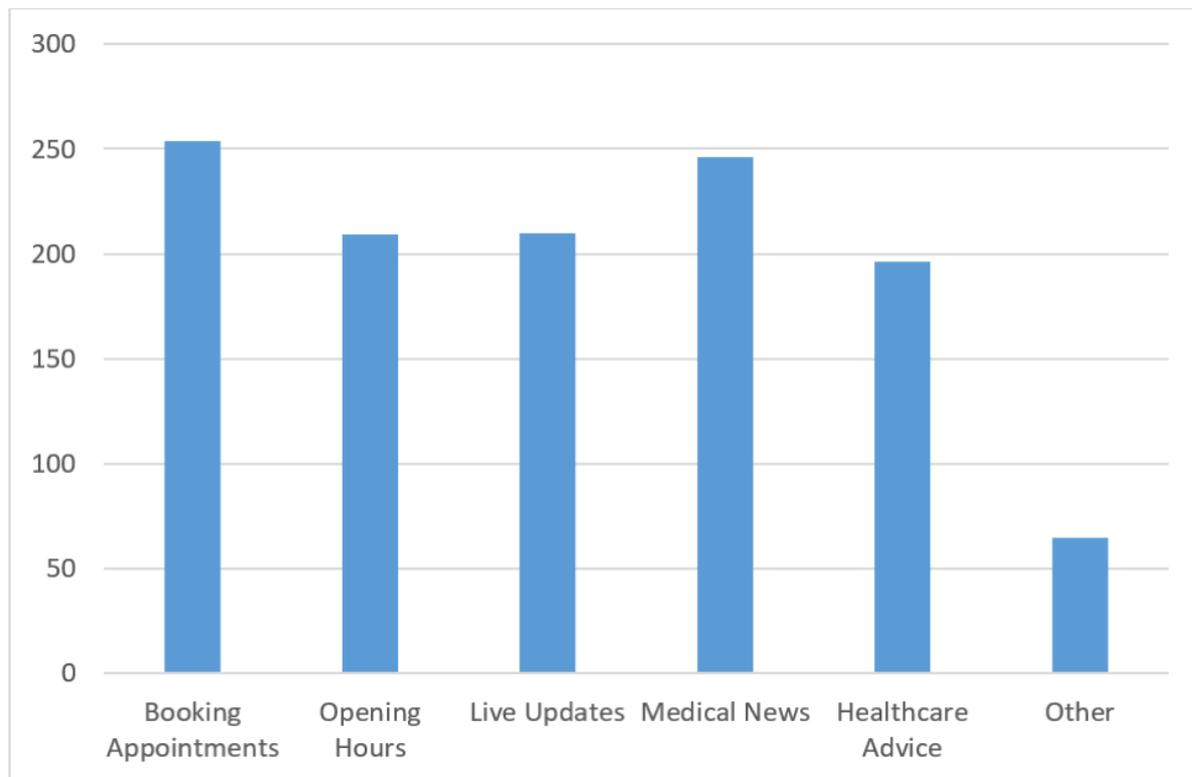


For this question most people answered yes rather than no. This means that the idea of the app for GP's is very popular.

CHALLONERS' RECTORY MEADOW SURGERY PROJECT REPORT

Final – May 2016

Question 17 - If yes, what features would you want to see on the app?



Here we see that the most popular categories for the app are Appointment Booking and Medical News. This suggests that people are looking for convenient ways to book appointments and follow the news. Opening hours and live updates also seemed popular, with almost 215 people voting for each. Features like this may be beneficial to add as well. Healthcare advice was less popular, however the NHS Choices website and promotion to NHS 111 may be a better way to get the advice needed.

Question 18 - How would you improve communication with/from your surgery?

It seems many patients feel they don't really know what's going on and would like some further information. The idea of texting results for tests and easier ways of booking an appointment were other popular themes as well as updated news of clinics etc. on social media.

Many young people wanted to be able to get appointments sooner - some patients reported waiting up to 3 weeks for an appointment with their doctor. This also links into better communication - knowing the course of treatment and easier access to this information could stop people booking appointments unnecessarily.

Remember many young people are still getting used to booking their own appointments and therefore an easier method, like an app with more guidance, would be beneficial.