

# Stockwell Group Practice

## *EXTENDED OPENING HOURS PATIENT EXPERIENCE SURVEY 2020*

### ***Background***

*Stockwell Group Practice began offering extended hours opening in 2019 outside of our core hours (8am to 6:30pm Monday to Friday). The extended hours appointments are offered for GP's and practice nurses on early mornings and late evenings.*

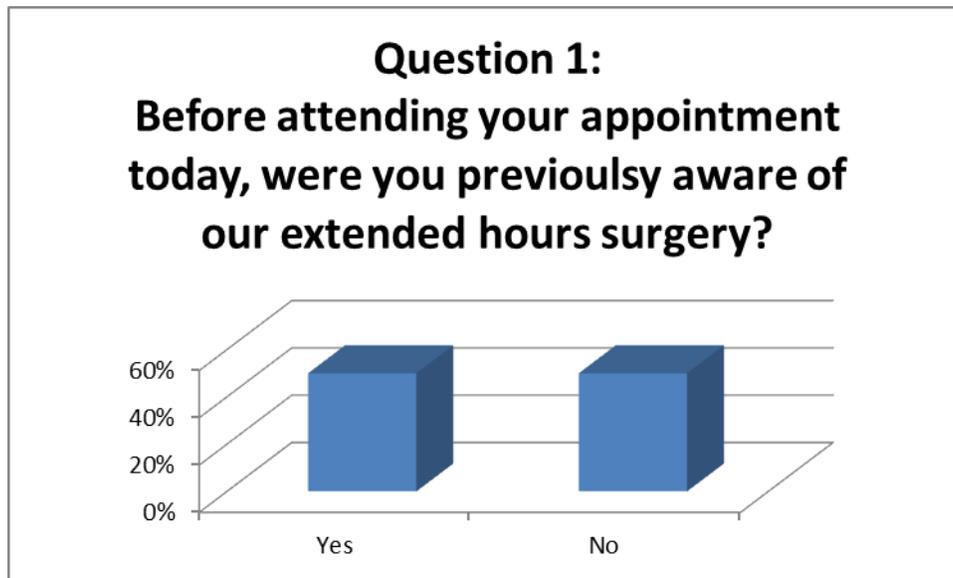
*The practice undertook a patient survey to help us find out what patients think about our extended opening hours.*

*Here you will find the results of the survey and comments from patients. We discussed the results and the patient feedback in our practice team and forwarded it to our virtual patient participation group for further comment. This report will summarise any proposed changes as a result.*

### ***Methodology***

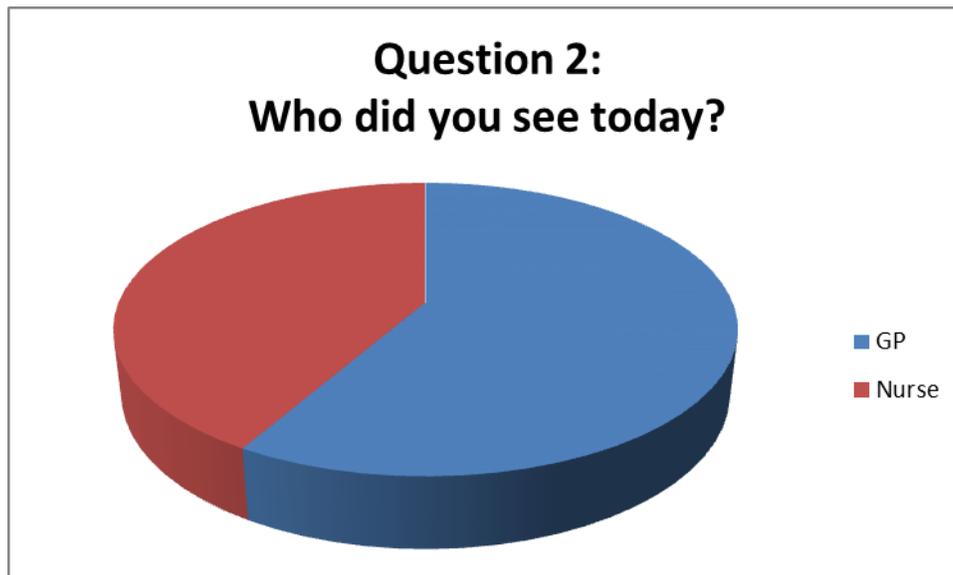
*We prepared 50 questionnaire forms and these were handed out to nearly every patient attending extended hours appointments during a 3 week period in November 2019. Patients were asked to complete the form following their consultation with the doctor or nurse on that day. Most patients handed these in at the time, some were collected later.*

## Extended hours Patient Survey Results



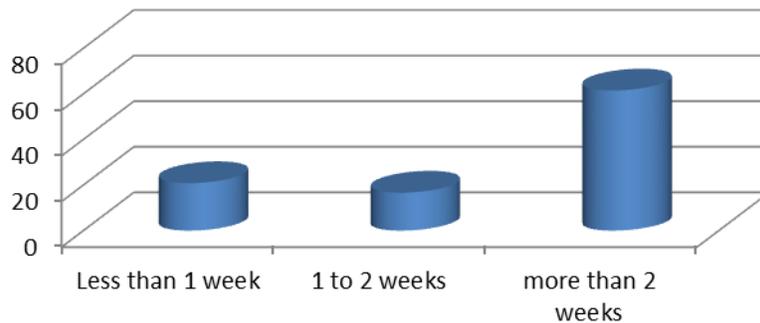
*Exactly half the patients surveyed were aware of our extended hours surgeries before making their appointment. We have been running the extended hours surgeries since July 2019, 4 months prior to the date of the survey. The extended hours appointments are advertised in the practice, on our web site and our NHS choices web page, via our phone system and Receptionists give patients the option when booking appointments.*

*However, as only 50% of our surveyed patients were aware we plan to advertise these appointments further via improved signage and by SMS message to patients.*



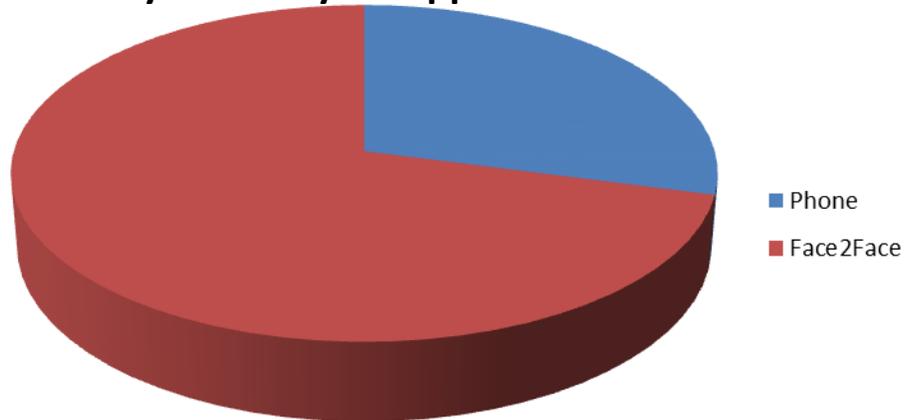
*58% percent of patients completing the survey were here to see a GP and 42% were here to see a practice nurse. Our practice nurses treat many patients with ongoing chronic diseases who need regular check-ups and reviews which can sometimes be difficult for patients to fit in during the day. Now they are now able to see the nurse for their review in the mornings before going to work. We feel this will prove great benefit to our patients in the long run and help ensure more patients attend their important reviews.*

**Question 3:  
How long ago did you book your appointment?**



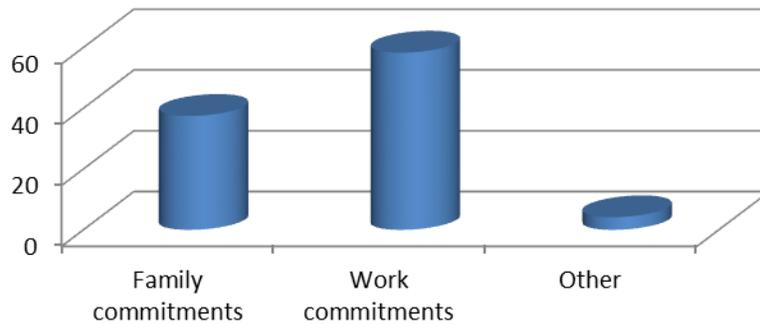
*62% of patients booked their extended hours appointment more than 2 weeks ahead, 21% booked less than a week ahead and 17% booked 1 to 2 weeks ahead. Our system allows patients to book GP appointments 1 month ahead and nurse appointments can usually be booked even further ahead.*

**Question 5:  
How did you book your appointment?**



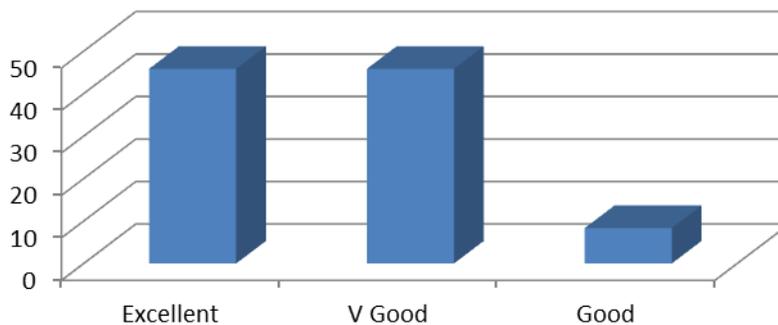
*70% of patients booked their extended hours appointment face to face while attending the practice and 30% booked theirs by telephone. Since publishing the survey extended hours appointments for GP's are now available to book online. Nurse appointments are not available to book online because the length of the appointment depends on what the appointment is for and not all of our nurses are trained to carry out all procedures.*

**Question 6:  
Why did you choose an extended  
hours appointment?**



*Nearly 60% of patients booked their appointment during extended hours due to work commitments and 38% for family commitments. We were very pleased to see that 96% of patients surveyed were using these appointments for convenience and helping with their work life balance.*

**Question 7:  
How would you rate the convenience  
of today's appointment time?**



*46% of patients rated the convenient time of their appointment as excellent and 46% also rated it as very good. Nobody rated their appointment as inconvenient which we were very pleased to see.*

**Question 8. Are there any other services that the practice provides that you would like to see during the extended hours?**

*The only response we received to this question was for a phlebotomy service.*

*We do not currently provide a phlebotomy service in extended hours for a number of reasons. Most of our phlebotomy is provided from a hospital phlebotomist who is not contracted to work outside core hours.*

*It would not be possible to provide a late evening service because the blood samples are collected mid-afternoon. There are also logistical difficulties with providing an early morning phlebotomy service because there is only one Receptionist on duty during extended hours and there would be difficulties with printing blood forms and storing samples with only one member of staff. The NHS provides additional funding for practices to open outside of core hours but the funding isn't sufficient enough to employ more than one member of staff.*

*It might be possible for us to develop a solution to this by teaming up with other practices in our Primary Care Network and we will discuss this with them.*

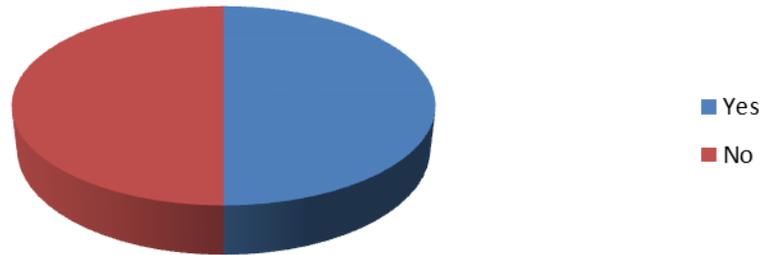
**Question 9: Are there any other times in the week you think it would be more suitable for you to see a doctor \ nurse?**

*The only request was for a Friday. We are pleased to report that we have now started running ad hoc early morning clinics on Fridays.*

**Question 10: Are there any further comments you would like to make in regards to our extended hours service?**

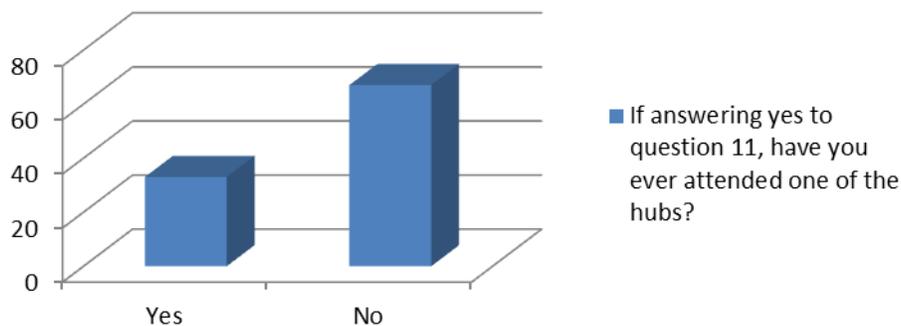
- Great Service, think it is a great extra to the surgery*
- Nurse Stella is so lovely and a pleasure to have an appointment with always smiley and talkative. Both appointments I had with her have been seamless and I'm grateful to have had her as my nurse*
- Happy Friendly staff, always very helpful if I have any questions or need to change appointments they arrange times to suit me where possible Thank you*

**Question 11: Did you know Lambeth has GP Access Hubs at 3 locations across the borough where you can arrange a GP\nurse appointment 7 days a week between 8am and 8pm?**



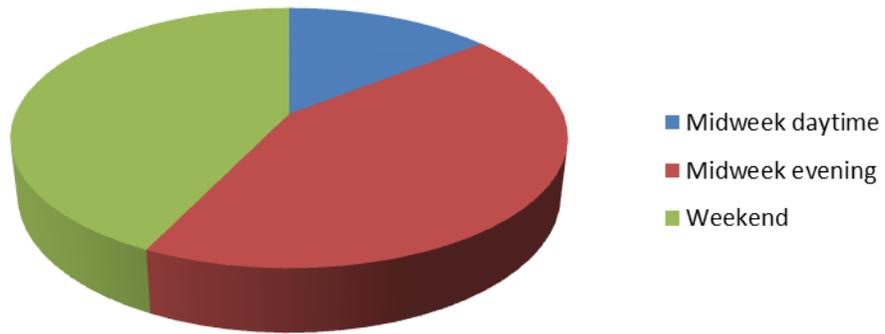
*50% of patients were aware of the access hubs in Lambeth and 50% were not. We have since advertised this more prominently on our web site and in the surgery.*

**Question 12: If answering yes to question 11, have you ever attended one of the hubs?**



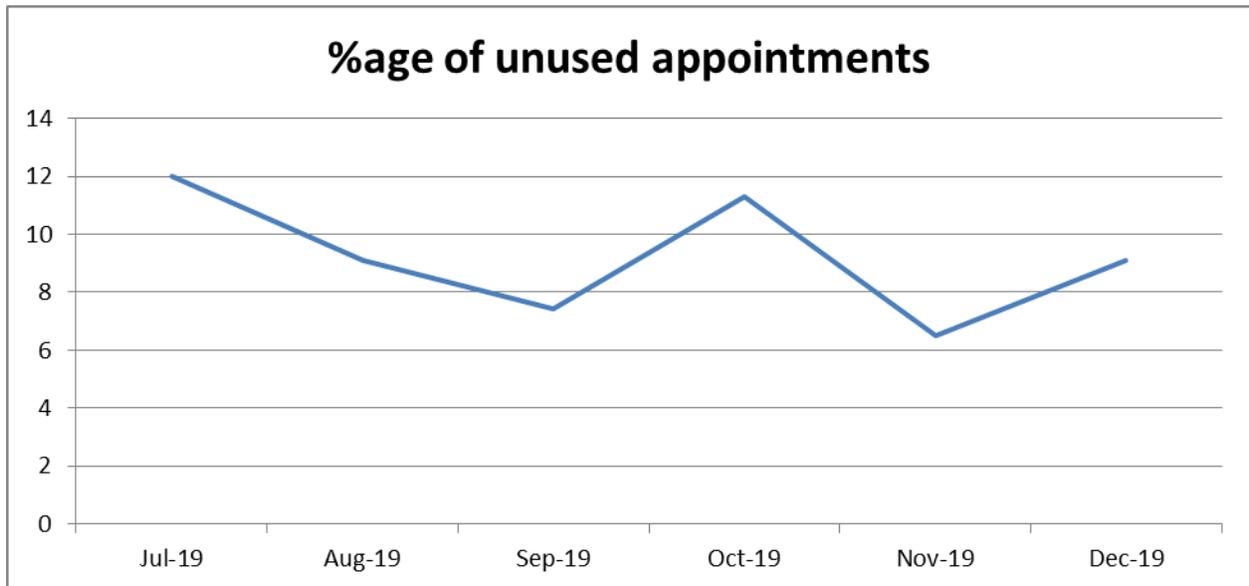
*Two thirds of patients surveyed were aware of the access hubs and had attended them previously, one third were aware but had not attended.*

**Question 13: If answering yes to question 12, what time did you attend?**



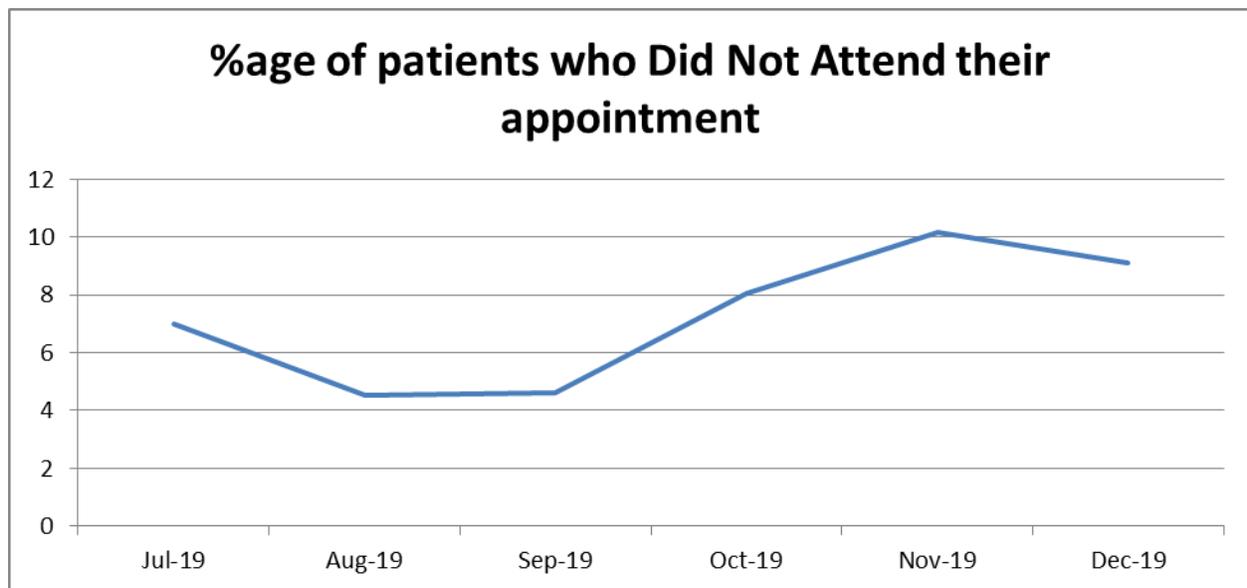
*42% of responders attended the access hubs during the evening midweek and 42% attended at the weekend. 14% had attended during the daytime. It is very encouraging to see the hubs are utilised by our patients throughout the whole week.*

**Utilisation rates for our extended hours appointments:**



*On average just under 9% of appointments were not used \ not booked by patients. We only started offering extended hours appointments in July 2019 so we would expect the utilisation rates to improve as more patients become aware of them. There were some weeks where utilisation was at 100% but we offer emergency walk-in clinics every day where patients do not need to pre-book their appointment.*

## DNA's:



*On average only 7% of patients Did Not Attend their appointment or arrived too late to be seen.*

*This is encouraging because the rate of DNA's are lower in extended hours appointments than they are in core hours. Patients cannot phone us for cancellations outside of core hours but they can cancel via SMS text message or via our web site. We ask our Reception team to reiterate the importance of arriving on time to patients booking extended hours appointments and this does appear to have had a positive impact.*

### **Summary and actions:**

*The Extended Access patient survey received a good number of respondents, who on the whole were very positive about the development of this service and the experiences of using it. We are very pleased with the results which we feel indicate that patients are very happy with the range of services we offer in extended hours and the days of the week and different times we offer them.*

*Since the survey was completed we have implemented ad hoc early Friday morning appointments for doctors and nurses.*

*We have made some extended hours appointments available to book online.*

*We have advertised the extended hours more prominently in the practice and on the web site.*

**Feb 2020**