

**BILLINGSHURST SURGERY**  
**Roman Way, Billingshurst, West Sussex, RH14 9QZ**

**Drs PJS Polwin, GM Balme, RDC Dunne, SJ Ravenscroft, SL Shaw,**  
**AJ Saunders, R Ganesalingam, RN Hambleton , RJ Foster**

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## Billingshurst Surgery - Local Patient Participation Report 2012

This report has been produced to meet the requirements of the 2011-2013 Patient Participation Directed Enhanced Service ("DES") commissioned by NHS West Sussex. We have published this document on our website so that all our patients can read about the development and results of Billingshurst Surgery's Patient Survey on an ongoing basis.

Following discussion and in order to engage with patients who work full time, are housebound or have other commitments, and to hopefully hear from a range of age groups and from those with no previous experience of patient engagement mechanisms, the practice decided to recruit a "virtual" PRG, inviting patients to give us their views and feedback without having to commit to or attend meetings.

### This report covers eight areas:

1. A description of the profile of our practice and of the PRG.
2. Ensuring that the PRG is representative of our patients.
3. The steps we took to agree priority areas in our survey.
4. How we and the PRG created an action plan to address survey feedback.
5. A summary of the survey findings.
6. Details of any further action we will take as a result of the survey process.
7. Confirmation of our opening times for each of our sites (core hours).
8. Confirmation of our extended hours access arrangements.

### 1. Profile of our practice population and our PRG

The practice had 12,082 patients on its list as at 01 October 2011. Until 23/03/12 patients were registered with a named GP, but always able to see the health professional of their choice. Patient choice will not be affected by our move to a pooled list from 26 March 2012.

Age	Male	%	Female	%	Total
0-4	310	50.65	302	49.35	612
5-16	982	53.05	869	46.95	1851
17-24	492	53.30	431	46.70	923
25-34	578	49.53	589	50.47	1167
35-44	866	49.29	891	50.71	1757
45-54	994	50.97	956	49.03	1950
55-64	784	49.90	787	50.10	1571
65-74	579	47.46	641	52.54	1220
75-84	330	45.83	390	54.17	720
85-89	61	32.11	129	67.89	190
90+	35	28.93	86	71.07	121
<b>Total</b>	<b>6011</b>	<b>49.75</b>	<b>6071</b>	<b>50.25</b>	<b>12082</b>

## Practice Ethnic Profile

The practice holds ethnicity data for 7,361 of our 12,082 patients. Please note that many patients registered with Billingshurst Surgery before NHS West Sussex required us to request this information, and many were asked but chose not to provide a response.

Ethnicity	Patients	%	PRG	%
White British	7160	97.27	49	98
White Irish	7	0.10	0	0
Mixed White & Black Caribbean	7	0.10	1	2
Mixed White and Black African	0	0.00	0	0
Mixed White & Black Asian		0.00	0	0
Indian	4	0.05	0	0
Pakistani	0	0.00	0	0
Bangladeshi	1	0.01	0	0
Black Carriibbean	1	0.01	0	0
Black African	7	0.10	0	0
Chinese	14	0.19	0	0
Other inc. White & other mixed	160	2.17	0	0
	7361	100.00	50	100.00

We are happy with the PRG ethnicity ratio above as it reflects the practice profile.

## 2. Ensuring that the PRG is representative of our patients.

During autumn 2011, we took the steps below to recruit to our PRG:

- Put information and an online joining form on our practice website
- Leaflets and joining forms were available at our Reception.
- Put up posters around the surgery including Reception and our Dispensary, in Lloyds Pharmacy, Barns Green Village Stores and Billingshurst Village Hall.
- Clinicians and Healthcare Providers were asked to hand leaflets to patients after consultations.

Documents used to promote the survey:



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We were able to recruit 50 members, with the following age profile (please see above for ethnicity):

Age	% of practice Population	% of 50 PRG patients
0-16	20.39	0
17-24	7.64	8
25-34	9.66	2
35-44	14.54	0
45-54	16.14	10
55-64	13.00	36
65-74	10.10	32
75-84	5.96	4
85-89	1.57	8
90+	1.00	0
	100.00	100.00

We did not realistically expect participation in our PRG from 0-16 year old patients and the 17-24 year old age range was inline with the % of our practice population. The 25-34 year old age group response was out of line against our practice population, but this may reflect the use of the surgery, and at zero the lack of response from the 35-44s was very disappointing but perhaps reflects issues of time commitment for the working population. Other than these groups, we feel confident that the PRG age ranges gave us a varied feedback and enabled us to take account of the needs of our patients at various stages in their lives. With respect to gender, the 50 PRG members splits neatly in 50% male and 50% female, again closely matching our patient demographic.

### 3. The steps we took to agree priority areas to include in our survey.

Whilst aware of the NHS patient survey conducted in 2010, it was considered that this was historical and we wanted to adopt a fresh approach to current issues and suggestions. However, we did review complaints, concerns and suggestions made over the previous 12 months. Consequently we conducted an initial mini survey to test if they agreed with the themes that the practice had identified, and to ask them to suggest any of their own.

Having founded our PRG group we sought to clarify the areas that they thought that we should include in our survey. They were asked to complete the form below, including further detail on the questions to be raised in each area.

Area of concern	Should this be included in the survey? Y/N	Comments/suggestions on questions you would like asked.
Appointment system		
Clinical care		
Opening times		
Facilities of practice		
Staff		
Other suggestions		

The proposed questions, as expected, covered the following areas:

- How easy it is to get an appointment.
- The level of service provided by our administration team
- How long a wait for a non-urgent appointment
- How important it is to see a specific GP.
- Suggestions for improvements to our premises.
- What is good about Billingshurst Surgery
- What is particularly bad about the surgery
- NHS services used and what works well and not so well.

### 4. How we sought our patients' views via the survey

The survey was open from January to March 2012 and we collected a total of 147 responses in that period. In order to alert patients to the survey and to encourage them to complete it, we:

- Created an online version on our website. This was used by the majority of responders.
- Surveys were made available at our Reception throughout the campaign.
- We asked clinicians to hand out surveys to patients at the end of consultations
- We emailed copies to patients who requested the survey in this format. Currently, we do not hold patient email addresses as part of our administration processes, but the ease of contacting patients has minded us to do so for future campaigns.
- Posted a small number of surveys to patients who had indicated they would like to respond via this route.

The following data details the response to the survey with where applicable, a selection of the comments made in each area:

**Total responses to survey:**

**147**

<b>How did you access this survey?</b>	<b>Response</b>	<b>%</b>
I was emailed it (A1)	61	41.50%
I was posted it (A2)	7	4.76%
I was surveyed at the practice (A3)	0	0.00%
I was surveyed on the phone (A4)	0	0.00%
I took the survey online (A5)	75	51.02%
No answer	4	2.72%
<b>How recently have you visited the Surgery?</b>	<b>Response</b>	<b>%</b>
Within the last 3 months (A1)	121	82.31%
Within the last 6 months (A2)	10	6.80%
Within the last 12 months (A3)	8	5.44%
More than 12 months ago (A4)	4	2.72%
No answer	4	2.72%
<b>What is your gender?</b>	<b>Response</b>	<b>%</b>
Male (A1)	66	44.90%
Female (A2)	77	52.38%
No answer	4	2.72%
<b>What age are you?</b>	<b>Response</b>	<b>%</b>
under 16 (A1)	0	0.00%
17 - 24 (A2)	3	2.04%
25 - 34 (A3)	7	4.76%
35 - 44 (A4)	5	3.40%
45 - 54 (A5)	22	14.97%
55 - 64 (A6)	37	25.17%
65 - 74 (A7)	51	34.69%
75 - 84 (A8)	15	10.20%
85 or over (A9)	3	2.04%
No answer	4	2.72%
<b>Which ethnic background best describes you?</b>	<b>Response</b>	<b>%</b>
White British (A1)	138	93.88%
White Irish (A2)	1	0.68%
Mixed White & Black Caribbean (A3)	0	0.00%
Mixed White & Black African (A4)	0	0.00%
Mixed White & Asian (A5)	0	0.00%
Indian (A6)	0	0.00%
Pakistani (A7)	0	0.00%
Bangladeshi (A8)	0	0.00%
Black Caribbean (A9)	1	0.68%
Black African (10)	0	0.00%
Chinese (11)	0	0.00%
Other (12)	4	2.72%
No answer	3	2.04%
<b>Do you consider yourself to have a disability?</b>	<b>Response</b>	<b>%</b>
Yes (A1)	22	14.97%
No (A2)	121	82.31%
Prefer not to say (A3)	1	0.68%
No answer	3	2.04%

## 5. A summary of our survey findings

<b>How quickly has the phone been answered when you have rung to book or cancel an appointment or find out test results?</b>		
I haven't rung the surgery in the past 12 months (A1)	4	2.72%
Within a few rings (A2)	89	60.54%
Within a minute (A3)	34	23.13%
Within 2 - 3 minutes (A4)	5	3.40%
More than 3 minutes (A5)	5	3.40%
No answer	0	0.00%
Not completed or Not displayed	10	6.80%
<b>Once you were through to a receptionist were you satisfied with the way they handled your call?</b>		
Yes	132	89.80%
No	5	3.40%
No answer	0	0.00%
Not completed or Not displayed	10	6.80%
<b>What do our receptionists / telephonists do well?</b>		
Selection of Comments:		
<ul style="list-style-type: none"> <li>• They answer the telephone quickly and deal with my requests intelligently and sensitively.</li> <li>• Cannot praise them too highly.</li> <li>• They have always been friendly and efficient when I have called.</li> <li>• They relate to the problem in hand and arrange things accordingly</li> <li>• Offered a choice of appointments to suit my request.</li> </ul>		
<b>What could our receptionists / telephonists do better?</b>		
Selection of Comments:		
<ul style="list-style-type: none"> <li>• They could not do better - they are brilliant!</li> <li>• Not ask why you need to see the doctor, surely that should be between the patient and the doctor.</li> <li>• Not keep enquiring what I am seeing the GP for.</li> <li>• The only thing I don't like is being asked what the problem is when ringing up for an appointment!</li> <li>• Be more flexible on appointment times</li> </ul>		
<b>How many working days do you normally have to wait to get a NON URGENT appointment with the GP of your choice?</b>		
I've not tried in the previous 12 months	17	11.56%
Same day	18	12.24%
Next working day	44	29.93%
2 working days	18	12.24%
3 - 4 working days	25	17.01%
5 - 7 working days	6	4.08%
8 working days or longer	9	6.12%
No answer	0	0.00%
Not completed or Not displayed	10	6.80%
<b>How important is it to you to see a SPECIFIC GP for an URGENT MATTER?</b>		
Not important	45	30.61%
Fairly important	50	34.01%
Very important	42	28.57%
No answer	0	0.00%
Not completed or Not displayed	10	6.80%
<b>How important is it to you to see a SPECIFIC GP for a ROUTINE/ONGOING MATTER?</b>		
Not important	18	12.24%
Fairly important	63	42.86%
Very important	56	38.10%
No answer	0	0.00%
Not completed or Not displayed	10	6.80%

<b>Do you know which days of the week specific GPs are available?</b>		
Yes	28	19.05%
No	109	74.15%
No Answer	0	0%
Not Completed	10	6.8%

<b>Thinking of times in the previous 12 months when you were willing to see ANY GP for a NON URGENT Appointment, how quickly were you usually seen?</b>		
I have not tried in the previous 12 months	34	23.13%
Same day	45	30.61%
Next working day	38	25.85%
Within 2 working days	12	8.16%
Within 3-4 working days	4	2.72%
Within 5-7 working days	4	2.72%
After 8 working days or more	0	0%
No Answer	0	0%
Not Completed	10	6.8%

<b>If you need to see a GP URGENTLY, can you normally get a face-to-face appointment on the day you request it?</b>		
Yes	121	82.31%
No	16	10.88%
No Answer	0	0%
Not Completed	10	6.8%

<b>If there are no face-to-face appointments available for an issue that you consider urgent, would you be prepared to have a telephone consultation instead?</b>		
Yes	114	77.55%
No	23	15.65%
No Answer	0	0%
Not Completed	10	6.8%

<b>Do receptionists always greet / acknowledge you when you arrive at the reception desk?</b>			
YES	75%	NO	25%
<b>Are our receptionists friendly and polite?</b>			
YES	72%	NO	28%
<b>Do our receptionists seem to understand processes for handling prescriptions, appointments etc?</b>			
YES	98%	NO	2%
<b>Do receptionists tell you if the Doctor or other Healthcare Professional you are there to see is running late?</b>			
YES	54%	NO	46%

<b>How could our Reception Team improve their service to you?</b>	
Selection of Comments:	
<ul style="list-style-type: none"> <li>I cannot think of any improvement that could be made. They are unfailingly pleasant and polite</li> <li>I tend to use the automatic check in</li> <li>Keep doing the 3 S's SMILE, SPEAK ,SERVE</li> <li>They're pretty good really; I've not experienced any problems but I am quite specific about what I want.</li> <li>Most of the time I use the computerised means of registering and that states how late the GP is running.</li> </ul>	

<b>Does your GP listen to you during your consultation?</b>			
YES	99%	MOSTLY	1%
<b>Does your GP seem aware of your medical history?</b>			
YES	83%	MOSTLY	17%
<b>Does your GP explain tests and treatments / medications given to you adequately?</b>			
YES	83%	MOSTLY	17%
<b>Does your GP treat you as you would wish when conducting a physical examination?</b>			
YES	98%	MOSTLY	2%

<b>Does your GP involve you in decisions about your care?</b>			
YES	92%	MOSTLY	8%
<b>Does your GP treat you with care and concern?</b>			
YES	92%	MOSTLY	8%
<b>Does your GP answer your questions during consultations?</b>			
YES	97%	MOSTLY	3%

<b>How could your GP better meet your health needs?</b>			
Selection of Comments:			
<ul style="list-style-type: none"> <li>• My health needs are well attended to.</li> <li>• By doing OOHs</li> <li>• By being a bit more aware of long running issues.</li> <li>• She couldn't be better; she's an absolute star!!</li> <li>• All GP's are lovely, most efficient and helpful</li> </ul>			

<b>Have you been happy with your experience of your visit(s) to the Nursing Team in the last 12 months?</b>					
YES	94%	NO	1%	N/A	3%

<b>How could the Nursing Team better meet your health needs?</b>			
Selection of Comments:			
<ul style="list-style-type: none"> <li>• They are terrific. No changes necessary.</li> <li>• They are first class, I see no room for improvement</li> <li>• Sometimes there is a bit of a wait!</li> <li>• Nothing, always bright and cheerful</li> <li>• My health needs are well attended to.</li> </ul>			

<b>Do you have any suggestions about how we could improve our premises?</b>			
Selection of Comments:			
<ul style="list-style-type: none"> <li>• Car parking can be a problem but otherwise you could not ask for a more efficient and friendly service.</li> <li>• Seats in the waiting area may need improving, otherwise, none</li> <li>• I think you all need larger premises because of all the house building going on</li> <li>• No suggestions at all just so lucky to have you there</li> <li>• No - premises and layout are excellent.</li> <li>• No, but please tell a few more surgeries in the CWS how to run an efficient appointment system !</li> <li>• It is quite a long walk from the car park for the elderly/wheelchair users.</li> </ul>			

<b>What is particularly good about Billingshurst Surgery?</b>			
Selection of Comments:			
<ul style="list-style-type: none"> <li>• The staff are competent and friendly and relay information in a manner that is clearly understood.</li> <li>• A very friendly &amp; helpful Surgery.</li> <li>• A nice friendly service with a professional staff.</li> <li>• Being able to get an appointment so quickly</li> <li>• Friendly and relaxed atmosphere, not clinical feeling.</li> <li>• High standard of medical care from both Doctors and Nurses.</li> <li>• Very easy to see a GP and quick dispensary.</li> <li>• It is well run</li> <li>• I have been a patient at Billingshurst for 40 years and although it is huge now compared to what it used to be</li> <li>• One still gets a personal touch.</li> <li>• Friendly and efficient staff at all levels. Speed with which one can be seen if necessary.</li> </ul>			

<b>What is particularly bad about Billingshurst Surgery?</b>
Selection of Comments:
<ul style="list-style-type: none"> <li>• Possibly not a big enough building for the amount of patients/staff - but what do you do about that?!</li> <li>• Not open at weekend</li> <li>• Becoming worried that with the increase in housing the Surgery will become over burdened</li> <li>• Nothing comes to mind!</li> <li>• Tight car park.</li> <li>• When some Doctors only work a few days in the week it has been difficult to see a particular Doctor</li> <li>• Not knowing what doctor is on duty and when</li> </ul>
<b>In your experience of the various NHS services you have used, what works well?</b>
Selection of Comments:
<ul style="list-style-type: none"> <li>• Good service at St Richards's hospital.</li> <li>• Referral to specialists.</li> <li>• I am able to converse with my continence nurse via email, saving time for both of us</li> <li>• Hospital referrals have been in quite acceptable timescales.</li> <li>• Wide range of Localised treatments.</li> <li>• A&amp;E - great service</li> <li>• Horsham X-rays, Surgeons at Chichester Hospital</li> </ul>
<b>In your experience of the various NHS services you have used, what works badly?</b>
Selection of Comments:
<ul style="list-style-type: none"> <li>• communication, communication, communication</li> <li>• Problems with hospital getting an appointment.</li> <li>• Dental services are overstretched and underfunded.</li> <li>• Expensive car parking</li> <li>• No NHS dentistry available locally.</li> <li>• As a coeliac I am really unhappy that my GF food on prescription has been badly cut back.</li> <li>• Distant access to hospital/s especially in an emergency situation.</li> </ul>

## 6. Details of further action we intend to take as a result of the survey

We are pleased that the results of this survey reflect our belief that we generally give an excellent, professional and friendly service to our patients. However, we do appreciate that not everything is perfect and that there is always room for improvement.

### Administration:

- It is clear that some patients do not like being asked for a reason when booking an appointment, but this information is important to the GP as it gives them the opportunity to review a patient's medical record for relevant details prior to the consultation. It is also relevant now that we have a Nurse Practitioner seeing minor illnesses as staff need to be able to book patients in with an appropriate clinician. We will add further detail to our website to this effect.
- The only area where the reception team fell down was in managing the waiting room when it is busy, especially when a GP or clinician is running late. This training issue will be addressed at our next ENCIRCLE training day in May. Our computerised self check-in system does confirm to the patient whether a GP/clinician is on time.
- Appointments, and easy access to them at a time to suit both medical and personal needs, are always going to be an issue for any patient at a GP surgery. We review our appointment availability and scheduling on a daily/ weekly and monthly basis, adding extra surgeries where needed if possible. We also operate Daily Emergency cover for when appointments do run out, adding up to 30 additional appointments for urgent care (in addition to the 16 urgent appointments held by the Duty Dr on each working day) to the day's GP surgeries. Patients are able to book afternoon appointments up to 6 weeks in advance. Morning appointments are released 24 hours in advance. Patients will always be offered a consultation with a GP or appropriate healthcare professional within 2 working days, and if they have a condition requiring urgent attention and telephone before 11.00am they will always be offered an appointment for the same day with an available GP. We believe that our current appointment system ensures an appropriate availability for both urgent and non-urgent appointments.

- As with any GP surgery, we are keen to reduce the number of appointments where patients do not attend or contact us to cancel. We have tried the reverse psychology of displaying the percentage of patients attending their appointments, but consider that displaying the actual number of appointments wasted each week will encourage patients to let us know in advance if they cannot attend. We are hoping to migrate to a new clinical system this year and expect this to enable us to easily contact patients by text to remind them of their appointments.

#### **GPs:**

- We would all love to be able to see our chosen GP at any time of the day or night, but this is clearly not an option. As with other surgeries, our GPs work full and part time so, depending on who you see, availability does vary. We have five male and four female GPs, plus a female Registrar, and patients are able to ask to see the GP or clinician of their choice. We also offer extended hours on four nights of the week.
- We could display which GP is in on any given day, but as this can be changed at short notice it might result in patients attending only to find that 'their' GP is not actually on duty.
- We have stopped confirming who the Duty Dr is to patients as we consider this to be irrelevant when a patient needs an emergency appointment.
- In order to free up our GPs for the more complex medical issues, we have recently recruited a Nurse Practitioner to run a minor illnesses clinic. Apart from making 24 more appointments available to our patients, this can also mean that they are seen more quickly.

#### **Surgery Premises:**

- We are in the process of reviewing the future development of the surgery, particularly in the light of potential large scale housing projects in Billingshurst Village that would increase our patient numbers considerably. This is clearly an area of concern for our patients, who are keen not to lose the high quality of service that they have come to expect from us. As our plans come together we will of course be sharing these with our patients, both as an informative device but also in order to ascertain their thoughts and ideas on how we should expand.
- Practice development is likely to take the form of both refurbishment and expansion in a number of phases.
- It is anticipated that, as part of the above works, we will be installing electronically operated doors and a more user friendly reception desk.
- At times our car park can become full, but additional parking is available on the street outside of our premises. There is the potential for some additional land for further car parking as part of our planned development of the site.

We plan to repeat the survey later this year and will be seeking to expand both the members of our PRG and the number of patients responding to it. We hope that by engaging with our patients we will be better informed of their needs and also ideas for the future development of the surgery.

#### **7. Confirmation of our core opening times**

The practice opens 0800-1830 Monday to Friday. Between 1830-0800 Weekdays and 1830 Friday-0800 Monday morning, patients can contact our Out of Hours provider on 0300 130 1313 if they need a doctor urgently.

#### **8. Confirmation of our extended hours access arrangements**

We offer pre-bookable late-evening appointments from 1830-2000 on Monday to Thursday evenings.