

# UNIVERSITY MEDICAL CENTRE



Patient Participation

PATIENT SURVEY

**THE FOLLOW UP APPOINTMENT.**

# INTRODUCTION

The University Medical Centre is a GP Practice on the campus of the University of Kent, Canterbury and our practice population is made up of approximately 75% 18-24 year olds.

With a high percentage of our patient list being students studying at the University we have a Virtual Patient Participation Group (PRG). We have found this the most appropriate and effective way to engage with as many of our patients as possible. Patients who express an interest to join our Virtual Patient Participation Group (PRG) are contacted electronically for engagement/feedback/suggestions. Joining the group is made easy by submitting form on website or in paper form at the Medical Centre. There is also a Comments/Feedback Box available at Reception Desk for all to be able to comment without signing up to the group. Our virtual PRG consists of both students and non-students to ensure both views are reflected.

The Medical Centre staff meet regularly with the Student Welfare Officers at the University of Kent and during one of these meetings last year in 2012 it was decided that a survey of the Medical Centre's services should be carried out to determine awareness of services on campus and ensure that these services are delivered efficiently and effectively to our patients. A copy of this report and the Medical Centre response can be found on our practice website [www.kent.ac.uk/medical](http://www.kent.ac.uk/medical)

The Vice-President (Welfare) for the University of Kent, Colum McGuire, developed a 'Welfare Watch' campaign to look at different relevant welfare issues throughout the year and the first was to consult on the experience of using the Medical Centre which was felt useful by all PRG members. A year on the PRG felt that it would be useful to conduct a further survey to measure improvement.

The PRG discussed areas and suggestions from the previous survey results and agreed upon areas to be surveyed again this year. The following areas were chosen:

- The Website and Social Networking
- The Triage System and Making an Appointment

# WHAT HAPPENED NEXT?

An online survey was developed and was open for two weeks at the beginning of March 2013. A link to the survey was circulated in the following ways:

- Survey link published to our practice website
- Survey link promoted on our Twitter account which is followed by our population
- Paper copies of the survey available in the Medical Centre's reception area
- A link to the survey was emailed to all students via a student communication newsletter by the University of Kent.
- Feedback and Comments Box is prominently displayed in the reception area for continued patient feedback.

For those patients who were already members of the virtual PRG, the Medical Centre e-mailed them a link to the survey.

# THE SURVEY – Respondents

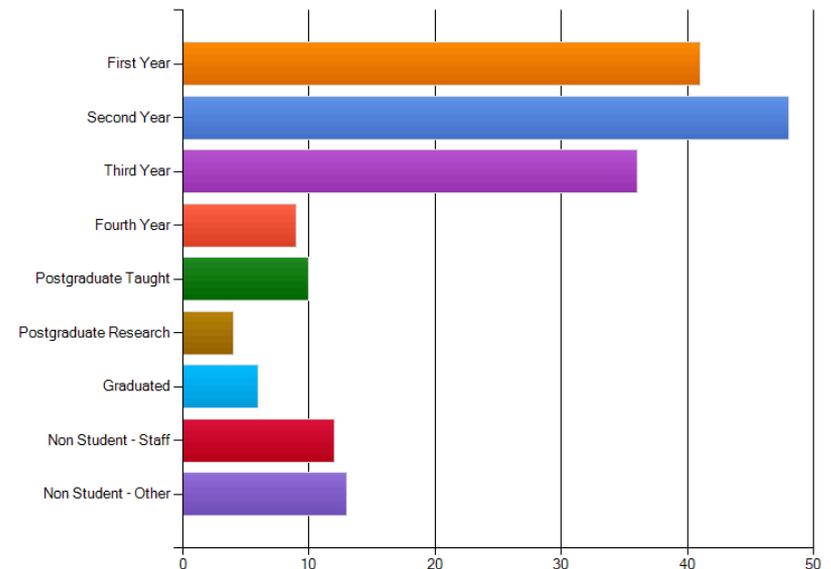
The survey received 180 responses.

70% of survey respondents were First, Second or Third year students

14% of survey respondents were Non-Students, 48% of these staff and 52% not connected to the University in any way.

79% of respondents were female.

93% of respondents were registered with the Medical Centre.



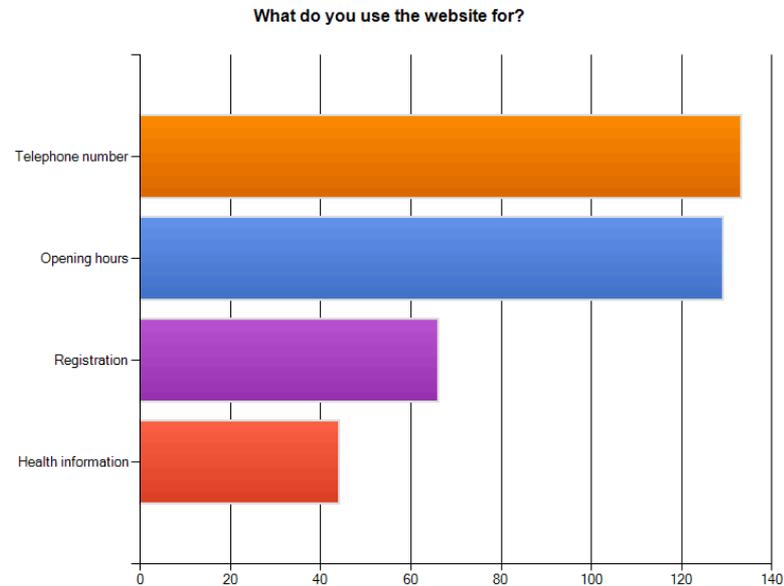
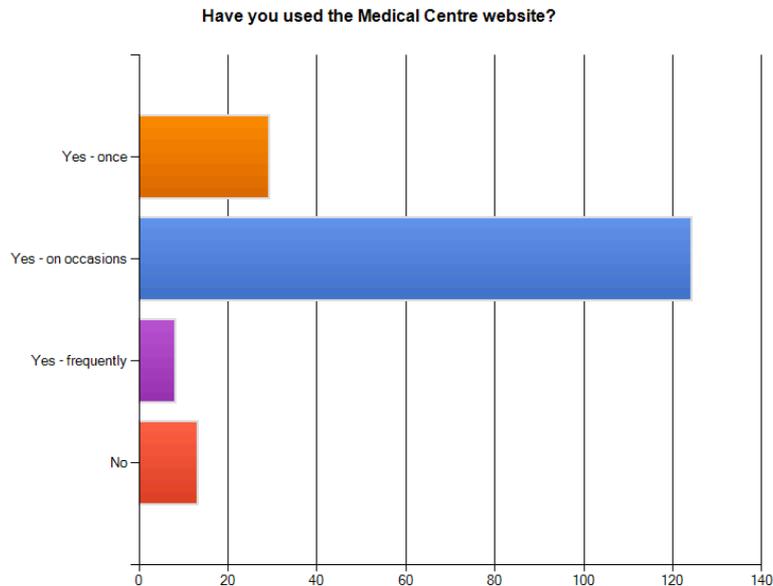
# THE SURVEY – Last Year

Only 10% of respondents took part in last years Survey – ‘Give your Medical Centre a health check’.

However 20% of respondents have read ‘The Report’ and ‘The Response’ both of which are published on our practice website and can be found in our reception waiting area.



# THE SURVEY – Medical Centre Website



Respondents were asked what they used the Medical Centre website for:

82% said it was for the telephone number

80% said it was to find out the opening hours

41% said it was to register with the Medical Centre

27% said it was for health information

74% rated the Medical Centre Website as 7 or more out of 10.

8 was the most popular rating.

# THE SURVEY – Social Networking

18% of respondents already follow us on Twitter  
@UoK\_Medical

52% of respondents didn't know that the Medical  
Centre had a Twitter account.

62 respondents said that they would now follow  
us on Twitter.

When asked would you prefer to read up to date  
Medical Centre information on Twitter or the  
Medical Centre website,

70% chose Website and 30% chose Twitter



follow us on  
**twitter**



# THE SURVEY – The Triage System



78% of respondents were aware that the Medical Centre operates a triage system

80% of respondents have used the triage system in the past 4 months

75% of these respondents found the triage system effective  
78% of respondents were aware that the Medical Centre operates a triage system

80% of respondents have used the triage system in the past 4 months

*Welfare Watch: Give Your Medical Centre A Health Check 2011-12*

## SECTION 2: THE TRIAGE SYSTEM

70% of respondents were aware that the triage system is in use at the medical centre.

Do you think the triage system is effective?



Respondents were given the opportunity to expand on their answer on whether they think the triage system is effective. Lots of students commented that with the lines opening at 8.30am and wait times often being quite long it was often difficult to secure an appointment before a lecture/seminar starting at 9am. Other common trends of answers centred around those answering the phones often being unfriendly and abrupt, a reluctance to make appointments due to not wanting to discuss details over the phone with a receptionist and when people around/housemates could hear, and students who lived in places with bad phone signal (particularly Woolf) felt the system could not work for them.

# THE SURVEY – Making an Appointment

Following feedback from last years survey the Medical Centre invested in a new telephone system which should have improved the answering and waiting time of calls. When respondents were asked if they had noticed an improvement in the system 52% said YES and 48% said NO

85% of respondents felt it would be useful if the telephone lines opened at 8am instead of 8.30am.

62% of respondents didn't know that they could call the Medical Centre for telephone advice.

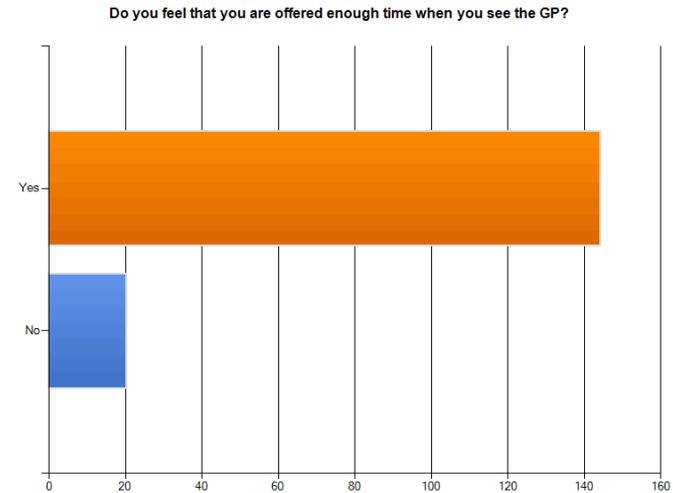
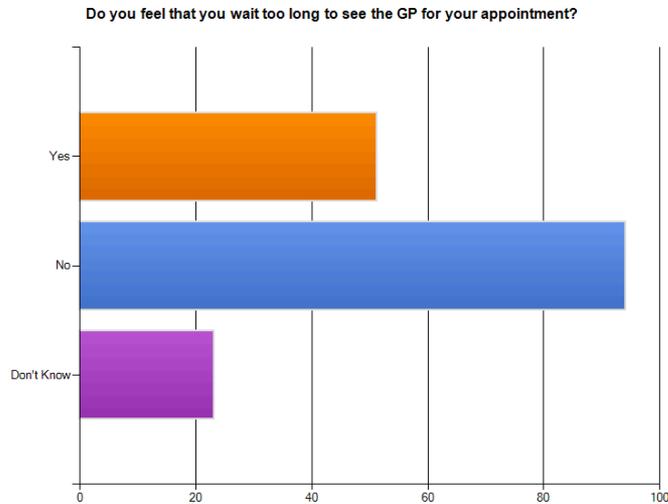
Last year one of the suggestions from the previous survey was for the Doctor to ask if you were in a convenient place to talk when calling back. This year we asked if this was happening:

26% of respondents said YES

34% of respondents said NO

40% of respondents said that they couldn't remember

# THE SURVEY – The Appointment



30% of respondents said that they wait too long to see the GP

88% of respondents felt that they were offered enough time when seeing the GP

65% of respondents said that they did not know where to find information on or how to gain a concession for their studies.

# KEY FINDINGS

- Only a low percentage of respondents took part in and read the reports published in relation to last years survey.
- In general the Medical Centre website is found to be useful with a most popular rating of 8/10.
- Approximately 50% of the respondents are unaware that we use social networking to engage with our patients.
- A high percentage of respondents feel that the triage system is effective.
- The majority of respondents feel that it would be useful if the telephone lines opened at 8am.
- The general consensus was that patients felt they were offered enough time with the GP despite 30% of respondents saying they wait too long to be seen.

# GOALS SET – SHORT TERM

Last year our PRG outlined short term, medium term and long term goals. Listed below are some of the short term goals set and if/how we have achieved them in line with the results from this year's survey:

- 1. Fix errors & make improvements to the website** – *We regularly test the functions on our website and ensure maintenance is up to date. We have made improvements to the content of the website. The average rating for the website this year was 7 which is an improvement on last years rating of 6.*
- 2. Take the comments from last years report and the student petition and work with commissioners to reinstate the Eating Disorder Clinic** – *We have been working alongside commissioners for the last year and are in the final stages of negotiations with regards to reinstating the Eating Disorders service. A service for mild to moderate eating disorders is planned to be in place in the locality within the next couple of months.*
- 3. Doctors to ask if patients are in a comfortable and appropriate place to talk when returning calls** – *We surveyed this suggestion this year and received a mixed response. 34% of respondents said that this had not been asked. We will continue to action this suggestion and remind all Doctors of this goal.*

# GOALS SET – MEDIUM TERM

Last year our PRG outlined short term, medium term and long term goals. Listed below are some of the medium term goals set and if/how we have achieved them in line with the results from this year's survey:

- 1. Set up a system for students to be able to give feedback** – *In the last year we have tried to reach out to our patients via social networking offering them the opportunity to feedback to the Medical Centre in an easy and convenient way. This years survey has evidenced that the vast majority of our practice population are unaware that we have a Twitter account. In the next year we will promote this and improve the information that is available on the feed. In addition we have a feedback and comments box in reception and we are currently awaiting the installation of a patient feedback touch screen kiosk which will also be located in the reception area. FOLLOW US ON TWITTER @UoK\_Medical*
- 2. Consider opening the phone lines at 8am** – *This year 85% of respondents said that they would like the phone lines to open at 8am. As a result we aim to be making this change in the near future. We will inform patients of this happening nearer the time.*

# GOALS SET – LONG TERM

Last year our PRG outlined short term, medium term and long term goals. Listed below are some of the long term goals set and if/how we have achieved them in line with the results from this year's survey:

- 1. Liaise with the University on how students can become more aware of the process using the Medical Centre to gain concessions should they be ill –** *This year we asked if students were aware of the process they need to go through in order to gain a concession letter for their studies. 65% of the respondents that this question applied to said that they were unaware of this process. The Medical Centre will meet with the University to discuss moving forward with informing students of this process.*
- 2. Investigate how wait times for appointments and call backs on triage can be reduced –** *We continue to work to a system that aims to do 'today's work today'. We make adjustments to our diaries daily to ensure the best possible service is available to patients according to the number of GPs working and appointments on offer. When asked re waiting times this year, 30% of respondents said that they waited too long to see the GP for their appointment..80% of respondents said that they were offered enough time with GP during their appointment which suggests that they were not rushed regardless of other patients who may be waiting. We feel that it is a better service all round if patients feel they are given if enough time to discuss their problems with the GP, on occasions this will exceed the allocated 10 minutes and therefore waiting times for appointments can increase. This is often unpredictable and our Doctors are always working hard to reach a good balance between the two.*

# FINAL COMMENTS AND SUMMARY

We feel that it is important to take into consideration the nature of our overturning population. 23% of this year's respondents are First Year students at the University of Kent and therefore newly registered with the Medical Centre. This makes comparison on some areas of the survey almost impossible.

Overall we are pleased with the survey results and feel that we offer a good quality service which meets the needs of our Practice population.

We will aim to implement the following based upon the survey results:

- 1. Open telephone lines at 8am*
- 2. Ensure Doctors ask if in appropriate place to talk when returning calls*
- 3. Promote social networking (Twitter) to increase patient feedback opportunities*
- 4. Meet with the University to discuss informing students re concession letters*
- 5. Finalise negotiations re Eating Disorder clinics and inform patients when a service is available.*

# PATIENT FEEDBACK BOX

*Below are some of the comments received via our patient feedback box which is located in prominent position in the waiting area.*

*Here for a flu jab, but it was very reassuring to have the nurse look at a small wound for me – dermatological biopsy. What a nice and professional lady.*

*Dear Medical Sec & Dr B and the medical centre team. Thank you for your help, support and persistence on my behalf since the summer. I am finally going for a test on Thursday which will sort the answer one way or another..*

*Mrs X said that she had received very good care from the practice in all the years she has been registered.*

*My appointment was booked for 11.50am and I wasn't seen until 12.25pm I wasn't happy with the amount of time I had to wait.*

*I just wanted to say thank you very much for the extra time you spent last night with my daughter. It was quite and amazing transformation to see her move from anxious and depressed to positive and happy and all just in 40 minutes. Seriously, she was very worried but now seems much happier and settled and she really sang your praises to us..*

*I am very grateful to Dr N. He persisted and called me 5 times today to triage and left messages despite me having a problem with my phone.*

# REMINDER...

*Practice Opening Hours Monday to Friday are:  
8.30am to 6.00pm*

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*Tuesday and Thursday evening opening hours (term  
time only plus Easter vacation) for GP and Nurse  
Services:  
6.30pm to 9.00pm*

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*Contact Telephone Number during these opening  
times is:  
01227 469333*

**Thank you for your feedback on the medical services at the University of Kent. This enables us to continually improve our services and your engagement is much appreciated. We will continue on a regular basis to ask for feedback and review the improvements we have and will be making as a result of this successful report and subsequent surveys.**

**Thank you to Colum McGuire, Welfare Officer at the University of Kent and our PRG for their continued involvement with the Medical Centre.**

