



The Microfaculty
Health and Interprofessional Learning
A Teaching and Training Practice

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Microfaculty Patient Reference Group(PRG)/ Survey Results Report March 2012-

26th March 2012

We are grateful to our patients for joining our reference group and contributing to the feedback survey.

The Respondents

To date 20 patients have joined the reference group. In terms of profile, the gender split amongst respondents was equal between men and women. With respect to age range, there was a tendency towards more patients from younger adult groups probably because, we suspect, of a familiarity with Information Technology. Around 30% had a long term health condition. Roughly two thirds were White and the balance largely of Asian ethnic origin. Over half our respondents were in employment and the next largest proportion were retired.

Our conclusion is that although there is quite a bit of diversity in our reference group that is broadly reflective of the practice demographics we must encourage an even wider range of participants who reflect the list size with more proportion. We will especially encourage representation from more people from Black ethnicities, more young patients and finally more retired patients.

Recruitment for PRG was discussed in our team meeting on the 7th December 2011. Our aim was to have demographic representation of our patient population. We were member of PCC online by autumn. Posters were displayed, leaflets were handed in the waiting area explaining the objective of

joining PRG. We also encouraged patients to join online at our Microfaculty web address.

January emailed or phoned patients to get their agreement to the questions printed in the survey.

Emailed PRG with the Survey results ,also published on the website for them to look at the results and agree action plan.

Reception Issue and Access

We are humbled by the overall feedback regarding access and the welcome they get when they contact the practice for their health matters. Most cherish the idea of booking appointments in advance and we are able to accommodate this. The majority seem to like the idea of booking appointments by phone though we must remember that around a quarter drop in person.

In terms of accessing specific doctors, most of our patients are feeding back that they generally are able to see the doctor of their choice in 2-4 days and are reasonably happy with this level of performance.

Thinking about actually seeing a doctor, most feel they have their 5-10 minutes at least but we note that a third actually feel they have many times this amount of time.

The overwhelming majority of patients seem to be reasonably happy about our opening hours but there are some requests to speak to a doctor at the two ends of the day. We may need to consider allowing some access at the beginning but as we are closed at 6.30pm (although the last appointment is at 10 minutes to 6pm) it is difficult to consider late evening consults on the phone.

Our respondents largely said that they wanted continuity from one doctor and found that the practice was able to largely meet this request.

Feedback about Health Professionals.

We are very happy that the vast majority of our patient contributing to the survey felt that the doctors that they saw gave them enough time, listened to their concerns and were empathetic. Although still very good, we do accept and will feedback to the doctors that they might want to try harder on involving the patients in decision making and explaining treatment and investigations a little better. We are heartened that over two thirds overall had confidence in the doctors and by addressing the latter issues there maybe a further improvement in this.

Feedback on our nurses was very slightly less favourable but generally echoes comments regarding the doctors. Overall this maybe because the

nurses tend to perform set tasks as a opposed to wider consultations.
Generally the feedback was still good.

Overall experience with personal health

The majority of our respondents felt they had an understanding and an insight into their health.

Conclusion

When asked about their overall experience at the practice, respondents were unanimous that their experience was "good" or better. A decisive majority would recommend the practice to others. We again thank our respondents for the investment of their time in completing these survey questions. Generally we feel that all our hardwork is being repaid by the generosity of our patients in their feedback. We will respond to the issues highlighted and widen the reference group to reflect the entire practice population with more precision.

We thank you. We have a long way to go but this is an excellent start.



Dr Shahid Dadabhoy
Senior GP Partner

26th March 2012

This survey and its report was discussed by Practice Staff on Monday 26th March 2012 and approved.

Summary Action Plan

All actions to be undertaken before 2013

- ✓ To encourage wider participation by publicising both the website, PRG membership/participation and survey feedback much more widely. Many of the issues of representation will probably be addressed as PRG numbers and survey participation rises.
- ✓ To encourage particularly ethnicities to feedback. This is especially true of people of Caribbean and African backgrounds
- ✓ To ensure that participation is not "seasonal" and ensure that comments and feedback are an ongoing process that reports yearly but captures data throughout the year .

- ✓ *To ensure that clinicians explain both treatments and choices better to patients in consultations.*

- ✓ *To consider slots at the beginning and end of the working day for telephone consultations specifically at 0730 to 0800 and 1800 to 1830.*



Dr Shahid Dadabhoy
Senior GP Partner

26th March 2012