



UK PCT Patient Survey 2008

Hounslow Primary Care Trust

Executive Summary

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How are your results reported?

The Picker Institute presents your survey results in the form of **problem scores**. The problem score shows the percentage of patients for each question who, by their response, have indicated that this particular aspect of their care could have been improved.

The questionnaire includes 53 questions which have been analysed in this way. A detailed explanation of how problem scores are calculated is provided in Section 1 of the full survey report, but the following should be kept in mind when looking at your results:

- **Lower problem scores are better**
- Problem scores highlight issues that need **further investigation**
- Problem scores are a **simple summary** measure used for comparison and for helping to focus on areas for quality improvement
- Problem scores are an **interpretation of the results** by the Picker Institute – the Healthcare Commission will not see the problem scores.

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Introduction

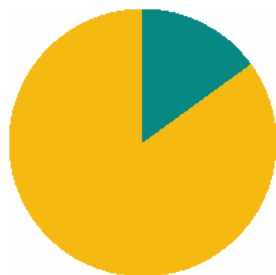
This document summarises the findings from the UK PCT Patient Survey 2008, carried out by Picker Institute Europe, on behalf of Hounslow Primary Care Trust. The Healthcare Commission report is due for publication later in 2008.

The Picker Institute was commissioned by 69 trusts to undertake the UK PCT Patient Survey 2008. A total of 1188 patients from your Trust were sent a questionnaire. 1135 patients were eligible for the survey, of which 387 returned a completed questionnaire, giving a response rate of 34.1%. The average response rate for the 69 Picker Institute trusts was 37.9%.

Your results at a glance

Have we improved since the 2005 survey?

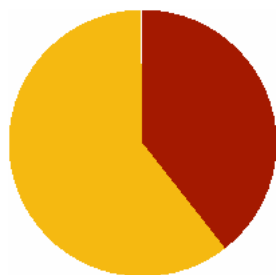
A total of 40 comparable questions were used in the 2008 survey. Compared to the 2005 survey, your Trust is:



- Significantly BETTER on 6 questions
- Significantly WORSE on 0 questions
- The scores show no significant difference on 34 questions

How do we compare to other trusts?

The survey showed that your Trust is:



- Significantly BETTER than average on 0 questions
- Significantly WORSE than average on 21 questions
- The scores were average on 32 questions

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Understanding your results

Survey results highlight areas that need improvement to provide a better service for patients. When deciding upon the improvements you would like to make there are a number of ways of looking at the results to decide which issues to focus on first.

Compare results over time - have you improved since the 2005 survey?

Looking at trends over time helps to focus attention on improvements and on those areas where performance might be slipping. Comparisons to the data from previous years are available in Section 5 of the full report.

The Trust has improved significantly on the following questions:

Lower scores are better 

	2005	2008
Appointment: not allowed to make a doctor's appointment 3 or more working days in advance	25 %	18 %
GP: did not listen carefully to what patient had to say	28 %	19 %
GP: not given enough time to discuss health/medical problem with GP	37 %	27 %
GP: not involved as much as wanted to be in decisions about care	43 %	34 %
GP: did not explain reasons for treatment/action in understandable way	37 %	27 %
GP: did not know enough about condition or treatment	23 %	15 %

The Trust has worsened significantly on the following questions:

Lower scores are better 

NONE

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Compare results with others

The Picker Institute ran the patient survey for 69 PCTs in 2008. Your results are shown alongside the others to help you make comparisons against the average for all trusts where the Picker Institute implemented the survey. They will help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement, as well as highlighting your successes.

Your results were significantly better than the 'Picker average' for the following questions:

Lower scores are better 


NONE

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Your results were significantly worse than the 'Picker average' for the following questions:

Lower scores are better 

	Trust	Average
Appointment: had to wait more than 2 days for GP appointment	30 %	20 %
Appointment: should have seen a GP sooner	40 %	22 %
Reception: courtesy of receptionist poor or very poor	5 %	3 %
GP: had to wait more than 15 minutes to see GP	34 %	25 %
GP: not told how long would have to wait to see & would like to be told	46 %	39 %
GP: didn't always treat with respect and dignity	11 %	7 %
Medicines: didn't get enough information about the purpose	26 %	19 %
Seeing another professional from a GP practice/health centre: waited longer than necessary for an appointment	23 %	15 %
Other prof: not involved as much as wanted to be in decisions about care	34 %	22 %
Other prof: didn't explain treatment/action reasons in understandable way	28 %	18 %
Out-of-hours: unable to get through or took a long time	76 %	43 %
Out-of-hours: reason for contacting practice not dealt with satisfactorily	74 %	52 %
GP practice/health centre: reason for visit not satisfactorily dealt with	34 %	25 %
GP practice/health centre: not very clean or not at all clean	4 %	2 %
GP Practice/health centre: put off going through inconvenient opening times	29 %	23 %
Dental care: do not visit regular (at least once every 2 years)	32 %	26 %
Health promotion: not given advice on weight, and would have liked	21 %	15 %
Health promotion: not given advice on eating a healthy diet, and would have liked	26 %	16 %
Health promotion: not given, wanted advice on getting enough exercise	25 %	15 %
Health promotion: not given advice on giving up smoking, and would have liked	11 %	6 %
Haven't received copy of Guide to Local Health Services	65 %	54 %

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Setting priorities for action

Examining areas where your Trust's performance is above average **and** you have demonstrated improvements since last year provides a valuable opportunity to share good practice.

The Trust has positive results on the following questions:


Lower scores are better 

Average	2005	2008
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There were no questions where performance was both above average and there had been an improvement since the last survey.

In addition, focusing on the questions where your Trust's score is lower than average **and** performance has slipped since 2005 should help you to identify key priorities for service improvement.

The Trust has poor results on the following questions:

Lower scores are better 

There were no questions where performance was both below average and had worsened since the last survey.

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Areas where patients report most problems

Questions where more than 50% of respondents reported room for improvement are listed below. Focusing on these areas could potentially improve the patient experience for a large proportion of your patients.

N.B. Questions where less than 50 patients answered the question have been highlighted with [-]

	Trust Average	The problem score for your Trust Average score for all Picker trusts		
		Trust	Average	
				Lower scores are better
Out-of-hours: unable to get through or took a long time		76 %	43 %	[-]
Out-of-hours: reason for contacting practice not dealt with satisfactorily		74 %	52 %	[-]
Referrals: GP did not advise as to why not offered a choice		72 %	75 %	
Haven't received copy of Guide to Local Health Services		65 %	54 %	[-]
Health promotion: not asked about alcohol intake		63 %	66 %	
Referral:when referred to a specialist, not offered a choice of hospital for first appointment		59 %	56 %	
GP practice/health centre: problem getting through by phone		56 %	54 %	
Referral:did not receive copies of all letters sent between hospital and GP		55 %	56 %	

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Next Steps

Communicating results and priorities for service improvement across the organisation and in your local area is key to ensuring that changes are implemented successfully. Patients and staff should be involved in developing an action plan and any resulting quality improvement activities.

Once priorities have been identified:

- Look at **internal benchmarks** (localities / clusters) – compare results within the trust to help identify problem areas
- Tie in with **other surveys** (provider services surveys)
- Look at **patient comments** for details and suggestions – available on-line (<https://www.picker-results.org>)
- Develop an **action plan**
- Raise awareness about the patient surveys – **publish** results and action plans
- **Additional analysis** available from the Picker Institute (including demographic / regional breakdowns).

We provide a range of tools to help you make best use of your patient survey results, including a database of good practice examples, educational guides and a range of factsheets. The Quality Improvement team can also be commissioned to run workshops or deliver presentations and information sessions that are tailored specifically to your Trust's needs.

Further details of how to use your survey results, and links to these Quality Improvement tools are outlined in Section 1 of the full survey report (Effectively using your survey results).

If you need further assistance with understanding your results, or on any other aspect of the Inpatient Survey please contact **Tim Markham** or another member of the survey team at the Picker Institute (Tel: 01865 208100), who will be happy to help you.

Full contact details are listed overleaf.

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Contacting Picker Institute Europe

For more information about your PCT Patient Survey 2008 Report please contact the Senior Project Manager, Tim Markham or another member of the Picker Institute Survey Team.

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