

**LYTHAM ROAD SURGERY
PATIENT PARTICIPATION GROUP REPORT
MARCH 2014**

Patient group profile / age (see appendix A & B).

We made every effort to engage all registered patients of the surgery and make the group representative of the practice population. We have advertised on our website that we have a patient participation group and in our practice newsletter which is displayed in the surgery waiting room.

Our group currently has 8 members and we are continuing to try and recruit patients' with the help of our existing patient group members. All staff are proactive in promoting the group. All age and ethnic groups are targeted but we have struggled to recruit patients in the 20-30 age group.

We have continued to have regular meeting in the last 12 months discussing a variety of topics that are felt to be relevant and important to the group and the wider practice. We undertook a practice patient survey with the help of our patient group focusing on areas we felt were most important currently. These included;

- Access to a doctor or nurse
- Obtaining a repeat prescription
- Access to test results
- Reception / staff and the practice in general

Following the last patient survey we had made changes to the appointment system to improve advanced access to appointments as well as continuing to provide on the day appointments. We felt that as the appointment system had changed it would be useful to repeat the same survey as last year to allow a comparison of our patients' views and satisfaction. We all agreed that access to a doctor or nurse was a priority issue.

We also had a change to our telephone system following our last patient survey so it was felt important to ask about ease of getting through to the surgery by telephone as we had last year.

We conducted our practice survey during two weeks in December 2013. Surveys were handed out to patients arriving for appointments to be completed after they had seen their doctor or nurse (see Appendix C). We obtained approximately 30 surveys per GP and nurse. Surveys were fully anonymised.

We collated the data from the surveys and discussed the results at a patient group meeting on 15th January 2014 where we agreed an action plan.

Action plan decided and agreed with the patient group:

- The addition of EMIS on line access which the practice has introduced to allow patients to book a certain number of appointments on-line via the practice website.
- Improve access to test results - We also discussed access to test results and agreed that this could be improved. We discussed extending our recently introduced text message reminding service to include texting patients when their results were available or if they had received a normal result. It was felt that this would require a lot on in house planning to make sure that it was successful.
- Improve patients' awareness of telephone appointments – include information on website and in patient leaflets. Doctors to inform patients on an ad hoc basis. Consider increasing number of available telephone appointments.
- Collect patient email addresses and strive to improve patient communication via text messaging and e-mail.
- Continue work to improve telephone access following improvement of our telephone system.

The above items are to be re-visited at the next scheduled meeting of the PPG.

Patient survey results (see Appendix D).

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Actions intended to be taking following above plan;

- In house meeting to decide how we set up text message results service.
- Set up service for patients to book appointments on-line via EMIS access.
- Amend patient registration form to include e-mail address and consent to sign up to text message service so in future we can set up text message results service.

Actions from last PRG report;

- We have extended use of telephone pool to allow patients to discuss queries with GPs who are available on that day where a full appointment is not required. This has improved patients access as available appointments have been increased.
- As a practice we have continued to promote the services of the nurse practitioner following the results of our survey last year which highlighted that only half of patients were aware of the role of the nurse practitioner. We have also increased the number of overall nurse practitioner appointments available. We have added a telephone message when patients ring to book an appointment to inform them of the role of the nurse practitioner and that an appointment may be offered with them if appropriate. The reception staff have also had in house training at PETs regarding how to sign post patients to the nurse practitioner appropriately.

The current opening hours of the practice are;

- Monday 8.30 – 6.00pm
- Tuesday 8.30 – 6.00 (some weeks 7.30am)
- Wednesday 8.30 – 9.00 (some weeks 7.30am)
- Thursday 8.30 – 6.00
- Friday 8.30 – 6.00

We open for extended hours on a Wednesday evening for access to the GP or practice nurse. We offer routine appointments which are available to book in advance until 9.00pm. We also offer early morning appointments from 7.30am onwards one day per week.

Appendix A – Age distribution within Lytham Road Surgery.

Practice Profile :

Age	0 - 9	10 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 - 89	90 - 99	100+
%	9.66	9.79	11.53	12.28	13.86	14.43	13.68	9.03	4.76	0.98	0

Patient Group Profile :

Age	0 - 9	10 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 - 89	90 - 99	100+
%					12.5	12.5	37.5	37.5			

Appendix B – Gender distribution within Lytham Road Surgery.

Practice Profile :

Gender	Male	Female
%	49.0	51.0

Patient Group Profile :

Gender	Male	Female
%	25	75

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Appendix C – Patient Satisfaction Questionnaire

You can help the Practice to improve its service - The doctors and staff welcome your feedback.

- Please do not write your name on this survey.
- Please read and complete this survey after your appointment.

Are you seeing :

Doctor

Practice Nurse

Nurse Practitioner

Time of your appointment :

Name of the Doctor or Nurse :

PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE

	No Experience	Poor	Fair	Good	Very Good	Excellent
ACCESS TO A DOCTOR OR NURSE						
1. How easy was it to get through to the surgery on the telephone?		1	2	3	4	5
2. Convenience of day and time of your appointment?		1	2	3	4	5
3. Seeing the Doctor/Nurse of your choice?		1	2	3	4	5
4. How easy was it to book an appointment in advance?		1	2	3	4	5
5. If you need to see a GP urgently, how easy is it to be seen on the same day?		1	2	3	4	5
6. Length of time waiting to check in with Reception?		1	2	3	4	5
7. Length of time waiting to see the Doctor or Nurse?		1	2	3	4	5
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary?		1	2	3	4	5
9. Opportunity of obtaining a home visit when necessary?		1	2	3	4	5
10. Level of satisfaction with the after hours service?		1	2	3	4	5

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OBTAINING A REPEAT PRESCRIPTION						
How do you request repeat prescriptions Telephone <input type="checkbox"/> Website <input type="checkbox"/> Drop into surgery <input type="checkbox"/>						
11. Prescription ready on time?		1	2	3	4	5
12. Prescription correctly issued?		1	2	3	4	5
13. Handling of any queries?		1	2	3	4	5
OBTAINING TEST RESULTS						
14. Were you told when to contact us for your results?		1	2	3	4	5
15. Were the results available when you contacted us?		1	2	3	4	5
16. Level of satisfaction with the amount of information provided?		1	2	3	4	5
17. Level of satisfaction with the manner in which result was given?		1	2	3	4	5
ABOUT YOUR DOCTOR						
18. How do you rate your consultation overall?		1	2	3	4	5
19. Did the Doctor give you enough time?		1	2	3	4	5
20. Did the Doctor listen to your concerns?		1	2	3	4	5
21. Did the Doctor explain tests and treatments?		1	2	3	4	5
22. Did the Doctor treat you with respect, care and concern?		1	2	3	4	5
23. Did you have confidence and trust in the GP?		1	2	3	4	5
ABOUT YOUR NURSE / NURSE PRACTITIONER						
24. How do you rate your consultation overall?		1	2	3	4	5
25. Did the Nurse give you enough time?		1	2	3	4	5
26. Did the Nurse listen to your concerns?		1	2	3	4	5
27. Did the Nurse explain tests and treatments?		1	2	3	4	5
28. Did the Nurse treat you with respect, care and concern?		1	2	3	4	5
29. Did you have confidence and trust in the Nurse?		1	2	3	4	5
30. Were you aware of the new Nurse Practitioner roles?	Yes/No					
31. If so, are you happy to be seen by the Nurse Practitioner?	Yes/No					
ABOUT RECEPTION /STAFF / PRACTICE IN GENERAL						

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32. Is our reception friendly and welcoming?		1	2	3	4	5
33. How did you find the information provided by the Reception staff?		1	2	3	4	5
34. How was the helpfulness of the Reception staff?		1	2	3	4	5
35. How did you find the information provided by other staff?		1	2	3	4	5
36. Overall satisfaction with the practice?		1	2	3	4	5
37. Would you recommend your GP / Surgery to someone who has just moved into the area?		1	2	3	4	5

ADDITIONAL COMMENTS:

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?

Are you male or female?

How many years have you been attending this Practice?

Thank you very much for your time and assistance.

Please place your completed questionnaire in the box on the Reception desk

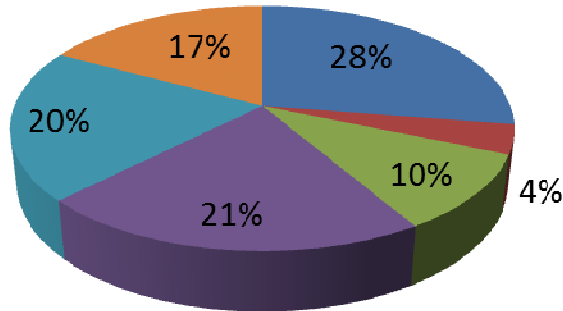
Appendix D – Patient Survey Group Results

ACCESS TO A DOCTOR OR NURSE		No Experience	Poor	Fair	Good	Very Good	Excellent
1	How easy was it to get through to the surgery on the telephone	13	19	52	57	37	31
2	Convenience of day and time of your appointment	2	4	25	63	63	63
3	Seeing the Doctor / Nurse of your choice	23	8	19	52	59	53
4	How easy was it to book an appointment in advance	40	13	23	54	50	39
5	If you need to see a GP urgently, how easy is it to be seen on the same day	43	15	25	52	49	36
6	Length of time waiting to check in with reception	10	2	20	58	62	65
7	Length of time waiting to see Doctor or Nurse	37	5	28	59	50	37
8	Opportunity of speaking to a Doctor or Nurse on the telephone	100	6	13	40	38	21
9	Opportunity of obtaining a home visit when necessary	172	4	4	13	11	11
10	Level of satisfaction with the after hours service	153	7	9	13	14	18

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Access to a Doctor or Nurse

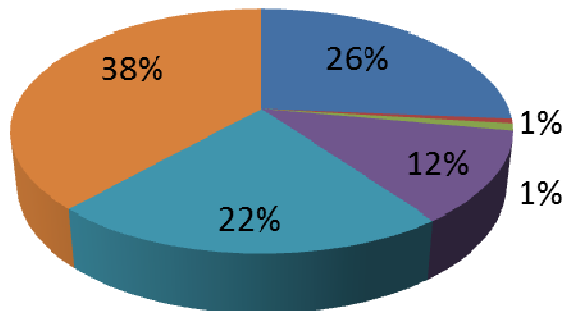
■ No Experience
 ■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent



OBTAINING A REPEAT PRESCRIPTION		No Experience	Poor	Fair	Good	Very Good	Excellent
1	Prescription ready on time	50	0	1	25	46	92
2	Prescription correctly issued	46	1	2	24	48	92
3	Handling of any queries	72	3	3	28	45	60

Obtaining a Repeat Prescription

■ No Experience
 ■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent

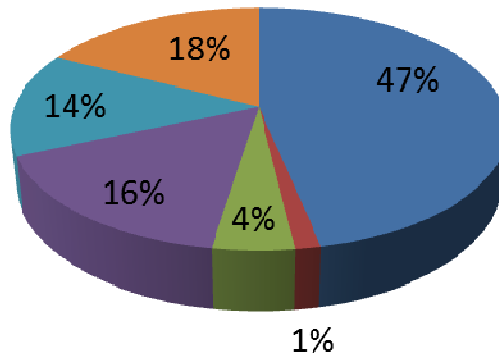


OBTAINING TEST RESULTS		No Experience	Poor	Fair	Good	Very Good	Excellent
1	Were you told when to contact us for your results	101	3	8	35	28	38
2	Results available when you contacted us	99	4	8	38	28	36
3	Level of satisfaction with the amount of information provided	100	3	13	32	30	37
4	Level of satisfaction with the manner in which the result was given	97	2	9	31	32	39

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Obtaining Test Results

■ No Experience ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



ABOUT RECEPTION /STAFF / THE PRACTICE IN GENERAL		No Experience	Poor	Fair	Good	Very Good	Excellent
1	Is our reception friendly and welcoming	7	2	14	51	67	72
2	The information provided by the reception staff	15	1	6	54	67	66
3	The helpfulness of the reception staff	9	5	8	55	65	71
4	The information provided by other staff	42	3	3	50	64	54
5	Overall satisfaction	8	4	4	34	77	79
6	Would you recommend your GP surgery to someone	12	5	4	25	70	94

About Reception / Staff / The Practice In General

■ No Experience ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

