

- **Patient Survey Results 2013**

<b>Total Number of Patients</b>	<b>6429</b>
Male	3078
Female	3351

- **Ethnicity**

<b>Ethnicity</b>	
Chinese	1%
Polish	1%
White British	26%
Asian Community	72%

- The above figures indicate the gender and ethnicity of our patient population. In terms of social factors the population comprises of a large number of the Asian community with language barriers.

**PPG GROUP 2011/12**

A Patient Participation group was set up which represents the practice population. We contacted a large number of our patients and encouraged them to join the PRG group. Steps taken to attract patient interest were:

- Posters displayed in the waiting areas
- reception staff spoke to patients who were unable to read the posters in English and encouraged them to think about joining.
- reception staff made patients aware of the posters displayed in the waiting area
- Notes at end of prescriptions.
- doctors gave out leaflets to patients as they attended for their routine appointments.

Efforts to promote and publicize the PPG group resulted in us managing to achieve our objective of getting together a group which was mainly representative of the practice population including those with disabilities and

their carers, the younger age group, those who worked full time, and the unemployed.

- **Local Practice Survey**

The PPG group initially met for an introductory purposes to enable it to meet fellow members and to discuss the terms of reference and aims and objectives of the group and also to inform the members of the reasons these PRG groups were being established across the country. It was also an opportunity for members to decide whether it was something that they wanted to commit to. In line with the advice provided by the NAPP getting started guide, we ensured that most of the medical staff including doctors were present in the first couple of meetings to show the members that we appreciated their time and commitment to be involved.

- The group met a second time to set terms of reference, agree on some short term objectives, to decide on frequency, timing and venue of future meetings and review processes and plans that have been put in place and also to discuss the survey and the types of questions that members would like to be included in the questionnaire. Examples of questionnaires were handed out to the members to provide with ideas and as a basis for further discussion.

### **2012/13**

This year we have 1 PPG member leaving and an additional one joining.

If any of our patients are interested in joining our patient participation group, please contact the surgery leaving your details and contact number.

### **Progression throughout 2012**

The PPG members have been kept abreast with developments of the new building.

Meetings took place through the year with discussions on improvement of our provision continuing.

The following is a list of priorities which were identified by the group and discussed.

- Availability and accessibility: including access for the varying needs of individuals.
- Possibility of converting current 0844 telephone system to landline

- Consultation
- Availability of appointments,
- Waiting times,
- Physical access and telephone access
- Ease of ordering repeat prescription.
- Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.
- Viewpoints on new premises
- **Car parking**

### **Patient Questionnaire**

The PPG agreed upon how the survey would be conducted and it was decided that it would take place over an 8 day period. The questionnaires would not only be handed out by reception staff but also placed in the waiting area for patients to pick up as they came in for their routine appointments or otherwise. Postal surveys were sent to the housebound patients who wished to take part as a result of being called and asked whether they would like a questionnaire to be sent to their homes.

### **Summary of results**

We distributed 190 questionnaires in line with the DES guidelines which required 25 per thousand. 95 of these were returned. The following table indicates the results of the survey which were collated within the practice and to some extent the PPG group.

It also summarizes the individual scores for the evaluation questions in the survey i.e. the ones where patients made a judgment about how good that aspect of care was. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. You will be able to see the areas where the practice scores well and where improvement may be needed.

In terms of demographics, we received back 52 questionnaires from females and 43 from males.

Following a discussion, the group decided to use the same questionnaire as used in 2012 with the addition of a comment box in order to collate the views of patients on the new surgery. Opinions that had been left by some patients at reception on areas they would like to be included in the survey were also referred to.

### Summary of results

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- **Survey Results 2013**

Question	Rating
Q1. Speed at which the telephone was answered initially	92%
Q2. Length of time you had to wait for an appointment	70%
Q3. Satisfaction with convenience of day and time of your appointment	72%
Q4. Satisfaction with availability of particular doctor	80%
Q5. Satisfaction with the waiting time to see the doctor or nurse	78%
Q7. Satisfaction with the opportunity of speaking to a doctor or nurse on the telephone when necessary	73%
Q8. Satisfaction of obtaining a home visit when necessary	78%
Q9. Level of Satisfaction with the extended hours offered at the surgery	80%
Q10. Satisfaction with prescription being ready on time	80%
Q11. Satisfaction with correct prescription being issued	82%
Q12. Satisfaction with how easy it is to obtain test results	70%
Q13. Satisfaction in the way you are treated by the receptionist.	71%
Q14. Satisfaction with doctor's explanations	75%
Q15. Satisfaction with the time doctor spends	80%
Q16. Satisfaction with doctor's patience	79%
Q17. Satisfaction with doctor's caring and concern	79%

Question	Rating
Q18. Ability to understand problem after visiting doctor	77%
Q19. Ability to cope with problem after visiting doctor	75%
Q20. Satisfaction with new premises	100%
Q21. Are you finding car parking sufficient?	65%
Q22. Satisfaction with obtaining appointments with the nurse	68%

- We added a comment box to our 2013 survey to gauge the opinions of our patient population on our new purpose built premises:

### Action Plan

- The PPG members met to discuss the findings of the survey, this gave them an opportunity to discuss or comment on the results and to initiate any changes that may be required in the services provided by the practice.

The survey was analyzed in detail and compared to our 2012 survey results. The action plan for 2012 was measured against our action plan for 2012 and the results are shown below in tabular form for comparison.

- March 2012 – Action Plan**

You Said	We did...	The Result is...
Shortage of GP appointments	Arranged for more sessions	One new GP
Shortage of nurse appointments	Arranged for extra Nursing hours	1 part time new nurse
Shortage of minor surgery clinics	These will be available in the new build surgery. Patients to go to Liversedge Surgery	More minor surgery clinics in 2013
Waiting time for nurse and doctor long at times	Attempt where possible to keep them short	Also an extra GP
Shortage of blood clinics	Trained another HCA	New Phlebotomist
Make some changes to physical appearance of surgery	Plans currently in place to move premises	To relocate in 2013

- **March 2013 – Action Plan**

<b>You Said</b>	<b>We did...</b>	<b>The Result is...</b>
Shortage of GP appointments	We are currently interviewing 2 new GPs to join our practice	This will help to improve access.
Shortage of nurse appointments	Arranged for extra Nursing hours	2 part time new nurses - to open up more nurse led appointments.
Shortage of minor surgery clinics	2 minor surgery rooms at new premises.	This will enable us to increase the number of minor surgery clinics. Also on the agenda is to train another GP in this area.
Waiting time for nurse and doctor long at times	Attempt where possible to keep them short	Additional GPs and nursing will help counteract this.
Shortage of blood clinics	This year we have trained 2 extra members of staff for blood tests.	4 trained phlebotomists are now available at our new site. We are also training an additional HCA.
Make some changes to physical appearance of surgery.	We began operating at our new site on 25 February	Plans to increase our provision in all areas are currently being discussed and evaluated.
Limited car parking	We are currently evaluating this	

- **SUMMARY**

**The PPG members were delighted with our new purpose built premises. It was generally felt that there was a lot of scope for future improvements and developments in order for us to improve patient care.**