

**LOCAL PATIENT**  
**PARTICIPATION**  
**GROUP REPORT**  
**2012/13**

# Local Patient Participation Group Report

## Profile of the Practice Population and PPG

The Friarwood Surgery has approximately 13225 patients and formed its thriving Patient Participation Group 2 years ago with the help of the PCT PPI team. We currently have 40 members (a mixture of active and virtual members) who we stay in contact with either face to face at the monthly meetings or by e-mail and letters.

As can be seen below when mapped against the practice population profile we do have a higher percentage of older patients who are actively participating, the issue of attracting younger patient views has now been partially addressed as we now have 1 virtual group member who are in the 17-24 age range and 2 who is under the under 16 age range.

Practice population profile		PRG profile		Difference
Age				
% under 16	<b>17%</b>	% under 16	<b>5%</b>	<b>-12%</b>
% 17 – 24	<b>9.8%</b>	% 17 – 24	<b>2.5%</b>	<b>-7.3%</b>
% 25 – 34	<b>11%</b>	% 25 – 34	<b>10%</b>	<b>-1%</b>
% 35 – 44	<b>13%</b>	% 35 – 44	<b>10%</b>	<b>-3%</b>
% 45 – 54	<b>15%</b>	% 45 – 54	<b>7.5%</b>	<b>-7.5%</b>
% 55 – 64	<b>12%</b>	% 55 – 64	<b>12.5%</b>	<b>+0.5%</b>
% 65 – 74	<b>10%</b>	% 65 – 74	<b>30%</b>	<b>+20%</b>
% 75 – 84	<b>7%</b>	% 75 – 84	<b>20%</b>	<b>+13%</b>
% over 84	<b>3%</b>	% over 84	<b>2.5%</b>	<b>-0.5%</b>

As can be seen below the gender profile of the practice population is 50/50 but is not quite reflected in the PPG membership which has more females than males (24 to 16).

Gender				
% Male	<b>50%</b>	% Male	<b>40%</b>	<b>-10%</b>
% Female	<b>50%</b>	% Female	<b>60%</b>	<b>+10%</b>

The Practice Ethnicity is predominately White British (93%) and this is reflected within the make up of the PPG membership (95%), although we do have a small ethnic representation with members of an Asian (2.5%) and African (2.5%) origin.

Ethnicity				
White		White		
% British Group	<b>93%</b>	% British Group	<b>95%</b>	<b>+2%</b>
% Irish	<b>0.7%</b>	% Irish	<b>0%</b>	<b>-0.7%</b>

<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean <b>0.09%</b>	% White & Black Caribbean <b>0%</b>	<b>-0.09%</b>
% White & Black African <b>0.18%</b>	% White & Black African <b>0%</b>	<b>-0.18%</b>
% White & Asian <b>0.1%</b>	% White & Asian <b>0%</b>	<b>-0.1%</b>
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian <b>0.26%</b>	% Indian <b>2.5%</b>	<b>+2.5%</b>
% Pakistani <b>0.18%</b>	% Pakistani <b>0%</b>	<b>-0.18%</b>
% Bangladeshi <b>0%</b>	% Bangladeshi <b>0%</b>	<b>0%</b>
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean <b>0.02%</b>	% Caribbean <b>0%</b>	<b>-0.02%</b>
% African <b>0.26%</b>	% African <b>3.7%</b>	<b>+2.5%</b>
<b>Chinese or other ethnic group</b>	<b>Chinese or other ethnic group</b>	
% Chinese <b>0.12%</b>	% Chinese <b>0%</b>	<b>-0.12%</b>
% Any other <b>0.02%</b>	% Any other <b>0%</b>	<b>-0.02%</b>

How to join the PPG group has been heavily advertised in the practice waiting room (see appendix 1) on the rolling information screen, in the patient leaflet and on the practice website. Reception staff have also been briefed on how to ask patients if they would be interested and to offer forms to fill in for expressions of interest.

The original group of members were assisted by the PCT to compile a Terms of Reference (TOR) document which was agreed at the PPG meeting on the 12<sup>th</sup> April 2011 (see appendix 2).

Any additional views that are sought by the PPG are sent to the virtual group with the last months meeting minutes (see appendix 3)

### **Practice Survey**

The local practice survey was wholly developed by the PPG members, the format and questions being agreed to ask our patients their views about the practice at the October 12 meeting (see minutes).

PPG members also agreed (over a number of weeks) to personally ask patients in the waiting area of the surgery to fill in the surveys and are responsible for every completed paper which is a testament to their dedication to making a difference on behalf of the practice!

The results of the surveys (351 completed forms) were analysed by the practice admin staff to produce the report seen on the next page. A blank survey is attached in (appendix 4)

Minutes of PPG meeting where the survey results was discussed are included in (appendix 5)

The action plan developed from the survey is included in (appendix 6), this was a draft version from the discussions with the group on 26<sup>st</sup> February and we met on the 21<sup>st</sup> March to finalise the action plan.

The patient survey report has been uploaded to the practice website at: - <http://www.friarwoodsurgery.co.uk> and will be displayed in the waiting area on the PPG notice board. Also all virtual members will be sent the survey report with a request to comment back on the results and action plan.

A summary of the Practices complaints was presented to the PPG at the January (29/1/13) meeting and some of the elements discussed were around dissatisfaction with the telephone/appointments system and perceived poor communication from the Practice. These were issues that were reflected in the results of the survey and are part of the agreed action plan.

Quarterly results on the national patient survey are discussed regularly at the PPG meetings and included similar issues that were noted in the local survey will be attempted to be addressed in the local action plan.

Minutes of the meeting where the patient survey action plan was fully agreed is in (appendix 7), the group were happy that the Practice listens to patients concerns and has over the last 12 months implemented several changes to help improve the patient experience.

Some of these include:

- Refurbishment of fixed seating (with hygienic washable vinyl) within the waiting room.
- Fitting of a glass sliding door to the front of the surgery to improve access for parents with push chairs and wheelchair bound patients.
- Continued provision of books and colouring sheets etc in response to patient's comments about the practice not being children friendly.

As required for the DES the following is the Practice core opening hours:

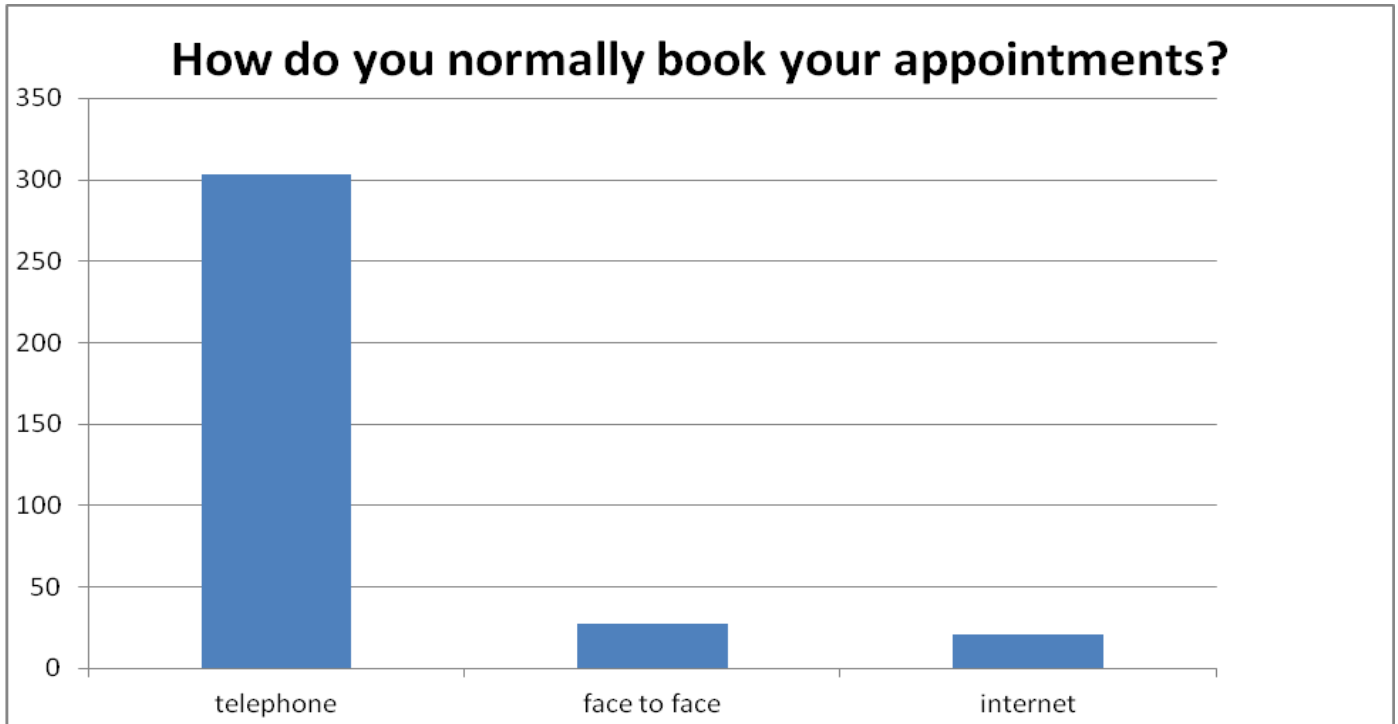
- Monday to Friday – 8.0am to 6.30pm (services can be obtained via booking by telephone, internet, walk in and by GP referral)

Extended hours are provided as follows:

- Monday to Friday – 7.00am to 8.00am (pre bookable 15 minute appointments available)
- Thursdays – 6.00pm – 8.00pm (pre bookable 15 minute appointments available)

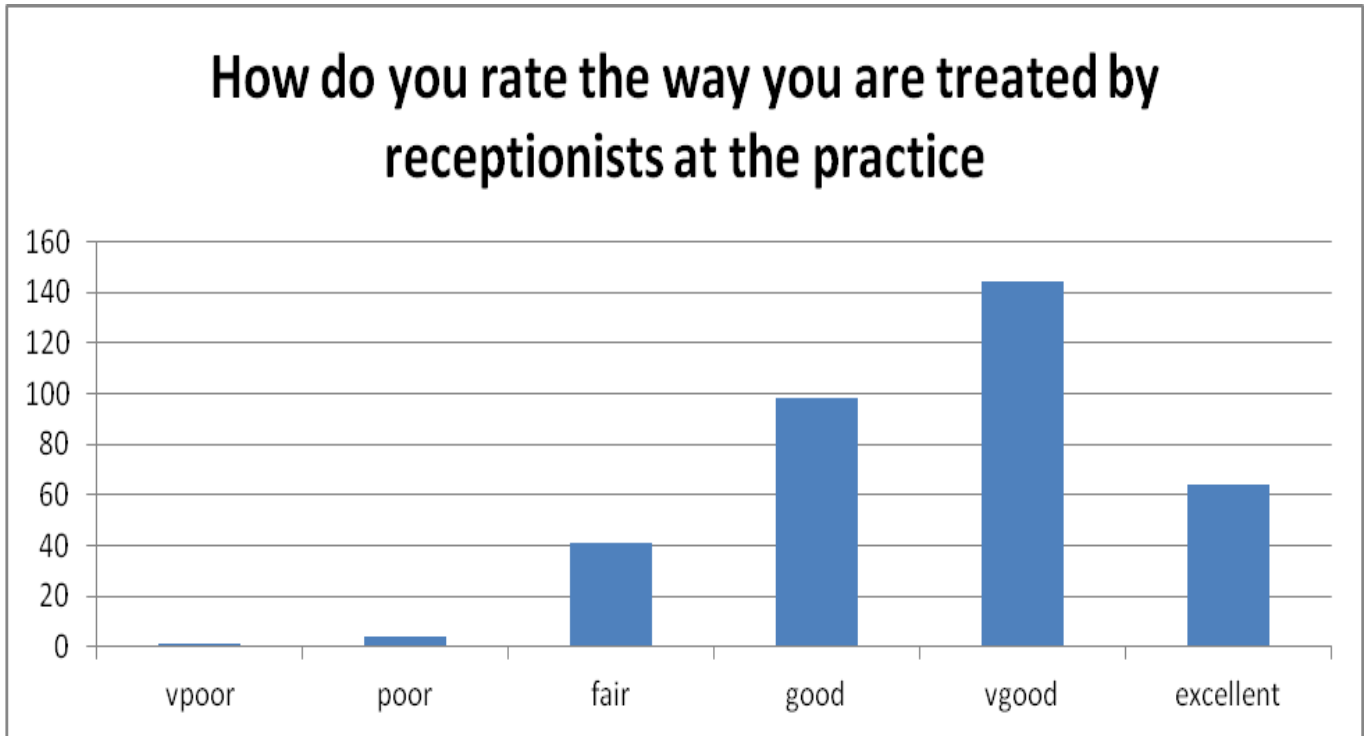
# RESULTS OF THE 2013 FRIARWOOD SURGERY PPG PATIENT SURVEY

## Question 1. *How do you normally book your appointments?*



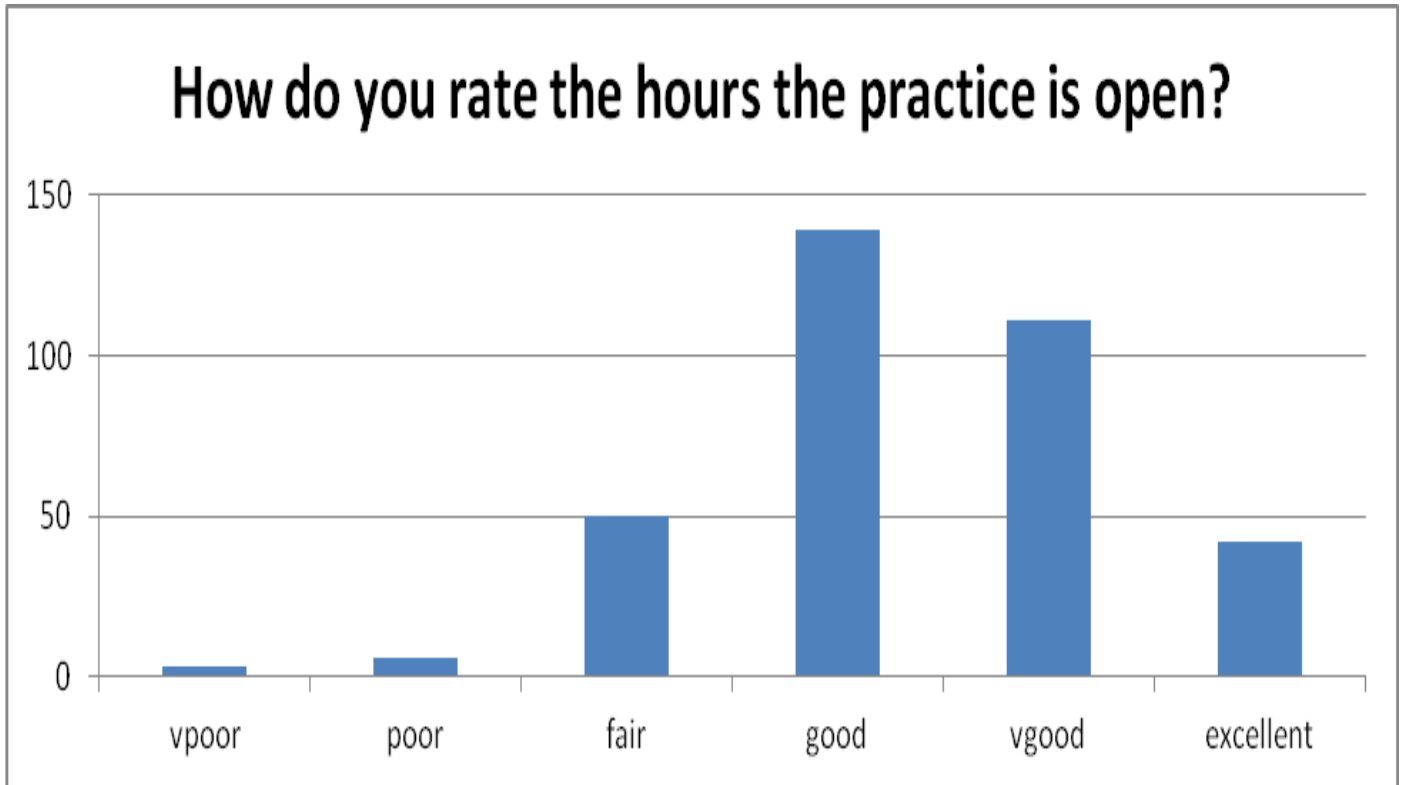
- **86.3%** of patients who completed the questionnaire contact the practice by *phone* to book an appointment.
- **6%** of patients who completed the questionnaire contact the practice via the **internet/website** to book an appointment.
- **7.7%** of patients who completed the questionnaire attended the practice *in person* to book an appointment.

**Question 2. *How do you rate the way you are treated by the receptionists at your practice?***



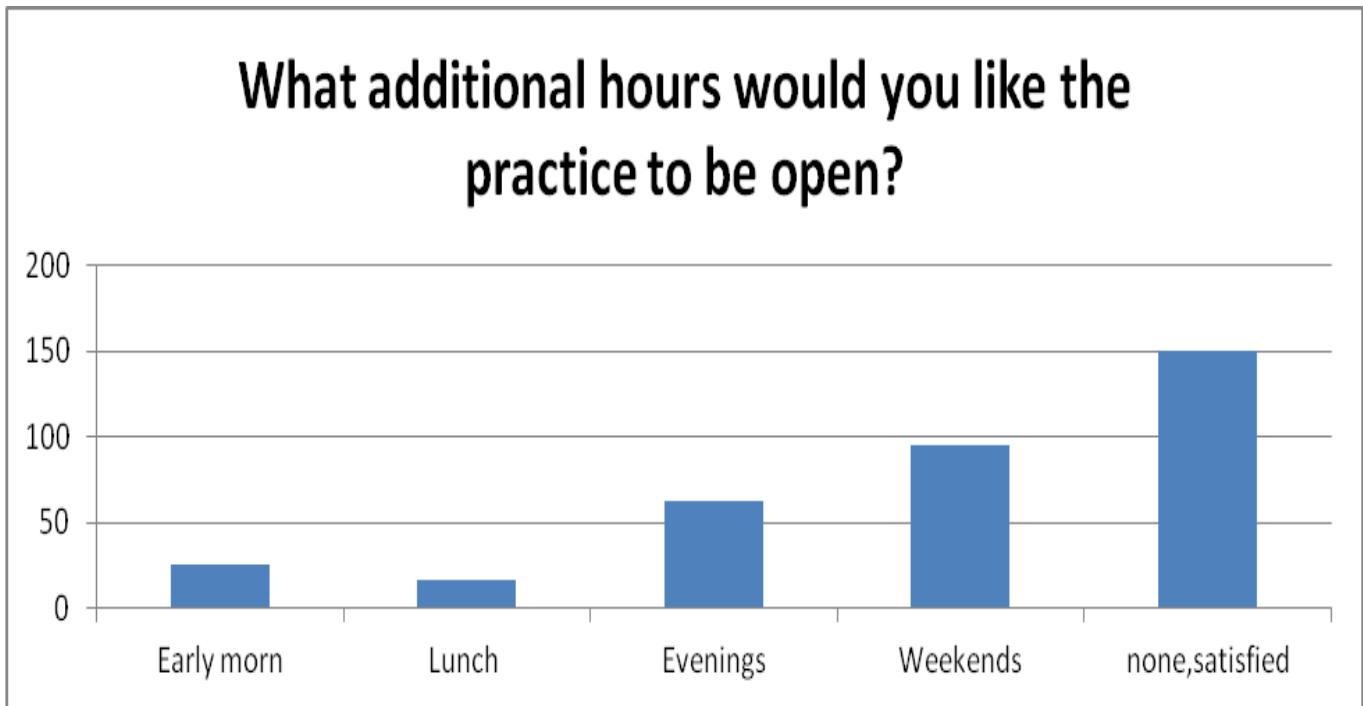
- **18%** of patients who completed the questionnaire rated their treatment by receptionists as an **excellent** experience.
- **41%** of patients who completed the questionnaire rated their treatment by receptionists as a **very good** experience.
- **28%** of patients who completed the questionnaire rated their treatment by receptionists as a **good** experience.
- **11.6%** of patients who completed the questionnaire rated their treatment by receptionists as a **fair** experience.
- **1.4%** of patients who completed the questionnaire rated their treatment by receptionists as being a **poor/very poor** experience.

**Question 3a. How do you rate the hours that your practice is open for appointments?**



- **11.9%** of patients who completed the questionnaire rated that the hours the practice was open as being **excellent**.
- **31.6%** of patients who completed the questionnaire rated that the hours the practice was open as being **very good**.
- **39.6%** of patients who completed the questionnaire rated that the hours the practice was open as being **good**.
- **14.2%** of patients who completed the questionnaire rated that the hours the practice was open as being **fair**.
- **1.7%** of patients who completed the questionnaire rated that the hours the practice was open as being **poor**.
- **0.85%** of patients who completed the questionnaire rated that the hours the practice was open as being **very poor**.

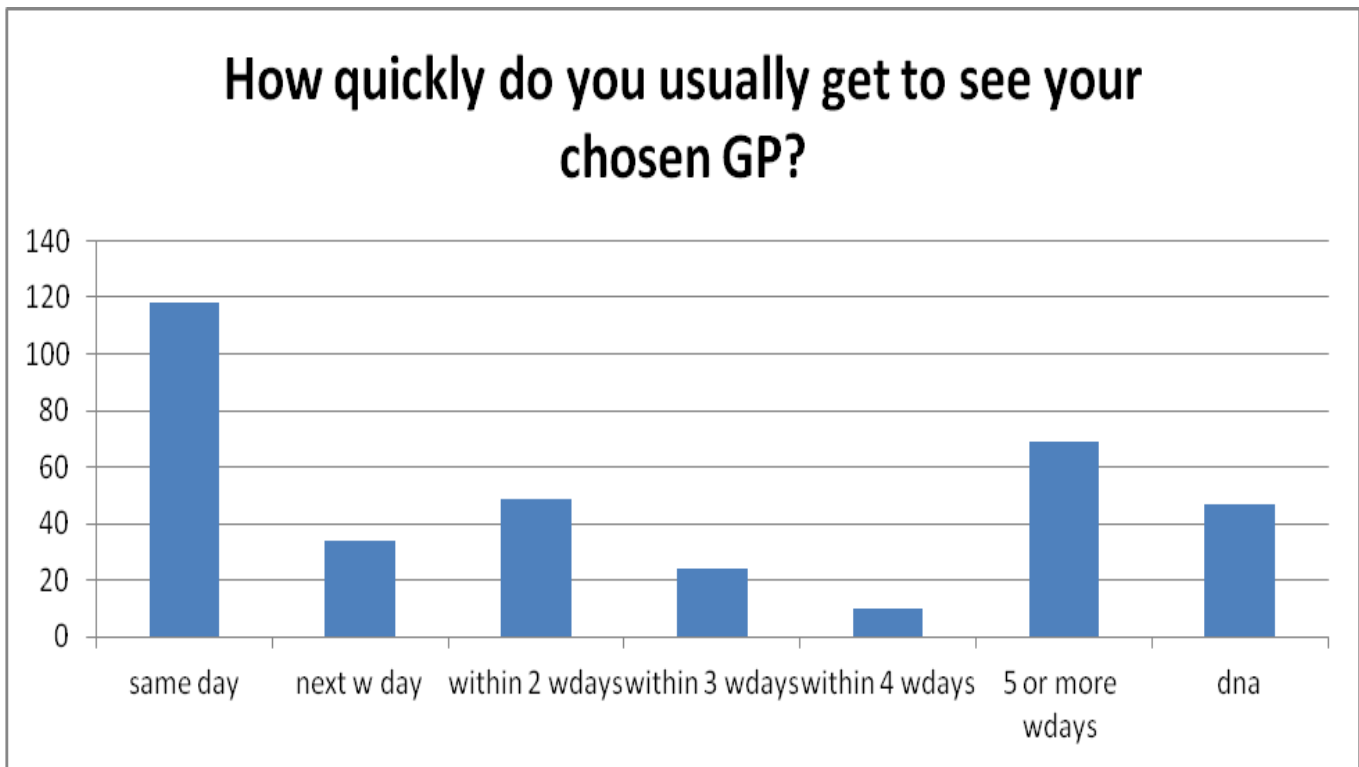
**Question 3b. What additional hours would you like the practice to be open?**



- **42.8%** of patients who completed the questionnaire stated that they were **satisfied** with the current provision.
- **27%** of patients who completed the questionnaire stated that they would like the practice to open additionally at **weekends**.
- **18%** of patients who completed the questionnaire stated that they would like the practice to provide additional opening in the **evenings**.
- **4.8%** of patients who completed the questionnaire stated that they would like the practice to provide additional opening at **lunchtimes**.
- **7.4%** of patients who completed the questionnaire stated that they would like the practice to provide additional opening **early mornings**.

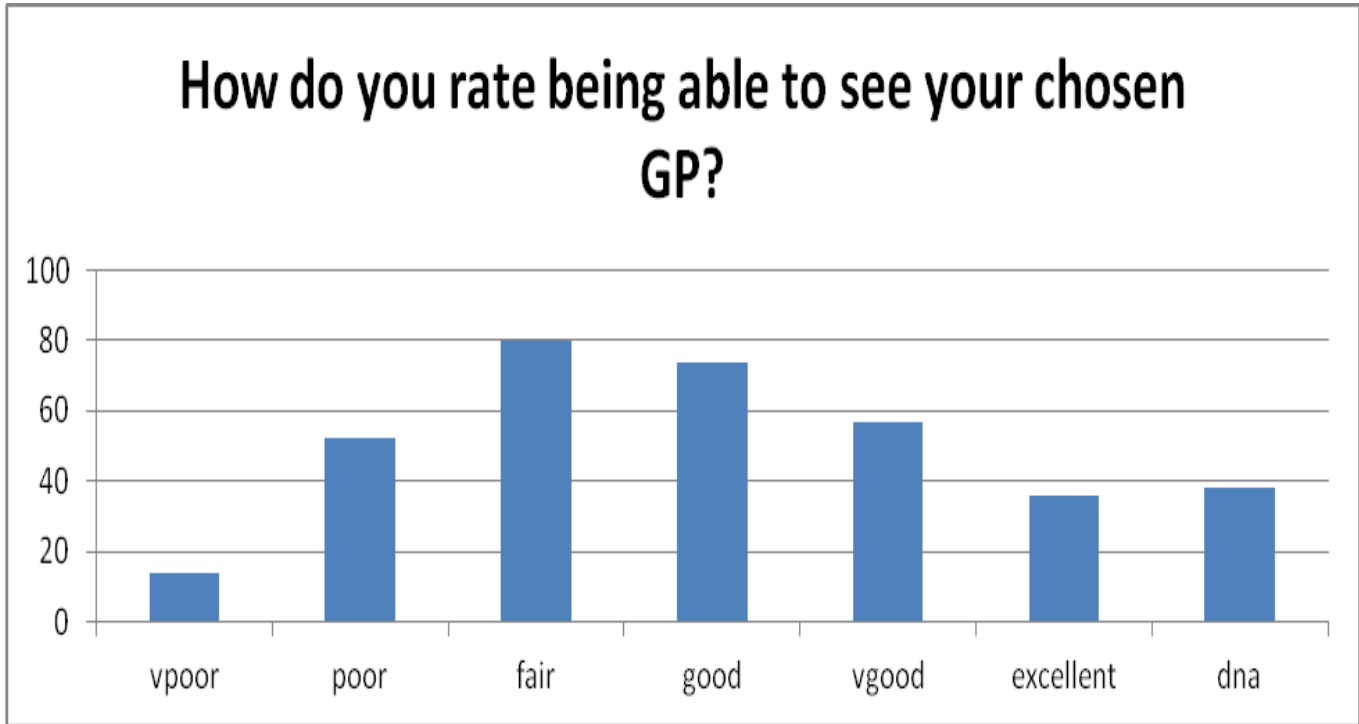


Question 4a. *Have you tried to book ahead for an appointment?*



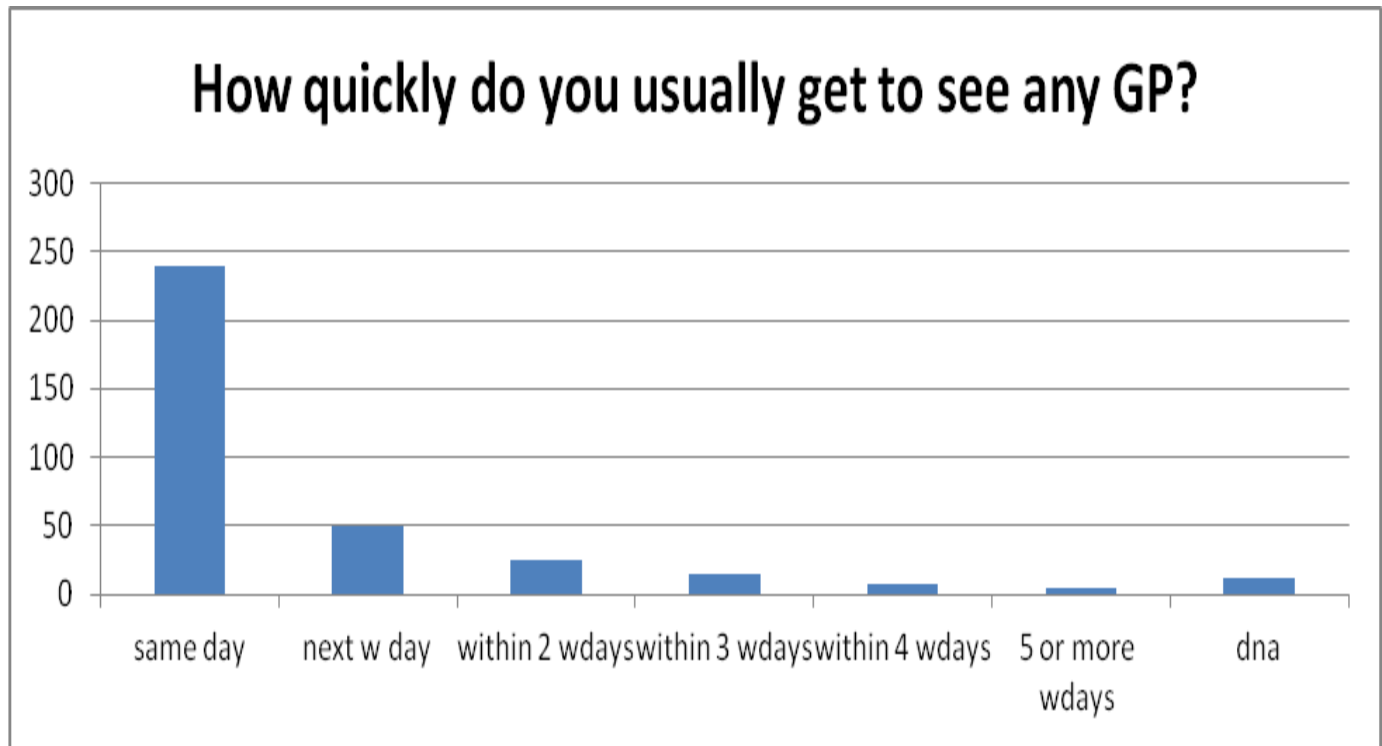
- **33.6%** of patients who completed the questionnaire stated that they did get to see their chosen GP on the **same day**.
- **9.7%** of patients who completed the questionnaire stated that they did get to see their chosen GP on the **next working day**.
- **14%** of patients who completed the questionnaire stated that they did get to see their chosen GP **within 2 working days**.
- **29.3%** of patients who completed the questionnaire stated that they did get to see their chosen GP **within 3, 4 or 5 working days**.
- **13.4%** of patients who completed the questionnaire **did not answer** the question.

Question 4b. *How did you rate being able to see your chosen GP?*



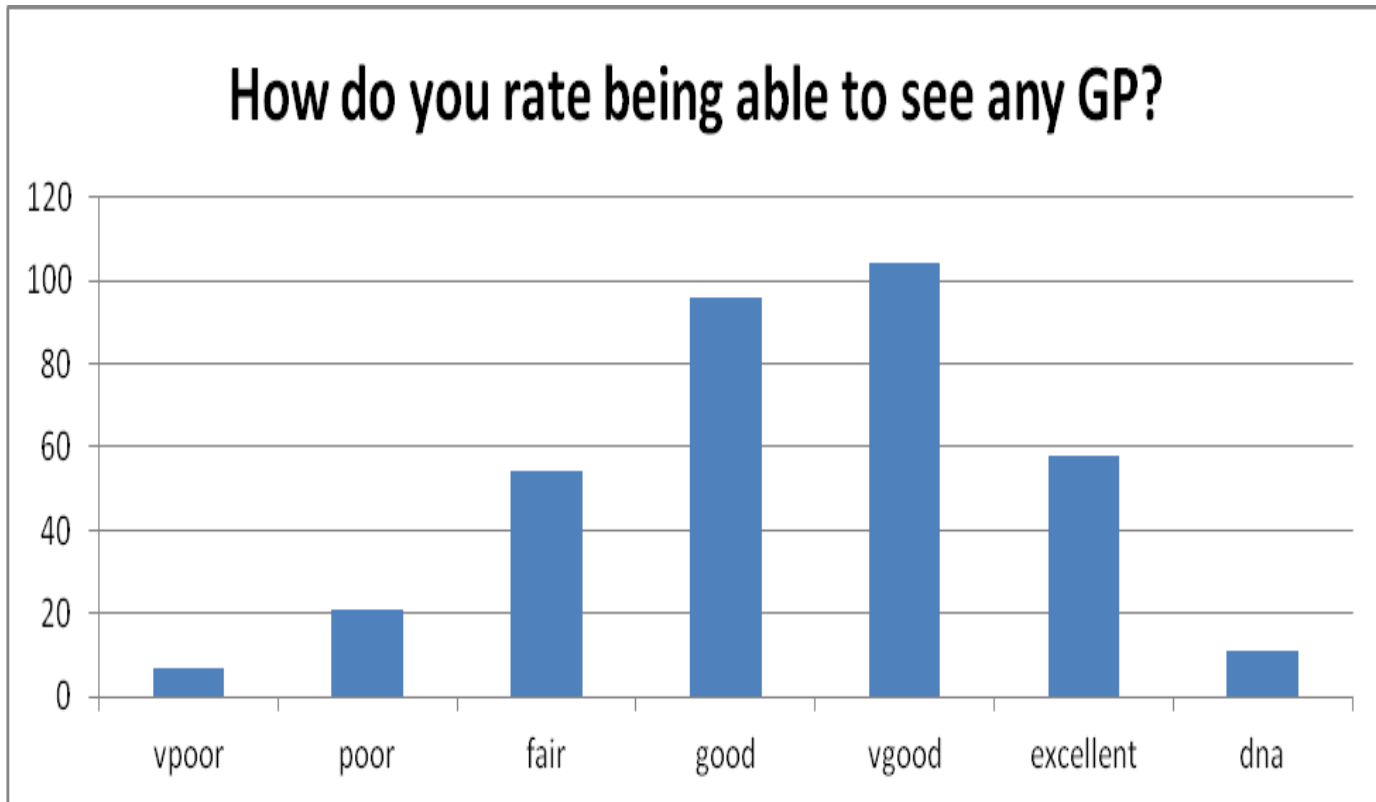
- **10.2%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **excellent**.
- **16.2%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very good**.
- **21%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **good**.
- **22.8%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **fair**.
- **14.8%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **poor**.
- **4%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very poor**.
- **10.8%** of patients who completed the questionnaire **did not answer** the question.

## Question 5a. How quickly do you usually get seen by any GP?



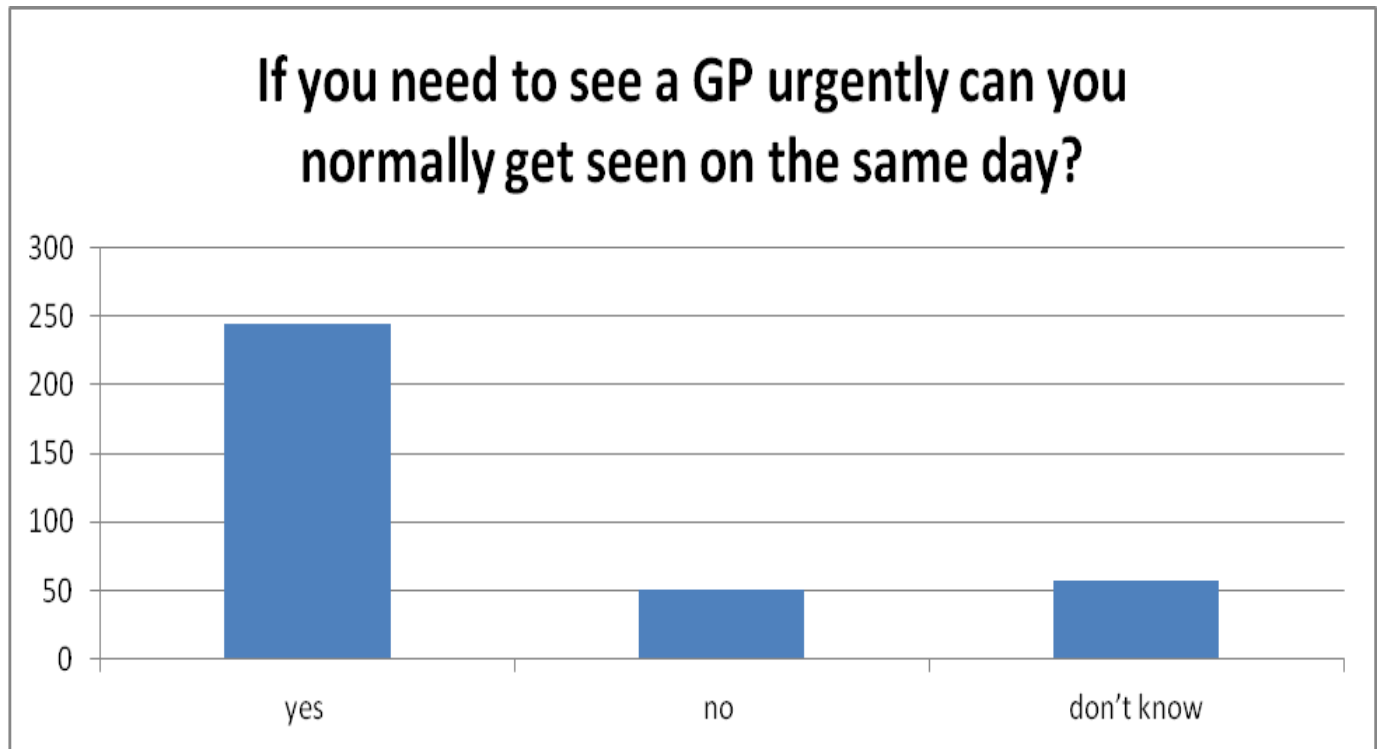
- **68%** of patients who completed the questionnaire stated that they did get to see any GP on the **same day**.
- **14.3%** of patients who completed the questionnaire stated that they did get to see any GP on the **next working day**.
- **7.2%** of patients who completed the questionnaire stated that they did get to see any GP on the **within 2 working days**.
- **7.4%** of patients who completed the questionnaire stated that they did get to see any GP on the **within 3, 4 or 5 working days**.
- **3.1%** of patients who completed the questionnaire **did not answer** the question.

Question 5b. *How do you rate being able to see any GP?*



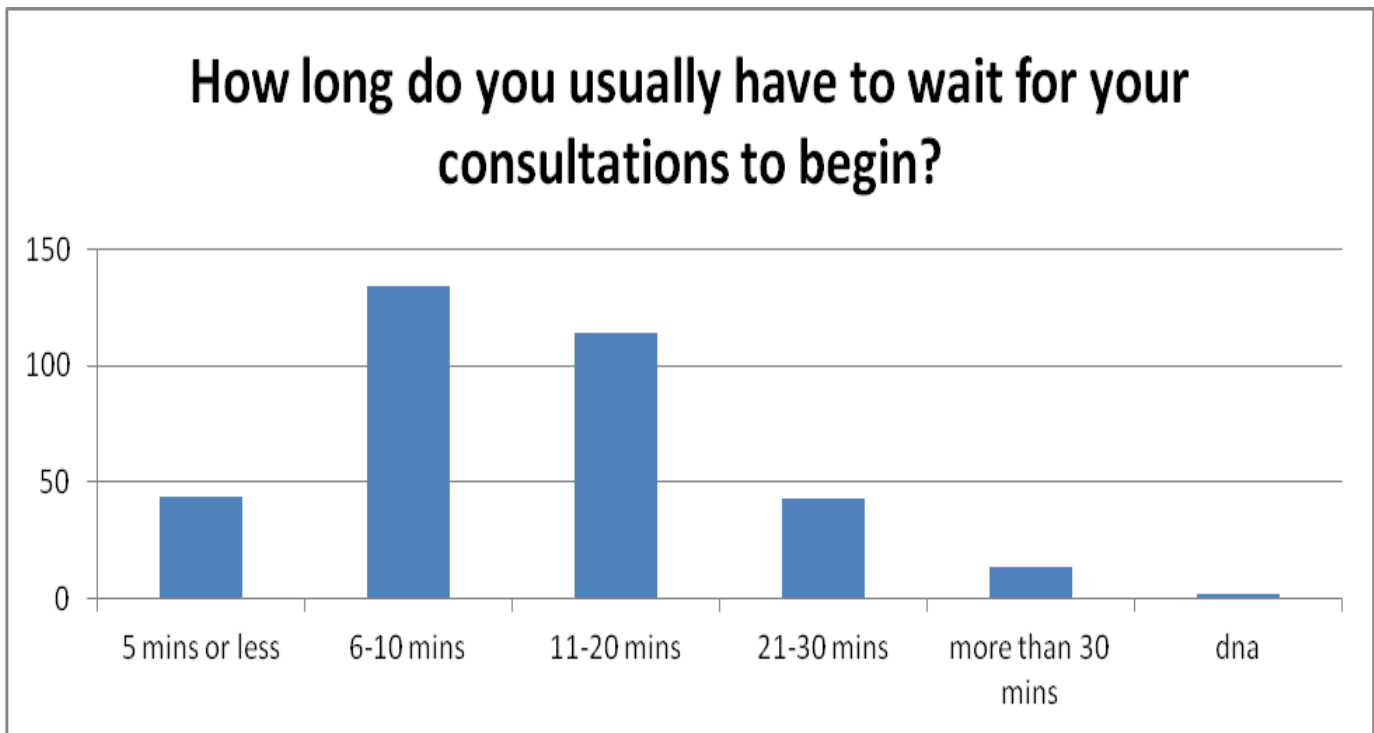
- **16.5%** of patients who completed the questionnaire rated that they are able to see any GP as being **excellent**.
- **29.6%** of patients who completed the questionnaire rated that they are able to see any GP as being **very good**.
- **27.4%** of patients who completed the questionnaire rated that they are able to see any GP as being **good**.
- **15.4%** of patients who completed the questionnaire rated that they are able to see any GP as being **fair**.
- **6%** of patients who completed the questionnaire rated that they are able to see any GP as being **poor**.
- **2%** of patients who completed the questionnaire rated that they are able to see any GP as being **very poor**.
- **3.1%** of patients who completed the questionnaire **did not answer** the question.

**Question 6. *If you need to see a GP urgently can you normally get seen the same day?***



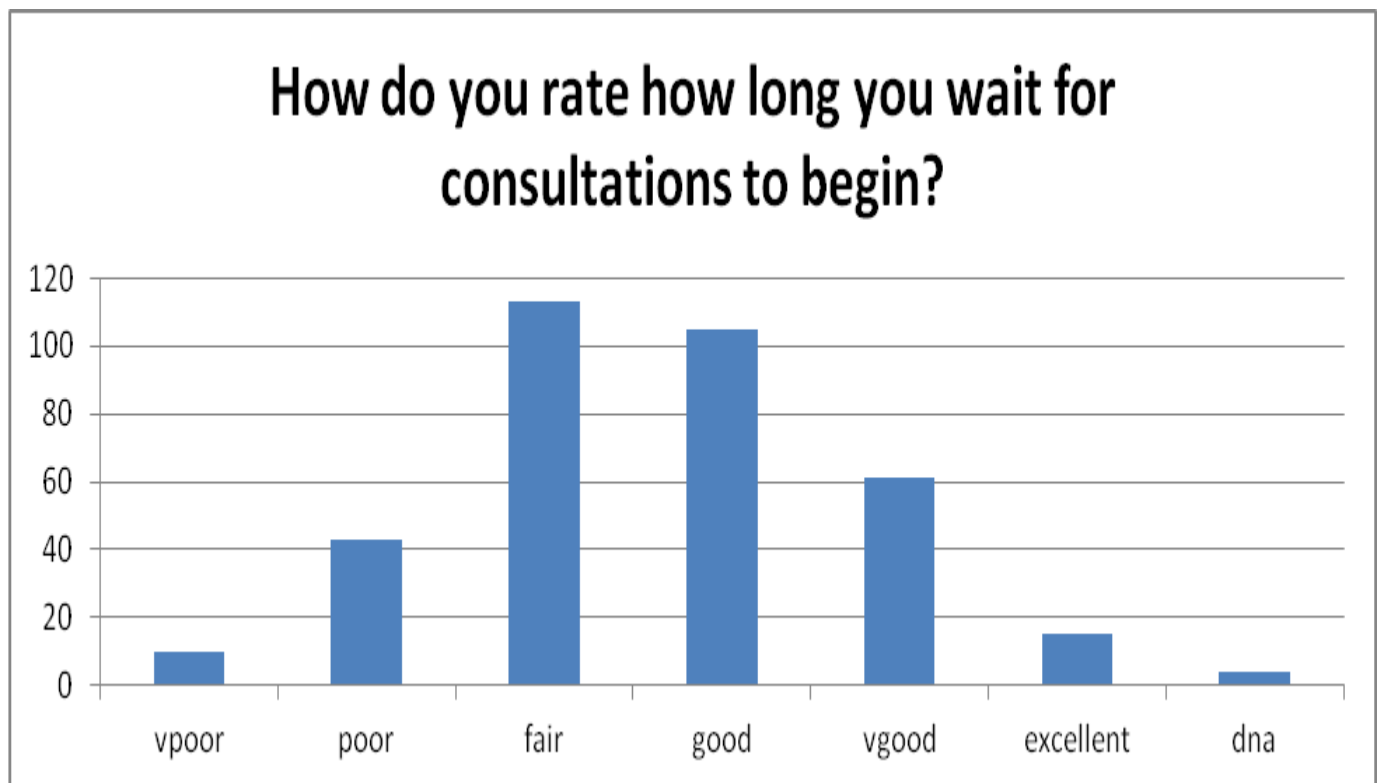
- **69.5%** of patients who completed the questionnaire stated that if they needed to see a GP urgently that they did get to be seen on the ***same day***.
- **14.2%** of patients who completed the questionnaire stated that if they needed to see a GP urgently that they did get to be seen on the ***same day***.
- **16.2%** of patients who completed the questionnaire stated that they had never tried to see a GP urgently if needed on the ***same day***.

**Question 7a. *How long do you normally have to wait for consultations to begin?***



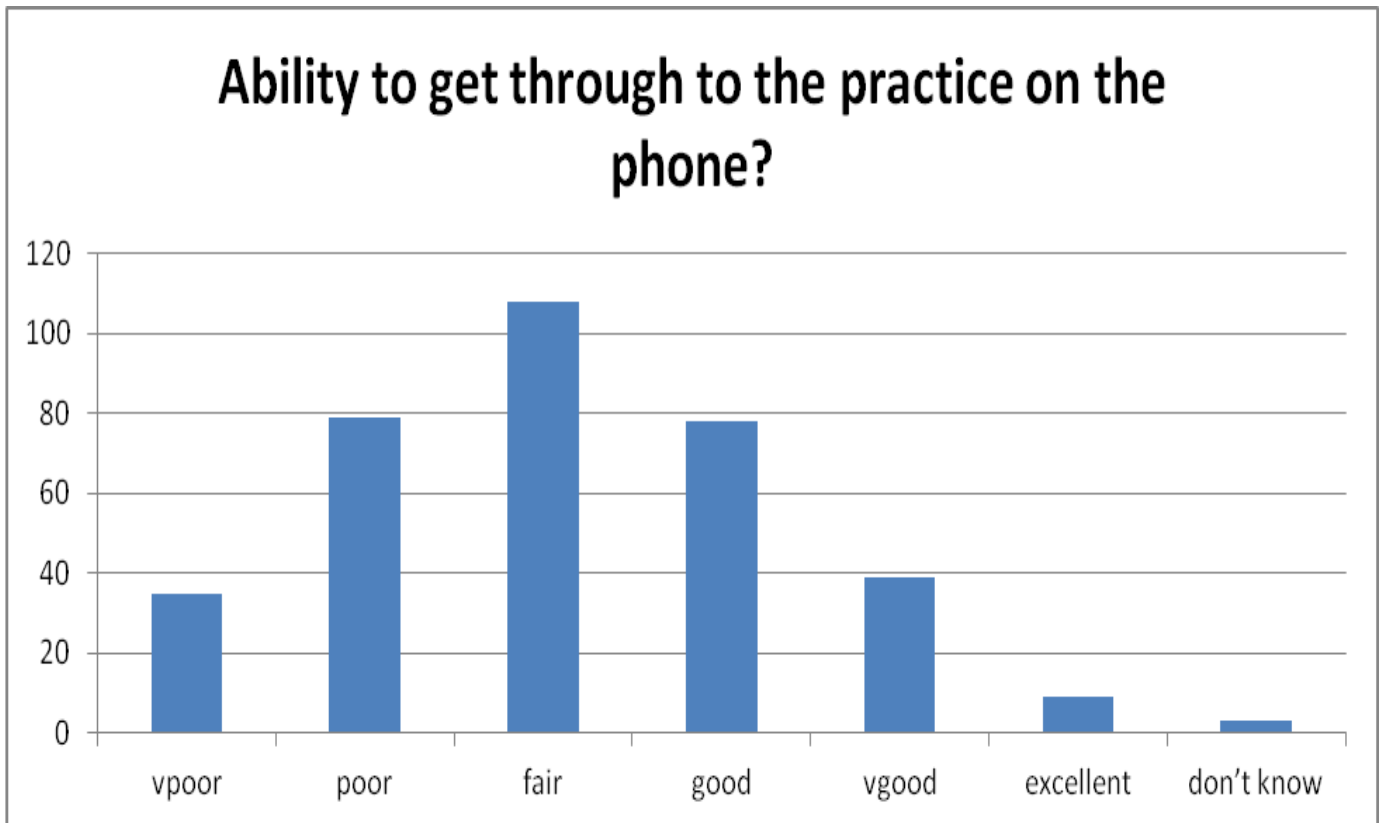
- **12.5%** of patients who completed the questionnaire stated that they wait **5mins or less** for consultations to begin.
- **38.2%** of patients who completed the questionnaire stated that they wait **6-10mins** for consultations to begin.
- **32.4%** of patients who completed the questionnaire stated that they wait **11-20mins** for consultations to begin.
- **12.25%** of patients who completed the questionnaire stated that they wait **21-30mins** for consultations to begin.
- **4%** of patients who completed the questionnaire stated that they wait **more than 30mins** for consultations to begin.
- **0.6%** of patients who completed the questionnaire **did not answer** the question

## Question 7b. *How do you rate being able to see any GP?*



- **4.3%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **excellent**.
- **17.4%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very good**.
- **29.9%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **good**.
- **32.2%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **fair**.
- **12.3%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **poor**.
- **2.8%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very poor**.
- **1.1%** of patients who completed the questionnaire **did not answer** the question.

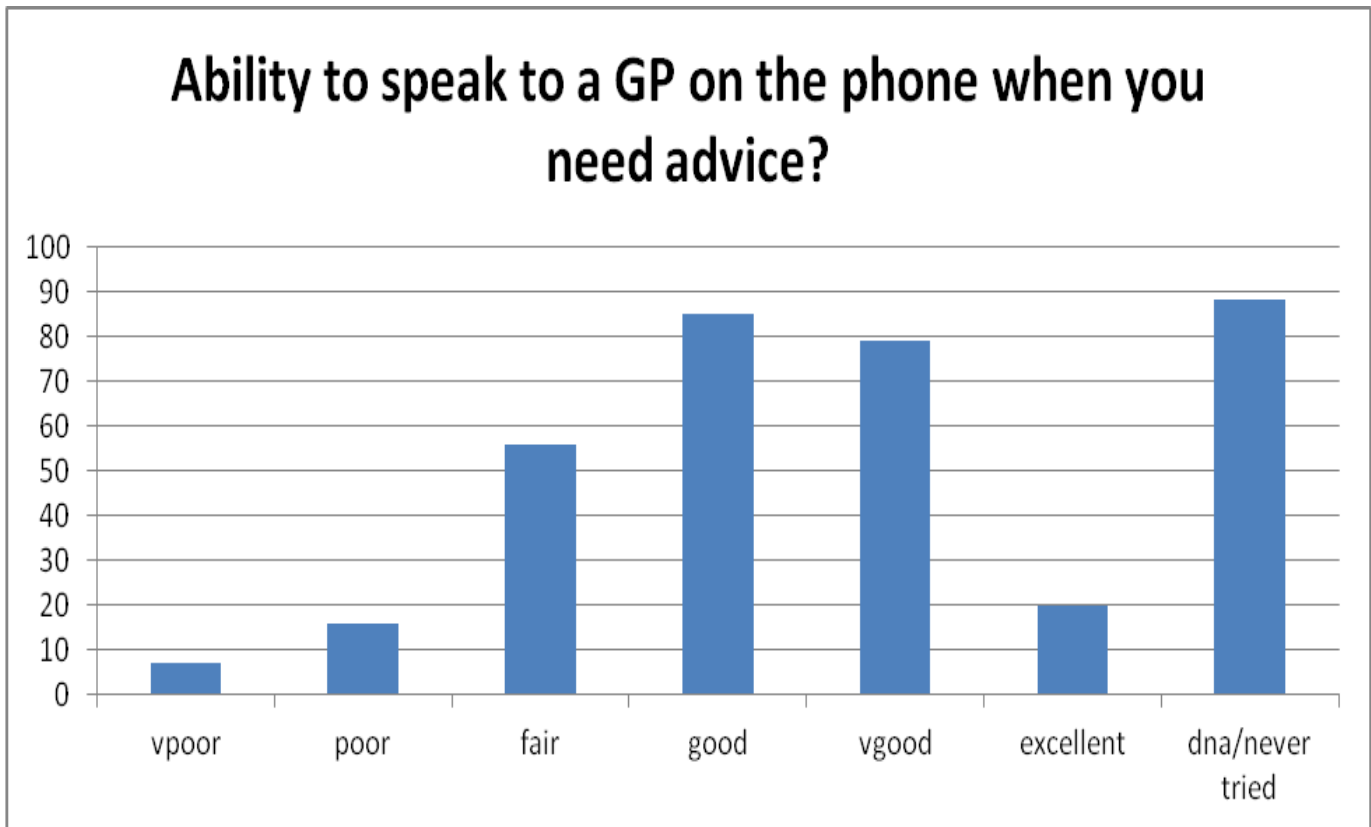
Question 8a. *Ability to get through to the Practice on the phone?*



- **2.6%** of patients who completed the questionnaire rated the ability to get through on the phone as being **excellent**.
- **11.1%** of patients who completed the questionnaire rated the ability to get through on the phone as being **very good**.
- **22.2%** of patients who completed the questionnaire rated the ability to get through on the phone as being **good**.
- **30.7%** of patients who completed the questionnaire rated the ability to get through on the phone as being **poor**.
- **9.9%** of patients who completed the questionnaire rated the ability to get through on the phone as being **very poor**.
- **0.85%** of patients who completed the questionnaire **did not answer** the question.

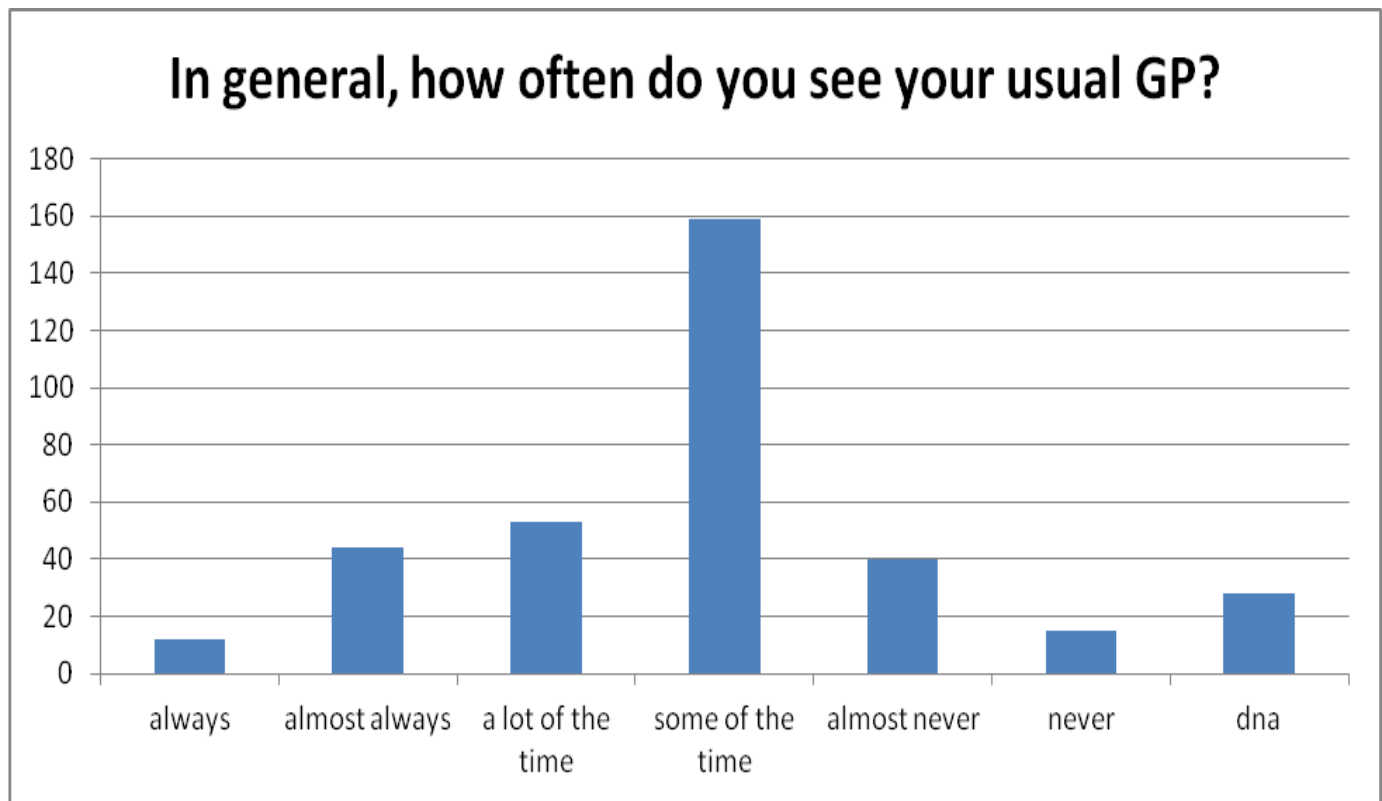


**Question 8b. Ability to speak to a GP on the phone when you need advice?**



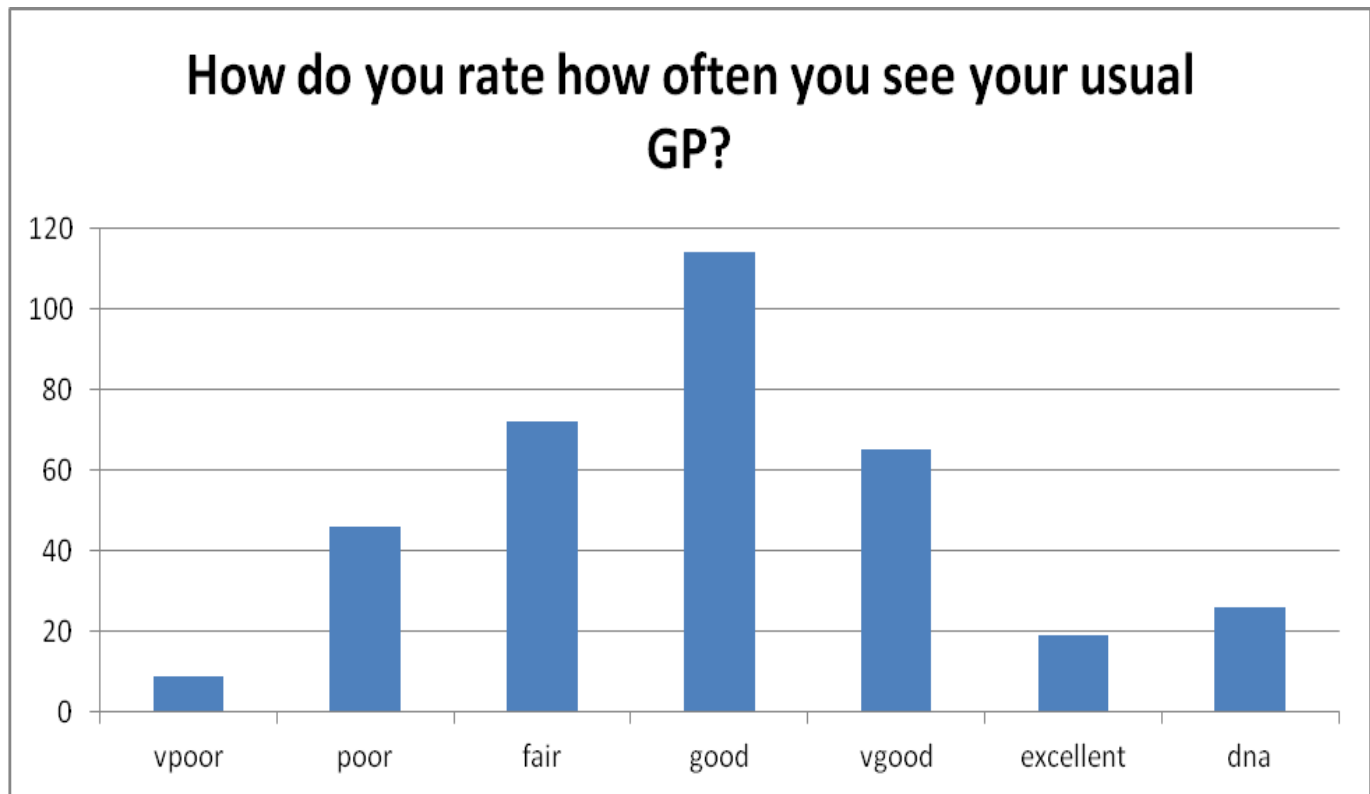
- **5.7%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **excellent**.
- **22.5%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **very good**.
- **24.2%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **good**.
- **15.9%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **fair**.
- **4.5%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **poor**.
- **2%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **very poor**.
- **25%** of patients who completed the questionnaire **did not answer** the question.

## Question 9a. In general, how often do you get to see your usual GP?



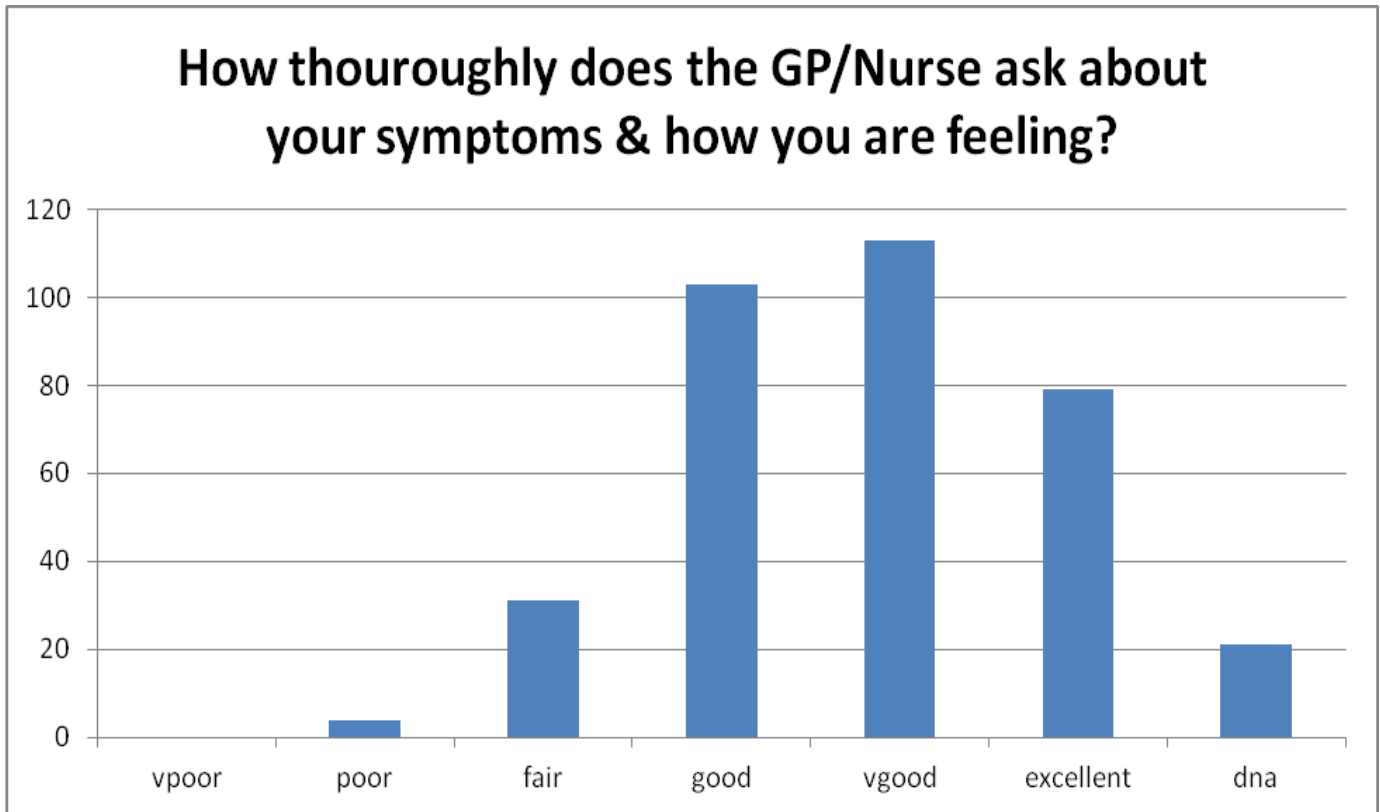
- **3.4%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***always***.
- **12.5%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***almost always***.
- **15.1%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***a lot of the time***.
- **45.3%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***some of the time***.
- **11.4%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***almost never***.
- **4.3%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***never***.
- **8%** of patients who completed the questionnaire ***did not answer*** the question.

## Question 9b. *How do you rate how often you see your usual GP?*



- **5.4%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **excellent**.
- **18.5%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **very good**.
- **32.5%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **good**.
- **20.5%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **fair**.
- **13.1%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **poor**.
- **2.6%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very poor**.
- **7.4%** of patients who completed the questionnaire **did not answer** the question.

**Question 10a. *How thoroughly does the GP/Nurse ask about your symptoms and how you are feeling?***



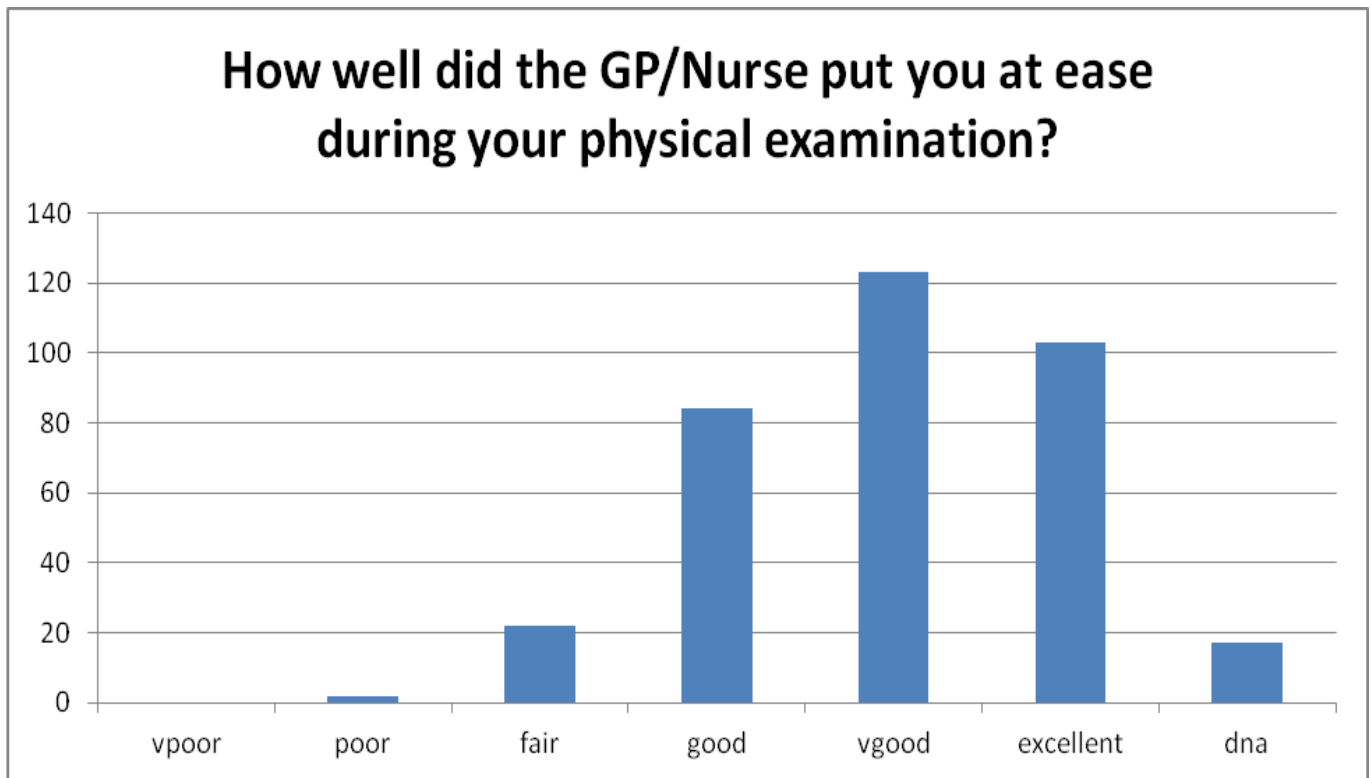
- **22.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **32.2%** of patients who completed the questionnaire answered the question as being **very good**.
- **29.3%** of patients who completed the questionnaire answered the question as being **good**.
- **8.8%** of patients who completed the questionnaire answered the question as being **fair**.
- **1.1%** of patients who completed the questionnaire answered the question as being **poor**.
- **6%** of patients who completed the questionnaire **did not answer** the question.

Question 10b. *How well does the GP/Nurse listen to what you have to say?*



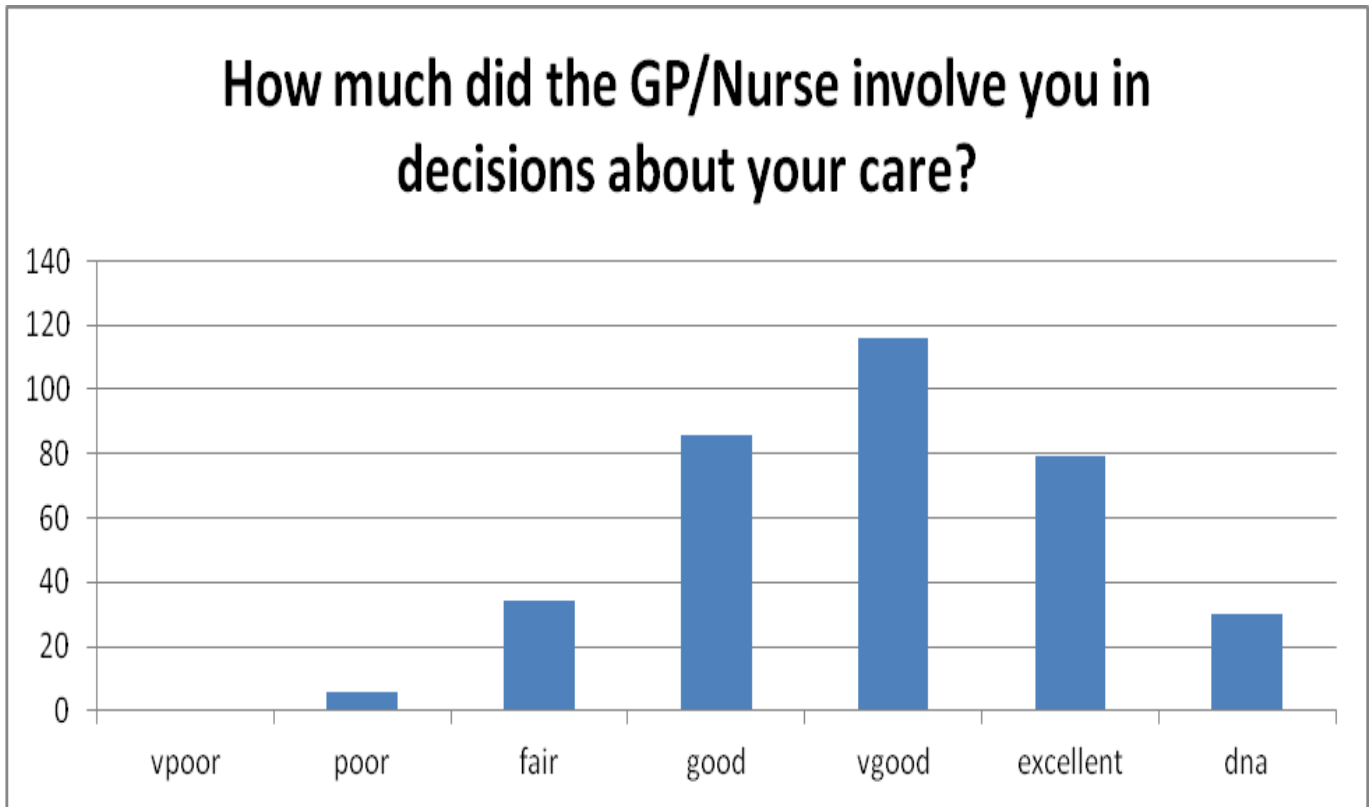
- **25.9%** of patients who completed the questionnaire answered the question as being **excellent**.
- **34.2%** of patients who completed the questionnaire answered the question as being **very good**.
- **25.9%** of patients who completed the questionnaire answered the question as being **good**.
- **8.8%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.57%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.28%** of patients who completed the questionnaire answered the question as being **very poor**.
- **4.3%** of patients who completed the questionnaire **did not answer** the question.

**Question 10c. *How well did the GP/Nurse put you at ease during your physical examination?***



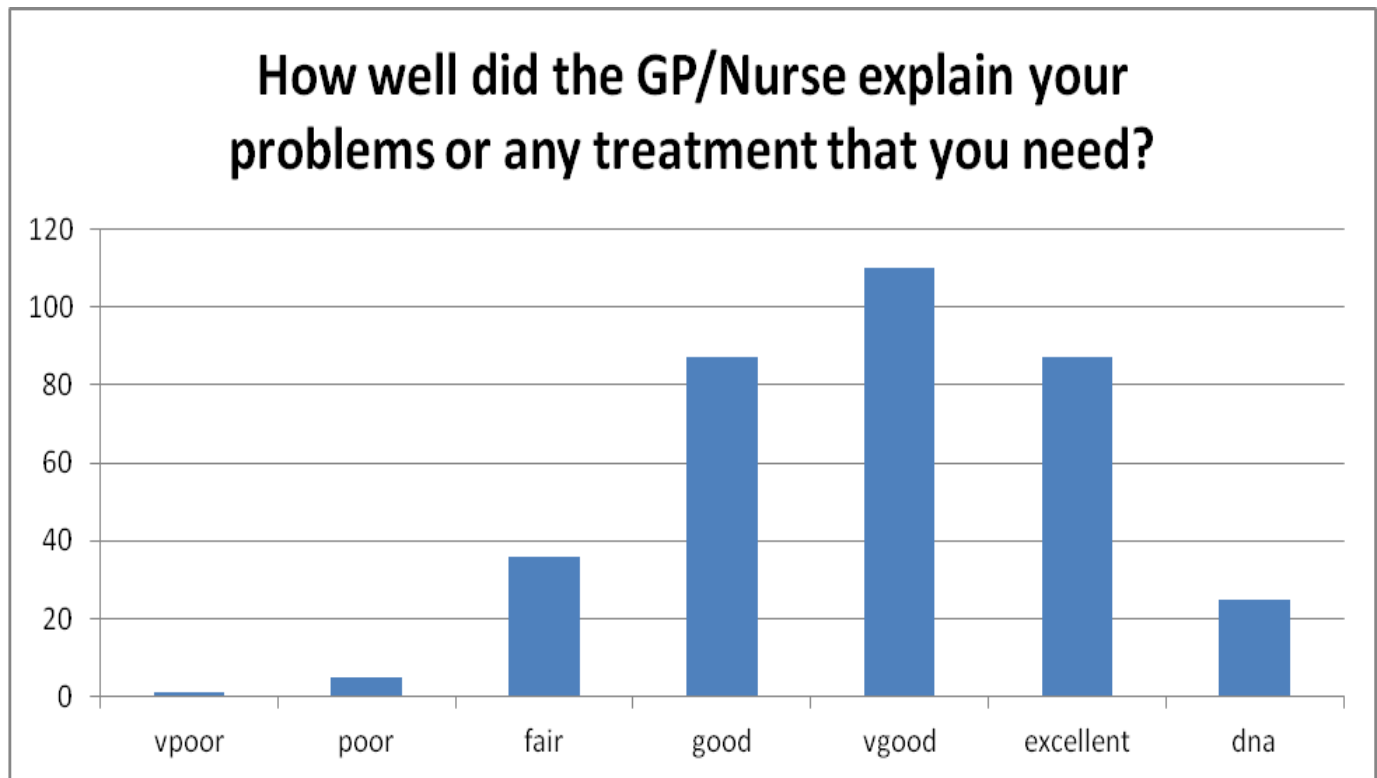
- **29.3%** of patients who completed the questionnaire answered the question as being **excellent**.
- **35%** of patients who completed the questionnaire answered the question as being **very good**.
- **23.9%** of patients who completed the questionnaire answered the question as being **good**.
- **6.3%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.57%** of patients who completed the questionnaire answered the question as being **poor**.
- **4.8%** of patients who completed the questionnaire **did not answer** the question.

**Question 10c. *How much did the GP/Nurse involve you in decisions about your care?***



- **22.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **33%** of patients who completed the questionnaire answered the question as being **very good**.
- **24.5%** of patients who completed the questionnaire answered the question as being **good**.
- **9.7%** of patients who completed the questionnaire answered the question as being **fair**.
- **1.7%** of patients who completed the questionnaire answered the question as being **poor**.
- **8.5%** of patients who completed the questionnaire **did not answer** the question

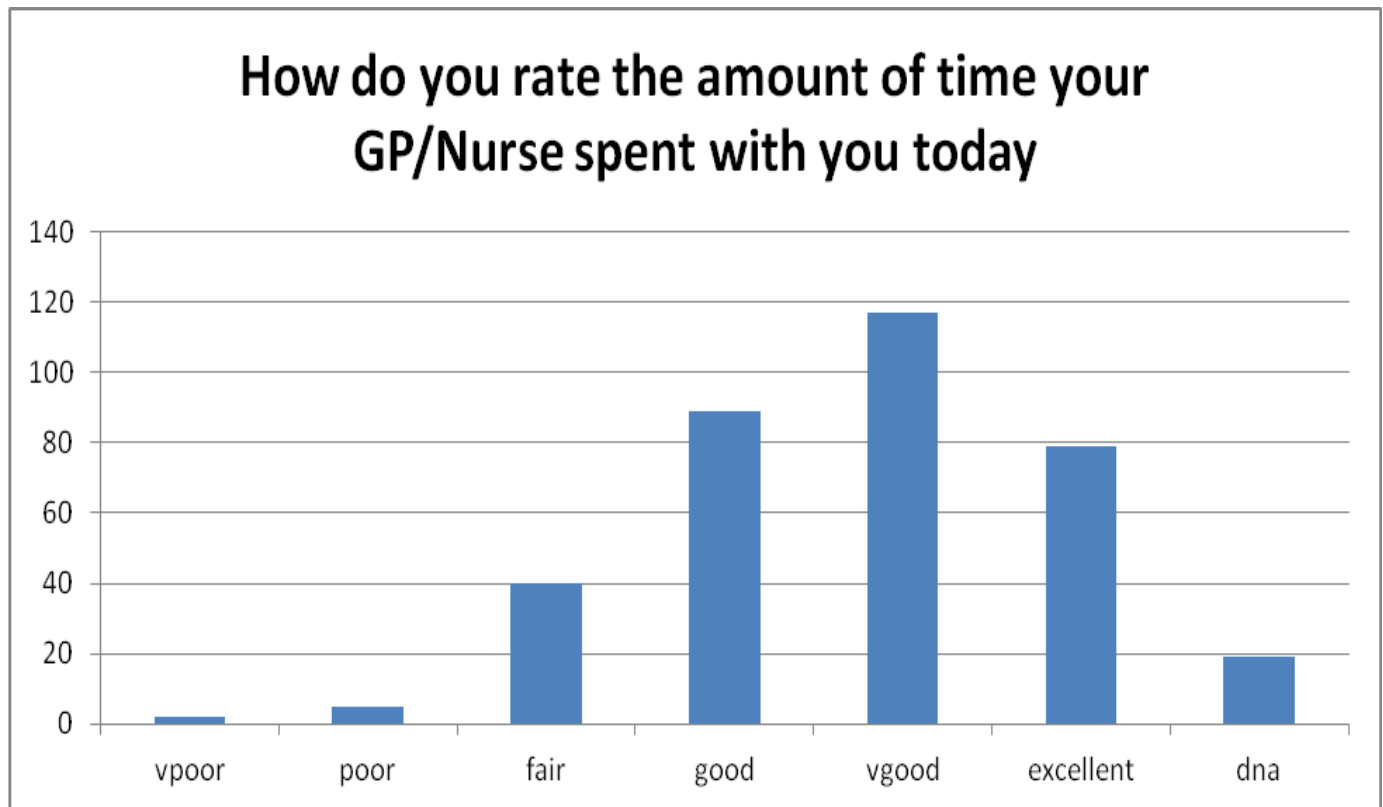
**Question 10d. *How well did the GP/Nurse explain problems or any treatment you need?***



- **24.7%** of patients who completed the questionnaire answered the question as being **excellent**.
- **31.3%** of patients who completed the questionnaire answered the question as being **very good**.
- **24.8%** of patients who completed the questionnaire answered the question as being **good**.
- **10.2%** of patients who completed the questionnaire answered the question as being **fair**.
- **1.4%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.28%** of patients who completed the questionnaire answered the question as being **very poor**
- **7.2%** of patients who completed the questionnaire **did not answer** the question

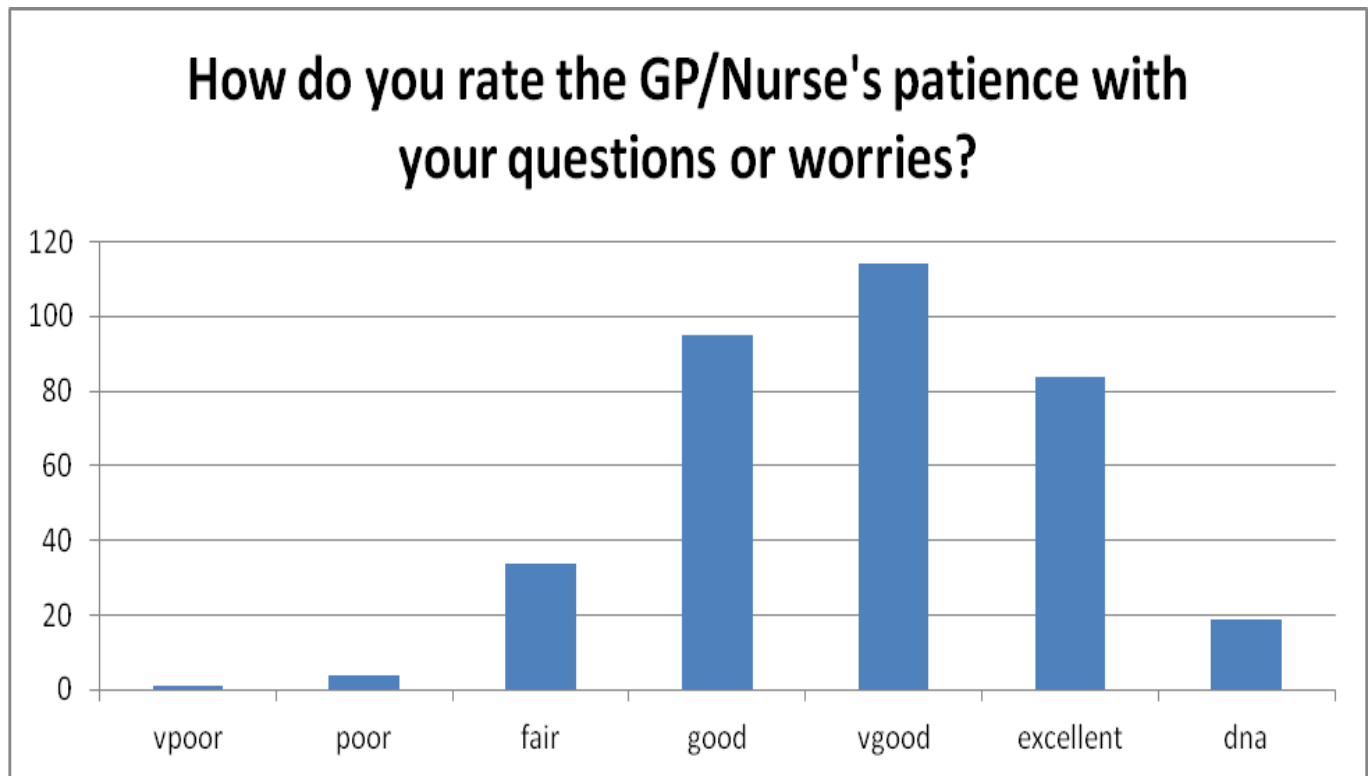


**Question 10e. *How do you rate the amount of time your GP/Nurse spent with you?***



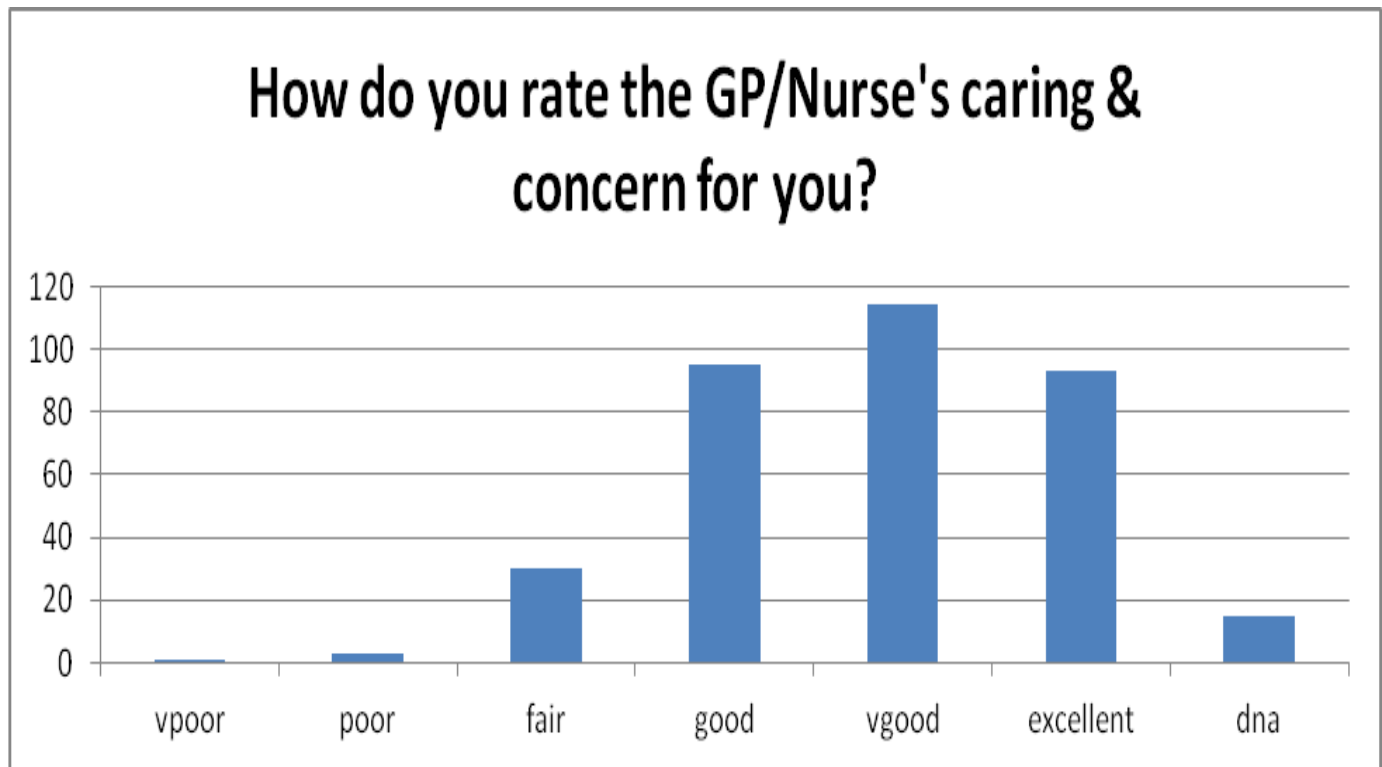
- **22.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **33.3%** of patients who completed the questionnaire answered the question as being **very good**.
- **25.4%** of patients who completed the questionnaire answered the question as being **good**.
- **11.4%** of patients who completed the questionnaire answered the question as being **fair**.
- **1.4%** of patients who completed the questionnaire answered the question as being **poor**
- **0.57%** of patients who completed the questionnaire answered the question as being **very poor**
- **5.4%** of patients who completed the questionnaire **did not answer** the question

**Question 10f. How do you rate the GP/Nurse's patience with your questions & worries?**



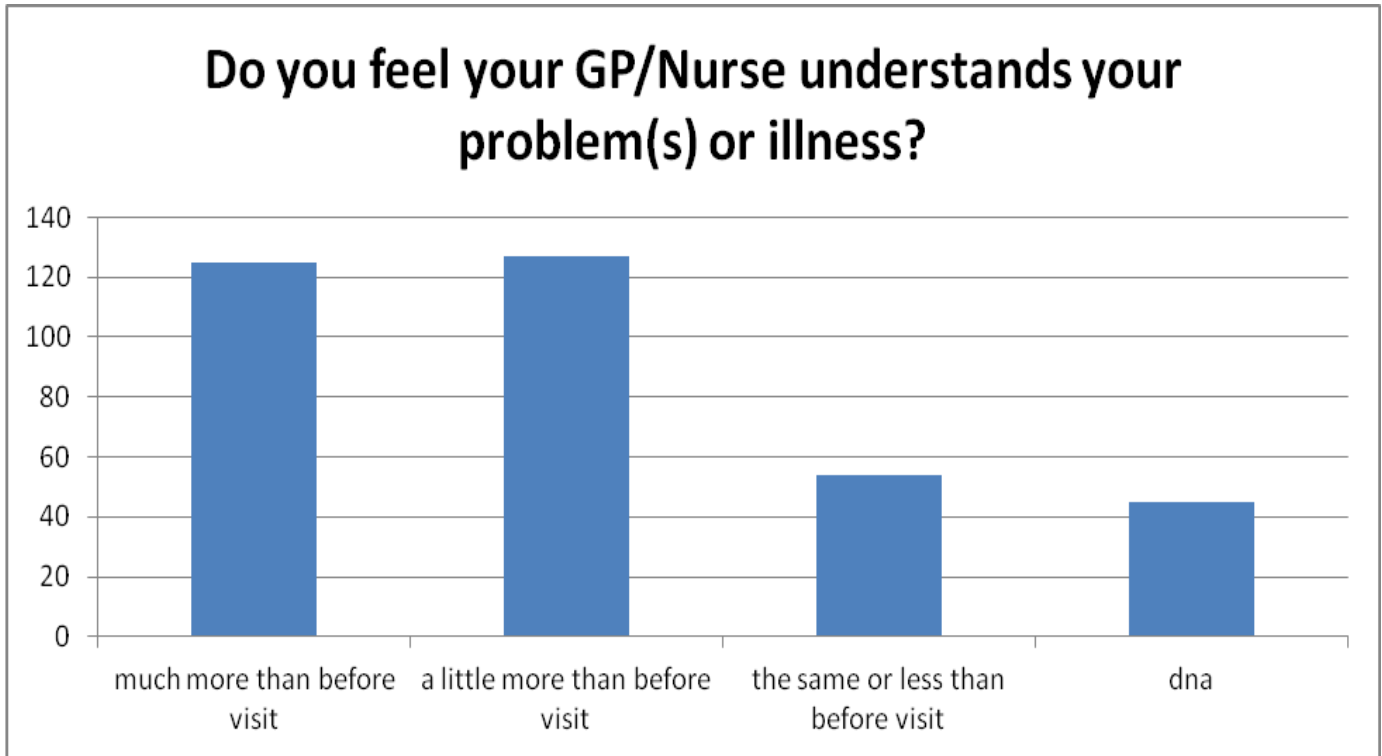
- **23.9%** of patients who completed the questionnaire answered the question as being **excellent**.
- **32.5%** of patients who completed the questionnaire answered the question as being **very good**.
- **27%** of patients who completed the questionnaire answered the question as being **good**.
- **9.7%** of patients who completed the questionnaire answered the question as being **fair**.
- **1.1%** of patients who completed the questionnaire answered the question as being **poor**
- **0.28 %** of patients who completed the questionnaire answered the question as being **very poor**
- **5.4%** of patients who completed the questionnaire **did not answer** the question

Question 10g. *How do you rate the GP/Nurse's caring and concern for you?*



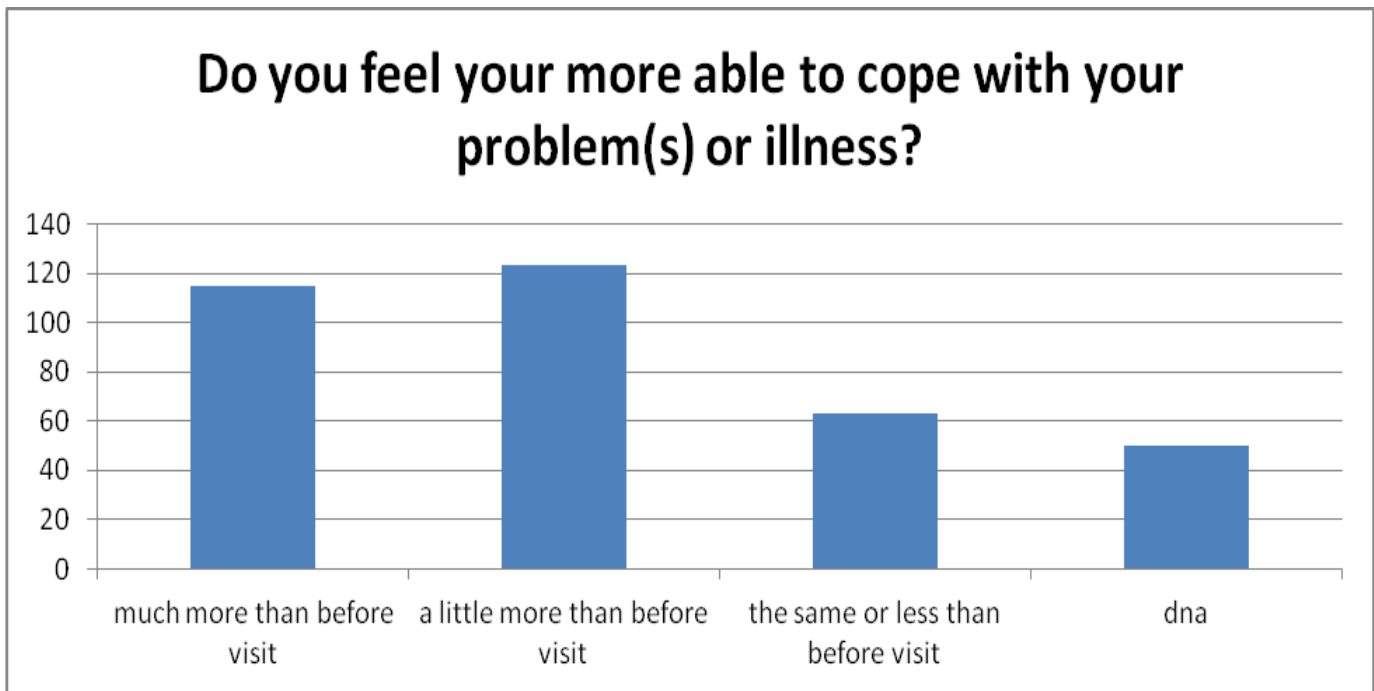
- **26.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **32.5%** of patients who completed the questionnaire answered the question as being **very good**.
- **27%** of patients who completed the questionnaire answered the question as being **good**.
- **8.5%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.85%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.28%** of patients who completed the questionnaire answered the question as being **very poor**
- **4.3%** of patients who completed the questionnaire **did not answer** the question

**Question 11a. Do you feel your GP/Nurse's understands your problem(s) and illness?**



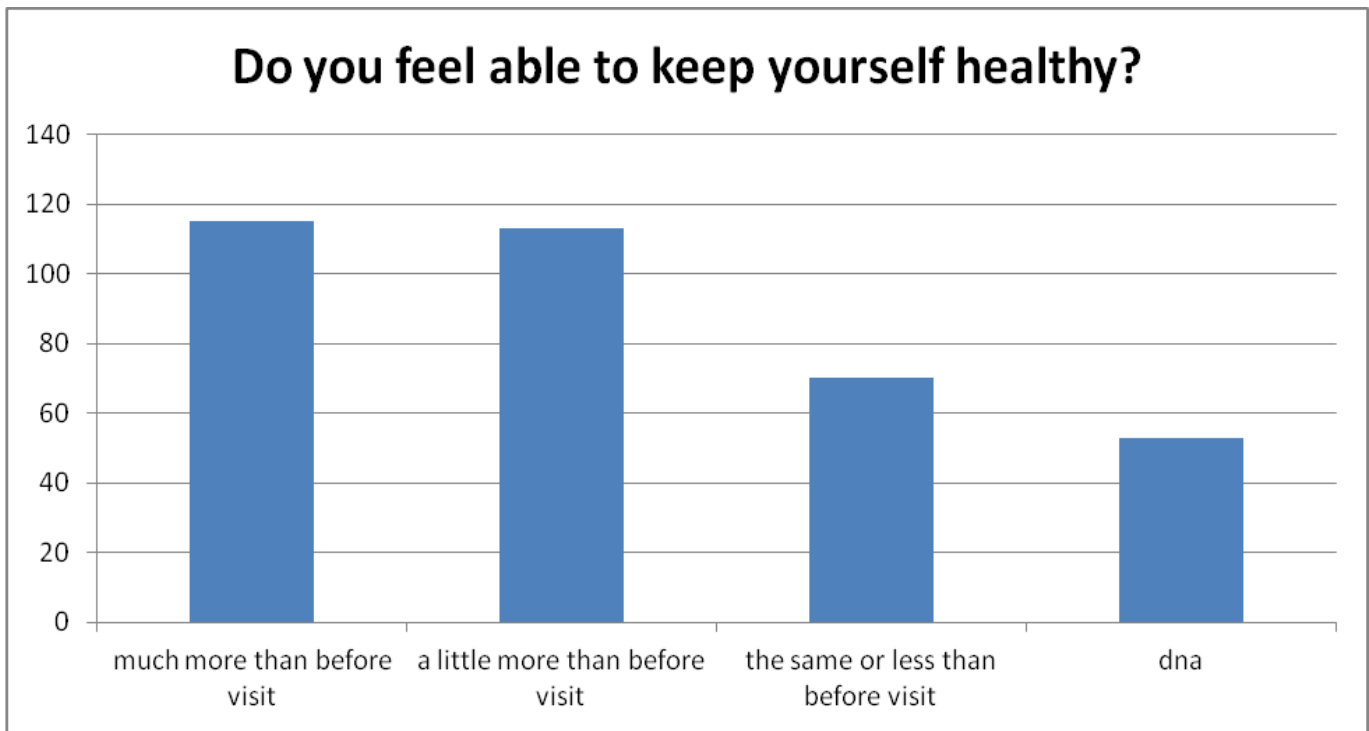
- **35.6%** of patients who completed the questionnaire answered the question as ***much more than before the visit.***
- **36.2%** of patients who completed the questionnaire answered the question as ***a little more than before the visit.***
- **15.4%** of patients who completed the questionnaire answered the question as ***the same or less than before the visit.***
- **12.9%** of patients who completed the questionnaire ***did not answer*** the question

**Question 11b. Do you feel more able to cope your problem(s) and illness?**



- **32.7%** of patients who completed the questionnaire answered the question as ***much more than before the visit.***
- **35%** of patients who completed the questionnaire answered the question as ***a little more than before the visit.***
- **18%** of patients who completed the questionnaire answered the question as ***the same or less than before the visit.***
- **14.3%** of patients who completed the questionnaire ***did not answer*** the question

Question 11c. *Do you feel able to keep yourself healthy?*



- **32.7%** of patients who completed the questionnaire answered the question as ***much more than before the visit.***
- **32.2%** of patients who completed the questionnaire answered the question as ***a little more than before the visit.***
- **20%** of patients who completed the questionnaire answered the question as ***the same or less than before the visit.***
- **15.1%** of patients who completed the questionnaire ***did not answer*** the question

**Question 12. *All things considered, how satisfied are you with your practice?***



- Overall **91.5%** of patients have stated that they are **satisfied** with the practice, the breakdown of which is as follows:
- **20.2%** of patients who completed the questionnaire answered the question as being **completely satisfied** with the practice.
- **39.3%** of patients who completed the questionnaire answered the question as being **very satisfied** with the practice.
- **32%** of patients who completed the questionnaire answered the question as being **fairly satisfied** with the practice.
- **4%** of patients who completed the questionnaire answered the question as being **neutral** about the practice.
- **2.3%** of patients who completed the questionnaire answered the question as being **fairly dissatisfied** with the practice.
- **1.4%** of patients who completed the questionnaire answered the question as being **very dissatisfied** with the practice.
- **0.8%** of patients who completed the questionnaire answered the question as being **completely dissatisfied** with the practice.

# APPENDIX 1



## **PRACTICE PATIENT PARTICIPATION GROUP**



Do you want to improve health and health services  
in your local community?

**Do you want to have the opportunity to have a  
voice and get involved in the way your health  
service is run?**

Do you want to help shape and improve services  
and even get involved in shaping and delivering  
new and exciting services?

If you answered **YES** to any of the above questions then you may be the right  
person to join our ***NEW Practice Patient Participation Group***.

**Let us hear about your experiences, views and ideas for making services better.**

**The Practice is looking for people from all ages and backgrounds who are  
enthusiastic about influencing and improving the way that local healthcare is  
delivered.**

**If you are interested, please ask for the Practice Patient Participation Group  
Application Form at Reception.**

**If you have any questions or queries please do not hesitate to contact  
Kevin Duggan (Practice Manager)  
On  
01977 797078 or 0844 4773784**

Dr Watson & Partners  
**PATIENT PARTICIPATION GROUP APPLICATION FORM**

**Making Services Better: Your Views**

Dr Slack & Partners is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people like you about your experiences, views, and ideas for making services better.

If you are interested in getting involved, please complete and return this form to Kevin Duggan (Practice Manager) at the Surgery.

By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

<b>Name:</b>		<b>Postcode:</b>	
<b>Email Address:</b>			

**What sort of things might you be interested in taking part in?**

*Please tick all Blank boxes that apply to you.*

<b>Attending meetings during the day</b>	
<b>Attending meetings during the evening</b>	
<b>Questionnaires</b>	
<b>Telephone Interviews</b>	
<b>Face to face interviews</b>	
<b>Receiving newsletters and updates</b>	
<b>Other events and initiatives</b>	
<b>Please tell us if you have any ideas about other ways you could tell us your views:</b>	

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice.

Are You?	Male		Female	
<b>Age Group</b>	<b>Under 16</b>		<b>17 – 24</b>	
	<b>35 – 44</b>		<b>45 – 54</b>	
	<b>65 – 74</b>		<b>75 – 84</b>	
	<b>25 – 34</b>		<b>65 – 64</b>	
			<b>Over 84</b>	

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with?

<b>White:</b>			
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>
<b>Mixed:</b>			
White & Black Caribbean	<input type="checkbox"/>	White & Black African	White & Asian <input type="checkbox"/>
<b>Asian or Asian British:</b>			
Indian	<input type="checkbox"/>	Pakistani	Bangladeshi <input type="checkbox"/>
<b>Black or Black British:</b>			
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>
<b>Chinese or other ethnic Group:</b>			
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>

How would you describe how often you come to the practice?

Regularly	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>	Very rarely	<input type="checkbox"/>
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*Thank you.*

*Please note that no medical information or questions will be responded to.*

*The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.*

*The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.*

# APPENDIX 2

# THE FRIARWOOD SURGERY

TEL: 0844 477 3784 or 1977 797078

FAX: (01977) 690713

CARLETON GLEN

PONTEFRACT

WEST YORKSHIRE

WF8 1SU

## **PATIENT PARTICIPATION GROUP (PPG)**

### **TERMS OF REFERENCE**

#### **1. INTRODUCTION**

The key role of the group is to bring together patients, doctors and members of the practice team to work in partnership in order to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

#### **2. MEMBERSHIP**

The group is open to all practice patients and staff.

#### **3. CHAIRING THE MEETINGS**

The Chair of the group will be agreed on a voluntary basis (currently Kath Evans); appointments to this role will be reviewed on a 6/12 monthly basis.

In the event of the Chair's absence the Practice Manager will chair the group.

#### **4. ARRANGEMENTS FOR THE CONDUCT OF BUSINESS**

Quorum – Quorum for the PPG constitutes a minimum of 5 members attending with no less than 3 representatives. This must include the Chair, Secretary, Treasurer plus 2 others. If minimum attendance is not met, the meeting will be re-scheduled.

Frequency of Meetings – PPG will normally expect to meet at least 10 times per year with the option of additional extraordinary meetings to address specific issues.

Members must declare any interest that may conflict with their role in the group. If any member is unclear about conflicting interest, they should declare this and seek further guidance.

Members must commit to attending 50% of meetings as a minimum expectation.

Send apologies if you are unable to attend the meeting.

Only one person to speak at a time.

Treat each other with respect even if you do not agree with things that are being said. Challenge politely.

Mobile phones - switch to Silent Mode/turn off.

All members of the group will be contacted in advance and invited to raise items to be placed on the agenda.

Stick to the agenda but leave time for any other business.

Meeting is not to talk about individuals but issues raised.

Everyone must respect confidentiality. Sometimes we must decide not to write things down or tell other people about what we have heard.

If someone is bad mannered/rude, they can be asked to leave the meeting.

If someone can no longer commit to the PPG, they must inform the Chair.

## **5. ROLE AND FUNCTIONS**

Act as a planning tool – can be consulted on service development and provision.

Provide feedback on patients' needs, concerns and interests.

Feed back information from the community, in general, which may affect healthcare.

Give patients a voice in the organisation of their care.

Give feedback to NHS Trusts on consultations.

Liaise with other Patient Participation Groups in the area.

Will not act as a forum for discussion of personal or health-related complaints against the Practice.

## **6. RELATIONSHIPS AND REPORTING**

Practice Manager operates an 'open door' policy and is willing to discuss PPG issues.

**6.5 Commissioning Group** – It is proposed to have PPG representation on this group (details yet to be finalised).

## **7. REVIEW OF TERMS OF REFERENCE**

These Terms of Reference will be reviewed annually.

**Date:** 12<sup>th</sup> April 2011 **Approved by:** K.Duggan **Designation:** Practice Manager

# APPENDIX 3

# THE FRIARWOOD SURGERY

TEL: 0844 477 3784 or 01977 797078

FAX: (01977) 690713

CARLETON GLEN

PONTEFRACT

WEST YORKSHIRE

WF8

1SU

**Mr K Duggan**

Our ref: KD/PPG

31st October 2012

Dear

Re: Patient Participation Group (PPG)

Please find enclosed the minutes from the October meeting and additionally enclosed for your comments a patient survey we are currently asking patients to complete to let us know what they think about the Practice. Yours own personal views on the survey (and the Practice) would be appreciated.

This letter also informs you that the next meeting is **Tuesday 27<sup>th</sup> November (6.30 -8.00pm)** and all are welcome.

If you need to discuss further please contact me by letter (address above), by phone (08444773784 or 01977 797078), by fax (number above), or by e-mail on [Kevin.duggan@wakeha.nhs.uk](mailto:Kevin.duggan@wakeha.nhs.uk)

Look forward to meeting you in the near future.

Yours sincerely,

K. Duggan  
Practice Manager



# APPENDIX 4

# Friarwood Surgery Patient Group Survey

Dear Patient

We would be grateful if you would complete this survey about your general practice and any recent visits.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable the Friarwood Patient Participation Group to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and we will NOT be able to identify your individual responses.

Thank you

1 How do you normally **book** your appointments? Please circle **By Telephone** **Face to Face** **On the Internet**

2 How do you rate the way you are treated by **receptionists** at your practice?

	Very poor	Poor	Fair	Good	Very good	Excellent
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3 a) How do you rate the **hours** that your practice is open for appointments?

	Very poor	Poor	Fair	Good	Very good	Excellent
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) What **additional** hours would you like the practice to be open? (please tick all that apply)

	Early morning	Lunch times	Evenings	Weekends	None, I am satisfied
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

4 Thinking of times when you want to see a **particular** doctor: (please tick one box only)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
a) How <b>quickly</b> do you usually get to see that doctor?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
b) How do you rate this?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**5** Thinking of times when you are willing to see **any** doctor: (please tick one box only)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
a) How <b>quickly</b> do you usually get seen?	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How do you rate this?	Very poor <input type="checkbox"/> 1	Poor <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Good <input type="checkbox"/> 4	Very good <input type="checkbox"/> 5	Excellent <input type="checkbox"/> 6	Does not apply <input type="checkbox"/> 7

**6** If you need to see a GP **urgently**, can you normally get seen on the same day?

Yes	No	Don't know/never needed to
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**7** a) How long do you usually have to **wait** at the practice for your consultations to begin? (please tick one box only)

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**8** Thinking of times you have **phoned** the practice, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/never tried
a) Ability <b>to get through to</b> the practice on the phone?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) Ability to <b>speak to</b> a doctor on the phone when you have a question or need medical advice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**9** This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 10.

	Always	Almost always	A lot of the time	Some of the time	Almost never	Never
a) In general, how often do you see your <b>usual doctor</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) How do you rate this?	Very poor <input type="checkbox"/> 1	Poor <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Good <input type="checkbox"/> 4	Very good <input type="checkbox"/> 5	Excellent <input type="checkbox"/> 6

**10** Thinking about **your consultation with the doctor or nurse today**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How <b>thoroughly</b> the doctor/nurse asked about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor/nurse <b>listened</b> to what you had to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor/nurse <b>put you at ease</b> during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor/nurse <b>involved you in decisions</b> about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor/nurse <b>explained</b> your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of <b>time</b> your doctor/nurse spent with you today?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor/nurse's <b>patience</b> with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor/nurse's <b>caring and concern</b> for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**11** After seeing the doctor/nurse today do you **feel**....

	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply
a) able to <b>understand</b> your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) able to <b>cope</b> with your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c) able to <b>keep yourself</b> healthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**12** All things considered, how **satisfied** are you with your practice? (please tick only one box)

1 **Completely satisfied**   
  2 **Very satisfied**   
  3 **Fairly satisfied**   
  4 **Neutral**  
 5 **Fairly dissatisfied**   
  6 **Very dissatisfied**   
  7 **Completely dissatisfied**

**13 We are interested in any other comments you may have. Please write them here.**

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?

**Thank you for taking time to complete this questionnaire.**

# APPENDIX 5

## **Friarwood PPG Meeting      26th February 2013**

**Present:** Kevin Duggan – Practice manager, John Nye, Betty Bridden, Sonia Atkin, Barbara Brown, Janet Hardisty, Jeff Allinson, Gordon Mullis, Brian Chappell, Anne Tollick, Ann Jones.

**Apologies:** Gerry Delaney, Linda Bowker, Ian Thompson, Dr Liz de Dombal

John Nye chaired the meeting.

Minutes of the last meeting were approved and passed by Gordon and Jeff.

**Lisa Spivey from Wakefield AGE UK** came to give a short talk about Social Prescribing. This is a social intervention rather than a medical intervention. A patient can present with a medical problem but an assessment of their general needs i.e., life, mental, physical and financial could mean that a holistic approach and assessment is more appropriate. This is now running at Friarwood and at nine other practices in the area. It is a three year pilot scheme - government funded and will be independently evaluated.

Gordon asked if the PPG could have some feedback as to the schemes effectiveness after twelve months.

**Car Park key pad;** – Kevin is waiting for the electrician.

**Water Cooler:** – Kevin is awaiting confirmation on funding.

**E.P.S.** The glitches appear to be on the pharmacy side rather than the practice.

**Spring Newsletter:** Ideas to be in by April, some topics thought of were: Age Uk, John to interview Jayne Wilson and an article from the midwife.

***Patient Survey:** This is now completed and will be distributed for comment. The results are correlated and a special meeting (21<sup>st</sup> March) arranged with PPG members to discuss and agree the action plan. Kevin thanked the group for their hard work in helping canvass patients to complete the surveys within the practice.*

### **Any other business:**

1. There will be a talk on the 22<sup>nd</sup> March at Leeds City Museum the topic being accessing your health records on line.
2. The C.C.G. held its first public board meeting, the initial feedback from John was on the negative side but Kevin asked the group to give the CCG a chance to grow into the role before judging.
3. New 111 number to replace old N.H.S.Direct number. The new number will be operational nationally from 19<sup>th</sup> March.

4. Meeting the Challenge newsletters were handed out to PPG members. There will be a meeting on Tuesday 19<sup>th</sup> March at 7pm. This is an open meeting and all are welcome.

5. Copies of the Strategic Plan were given to PPG members. Feedback on the plan is required by the 28<sup>th</sup> February. This date was felt by members to be too soon.

The next meeting will on the 26<sup>th</sup> March at 6.30pm.

***Please see below previous PPG meeting where the Patient survey was discussed:***

**Additional minutes 30/10/12**

3. **Patient Survey**: A few minor amendments were raised with regard to the survey and these will be addressed by Kevin. It was agreed that the survey will start week commencing Monday 5<sup>th</sup> November. Anyone willing to help can just turn up at the surgery and do as many forms as they are able to do.

**Additional minutes 29/1/12**

**Patient Survey**: Kevin asked for the group to help reach the target. Another 200 are still needed to be complete.



# APPENDIX 6

# FRIARWOOD SURGERY - PATIENT SURVEY

## ACTION PLAN 2012/13

<b>FOCUS AREA</b>	<b>CURRENT SITUATION</b>	<b>GOAL</b>	<b>MEASURE OF SUCCESS</b>	<b>ACTIONS REQUIRED</b>	<b>TIMING</b>	<b>Feasibility</b>
How easy is it to get through on the phone?	40.6% of patients unhappy with the current system	To reduce the number calls received at peak times	Improved patient satisfaction with the phone system	Promote on line booking of appointments	Ongoing	Deliverable
				Improve staff communication skills by providing dedicated skills training for reception/admin staff	Ongoing training for receptionists	Deliverable
				Review how the practice can change the patients understanding of when to phone the us for results, enquiries etc to free up busiest times.	Ongoing	Deliverable
Ability to book ahead for an appointment	Patients unhappy with the number of apps to book ahead	To make more appointments available for future booking	Improved patient satisfaction with booking appointments in advance	Look at the balance between what is available for advanced booking and what is available for on the day booking. Put an explanation in the PPG newsletter etc of how the system works.  GPs will be encouraged not to invite back patients unless absolutely necessary and will be asked to utilise telephone	All clinical rotas to be revamped in April to accommodate extra PCTS capacity. Also piloting of a triage system controlled by Nurse Practitioner  Ongoing	Deliverable  Partially deliverable if changes to working practice accepted.

				<p>consultations more. This will potentially free up more appointments for advanced and on the day booking.</p> <p>Provide plain English explanation of how the appointments system works and provide in newsletter, patient leaflet and on the website etc. Also explain how to use the online booking facility</p>	By May 13	Deliverable
<b>FOCUS AREA</b>	<b>CURRENT SITUATION</b>	<b>GOAL</b>	<b>MEASURE OF SUCCESS</b>	<b>ACTIONS REQUIRED</b>	<b>TIMING</b>	<b>Feasibility</b>
Patients seen in a timely manner	16% of patients unhappy with not being seen on time	To see all patients in a timely manner	Improved patient satisfaction with been seen on time	<p>To improve communication with patients waiting to be seen.</p> <p>Keep patients informed of any GP delays in the waiting room</p>	<p>From April onwards</p> <p>From May 13</p>	<p>Only partially deliverable as we operate a system where after all appointments have been seen patients wait as extras and do not have a timed appointment.</p> <p>Partially deliverable if we can agree a feedback comms system with clinicians.</p>

# APPENDIX 7

# **Friarwood PPG**

## **Patient Survey Action Plan Meeting**

**(2pm, 21<sup>st</sup> March 2013)**

**Present:** Kevin Duggan (Practice Manager), Jeff Allinson, Ian Thompson, Barbara Brown, Ann Jones, Anne Tollick

**Apologies:** Betty Bridden, John Nye

This meeting was specially arranged by KD to help build on the proposed areas of concern in the results of the patient survey.

KD recapped on the results of the survey with the group and handed out a draft action plan that had been prepared to try and address the groups key areas of concern discussed at the previous meetings.

The group agreed the action plan addressed the areas of concern we had discussed at previous meetings but wanted to add some action points to help deliver some of the outcomes.

JA was keen to include plain English patient guides called “did you know” to explain how things work in the practice such as the appointment system, on line booking for appointments & ordering prescriptions and extended opening hours.

AT also wanted the action plan to include a continuation of staff training for reception/admin to try to give staff skills to help manage ever increasing patient expectation.

The whole group were very pleased with the overall result of 91.5% of patients satisfied with the Friarwood Surgery and while accepting that it would be impossible to deliver an action plan that would fully address every patient’s issues with the delivery of services at our or any Practice but were again very happy that we are listening and improving year on year.

KD ended the meeting by thanking the group for their dedication to the cause of improving the patient experience at Friarwood Surgery and extended special thanks to the members who personally helped with the collection of patient views.