

**LOCAL PATIENT**  
**PARTICIPATION**  
**GROUP REPORT**

# 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 12 months ago with the help of the PCT PPI team (Gisela and Helen). We currently have 27 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 been discussed at a number of PPG meetings and a couple of members are looking at different avenues to gain views such as approaching the Youth Parliament in Wakefield and local schools for feedback. The Practice Manager has also contacted the New College in Pontefract by phone and e-mail (see appendix 1 ) to ask if any of there student executive would be interested in offering some views on our Surgery, but as yet we have not had any positive responses.

Practice population profile		PRG profile		Difference
<b>Age</b>				
% under 16	<b>17%</b>	% under 16	<b>0%</b>	<b>-17%</b>
% 17 – 24	<b>9.8%</b>	% 17 – 24	<b>4%</b>	<b>-5.8%</b>
% 25 – 34	<b>11%</b>	% 25 – 34	<b>11.5%</b>	<b>+0.5%</b>
% 35 – 44	<b>13%</b>	% 35 – 44	<b>7.7%</b>	<b>-5.3%</b>
% 45 – 54	<b>15%</b>	% 45 – 54	<b>4%</b>	<b>-11%</b>
% 55 – 64	<b>12%</b>	% 55 – 64	<b>23%</b>	<b>+12%</b>
% 65 – 74	<b>10%</b>	% 65 – 74	<b>30%</b>	<b>+20%</b>
% 75 – 84	<b>7%</b>	% 75 – 84	<b>15%</b>	<b>+8%</b>
% over 84	<b>3%</b>	% over 84	<b>4%</b>	<b>+1%</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 (17 to 10).

<b>Gender</b>				
% Male	<b>50%</b>	% Male	<b>37%</b>	<b>-13%</b>
% Female	<b>50%</b>	% Female	<b>63%</b>	<b>+13%</b>

The Practice Ethnicity is predominately White British (93%) and this is reflected within the make up of the PPG membership (93%), although we do have a small ethnic representation with members of an Asian (3.54%) and African (3.55%) origin.

<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
% British Group <b>93%</b>	% British Group <b>93%</b>	<b>0%</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>3.7%</b>	<b>+3.44%</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>+3.45%</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 2) 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 3).

Any additional views that are sought by the PPG are sent to the virtual group with the last months meeting minutes (see appendix 4)

## **Practice Survey**

The local practice survey was wholly developed by the PPG members in conjunction with PCT staff (Gisela Clark & Helen Butters) who met as a sub committee on the 26<sup>th</sup> April 2011 to agree the format and questions to ask our patients their views about the practice. There were no formal minutes recorded at the meeting but the fact that it took place can be referenced in the PPG meeting minutes from the 12/4/11.

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 (357 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 5)

Minutes of PPG meeting where the survey results was discussed are included in (appendix 6)

The action plan developed from the survey is included in (appendix 7), this is a draft version from the discussions with the group on 21<sup>st</sup> Feb and we are meeting on the 28<sup>th</sup> Feb 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 November (15/11/11) 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 (the last were discussed in June 2011) 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 8), 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:

- Installing two new local number phone lines in direct response to patient complaints around the cost of phone calls to the practice.
- Converting the large existing ladies toilet into the disabled toilet and lowering the reception desk in one area to improve the experience of wheelchair bound patients.
- Providing books and colouring sheets etc in response to patient's comments about the practice not being children friendly.

- Discussing the problem of DNA's with the PPG resulted in the practice implementing the sending of SMS (text) messages to patients with registered mobiles to remind them of their appointments the next day.

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)

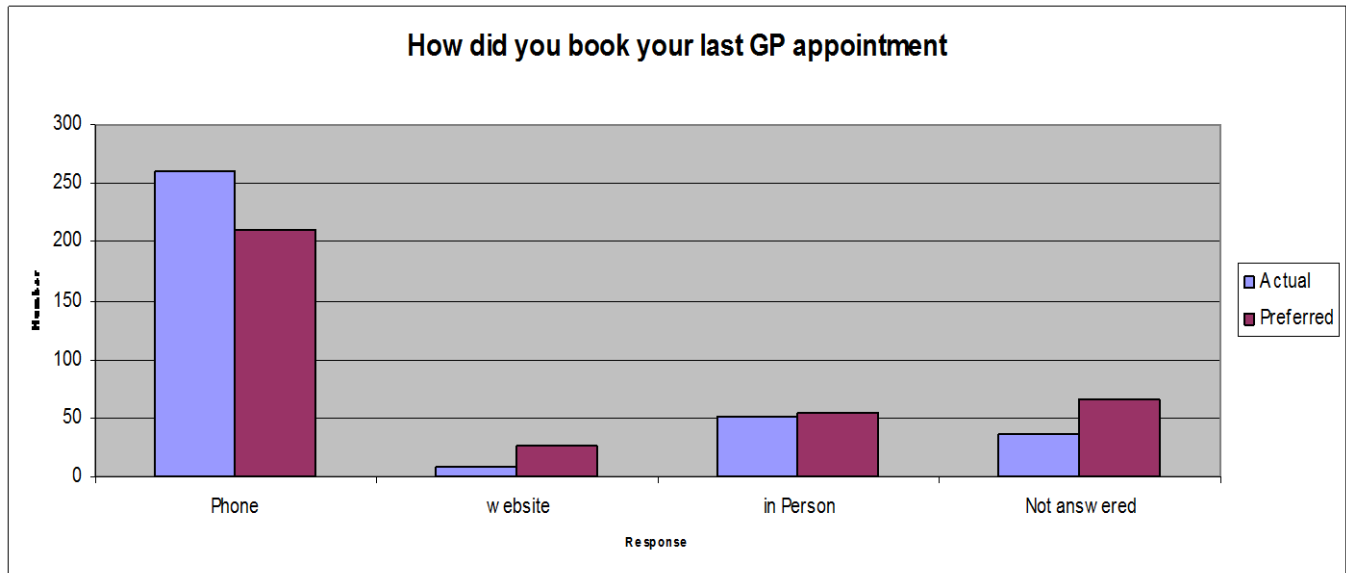
Extended hours are provided as follows:

- 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 FRIARWOOD SURGERY PATIENT SURVEY

**Q1a.** *How did you book your last GP appointment?*

**Q1b.** *What is your preferred method for booking appointments?*

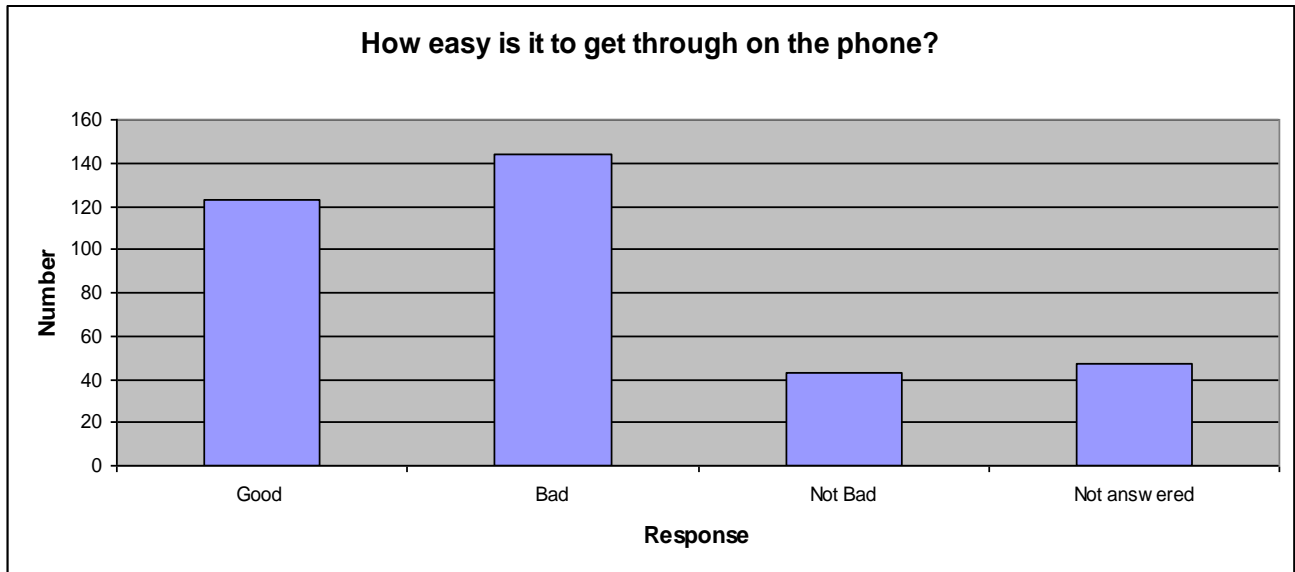


- **73%** of patients who completed the questionnaire contact the practice by **phone** to book an appointment and **59%** of patients said that this was their **preferred** method.
- **2.5%** of patients who completed the questionnaire contact the practice by the **internet/website** to book an appointment and **7.6%** of patients said that this was their **preferred** method.
- **14.6%** of patients who completed the questionnaire attended the practice **in person** to book an appointment and **15%** of patients said that this was their **preferred** method.
- **10%** of patients who completed the questionnaire **did not answer** Q1a and **18.5%** of patients **did not answer** Q1b.

## **Other comments include:**

- *“GP booked the appointment for me”*

**Q2. How easy is it to get through on the phone (experiences)?**



- **35%** of patients who completed the questionnaire contact the practice by phone rated it as a **good** experience.
- **12%** of patients who completed the questionnaire contact the practice by phone rated the experience as being **not too bad**.
- **40%** of patients who completed the questionnaire contact the practice by phone rated it as a **bad** experience.
- **13%** of patients who completed the questionnaire **did not** answer Q2.

**Other comments include:**

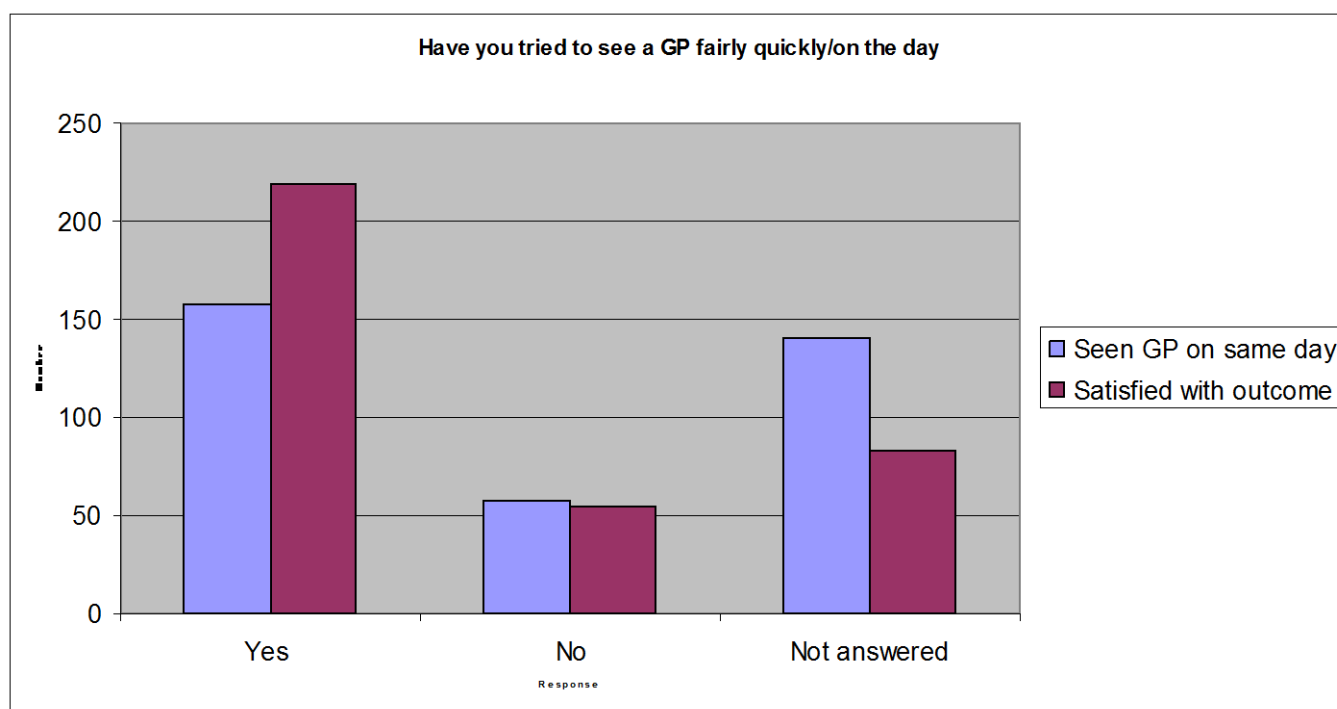
- *“Can sometime be waiting a long time to be connected”*
- *“Very frustrating”*
- *“Slow early morning but ok late in the day”*
- *“Have to wait but understandable”*
- *“Easier at less busy times”*
- *“Depends on time of day”*
- *“Bad on Mondays”*
- *“Very expensive from mobiles”*
- *“Better now you have a the local landline”*

**Q3a.** Have you tried to see a GP fairly quickly/on the same day?

**Q3b.** What happened?

**Q3c.** What options were discussed with you?

**Q3d.** Were you satisfied with the outcome?



- **44%** of patients who completed the questionnaire **had** tried to see a GP fairly quickly/or on the same day.
- **16%** of patients who completed the questionnaire **had not** tried to see a GP fairly quickly/or on the same day.
- **60%** of patients who completed the questionnaire were **satisfied** with the outcome of their request to see a GP fairly quickly/or on the same day.
- **17%** of patients who completed the questionnaire were **not satisfied** with the outcome of their request to see a GP fairly quickly/or on the same day.
- **40%** of patients who completed the questionnaire **did not answer** Q3a and **23% did not answer** Q3d.

**Q3b comments include:**

- *“I got the appointment I wanted”.... “I was seen as an extra”.... “told to phone back the next day”*

**Q3c comments include:**

- *“I was offered a telephone triage appointment” .... “I was asked if I wanted to see the triage nurse”..... “I was asked if I wanted to be seen as an extra”*

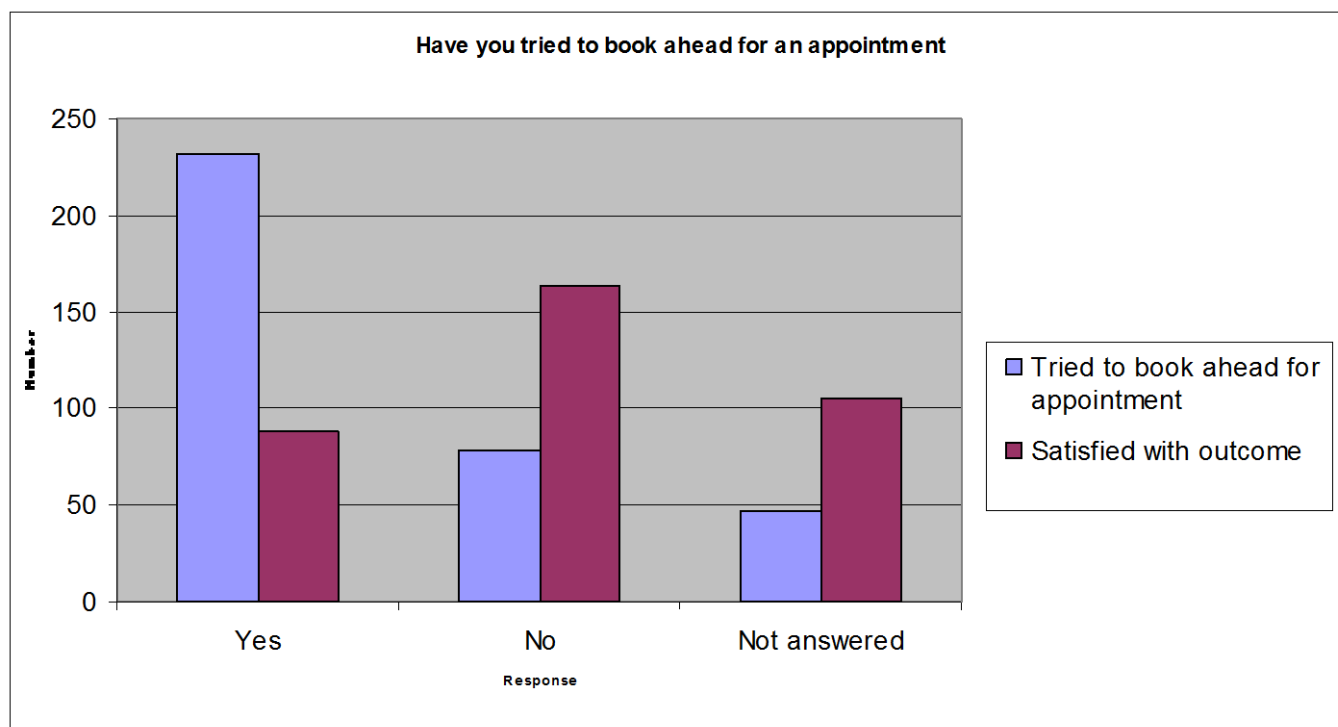


**Q4a.** *Have you tried to book ahead for an appointment?*

**Q4b.** *What happened?*

**Q4c.** *What options were discussed with you?*

**Q4d.** *Were you satisfied with the outcome?*



- **65%** of patients who completed the questionnaire **had** tried to book ahead for an appointment.
- **22%** of patients who completed the questionnaire **had not** tried to book ahead for an appointment.
- **25%** of patients who completed the questionnaire were **satisfied** with the outcome of their request to book ahead for an appointment.
- **46%** of patients who completed the questionnaire were **not satisfied** with the outcome of their request to book ahead for an appointment.
- **13%** of patients who completed the questionnaire **did not answer** Q4a and **29%** did not answer Q4d.

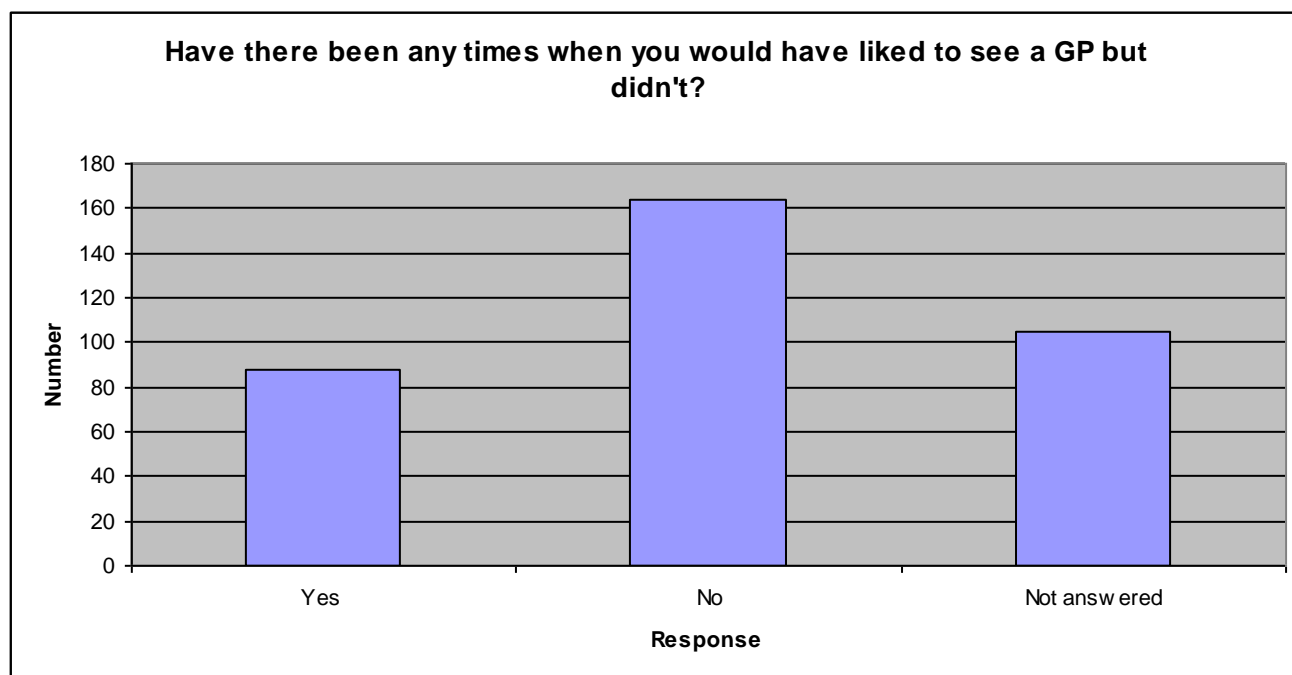
**Q4b comments include:**

- *“Successful” .... “The appointment was too far in the future to book” .... “all the appointments were full”*

**Q4c. comments include:**

- *“No options were given” .... “Was told to ring back at 8am” .... “Was told to ring back the next day”*

**Q5. Have there been any times when you would have liked to see a GP but didn't?**

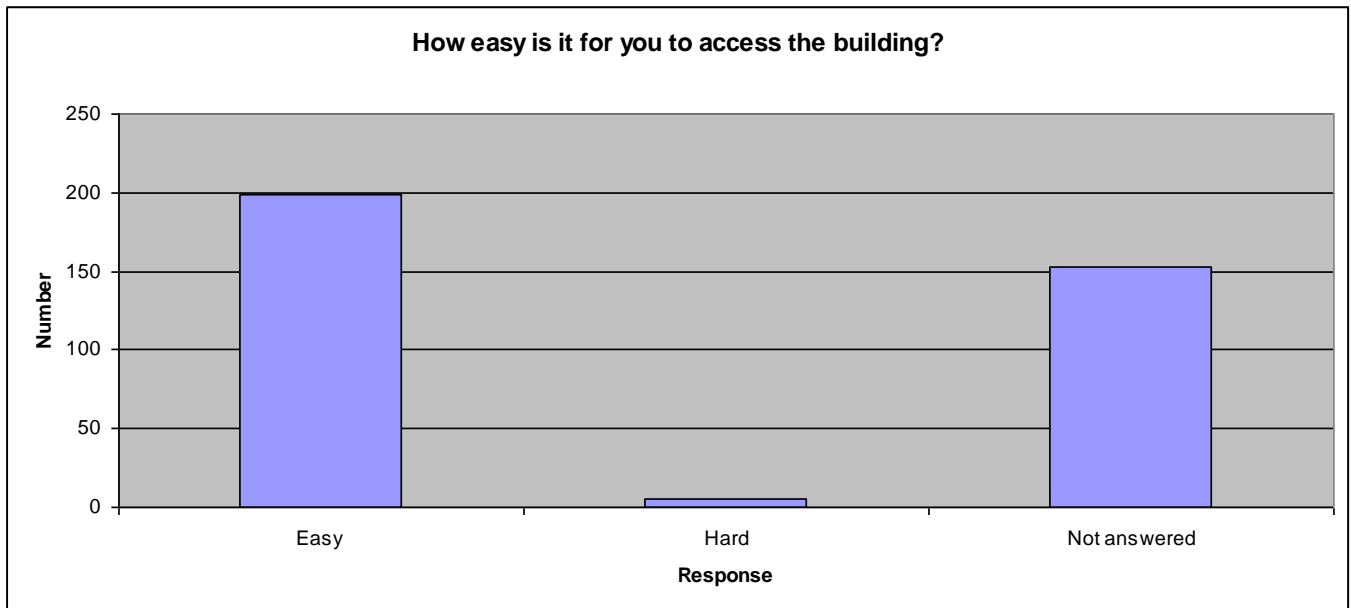


- **25%** of patients who completed the questionnaire had an experience that they **would** have liked to have seen a GP but didn't.
- **46%** of patients who completed the questionnaire **had not** had an experience when they would have liked to have seen a GP but didn't.
- **29%** of patients who completed the questionnaire **did not answer** Q5a.

**Additional comments include:**

- *"No slots available"*
- *"No but I have been offered an alternative doctor if mine wasn't available"*
- *"Yes, work and children mean to make an appointment for myself is very hard"*
- *"I didn't like it when I had to see a GP about my blood tests but couldn't get a telephone appointment for 3 days later"*

**Q6. How easy is it for you to access the surgery building?**

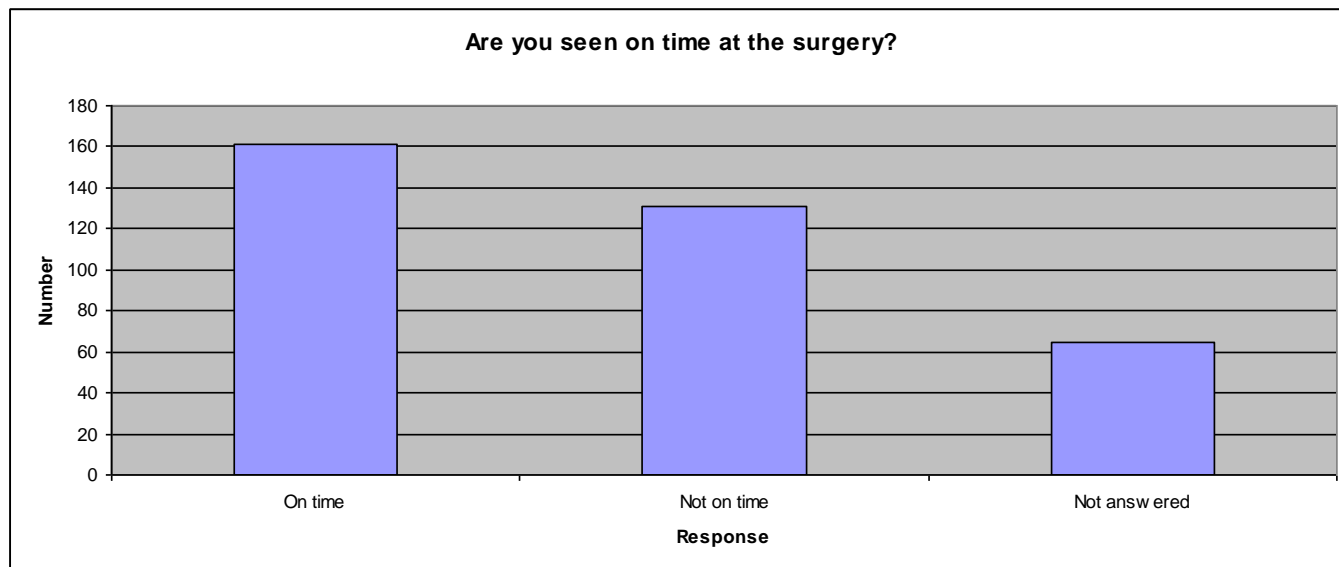


- **56%** of patients who completed the questionnaire had found it **easy** to access the surgery building.
- **1%** of patients who completed the questionnaire had found it **hard** to access the surgery building.
- **43%** of patients who completed the questionnaire **did not answer** Q6a.

**Additional comments include:**

- *“Ok except early morning when the door is locked”*
- *“Ok but parking a problem”*
- *“Parking could be closer for disabled people”*
- *“Need more car spaces”*
- *“Not very easy with a baby in tow”*

Q7. What are your experiences of waiting at the GP surgery? E.g. are you seen on time?

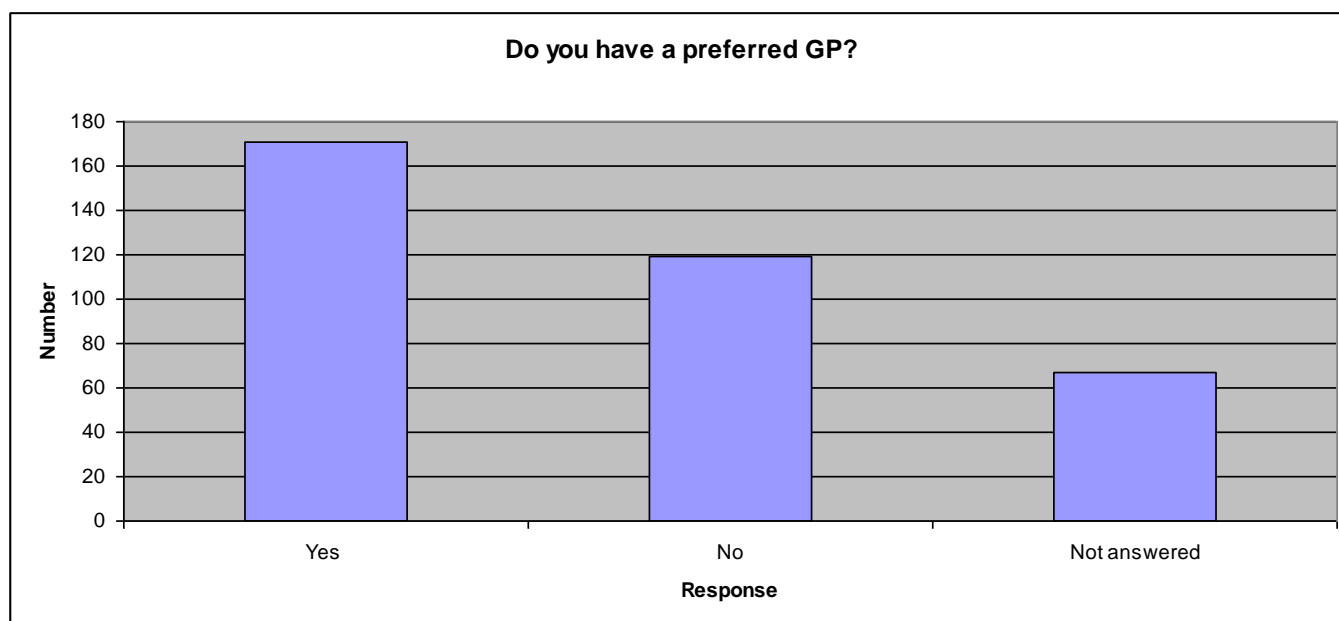


- **46%** of patients who completed the questionnaire commented that they **were** seen on time.
- **36%** of patients who completed the questionnaire commented that they **were not** seen on time.
- **18%** of patients who completed the questionnaire **did not answer** Q7.

**Additional comments include:**

- *"It varies at different times"*
- *"Reasonable waiting time to be honest"*
- *"Seen no more than 10 mins late"*

Q8. Do you have a preferred GP? If so, how does this impact on being able to access an appointment easily?

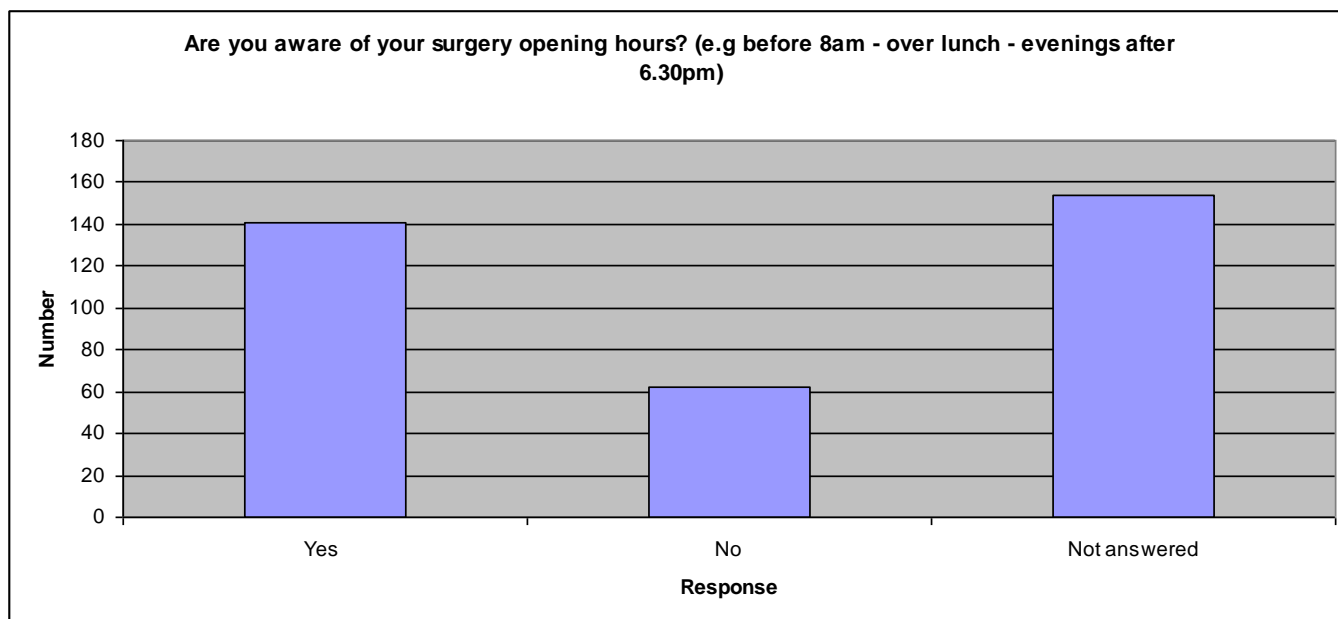


- **48%** of patients who completed the questionnaire commented that they ***did*** have a preferred GP.
- **33%** of patients who completed the questionnaire commented that they ***did not*** have a preferred GP.
- **19%** of patients who completed the questionnaire ***did not answer*** Q8.

**Additional comments include:**

- *"Sometimes, have to wait a few days"*
- *"I do and its difficult to see same doctor twice"*
- *"Usually no preference"*
- *"Yes, very easy"*
- *"Yes, would prefer to see same GP but not always possible"*
- *"I do, 9.5 out of 10"*

Q9. Are you aware of your surgery opening times e.g. before 8am, over lunch time, evenings after 6.30pm?

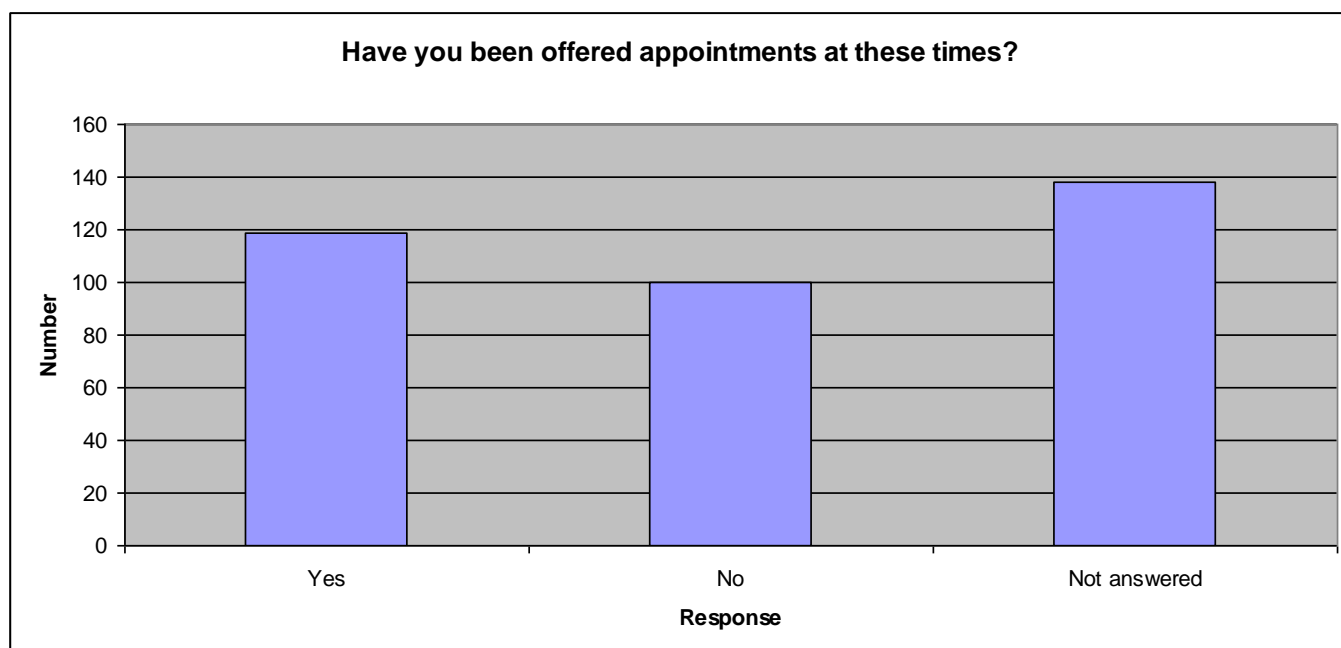


- 40% of patients who completed the questionnaire commented that they **were** aware of the surgery opening hours.
- 17% of patients who completed the questionnaire commented that they **were not** aware of the surgery opening hours.
- 43% of patients who completed the questionnaire **did not answer** Q9.

**Additional comments include:**

- "Yes, but not until last week"
- "Not aware of evenings after 6.30pm"

Q10. *Have you been offered appointments at these times? Would you like your surgery to open for additional hours and when would be most helpful to you?*

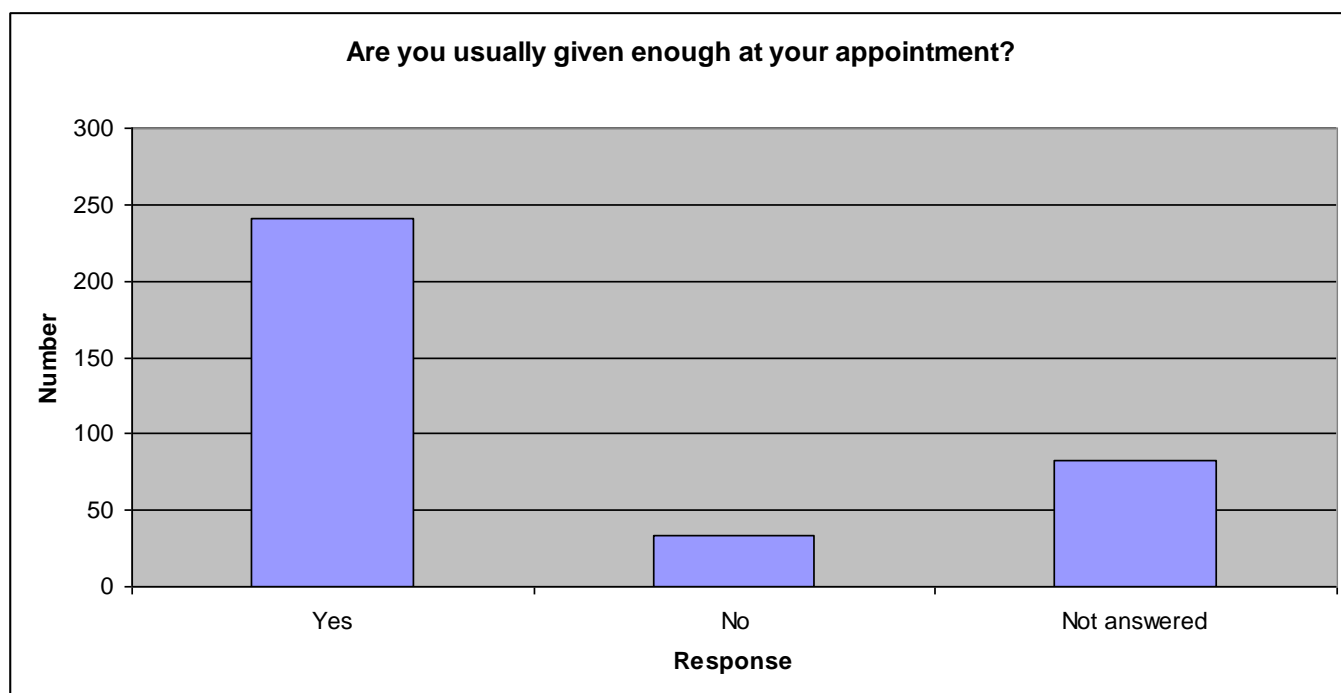


- **34%** of patients who completed the questionnaire commented that they **were** offered appointments at these times.
- **28%** of patients who completed the questionnaire commented that they **were not** offered appointments at these times.
- **38%** of patients who completed the questionnaire **did not answer** Q10.

**Additional comments include:**

- *“Wednesday PM”*
- *“Saturday AM”*
- *“Lunch times”*
- *“8am – 8pm”*
- *“Normal surgery, times ok”*
- *“No, satisfied with opening hours”*
- *“Satisfied”*

Q11. Are you usually given enough time at your appointment e.g. to explain your symptoms, feel listened to, have things explained to you, be involved in decisions about your care?



- **68%** of patients who completed the questionnaire commented that they **were** given enough time at their appointments.
- **9%** of patients who completed the questionnaire commented that they **were not** given enough time at their appointments.
- **23%** of patients who completed the questionnaire **did not answer** Q11.

**Additional comments include:**

- *"On occasions would like longer"*
- *"Not always, depends on GP"*



Q12. *Have you needed to contact a GP out of hours? How easy was this?*

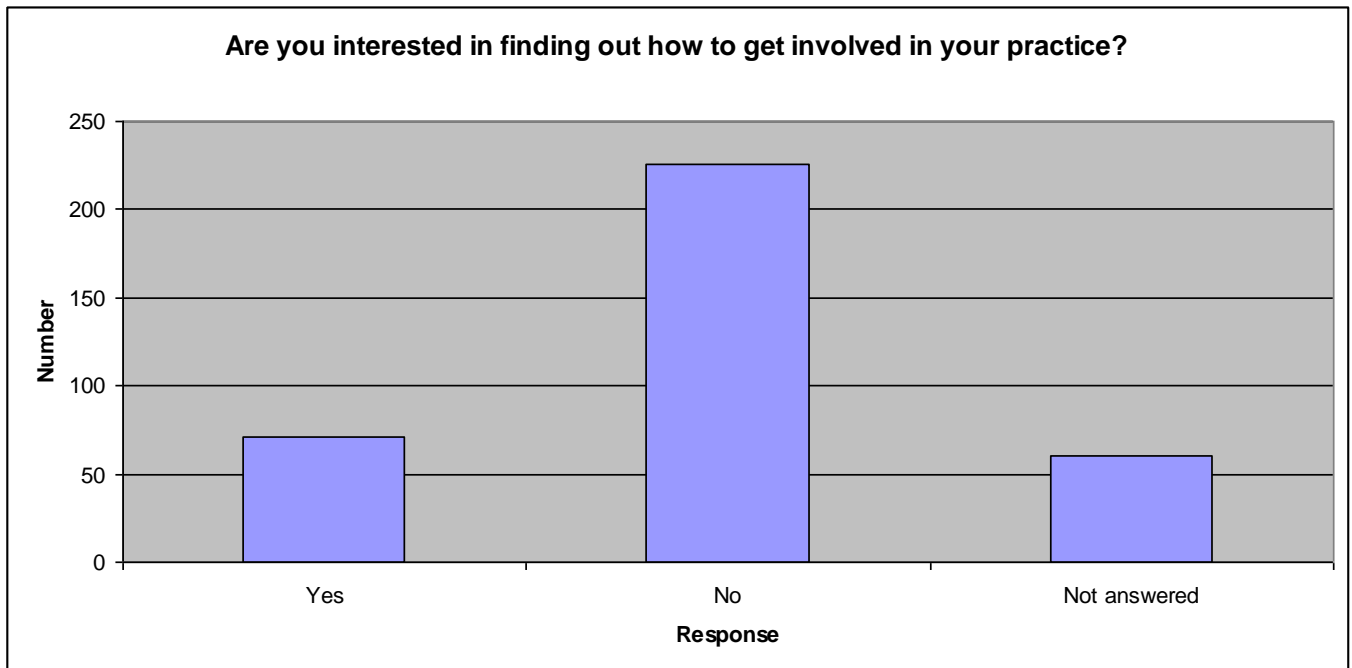


- **16%** of patients who completed the questionnaire commented that they ***had*** needed to contact a GP out of hours.
- **59%** of patients who completed the questionnaire commented that they ***had not*** needed to contact a GP out of hours.
- **25%** of patients who completed the questionnaire ***did not answer*** Q12.

**Additional comments include:**

- *“Yes, several phone calls involved but worked well eventually”*

Q13. Are you interested in finding out how to get involved in your practice?



- **20%** of patients who completed the questionnaire commented that they **were** interested in finding out how to get involved in their practice.
- **63%** of patients who completed the questionnaire commented that they **were not** interested in finding out how to get involved in their practice.
- **17%** of patients who completed the questionnaire **did not answer** Q13.

# **APPENDIX 1**

## **Copy of e-mail to New College Pontefract**

Hi Kevin

I have forwarded your email to the Student Executive. I have asked them to let you know even if no-one wants to take part.

Regards  
Jane Goozee  
Student Services

**From:** Reception Mailbox  
**Sent:** 06 February 2012 13:02  
**To:** studentservices  
**Subject:** FW: Patient participation group (PPG)  
**Importance:** High

**From:** Kevin Duggan [mailto:kevin.duggan@wakeha.nhs.uk]  
**Sent:** 06 February 2012 11:59  
**To:** Reception Mailbox  
**Subject:** Patient participation group (PPG)  
**Importance:** High

Hi

I have phoned twice to speak to student services (without any official response) enquiring if any student's or student groups would be interested in offering their views on local GP services and more specifically Friarwood Surgery.

As providers of primary care services we are encouraged to seek the views of our patients and as you can appreciate it is difficult to get young people to engage in PPG's hence my request for help!

I appreciate that not all NC students are from the Pontefract area but it would be great if we could here views from some who are, we are not asking for representation at the meetings but anybody who would consider virtual membership would be warmly welcomed, so is this something the college could help with?

*Regards*

*Kevin Duggan*  
*Practice Manager*  
*Friarwood Surgery*  
*Tel No 0844 4773784*  
*Direct No 01977 781704*  
*Email - [Kevin.duggan@wakeha.nhs.uk](mailto:Kevin.duggan@wakeha.nhs.uk)*

# **APPENDIX 2**

Dr Slack & Partners

## **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 Slack & 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.

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

*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 3**

# 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 4**

# 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/PPG10

27th October 2011

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 15<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 5**

# Friarwood Surgery

## GP Appointment questionnaire

Q1. a) How did you book your last GP appointment? e.g. by phone, via website?  
b) what is your preferred method for booking appointments? e.g. in person,  
by phone, on line?

a)

b)

Q2. How easy is it to get through on the 'phone?  
(capture good and poor experiences, what is important to people)

Q3. a) Have you tried to see a GP fairly quickly/on the day? Yes  No   
b) What happened?

c) What options were discussed with you?  
e.g alternatives such as a Walk In Centre, telephone consultation?

d) Were you satisfied with the outcome? Yes  No   
If not why not?



Q4. Have you tried to book ahead for an appointment? Yes  No

a) What happened?

b) What options were discussed with you?

c) Were you satisfied or not with the outcome?

Q5. Have there been any times when you would have liked to see a GP but didn't? (capture reasons given, e.g. couldn't be seen at a convenient time)

Q6. How easy is it for you to access the surgery building?

Q7. What are your experiences of waiting at the GP surgery? E.g. are you usually seen on time? Kept waiting for x minutes? What happens during this wait?

an

Q9. Are you aware of your surgery's opening hours?

e.g. before 8am - over lunch time - evenings after 6.30pm - **Saturdays and Sundays**

Yes  No

Q10. Have you been offered appointments at these times? Would you like your surgery to open for additional hours and when would be most helpful to you?

Q11. Are you usually given enough time at your appointment to e.g. explain your symptoms, feel listened to, have things explained to you, and be involved in decisions about your care?

Q12. Have you needed to contact your GP out of hours? How easy was this?  
(capture experiences)

Q13. Are you interested in finding out how to get involved in your Practice?

Yes  No

# **APPENDIX 6**

## **Friarwood PPG Meeting (21<sup>st</sup> February 2012)**

**Present:** Kevin Duggan – Practice Manager, Liz de Dombal ( G.P.), Jeff Allinson, Brian Chappell, Janet Hardisty, Betty Bridden, Ann Jones, John Nye, Gordon Mullis

**Apologies:** Anne Tollick, Kath Evans.

Minutes of the last meeting were approved.

Gordon Mullis was chair for the meeting.

**Car Parking:** Shortly after the code for the car park was changed, the barrier was damaged resulting in a £650 repair bill. Brian asked if the improvements discussed at the last meeting were to be implemented. Kevin pointed out that the car park has proved costly so far and that no further expense could be justified at present. Patients appear to be having problems entering the code on the pad but it was thought that over time they would get used to the system.

**DNA's:** Last month there had been fewer, however at just over 350 the numbers are still high. John Nye will be discussing this at the Patient Group meeting for Wakefield on the 14<sup>th</sup> March. Hopefully there will be feedback from other groups which John can relay to us.

**N.H.S:** Worries were expressed concerning the Wakefield Alliance and outsourcing. The G.P. committee are keeping an eye on this to retain it within the NHS.

**Ultra Sound Service:** On discussion it was thought that patients would only realise this service was available after they had been referred to it. It was felt to be a valuable asset to the surgery and should be mentioned as a positive for the practice.

**Care Plans:** these are solely to be a guide to help patients understand their illness. It is to give them an insight to enable self help. The surgery is looking at drawing up a simplified form.

**Newsletter:** Only John has sent an article through. Kevin impressed on the group that it is up to them to write the newsletter.

**Practice Updates:** Kevin was pleased to report that Dr. Rothwell has settled in really well. More money is to be made available from the consortia in April. This will enable the surgery to get a locum in for two days a week. The money is to be based on reduction of 8% A+ E attendances and 5% emergency referrals.

**Appointments:** Kevin gave the PPG a hand out detailing the appointment system and this was discussed at length. It was felt that it would be good for patients to see a copy of this. He stated that unlike most surgeries Friarwood always tries to fit patients in on the day they ask for. This can be extremely difficult given the number of patients requiring appointments. The surgery is very conscious of continuity of patient care. Friarwood has the largest group of elderly patients within a surgery for the whole of Wakefield. Many of these patients always want to see the same doctor every time they attend. It was felt that reception are not always pointing out that there might be a nurse practitioner with appointments available. Kevin is holding a staff training afternoon regarding customer care skills.

An arrangement has been made with PGI that patients who go to A+E with non-essential complaints will be sent to the practice. These people will get an appointment. This is an

arrangement in the hope of reducing A+E attendance and therefore reducing costs to the practice.

***The PPG were given an analysis showing the results of the Friarwood Surgery Patient Survey. We were asked for our comments regarding the results and any key areas of concern that we felt needed to be worked on in an Action Plan. A number of issues were agreed but a meeting will be held on Tuesday 28th February at 2pm to discuss this further.***

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

**Additional minutes 15/11/11**

**Surgery Survey.** This is going well but more are needed to fulfil the needs of the PCT. On the whole comments from patients are very favourable. Kevin thanked PPG members for their work

**Additional minutes 13/12/11**

**The Patient Survey** – This has now been completed and KD thanked everybody who took part in seeking the views of patients. The results will be analysed and brought back to the next couple of meetings to discuss priority areas to be included in the required action plan.

**Additional minutes 17/1/12**

**Newsletter:** The closing date for contributions is the 14<sup>th</sup> February. The following items were raised as possible topics – Smear testing, information regarding different clinics, information about the ultra sound, analysis and feedback of the patient survey results, interview with Dr Watson. PPG achievements.

# **APPENDIX 7**

## **FRIARWOOD SURGERY PATIENT SURVEY ACTION PLAN**

<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% 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
				Look at costs of using an automated 24hr/7 day week phone system for booking of appointments	By June 12	Unlikely due to the excessive costs of installing and running the system
				Improve staff communication skills by providing dedicated skills training for reception/admin staff	By March 12	Delivered
Ability to book ahead for an appointment	46% of patients unhappy with their request 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.	All clinical rotas to be revamped in March to accommodate extra PCTS capacity.	Deliverable
				GPs will be encouraged not to invite back patients unless absolutely necessary and will be asked to utilise telephone consultations more. This will potentially free up more appointments for advanced and on the day booking.	From April onwards	Partially deliverable if changes to working practice accepted.
				Provide plain English explanation of	By May 12	Deliverable

				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		
<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	36% 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	To improve communication with patients waiting to be seen.	From April onwards	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.
				Keep patients informed of any GP delays in the waiting room	From May 12	Partially deliverable if we can agree a feedback comms system with clinicians.
Appointment days/times	28% of patients were not offered appointments early mornings or late evenings	To improve patients understanding of extended hours	Improved patient satisfaction of use of extended hour's appointments.	Staff training on communication skills so that all patients are aware and are offered available early and late appointments  Provide an additional locum GP for Weds afternoons in response to patient comments. Tell patients about this	At next available TARGET day  From April 12 for at least 1 year (linked to PCTS)	Overall partially deliverable as the practice already has 5 early (7-8am) mornings and 1 late (6-8pm) afternoon so cannot do Sat mornings as well.



# **APPENDIX 8**

# **Friarwood PPG**

## **Patient Survey Action Plan Meeting**

**(2pm, 28<sup>th</sup> February 2012)**

**Present:** Kevin Duggan (Practice Manager), Jeff Allinson, Brian Chappell, Janet Hardisty, Betty Bridden, Ann Jones, Gordon Mullis, Anne Tollick

This meeting was specially prearranged at the last PPG meeting (21/2/12) 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 meeting.

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

JA was keen to include patient guides (using plain English) to explain how the appointment system works and how to use the online appointments booking facility.

GM also wanted the action plan to reflect the reception/admin staff training that had been delivered (on 22<sup>nd</sup> Feb TARGET day) to try to give staff skills to help manage patient expectation with such things as the appointment system etc.

BC asked if we could include in the action plan methods of letting patients know about the extra GP the Practice will have available (April onwards) on Weds afternoons.

The whole group accepted 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 happy that we are listening and improving year on year.