

LOCAL PATIENT
PARTICIPATION
GROUP REPORT
2013/14

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 3 years ago with the help of the PCT PPI team. We currently have 51 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 3 virtual group members 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	17%	% under 16	4%	-13%
% 17 – 24	10%	% 17 – 24	6%	-4%
% 25 – 34	11%	% 25 – 34	10%	-1%
% 35 – 44	13%	% 35 – 44	12%	-1%
% 45 – 54	15%	% 45 – 54	12%	-3%
% 55 – 64	12%	% 55 – 64	18%	+6%
% 65 – 74	10%	% 65 – 74	20%	+10%
% 75 – 84	7%	% 75 – 84	10%	+3%
% over 84	3%	% over 84	8%	+5%

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 (33 to 18).

Gender				
% Male	50%	% Male	36%	-14%
% Female	50%	% Female	64%	+14%

The Practice Ethnicity is predominately White British (1.8% non-white ethnic groups estimate from Public Health England) and this is reflected within the make up of the PPG membership (96%), 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	98%	% British Group	95%	-3%
% Irish	0.7%	% Irish	0%	-0.7%
Mixed		Mixed		
% White & Black Caribbean	0.09%	% White & Black Caribbean	0%	-0.09%

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

How to join the PPG group has been consistently 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.

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 developed in partnership with the PPG members, with the format and questions having been agreed. Minutes of PPG meeting where the survey was discussed are included in (appendix 5)

PPG members agreed (over a number of weeks/months) to personally ask/help patients in the waiting area of the surgery to complete surveys and we also published the survey on our website for patients to complete (we received 67 online responses)

The results of the surveys (approx. 372 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)

The action plan developed from the survey results is included in (appendix 6), this was formulated from the discussions with the patient group on 19th March 2014 and finalised into a workable action plan.

Minutes of the meeting where the patient survey action plan was fully agreed is in (appendix 7), a summary of some of the online patient criticisms that were discussed with the PPG at this meeting including patient dissatisfaction with the telephone/appointments system and perceived poor communication from the Practice can be seen in (appendix 2). These issues that were reflected in the results of the survey are part of the agreed action plan. 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. **' You said, We did'**

Some of these include:

- Replacement of the Surgery phone system to remove the unpopular 0844 number and restore to a local cost 01977 number.
- Piloting of a clinician call back system (from June 13) to help deal with on the day patient demand for urgent clinical need. This has now replaced our previous 'sit and wait' system of dealing with extra patients demanding on the day appointments.
- Bringing into the Practice regular additional services such as Audiology, Physiotherapy, Ultrasound, a Memory clinic and 'Right Steps' counselling. Also supporting local health schemes such as AAA screening, Stroke Prevention AF clinics and 6 month post Stroke reviews.
- Opening Saturday mornings openings (9-12am) for 3 months between January and March 2014 to support local winter bed pressures.

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.

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)

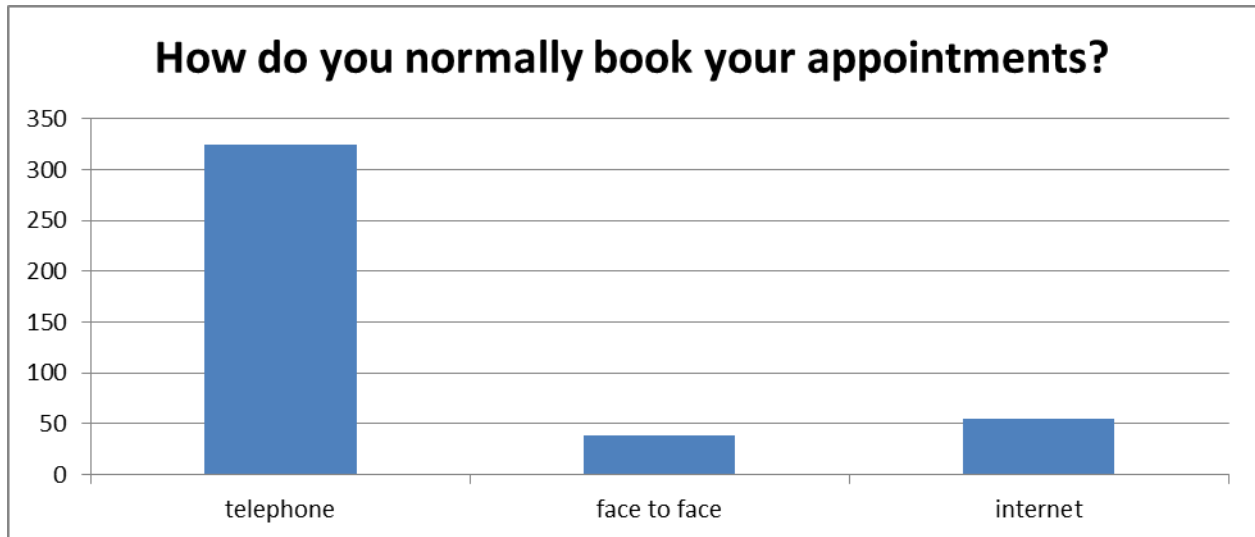
Extended hours are provided as follows:

- 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 2013/14 FRIARWOOD SURGERY PPG PATIENT SURVEY

(Please note that some patients recorded multiple choices for a number of the questions).

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



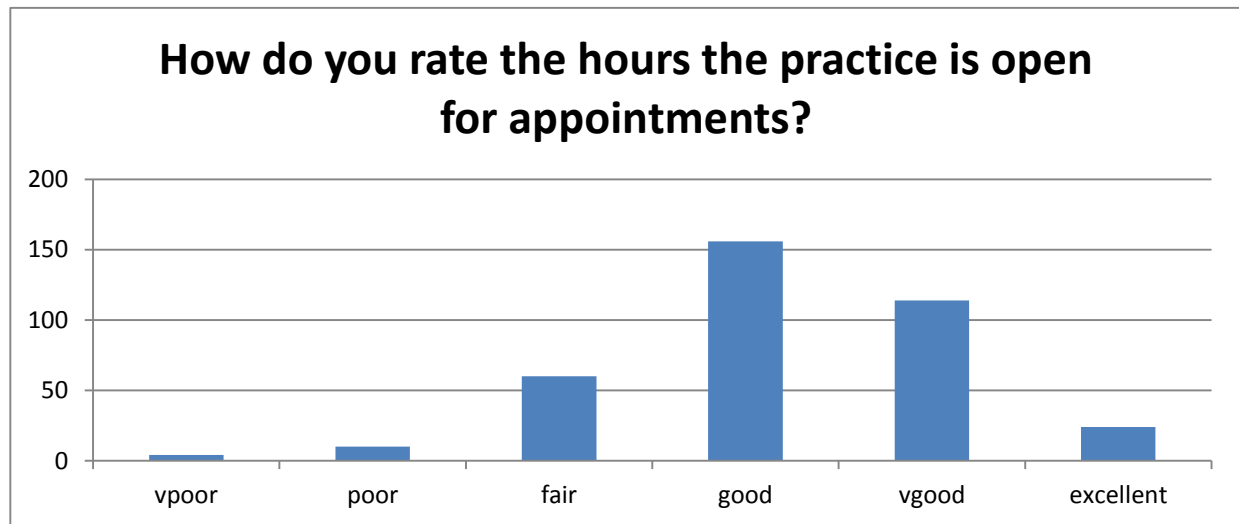
- **77.7 %** of patients who completed the questionnaire contact the practice by ***phone*** to book an appointment.
- **13.2%** of patients who completed the questionnaire contact the practice via the **internet/website** to book an appointment.
- **9.1%** of patients who completed the questionnaire 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?*



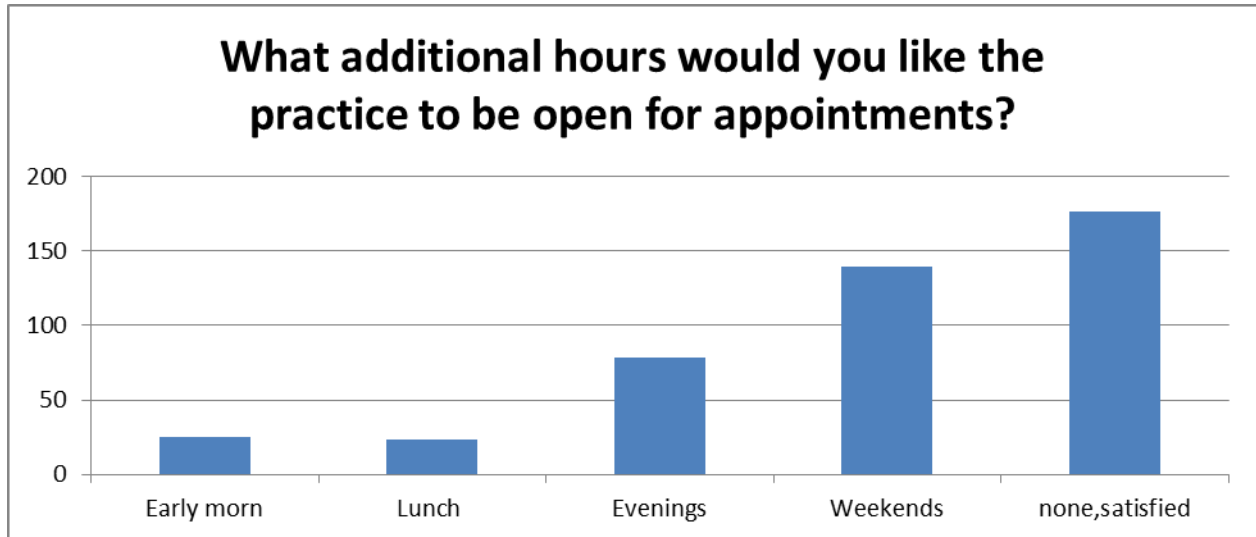
- **11.3%** of patients who completed the questionnaire rated their treatment by receptionists as an **excellent** experience.
- **45.3%** of patients who completed the questionnaire rated their treatment by receptionists as a **very good** experience.
- **31%** of patients who completed the questionnaire rated their treatment by receptionists as a **good** experience.
- **8.8%** of patients who completed the questionnaire rated their treatment by receptionists as a **fair** experience.
- **3.6%** 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?*



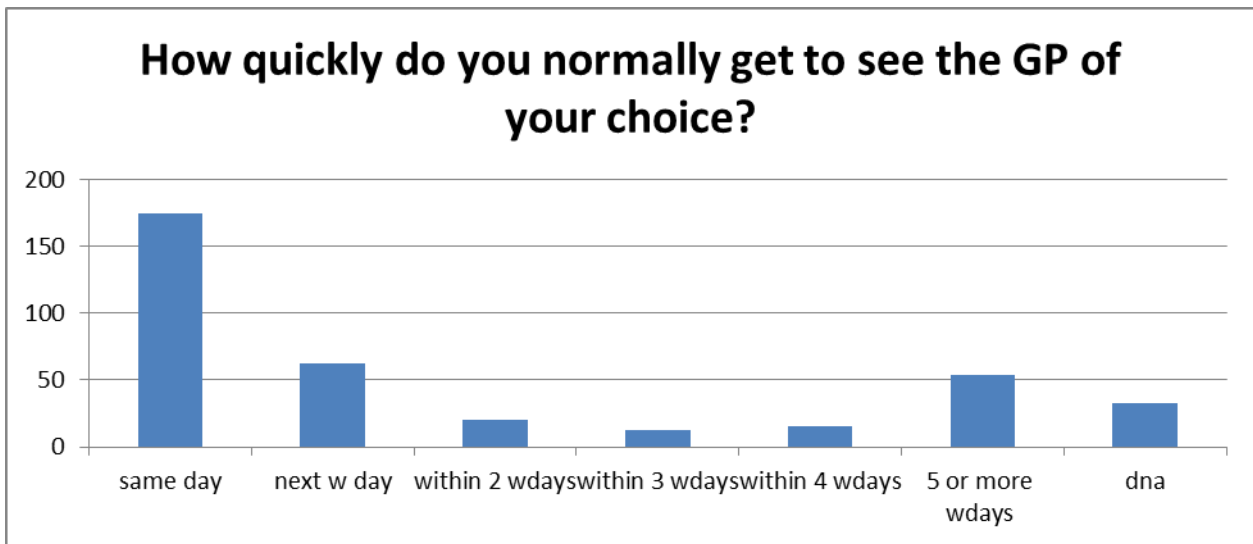
- **6.5%** of patients who completed the questionnaire rated that the hours the practice was open as being **excellent**.
- **31%** of patients who completed the questionnaire rated that the hours the practice was open as being **very good**.
- **42.4%** of patients who completed the questionnaire rated that the hours the practice was open as being **good**.
- **16.3%** of patients who completed the questionnaire rated that the hours the practice was open as being **fair**.
- **2.7%** of patients who completed the questionnaire rated that the hours the practice was open as being **poor**.
- **1.1%** 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?



- **39.9%** of patients who completed the questionnaire stated that they were **satisfied** with the current provision.
- **31.5%** of patients who completed the questionnaire stated that they would like the practice to open additionally at **weekends**.
- **17.6%** of patients who completed the questionnaire stated that they would like the practice to provide additional opening in the **evenings**.
- **5.3%** of patients who completed the questionnaire stated that they would like the practice to provide additional opening at **lunchtimes**.
- **5.7%** 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?*



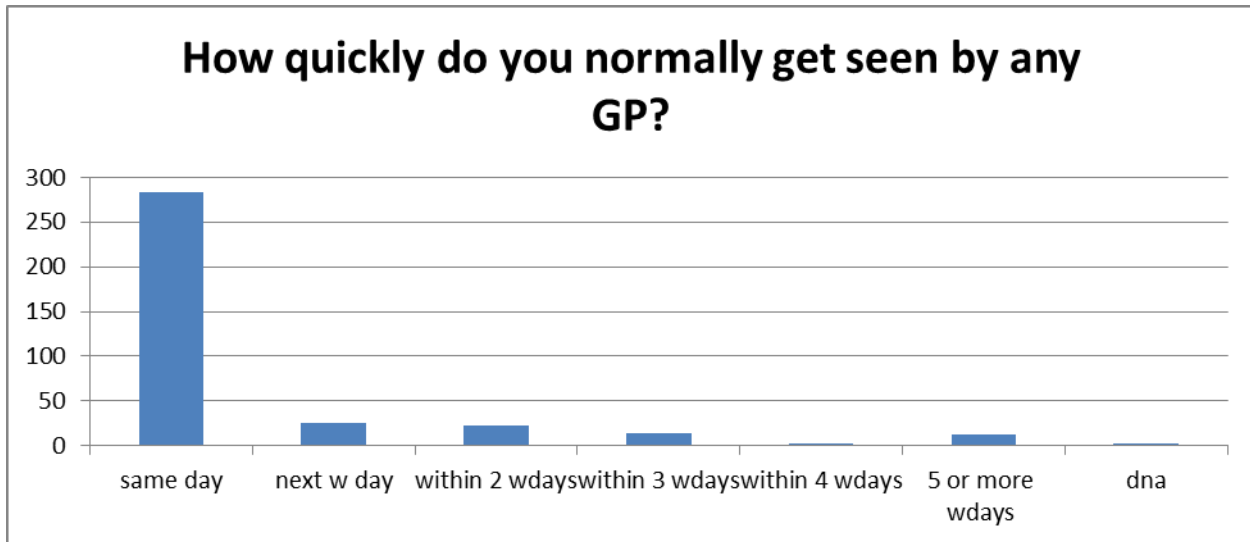
- **47%** of patients who completed the questionnaire stated that they did get to see their chosen GP on the **same day**.
- **16.6%** of patients who completed the questionnaire stated that they did get to see their chosen GP on the **next working day**.
- **5.4%** of patients who completed the questionnaire stated that they did get to see their chosen GP **within 2 working days**.
- **22%** of patients who completed the questionnaire stated that they did get to see their chosen GP **within 3, 4 or 5 working days**.
- **9%** of patients who completed the questionnaire **did not answer** the question.

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



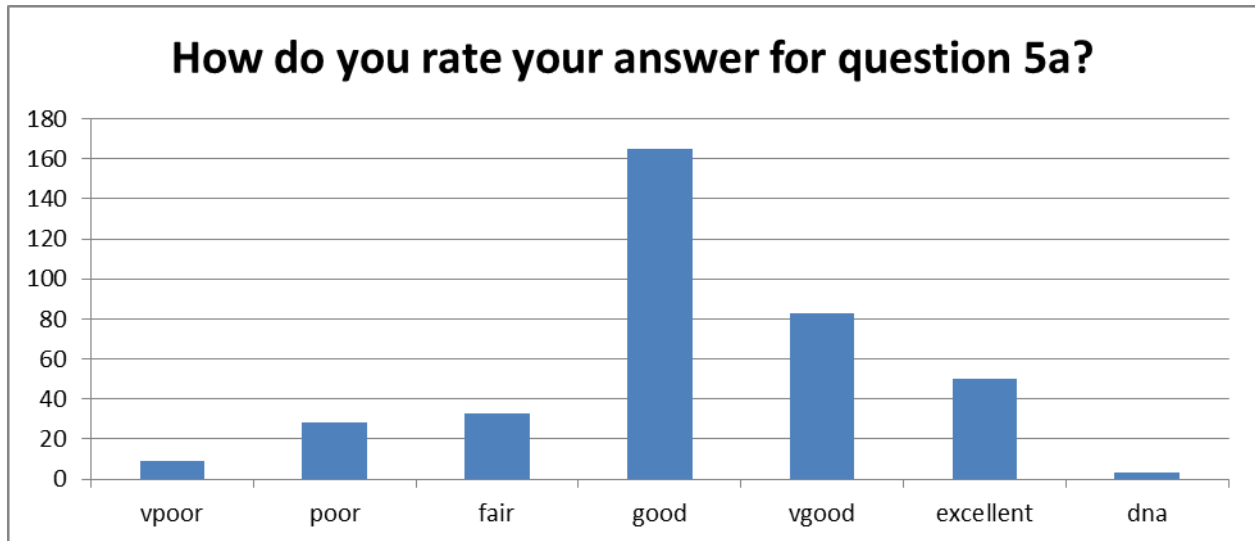
- **5.8%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **excellent**.
- **22.1%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very good**.
- **27%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **good**.
- **21.6%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **fair**.
- **11.1%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **poor**.
- **6.6%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very poor**.
- **5.8%** of patients who completed the questionnaire **did not answer** the question.

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



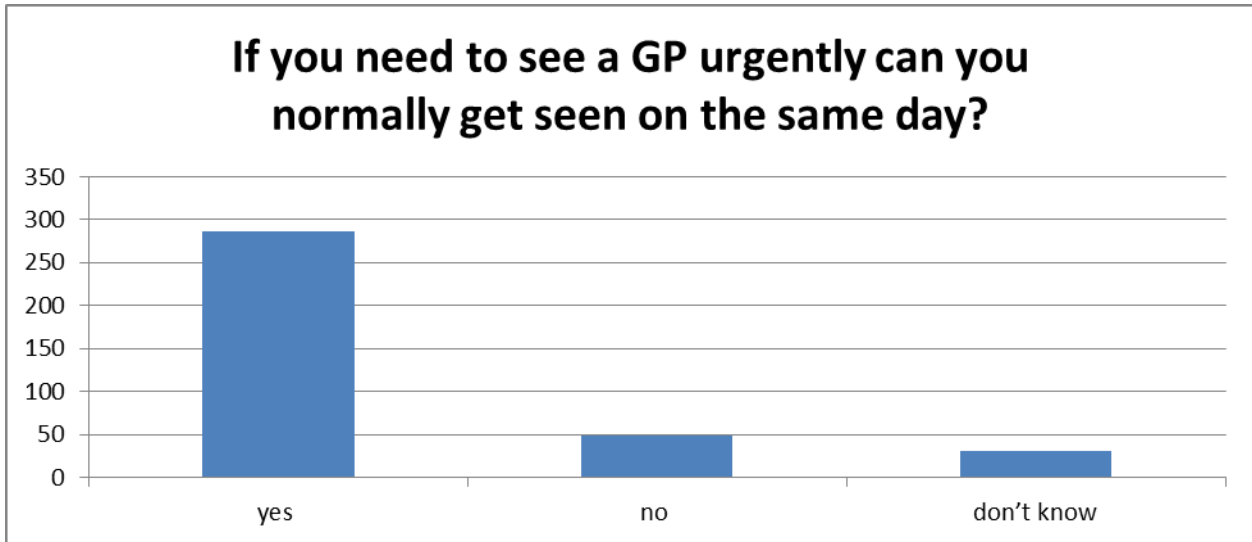
- **76%** of patients who completed the questionnaire stated that they did get to see any GP on the **same day**.
- **9.4%** of patients who completed the questionnaire stated that they did get to see any GP on the **next working day**.
- **6.2%** of patients who completed the questionnaire stated that they did get to see any GP on the **within 2 working days**.
- **7.6%** of patients who completed the questionnaire stated that they did get to see any GP on the **within 3, 4 or 5 working days**.
- **0.8%** of patients who completed the questionnaire **did not answer** the question.

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



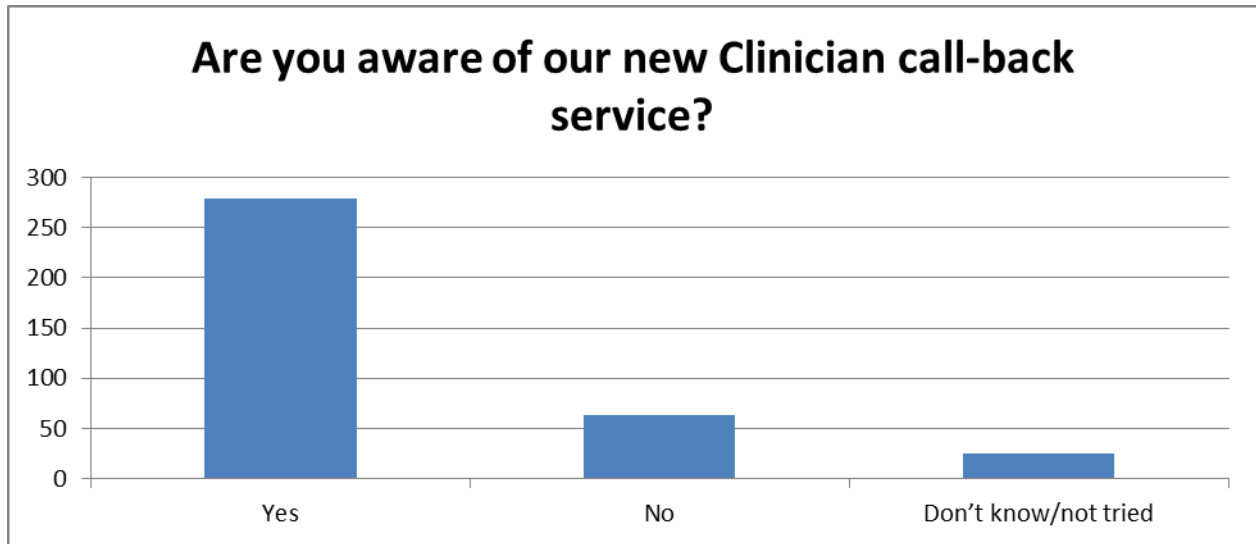
- **13.5%** of patients who completed the questionnaire rated that they are able to see any GP as being **excellent**.
- **22.4%** of patients who completed the questionnaire rated that they are able to see any GP as being **very good**.
- **44.5%** of patients who completed the questionnaire rated that they are able to see any GP as being **good**.
- **8.9%** of patients who completed the questionnaire rated that they are able to see any GP as being **fair**.
- **7.5%** of patients who completed the questionnaire rated that they are able to see any GP as being **poor**.
- **2.4%** of patients who completed the questionnaire rated that they are able to see any GP as being **very poor**.
- **0.8%** 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?*



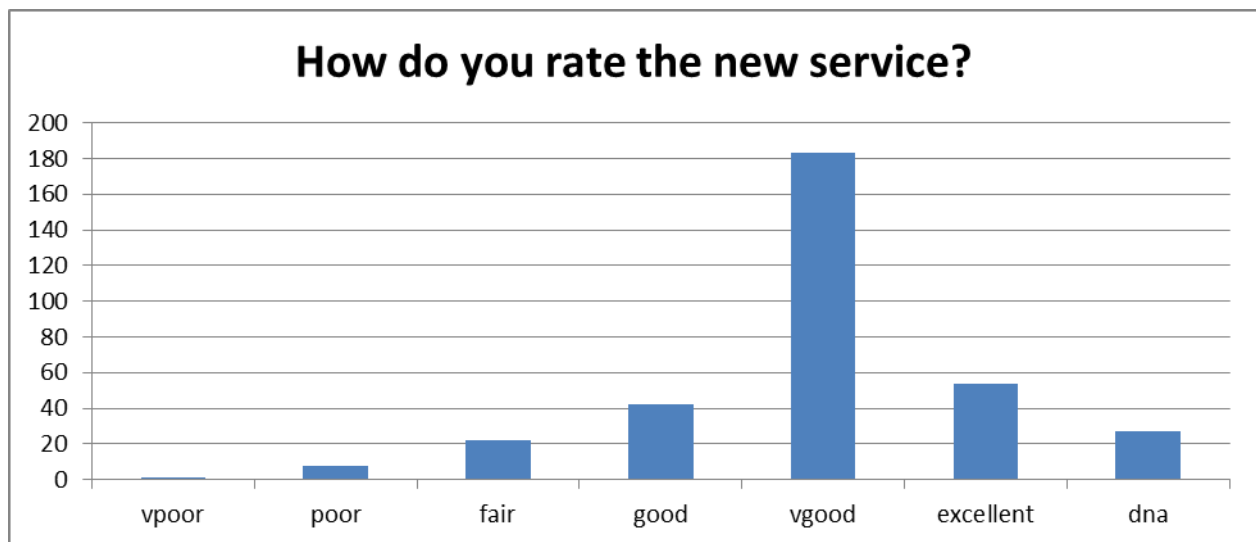
- **78.6%** of patients who completed the questionnaire stated that if they needed to see a GP urgently that they did get to be seen on the **same day**.
- **13.2%** of patients who completed the questionnaire stated that if they needed to see a GP urgently that they did not get to be seen on the **same day**.
- **8.2%** 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. *Are you aware of our new Clinician call-back service?*



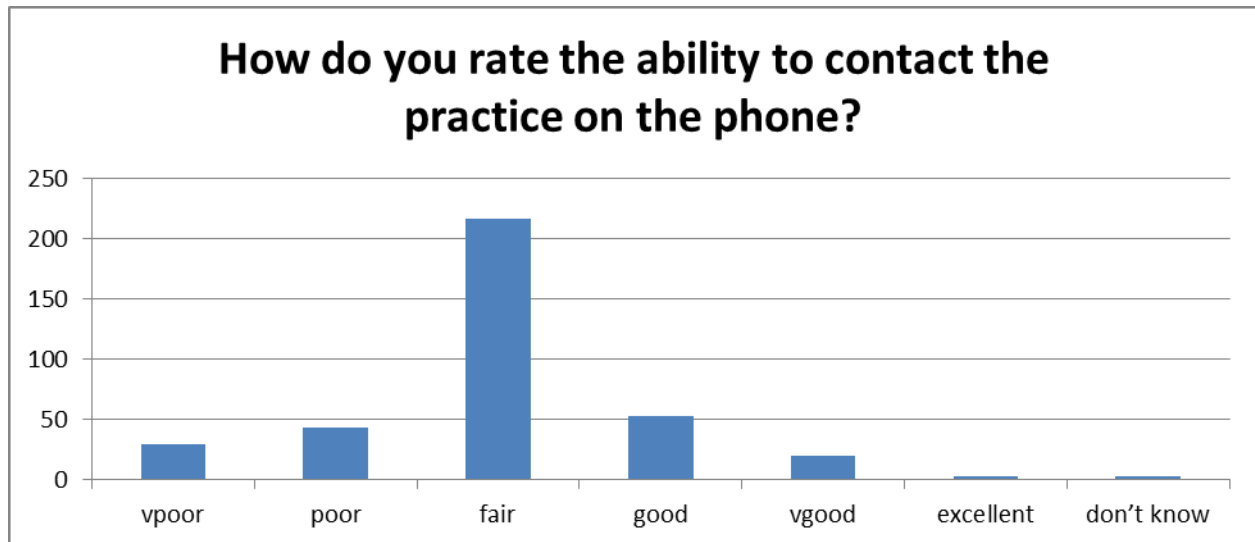
- **75.8%** of patients who completed the questionnaire stated that they were aware of the new service.
- **17.4%** of patients who completed the questionnaire stated that they were not aware of the new service.
- **6.8%** of patients who completed the questionnaire stated that they had never tried the new service.

Question 7b. *How do you rate the new service?*



- **16%** of patients who completed the questionnaire rated the new service as being **excellent**.
- **54.3%** of patients who completed the questionnaire rated the new service as being **very good**.
- **12.5%** of patients who completed the questionnaire rated the new service as being **good**.
- **6.5%** of patients who completed the questionnaire rated the new service as being **fair**.
- **2.4%** of patients who completed the questionnaire rated the new service as being **poor**.
- **0.3%** of patients who completed the questionnaire rated the new service as being **very poor**.
- **8%** of patients who completed the questionnaire **did not answer** the question.

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



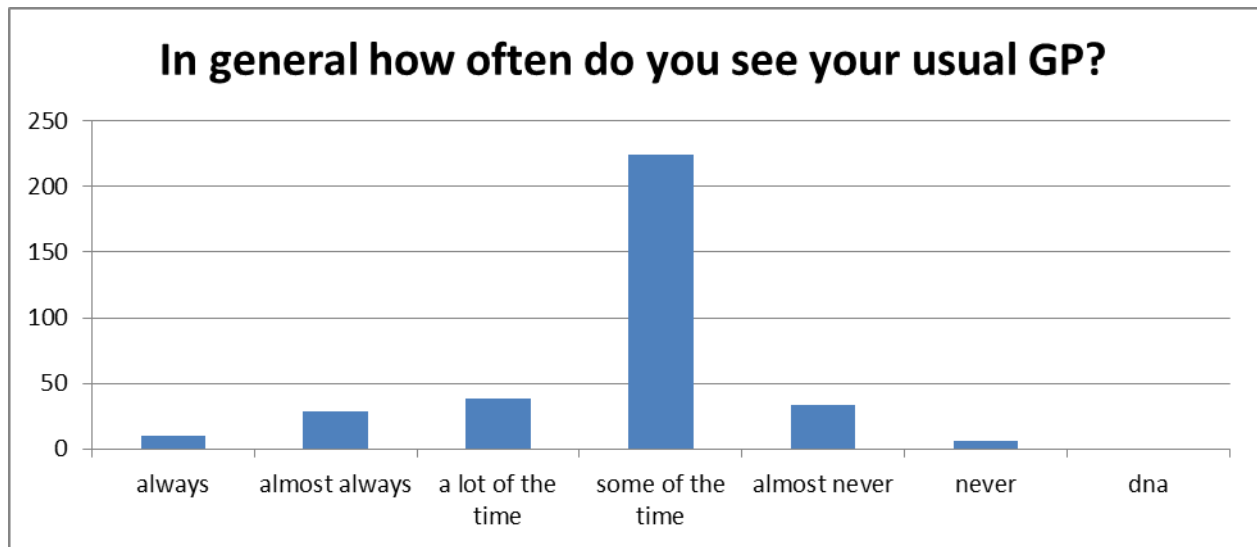
- **0.8%** of patients who completed the questionnaire rated the ability to get through on the phone as being **excellent**.
- **5.4%** of patients who completed the questionnaire rated the ability to get through on the phone as being **very good**.
- **14.4%** of patients who completed the questionnaire rated the ability to get through on the phone as being **good**.
- **59%** of patients who completed the questionnaire rated the ability to get through on the phone as being **fair**.
- **11.7%** of patients who completed the questionnaire rated the ability to get through on the phone as being **poor**.
- **7.9%** of patients who completed the questionnaire rated the ability to get through on the phone as being **very poor**.
- **0.8%** 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?



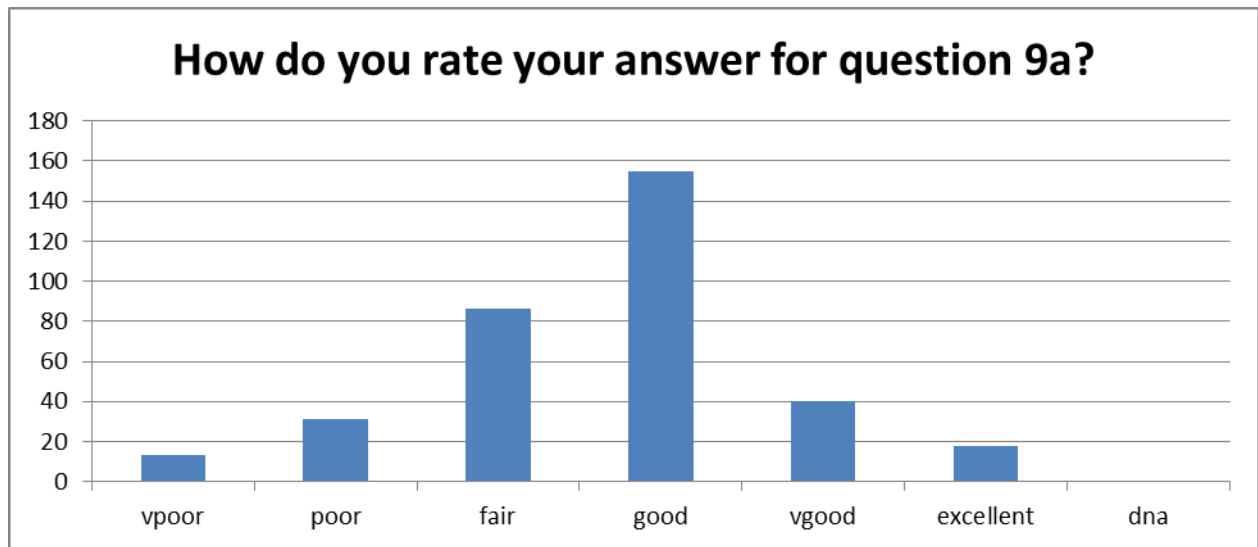
- **4.6%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **excellent**.
- **20.6%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **very good**.
- **46.2%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **good**.
- **7.9%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **fair**.
- **3.8%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **poor**.
- **2.7%** of patients who completed the questionnaire rated the ability to speak to a GP on the phone as being **very poor**.
- **14.1%** of patients who completed the questionnaire **have never tried**.

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



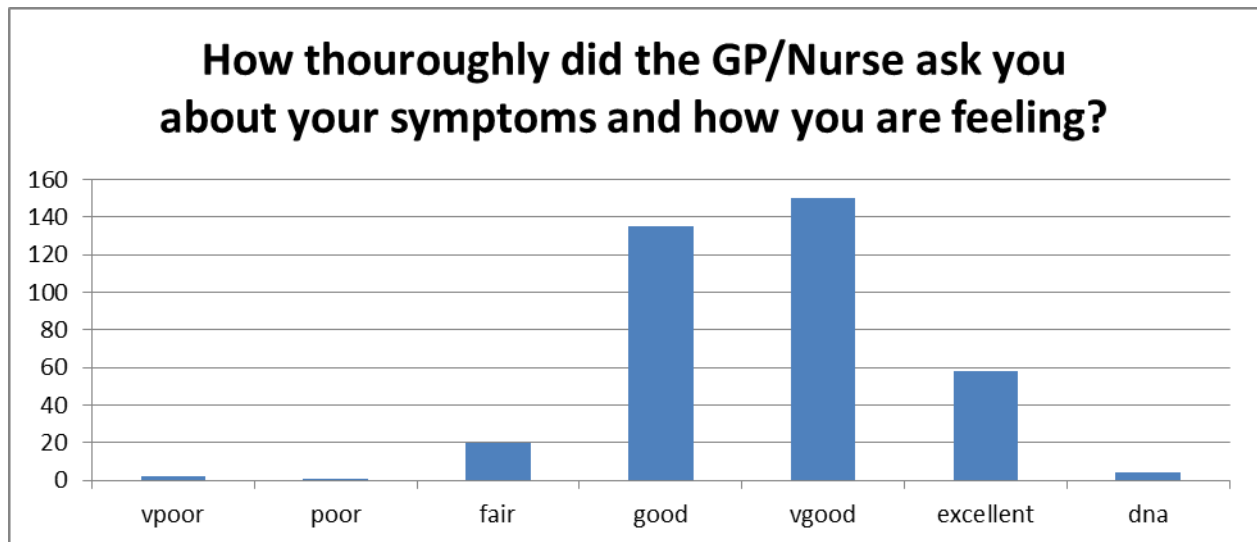
- **2.9%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***always***.
- **8.5%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***almost always***.
- **11.1%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***a lot of the time***.
- **65.7%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***some of the time***.
- **10%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***almost never***.
- **1.8%** of patients who completed the questionnaire stated that they are able to see their chosen GP ***never***.
- **0%** of patients who completed the questionnaire ***did not answer*** the question.

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



- **5.3%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **excellent**.
- **11.6%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **very good**.
- **45.2%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **good**.
- **25.1%** of patients who completed the questionnaire rated that they are able to see their usual GP as being **fair**.
- **9%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **poor**.
- **3.8%** of patients who completed the questionnaire rated that they are able to see their chosen GP as being **very poor**.
- **0%** 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?*



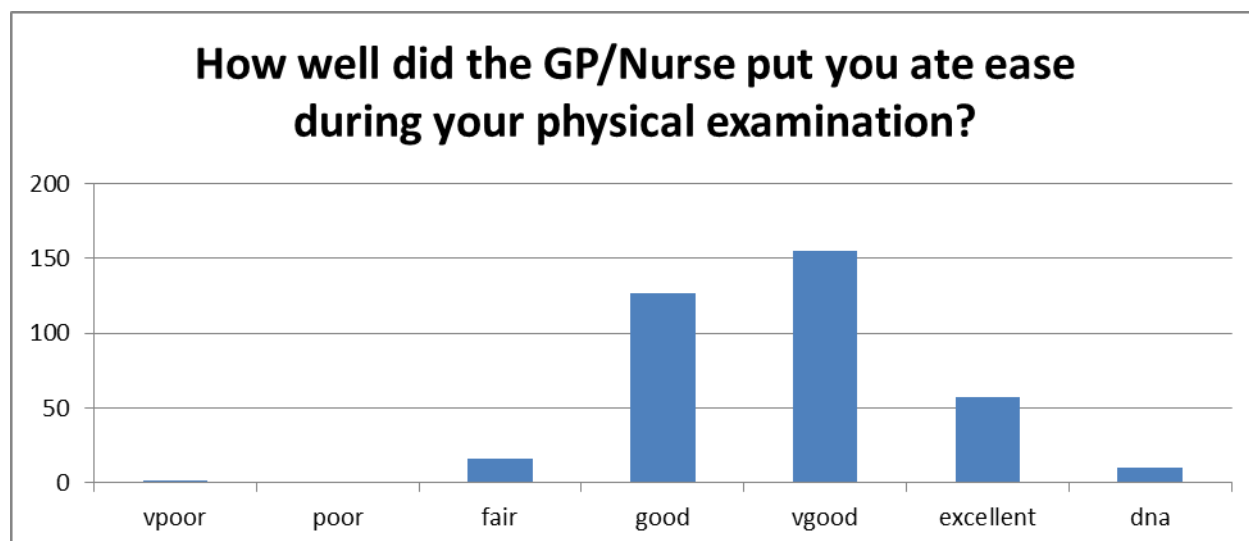
- **15.7%** of patients who completed the questionnaire answered the question as being **excellent**.
- **40.5%** of patients who completed the questionnaire answered the question as being **very good**.
- **36.5%** of patients who completed the questionnaire answered the question as being **good**.
- **5.4%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.3%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.5%** of patients who completed the questionnaire answered the question as being **very poor**.
- **1.1%** 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?*



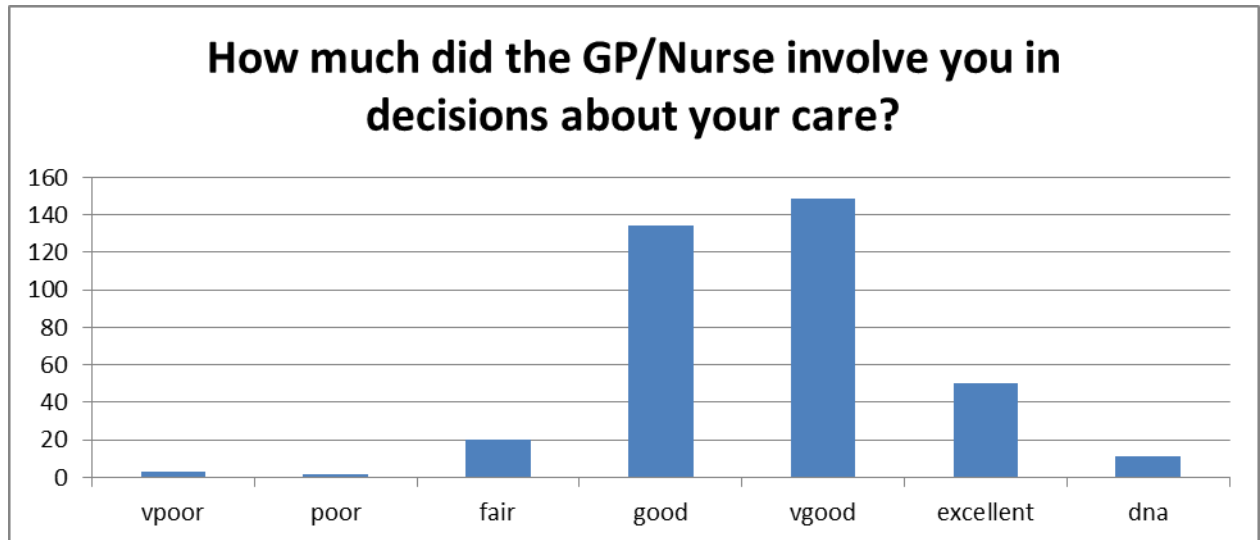
- **13.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **43.3%** of patients who completed the questionnaire answered the question as being **very good**.
- **35.5%** of patients who completed the questionnaire answered the question as being **good**.
- **5.8%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.3%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.5%** of patients who completed the questionnaire answered the question as being **very poor**
- **1.1%** 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?*



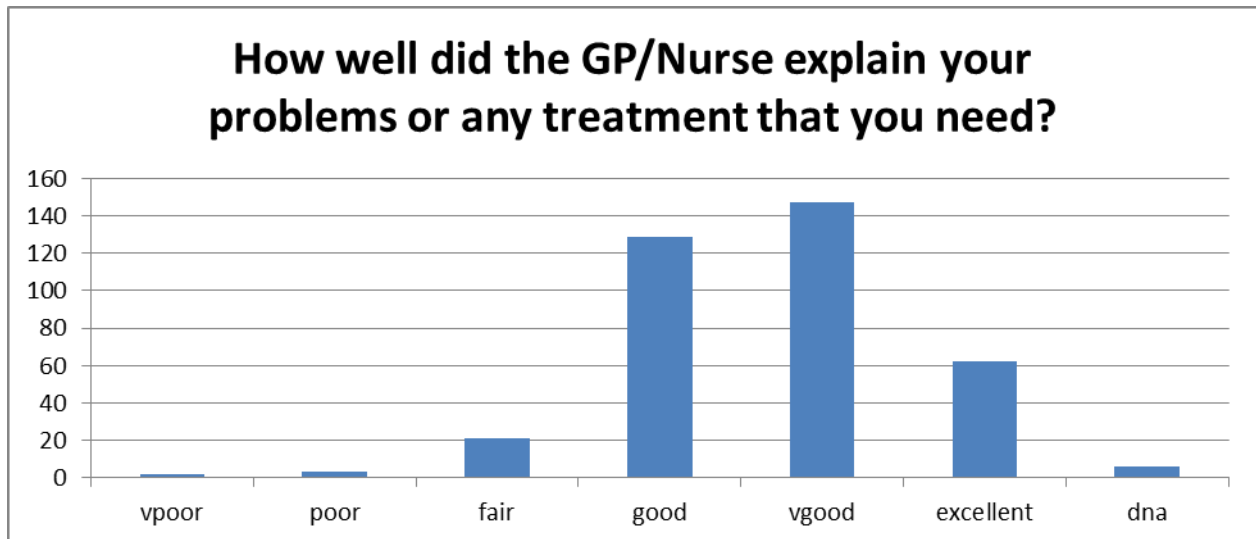
- **15.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **42.2%** of patients who completed the questionnaire answered the question as being **very good**.
- **34.6%** of patients who completed the questionnaire answered the question as being **good**.
- **4.4%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.6%** of patients who completed the questionnaire answered the question as being **very poor**.
- **2.7%** 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?*



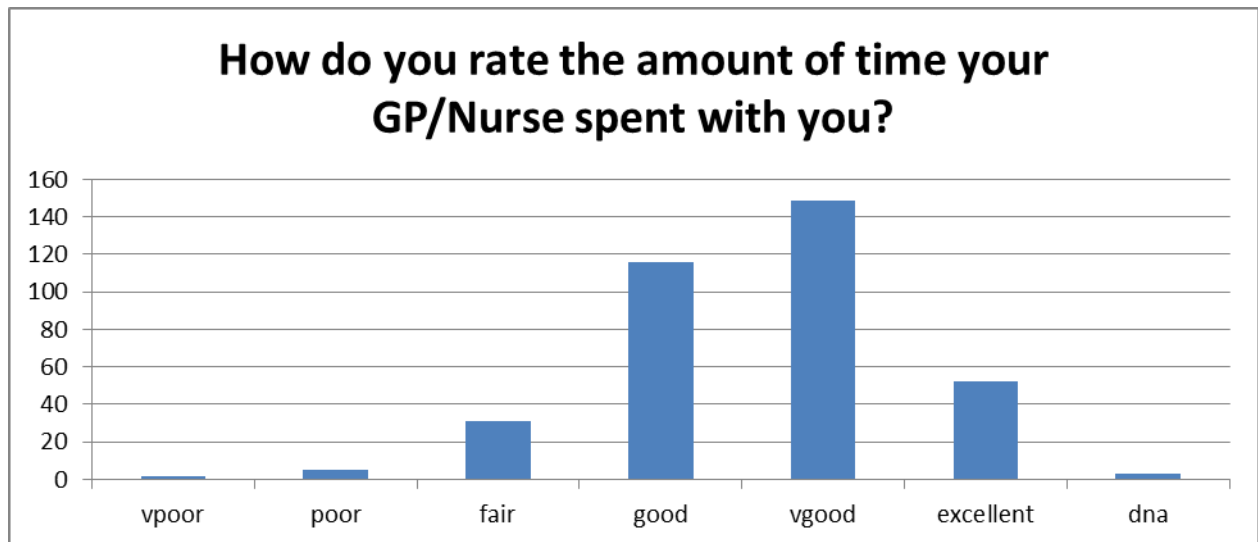
- **13.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **40.4%** of patients who completed the questionnaire answered the question as being **very good**.
- **36.3%** of patients who completed the questionnaire answered the question as being **good**.
- **5.4%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.6%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.8%** of patients who completed the questionnaire answered the question as being **very poor**.
- **3%** 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?*



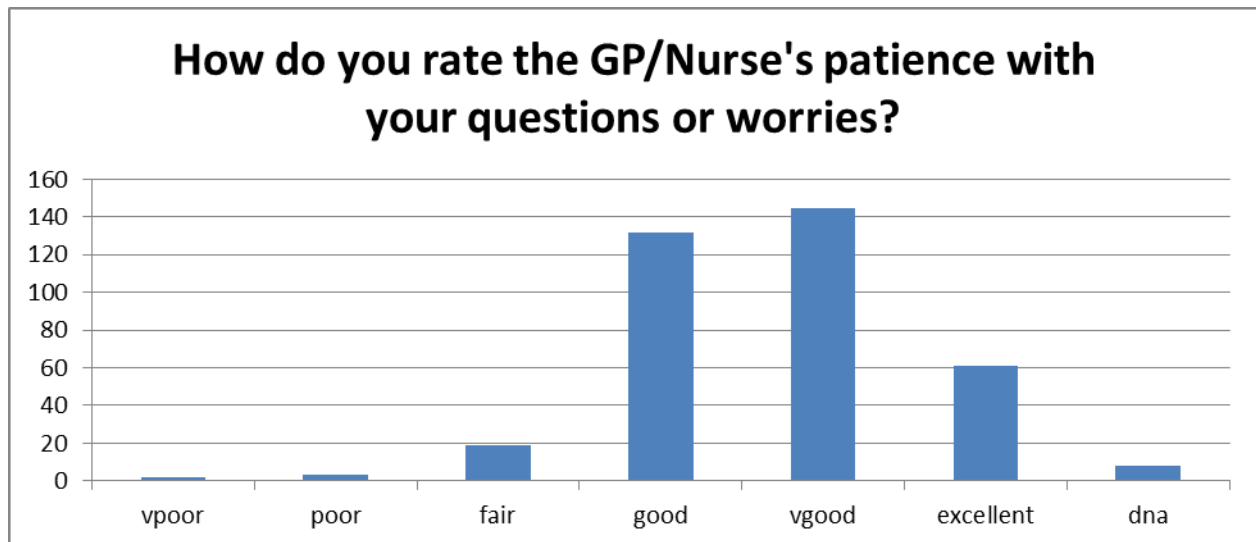
- **16.8%** of patients who completed the questionnaire answered the question as being ***excellent***.
- **39.7%** of patients who completed the questionnaire answered the question as being ***very good***.
- **34.9%** of patients who completed the questionnaire answered the question as being ***good***.
- **5.7%** of patients who completed the questionnaire answered the question as being ***fair***.
- **0.8%** of patients who completed the questionnaire answered the question as being ***poor***.
- **0.5%** of patients who completed the questionnaire answered the question as being ***very poor***
- **1.6%** 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?*



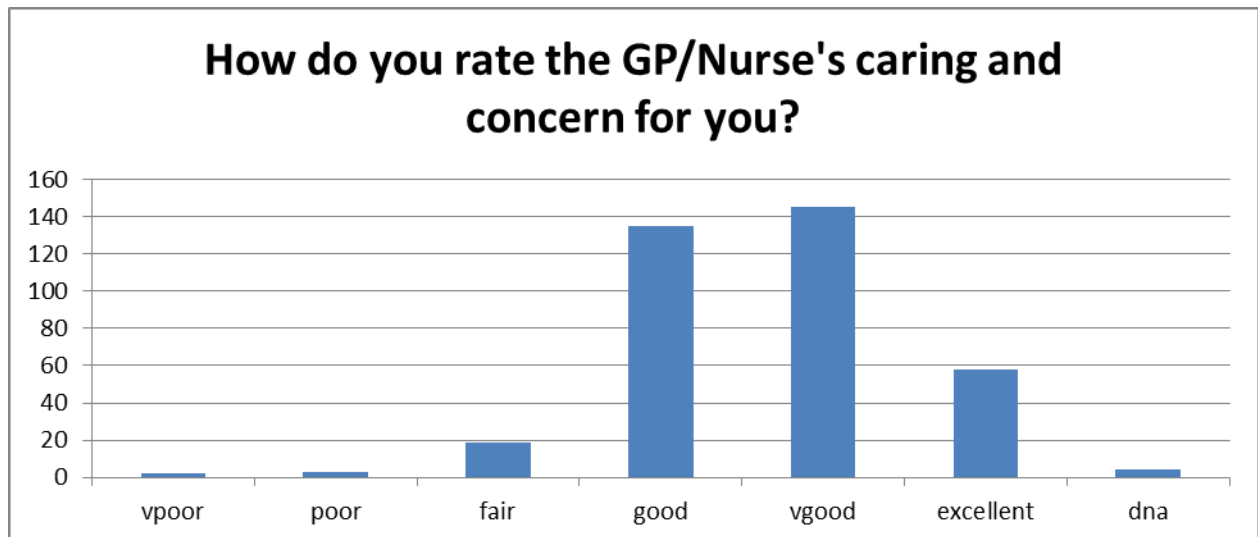
- **14.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **41.6%** of patients who completed the questionnaire answered the question as being **very good**.
- **32.4%** of patients who completed the questionnaire answered the question as being **good**.
- **8.7%** 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**
- **0.6%** of patients who completed the questionnaire answered the question as being **very poor**
- **0.8%** of patients who completed the questionnaire **did not answer** the question

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



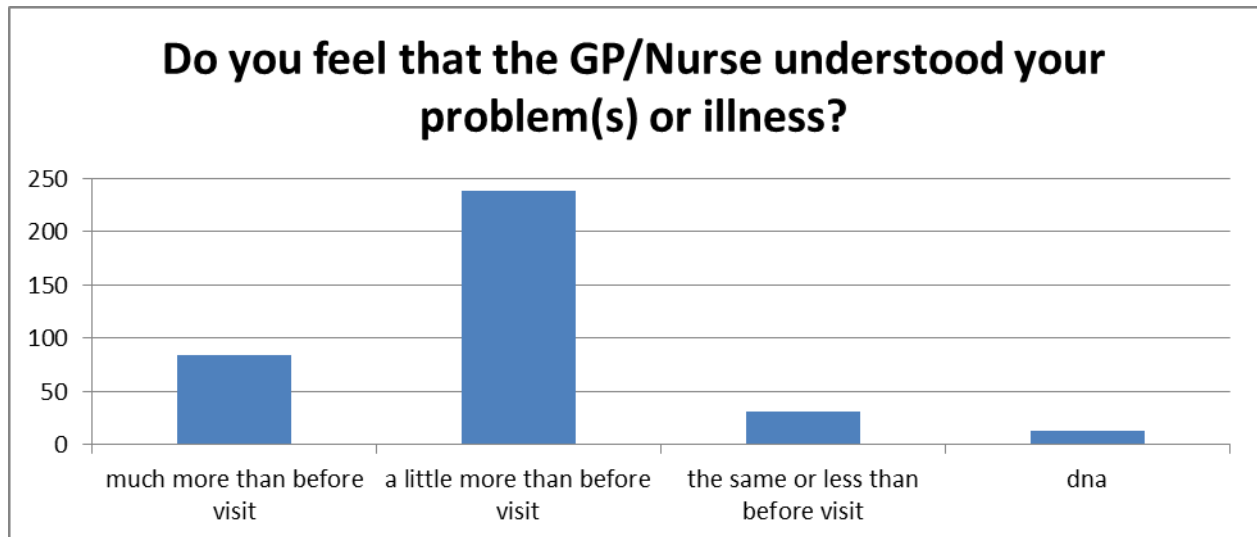
- **16.5%** of patients who completed the questionnaire answered the question as being **excellent**.
- **39.2%** of patients who completed the questionnaire answered the question as being **very good**.
- **35.7%** of patients who completed the questionnaire answered the question as being **good**.
- **5.1%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.8%** of patients who completed the questionnaire answered the question as being **poor**
- **0.5%** of patients who completed the questionnaire answered the question as being **very poor**
- **2.2%** 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?*



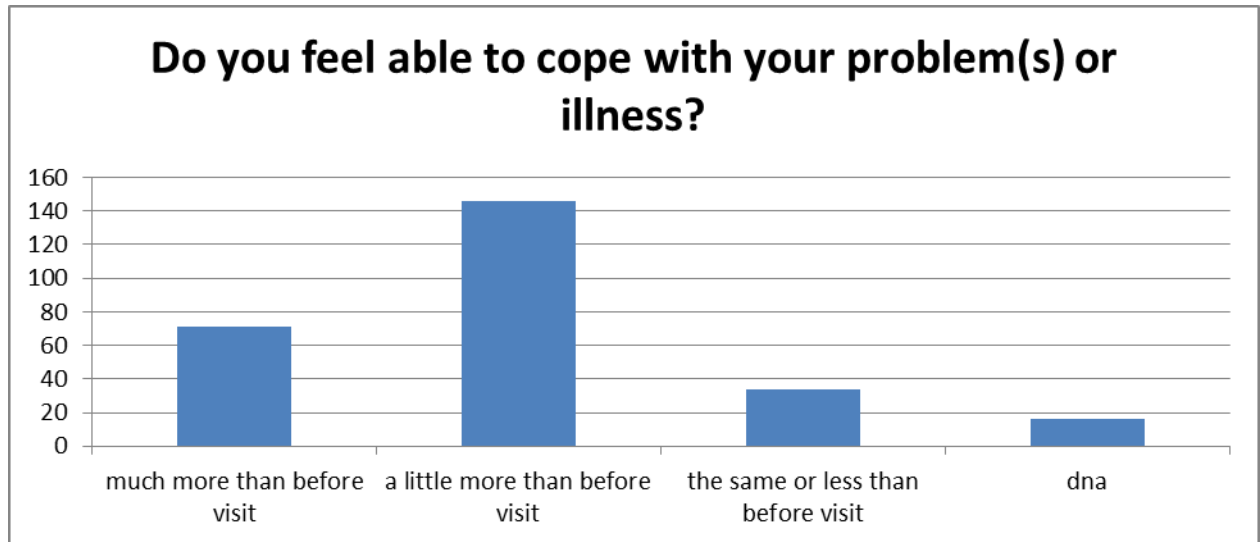
- **15.9%** of patients who completed the questionnaire answered the question as being **excellent**.
- **39.6%** of patients who completed the questionnaire answered the question as being **very good**.
- **36.9%** of patients who completed the questionnaire answered the question as being **good**.
- **5.3%** of patients who completed the questionnaire answered the question as being **fair**.
- **0.8%** of patients who completed the questionnaire answered the question as being **poor**.
- **0.5%** of patients who completed the questionnaire answered the question as being **very poor**
- **1%** 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?



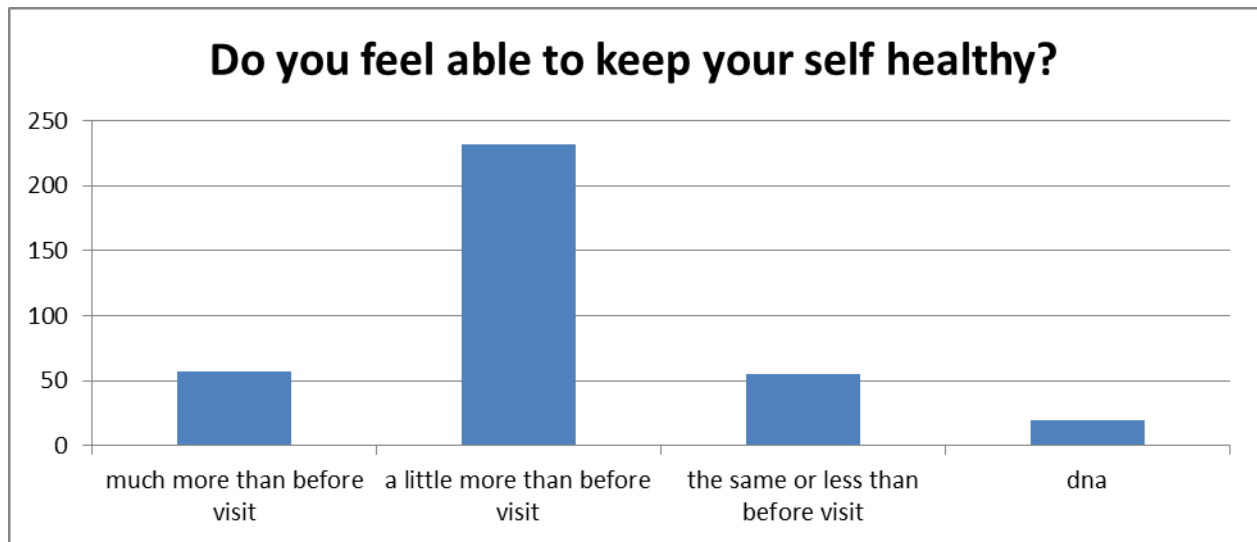
- **23%** of patients who completed the questionnaire answered the question as ***much more than before the visit.***
- **65%** of patients who completed the questionnaire answered the question as ***a little more than before the visit.***
- **8.5%** of patients who completed the questionnaire answered the question as ***the same or less than before the visit.***
- **3.5%** 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?*



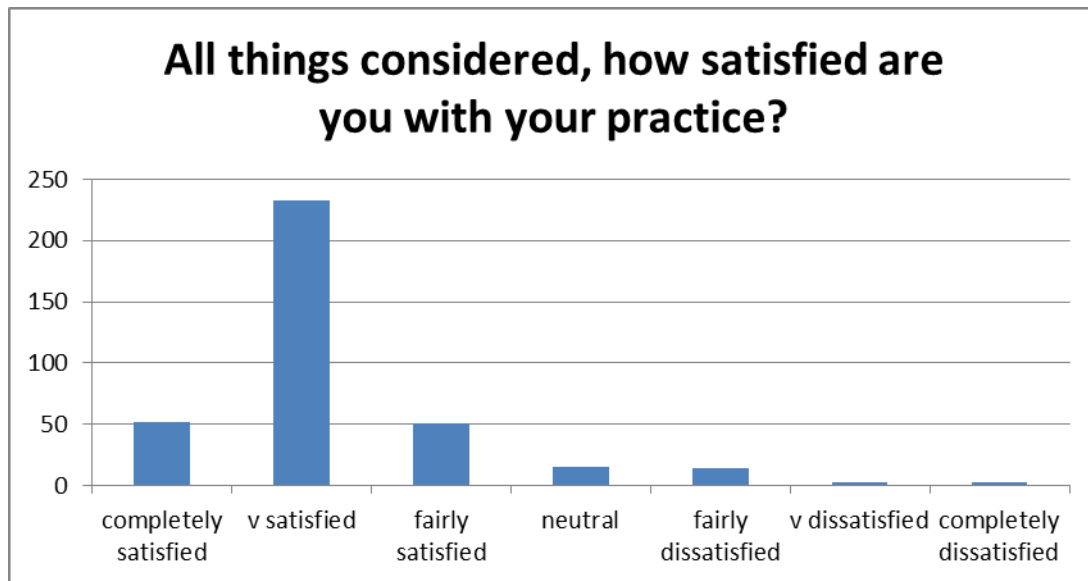
- **19.3%** of patients who completed the questionnaire answered the question as ***much more than before the visit.***
- **67%** of patients who completed the questionnaire answered the question as ***a little more than before the visit.***
- **9.3%** of patients who completed the questionnaire answered the question as ***the same or less than before the visit.***
- **4.4%** of patients who completed the questionnaire ***did not answer*** the question

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



- **15.7%** of patients who completed the questionnaire answered the question as ***much more than before the visit.***
- **63.7%** of patients who completed the questionnaire answered the question as ***a little more than before the visit.***
- **15.1%** of patients who completed the questionnaire answered the question as ***the same or less than before the visit.***
- **5.5%** 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%** of patients have stated that they are **satisfied** with the practice, the breakdown of which is as follows:
- **14.1%** of patients who completed the questionnaire answered the question as being **completely satisfied** with the practice.
- **63.1%** of patients who completed the questionnaire answered the question as being **very satisfied** with the practice.
- **13.8%** 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.
- **3.8%** of patients who completed the questionnaire answered the question as being **fairly dissatisfied** with the practice.
- **0.6%** of patients who completed the questionnaire answered the question as being **very dissatisfied** with the practice.
- **0.6%** 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 704777**

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.

Name:		Postcode:	
Email Address:			

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

Please tick all Blank boxes that apply to you.

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

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	
Age Group	Under 16		17 – 24	
	35 – 44		45 – 54	
	65 – 74		75 – 84	
	25 – 34		65 – 64	
			Over 84	

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?

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

Online Patient Survey Comments

Please see below a selection of some of the patient comments that helped the PPG prioritise the action plan

- The phone system is very frustrating and annoying because you have to phone at 8am to book an appointment.
- The booking system is terrible as you have all patients ringing at the same time and the appointments are gone very quickly.
- I start work at 8am every morning which makes it impossible to book an appointment.
- There does not seem to be enough appointments that you can book in advance with certain doctors.
- The healthcare is usually good but the appointment system is not.
- The telephone manner of the receptionists could be improved.
- I want to be treated the same whether I get the worst telephonist or the best.
- Ask your reception staff to smile, it makes people's day.
- More provision of practice nurses who can deal with minor worries and advise if i need to see a GP or not.
- My wife and I are very satisfied with the way the practice treats us.
- Please keep up your high standards, Friarwood is a credit to the medical profession

APPENDIX 3

THE FRIARWOOD SURGERY

TEL: 01977 704777
FAX: (01977) 690713

CARLETON GLEN
PONTEFRACT
WEST YORKSHIRE WF8 1SU

Mr K Duggan

Our ref: KD/PPG31

31st October 2013

Dear Colleague

Re: Patient Participation Group (PPG)

Please find enclosed the minutes from the September 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 is to inform you that the next meeting is **Tuesday 29th October (6.30 -8.00pm)** at the Friarwood Surgery and all are welcome.

At the above meeting we will hear feedback from the PPG members who came in to meet the practice staff on our October TARGET training day and we have a guest speaker from from Stonham Home Group that provide Community Services for WMDC. We will also be discussing how the group can help with this year's patient survey and general feedback on the latest developments affecting the practice.

If you need to discuss further please contact me by letter (address above), by phone (01977 704777), by fax (number above), or by e-mail on Kevin.duggan@wakefieldccg.nhs.uk

I would like to offer my apologies for the above meeting as I am on holiday but our admin manager (Karen Chapman) will be in attendance in my absence.

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 good	Fair	Good	Very	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	5 <input type="checkbox"/>	<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 satisfied	Weekends	None, I am
	<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 quickly 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 quickly do you usually get seen?	<input type="checkbox"/>	<input type="checkbox"/> 2	3 <input type="checkbox"/>	<input type="checkbox"/> 4	5 <input type="checkbox"/>	<input type="checkbox"/> 6	<input type="checkbox"/> 7
		Very poor	Poor good	Fair	Good	Very	Excellent apply	Does not
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

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) Are you aware of our new **Clinician call-back** system for patients?

	Yes	No	Yes but not used				
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>		
	Very poor	Poor	Fair	Good	Very good	Excellent	
b)	How would you rate this new service?	<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 to get through to 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 speak to 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 usual 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
	Very poor	Poor good	Fair	Good	Very	Excellent	
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

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

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly 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 listened 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 put you at ease 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 involved you in decisions 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 explained 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 time 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 patience 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 caring and concern 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 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 understand your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) able to cope 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 keep yourself 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 24th September 2013

Present: Kevin Duggan- Practice Manager, Liz de Dombal- GP, B B, S A, B C, G M, I T, J A, B B, J H, M S, J N, A T, A J.

Apologies: none.

Minutes: B C asked about the format for the meeting between PPG and practice staff. This will take place at 12.30 on the 16th October. It will be an informal meeting with tea, coffee and biscuits.

- *Patient survey* – this was discussed; some problems with the wording of the questions were ironed out. Hopefully the survey will start as soon as possible after ratification by the PPG.
- *PPG meetings* – it was decided by a show of hands to hold ten meetings per annum. There will be no meetings in August and December.

Minutes: approved and seconded by G M and A T.

PPG network Meeting 18/9/13: B B attended the meeting and gave feedback. The meeting discussed topics including Kings St drop in centre in Wakefield. All PPG's to have access to all practice surveys so that they can be discussed and hopefully PPG's can learn from each other.

CCG Public Meeting 24/9/13: J N attended this meeting and gave feedback. Anonymous feedback at the meeting gave general dissatisfaction with the Health Service. Discharge from hospital should be looked at. There is hopefully to be an integrated Care Change with sustainability and demographic change. There is to be an extra point of access – Gateway to Care. There is a private company called Stonham. They support people in their own homes and during crisis. Funding is from Wakefield council.

Surgery Updates: The telephone system. This will start as from the middle of the week beginning the 30th September. There will be eight lines available which can be increased to twelve. Staff will be trained on the system. A message will be left on the old 0844. All calls will now be charged at local rate on number 01977 704777.

- *Flu jabs* – these start next week. Patients have been sent e mails concerning this. G M raised the question as to how patients without email would know to attend. Kevin replied that patients would be contacted by post.
- *D.N.A. numbers* remain as previous. K D hopes the new system will eventually reduce these.
- *Dr Kirby* is leaving on the 29th November. The practice will be advertising for another partner. The PPG wish him every success in the future and thank him for his work.

Any other business: John was re-elected as chair.

The next meeting Tuesday 29th October at 6.30 pm.

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

Additional comments/minutes 29/10/13

K D has requested help with the PPG Survey. He would like help from the PPG members surveying patients in early morning and after 5pm.

Additional comments/minutes 28/1/14

Patient Survey: *We are behind with this.*

Additional comments/minutes 25/2/14

Patient Survey: *Help with from the PPG members is still needed to finish off the patient surveys.*

APPENDIX 6

FRIARWOOD SURGERY - PATIENT SURVEY

ACTION PLAN FOR 2014/15

FOCUS AREA	CURRENT SITUATION	GOAL	MEASURE OF SUCCESS	ACTIONS REQUIRED	TIMING	Feasibility
How easy is it to get through on the phone?	20% of patients are 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
				Install Patient Partner phone system which will give patients 24hrs a day access to pre bookable appointments. Involve PPG members in the role out of the Patient Partner system.	By May 14	Deliverable
Ability to book ahead for an appointment	Patients unhappy with the number of appointments available to book ahead	To make more appointments available for future booking via the new 24hr phone booking system and online 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 April/May to accommodate the new 24hr Patient Partner phone system.	Deliverable
				GPs will be encouraged not to invite back patients unless absolutely necessary and will be asking patients to utilise the new 24hr telephone system to book their own follow up appointments.	By May 14	Deliverable if changes to working practice accepted.
				Provide plain English explanation of how the appointments system works in the PPG newsletter, patient leaflet and on the website etc. Also explain how to use the online & new 24hr phone booking facilities.	By May 14	Deliverable

FOCUS AREA	CURRENT SITUATION	GOAL	MEASURE OF SUCCESS	ACTIONS REQUIRED	TIMING	Feasibility
Customer service skills	Some patients unhappy with service given by reception staff	To improve the customer service skills of reception staff	Improved patient satisfaction with reception staff	Improve staff communication skills by providing dedicated skills training for reception/admin staff	Ongoing training for receptionists	Deliverable
Same day access to clinicians	Some patients unhappy with same day appointments availability	Increase capacity of same day clinician access	Improved patient satisfaction with same day access to clinicians	Recruit and strengthen current Advanced Nurse Practitioner team to provide more same day patient access to clinicians.	By June/July 14	Deliverable

APPENDIX 7

Patient Survey Action Plan Meeting

(2pm, 19th March 2014)

Present: Kevin Duggan (Practice Manager), J N, B B, A J, B C, G M, B B.

Apologies: I T, J A, S A, A T, M S.

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

KD asked the group to read through the survey results and then asked the group for key areas of concern that needed addressing in the new action plan.

The group debated a number of areas of concern and agreed that main area to address should be patients frustration at not being able to get through to the practice on the phone at busy times (8am etc.). KD acknowledged this and outlined his plans to install a new phone system called 'Patient Partner' which give patients access to the available pre bookable appointments 24hrs a day. This solution should also reduce demand at peak times and help with a patient's ability to book ahead and even cancel appointments.

Betty B 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.

KD suggested that we should include try to increasing same day patient access to clinicians and offered to look at increasing the Advanced Nurse Practitioners team to improve this. This was welcomed by the group if it was a deliverable action.

GM commented that the PPG should be very pleased with the overall result of 91% of patients satisfied with the Friarwood Surgery, while accepting that it would be impossible to deliver an action plan that would fully address every patient's issues. The group 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.