

**Drs G J Cox, M Karpha, and S L Harman
West Oak Surgery
319 Westdale Lane
Mapperley
Nottingham
NG3 6EW**

**PATIENT PARTICIPATION REPORT
2014/15**

Practice Code:

C84696

Practice Name:

West Oak Surgery

An introduction to our practice and our Patient Participation Group (PPG)

West Oak Surgery is based in a suburban area of Nottingham. It was formed in 1993 by the merger of 2 practices, one which had been already based in the current premises for nearly 50 years. The practice for most of the last year has had a closed list. The list was reopened again in December and the practice has seen the number of patients on its list grow from 4900 to 5050 and will continue to grow over the next few months. This will increase the work of the practice and the practice will monitor this impact and react accordingly to maintain the level of service already experienced by our patients. We will look to our PPG for their support and feedback to ensure that the service they are experiencing is maintained.

The PPG has been a virtual group in that it is based around emails and is now in its fourth year. The Practice Manager has recently started a representative group to have face to face meetings periodically to discuss feedback and reports and create a forum to build on the successful virtual PPG. The number of PPG members is growing and on the 9th March 2015 there were 293 members.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PPG is representative of the wider practice population. Information is provided here on the practice and PPG profile.

		PPG profile	Difference
Age			
% under 18	19	1	-18
% 18 – 34	20.4	12.3	-8.1
% 35 – 54	30.1	28.3	-1.8
% 55 – 74	22.6	48.5	+25.9
% 75 and over	7	10.9	+3.9
Gender			
% Male	48.7	43.0	-5.7
% Female	51.3	57.0	+5.7
Ethnicity			
% White British/Other White	87.76	93.34	+5.58
% Mixed white/black Caribbean/African/Asian	1.96	0.35	-1.61
% Asian – Indian/Pakistani/Bangladeshi	2.12	3.86	+1.74
% Chinese	0.20	.35	+1.15
% Other	1.69	1.75	+0.06

These are the reasons for any differences between the above PPG and Practice profiles:

1. Age.

Teenagers, children and working ages are under-represented. This is likely to be due to the pattern of attending the surgery, and interest and time available for giving to the PPG.

2. Ethnicity.

Our PPG is very representative of our patient ethnicity. Although mainly white British, which represents the vast majority of patients registered with the practice, the mix of PPG members from other ethnic backgrounds is broadly representative of the population

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

The majority of patients are either working, or of retirement age having worked. There are relatively few unemployed. The practice read codes the caring status on the patient record.

This is what we have tried to do to reach groups that are under-represented:

There has been no specific action to target teenagers or children.
All patients who register with the practice are invited to join the PPG. Information is included as part of the new patient registration pack.
There is an option to join the PPG on the practice website.
Posters are in the waiting room inviting patients to join the PPG.
The jayex board in the waiting room also invite patients to join the group.
The practice staff are encouraged to promote the PPG where appropriate.

Setting the priorities for the annual patient survey

This is how the PPG and practice agreed the key priorities for the annual patient survey

An email was sent to the virtual PPG on 15 January 2015 enclosing a suggested survey and requesting ideas for questions to put in the annual patient survey. The practice did not have any predetermined priorities and left it up to the PPG members to suggest questions or subjects for questions.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

The practice and the PPG worked together to select the survey questions in the following way:

Answers from the email sent out on the 15 January 2015 were collated by our practice manager and incorporated into the survey

There were 4 suggestions on the following topics:

1. A comments section for patients to comment on anything not mentioned in the survey.
2. Revise the wording on asking for patients opinion on their previous answers
3. Add a question at the start of the survey stating if was being filled in on behalf of another
4. Include a section on on-line appointment booking

The virtual PPG was emailed the survey in February and the survey was ready for distributing in Mid-February Early March.

How our patient survey was undertaken:

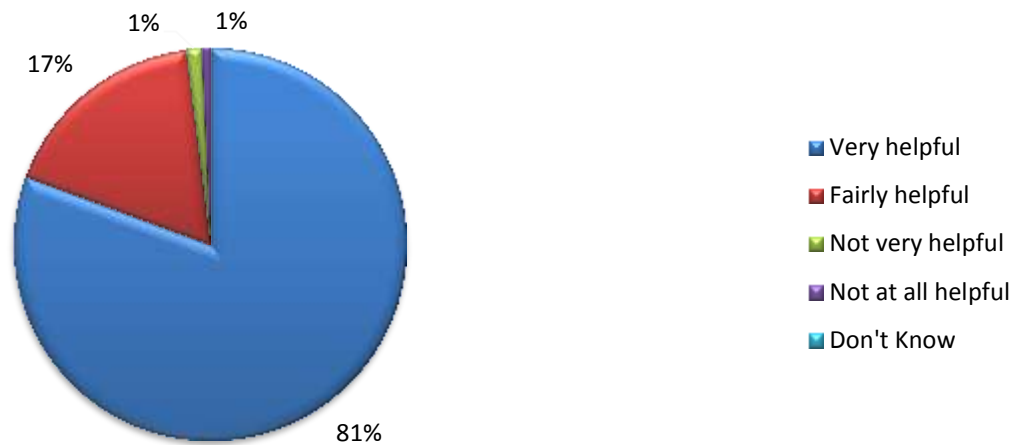
The patient survey questionnaires were given out to patients in the 3 week period from 16th February to the 6th March 2015, and placed on the Surgery website. Patients were encouraged to fill in the survey whilst attending the surgery. Also the survey was available on the website and sent out to all PPG members.

Results of the survey are detailed below. Following the results is a copy of the survey issues to patients.

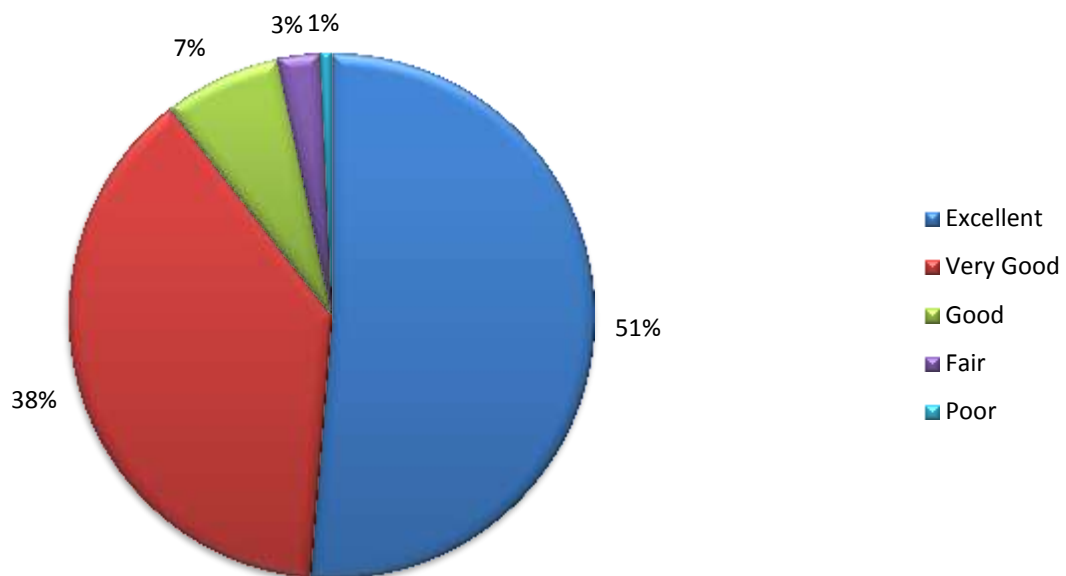
Patient Satisfaction Survey February 2015

Appointments and Reception

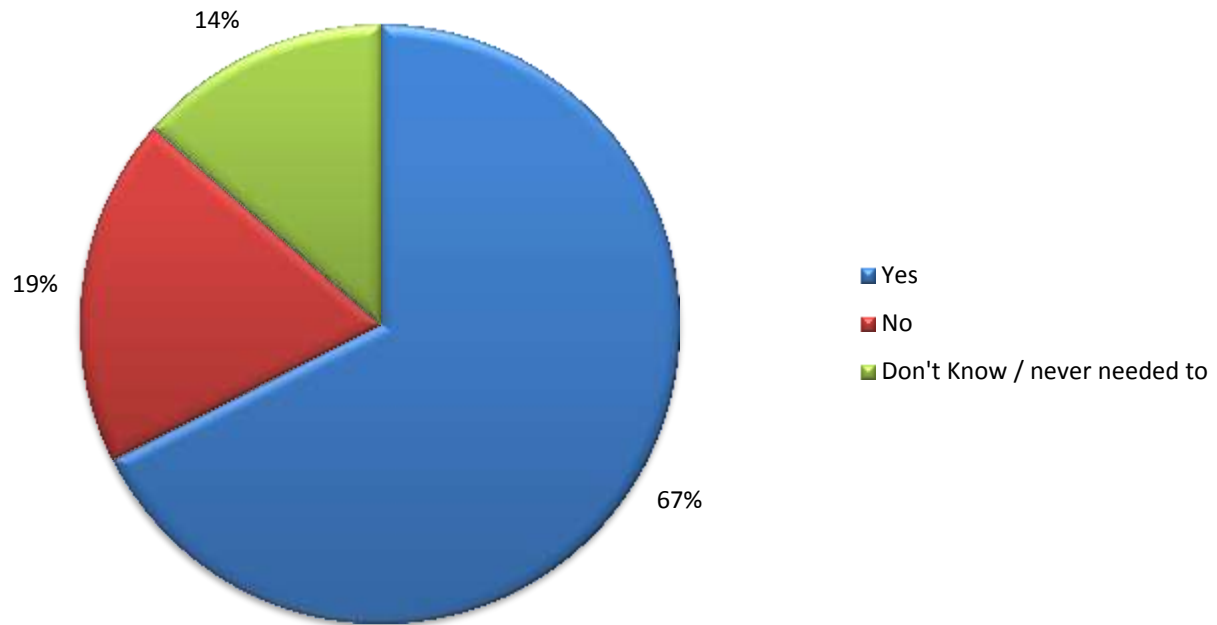
Q1 How helpful do you find the receptionists at your GP practice?



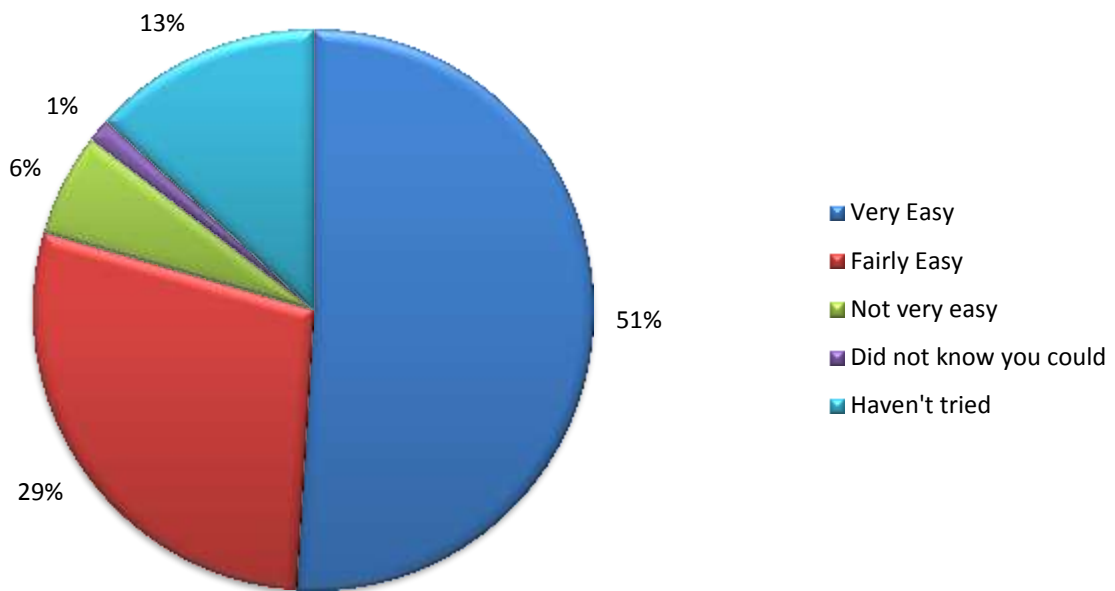
Q2 How effective are the reception / secretarial staff at dealing with your enquiry?



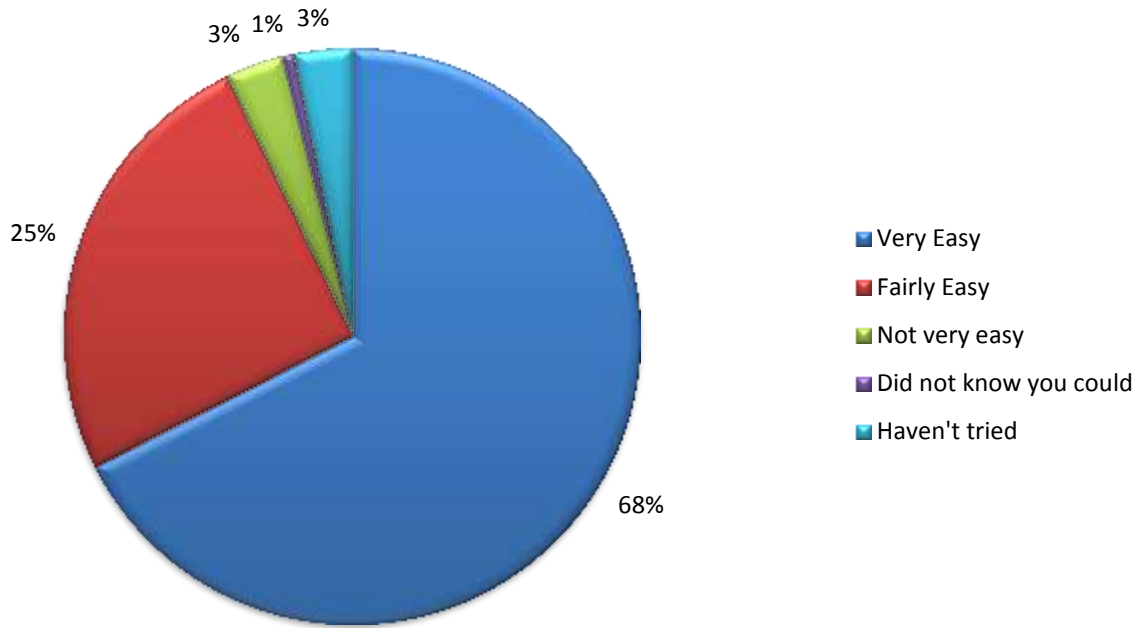
Q3 If you need to see a GP urgently, can you normally get seen on the same day?



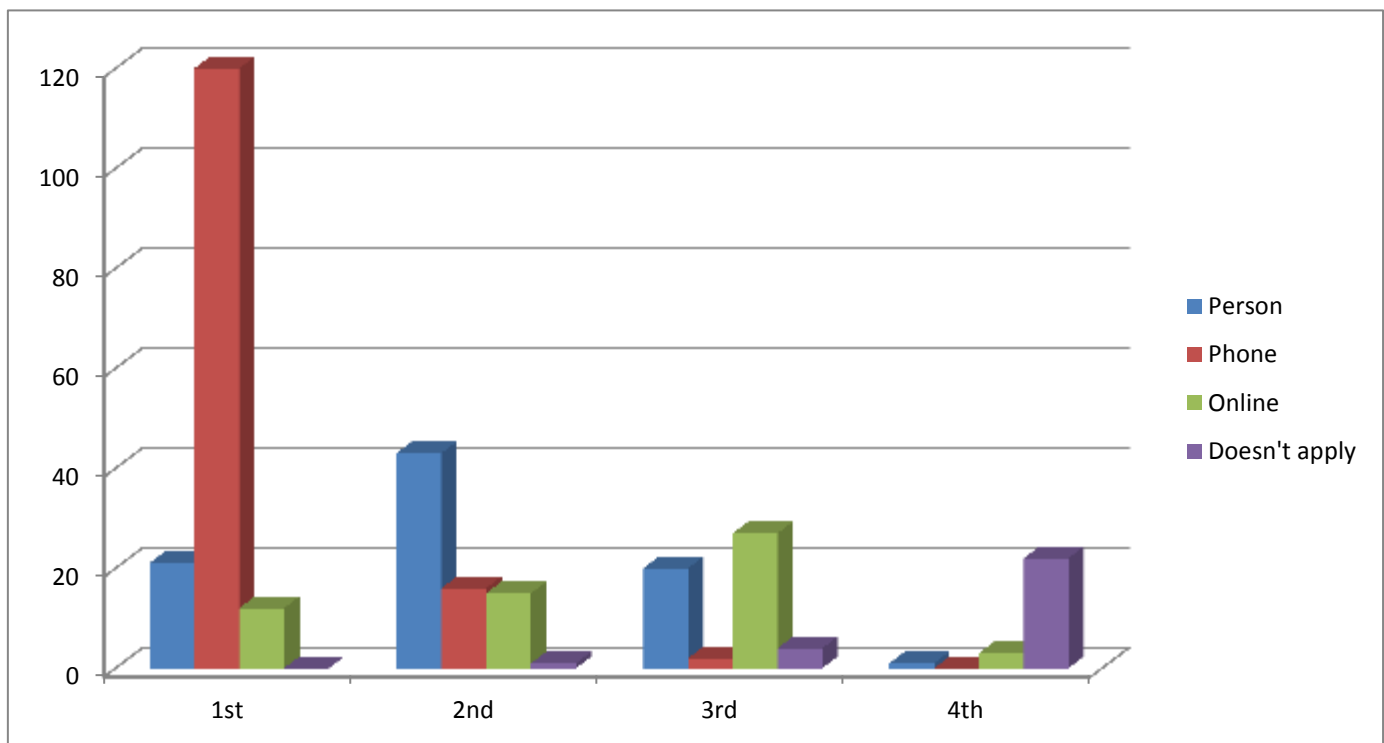
Q4 How easy is it to speak to a doctor or nurse on the phone at your GP practice?



Q5 How easy is it to book ahead for a routine appointment?



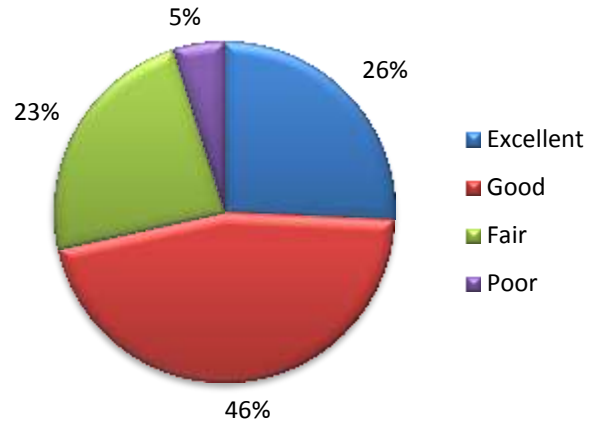
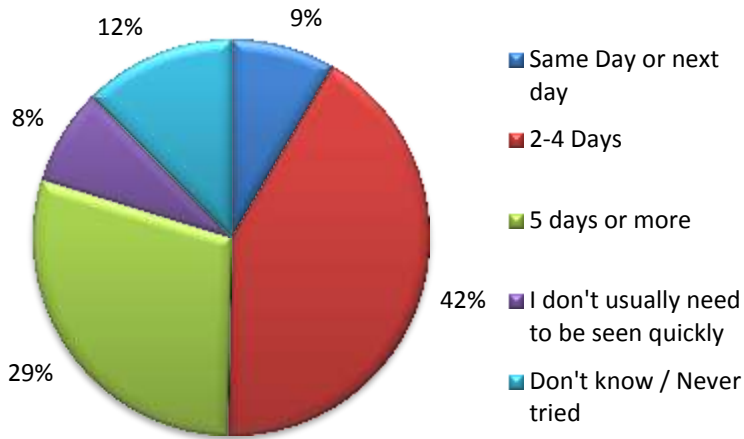
Q6 Please put in order of preference which of the following methods you prefer to use to book appointments?



Thinking of times when you want to see a particular doctor:

Q7 When you want an appointment with a particular Doctor how long do you have to wait?

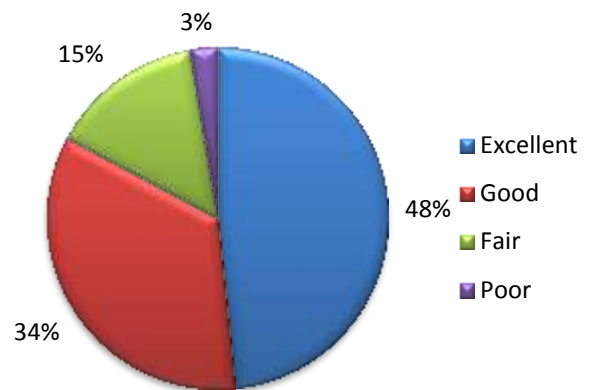
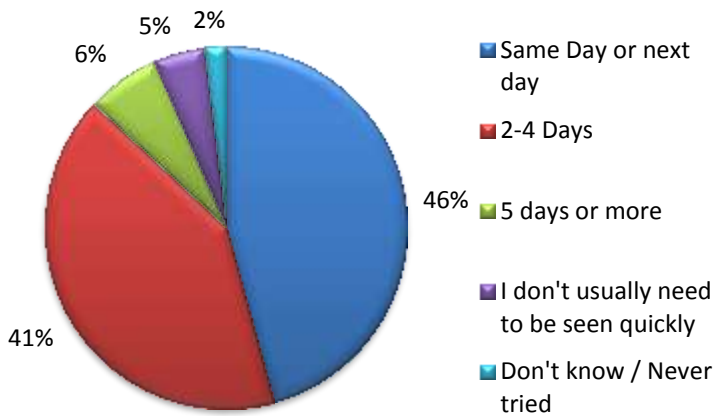
Q8 How do you rate your answer to Q7?



Thinking of times when you are willing to see any doctor:

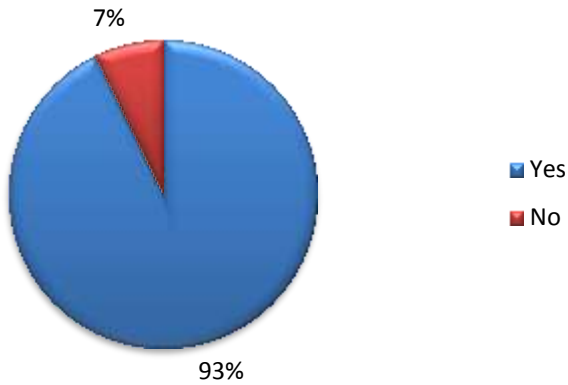
Q9 When you want an appointment with any Doctor how long do you have to wait?

How do you rate your answer to Q9?



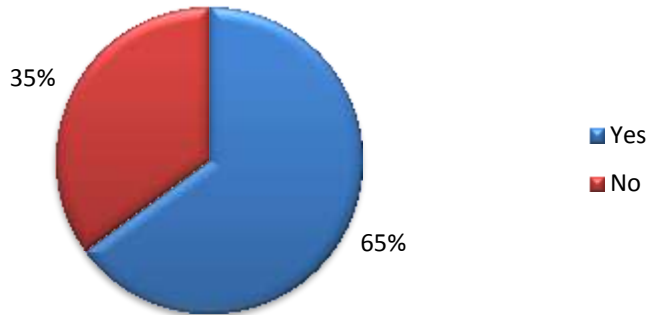
About Opening Times

Q11 Is your GP practice currently open at times that are convenient to you?

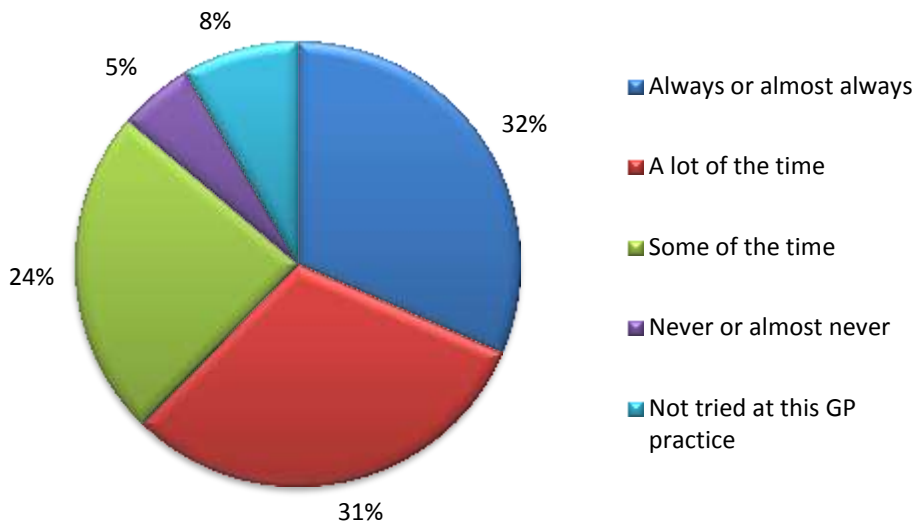


About seeing the doctor of your choice

Q12 Is there a particular GP you usually prefer to see or speak to?

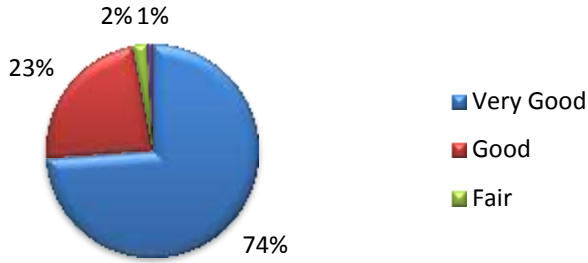


Q13 How often do you see or speak to the GP you prefer?

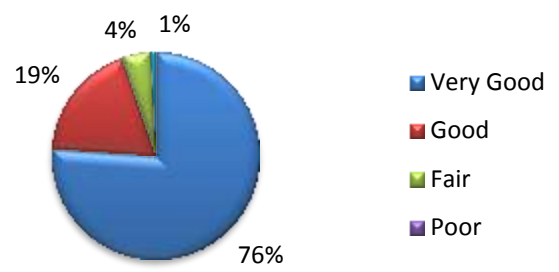


How good was the last GP you saw at each of the following?

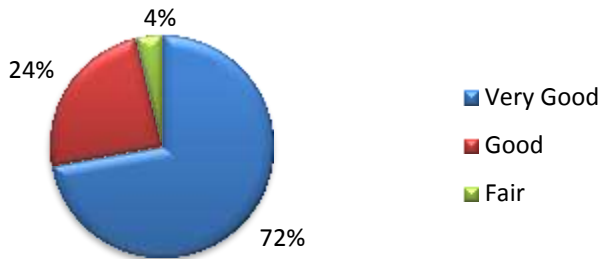
Q14 Giving you enough time



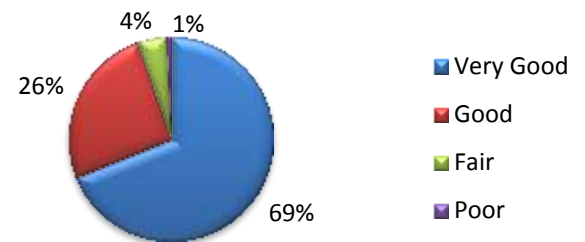
Q15 Listening to you



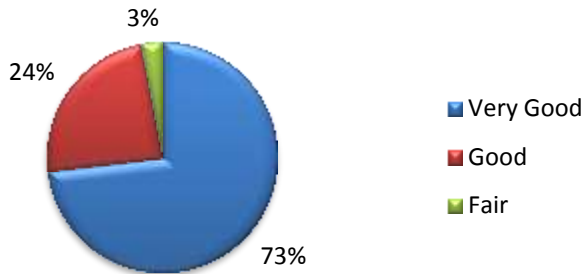
Q16 Explaining tests and treatments



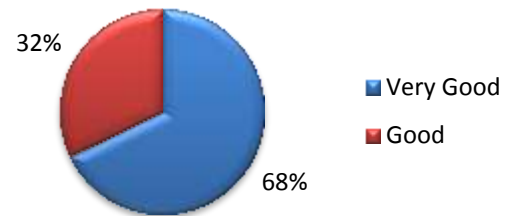
Q17 Involving you in decisions about your care



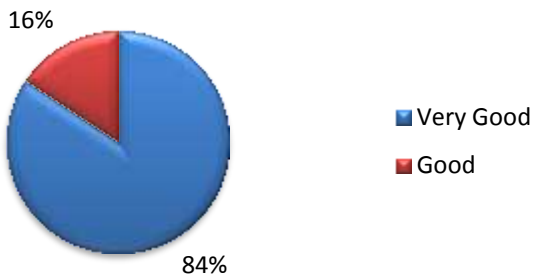
Q18 Treating you with care and concern



Q19 If you have memory problems how was your experience?

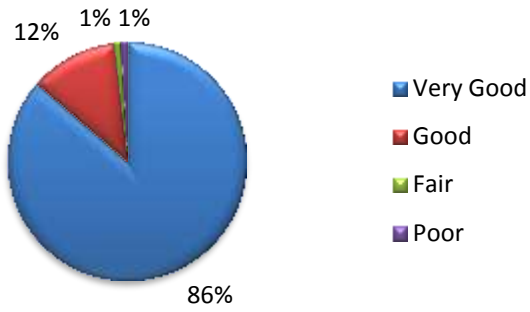


Q20 Did you have confidence and trust in the GP you saw or spoke to?

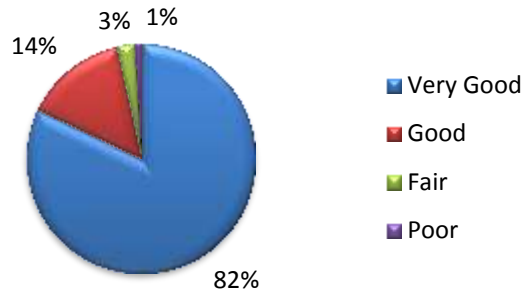


How good was the last nurse you saw at each of the following?

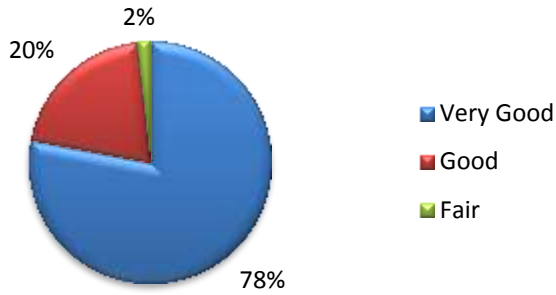
Q21 Giving you enough time



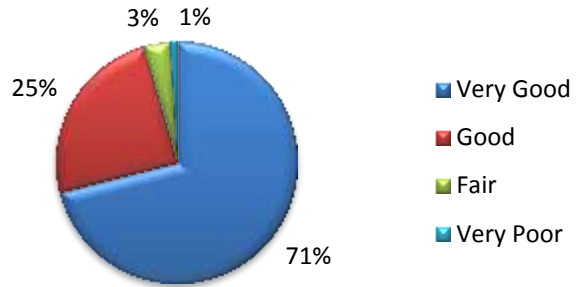
Q22 Listening to you



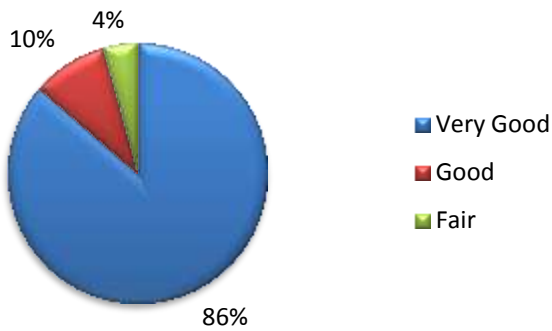
Q23 Explaining tests and treatments



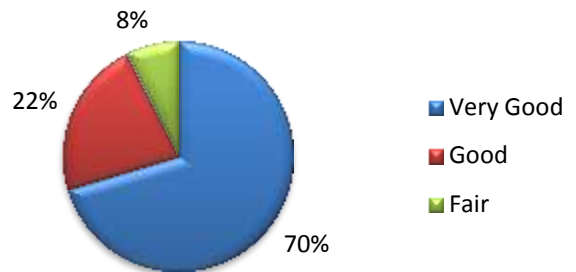
Q24 Involving you in decisions about your care



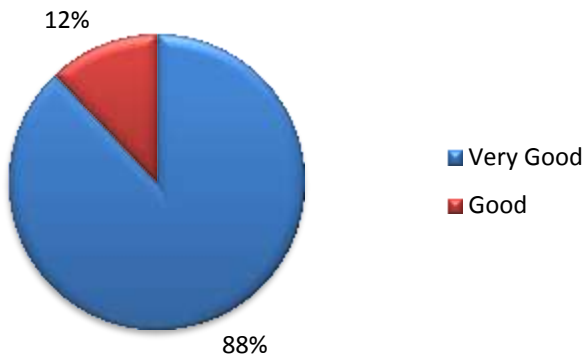
Q25 Treating you with care and concern



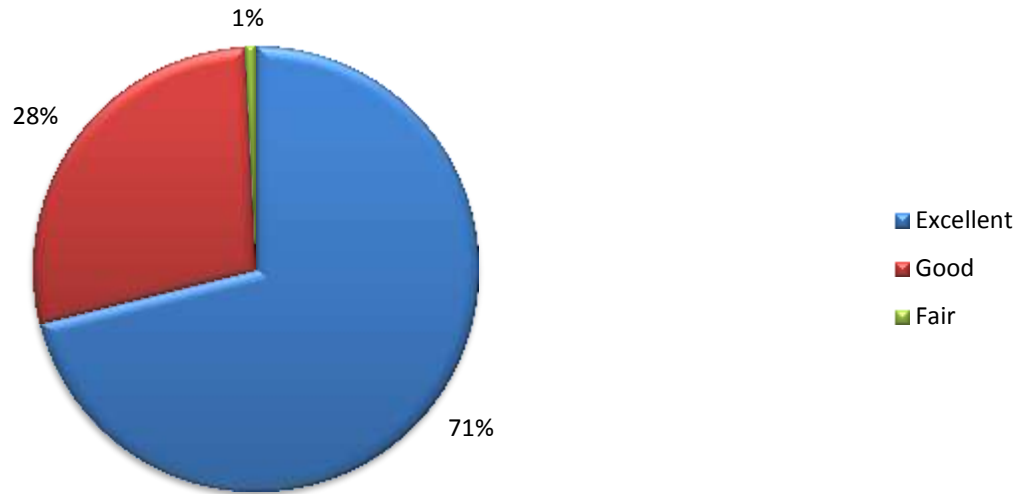
Q26 If you have memory problems how was your experience?



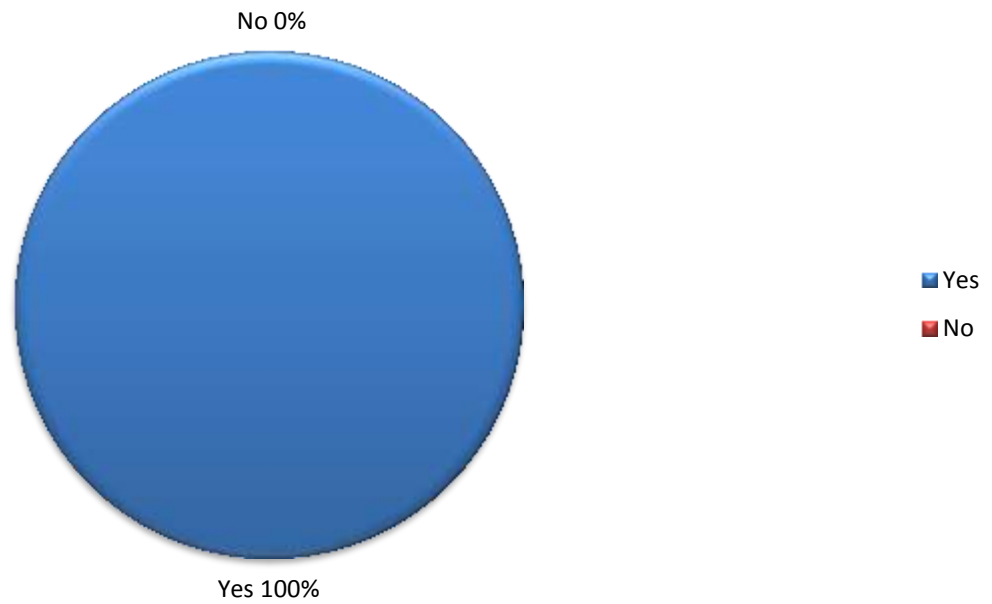
Q27 Did you have confidence and trust in the Nurse you saw or spoke to?



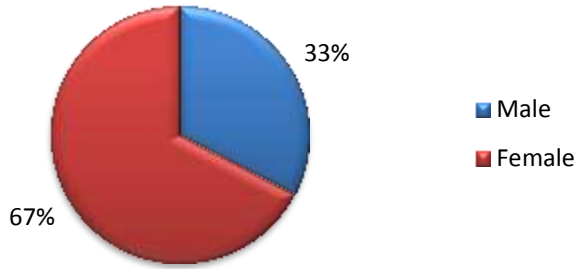
Q29 Overall, how would you describe your experience of your GP surgery?



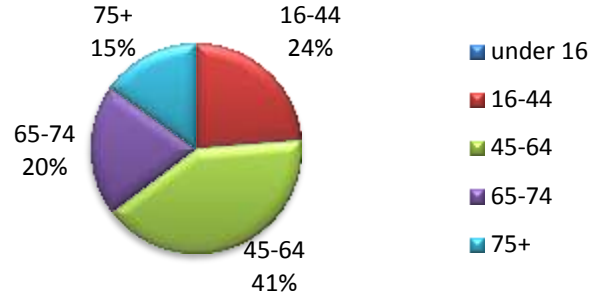
Q30 Would you recommend your GP surgery to someone who has just moved to your local area?



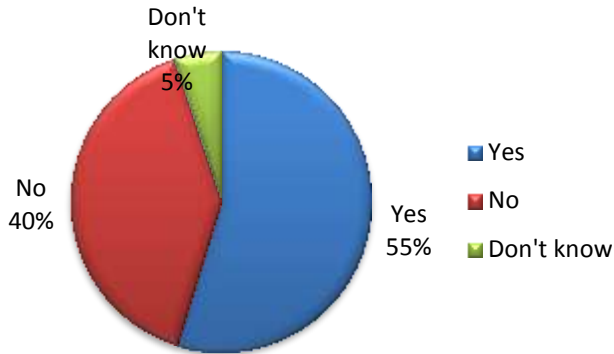
Q31 Are you?



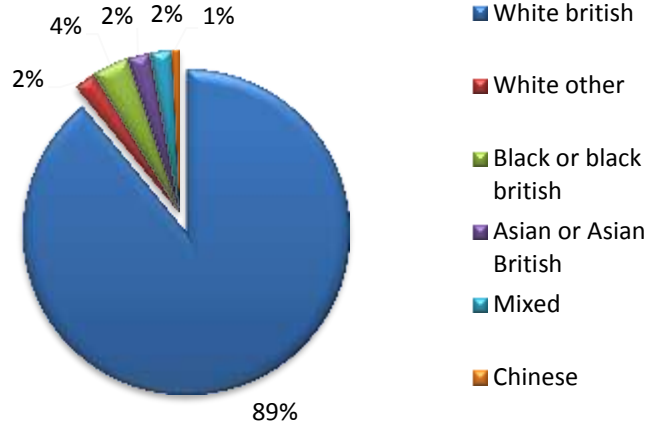
Q32 How old are you?



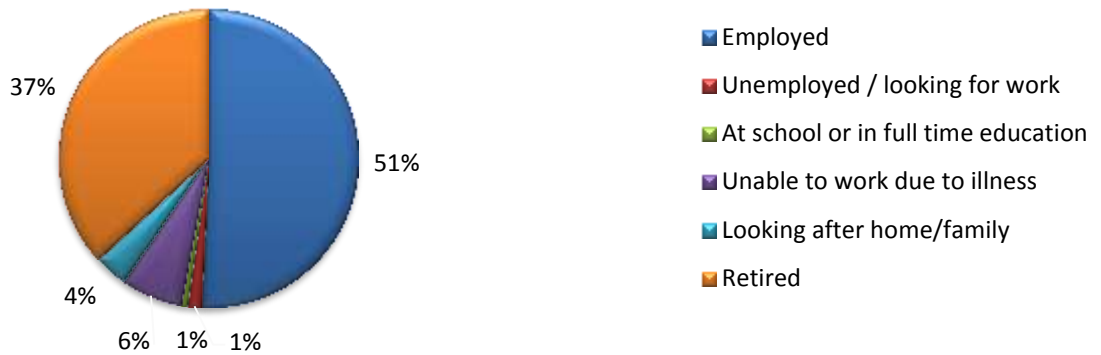
Q33 Do you have a long-standing health condition?



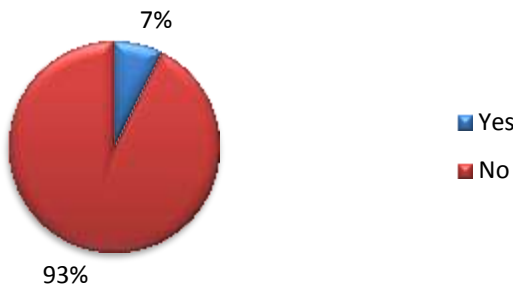
Q34 What is your ethnic group?



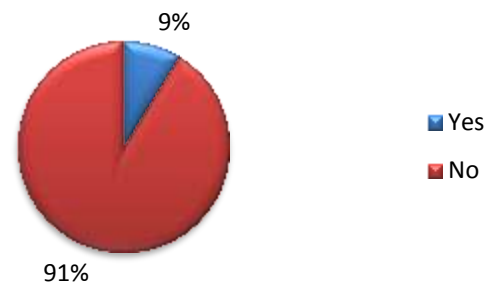
Q35 Which of the following best describes You ?



Q36 Are you registered disabled?

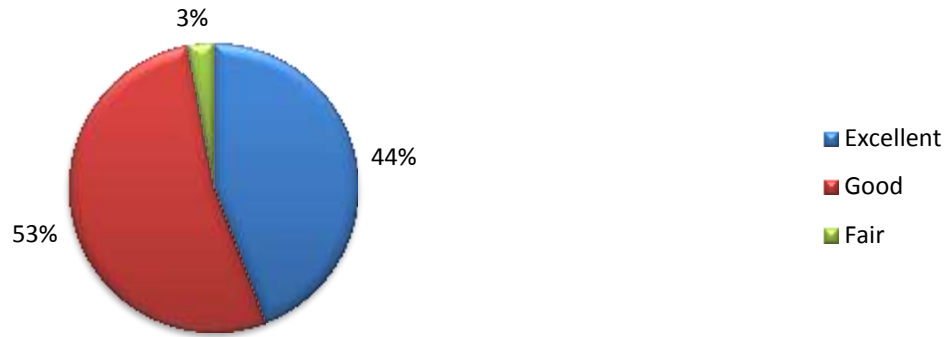


Q37 Are you a Carer?

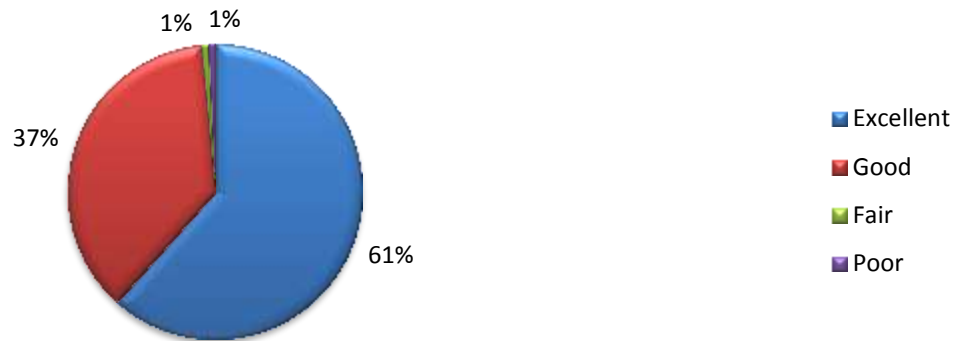


Surgery Premises

Q38 How do you find the layout of the surgery waiting room?



Q39 How do you find the cleanliness of the surgery?

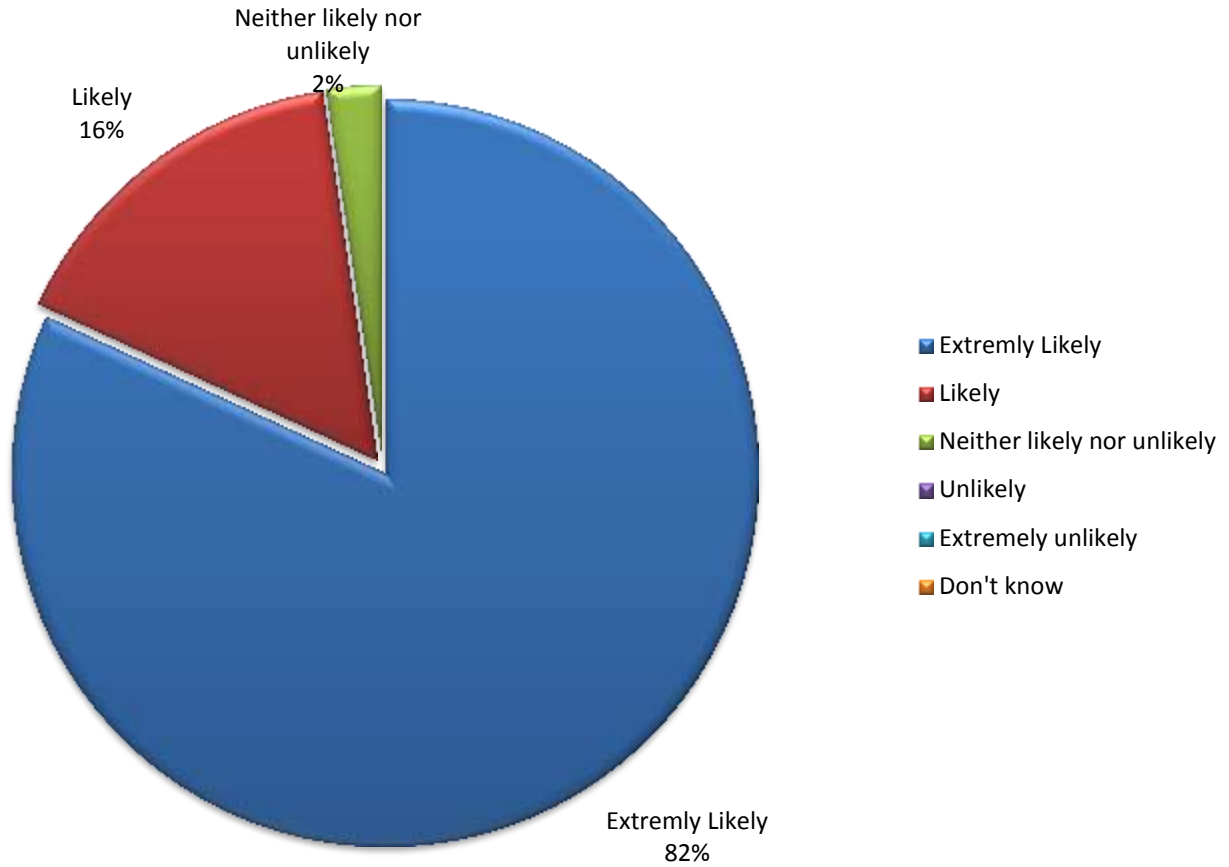


Q40 Do you find the information displayed in the surgery useful and informative?



Friends & Family Test

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?



Comments

Listed below are ALL the comments made by patients on their surveys. There was an opportunity to make comments outside the scope of the survey questions. These comments are very informative and give an excellent narrative to back up the survey results.

The surgery has made some changes since last year's survey:-

Staff training to enhance the patient experience

Increased staff on reception

Greater use of mobiles by GP's to free up busy phone lines

Increased urgent and on the day appointments

Please feel free to comment on these changes and if they have been of benefit or not to you.

I do not like the touch screen. I like to speak with the staff.

The changes are pleasant. I think sometimes there should be more staff on reception. Increase mobiles, increase urgent appts.

Everything is perfect at West Oak

Increased staff on reception seems noticeable, particularly in the phones being answered at 8.30 - there seems to not be any delay any more

Being able to speak with a GP on a mobile has been very helpful together with increased staff on reception.

Last year 2014 was a testing time, husband with dementia, increasingly difficult to manage. I did appreciate the telephone calls from Dr Cox and Dr Karpha. Reception staff always compassionate

The telephone consultations are an excellent idea - time released for the doctors to see other patients and I feel that I don't need to waste Doctors time with potentially minor issues.

I have noticed it has been easier to get urgent appointments faster

I appreciate that I can always get an appointment (usually for my toddler) on the same day - it's reassuring to know I can have him seen on the same day if I am worried.

The receptionists are very friendly, show empathy and are extremely efficient. I appreciate the urgent appointments but find it almost impossible to get an on the day appointment. I have been with this practice for over 20 years and getting an appointment is getting more difficult.

All help in patient experience and it works

I think reception need to be a little more discreet when talking

The reception need to be more friendly like the 2 ladies called xxxxx & xxxxx. The others are very stand offish rude and unpleasant

I did manage to speak to Dr Cox which saved an appointment

Increased staff on reception has made a noticeable difference. Always struggled to get an appointment in the same week let alone the same day.

I had not perceived any problem in the first place

When I have needed an urgent appointment for my daughter on both occasions we have been able to get an appointment to see a doctor which is a good service.

I appreciate the on the day appointments. If I am ill I like to see a doctor that day

Fantastic helpful staff. Dealt with me, courteously, quickly and listened to everything I was saying

Able to get a phone consultation when not able to come to the surgery.

Very good practice and have recommended to family members recently. Never had a problem with making an appointment. Increased staff is noticed. Thank You

The changes have been of benefit to the patients

Urgent appointments are definitely an improvement for myself and my family especially having a child with a life threatening illness. It gives reassurance even though it is very difficult to get a GP with experience of the condition.

Please add any other comments you would like to make about West Oak Surgery:

Reception staff helpful and considerate. Polite approachable & friendly, All doing a fantastic job, I find all the staff extremely helpful. If the receptionists can get me in the same day they will. Otherwise offer a phone appt or an appt asap. I would highly recommend the surgery to anyone. A lovely surgery. I find the doctors and receptionists very aware that patients are poorly and treat with the upmost respect. The surgery and all staff give excellent service.

I hope it continues as it is, you are all very much appreciated.

This is an excellent GP service. Availability of appointments is very good and all of the GP's are extremely thorough, listen and engage and involve at all stages. Facilities are modern and comfortable and all staff friendly and professional

I moved Drs once but realised how good this Drs is compared to other GP's. Been here since I was a little girl, don't ever want to change GP's again.

Looking forward to booking appts on-line

Extremely happy with all aspects of the surgery care and attention

I don't visit very often but regard West Oak as a five star Surgery. No improvement necessary

I Find the surgery excellent.

The reception staff are polite, helpful and smile. You do not feel rushed by any doctors or the nurses. Communications excellent. Keep up the good work.

A top class surgery

It's always good to speak face to face with the staff. I always make appointments over the phone, so when I arrive at the surgery I speak to the staff giving my name and appointment time. If the staff wore a 'first name' badge I would know who I was speaking to and they could put a face to a name. Get rid of that arrival screen. Everything everywhere is becoming impersonal.

I appreciate that I can ring and arrange an appointment when I need rather than just first thing in the morning. Every doctor I have seen here has always taken the time to listen and show concern. They have also asked my opinion. I've appreciated this patience since becoming a first time mother 3 years ago. Since then I have been a regular visitor.

Dr Cox has been a fabulous family doctor to my family - thank you.

Since coming to this doctor's surgery the staff, nurses and doctors have all been patient, helpful and explained matters very well

Apart from the piped music everything is satisfactory

Always been caring and friendly and helpful to get over the good and bad times
The best introduction is the phone consultation. Always on time don't feel like I am wasting Dr's appointments. I rate this surgery as one of the best I have used. First class service, First class Doctors, First Class Nurses, Welcoming from very helpful reception staff

Some of the receptionists could be a bit more polite. But overall they are all very nice and easy to talk to.

Extremely helpful staff, nothing appears to be too much trouble for them. My doctor is always helpful and courteous as is everyone else

When doctors are late the reception staff should tell patients

I usually see Dr Cox but he is very busy. I do love to see the nurse sometimes who I do know well Cathy it is good to have an on-line service for repeat prescriptions

I'd like to be able to book appointments on-line.

Staff must be aware that people are not at their best (obviously) when visiting the doctor and the visit should be a pleasant, stress free experience. Also modern pressures of the workplace allow limited opportunities to visit the doctor and employers expect doctors' visits to cause minimal disturbance to the working day. Also patients often work a distance from the surgery. A need for flexibility and understanding if delayed when travelling to appointment particularly at peak traffic times. EG let next patient through and defer 10mins.

One general observation. I have been with this practice for over 30 years, I have been very happy with all aspects of the service given. Over the last 12 months getting a non-urgent appointment with a doctor has extended from 2/3 days to over a week.

Opportunity to see a doctor that week. Doctor to listen to issues and not assume things. Have sometimes found receptionists rude and not very helpful, however recently when I have booked appointments they have been much more helpful - possibly a result of increased staff and more time. I know it is a difficult job. Possibility of seeing the same doctor each time to enable a relationship/rapport to be developed. Would like a Doctor who knows more about mental health

I find this surgery excellent. I never fail to get an appointment when required and it is always with a doctor. No questions asked over the phone by the receptionists regarding problems, which I prefer. Appointments can be booked well in advance and the Doctors here are fantastic. I've been coming to this surgery my whole life and Dr Cox is a credit to GP's. I get a much better service at this practice than anybody I know at other surgeries. thank You Kindly.

Lovely surgery, happy with service. Everyone always helpful and professional. Absolutely only thing I would say is some reception staff come across as a little distant/cool although they always provide a good service. (this is nit-picking). Oh and nurse Cathy is great but a little scary (Smiley face) I'm saying this with a twinkle in my eye.

I have always found the receptionists very helpful, however there was an occasion when this wasn't the case. I found her rude and that she had no time for me and the concerns that I had, I am hoping this was a one off occasion.

The best doctor's surgery I have ever been at. Thank You

I think the surgery is fab. All staff are friendly, professional and helpful. I don't have a bad word to say. Thank you.

Would like to have future blood samples taken at the surgery instead of Burton clinic.

I have loved the surgery and the receptionists are so nice and empathetic always try to get me appointments. Dr Cox is so understanding about my health conditions and find that he is a fantastic doctor. I am so lucky as I am out the catchment area so lucky to stay with the practice.

Excellent staff, always friendly and helpful, understanding and caring

I have been fortunate enough not to have had to make that many visits over a short period of time. I can say that I have never had a problem at obtaining an appointment when I have needed one at short notice and they are more often than not the same day or day after.

This is an excellent surgery. I personally have no problems with ANY member of staff. Please let it stay this way

Have been attending for 48 years so I am happy

Overall the care is generally good. Seeing my preferred GP is very difficult (Dr Cox). The change of GP's continually makes it difficult to see the same GP or build confidence in a particular GP. Also I find that some of the new/younger GP's definitely lack experience / knowledge that Dr Cox has, therefore trust is difficult to build.

Friends and Family Comments

Good Doctors, Nurses and staff always helpful. Have to go a long way to find better.

The Doctors always spend time listening to any problems / symptoms I might have and offer suitable treatment

Very helpful

Generally I have only had experience with Dr Cox who is friendly informative and thorough
Reception staff helpful and considerate. Polite approachable & friendly. Get back to you promptly. Investigate into matters appropriately, give good medical advice etc.

All receptionists and doctors and nurses are professional, but at the same time, sympathetic and accommodating. The receptionists do their best to arrange appointments that suit, and the doctors and nurses are always thoughtful and helpful. I always get excellent service from the surgery.

Excellent treatment by all staff

GP's and staff very friendly, professional and polite

West Oak is the best surgery in our district.

This is an excellent GP service. Availability of appointments is very good and all of the GP's are extremely thorough, listen and engage and involve at all stages. Facilities are modern and comfortable and all staff friendly and professional

Convenient, good Drs, availability of appts pretty good

I moved Drs once but realised how good this Drs is compared to other GP's. Been here since I was a little girl, don't ever want to change GP's again.

Always good service, Friendly people

I have always been pleased with my treatment here both by Doctors and Nurses and the reception staff

I can mostly recommend this practice as I always get an appointment when I ring. Sue Archer is very helpful she always gets me in.

Excellent care or advice, very helpful ladies upstairs and on the desk

The reception staff are always helpful

I don't visit very often but regard West Oak as a five star Surgery. No improvement necessary

Professional, understanding, polite

The receptionists are always pleasant and very helpful.

Very Good Service

The service provided from reception, phlebotomy, nurses and doctors, environment is excellent.

I think your doctors, nurse and receptionists go out of their way to give excellent service, to listen and to do the best for their patients. They deserve the highest recommendations in my opinion.

They always seem to have time for you and also they are very welcoming when you arrive for an appointment.

Find the doctors generally good and helpful.

Up till now very good.

The patient experience is very positive and everyone in the practice is focussed to that end

Very good service and gives confidence that family welfare is important.
Surgery been good and always tried to help with any health problems

You can get appointments when you need them. Dr's compassionate and willing to listen.

Because although it can take a while now to get a routine appointment in general the service I receive here has been excellent, particularly when I compare my experiences with friends and families experiences at other practices. Thank you

Since coming to this doctor's surgery the staff, nurses and doctors have all been patient, helpful and explained matters very well

Never seems to be trouble seeing a doctor. Staff i.e. reception staff more than good will fall over themselves trying to help.

Very friendly staff and also GP's and nurses.

Always found the practice to be professional and well run

Friendly staff, easy to get appointments, generally a stress free experience of going to the doctors.

Local friendly, caring

Don't normally discuss with other people

Excellent GP's, Reception and backup staff. If ill you know their care and concern will help you get over it.

The best introduction is the phone consultation. Always on time don't feel like I am wasting Dr's appointments. I rate this surgery as one of the best I have used. First class service, First class Doctors, First Class Nurses, Welcoming from very helpful reception staff

I like all the doctors here

Hearing reports from people from other practices this surgery is excellent so thank you all

Excellent Doctors

Because everyone at West Oak surgery are top people

Being a helpful practice at all times

I have been with the surgery for many years, I was disappointed when my daughter moved away and had to leave the surgery as she had been a patient here since she was a child.

Can always see a Dr of your choice if non urgent. Can make appts in advance. Can be seen same day if urgent. Doctors always helpful and respectful.

Because they are always so very polite and helpful to me at each visit. To me they are so very kind. I would not ever like to change for any other surgery as I have the best people who look after me at West Oak Surgery and I thank them all.

Because I have every faith in the Doctors and Nurses at this practice.

I am satisfied with the practice

I have always been able to see a doctor when needed. This is also the same for my family.

Very Good

Been here for years so do not like change

Good service and friendly approachable team

If they lived in the area I would recommend you.

Both reception staff are very kind as are the doctors and nurses. Always very helpful.

I find this surgery excellent. I never fail to get an appointment when required and it is always with a doctor. No questions asked over the phone by the receptionists regarding problems, which I prefer. Appointments can be booked well in advance and the Doctors here are fantastic. I've been coming to this surgery my whole life and Dr Cox is a credit to GP's. I get a much better service at this practice than anybody I know at other surgeries. thank You Kindly.

It is a very efficient practice

Lovely surgery, happy with service. Everyone always helpful and professional. Absolutely only thing I would say is some reception staff come across as a little distant/cool although they always provide a good service. (this is nit-picking). Oh and nurse Cathy is great but a little scary (Smiley face) I'm saying this with a twinkle in my eye.

Excellent Surgery

The receptionists at my GP practice are always willing to help and not put off by explaining difficult questions when asked. I would have no qualms about asking the receptionists any form of relevant questions

I have always found Dr Cox to be exceptional, nothing is too much trouble and gives you enough time and you always feel assured after seeing him. The level of care he has given to my father recently was fantastic.

Have always received excellent care from this practice.

Because the staff, clinic are amazing

Because you have always helped me. Can get appointments quickly, all the doctors are excellent.

Kind caring receptionists and doctors. Been here 30 years and never had any complaints.

Because I am very happy with it Best Doctors surgery, very empathetic.

Efficient, friendly, helpful Staff helpful. Doctors willing to listen.

Very good practice and have recommended to family members recently. Never had a problem with making an appointment. Increased staff is noticed. Thank You
it is a small friendly surgery and always feels like a local shop rather than a supermarket.

By today's standards the doctors here are OK

Always good service but can wait too long for appointment with preferred GP.

On the whole the service is good

I think this is the best surgery in the area.

Because basically service is friendly and efficient

37 years good experience

The surgery is kind caring and welcoming, the GP's have been fantastic over the years while I have been a patient at the surgery and are particularly thorough with examining my little boy when he's been unwell.

Because the staff are always pleasant and polite. I personally have no problem if I contact the surgery for an appointment or a telephone call back.

My husband and I have been with the West Oak Surgery for the past 46 years. Have seen quite a few Doctors come and go, also few receptionists and Nurses. Everyone has always been ready to help, whenever needed. To have this service means a great deal to us especially as we are now in our later years.

I find the staff both Drs and Nurses and admin staff helpful, and am happy and confident to come to the practice.

Always found reception staff very helpful offering alternative time for appointments, also Doctors who I have seen have been very compassionate with any of my concerns / ailments.

Because it's true

Having only recently become a patient of the practice I find everything OK

My experience and my families experience has been generally good and I know that this isn't always the case at other surgeries.

West Oak Surgery

Annual Survey to patients 2015

To enable the practice to develop and offer services that are of high quality and relevant to patients we would be grateful if you fill in this survey and return it to the surgery. This survey has been written and approved by the West Oak Surgery Patient Group and should be reflective of the views of patients.

Are you filling in the survey on behalf of someone else? 1 Yes 2 No

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

- 1 Very helpful
- 2 Fairly helpful
- 3 Not very helpful
- 4 Not at all helpful
- 5 Don't know

Q2 How effective are the reception / secretarial staff in dealing with your enquiry?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

Q3 If you need to see a GP urgently, can you normally get seen on the same day?

- 1 Yes
- 2 No
- 3 Don't know / never needed to

Q4 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Did not know you could
- 5 Haven't tried

Q5 How easy is it to book ahead for a routine appointment?

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Did not know you could
- 5 Haven't tried

Q6 Please put in order of preference which of the following methods you prefer to use to book appointments?
(please put 1 for preferred to 4 least preferred)

- 1 In person
- 2 By phone
- 3 Online
- 4 Doesn't apply

Thinking of times when you want to see a **particular** doctor:

Q7 When you want an appointment with a particular Doctor how long do you have to wait?

- 1 Same day or next day
- 2 2-4 days
- 3 5 days or more
- 4 I don't usually need to be seen quickly
- 5 Don't know, never tried

Q8 How do you rate your answer to Q7?

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor

Thinking of times when you are willing to see **any** doctor:

Q9 When you want an appointment with any Doctor how long do you have to wait?

- 1 Same day or next day
- 2 2-4 days
- 3 5 days or more
- 4 I don't usually need to be seen quickly
- 5 Don't know, never tried

Q10 How do you rate your answer to Q9?

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor

About Opening Times

Q11 Is your GP practice currently open at times that are convenient to you?

- ₁ Yes
₂ No

Your comments would be appreciated on how this could be improved.

About seeing the doctor of your choice

Q12 Is there a particular GP you usually prefer to see or speak to?

- ₁ Yes
₂ No

Q13 How often do you see or speak to the GP you prefer?

- ₁ Always or almost always
₂ A lot of the time
₃ Some of the time
₄ Never or almost never
₅ Not tried at this GP practice

How good was the last GP you saw at each of the following? If you have not seen a GP in the last 12 months please go to Q21

Q14 Giving you enough time

- ₁ Very good
₂ Good
₃ Fair
₄ Poor
₅ Very poor

Q15 Listening to you

- ₁ Very good
₂ Good
₃ Fair
₄ Poor
₅ Very poor

Q16 Explaining tests and treatments

- ₁ Very good
₂ Good
₃ Fair
₄ Poor
₅ Very poor

Q17 Involving you in decisions about your care

- ₁ Very good
₂ Good
₃ Fair
₄ Poor
₅ Very poor

Q18 Treating you with care and concern

- ₁ Very good
₂ Good
₃ Fair
₄ Poor
₅ Very poor

Q.19 If you have memory problems how was your experience? Or if you are filling in on behalf of another.

- ₁ Very good
₂ Good
₃ Fair
₄ Poor
₅ Very poor

Q20 Did you have confidence and trust in the GP you saw or spoke to?

- ₁ Yes, definitely
₂ Yes, to some extent
₃ No, not at all
₄ Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

How good was the last nurse you saw at each of the following? If you have not seen a Nurse in the last 12 months please go to Q28

Q21 Giving you enough time

- ₁ Very good
- ₂ Good
- ₃ Fair
- ₄ Poor
- ₅ Very poor

Q22 Listening to you

- ₁ Very good
- ₂ Good
- ₃ Fair
- ₄ Poor
- ₅ Very poor

Q23 Explaining tests and treatments

- ₁ Very good
- ₂ Good
- ₃ Fair
- ₄ Poor
- ₅ Very poor

Q24 Involving you in decisions about your care

- ₁ Very good
- ₂ Good
- ₃ Fair
- ₄ Poor
- ₅ Very poor

Q25 Treating you with care and concern

- ₁ Very good
- ₂ Good
- ₃ Fair
- ₄ Poor
- ₅ Very poor

Q26 If you have memory problems how was your experience? Or if you are filling in on behalf of another.

- ₁ Very good
- ₂ Good
- ₃ Fair
- ₄ Poor
- ₅ Very poor

Q27 Did you have confidence and trust in the nurse you saw or spoke to?

- ₁ Yes, definitely
- ₂ Yes, to some extent
- ₃ No, not at all
- ₄ Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

Primary care services

Q28 In the last 12 months, have you had the need for primary care services elsewhere. If so which?

- ₁ Physiotherapy
- ₂ Minor Surgery
- ₃ Warfarin
- ₄ Phlebotomy

- ₅ Podiatry / Chiropody
- ₆ Maternity
- ₇ Leg Ulcers
- ₈ Joint Injections
- ₉ Other, please specify

.....

About Care from your doctors and nurses

Q29 Overall, how would you describe your experience of your GP surgery?

- ₁ Excellent
- ₂ Good
- ₃ Fair
- ₄ Poor

Q30 Would you recommend your GP surgery to someone who has just moved to your local area?

- ₁ Yes
- ₂ No

<u>About you</u>	
Q31 Are you? <input type="checkbox"/> ₁ Male <input type="checkbox"/> ₂ Female	Q32 How old are you? <input type="checkbox"/> ₁ Under 16 <input type="checkbox"/> ₂ 16 to 44 <input type="checkbox"/> ₃ 45 to 64 <input type="checkbox"/> ₄ 65 to 74 <input type="checkbox"/> ₅ 75 or over
Q33 Do you have a long-standing health condition? <input type="checkbox"/> ₁ Yes <input type="checkbox"/> ₂ No <input type="checkbox"/> ₃ Don't know / can't say	Q34 What is your ethnic group? <input type="checkbox"/> ₁ White British <input type="checkbox"/> ₂ White Other <input type="checkbox"/> ₃ Black or Black British <input type="checkbox"/> ₄ Asian or Asian British <input type="checkbox"/> ₅ Mixed <input type="checkbox"/> ₆ Chinese <input type="checkbox"/> ₇ Other ethnic group. Please specify
Q35 Which of the following best describes you? <input type="checkbox"/> ₁ Employed (full or part time, including self-employed) <input type="checkbox"/> ₂ Unemployed / looking for work <input type="checkbox"/> ₃ At school or in full time education <input type="checkbox"/> ₄ Unable to work due to long term sickness <input type="checkbox"/> ₅ Looking after your home/family <input type="checkbox"/> ₆ Retired from paid work <input type="checkbox"/> ₇ Other	Q36 Are you registered disabled? <input type="checkbox"/> ₁ Yes <input type="checkbox"/> ₂ No
	Q37 Are you a carer? <input type="checkbox"/> ₁ Yes <input type="checkbox"/> ₂ No
<u>Surgery Premises</u>	
Q38 How do you find the layout of the surgery waiting room? <input type="checkbox"/> ₁ Excellent <input type="checkbox"/> ₂ Good <input type="checkbox"/> ₃ Fair <input type="checkbox"/> ₄ Poor	Your comments would be appreciated on how this could be improved
Q39 How do you find the cleanliness of the surgery? <input type="checkbox"/> ₁ Excellent <input type="checkbox"/> ₂ Good <input type="checkbox"/> ₃ Fair <input type="checkbox"/> ₄ Poor	If poor, your comments would be appreciated on how this could be improved.
Q40 Do you find the information displayed in the surgery useful and informative? <input type="checkbox"/> ₁ Yes <input type="checkbox"/> ₂ No	If no, your comments would be appreciated on how this could be improved.

The surgery has made some changes since last year's survey:-

**Staff training to enhance the patient experience,
Increased staff on reception,
Greater use of mobiles by GP's to free up busy phone lines,
Increased urgent and on the day appointments.**

Please feel free to comment on these changes and if they have been of benefit or not to you.

Finally, please add any other comments you would like to make about West Oak Surgery:

Friends and Family Test Patient Questionnaire

West Oak Surgery

You can help us general practice improve its service

All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included in their entirety but all attempts will be made to remove information that could identify you.

We would like you to think about your recent experience of our service

1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely

Likely

Neither likely nor unlikely

Unlikely

Extremely unlikely

Don't know

2 Please tell us why you answered as you did in question 1

Please select this box if you DO NOT wish your comments to be made public

Analysis of the patient survey and discussion of survey results with the PPG

This describe how the patient survey results were analysed and discussed with PPG, how the practice and PPG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PPG:

The patient survey results were collated on a spreadsheet by the practice and the results were then reflected in the charts presented in this report.

The results were analysed further and these results made into a document "Key findings and Action Plan".

The comments were also collated under each question heading and incorporated into the report.

This document was e-mailed to members of thr PPG for their comments.

All members of the PPG were also invited to a meeting in the practice to discuss the findings of the survey and inform an action plan for the practice.

The key improvement areas which we agreed with the PPG for inclusion in our action plan were:

Key Findings and Action Plan / Points 2014/15

Minutes of the meeting of the PPG 16th March 2015

PATIENT PARTICIPATION GROUP (PPG) MEETING - 16TH March 2015

The meeting was Chaired by Stuart Coffey, Practice Manager, five patients attended:

MG, GS, VS, DA, MM

The PPG has previously been a virtual group based around emails. There are currently 293 members. The purpose of the group is to hold regular meetings to raise concerns, discuss recent events and make suggestions, which are then communicated to the other members.

The main purpose of this meeting was to discuss the results of the recent patient survey and get feedback from the members that attended. The majority of the responses were positive. 160 patients responded to the survey, 3% of the Practice population.

Feedback from the Survey

Maybe more challenging questions were required to elicit a more balanced result.

- *Possibly discuss the questions on next year's survey with the PPG prior to it going out to the patients.*

Is there a ceiling on the number of patients that can be registered before the Practice list is closed?

- *If it became necessary Clinical and Administration staffing levels would increase. Closing the list is not easy to undertake as there are Government and NHS England guidelines to adhere to. However, the Practice does only have a restricted amount of space available.*

How is the decision made regarding the number of clinicians? As the Practice list increases it becomes more difficult to get a routine appointment. Is the Practice taking feedback about this?

- *This situation is monitored closely by SC who gets daily, sometimes hourly, feedback from the reception staff as to the availability of appointments. It is difficult to manage demand but if it is found to be consistently difficult to get a routine appointment SC will adjust the clinics as necessary to create more available appointments.*
- *West Oak Surgery currently has a Locum GP for one extra day per week, this will continue until the end of March and then be reviewed.*

ACTION POINT 1 – Because of the rising list size the Practice Manager and Partners will review the demand on both routine and urgent appointments. If demand is shown to be consistently increased the Practice will respond with either a rebalancing of appointments or additional clinician time.

The local Elderly Forum, of which DA is Chairman, have commented that they can wait up to 4 weeks for a routine appointment at different surgeries, why is this?

- *Practices differ in how they are run. At West Oak Surgery the GPs will offer some same day appointments but are also happy if the patients do not mind waiting a while for an appointment.*

How can we prevent the Practice list becoming too large for the number of available GPs?

- *More GPs would need to be employed.*

NHS England promotes patient choice and good practice, if the list were to rise to 7,000 patients would there be enough space for more GPs?

- *At present the Practice has just over 5,000 patients, this is an increase of 200 patients since the list re-opened in December 2014.*

From the point of view of our elderly patients, who often need an appointment quite quickly, it was felt that a wait of 2 weeks was not acceptable. However, the general consensus was that West Oak Surgery was always excellent in accommodating our elderly population

As our patients are able to, generally, get an appointment quite quickly West Oak Surgery has the lowest amount of A&E attendances and emergency hospital admissions in the area.

Practice Population

What is the balance of patients by ethnicity?

- *88% are white British, which is below the national average.*

In the interests of equal opportunities, should the patient registration form include gender issues and sexual orientation?

- *We do not generally ask about sexual orientation as it does not have an impact on patient care. We do however ask for ethnicity as this can relate to certain illnesses.*

Will this be included in next year's survey?

- *It could possibly be included with an option to decline a response.*

A selection of the results of the survey were discussed. The demographics of the responders were of mixed of age and ethnicity, mainly female.

How helpful do you find the receptionists at your GP Practice?

- *Patients acknowledge that the receptionists have a difficult time dealing with the 'ill' public.*
- *It is important that the receptionists are helpful and not awkward or rude. If a problem arose around this it would be dealt with promptly. We do have a tolerance and zero tolerance policy.*
- *Receptionists ask patients for their smoking status – not all patients are happy to discuss this with a receptionist.*

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

- *Usually very good, patients are very rarely turned away.*

It is not always possible to see a GP of choice for an urgent appointment.

- *An urgent appointment with a GP of choice can be offered if it is in the interest of continuity of care.*

How easy is it to book ahead for a routine appointment?

- *Easy to book in advance, but can fluctuate.*

How easy is it to book on-line?

There are 12 appointments bookable on line each day – these are routine only. The on-line booking service is not widely known, this is to be promoted.

ACTION POINT 2:- The ability to book an appointment on-line will be promoted better to patients through the following methods:-

Posters in the waiting room

Messages on repeat prescriptions

On the patient call board

On the website.

These notices will also promote the ability to order repeat medication on-line and view your medical record on-line. The Practice will increase the number of appointments available on-line to give a wider choice of times and days.

Is Saturday opening planned?

- *Not at present, however the Out of Hours service is always available.*
- *It is planned that a GP service will be available within a local surgery 7 days a week, 24 hours a day. This will not be for routine appointments or continued care, it is to help reduce the number of A&E attendances.*

How good was the last GP you saw?

- *Excellent response for both GPs and Nursing staff.*

Would you recommend your GP surgery to someone who has just moved to your local area?

- *100% yes.*

Pharmacy collection service is very useful; however a lot of patients are not aware of it.

- *More information can be included on the website, in the newsletter and within the Practice*
- *Electronic prescribing should be available late summer/early autumn – again this will be more widely advertised to the patients.*

ACTION POINT 3:- The Practice will provide more information to patients via posters, website, prescription notes and newsletter about the services offered by pharmacies to ease the ordering and collection of repeat medications.

Any Other Business

Does the Practice get feedback on why patients leave?

- *This is not possible as patients do not have to inform us of their intention to leave; we are notified after the event by the Health Authority.*

Practice Boundary/Catchment Area

- *Patients can now register anywhere, but if they out of the boundary home visits from their own GP would not be available.*

Possible question to be included in next year's survey

- *Do you get a home visit when requested?*

How can we attract new members to the PPG?

This will hopefully be achieved via the Practice website, information in the waiting room and highlighted on the registration form for new patients.

It is hoped that the PPG will be expanded in April/May and more members will attend the meetings.

Proposed action Points from the survey and PPG meeting were as follows:-

ACTION POINT 1 – Because of the rising list size the Practice Manager and Partners will review the demand on both routine and urgent appointments. If demand is shown to be consistently increased the Practice will respond with either a rebalancing of appointments or additional clinician time.

ACTION POINT 2:- The ability to book an appointment on-line will be promoted better to patients through the following methods:-

Posters in the waiting room

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ACTION POINT 3:- The practice will provide more information to patients via posters, website, prescription notes and newsletter about the services offered by pharmacies to ease the ordering and collection of repeat medications.

ACTION PLAN

How the Practice worked with the PPG to agree the action plan:

The Survey report with proposed actions was emailed to the PPG on 10 March 2015. PPG Members were asked to send any comments / suggestions they had after reviewing the report.

A meeting was held in the Practice on Monday 16th March where all members of the PPG were invited to attend to discuss the report and findings. The notes from this meeting are enclosed in this report.

During the meeting 3 action points were agreed with the PPG and it was agreed to share these with the wider PPG group asking for their comments.

The report was sent out to the PPG members and comments were noted and the report was then finalised.

Once agreed the Practice will publish the report and action plan.

The report and action plan were agreed and has been uploaded to the website and also sent out to the PPG members and copies have been made available in the waiting room.

Copy of proposed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Increasing practice population	Review and respond to additional demand on appointments	Practice Manager	Continuous	31/3/16
On-line appointment uptake and awareness	Advertise and promote the use of online appointments and increase the number available	Practice Manager	Continuous promotion of service and appointments by April 2015	31/3/16
Pharmacy repeat prescription services increase awareness	Advertise the ability to use order and collect services from pharmacies	Practice Manager	Continuous promotion and posters / website by May 2015	31/3/16

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2013/14 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

Action 1. Practice Manager to look at updating customer care training and for everyone to practise smiling!

Time frame: Customer care training during 2014.

Result and feedback :- The 2015 survey results and comments reflect a very positive response from patients with regard to the politeness, helpfulness and efficiency of the reception and secretarial staff. This is very positive and reflects the work done with staff on customer care.

Action 2. GPs and Practice Manager to look at staffing levels and workload

Time frame: during 2014.

The number of staff in reception was increased in October 2014. This has had the effect of sharing the workload better throughout the Practice and reflected well on the pressures on staff and the phone lines at certain times of the day.

Action 3. GPs will pilot using their mobile phones for telephone consultations to free up phone lines around midday.

Time frame: Discussed at Practice meeting 26th February and put into immediate effect.

Partners do use mobiles as well as the Practice phones to contact patients. No significant complaint was made in the 2015 survey identifying contacting the practice as a problem. The Practice will continue to monitor this access.

Action 4. GPs and Practice Manager to look at provision of urgent slots.

Time frame: during 2014.

Urgent appointments were made more available in the year and additional telephone appointments were introduced. The 2015 survey results showed a very positive result for appointments being available on the day.

Where there were any disagreements between the Practice and the PPG on changes implemented or not implemented from last year's action plan these are detailed below:

None.

Publication of this report and our opening hours

This is how this report and our Practice opening hours have been advertised and circulated:

The report will be made available at the reception desk and published on the Practice website.

Opening times

These are the Practice's current opening times (including details of our extended hours arrangements)

The Practice is open 08:00 to 18:30 Monday to Friday. There is no lunchtime closure. The Practice has been closing on the 4th Wednesday afternoon of each month for in-service training for the last year and is likely to continue with this for the foreseeable future.

The Practice has not participated in the extended hours arrangements.