

PARK GROVE SURGERY

Local Patient Participation Report 2014

Background

Park Grove Surgery is a fairly large, friendly practice based near the centre of Barnsley. We currently have a patient list size of approximately 8200. The practice has three Partners, Dr Bridger (male), Dr Chikthimmah (male) and Dr Tadi (male) and we have a salaried GP Dr Ahmed (male). We also have three Advanced Nurse Practitioners (female) and two Practice Nurses (female).

We set up the Patient Participation Group in 2012 in order to both reflect and gain the views of our registered patients. We advertise both in house and on our website for interested members. We also sent out letters to a random cross section of patients on the list to invite interest in taking part in the group. In order to broaden the membership we also accept "E Members" to take part via email as some patients find it difficult to attend due to work and other commitments.

Practice Population

The majority of our Practice Population are White British however we have a small number of Asian, Chinese, Polish, Turkish and Dutch patients. The gender of the patients at the practice is almost split 50/50 and the age ranges are as follows:

16-24yrs 11.4%	25-34yrs 12.4%	35-44yrs 11.9%	45-54yrs 14.7%
55-64yrs 13.1%	65-74yrs 10.5%	75yrs + 9.1%	

Patient Group

Our patient group is made up of 15 members ranging from 31 years to 79 years. The majority of members are white british and we also have an asian member. To enable more members to join our group, it is made up of face to face members and "E" members who correspond and feedback via email due to busy lifestyles.

We have been able to capture the views of the groups not represented in the Patient Group through the survey and continue to advertise on the website and in practice for new members.

Agreed Areas of Priority

A meeting of the Patient Group was held on 27.11.13 to agree areas of priority that needed to be addressed in the patient survey. Following lengthy discussion the group identified four areas of priority, as follows:

- **On Line Services**
- **Did Not Attend rates**
- **Information regarding services**

Patient Survey

The group agreed to use the survey from last year.

The group agreed that 400 surveys would be sufficient and that these should be shared out between both branches.

It was discussed how it would be better to hand out at reception as you would be seeking the views of the patients that use the service as it wouldn't be appropriate to ask patients that don't use the service regularly.

Results of the Survey

The group met again on the 25.03.14 to review the findings. The surveys taken from both branch surgeries were tabled into graphs so that the patient group could look at the information easily. The results from last years survey were also tabled for comparison.

The group discussed the results of the survey and compared this to last year. The results also showed that we had captured a cross section of patient's age, gender and ethnicity (see results).

Summary of findings

A lot of the survey mirrored that from last year however the changes are summarised below:

- When asked how easy it was to get an appointment for the day/time you wanted there had been a drop in the numbers who found it easy compared to last years survey
- A large number of patients were still unaware that the surgery offered late evening appointments
- There had been a rise in numbers who would be happy to see an Advanced Practitioner
- The vast majority of patients were happy or extremely happy with the reception staff, this had increased since last year
- More patients had trouble getting through on the phone this year
- The number of patients who were aware that you can book an appointment on line had continued to increase
- There remained a large number of patients who didn't know you could order your repeat prescription on line
- There were still more females that completed the survey this time rather than males
- The age range of patients surveyed more or less fitted the same pattern as last year and more answered this time

Some of the comments received were:

- More phones and people to answer
- None, adequate service, very quick and efficient, happy with care provided
- Would like to book in advance
- See Doctor rather than nurse practitioner
- Would like to see a doctor the same day
- Most of appointments taken up by on line, not fair

- Walk in service
- Newsletters and updates would be useful
- Cannot get results over the phone
- Very happy with the surgery, doctors and staff are helpful and have never had any problems
- Not happy at having to travel to Park Grove when nearer to Roundhouse considering the size of the surgery at Roundhouse
- To be able to book with a specific doctor as history of ongoing issues helpful
- Would be nice to have small surgery clinic and nerve conduction studies
- Service is sufficient for all my general health problems
- To have more than one months supply of medication on repeat like it used to be

Action Plan

An action plan was tabled and reviewed with the Patient Group. The actions taken from the survey and timescales were agreed (see Action Plan) and the group will meet again to assess whether the changes have made a difference.

There were no issues raised in the survey that we could not address.

Practice Opening Hours

Park Grove

The practice at Park Grove is open Monday to Friday 8.30 to 6.00pm however receptionists are available on the phone from 8.00am.

We also offer extended hours until 8.00pm Mondays and Thursdays.

Roundhouse

The branch surgery at Roundhouse is open Monday to Thursday 8.30am to 12.15pm then 1.45pm to 5.00pm and Friday 8.30am to 12.15pm.

We also offer extended hours until 8.00pm on Wednesdays.

Publication

This report will be distributed in practice and is available on our website at

www.parkgrovesurgery.nhs.uk