

## **Green Street Clinic Patient Survey Report – March 2013**

This is the second Annual Report of Green Street Clinics Patient Participation Group. The Report is a requirement of the nationally agreed Patient Participation Directed Enhanced Service and is structured to meet the Service's specifications. It is also a requirement of the Enhanced Service that the Report is published on the Patient Participation Group's webpage. <http://www.greenstreetclinic.co.uk/surveyreport.aspx?p=G81032>

### **Group Profile**

An analysis of the PPG's profile as at February 2013 in comparison to that of the Practice as a whole shows a bias in the PPG's membership towards those in the 65 and older age groups. At its last meeting (February 2013) the PPG agreed that efforts to improve representation of the wider Practice demographic should be stepped up and we agreed to look at timing of future meetings with a view to encouraging attendance from different age groups. The PPG has included this in its Work Plan for the coming year.

### **2011/12 Work Plan Review – Our Achievements to date**

- 1) Patient Newsletter. The PPG and practice have produced 5 Newsletters in the last year. The aim has been to produce at least 1 Newsletter per quarter which we have achieved in addition to a 'special edition' which included a summary of last year's survey results. Newsletters have been well received by patients and we now have over 500 patients signed up to receive Newsletters when they are published. A large quantity of Newsletters are printed off and placed around the practice in each waiting area and Reception; patients may also download a copy from the practice website without the need to register if they wish.
- 2) Extended Hours. Following support from last years survey and with PCT agreement the surgery has been operating different extended hours since January 2013. All GPs now start Wednesday morning surgeries at 7.40am and we have sought agreement from our nursing team to support the GPs in extended hours 1 night per week until 8pm. This links directly to comments made in the 2012-13 survey regarding appointment availability outside of Core Hours and we hope that this change will offer greater flexibility for working patients who wish to see either their GP or Nurse.
- 3) Raise awareness of obtaining repeat prescriptions via practice website. This service was advertised via the first newsletter. We also added more information on the practice website and around the practice. The number of patients registered for online prescriptions is now over 500, and increase in 200 patients in the last year.
- 4) Appointments. We have worked hard with our PPG to offer greater flexibility and shorter waiting times but need to acknowledge we are a very busy practice and to accept it will be impossible to meet all requests. The number of appointments for GPs, Nurses and Health Care Assistants has been increased this year but we still have numerous comments around availability. As part of the Action Plan for 2012-13 the PPG is reviewing comments made this year with a view to suggesting improvements where reasonably practicable.

- 5) Self Check-in system. A new self check-in machine has been purchased and installed as part of last years Action Plan. During the first several weeks members of the PPG were on-site to aid patients in its use. It is used by a large majority of patients now but some patients still prefer to use Reception.
- 6) Waiting Rooms. Following comments in last years survey members of the PPG conducted a site evaluation in order to prepare a brief remedial report for the practice. These works were scheduled and undertaken in the early part of 2012.

In addition to the areas listed above the PPG has organised the return of children's toys and magazines to the waiting rooms. The Practice would like to thank all members of the PPG for their help and enthusiasm over the last year.

The Patient Participation Group (PPG) in conjunction with the practice undertook an anonymised patient survey between 10<sup>th</sup> December 2012 and 4<sup>th</sup> January 2013.

[Click here for full results of the survey published on the practice website.](#) The survey questions can be seen as Appendix 1 and A Summary of Survey Results including free text responses to 'open' questions can be seen as Appendix 2.

- Members of the PPG attended the surgery over a number of days to assist with handing out and completion of surveys. A huge thanks to all those concerned.
- When PPG members were not available questionnaires were handed out by receptionists. The survey was also available for online completion using the surgery website and publicised via notices on repeat prescription slips, on waiting room notice boards and by a banner on the home page of the website.
- The focus of this year's survey was to identify key areas of work for the PPG for this coming year. The PPG were keen to support the practice in work to publicise appropriate use of A & E and in particular to raise awareness of in-house GP expertise for minor injuries and the availability of an on call Duty Doctor for any urgent matter that cannot wait until the following day.
- It was agreed that the survey would be kept reasonably brief and that it would focus on areas already raised from within the PPG with the intention of identifying work streams for the PPG over the next 6-9 months.
- 272 surveys were completed either in-house or online. This represents just over 50 for each whole time equivalent partner.
- Analysis of the survey was undertaken by the practice using the survey module of the practice website. This presents the results as a % pie chart with additional free text comments in relation to 'Open' questions gathered on a separate sheet.

- The analysis was circulated by email (and by post to those without email) to PPG members for review and comment ahead of the February meeting.
- The February PPG meeting was used to review areas for this years work plan and to identify other areas requiring further investigation. All areas will be discussed and implemented jointly with the Patient Participation Group and the Practice.

## 2012 – 13 Work Plan

Topic	Action	By whom	What needs to be done?
<ul style="list-style-type: none"> <li>- Appointment System</li> <li>- Availability of Nurse appointments</li> <li>- Better system for patients who work out of town</li> </ul>	<p>Current system to be evaluated in light of comments raised.</p> <p>More publicity for early morning and late clinics including late Nurse appts 1 night each week</p>	<p>PPG</p> <p>Practice</p>	<p>Review of all comments in relation to appointment availability – to Report back to group at April meeting.</p> <p>Clearer signage in waiting rooms.</p> <p>Better explanation of appointment system.</p> <p>More information on wasted appointments from DNA's (Did not Attends).</p>
<ul style="list-style-type: none"> <li>- Services</li> </ul>	<p>More advertising of surgery clinics.</p> <p>Collate patient comments under similar heading type and prepare report for practice review.</p>	<p>PPG with the Practice</p> <p>PPG</p>	<p>Some clinics requested by patients we already have (well person clinics, weight management, phlebotomy) so we will need to publicise these. Other requested clinic are commissioned elsewhere (chiroprody, audiology, counselling) so we will need to get this information across to patients.</p> <p>We will also need to information to the practice website.</p>
<ul style="list-style-type: none"> <li>- Notice Boards</li> </ul>	<p>Plan regular rotation of information throughout all waiting areas.</p> <p>Initiate a 'News of the Week' board.</p>	<p>PPG</p> <p>PPG &amp; practice</p>	<p>Take everything down and start again. Develop a schedule for updating notice boards</p>
<ul style="list-style-type: none"> <li>- Automated Booking</li> </ul>	<p>Further mini survey may be required as system has been fully operational this</p>	<p>PPG &amp; practice</p>	<p>Practice to review comments made about the automated system and prepare short report for April PPG meeting.</p> <p>Menu options have been extended on previous occasions at request of patients – does this now offer too much choice?</p>

	year – What specifics need to be look at?		A further survey may be conducted to look at specific issues if these can be identified clearly.
- Access	Continue to increase awareness of in-house GP expertise to encourage practice contact in-hours.	PPG and practice	Continue publicity in relation to appropriate A & E use via Newsletters, Website, Patient handouts and Notice Boards.  More advertising of WIC during OOH
- PPG demographic profile	To encourage participation from a wider age range of patients	PPG and practice	Review time of meeting – would this encourage more attendance? Article in next Newsletter. Raise profile of PPG in practice throughout waiting areas.

### **Green Street Clinic Patient Participation Group (PPG) – Members Profile**

The aim of the PPG is to be representative of the whole practice population. To that end the group has sought to encourage membership in as many ways as possible including:

- Advertising in all practice waiting areas, reception and via the PPG notice board.
- Adding information on repeat prescription order forms periodically to draw attention to the group.
- Holding information events for patients with practice staff periodically to promote the work of the PPG.
- Adding a 'banner' to the practice website to support the work of the PPG
- Talking to patients in the waiting room especially those in the younger 18-25 age range.
- Developing a 'Virtual Focus Group' with the aim of encouraging those that cannot attend meetings to contribute via an email discussion group.

<b>PPG Profile</b>		<b>Practice Profile</b>	
Male 50%	Female 50%	Male 48%	Female 52%
<u>Age Range - %</u>		<u>Age Range - %</u>	
18 – 24	0	18 – 24	10.9
25 – 34	0	25 – 34	8
35 – 44	8.3	35 – 44	12.3
45 – 54	0	45 – 54	15.6
55 – 64	25	55 – 64	13
65 – 74	58.3	65 – 74	11.5
75 – 84	8.3	75 – 84	7.9
85 & over	0	85 & over	3.9

## **Patients and services**

The Practice has a list size of around 10,250 patients.

Please select the link below to find out about services on offer at the surgery:

[Click here to see our services web page](#)

## **Opening Hours**

### **Core**

Monday	08h30 – 18h30	Closed 12h30 – 01h00
Tuesday	08h30 – 18h30	Closed 12h30 – 01h00
Wednesday	07h40 – 18h30	Closed 12h30 – 01h00
Thursday	08h30 – 13h00	Closed 12h30 – 01h00
Friday	08h30 – 18h30	Closed 12h30 – 01h00

Patients can access our health care services during core hours by making an appointment to see a doctor or a nurse. This can be done via the telephone (by speaking to a receptionist or by use of the automated telephone service) or in person at reception.

### **Extended**

Either:	
Tuesday, Wednesday or Thursday evenings on rotation	18h30 – 19h40
Wednesday Morning – All GPs start Surgery at	07h40

Patients can access our health care services during extended hours by making an appointment to see a doctor or a nurse during our Core Hours. Please note there is no telephone cover during Extended Hours.

These are for routine pre-booked appointments only and are not intended as 'walk-in' or emergency sessions - only patients who have pre-booked their appointments will be seen. We offer these extended hours to improve access for working patients and would kindly ask that if you are able to attend in Core Hours you do so.

[Click here for information about who to contact if we are closed](#)

## **Appendix 1 - Green Street Clinic: Patient Participation Group**

### Patient Survey



The Patient Participation Group (PPG) is a forum organised by the Practice to give patients a voice, provide feedback, positive suggestions, and contribute to decision-making, communication and consultation. It will also monitor services and includes Patient and Practice representatives having been meeting monthly since last autumn 2011. The Green Street Patient Participation Group has been running for a year now, and one of the first things it did was to organise a Patient Survey, the results and actions of which have been published in our Newsletters and on our website [www.greenstreetclinic.co.uk](http://www.greenstreetclinic.co.uk) We are most grateful to everyone who has taken part. The Group is very keen to reflect the views and concerns of the whole patient population, and so we would be grateful for your co-operation in completing another short survey to help us direct our future efforts. Any information you provide will be completely confidential and anonymous, although we would ask you to provide a few personal details about your age etc.

#### **Question 1:**

What issues do you want the PPG to look at?


#### **Question 2:**

Are you aware that you can access the following range of services provided at the Clinic

Asthma Clinic  
Well Person Clinic  
Child Health Checks and Immunisations  
Flu Vaccines  
Diabetic Clinic  
Cryotherapy Clinic (for warts & verrucas)

Cervical Smear Tests  
Family Planning Service  
Travel Vaccinations  
Antenatal Clinic  
Minor Surgery  
Ear Syringing

What other services would you like to see in the surgery?


**Question 3:**

3.a Do you find the notice boards helpful and informative? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

3.b What could we do to make them better?


**Question 4:**

4.a Are you aware that there is an automated check in system to avoid patients having to queue? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

4.b Have you used it? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

4.c Are you happy that you know how to use it? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

4.d What suggestions do you have for improving the service?


4.e If you have not used it, is there a reason?


**Question 5:**

Automated Booking Service.

5.a Are you aware of this? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

5.b Have you used it? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

5.c Did you have any problems using the system? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

5.d If so what was the problem?


**Question 6:**

The practice is currently reviewing Access to Primary Care and it would be helpful if you could answer the following questions:

6.a Have you attended the A & E dept in the last 6 months whilst the surgery was open? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

6.b If yes, did you contact the surgery for advice before going to A & E? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>
N/A	<input type="checkbox"/>

6.c Do you know GPs have direct access to x-rays and other diagnostic tests for patients who attend the surgery with soft tissue injuries, sprains etc? (please tick box)



YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

6.d Do you know a Duty Doctor is available each afternoon for any urgent matter that cannot wait until the next day? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

6.e In light of this information would you be more likely to contact the surgery before attending A & E in the future? (please tick box)

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

Thank you for completing this survey. If you have any further comments or suggestions, please contact our Chairman via the Clinic. As our title suggests, we are a Patient Participation Group and welcome feedback from everyone.

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This survey will be anonymous, but we would like a minimum amount of personal information.

**Please circle your chosen responses.**

Your Gender:		<b>MALE</b>		<b>FEMALE</b>
Your Age Group:	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>
	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85 and over</b>

What is the ethnic background with which you most identify?

- |                        |                      |  |                    |
|------------------------|----------------------|--|--------------------|
| <b>White British</b>   | <b>White Irish</b>   | <b>Mixed White &amp; Black Caribbean</b> | <b>Chinese</b>     |
| <b>Black Caribbean</b> | <b>Black African</b> | <b>Mixed White &amp; Black African</b>   | <b>Indian</b>      |
| <b>Pakistani</b>       | <b>Bangladeshi</b>   | <b>Mixed White &amp; Black Asian</b>     | <b>Black Asian</b> |
| <b>Other .....</b>     |                      |  |                    |

## **Appendix 2 – Summary of Patient Survey**

**Q.1** – What issues do you want the PPG to look at?

**Answer** – This returned numerous free text replies in relation to appointments in general, availability of practice nurse appointments, appointments for patients who work out.

**Item included in Action Plan.**

**Q.2** – Are you aware that you can access the following range of services provided at the Clinic?

**Answer** – The majority of patients were aware of services although a small number did not know about Well Person Checks and suggested these be better advertised throughout the surgery.

When asked what other services patients would like to see there were several suggestions for Audiology, Counselling, Late night appointments for working patients, Physiotherapy, Weight Loss clinics, Chiropody & blood test clinics.

**Item included in Action Plan.**

**Q.3** – Do you find the notice boards helpful and informative?

**A** - 88% of patients replied Yes, 5% replied No and 7% did not answer the question.

When asked what we could do to make them better there were lots of comments about the notice boards being too busy or not kept up to date and a good suggestion to have one board for 'News of the Week'.

**Item included in Action Plan.**

**Q.4a** – Are you are there is an automated check-in system to avoid having to queue?

**A** – 92% of patients replied Yes, 4% replied No and 4% did not answer the question.

**Q.4b** – Have you used it?

**A** – 75% of patients replied Yes, 22% replied No and 3% did not answer the question.

Q.4c – Are you happy that you know how to use it?

A – 83% of patients replied Yes, 11% replied No and 6% did not answer the question.

Q.4d – What suggestions do you have for improving the service?

Q.4e – If you have not used it, is there a reason?

A – Most responses were in support of the self check-in screen which is good to know as it was installed following last years survey. There was some confusion with this question as some patients made comments about the Automated Booking Service. A large majority of patients who left a comment to Q.4e stated there was no need to use the system when a better service was available from Reception. There were other comments about the potential of spreading germs via the touch screen and although not part of the Action Plan the practice will ensure the screen is cleaned at the start and end of each session (4 times per day).

Q.5 – Automated Booking Service

Q.5a – Are you aware of this?

A – 93% of patients replied Yes, 2% replied No and 5% did not answer the question.

Q.5b – Have you used it?

A – 73% of patients replied Yes, 23% replied No and 4% did not answer the question.

Q.5c – Did you have any problems using the system?

A – 22% of patients replied Yes, 66% replied No and 16% did not answer the question.

Q.5d – If so what was the problem?

As for Q.4 some patients gave responses which were connected to the self check-in so we must remember for future surveys that questions need to be made clearer. There were lots of comments about the inability to make an appointment when patients own GP is away, some patients couldn't get any appointment time of their choice and other patients preferred to speak to a receptionist.

**Item included in Action Plan.**

Q6 – Access to Primary Care

6.a - Have you attended the A & E dept in the last 6 months whilst the surgery was open?

A – 15% of patients replied Yes, 81% replied No and 4% did not answer the question.

6.b - If yes, did you contact the surgery for advice before going to A & E?

A – 1% of patients replied Yes, 13% replied No, 48% N/A and 38% did not answer.

6.c - Do you know GPs have direct access to x-rays and other diagnostic tests for patients who attend the surgery with soft tissue injuries, sprains etc?

A – 36% of patients replied Yes, 57% replied No and 7% did not answer the question.

6.d - Do you know a Duty Doctor is available each afternoon for any urgent matter that cannot wait until the next day?

A – 52% of patients replied Yes, 43% replied No and 5% did not answer the question.

6.e - In light of this information would you be more likely to contact the surgery before attending A & E in the future?

A – 84% of patients replied Yes, 8% replied No and 8% did not answer the question.

**Item included in Action Plan.**

Please note: A 7 page survey report is available from the surgery for patients without internet access. We would ask all patients to consider the environment before taking a copy away with them. In-house copies are also available to read on the premises and leave behind for others to read – Thank you.

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We would like to acknowledge the many positive comments from patients who congratulated the practice and its staff for their efforts. Many patients commented on the excellent service provided by the practice. Thank you.

## **Stage 1: Development of the Patient Reference Group**

Invitations for patient representatives continue to be made via the practice website, surgery waiting room notice board advertisements and on prescription notices.

The practice has a dedicated Notice Board which displays all activity that the PPG are involved in.

The practice has been collating email addresses in an attempt to attract younger patients. The practice now has several members who belong to the virtual PPG group. Whilst these patients do not attend meetings they are included and are able to comment on all circulated email information.

We did not deem it unsatisfactory that the PPG's ethnic make-up was solely White, as our proportion of ethnic minority patients is very low. Green Street are keen advocates of equality rights but felt it inappropriate to directly target patients from specific ethnic groups as we felt this could be deemed racially discriminative.

Whilst a Chair and Vice Chair were elected in 2011-12 it is now felt that a priority for this year is to look at the mechanism for future election processes and a more formal committee.

The group agreed and defined its own Terms of Reference (ToR) in 2011-12 and these can be seen along with Minutes of all PPG meetings on the PPG section of the practice website. <http://www.greenstreetclinic.co.uk/ppg.aspx>

During 2012-13 there have been a number of new members who have asked for the ToR to be reviewed. Following this review, Paragraph 10 with reference to Fundraising was recommended for deletion. This was agreed by the group and removed from the ToR.

## **Stage 2: Agreeing Areas of Priority with the PRG**

An initial meeting was held with members of the PPG together with a GP and Practice Manager. Initial discussions centred on areas the PPG wanted to know more about along with what services are currently available. As a first step the group agreed some simple work streams that would allow us to work towards identifying main themes that would be the focus of key priorities around services provided at Green Street.

Over the next several meetings these work streams were reported back and discussed further between the PPG and the practice until agreement was reached on priorities.

### **Stage 3: Collation of patient views through the use of the PRG survey**

### **Stage 4: Opportunity to discuss the survey findings with the PRG**

The survey was advertised on the practice web page and handed out to patients from the reception area by members of the PPG.

The survey was distributed over a period of three weeks in both the morning and afternoon surgeries. The survey consisted of questions about various core surgery services and what other services patients would like to see introduced, appointments (automated service), The new self check-in (knowledge of), Access and the use of A & E (awareness of duty doctor system and ability of GPs to fast track diagnostics if required). Demographic data was also collected.

Data was analysed by the practice and circulated to the PPG by email (and by post where email was unavailable) for consideration and comment ahead of the February meeting.

### **Stage 5: Agreeing action plan with the PRG and seeking PRG agreement to implement changes**

Following the circulation of the analysis the PPG Chair circulated a draft action plan drawn up from the results of the survey. There were several areas identified for possible improvement and these were discussed in greater detail at the February meeting.

Some areas will require further investigation; these have been assigned to nominated PPG or Practice members with an agreed action date.

There were no issues that could not be addressed with the PPG.

### **Stage 6: Publication of Actions Taken**

This report will be e-mailed (or posted if no e-mail access) to the members of the PPG. It will also be displayed in the practice waiting rooms and will be available via the practice website.