

## Virtual Patient Participation Group Report

This report summarises the findings of Shay Lane Medical Centre's (Drs Patel, Taylor & Thiryayi) virtual patient participation group (VPPG) in 2011/12.

It contains:

- Profile of PRG
- Process used to recruit to our PRG
- Priorities for the survey and how they were agreed
- Method and results of the patient survey
- Resulting action plan and how it was agreed
- Progress made with the action plan
- Confirmation of our opening times

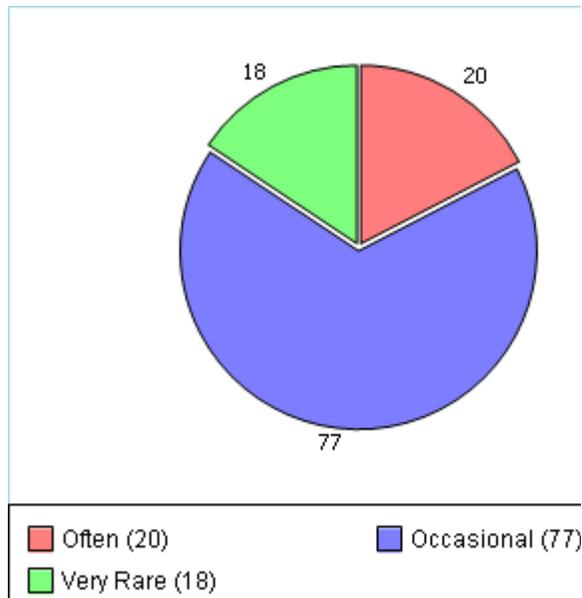
### 1. Profile of PRG

#### Patient Reference Group

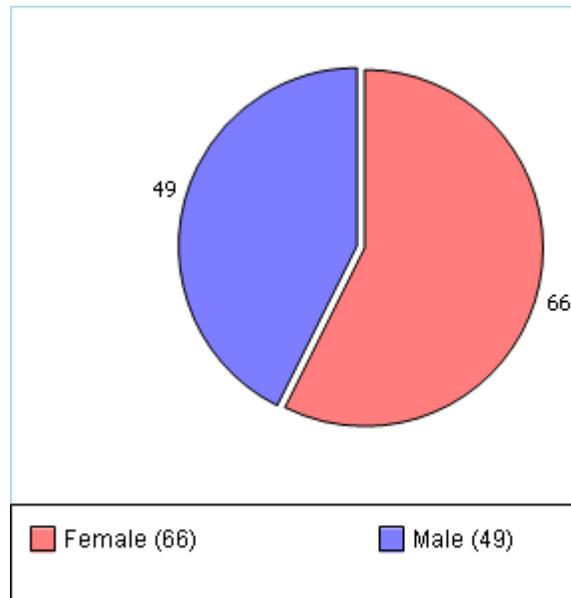
The patient group comprises 115 members

#### Distribution Details

##### Attendance

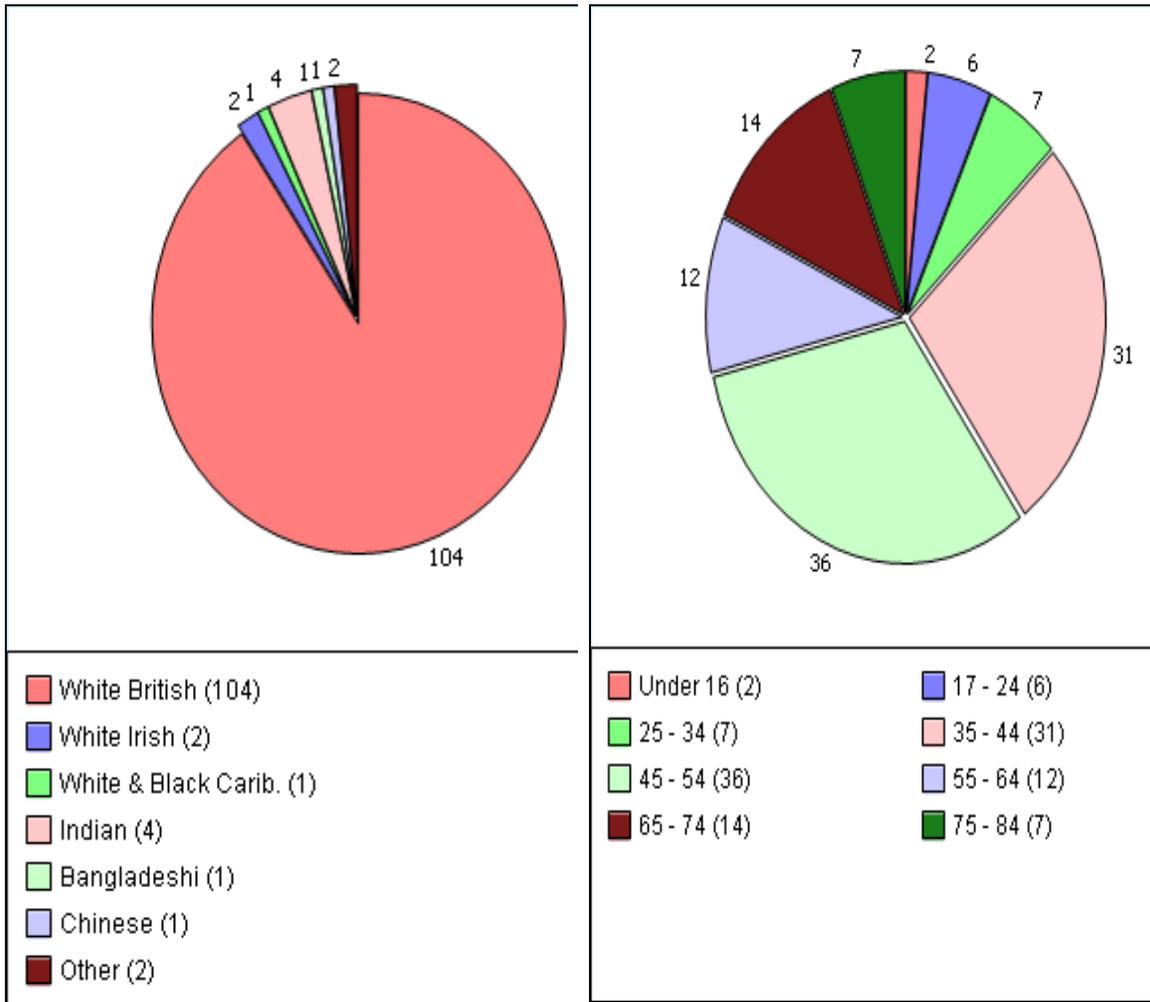


##### Gender



##### Ethnicity

##### Age



## 2. Process used to recruit our PRG

To recruit to our group we:

- Displayed posters in the practice advertising and encouraging patients to join the group
- Put information and a registration link ([www.shaylane.com](http://www.shaylane.com)) on the practice website.
- Encouraged a representative cross section of patients and decided that asking patients personally to join the group would be the most effective way to engage with all sections of the practice population. The patients were personally asked to join the group by clinicians at the end of consultations.
- Encouraged patients without internet access to join the group with the use of poster and leaflet displays in the surgery with paper copies of registration forms displayed on the main reception desk.

The results were that the group had a good balance of ages, with a fair mix of male and female members along with a proportional representation of diverse cultures. Some ethnic groups are not represented currently so as part of the action plan we have agreed that the clinicians will continue to ask members of these ethnic groups to join the group at the end of consultations.

### 3. Priorities for the survey and how they were agreed

To determine the priorities for the survey we:

Compiled a Key Priorities survey and emailed it to a representative sample of the group. Details and result of the survey are below.

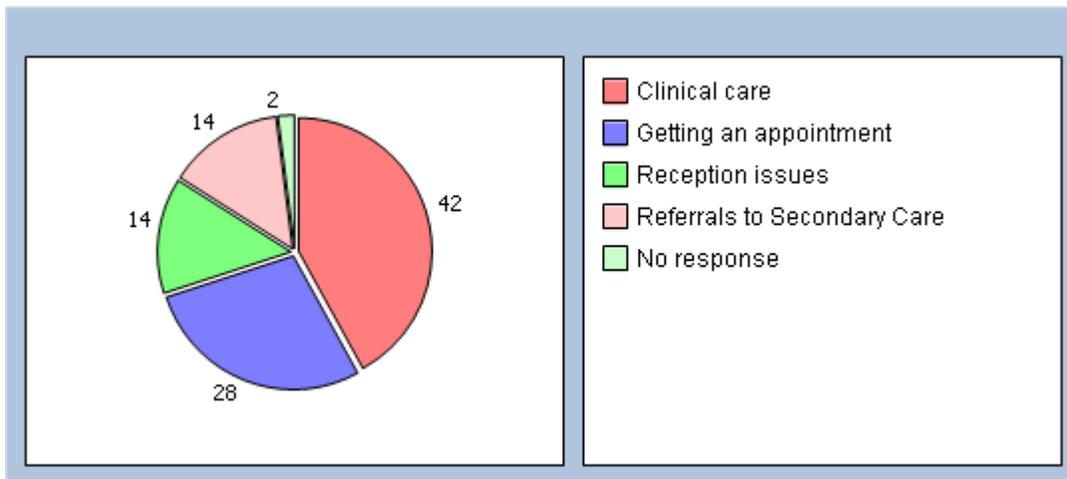
Number of Responses: **14**

Thank you for joining our Patient Reference Group.

We are planning our first annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services that we provide to you and other patients of the practice.

**What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on?**

Clinical care	<b>42%</b>
Getting an appointment	<b>28%</b>
Reception issues	<b>14%</b>
Referrals to Secondary Care	<b>14%</b>



### 4. The method and results of the patient survey

Once we had established the topic for the survey we developed the questions using the patient survey facility on our website. This is a tool which has been designed to help practices meet the requirements outlined in the DES guidelines.

We created the survey using the information from a number of the template surveys on the patient survey tool. Once completed we added the questionnaire to our website.

The Patient Questionnaire was then emailed to our patient group.

We carried out the survey between 21<sup>st</sup> February – 12<sup>th</sup> March 2012.

# Virtual Patient Reference Group & Survey Results Report

## Survey Results

### Practice Questionnaire

Number of Responses: **45**

### Dear Patient

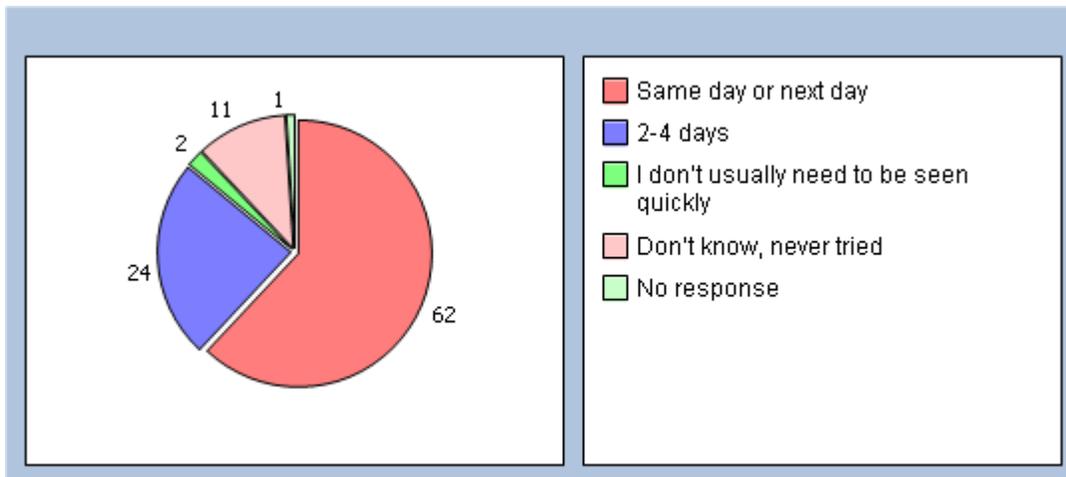
**Thank you for agreeing to take part in this short survey to help the practice understand how we can improve our services to you.**

**Please answer as many questions as possible and click 'Send Survey' when completed.**

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

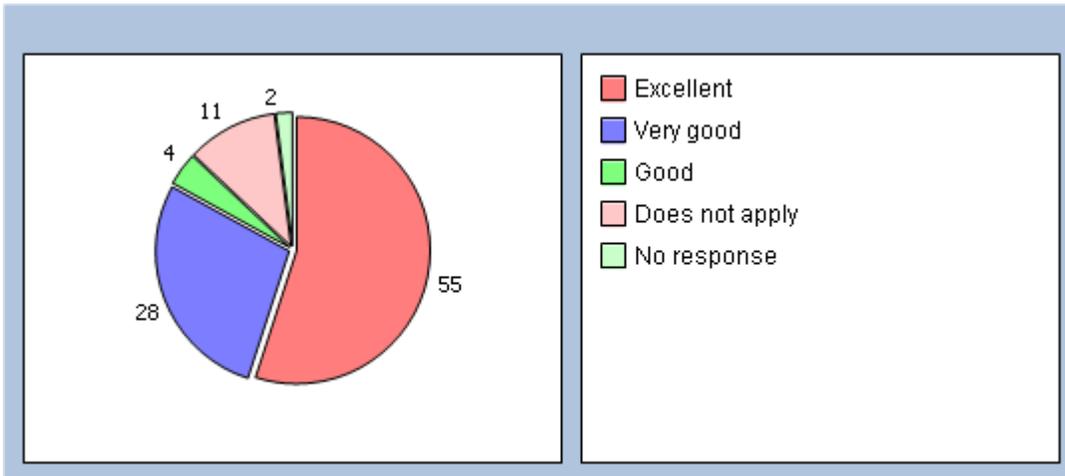
#### Q1 How quickly do you usually get seen?

Same day or next day	62%
2-4 days	24%
5 days or more	0%
I don't usually need to be seen quickly	2%
Don't know, never tried	11%



#### Q2 How do you rate this?

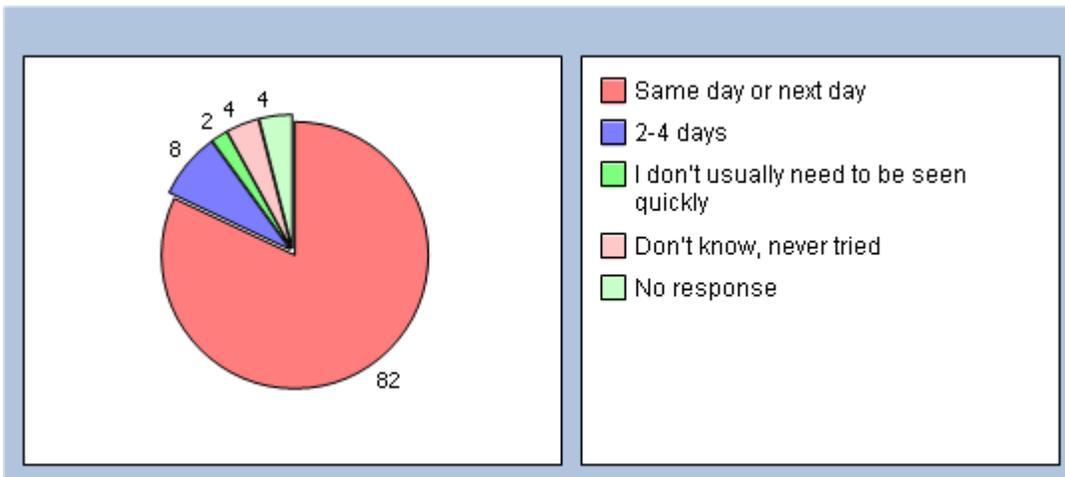
Excellent	55%
Very good	28%
Good	4%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	11%



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

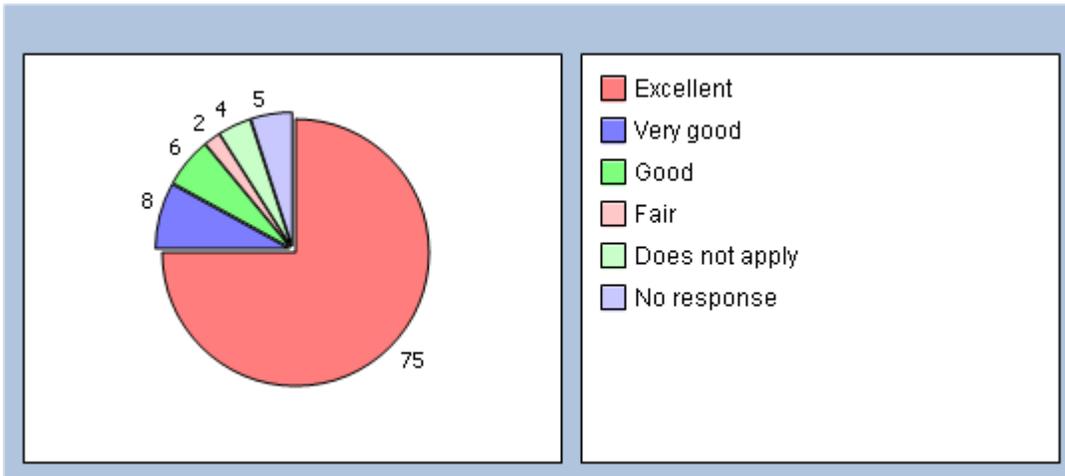
**Q3 How quickly do you usually get seen?**

Same day or next day	82%
2-4 days	8%
5 days or more	0%
I don't usually need to be seen quickly	2%
Don't know, never tried	4%



**Q4 How do you rate this?**

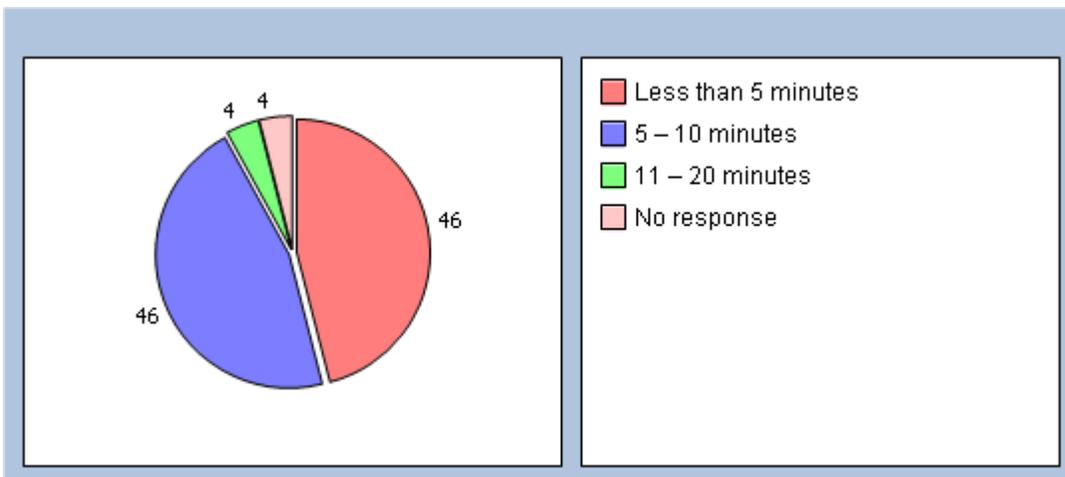
Excellent	75%
Very good	8%
Good	6%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	4%



### Thinking of your most recent consultation with a doctor or nurse

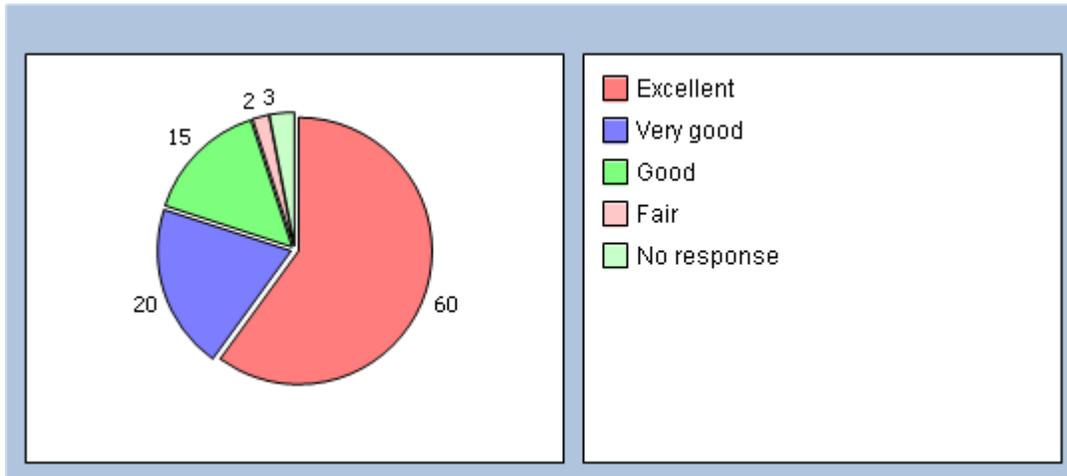
#### Q5 How long did you wait for your consultation to start?

Less than 5 minutes	46%
5 – 10 minutes	46%
11 – 20 minutes	4%
21 – 30 minutes	0%
More than 30 minutes	0%
There was no set time for my consultation	0%



#### Q6 How do you rate this?

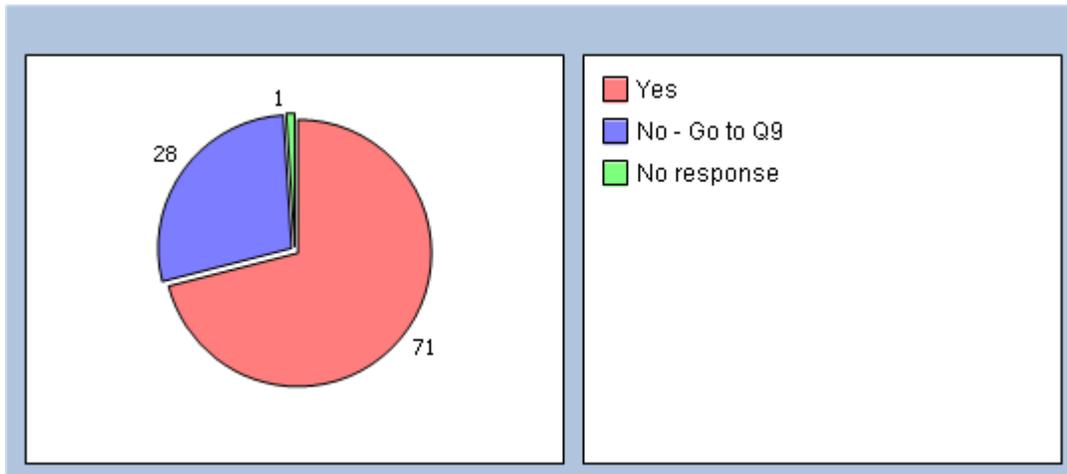
Excellent	60%
Very good	20%
Good	15%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	0%



### About seeing the doctor of your choice

#### Q7 Is there a particular GP you usually prefer to see or speak to?

Yes	71%
No - Go to Q9	28%
There is usually only one doctor in my surgery - Go to Q9	0%



#### Q8 How often do you see or speak to the GP you prefer?

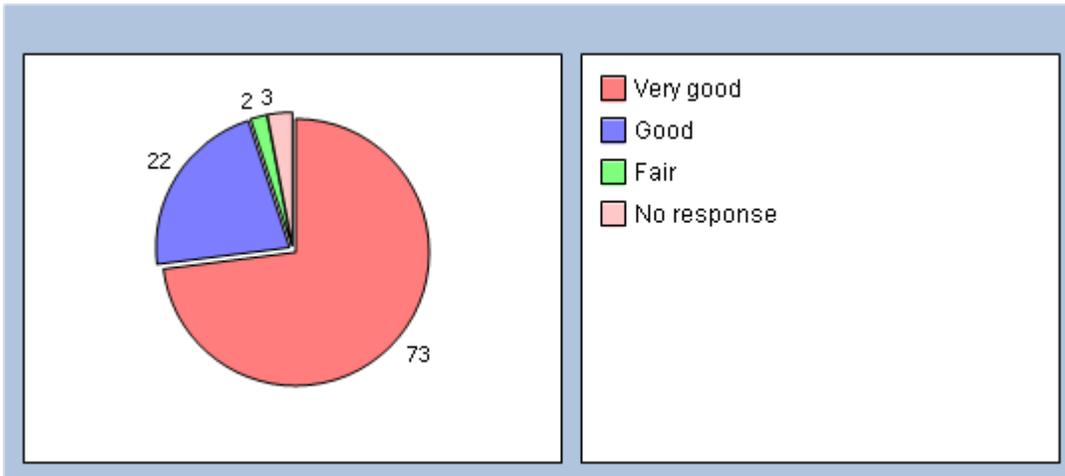
Always or almost always	44%
A lot of the time	20%
Some of the time	2%
Never or almost never	2%
Not tried at this GP practice	0%

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

(If you haven't seen a GP in your practice in the last 6 months, please go to Q15)

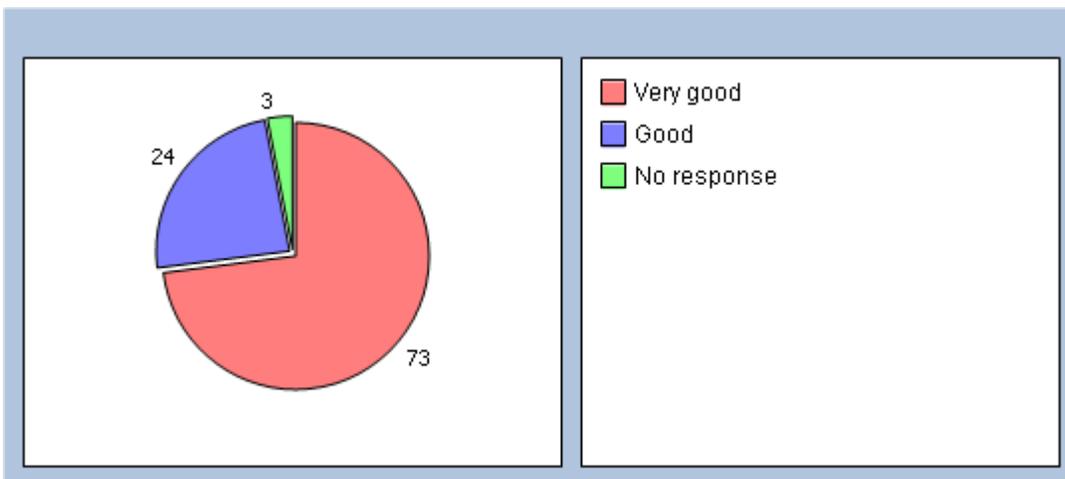
#### Q9 Giving you enough time

Very good	73%
Good	22%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	0%



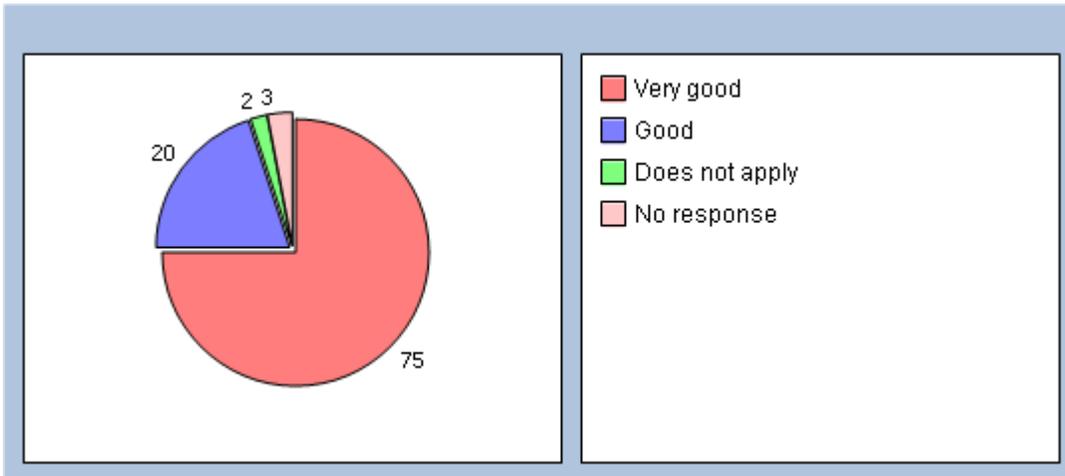
**Q10 Listening to you**

Very good	73%
Good	24%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	0%



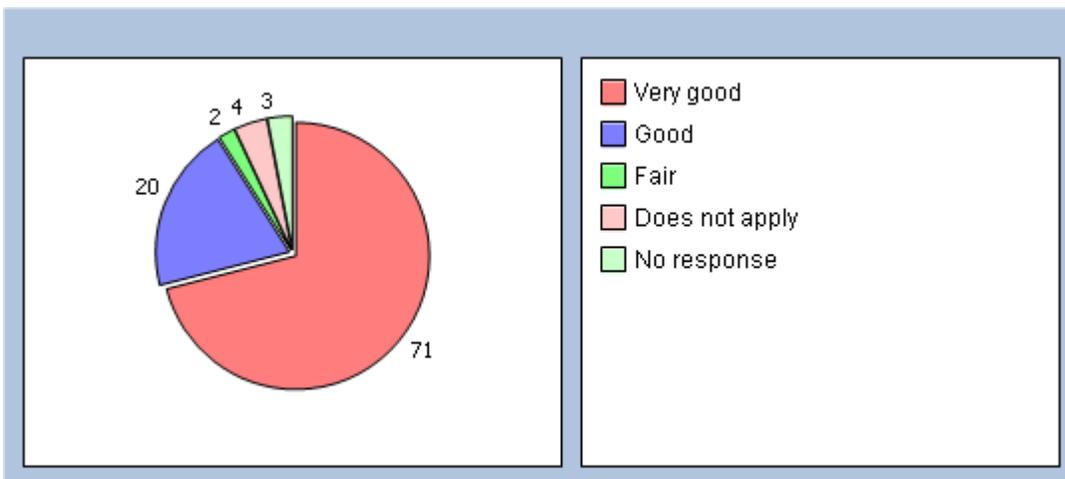
**Q11 Explaining tests and treatments**

Very good	75%
Good	20%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	2%



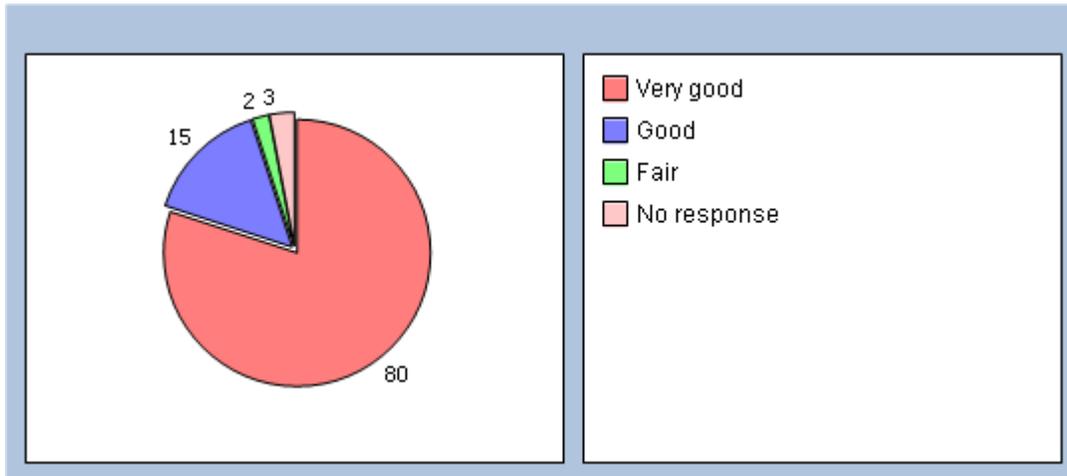
**Q12 Involving you in decisions about your care**

Very good	71%
Good	20%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	4%



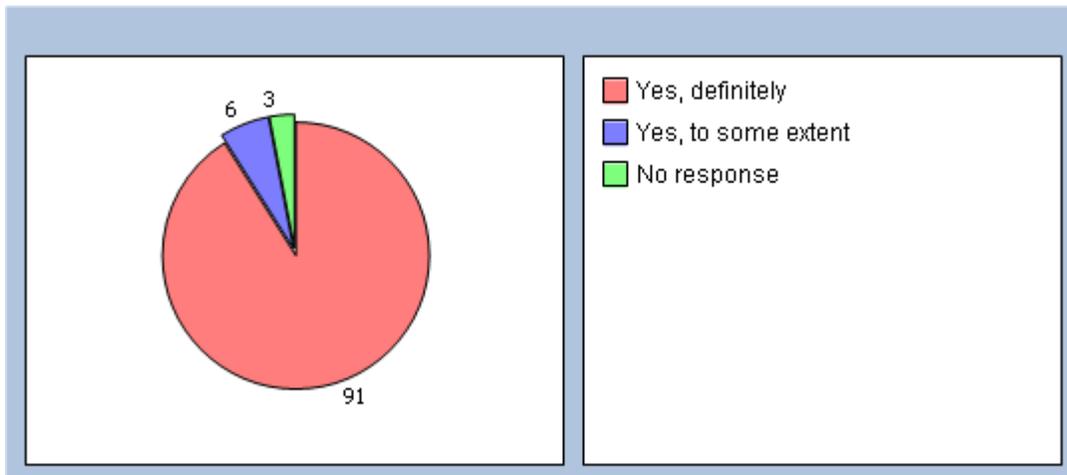
**Q13 Treating you with care and concern**

Very good	80%
Good	15%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	0%



**Q14 Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely	91%
Yes, to some extent	6%
No, not at all	0%
Don't know / can't say	0%

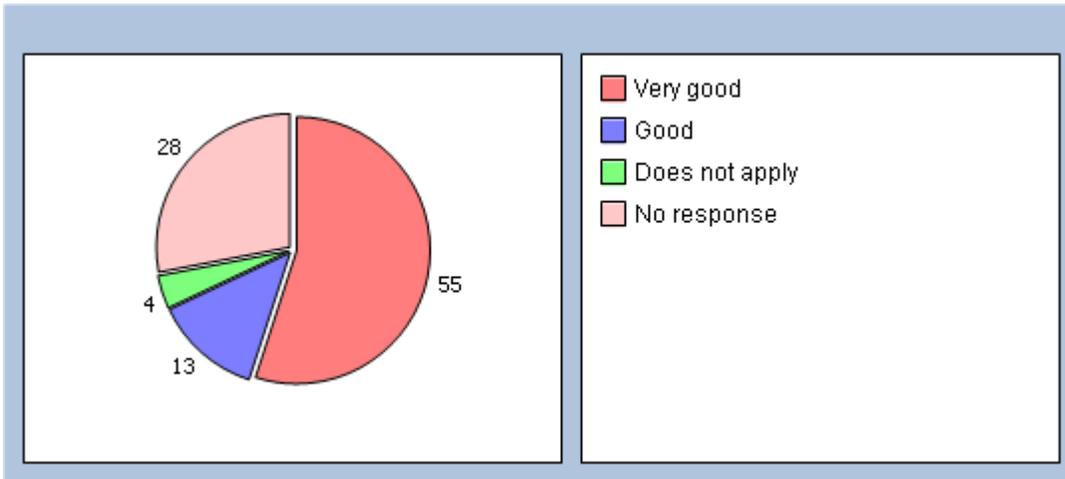


**How good was the last nurse you saw at each of the following?**

**(If you haven't seen a nurse in your practice in the last 6 months, please go to Q21)**

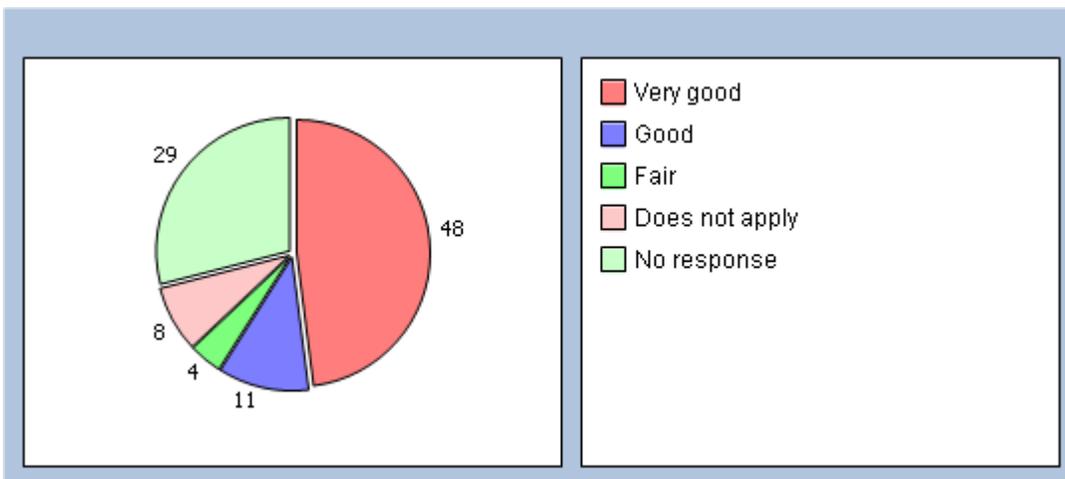
**Q15 Giving you enough time**

Very good	55%
Good	13%
Fair	0%
Poor	0%
Very poor	0%
Does not apply	4%



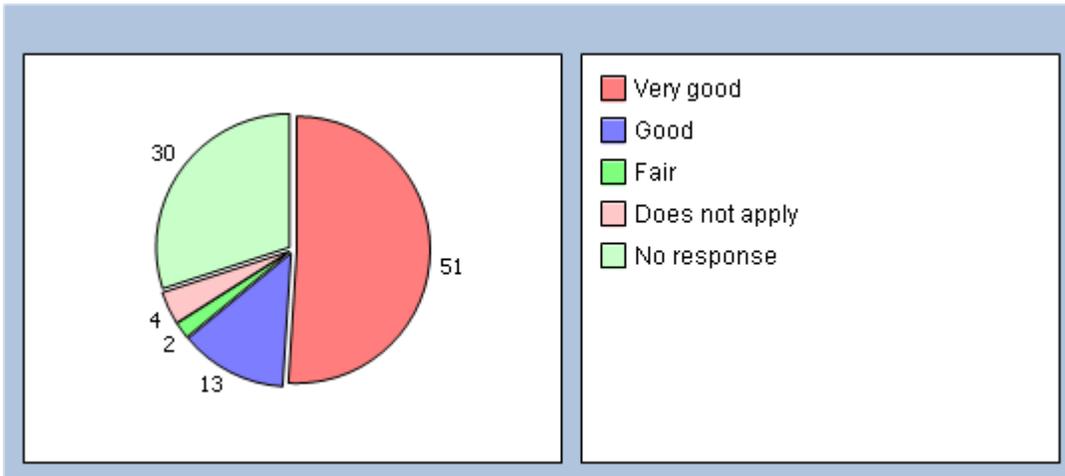
**Q16 Listening to you**

Very good	48%
Good	11%
Fair	4%
Poor	0%
Very poor	0%
Does not apply	8%



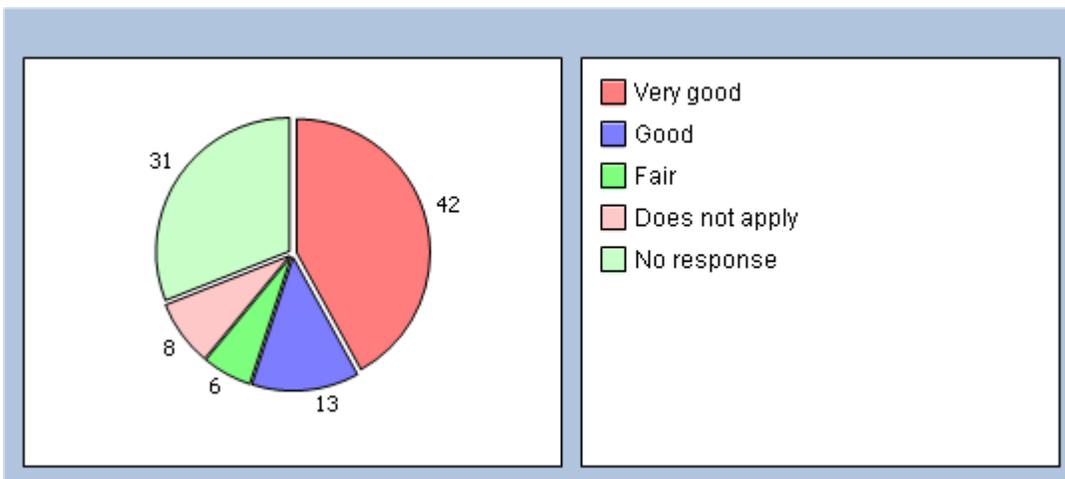
**Q17 Explaining tests and treatments**

Very good	51%
Good	13%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	4%



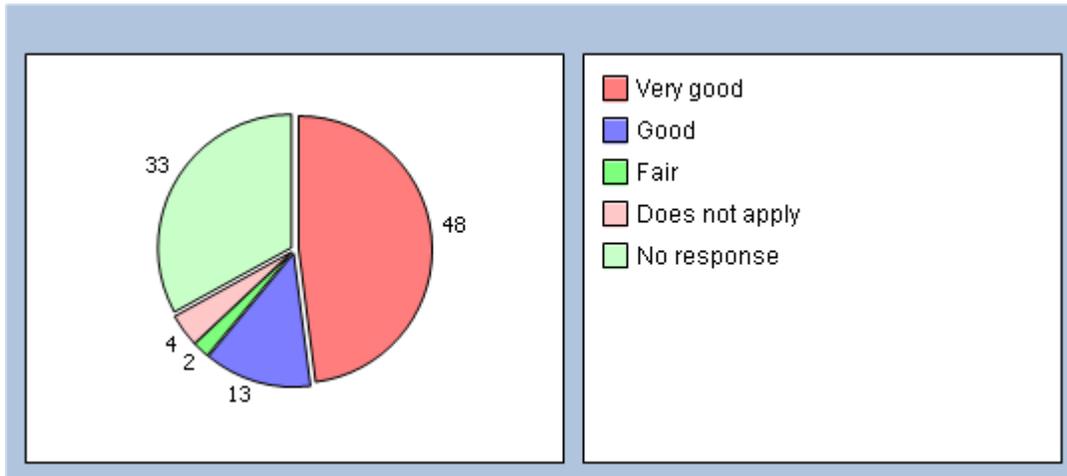
**Q18 Involving you in decisions about your care**

Very good	42%
Good	13%
Fair	6%
Poor	0%
Very poor	0%
Does not apply	8%



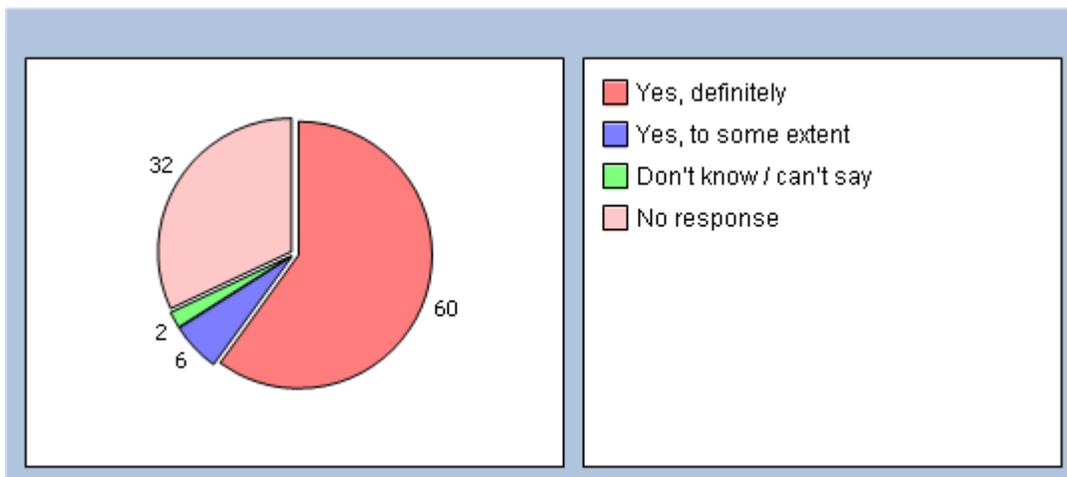
**Q19 Treating you with care and concern**

Very good	48%
Good	13%
Fair	2%
Poor	0%
Very poor	0%
Does not apply	4%



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

Yes, definitely	60%
Yes, to some extent	6%
No, not at all	0%
Don't know / can't say	2%

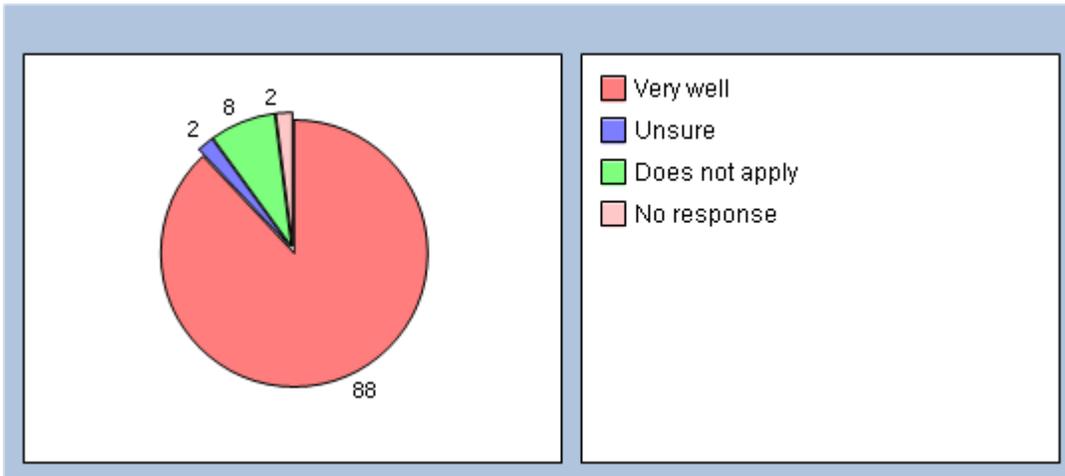


**About care from your doctors and nurses**

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

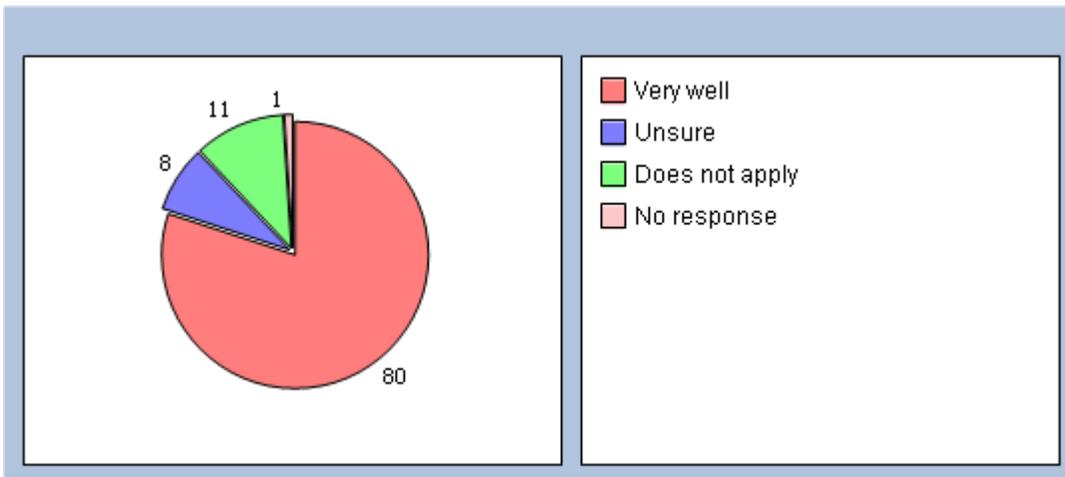
**Q21 Understand your health problems?**

Very well	88%
Unsure	2%
Not very well	0%
Does not apply	8%



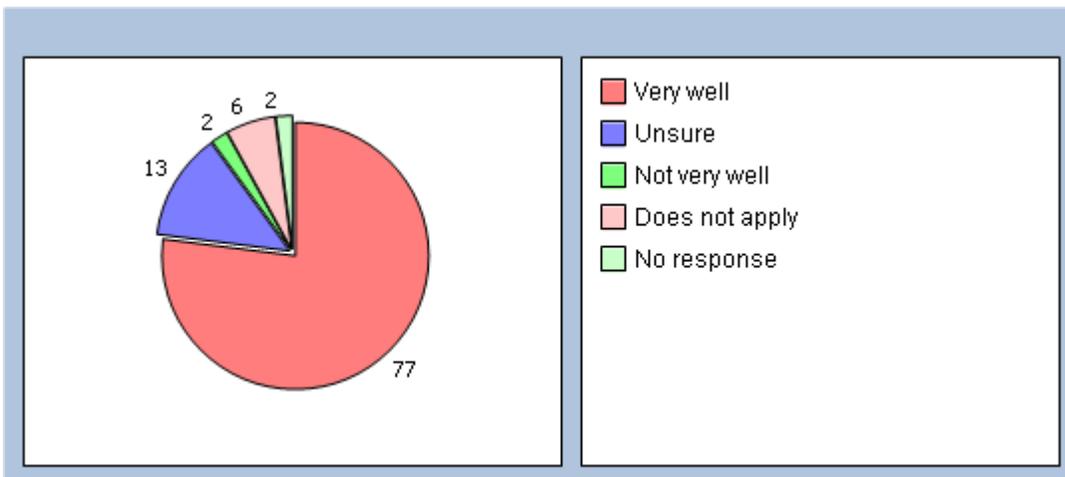
**Q22 Cope with your health problems**

Very well 80%  
 Unsure 8%  
 Not very well 0%  
 Does not apply 11%



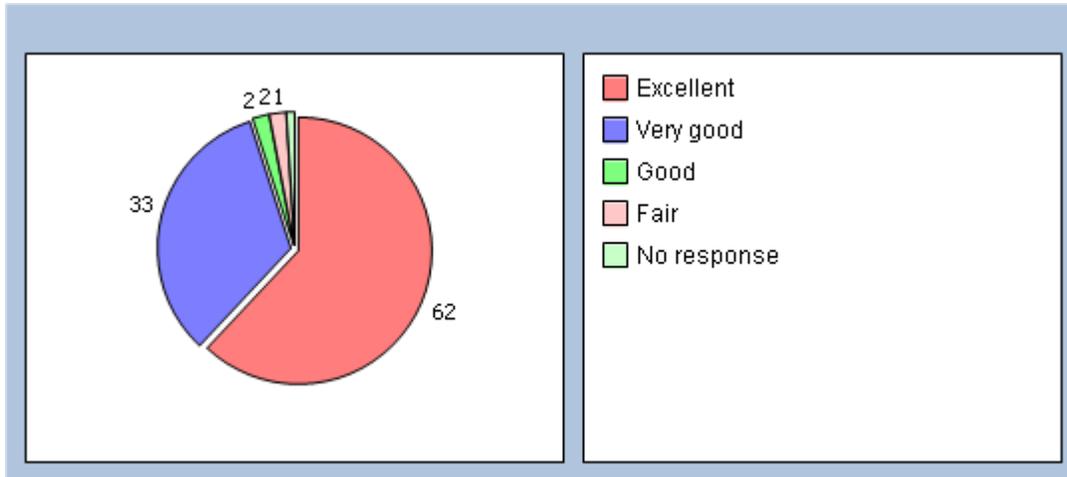
**Q23 Keep yourself healthy**

Very well 77%  
 Unsure 13%  
 Not very well 2%  
 Does not apply 6%  
 No response 2%



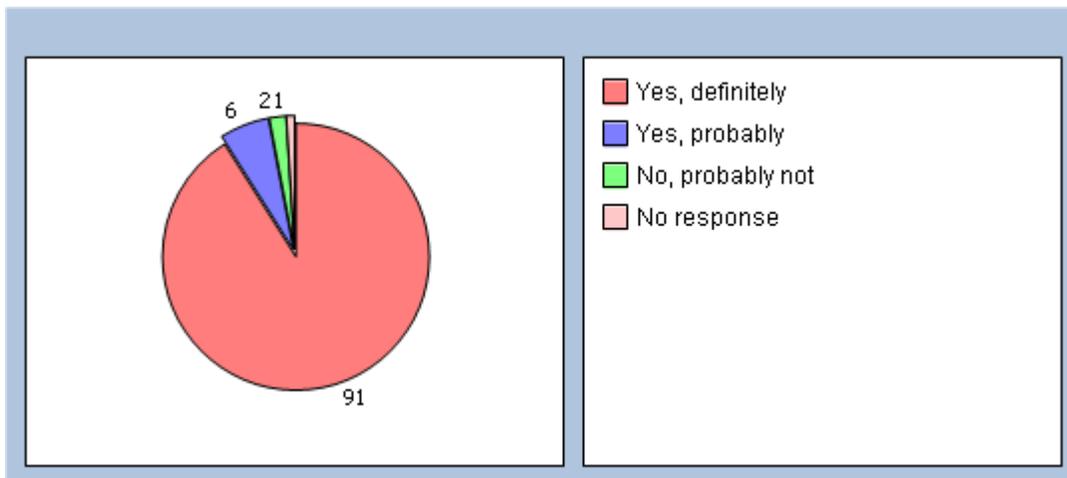
**Q24 Overall, how would you describe your experience of your GP surgery?**

Excellent	62%
Very good	33%
Good	2%
Fair	2%
Poor	0%
Very poor	0%



**Q25 Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, definitely	91%
Yes, probably	6%
No, probably not	2%
No, definitely not	0%
Don't know	0%



**Thinking about referrals to Secondary Care:**

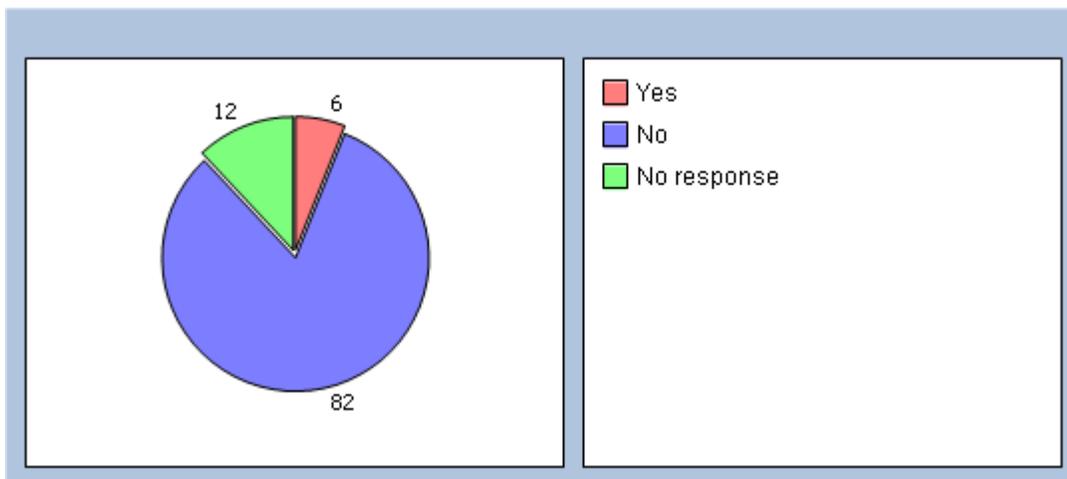
**Q26 How do you find the process of being referred to hospital?**

Very easy	55%
Fairly easy	28%
Not very easy	4%
Not at all easy	0%



**Q27 Would you make any changes to the current referral system within the practice, if yes what would they be?**

Yes 6%  
 No 82%

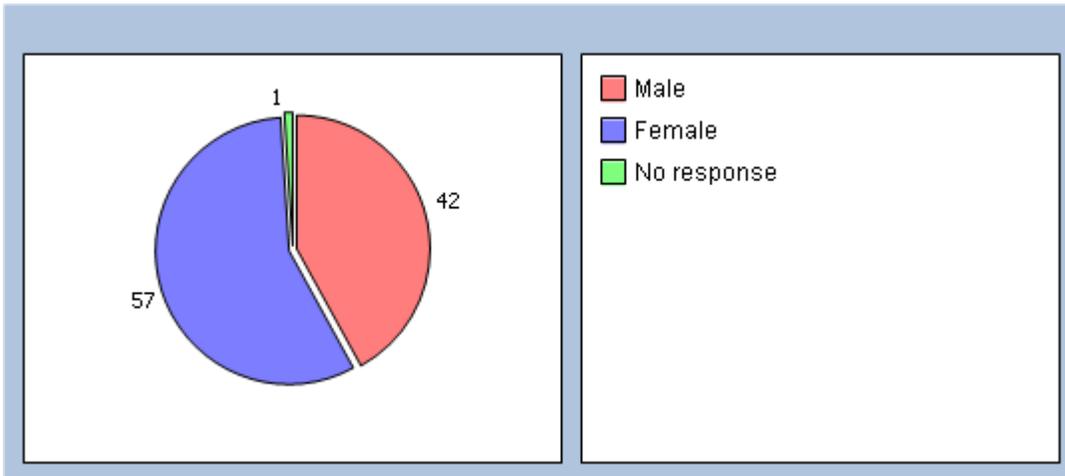


Comment

**It will help us to understand your answers if you could tell us a little about yourself**

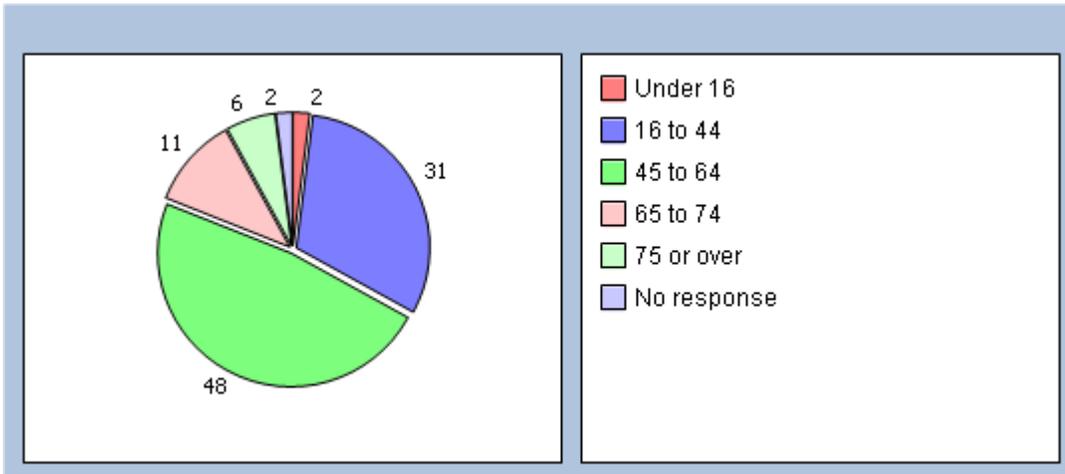
**Q28 Are you?**

Male 42%  
 Female 57%



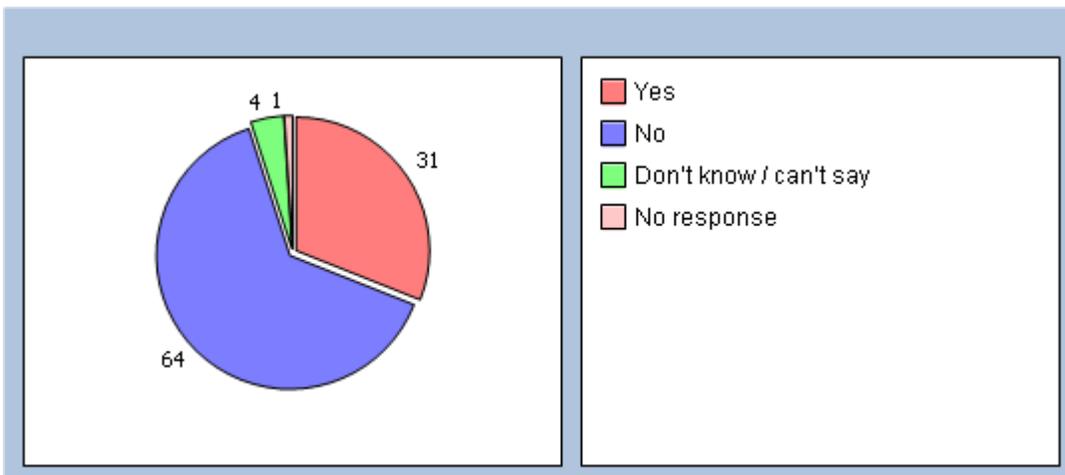
**Q29 How old are you?**

Under 16	2%
16 to 44	31%
45 to 64	48%
65 to 74	11%
75 or over	6%



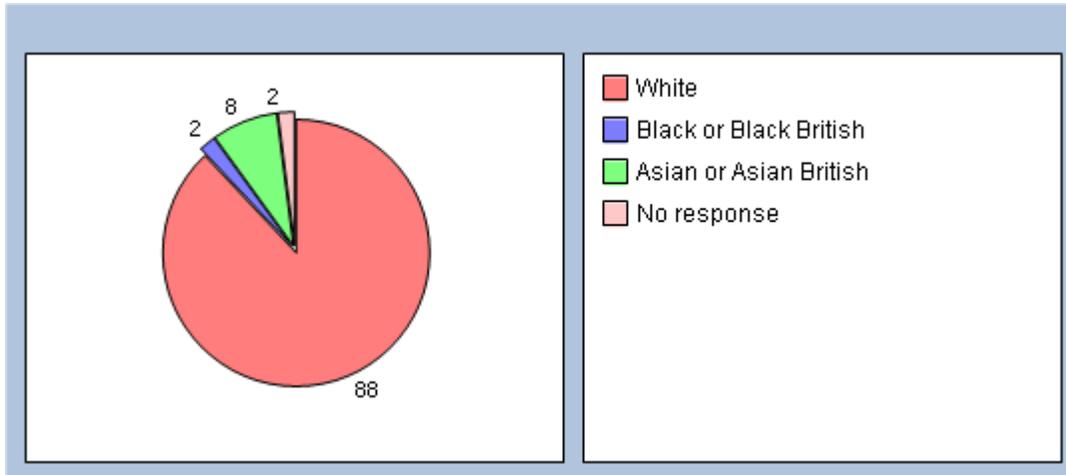
**Q30 Do you have a long-standing health condition?**

Yes	31%
No	64%
Don't know / can't say	4%



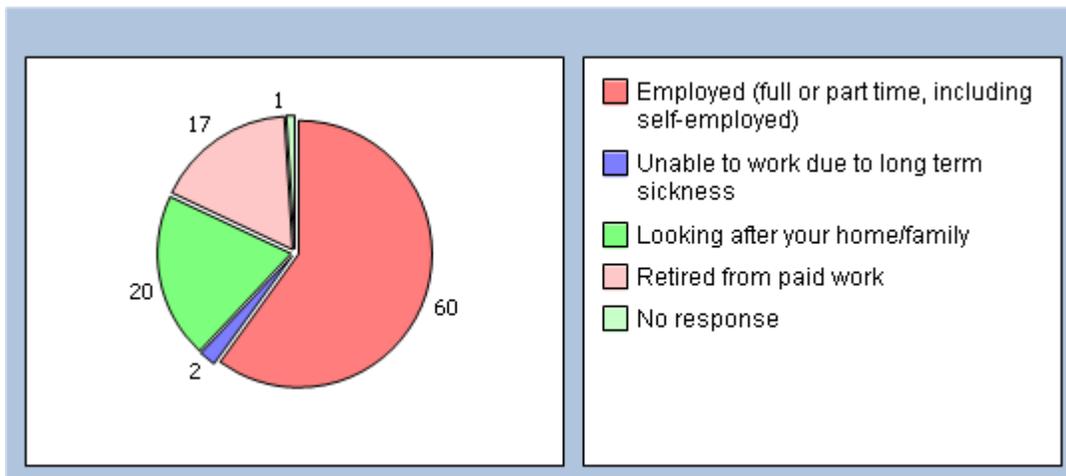
### Q31 What is your ethnic group?

White	88%
Black or Black British	2%
Asian or Asian British	8%
Mixed	0%
Chinese	0%
Other ethnic group	0%



### Q32 Which of the following best describes you?

Employed (full or part time, including self-employed)	60%
Unemployed / looking for work	0%
At school or in full time education	0%
Unable to work due to long term sickness	2%
Looking after your home/family	20%
Retired from paid work	17%
Other	0%



## **5. The action plan that was agreed and how it was agreed**

In order to get comments from the patient group on the findings of the survey we:

- Emailed the group.

Overall the responses from the members of the group were positive.

- Staff are welcoming, accommodating, supportive and friendly.
- Patient experience with the GPs and Nurses is excellent, very good, good or fair.
- Patients are satisfied with the services that are provided by the surgery in particular the appointment system is highlighted as being very efficient.
- 98% of the group would recommend the practice to someone who has just moved to the area.

No areas of improvement were identified by the group. The objective for the practice was to continue to deliver the high level of service that we are currently achieving.

The survey results and the feedback from the group were discussed by the Practice on Friday 16<sup>th</sup> March 2012.

It was agreed that the main objective for the coming months would be to continue to deliver a high level of service whilst dealing with the changes that are occurring within the NHS.

It was agreed that in order to get a complete representative patient group the clinicians would continue to personally ask and encourage patients to join the group at the end of consultations.

## **6. Progress made with the action plan.**

3 patients from a previously unrepresented ethnic group have joined the group week commencing 19<sup>th</sup> March 2012.

## **7. Practice opening hours**

The practice is open Monday to Friday 08:30am to 18:00pm