

PP DES Year 3 Action Plan

Surgery Name: Leecon & Hawkwell Based on 255 completed surveys

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	Contrast to last year's survey	Action required? Yes/No	Actions agreed	Deadline for agreed actions
Accessing your GP services	When did you last see or speak to a GP at your GP Surgery?	In the past two weeks - <b>34.1%</b> Between 2 weeks & 3 Months - <b>34.5%</b> 3 - 6 months - <b>15.7%</b> 6 - 12 months - <b>12.9%</b> over 12 months - <b>2.0%</b> I have never seen a GP at my surgery - <b>0.8%</b>	There in a increase in patients being seen in the last two weeks. This is due to more telephone slots being available. Overall improved in all areas.	No	N/A	N/A
	How often do you see or speak to your preferred GP?	Always or almost always - <b>26.4%</b> A lot of the time - <b>20.1%</b> Some of the time - <b>19.7%</b> Never or almost never - <b>5.1%</b> Not tried at this GP surgery - <b>1.6%</b> I don't have a preferred GP - <b>27.2%</b>	Increase in patient's ability to speak to their preferred GP, by over 7%.	No	N/A	N/A
	When did you last see or speak to a nurse at your GP surgery?	In the past 3 months - <b>48.4%</b> 3 - 6 months - <b>19.8%</b> 6 - 12months - <b>16.3%</b> More than 12 months - <b>11.1%</b> Never - <b>4.4%</b>	On par with last year have increased number of available telephone slots for nurse.	No	N/A	N/A
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very Easy - <b>56.3%</b> Fairly easy - <b>39.8%</b> Not very easy - <b>1.2%</b> Not at all easy - <b>0.4%</b> Haven't tried <b>2.4%</b>	Not much change to last year, Not very easy as decreased. Using text messaging from the surgery and online booking has helped this.	No	N/A	N/A
	How helpful do you find the receptionists at your GP surgery?	Very Helpful - <b>92.9%</b> Fairly Helpful - <b>6.3%</b> Not very helpful - <b>0.8%</b> Not at all helpful - <b>0.0%</b> Don't know - <b>0.0%</b>	Increase on very helpful. Feedback is always positive, a high standard within the reception area is always shown.	No	Feedback shared with staff at next Time To Learn meeting.	04/03/2014
	The last time you tried were you able to see or speak to someone within your desired timescale?	Yes - <b>87.4%</b> No - <b>9.9%</b> Can't remember - <b>2.8%</b>	Improvement in speaking within disired timescale due to increased telephone appointments.	No	N/A	N/A

Making an appointment	If you were unable to get an appointment or the appointment was inconvenient, why was that?	No appts on the day I wanted - <b>64.3%</b> No appts for the time I wanted - <b>24.5%</b> I couldn't see my preferred GP - <b>5.1%</b> I couldn't book ahead - <b>3.1%</b> Another Reason - <b>3.1%</b>		Yes	Feedback was poor as only 98 people answered this question 157 people declined to answer. On the previous question patients that were happy did not complete this answer. Will discuss this in next meeting between team.	30/04/2014
	What did you do on that occasion?	Went to appt offered - <b>58.2%</b> Got appt another day - <b>34.7%</b> Phone consultation - <b>2.0%</b> Went to A&E/WIC - <b>2.0%</b> Saw a pharmacist - <b>0.0%</b> Contacted surgery another day - <b>2.0%</b> I didn't see or speak to anyone - <b>1.0%</b>	Feedback from CCG meeting, Feb 2014 our attendance to A&E is very low in comparison with other surgeries in our area. Again only 98 people answered this question and only 2 answered regarding A&E.	No	N/A	N/A
Waiting time	How long after your appointment time do you usually wait to be seen?	Always on time- <b>14.9%</b> Less than 5 mins - <b>36.5%</b> 5 - 15 mins - <b>44.3%</b> More than 15 mins - <b>2.4%</b> Can't remember - <b>2.0%</b>	Increased in overall score, this is due to posters and information being fed to patients re booking for I complaint at a time. Double appts given where necessary.	N/A	N/A	N/A
Your last GP or Nurse appointment	Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?	AVERAGE RATINGS Listen to you - <b>4.39%</b> Explaining tests and treatments - <b>4.36%</b> Involving you with decisions about your care - <b>4.38%</b> Treating you with dignity and respect - <b>4.57%</b>		Yes	Feedback positive findings to staff to help maintain high standard.	Next staff meeting (30/04/2014)
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	AVERAGE RATINGS Listen to you - <b>4.54%</b> Explaining tests and treatments - <b>4.52%</b> Involving you with decisions about your care - <b>4.54%</b> Treating you with dignity and respect - <b>4.06%</b>	Increased in percentages in all areas of this question to continue same.	Yes	Feedback positive findings to staff to help maintain high standard.	Next staff meeting (30/04/2014)
Opening	Is your GP surgery currently open at times convenient for you?	Yes - <b>85.2%</b> No - <b>10.4%</b> Don't know - <b>4.4%</b>	Slight drop in patients satisfaction of opening hours, high volume of patients requesting opening on a Sat although this is already taking place also late evening on both Mon and Thurs.	Yes	More information to be posted in the waiting area of opening times for the surgeries. Text messaging giving opening times will be used. More leaflets to be handed out.	Start from March and will be ongoing throughout this year.

<b>times</b>	Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)	Before 8am - <b>20.1%</b> Lunch time - <b>17.2%</b> After 6.30pm - <b>47.9%</b> Saturdays - <b>40.8%</b> Sundays - <b>21.3%</b> None of these - <b>17.7%</b>		<b>Yes</b>	As Above	<b>As Above</b>
<b>Managing your health</b>	Do you have a long standing health condition?	Yes - <b>52.3%</b> No - <b>44.4%</b> Don't know/can't say - <b>3.3%</b>		N/A	N/A	N/A
	Would you be interested if clinics were available to help you manage your condition?	Yes - <b>45.3%</b> No - <b>33.5%</b> <b>Don't know</b> - 21.2%	Posters in waiting area information on clinics, information on The Choices Website. Signpost patients to the correct areas.	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>OOH</b>	Do you know how to contact an out-of-hours doctor?	Yes - <b>62.7%</b> No - <b>37.3%</b>	This is a area of concern we are going to make a notice board a target for 2months on Out-Of-Hours information.	<b>Yes</b>	<b>Promote access to OOH. Posters in waiting room and staff word of mouth. Consider adding details to telephone message?</b>	<b>30/04/2014</b>
	Have you tried to contact the Out Of Hours GP service.	No 86.6% Yes 13.3%		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
	Overall how would you describe your experience of the out-of-hours service?	1 - Poor - <b>4.2%</b> 2 - <b>4.2%</b> 3 - ok - <b>35.4%</b> 4 - <b>31.3%</b> 5 - Excellent - <b>25%</b>		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Additional questions</b>	Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)	Yes - 9% No -91%	One new member joined the group.	<b>Yes</b>	<b>Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescription etc as well as looking to identify further methods for recruiting group members.</b>	<b>On going</b>
	Are you male or female?	Female - 55.8% Male - 44.2%		N/A	N/A	N/A
	How old are you?	Under 18 - 2% 18- 24 - 4.9% 25-39 - 22.1% 40-54 -27.5% 55-69 - 29.5% 70+ - 13.9%		N/A	N/A	N/A

<b>About you</b>	What is your ethnic group?	White - 97.6% Mixed/Multiple ethnicities - 0.8% Asian/British Asian - 0.8% Black/African/Caribbean/British Black - 0.8% Other ethnic group - 0%		N/A	N/A	N/A
	Are you the parent or guardian of any children living at home?	Yes - 24.4% No - 75.6%		N/A	N/A	N/A
	Are you a deaf person using sign language?	Yes - 0% No - 100%		N/A	N/A	N/A
	Which of these best describes your religion?	No Religion - 32.7% Buddhist - 0.8% Christian - 58.5% Hindu - 0% Jewish - 0.4% Muslim - 1.2% Sikh - 0% Other - 1.6% Prefer not to say - 4.8		N/A	N/A	N/A