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LOCAL PATIENT PARTICIPATION REPORT 2011/12

PATIENT SURVEY RESULTS AND ACTIONS 2011-2012

The Practice decided in 2011 that it would be beneficial to the both patients and staff, to develop a Patient Participation Group. The basis for forming a group was to give the patients a voice on matters of importance to them within the practice and to influence key decisions made by the Practice.

We advertised for our PPG (Patient Participation Group) via our website, posters in the waiting rooms and the counterfoil on our prescriptions and our monthly newsletter. The group that we recruited are not as representative of our Practice population as we had hoped. We have tried in vain to recruit a more representative group by advertising in all available areas for additional members of a younger age and more diverse ethnic groups.

The members of the PPG are also actively trying to recruit new members in the groups required.

Reception staff are also aware of the need for new members and are encouraged to promote the PPG wherever possible to potential new members.

The PPG has members which are aged between 43 and 81. The group is well represented for sex with an equal balance of male and female members. The only significant area missing from the group is the under 40's age bracket.

The group includes a mixture of ethnic origins and is therefore a good representation of the Practice population.

The information below shows the profile of the PPG

Age	Sex	Ethnicity
61	M	Mixed British
43	M	White British
67	F	White British
65	F	White British
43	M	White British
53	F	White British
60	M	White British
56	F	White British
66	M	White British
82	M	White British
81	F	White British
43 Practice Manager	M	White British
68 Managing Partner	M	Mixed British

We decided to use the CFEP UK Surveys IPQ (Improving Practice Questionnaire) as we have used these previously and they gave us the feedback that we required in a user-friendly format. The questions in their surveys were suitable to what we required and the areas we were looking at and gave us benchmark information as well as past scores for comparison purposes.

IPQ is a reliable and sensitive tool which accurately measures patient satisfaction in designated areas and is sensitive to change.

In total we gave out 300 questionnaires to patients of both sexes, wide age brackets and various ethnicities. These were patients that were attending the surgery either for an appointment, to collect a prescription or just popping in with a query.

We gave out the questionnaires at various different points during the practice surgery times. This ensured that we covered a wide section of the Practice population. For example, we gave out questionnaires at our baby vaccination clinic to ensure a younger population received them. We also gave these out during IHD and COPD clinics to ensure an older population received them.

We checked our pre-booked surgery lists to ensure that we could give out questionnaires to those of all ethnic origins, ages and sex etc.

The following table shows patient demographics, number of responses, whether patient had seen usual practitioner and years they have attended the practice:

Age

Age	Number of Responses	Mean score (%)	National Mean score (%)
Under 25	12	55	69
25- 59	105	65	71
60+	63	73	75
Blank	20	71	70

Gender

Female	105	68	71
Male	77	66	73
Blank	18	68	70

Visit Usual Practitioner

Yes	33	75	74
No	20	70	68
Blank	147	65	70

Years Attending

< 5 years	10	78	72
5-10 years	6	71	71
>10 years	39	72	72
Blank	145	65	70

The meeting took place on **Wednesday 23rd May 2012** with invitations sent to meeting members of the PPG along with copies of the results of our survey. This will give the members time to look at the results, analyse them and prioritise actions at the meeting.

During the meeting a presentation was given by the Practice Manager (attached) followed by a discussion around the patient survey results.

Key action points were discussed and agreed as follows:-

- Access to GP Appointments
 - Getting to see your own GP
 - How to tackle patients who DNA (Did Not Attend) appointments
- Length of GP appointment slots
 - Patients unclear - attending with multiple complaints 10 minutes not enough
- Appointment choice
 - Getting an appointment at a time that suits

Discussion took place around the relevance and quality of the data in the patient survey, agreed to investigate and confirm specific data queries.

Agreed to provide posters for the local community centre to encourage use of Practice website and clarify questions patients have about the service provided.

Finally, follow up meeting to organised for 2-3 months time.

Relevant comments received from the survey are as below:

Comments about how the practice could improve

** Open later. Coffee machine.

** Could do to run the practice more satisfactory.

** Advertising for more patients when appointment times have been cut to 10 minutes is really bad. Information about doctor patient ratios would either help patients understand why they can't see their own doctor for more than a week most times, or highlight the fact that the practice is squeezing in too many patients to the detriment of existing patients.

** Environment very formal - some surgeries have artificial plants - lighting variation - interesting positions of chairs etc.

** Trying to get through by phone to make a appointment.

** All excellent first class.

** Calling on my mobile it costs me too much on my mobile phone. I hope the NHS can do something because at the present I am not on my landline.

** Stop taking on new patients when there are clearly not enough appointment slots (other than book on the day) ones to meet the needs of existing patients. Waiting time on telephone is too long, often can't get through to book, book on the day appointments until after 11am then they're all gone.

Comments about how the doctor/nurse could improve

** To get a doctor you know.

** All staff/nurse/doctors are great except for one doctor who is cold, aloof and not interested in the patient or gives that feeling, so 95% of your staff is great. That is general opinion of family/friends of this doctors.

** One of the doctors is fabulous - all learn by them.

** They need more time, on occasion to do job as thoroughly as I would like.

** Good.

** Keep to the patients appointment time.

** Give longer per appointments, 10 minutes insufficient.

** It would be helpful if patients can have weekend access to services and after 6:30pm services as emergencies.

** One doctor can be rude and lazy, they waved their arms at a question and said 'I don't know'.

The question was 'could this be cancer'. Other than that they were always ok. I booked with a second GP and was referred on.

** Everyone does well.

** More personal.

** Very good.

** The doctors and nurses are fine but put under pressure with appointment time constraints. The 10 minutes does not allow patients with multiple health conditions to discuss them all with their doctor.

** None! Very good.

** They were very polite and kind - may God bless each and every one that works under their roof. Be bless.

Patient Feedback

Examples of some of the questions asked and the mean score for the surgery against the national average mean score:

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	57	64	24	56	64	72	99
Q3 Appointment satisfaction	58	69	37	64	69	74	99
Q4 See practitioner within 48hrs	43	65	25	57	65	72	99
Q5 See practitioner of choice	48	61	24	53	60	69	99
Q6 Speak to practitioner on phone	52	61	31	54	61	67	99
Q7 Comfort of waiting room	71	66	31	61	66	72	100
Q8 Waiting time	59	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	73	80	49	76	80	84	99
Q10 Warmth of greeting	76	81	50	78	82	86	99
Q11 Ability to listen	75	81	50	78	82	86	100
Q12 Explanations	74	80	49	77	81	84	100
Q13 Reassurance	71	79	49	75	79	83	100
Q14 Confidence in ability	77	82	50	79	83	86	100
Q15 Express concerns/fears	72	80	50	76	80	84	100
Q16 Respect shown	74	83	50	80	84	88	100
Q17 Time for visit	68	74	46	70	74	79	100
Q18 Consideration	71	78	48	74	78	82	100
Q19 Concern for patient	73	79	48	75	79	83	100
Q20 Self care	73	80	51	78	81	85	99
Q21 Recommendation	74	81	46	77	81	85	100
About the staff							
Q22 Reception staff	79	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	45	72	76	80	100
Q24 Information of services	68	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	63	66	42	62	66	71	100
Q26 Illness prevention	64	70	46	66	69	73	100
Q27 Reminder systems	65	68	43	63	67	72	99
Q28 Second opinion / comp medicine	63	68	44	63	67	72	99
Overall score	67	73	46	69	73	77	100

Overall score

84% of patient ratings about our Practice were good, very good or excellent.

For more information or a more detailed breakdown of results please speak to Mark Whitaker, Business Manager.

The areas prioritised and agreed for action will be confirmed following the meeting completion