

# Brinsley Avenue Practice

## Patient Participation Group Report

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## **1. PPG COMPOSITION**

The Patient Participation Group (PPG) currently comprises of 6 registered patients from the practice. The group meets at least quarterly at the practice.

During 2014 the group met more regularly because the Practice Manager who started in March 2013 felt it was necessary considering the changes taking place in the practice since the fire of January 2013.

The PPG comprises of 66% women and 33% men. 50% are over 70 years old and the remaining 50% are in the age bracket 30-45. We have attempted to encourage our younger patients to attend but this has historically proved difficult as they have other commitments. 1/3 of our participants have children themselves. We feel that whilst the group is small it does reflect well the overall practice patient demographics.

We always welcome new members to the PPG .

## **1. Meetings**

Regular PPG meetings have been held this year (2013-14) the dates of which are listed below:

- 27<sup>th</sup> March 2013
- 29<sup>th</sup> May 2013
- 24<sup>th</sup> July 2013
- 3<sup>rd</sup> September 2013
- 23<sup>rd</sup> October 2013
- 22<sup>nd</sup> January 2014

## **2. Terms of Reference**

To ensure the effectiveness of the PPG group we agreed terms of reference this year available in appendix 1.

### 3. Patient Satisfaction 2013-14

The PPG agreed in early 2013 to issue the same patient satisfaction survey as was issued in 2012-13. It was agreed that after this survey was completed the future survey would focus on a few key areas which would be drawn from the 2013-14 survey results. During 2013 we undertook a patient satisfaction survey. The results of which (together with the questions asked) are summarised below:

#### THE GP PATIENT SATISFACTION SURVEY 2013

50 Questionnaires were completed. Some questions may have more than one response and all participants answered all the questions.

Practice comments are in blue beneath the questions

#### A. Appointments at your GP Surgery or Health Centre

##### Q1. When did you last see a Doctor at the GP Surgery?

In the past 3 months	35
Between 3 and 6 months ago	9
More than 6 months ago	7
I have never been seen at my present GP or Health Centre	0

##### Q2. If you haven't seen a doctor in the past 6 months, why is that? *Please tick all the circles that apply*

I haven't need to see a doctor	8
I couldn't be seen at a convenient time	1
I couldn't get to my appointment easily	0
I didn't like or trust the doctors	0
Another reason	1

**Q3. How do you normally book your appointments to see a doctor or nurse at the Surgery?**

*Please tick all the circles that apply*

In person	4
By phone	46

**Q4. Which of the following methods would you prefer to use to book an appointment at the Surgery? Please tick all the circles that apply**

In person	8
By phone	46

The telephone system has been upgraded as part of our improvements. There is now the facility for us to record a telephone call for training and quality assurance purposes. There has been an increase in the number of appointments made on the phone, which may reflect the increased functionality of the new phone system.

**B. Seeing a Doctor**

**Q5. In the past 6 months have you tried to see a Doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the GP or Health Centre was open.**

Yes	34
No	15
Can't remember	1

**Q6. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open?**

Yes	37
No	8
Can't remember	0

We have a nurse practitioner available every day who tends to deal with the majority of urgent cases. Patients are usually given an appointment with a Nurse Practitioner not a doctor for an urgent appointment.

Judging how many urgent appointments to offer in a day is difficult as demand can be variable. If we have no appointments available the receptionists can suggest attending one of the local walk in centres. We also extend the length of surgeries to accommodate during particularly busy periods.

**Q7. In the past 6 months, have you tried to book ahead for an appointment with a Dr? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.**

Yes	26
No	24
Can't remember	0

**Q8. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?**

Yes	20
No	19
Can't remember	3

As can be seen above, many patients at this practice do not book ahead. Therefore judging the balance between book ahead and book on day appointments is very difficult.

The situation is under constant review and is discussed with the Patient Participation Group. It is anticipated that now Dr McKinley has joined the practice the pressure on book ahead appointments will ease.

### C. Arriving for your appointment

**Q9. In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but don't mind	30
Yes and am not happy about it	11
No, other patients can't overhear	2
Don't know	5

We are aware of the balance between the need for privacy and the need for reception staff to monitor the waiting area and our new reception area has been designed with this in mind. We offer patients the opportunity to discuss sensitive issues away from the reception area.

The design of our reception reflects that of most newly built /renovated surgeries

**Q10. How helpful do you find the receptionists at the Surgery?**

Very	34
Fairly	14
Not very	1
Not at all	0

The reception staff at times works under difficult pressures and we are grateful for the many positive comments made about them.

**Q11. How do you feel about how long you normally have to wait?**

I don't normally have to wait long	40
I have to wait a bit too long	8
I have to wait far too long	1
No opinion/doesn't apply	4

The clinicians always do their best to run to time but some problems can take longer to deal with, or an unexpected emergency occurs.

**D. Seeing the Doctor you prefer**

**Q12. How often do you see the Dr you prefer?**

Always or most of the time	15
A lot of the time	16
Some of the time	11
Never or almost never	5
Not tried at this GP Surgery or Health Centre	2

Dr Jones, Ambrose & McKinley work part time at the surgery due to academic commitments they therefore have a limited number of appointments available. It may therefore be impossible to always book to see them.

## E. Opening Hours

**Q13. How satisfied are you with the opening hours at the surgery?**

Very	33
Fairly	12
Neither satisfied nor dissatisfied	3
Quite dissatisfied	1
Very dissatisfied	1
Don't know opening hours	0

**Q14. As far as know is the surgery open ... Please put a tick in each row**

	Yes	No	Sometimes	Don't know
Before 8am ?	9	18	6	14
At lunchtime ?	4	24	4	14
After 6.30pm ?	6	19	11	7
On Saturdays ?	0	31	0	13
On Sundays ?	0	36	0	7

It is clear that there was some confusion as to our opening hours. This is detailed on the website, practice leaflet and is displayed in the waiting room

## F. Seeing a Doctor at the GP Surgery or Health Centre

**Q15. Did you have confidence and trust in the doctor you saw?**

Yes, definitely	35
Yes, to some extent	12
No, not at all	0
Don't know/can't say	2



## G. Seeing a Practice Nurse at the GP Surgery or Health Centre

Q16. How easy is it for you get an appointment with a Practice Nurse at the surgery?

Haven't tried	8
Very	24
Fairly	17
Not very	0
Not at all	0
Don't know	0

## H. Your Overall Satisfaction

Q17. In general, how satisfied are you with the care you get at the Surgery ?

Very	33
Fairly	13
Neither satisfied nor dissatisfied	2
Quite dissatisfied	1
Very dissatisfied	0

Q18. Would you recommend the Surgery to someone who has just moved to your local area?

Yes	40
Might	5
Not sure	3
Probably not	0
Definitely not	1
Don't know	0

Based on source: Ipsos Mori GP Patient survey

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## 4. Practice Response to the Survey

We would like to thank our patients for what we regard as very positive feedback. We are pleased that our efforts to provide high quality care are recognised by the vast majority of the patients surveyed who were very satisfied with the Practice's services and would recommend the practice to others. We are grateful for the feedback, which has been given and will discuss it with the PPG in order to further improve the service we offer.

## 5. PPG Response to the Survey

The survey results were discussed with the PPG on 3<sup>rd</sup> September 2013. In general the group felt the responses were very positive. We discussed how the vast majority of patients booked their appointments over the phone. The group felt strongly that opening up appointments for online booking could adversely affect a large percentage of the practice population who do not have Internet access or are not particularly skilled or experienced on computers. They also felt patients would book with the doctor rather than nurse practitioner as there would be no opportunity for it to be explained that the Nurse Practitioner could probably see them particularly for acute illnesses.

The group were pleased to see such a high proportion of patients were able to see the GP on the same day.

## 6. Action Plan

The following action plan arose from the discussion about the 2013-14 survey:

Area	Who	When
<b>1. Continue offering excellent services as they are clearly appreciated</b>	All practice team	2013-14 and beyond
<b>2. Clarify opening hours – on website and in surgery</b>	Practice Manager	November 2013
<b>3. Revise the website - to ensure clarity and up to date and more user friendly</b>	Practice Manager & PPG	January 2014
<b>4. Place a limit on online booking of appointments</b>	Practice Manager	On-going when online appointments are offered
<b>5. A new clinical system to cope with online booking and to text patients reminders</b>	Practice Manager & CCG	Dependant on funding Ideally ASAP as existing clinical system is old and is failing

<b>6. <i>Improve phone system to ensure callers know the surgery is calling as number was withheld</i></b>	Practice Manager	January 2014 when phone contract and provider changes
<b>7. <i>Plan the next survey areas</i></b>	PPG & Practice Manager	November & December

## 8. Future Questionnaires

The group agreed that it would be beneficial to focus a specific area in 2014-15 as the same questionnaire has been run for a number of years. The group discussed that there was a danger of questionnaire fatigue as there have been a number of questionnaire in the surgery for patients recently.

The Practice Manager agreed that questionnaire fatigue was a real issue. A redesigned questionnaire was discussed. The group agreed that the next questionnaire could look at areas such as:

1. Overall patient service satisfaction (testing the temperature again)
2. Interest in web based services and revised website
3. How patients would prefer to book appointments to ensure groups views were representative of true patient opinion
4. How helpful they find the receptionist (particularly given there have been a number of staffing changes on reception this year)
5. Which areas of the practice would they like to see developed or changed.
6. The group also discussed integrating the GP anonymised satisfaction results into the 2014-15 analysis.

The PPG has worked on revising the questionnaire for 2014-15 and during December and January the GP's issued their re-validation patient satisfaction questionnaires. The plan is for the next survey to go out in May 2014. Although we have just been notified that our new clinical system is due to go-live on 29<sup>th</sup> May 2014 so we may have to review this at our next PPG meeting 30<sup>th</sup> April 2014.