

Patient Participation Group Survey Report (2013/14)

The Scartho medical Centre Patient Participation Group (PPG) currently consists of 17 female members and 3 male members and about half of these regularly attend the six weekly meetings and others attend as and when they can.

While the profile of the members is quite reflective of the patient population in some ways there is also a need to try and encourage younger people to attend and also some more male members would make the group more representative. The following is the current age profile of group.

AGE	31 - 40	41 - 50	51 -60	61 - 70	70+
MEMBERS	2	2	1	5	11

Whilst we have one of the more elderly patient populations in the town and the average age of those patients that completed our patient survey was 53 we would obviously benefit from having some younger members.

We do match the general patient population better in that our members tend to be from the white British ethnic group and are working or fully retired from work.

In order to try and attract further members to the PPG we have tried a number of advertising methods and we alternate the timing of the meetings to make them more accessible to people in differing circumstances. We have details within the practice leaflet about what the group does, how often they meet and how to get involved. We also have periodic notices within the practice regarding the PPG.

When we undertook the survey we also put a notice within the survey document to tell people about the PPG meetings and how to access them. This has resulted in a possible three new members joining the group. Further efforts are made through the registration process which is quite good as we are currently taking on many new patients and also on the website.

Since the survey last year our PPG has membership has remained quite steady and again the average attendance has risen. We will continue to monitor these trends and if we decide that more members are required we may look to target specific individual patients and invite them to join.

The PPG had a meeting to decide which issues would be addressed through questions in the survey. This was based on complaints and surveys and action plans from previous years. We also had some advice from Janet Gaiger the Engagement Support Officer from the North Yorkshire and Humber Commissioning Support Unit who was enabling us to complete the survey electronically. For the most part we decided to keep the survey the same as the previous years so that we could see whether the plans we formulated last year had had an effect on patient experience and opinion.

From the practice side there was also input via the practice staff and the GPs and their dealings with the patients.

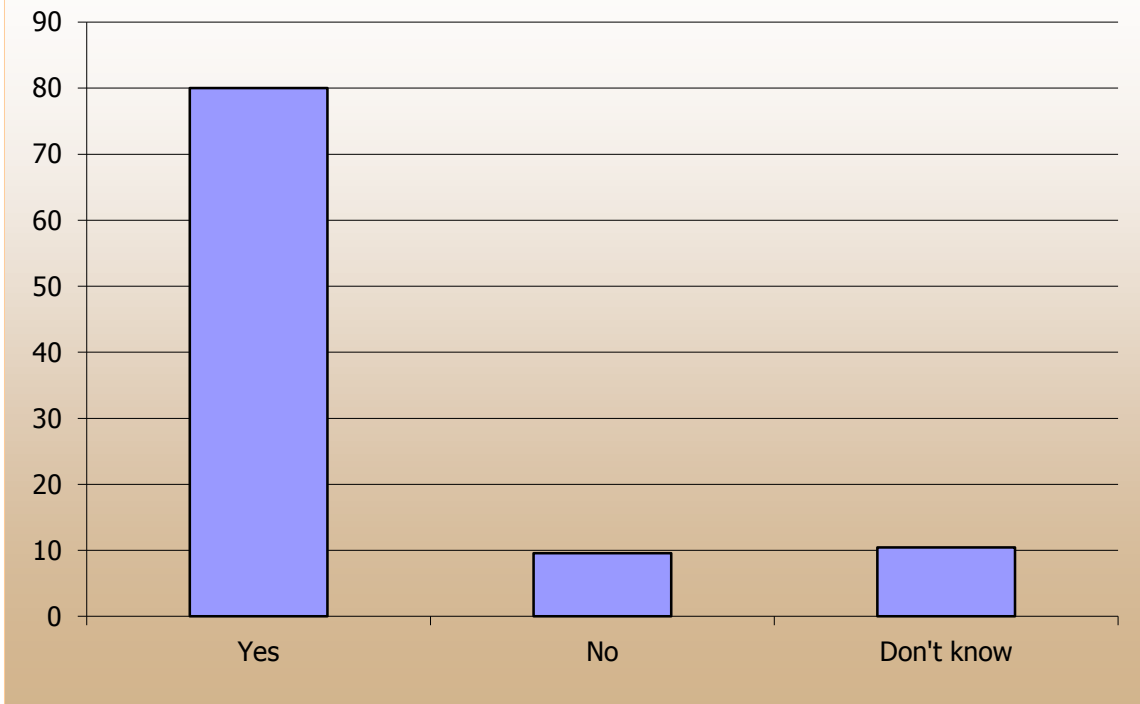
Once the survey had been put together based on the various sources above we went ahead and held the survey. We conducted the survey over a two week period with four hand held devices being used in the practice waiting room and with help available from PPG members and practice staff if required.

The survey consisted of 37 questions about the surgery and covered opening times, accessibility, appointments, cleanliness, time spent in the waiting room, how good GPs and nurses were over a number of areas and general satisfaction with care at the surgery. There was then a section that allowed the patient to put any other comments that they felt were not covered by the questions already asked.

There were a further 5 questions about the person actually completing the survey, these covered age, gender, health, and their work/life situation.

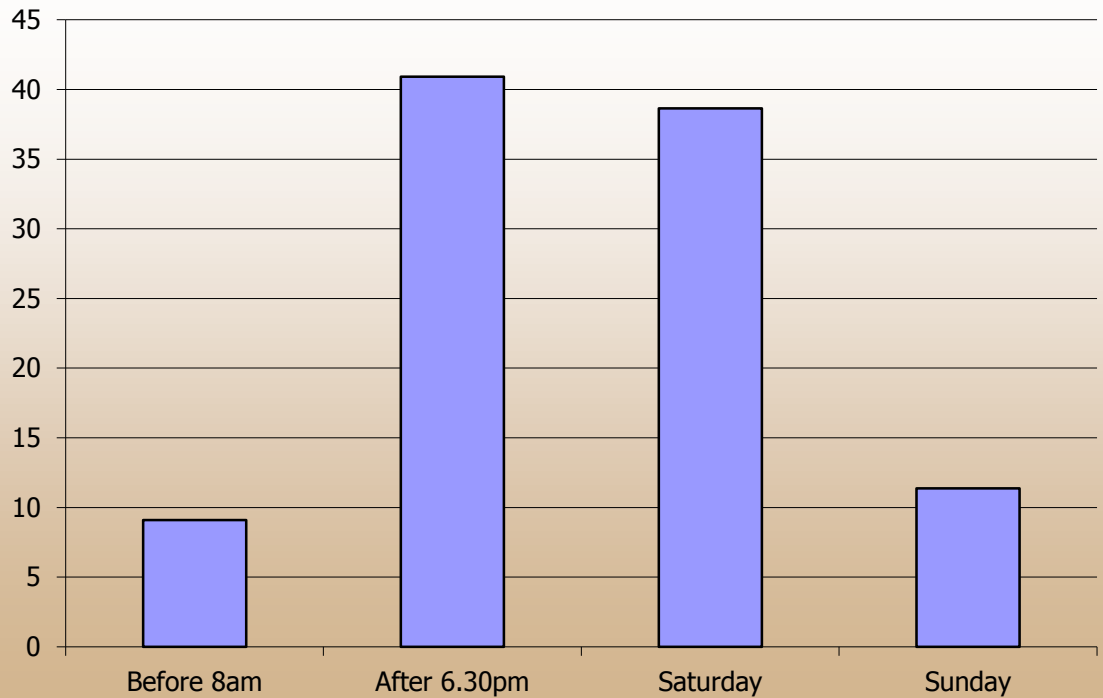
The questionnaire together with the percentage responses for each of the options given is shown below.

Is your GP Practice currently open at times which are convenient to you?



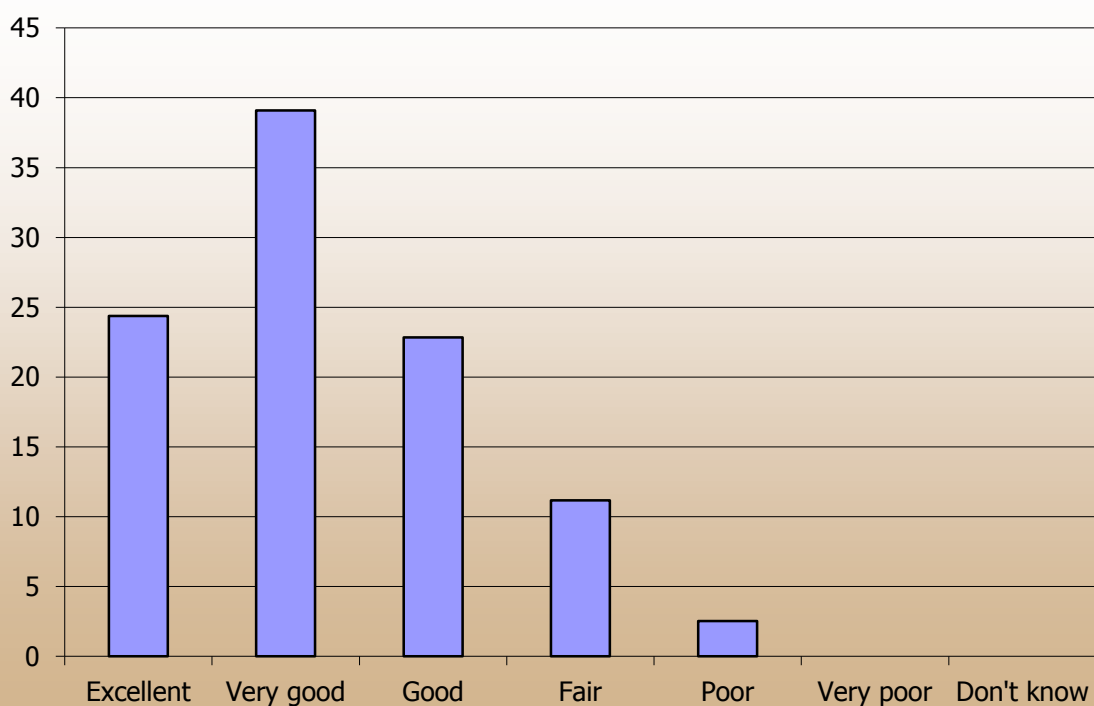
Question 1	Is your GP Practice currently open at times which are convenient to you? %
Yes	80
No	9.55
Don't know	10.45

What additional opening times would be more convenient to you?



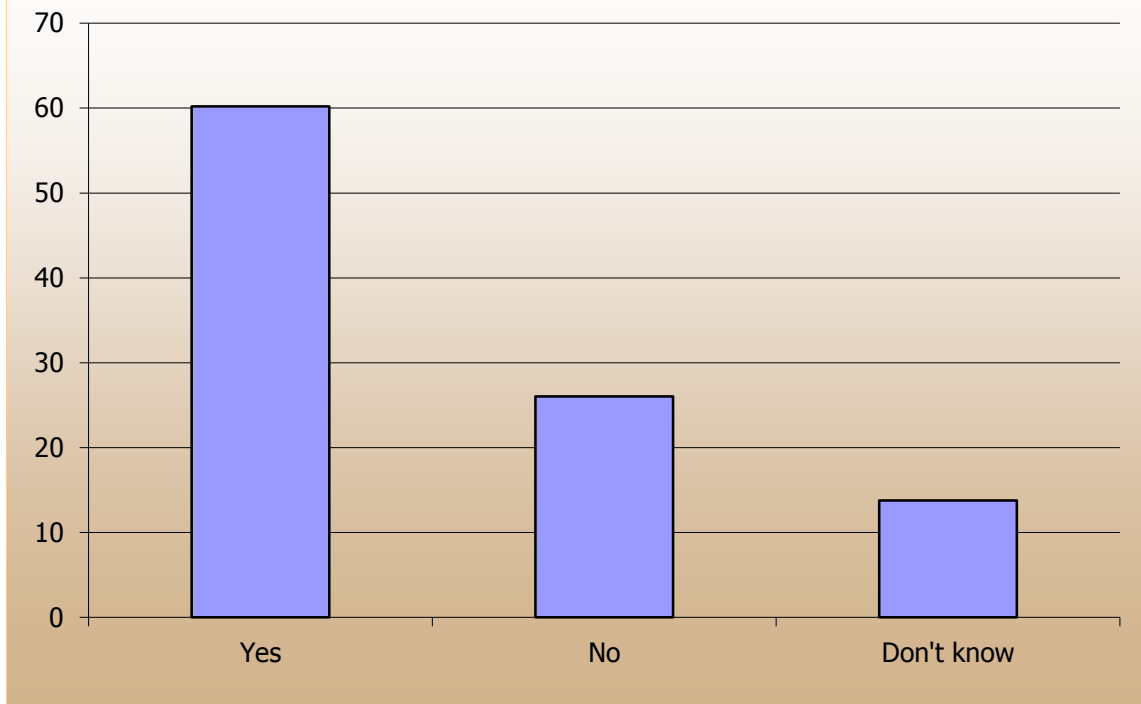
Question 2	What additional opening times would be more convenient to you? %
Before 8am	9.09
After 6.30pm	40.91
Saturday	38.64
Sunday	11.36

How do you rate the helpfulness of the receptionists?



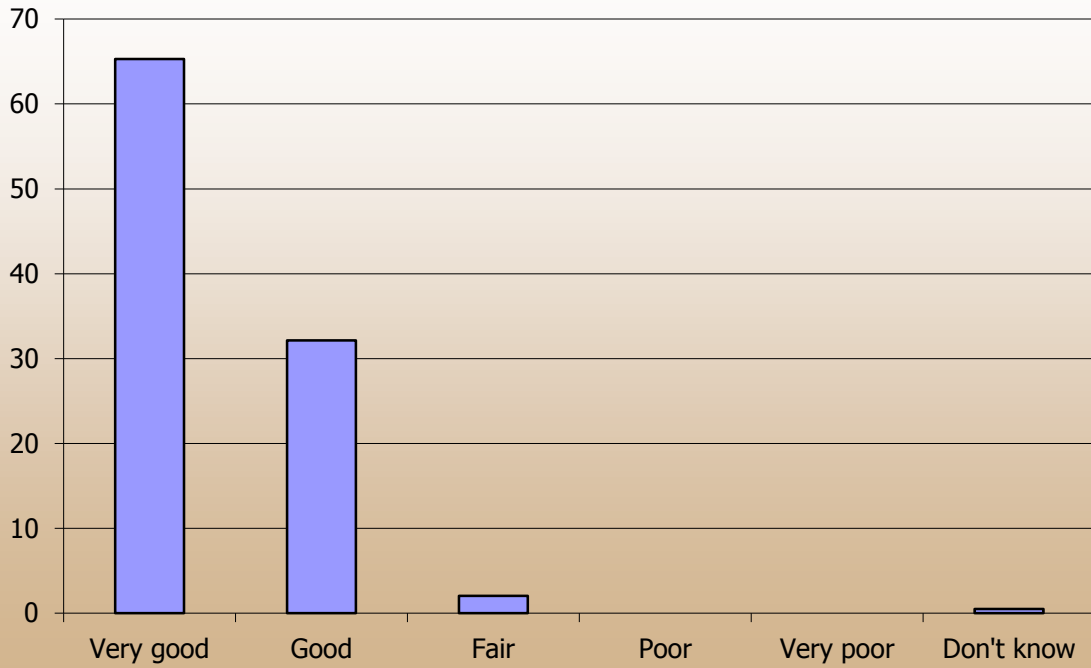
Question 3	How do you rate the helpfulness of the receptionists? %
Excellent	24.37
Very good	39.09
Good	22.84
Fair	11.17
Poor	2.54
Very poor	0
Don't know	0

When you are speaking to the receptionist, do you feel that others can overhear your conversation?



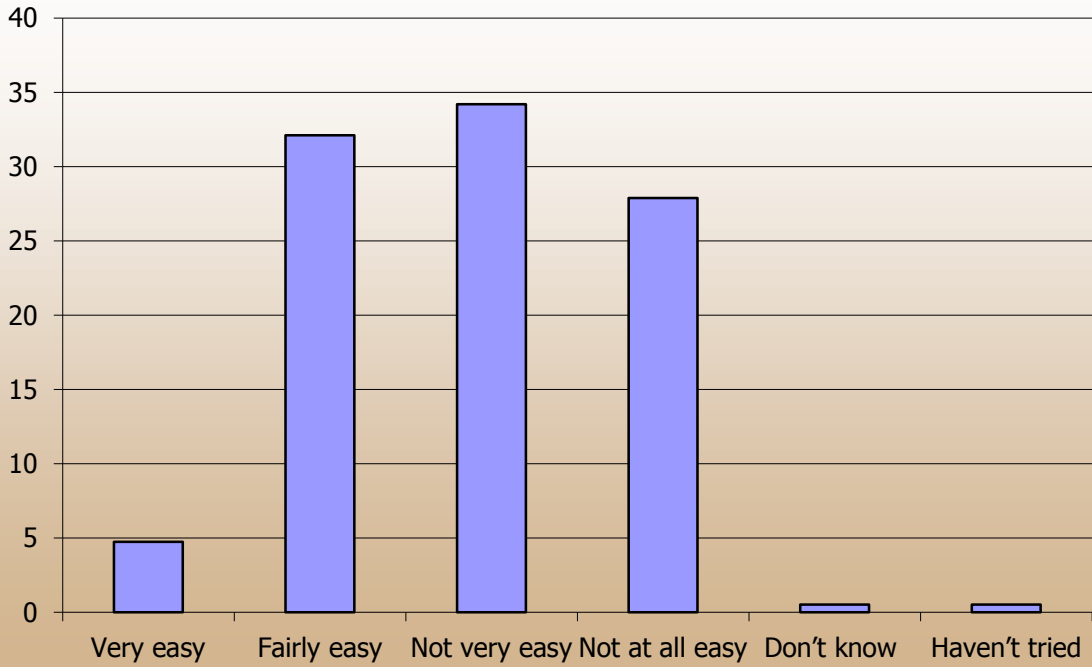
Question 4	When you are speaking to the receptionist, do you feel that others can overhear your conversation? %
Yes	60.2
No	26.02
Don't know	13.78

When you arrive for your appointment, how do you rate the general cleanliness of the GP surgery?



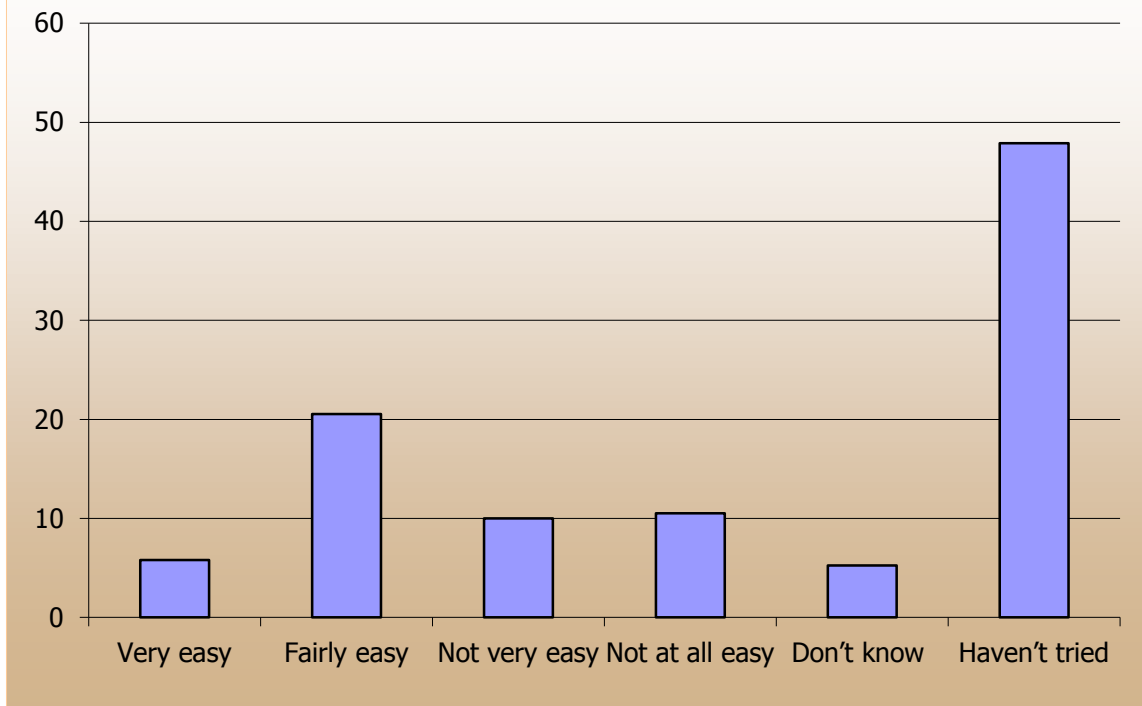
Question 5	When you arrive for your appointment, how do you rate the general cleanliness of the GP surgery? %
Very good	65.31
Good	32.14
Fair	2.04
Poor	0
Very poor	0
Don't know	0.51

**Thinking about the past 6 months how easy have you found: :
Getting through on the phone**



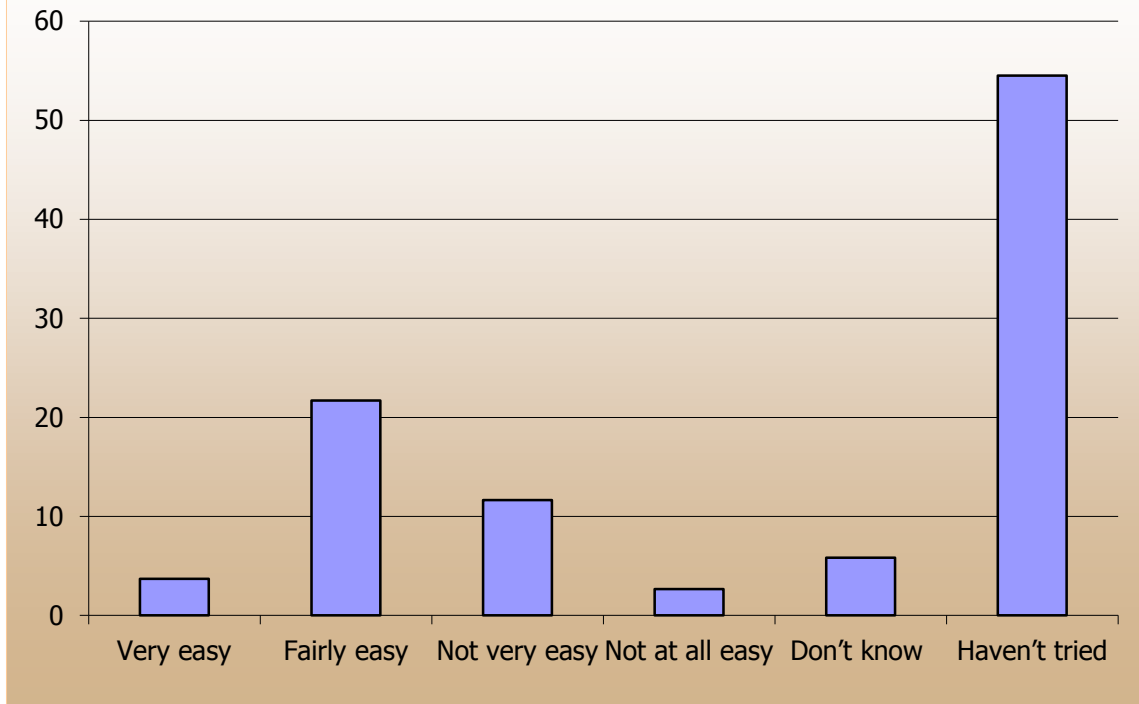
Question 6	Thinking about the past 6 months how easy have you found: : Getting through on the phone %
Very easy	4.74
Fairly easy	32.11
Not very easy	34.21
Not at all easy	27.89
Don't know	0.53
Haven't tried	0.53

**Thinking about the past 6 months how easy have you found: :
Speaking to a Doctor on the phone**



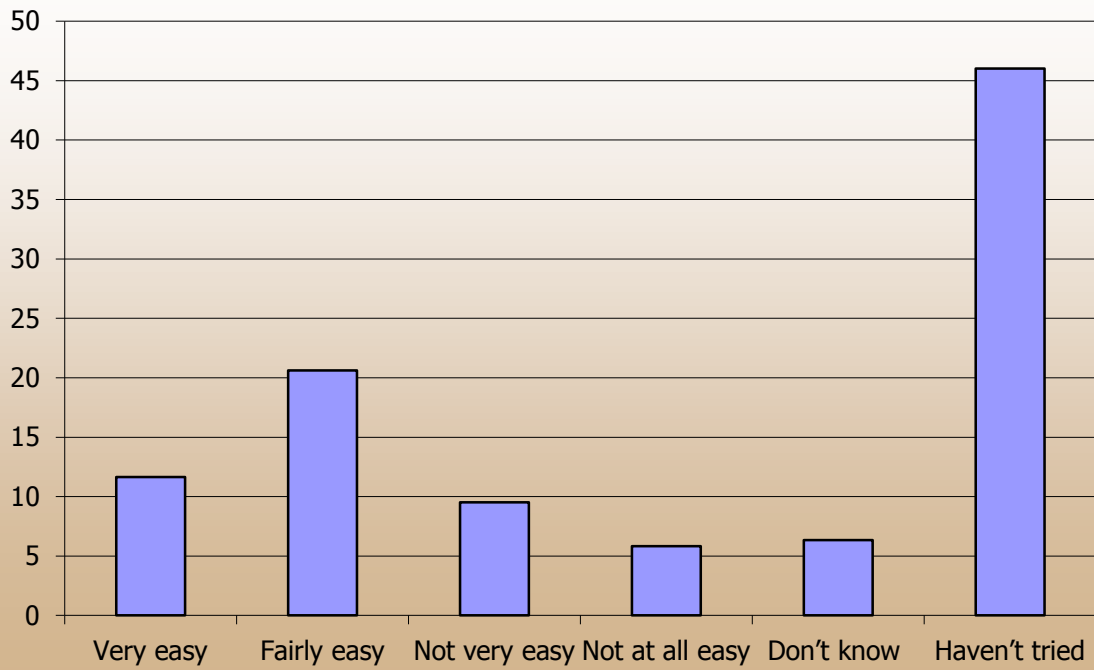
Question 7	Thinking about the past 6 months how easy have you found: : Speaking to a Doctor on the phone %
Very easy	5.79
Fairly easy	20.53
Not very easy	10
Not at all easy	10.53
Don't know	5.26
Haven't tried	47.89

**Thinking about the past 6 months how easy have you found: :
Speaking to a Nurse on the phone**



Question 8	Thinking about the past 6 months how easy have you found: : Speaking to a Nurse on the phone %
Very easy	3.7
Fairly easy	21.69
Not very easy	11.64
Not at all easy	2.65
Don't know	5.82
Haven't tried	54.5

**Thinking about the past 6 months how easy have you found: :
Obtaining test results by phone**



Question 9	Thinking about the past 6 months how easy have you found: : Obtaining test results by phone %
Very easy	11.64
Fairly easy	20.63
Not very easy	9.52
Not at all easy	5.82
Don't know	6.35
Haven't tried	46.03

Question 10	Thinking of a time when you have wanted to see a particular GP, how quickly can you get seen? %
Same day or next day	17.02
Between 2-3 days	9.57
Between 4-7 days	14.89
After 7 days	52.13
Not tried	6.38
Question 11	How do you rate this? %
Excellent	8.52
Very good	17.61
Good	10.23
Fair	21.59
Poor	27.84
Very poor	13.64
Don't know	0.57

Question 12	Thinking of times when you were willing to see any GP, how quickly can you get seen? %
Same day or next day	50.8
Between 2-3 days	18.72
Between 4-7 days	13.9
After 7 days	8.02
Not tried	8.56
Question 13	How do you rate this? %
Excellent	18.71
Very good	29.24
Good	18.71
Fair	16.96
Poor	11.7
Very Poor	4.09
Don't know	0.58

Question 14	Thinking of a time when you need to see a GP urgently, can you get an appointment same day? %
Always	36.07
Sometimes	46.99
Never	3.28
Don't know, never tried	13.66

Question 15	In the past 6 months, have you tried to book more than 2 weekdays ahead for an appointment with a GP? %
Yes, I successfully booked an appointment	27.93
Yes, but I was unable to book an appointment	37.43
No, I have not tried	34.64
Question 16	If you tried to book 2 weekdays ahead and it wasn't possible, what was the reason? %
No appointments available	76.56
Times offered were unsuitable	4.69
Appointment was with a GP I did not wish to see	7.81
Appointment was with a nurse but I wanted to see a GP	4.69
Don't know	4.69
Other reason	1.56

Question 18	Thinking of your last appointment with a GP, how long did you wait to be seen? %
On the appointment time	1.14
Less than 5 minutes	3.43
5-10 minutes	9.14
11-20 minutes	16.57
21-30 minutes	21.14
More than 30 minutes	44.57
Don't know / can't remember	4
Question 19	How do you rate this? %
Very good	5.95
Good	17.26
Fair	33.93
Poor	27.98
Very poor	14.88
Don't know	0

Question 20	Thinking of your last consultation with a GP, how long did the consultation last? %
Less than 5 minutes	8.67
Between 5 and 10 minutes	63.58
Between 11 and 20 minutes	21.97
Between 21 and 30 minutes	1.73
Between 31 and 40 minutes	0.58
Over 40 minutes	1.16
Can't remember	2.31
Question 21	How do you rate this? %
Very good	18.79
Good	47.27
Fair	29.09
Poor	3.03
Very poor	1.82
Don't know	0

Question 22	Thinking about your last GP appointment, how good was the GP at: : Giving you enough time %
Very good	52.66
Good	33.14
Fair	11.83
Poor	2.37
Very poor	0
Question 23	Thinking about your last GP appointment, how good was the GP at: : Asking you about your symptoms %
Very good	50.89
Good	36.09
Fair	10.06
Poor	2.96
Very poor	0
Question 24	Thinking about your last GP appointment, how good was the GP at: : Listening to you %
Very good	54.44
Good	29.59
Fair	12.43
Poor	2.37
Very poor	1.18
Question 25	Thinking about your last GP appointment, how good was the GP at: : Explaining tests and treatments %
Very good	48.21
Good	38.1
Fair	10.12
Poor	2.98
Very poor	0.6

Question 26	Thinking about your last GP appointment, how good was the GP at: : Involving you in decisions about your care %
Very good	45.24
Good	35.71
Fair	14.88
Poor	3.57
Very poor	0.6
Question 27	Thinking about your last GP appointment, how good was the GP at: : Treating you with care and concern %
Very good	49.11
Good	39.05
Fair	10.06
Poor	1.18
Very poor	0.59
Question 28	Thinking about your last GP appointment, did you have confidence and trust in the GP you saw or spoke to? %
Yes, definitely	70.66
Yes, probably	22.75
No, probably not	5.39
No, definitely not	0
Don't know	1.2

Question 29	How easy is it to book an appointment with a Practice Nurse at the surgery? %
Very easy	26.95
Fairly easy	53.89
Not very easy	7.19
Not at all easy	1.2
Don't know	1.8
Haven't tried	8.98

Question 30	Thinking about the last time you saw a Practice Nurse, how good was the Nurse at: : Giving you enough time %
Very good	53.94
Good	35.76
Fair	8.48
Poor	1.21
Very poor	0.61
Question 31	Thinking about the last time you saw a Practice Nurse, how good was the Nurse at: : Asking you about your symptoms %
Very good	46.06
Good	40.61
Fair	10.91
Poor	1.82
Very poor	0.61
Question 32	Thinking about the last time you saw a Practice Nurse, how good was the Nurse at: : Listening to you %
Very good	47.88
Good	37.58
Fair	9.09
Poor	4.24
Very poor	1.21
Question 33	Thinking about the last time you saw a Practice Nurse, how good was the Nurse at: : Explaining tests and treatments %
Very good	48.48
Good	37.58
Fair	9.09
Poor	3.64
Very poor	1.21

Question 34	Thinking about the last time you saw a Practice Nurse, how good was the Nurse at: : Involving you in decisions about your care %
Very good	43.64
Good	38.79
Fair	12.73
Poor	3.64
Very poor	1.21
Question 35	Thinking about the last time you saw a Practice Nurse, how good was the Nurse at: : Treating you with care and concern %
Very good	47.88
Good	38.79
Fair	8.48
Poor	2.42
Very poor	2.42

Question 36	Overall, how do you rate the service you received at the surgery today? %
Excellent	20.61
Very good	36.97
Good	22.42
Fair	12.12
Poor	3.03
Very poor	0.61
Don't know	4.24

Question 37	Would you recommend the surgery to someone who has just moved to the area? %
Yes, definitely	52.12
Yes, probably	32.12
No, probably not	12.12
No, definitely not	1.82
Don't know	1.82

Q 38

Are there any other comments you would like to make about this practice?

WAITING AREA OK BUT WHEN SUNNY COULD DO WITH SOME BLINDS AT TOP WINDOWS. STAFF ALWAYS HELPFUL FROM MY EXPERIENCE

WAITING

PARKING

YES, THE PARKING IS A REAL PROBLEM AND I TRULY BELIEVE MORE PARKING SPACES NEED TO BE MADE.

WAITING IS FAR TOO LONG. APP AT 10 AND STILL WAITING AT 10.30

GETTING TREATED PROPERLY DRS NOT THINKING OUTSIDE THE BOX .

I HAVE NEVER ACTUALLY BEEN SEEN BY THE DR ON TIME, EVERYTIME IT IS LATE.

RECEPTION DESK UNDERSTAFFED AT TIMES

DOCTORS VERY GOOD

I RARELY WAIT LESS THAN HALF AN HOUR TO BE SEEN BY THE DOCTOR

NOT ENOUGH APPOINTMENTS OR TIME GIVEN FOR THE APPOINTMENT.

NEEDS TO 2 MEMBERS OF STAFF ON THE DESK AS MOST PEOPLE COMING IN IS TO PICK UP PERSCRIPTIONS, AND SELF BOOKING IN SCREEN NEEDS PUTTING NEXT TO THE FRONT DOOR AND CLEARLY VISABALE.

BEEN GOOD IN THE PAST BUT FEEL NOT SO GOOD NOW TAKING NOTICE OF MY PROBLEM

HAVING PROBLEMS WITH ONLINE PRECRIPTION ORDERING SERVICE

APPOINTMENT SYSTEM SEEMS TO HAVE IMPROVED OVER THE LAST 4 MONTHS.

WAITING TIME WOULD BE BETTER IF COULD BE REDUCED HOWEVER I APPRECIATE MY GP IS VERY BUSY.

I THINK IT IS A GOOD SURGERY AND ALWAYS RECCOMEND IT IF I KNOW SOMEONE WHO NEEDS A DOCTOR

WAITING TO COLLECT PRESCRIPTION S QUES

A SAFE PLACE TO DEPOSIT REPEAT PRESCRIPTIONS OR LETTER WHEN SURGERY IS CLOSED IS AN ABSOLUTE MUST

THE RECEPTIONISTS ARE OFTEN ABRUPT. THE PRACTICE DOES NOT CATER FOR THOSE IN FULL TIME EMPLOYMENT WHO CANNOT RING AT HALF 8.

BECAUSE WE HAVE TO WAIT SO LONG A VENDING MACHINE, OR CAFE AREA SHOULD BE THOUGHT ABOUT

MAKE WAITINGS TIMES SHORTER, MORE PEOPLE ANSWERING PHONES WAITING 24 MINUES TO MAKE APPOINTMENT IS NOT GOOD ENOUGH, MORE TOYS OR BOOKS FOR CHILDREN TO BE KEPT ENTERTAINED WHILST WAITING FOR APPOINTMENT

THINK THERE NEEDS TO BE MORE DOCTORS SO THAT PEOPLE CAN MAKE ROUTINE OR FOLLOW UP APP WHEN NEEDED.

LACK OF APPOINTMENTS.

APPOINTMENT TIMES MEAN NOTHING (IF YOU CAN GET ONE) WAITING TIME IS UNREASONABLE

ON OCCASON CERTAIN RECEPTIONIST WAS VERY RUDE. NO PRIVACY AT COUNTER.

NEED TO BE ABLE TO SEE A DOCTOR WITHIN A REASONABLE AMOUNT OF TIME, WITH A COMPLICATED CONDITION IT HAS BEEN VERY DIFFICULT TO GET THE TREATMENT DESERVED

EVERYONE IS WELL MANNERED AND UDERSTANDING

TRYING TO GET AN APPOINTMENT IS SHOCKNG ALWAYS WAITING ON THE PHONE FOR A VERY LONG TIME NOT ACCEPTABLE

WAITING TIME P00R AND WAITING AREA T00 COLD

IT TAKES TOO LONG TO GET THROUGH ON THE PHONE.

Question 39	The following questions help us understand more about our patient population and are confidential. % Are you ? (optional)
Male	25.16
Female	72.33
Prefer not to say	2.52
Question 40	How old are you? (optional) %
Under 16	1.26
17-25	9.43
26-35	9.43
36-45	15.72
46-55	16.35
56-65	15.72
66-75	17.61
76-85	12.58
86 and over	0
Prefer not to say	1.89
Question 41	What is your ethnic group? (optional) %
White	97.48
Black or Black British	0
Asian or Asian British	0.63
Mixed	0
Chinese	0
Other ethnic group	0
Prefer not to say	1.89
Question 42	Which of the following best describes you? %
Employed (full or part time,	48.47
Unemployed / looking for work	1.84
At school or in full time education	1.84
Unable to work due to long term illness	3.07
Looking after your home/family	5.52
Retired from paid work	34.36
Other	2.45
Prefer not to say	2.45

Question 43	In general, would you describe your health as: %
Excellent	6.37
Very good	24.84
Good	33.12
Fair	22.29
Poor	5.73
Very poor	1.27
Don't know	3.18
Prefer not to say	3.18

Question 44	We have a Patient Group that meets every 6 weeks at the surgery to discuss ways to improve our services. If you would like to come along just leave your details at the reception.
Question 45	For information about the Carers' Register and other support groups please ask at reception.

IN SUMMARY

Despite 80% of respondents saying that the practice opening times are convenient (over 10% didn't know!) many, after seeing the choices of additional opening hours wanted to choose some.

Last year Saturday opening was by far the most popular being selected by 56.3% of those expressing an opinion but this year that fell to 38.6% and after 6:30 opening came from second place last year (22.6%) to the most popular choice this year (40.9%).

One of the problem areas from earlier surveys that we have tried to address was telephone access. The problem was largely down to an old telephone system that could not cope with the volume of calls that we receive. Now we are in a new building with a modern telephone system and the improvement in the ability of the patient to contact the surgery has been reflected in subsequent years survey results although there is still room for improvement.

The average wait to see a **particular** GP has increased again from 4.9 days last year to 5.3 days, this ranged from people being seen on the same day to people having to wait 8 or more working days. This was probably influenced by a quickly rising patient list and 41.4% of respondents saw this as very poor or poor and 31.8% saw it as fair or good, 26.1% as very good or excellent.

The average wait to see **any** GP was up from last year (1.6 days) to 2.1 days, this ranged from people being seen on the same day to people having to wait 8 or more working days. 15.8% of respondents saw this as poor or very poor and 35.7% saw it as fair or good, 48% as very good or excellent.

It is interesting to note patients differing perception on how good or bad the length of time they have to wait to see the GP. Some people saw being seen on the same day as excellent while others only thought it was fair. Also where people had to wait more than 8 days some saw it as fair and others as very poor.

We make a point of dealing with urgent cases on the day so it was gratifying to note that the percentage of respondents thought that you could not get a same day appointment to see a GP when you needed to see them urgently fell from 13.2% last year to 3.3% this year.

There is a problem for those patients that want to book ahead for an appointment and be seen within the next two working days. 57.3% of those that tried were unable to make an appointment and the prime reason for this was a lack of available appointments (76.6%). This is something that we have been looking to address and have already made a number of system and staff level changes.

There was an improvement in the results for confidentiality at reception although the drop from 82.1% of respondents to 60.2% saying that you can be overheard by other patients is still quite high.

The reception team themselves had a dip in how helpful they were deemed to be. Excellent or Very good – 63.5%, Good – 22.8% and Fair or Poor – 13.7%.

A previous problem area which is still not good is the amount of time that patients wait beyond their appointment time. Only 4.6% said they were seen on time or within 5 minutes of their appointment time and the average wait per patient is nearly 28 minutes. 42.9% of patients found this to be Poor or Very Poor and only 23.2% as Very Good or Good.

The GPs did well with how they were perceived by the patients over a series of 7 attributes. Just looking at the very good/good scores their average score was 86.5% although this is down from last year when they achieved 93%

The nurses also did well over the 6 attributes questioned. On the same basis as the GPs the nurses lowest score for being good or very good was over 86% although again this was down from last year when they achieved almost 94%.

Finally the satisfaction with care received at the surgery with only 5 people feeling that the service received at the practice was poor and only 1 person saying that the care was very poor. This is partially reflected in the patients willingness to recommend the surgery to people moving into the local area with 84.2% saying yes.

SUMMARY PROFILE OF RESPONDENTS

SURVEY COMPLETION (220)

<u>GENDER</u>	<u>%</u>	<u>YEARS</u>
FEMALE	72.3	
MALE	25.2	

AGE

AVERAGE AGE	53.0
MOST COMMON AGE GROUP	65 - 75

WORK STATUS

FULLY RETIRED	34.4
WORKING	48.5

HEALTH

GOOD	33.1
VERY GOOD	24.8
FAIR	22.3

Once the survey had been completed and the results collated they were presented to the PPG at one of their meetings and areas of concern were brought out together with some ideas of how they may be addressed.

The results were also presented to the practice staff and GPs at a protected time session in the surgery and a similar exercise carried out.

From the meetings above a draft action plan was put together to meet the areas that were deemed to require change. These areas are:

- The waiting time within the surgery
- Appointment availability
- Confidentiality at the reception desk
- Time taken on the phone when ringing in to the surgery

The draft action plan was then presented back to both of the groups for any further comments or amendments before becoming the live document below that we are now working with.

The issues seem to be similar to last year and the main thrust is that there are problems in accessing the service but the service itself is very good. Whilst we have tried to address the issues raised there is an ever growing demand at a time when resources allocated to General Practice are being reduced and this makes the problems more difficult to solve. We have tried different appointment and rota systems over the last year based on the 2012/13 survey with mixed results and trust that the new approach will better enhance the patient experience.

******* SEE SEPARATE ACTION PLAN *******

On looking at the 4 areas of concern highlighted above we have decided that they all need to be addressed and that on the whole the required actions relate to possible changes in practice and fairly modest expenses.

The surgery core opening hours are:

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm

Saturday Closed

Sunday Closed

Access to the surgery throughout these hours is by attending in person or by telephone, email or using the online script service. We do not close for lunch and always have clinical staff available throughout the day.

We have also entered into arrangements under an extended hours access scheme whereby registered patients have access to healthcare professionals outside of the core hours above. For this service we open from 6.30pm to 7.15pm on Mondays and Tuesdays and have a number of doctors and nurses available for pre booked appointments.