

## **Patient Participation Group Survey Report 2013/2014**

Stock Surgery set up an online patient Participation Group (PPG) in November 2011 and this is our third year that we have engaged with our patients with feedback about the practice.

We currently have 59 patients who have been willing to participate on-line and we communicate with these patients via e-mail. This group of patients have specifically given their details for the purposes of active participation in our PPG. This year we have updated our website and the application to become a member of the Patient Participation Group is available online.

We have surveyed another **117** patients by leaving a questionnaire at reception and it also being available on our website. We have endeavoured to represent all ages and ethnic groups in our area by targeting patients within groups not otherwise represented. We had a positive response this year to our survey as well as last year and can report on the results from 2013.

### **Action Plan 2012/13**

1: Last year some patients felt that the radio was intrusive and unnecessary, we reported that the radio helped for confidentiality in that consultations could not be overheard. This year we have had very few complaints about the music and generally patients felt that this was a good thing which most seemed to enjoy.

2: Telephone booking of appointments again drew the biggest response and we have this year changed the way appointments are made. We now offer on-line booking and also a new next day appointment slot where the patient phones at 10.00 for an appointment for the following working day

We also SMS patients at the time of booking and also 24 hours before their appointment with a view to cut down on patients failing to turn up for their appointments.

3: Some of our patients found it difficult to access our website and also to order repeat prescriptions. We now have a brand new website [www.stocksurgery.co.uk](http://www.stocksurgery.co.uk) which has greatly improved the way we do things on-line. Patients can now order their medication through our clinical system with a password which is available from reception with proof of ID, patients can still order at [www.reception.f81040@nhs.net](mailto:www.reception.f81040@nhs.net) but with more and more patients signing up through our website we hope that this will improve medication ordering significantly

### **Patient Participation Group Meeting - February 2014**

The Practice held a meeting with members of the PPG. They were shown a copy of the survey and most agreed that they had already filled this in on-line or by hand and agreed it was a good way of obtaining feedback either positive or negative.

- The group were concerned about the continued use of the 0844 number and we explained that we were looking into ways to come out of the existing contract and to use a local number (see Dr Acorn's response below)
- Appointments bookings were addressed and we said that we had tried a few new things this year, on-line and next day appointments were now available.
- As many of our patients struggle to hear their name being called over the tannoy system, a suggestion was made to have a caller display in the waiting room. However the reception team are generally very good at looking at the appointment list and send the next patient to wait outside the clinicians' room.

We were very pleased to hear that the patients were very happy with the surgery and particularly the dispensary and were impressed that their medication was always ready and that our staff are pleasant and helpful.

### **Action points agreed**

1. Practice to look into using a local number as opposed to a 0844 one
2. Practice to continue to review appointment system
3. Practice to continue to advertise/recruit PPG members
4. Practice to look into the purchase of a caller display system

## Patient/PPG Demographic Breakdown

Stock Surgery continues to seek a growing number of patients to be active members of our PPG whether they use the internet or not (phone numbers will be used where there is no e-mail address).

Practice population profile			PRG profile		Representation
Age band	Number of Patients	% of Patients	Number of Patients in PRG	% in the PRG Group	% of PPG representation in comparison to Practice Population Age Band
Under 15	561	14.7%	0	0.00%	0.0%
15 – 24	344	9.02%	1	1.70%	0.29%
25 - 34	278	7.29%	6	10.17%	2.16%
35 – 44	447	11.71%	6	10.17%	1.35%
45 – 54	619	16.22%	5	8.48%	0.97%
55 – 64	492	12.89%	10	16.95%	2.04%
65 – 74	592	15.51%	24	40.66%	4.06%
75 – 84	380	9.96%	7	11.87%	1.85%
Over 84	104	2.70%	0	0.00%	0.0%
Totals	3817		59		

## Patient Group Demographic by Ethnicity

Ethnic Group	Number of Patients
British	59

## Patient Group demographic by Gender

Gender					
Practice population profile			PRG profile		Representation
Gender	Number of Patients	% of Patients	Number of Patients in PRG	% in the PRG Group	% of PPG representation in comparison to Practice Population Gender Group
Male	1894	49.62%	23	38.99%	1.22%
Female	1923	50.38%	36	61.01%	1.88%
	3817	100%	59	100%	

The Practice basically has a 50/50 split between Male and Females and we hope to continue to have gender represented equally in the PPG.

Due to our area having a high elderly population we realise that a lot of our patients do not have access to the internet and have again struggled to gain new members on-line and will try to encourage patients who come into the surgery to join the group and come along to our meetings and discuss matters face to face or over the phone. The Practice Manager is always on hand to talk to patients in the surgery if they have any pressing matters they feel need to be discussed at the time.

We have carried out our third Patient survey: questionnaires were either completed on-line or at the surgery whilst waiting to see the Doctor or Nurse. We were very pleased that 117 patients took the time to fill this in.

## **SURVEY RESULTS 2013/2014**

### Consultation Satisfaction

The practice was up in over 50% of this part of the survey especially involving patients in decision making, listening to patients, explaining treatment and making trusting the GP's and nurses. We were concerned again this year that we were down by 4% in treating patients with care and the GP's will strive to improve this over the coming year. 97% of patients were happy to see the GP and nurse again and we continue to work to this level of satisfaction.

### Telephone Bookings and appointments

The practice offers same day as well as book in advance appointments and do appreciate patient's frustration at not being able to get through at 8.00 am when the phone lines open for the day. Our system uses modern technology such as queuing, waiting and options to make it easier for patients to phone in, and is at lo-call rate. We have tried to improve this service this year by adding next day appointments to our system, patients can now phone at 10.00 for a following day appointment and with our new website up and running we also now offer on-line bookable appointments. As the

on-line system hasn't been available for very long we are still at the trial and error stage and we will continually audit appointment types and quantities required to identify how the appointment structure could be improved.

The survey highlighted patient's views on the 0844 system and Dr Acorn has responded to this at the end of the report.

### Dispensary

Some of our patients again this year had found it difficult to access our website to order repeat prescriptions and we found that many did not have our correct e-mail address which is [reception.f81040@nhs.net](mailto:reception.f81040@nhs.net). We now offer a repeat prescription service via our website, patients come in to the surgery with a form of ID and are given a password which is individual to them, they can order on-line through our clinical system and also see how many more items they can order before seeing a doctor or nurse. Overall most of our patients were extremely happy with our dispensary "excellent service at all times" very efficient, very prompt. Overall we are delighted with the positive feedback regarding our dispensary, the team work very hard to turn around hundreds of prescriptions in the 2 day ordering period and so such feedback is well received.

### Dr Acorn response to Patient Survey

We are very proud of the service we provide at Stock Surgery and aim to provide our services with compassion and in a friendly professional manner.

It was pleasing for this to be recognised by so many positive comments about:

- 1: Our friendly, helpful receptionists
- 2: The Doctors
- 3: The dispensary
- 4: The new appointment system
- 5: The excellent service provided

There were numerous comments about our 0844 number and, as NHS England now expect practices to change to a local number once their contract expires, we have been looking into the various options available. In particular to see if we can leave the

contract early. Ideally we will have a similar system with queuing facilities as this is safer and fairer than a no queuing facility. There were a few comments about the length of telephone messages and telephone queues, but we are convinced that this preferable to a conventional phone line which becomes engaged when in use.

There were a few comments about extending surgery hours to include Saturdays, late evenings and being open 24/7. We have tried to accommodate commuters by providing appointments starting from 8.00 am and finishing at 6.00 pm Monday to Friday. We work very long hours in order to keep abreast of ever more complex workloads with more demands from our interactions with local hospitals and our Clinical Commissioning Group and with a multitude of targets to meet. We are opposed to longer opening hours as we will not be able to meet these responsibilities in person and so it will simply dilute what is presently a good service where our patients get to see a doctor who they know and who knows them.

## **Surgery Opening Hours**

	Morning	Afternoon
Monday	08:00 - 13:00	14:00 - 18:30
Tuesday	08:00 - 13:00	14:00 - 18:30
Wednesday	08:00 - 13:00	14:00 - 18:30
Thursday	08:00 - 13:00	14:00 - 18:30
Friday	08:00 - 13:00	14:00 - 18:30
Weekend	<i>closed</i>	<i>closed</i>

We have a designated emergency phone line during core hours - if you need to contact the surgery urgently.

## **When we are closed**

At night and at weekends when the surgery is closed, your calls will be automatically diverted to the out-of-hours service. Advice may be given or you may be asked to attend the out-of-hours centre.

If necessary a doctor or emergency care practitioner may visit you at home