



College Road Surgery Patient Participation Group (PPG) Report 2013 / 2014



Date Published: March 2014

The College Road Patient Participation Group (PPG)

The College Road Surgery Patient Participation Group (PPG) was originally set up in January 2012 and is still going strong in 2013/2014. The group meets every two months, has a fully operational constitution, a code of confidentiality and a set of ground rules by which it operates. The group has done some great work around reinforcing patient/practice relationships, continuing to act/represent the practices' patient population and identifying and implementing change that effectively benefits the patients and also the practice in numerous different ways. The PPG remains an open membership group encouraging involvement, attendance and engagement from all areas of the practice community. The practice recognises the PPG as being an important forum to understanding patients' views on a wide range of services offered by the practice ranging from quality, local health needs to more complex issues such as the effect of NHS changes on the practice. The practice working with the PPG group has done a lot of work this year around making the PPG, in terms of demographics and ethnicity, more representative of the population which it serves. The PPG group has also worked effectively with the practice to actively identify and address issues raised in the patient survey around patient 'Did Not Attends' (DNAs) and patient information/education. Following our very positive survey results the PPG has also overseen the implementation of a compliments/suggestions mechanism for patients to leave feedback for the practice and also maintain, following great feedback, a presence at the practice.

The practice would like to take this opportunity to thank each and every member of the PPG for their time, important and most valuable contribution to the College Road Surgery PPG which is greatly appreciated. Thank you also to all our patients who took the time to complete a practice PPG patient survey, the results of which have now been tallied, reviewed and analysed to help form the foundation of the PPG directed actions. Both the survey results and actions are included in this report. A hard copy of this report and action plans are displayed to view in the practice waiting areas and on request a copy can be printed and be given to take away. There is also a link to this report on the College Road PPG section of the practice website (www.collegeroadsurgery.co.uk). Copies of the practice PPG meeting minutes, agendas and previous practice reports are also available to patients and the wider public on the practice website.

A description of the profile of the members of the PPG:

The College Road PPG consists of 14 members, six (6) female and eight (8) male. 12 members are of a White British Ethnic Grouping, one (1) white/black Caribbean and one (1) Asian other. Ages of the group members range from 38 – 74 with a majority of the group (6) fitting into the 65 – 74 age demographic. Unfortunately, after detailed audit and analysis where the practice population profile was compared against the PPG profile, please see table below, it was evident that College Road Surgery PPG was not currently fully representational of the practice profile despite the practice taking many steps/actions to address this (covered in more details further on in this report). Below is a full and comprehensive breakdown of the practice profile in terms of demographics, ethnicity and gender for the purpose of analysis. The highlighted 'green' (deviation less than 0.5) are areas the practice is representative of its population, 'red' boxes where the practice is currently not representational and 'amber' where the PPG over representational. Currently the practice PPG was found to be representational in terms of 45 – 84 year old demographic, ethnic grouping 'White British', 'Asian other' and 'White and Black Caribbean'. The group was also found to be representational in terms of gender with 57.1% of the group being male. The practice realising the importance of having a representational group and representational feedback has endeavoured to gain engagement from a cross population of the patient population including underrepresented groups.

PPG & Practice Profile

Demonstrating how a Patient Reference Group is Not Representative		
Practice Population Profile	PRG Profile	Difference
Age		
% Under 16 24.2%/2158	% Under 16 0/0	(-) 24.2%
% 17-24 10.6%/947	% 17-24 0/0	(-) 10.6%
% 25-34 14.5%/1288	% 25-34 0/0	(-) 14.5%
% 35-44 12%/1069	% 35-44 7.1%/1	(-) 4.9%
% 45-54 14.1%/1252	% 45-54 14.3%/2	0.02% **
% 55-64 9.6%/859	% 55-64 21.4%/3	(+)11.80%
% 65-74 7.4%/663	% 65-74 42.9%/6	35.50% **
% 75-84 5.4%/480	% 75-84 14.3/2	8.90% **
% 85 and Over 2.1%/189	% 85 and Over 0/0	(-) 2.1%

Ethnicity		
White		
% British Group 5374/60.95%	% British Group 12/85.7%	(+)24.75% **
% Irish 96/1.09%	% Irish 0/0	(-)1.09%
Mixed		
% White & Black Caribbean 288/3.27%	% White & Black Caribbean 1/7.14%	(+)3.87% **
% White & Black African 107/1.21%	% White & Black African 0/0	(-)1.21%
% White & Asian 83/0.94%	% White & Asian 0/0	(-)0.94%
Asian or Asian British		
% Indian 207/2.35%	% Indian 0/0	(-)2.35%
% Pakistani 144/1.63%	% Pakistani 0/0	(-)1.63%
% Bangladeshi 86/0.98%	% Bangladeshi 0/0	(-)0.98%
Black or Black British		
% Caribbean 505/5.73%	% Caribbean 0/0	(-)5.73%
% African 286/3.24%	% African 0/0	(-)3.24%
Chinese or other ethnic group		
% Chinese 23/0.26%	% Chinese 0/0	(-)0.26%
& any other 123/1.4%	& any other 1/7.14%	(+)5.74% **
Not Stated % 481/5.17	Not Stated % 0/0	
Gender		
% Male 47.8% - 4448	% Male 8 - 57.1%	(+) 9.3% **
% Female 52.2% - 4862	% Female 6 - 42.9%	(-) 9.3%

Currently the practice is representational in terms of demographic groups 45 – 84 years old, in ethnic groups 'white British', 'White/Black Caribbean and 'Asian Other' and gender 'males'.

The practice working with the PPG group has done a lot of work this year around making the PPG, in terms of demographics and ethnicity, more representative of the population which it serves. Please see the next page for the numerous steps the Practice has taken to ensure that the PPG is representative of its registered patients.

Steps the Practice has taken to ensure that the PPG is representative of its registered patients.

From the analysis above variations in representation exist to varying degrees in terms of demographics, ethnicity and gender. The practice/PPG this year has actively worked to address this inequality in terms of PPG representation when compared to practice patient profile. The PPG group and the practice have recognised the importance of having a representational PPG and detailed below are just some of the many actions taken to address this issue;

- + The practice created on its internet site (www.collegeroadsurgery.co.uk) a PPG section which is used to promote the PPG, seek engagement and offer patients the opportunity to send questions/queries as well as expressing a PPG interest. The practice website PPG section also led to the creation of an on-line forum, an 'e-forum', for those patients who wanted to engage electronically. This also presented a method for the practice to capture/canvass views from patients electronically. The patient survey was also hosted on the practice website to allow patients the opportunity to give feedback. The practice uses the surgery website (PPG section) to publish its PPG meeting papers (i.e. agendas for upcoming meetings, minutes and also PPG reports) to keep all our patients informed about the PPG and promote engagement.
- + The PPG group was advertised on a variety of media by the practice. This included advertising the PPG on the practice's patient information screens. This advert promoted what the PPG does, what an important role it plays in terms of representing patients at the practice, the fact the group was open and seeking representation and how to join in and engage.
- + The Practice produced marketing literature for patients to actively promote engagement including posters, PPG leaflet (Appendix 2 – Practice PPG Leaflet) and an expression of interest form as examples of a number of different types of promotional material and recruiting processes adopted. Leaflets and posters were displayed on a PPG notice board, reception area and were also placed on the on-site chemist to promote the PPG.
- + The practice encouraged administrative and clinical staff (nurses) to highlight and promote the PPG to patients. The practice put up PPG posters, handed out PPG promotional material including leaflets, proposed agendas and fill in expression of interest forms (Appendix 1) to follow up patient interest. The practice/PPG where appropriately targeted individual patients who fitted into groups under represented inviting them to engage with the PPG by a number of different means including opportunistic and focused.
- + The practice encouraged the GPs to seek engagement from patients to the PPG. This again was on a general basis and when appropriate and relevant to do so but was seeking to address the practice's desire to have a PPG that was representational to the practice population. The desire for a representational PPG was driven by a belief that a PPG was to represent the entire practice population in an equitable and fair way which was important. This included seeking engagement from underrepresented groups.
- + PPG Member events – For example during the patient survey period members of the PPG themselves came into the practice and spoke to patients. This opportunity was not only about the patient surveys but also about the PPG where existing members explained to other patients the PPG's role/purpose canvassing for interest and engagement.
- + The practice manager has also sent letters, both general and targeted, out to patients to actively promote engagement including a copy of a PPG leaflet designed by the practice. This was targeted more to seek the engagement of underrepresented groups.

College Road Surgery – PPG Patient Survey 2013/2014

College Road Surgery PPG meets every 2 calendar months at the College Road Surgery conference room with the first meeting of 2014 taking place on the 7th January 2014. At a meeting held on Wednesday 30th October 2013 the PPG worked together on a number of different matters/issues including re-visiting the area of the annual PPG practice survey with the aim of modifying, re-designing and refreshing this document to reflect current practice and NHS priorities and build further on good work carried out last year and indeed throughout this year. The survey and questions were reviewed, re-designed after discussion and engagement by the whole PPG group. Subsequently by mutual agreement a list of areas that were currently seen as a priority was drawn up. Survey priorities and issues were agreed to be those relating to patients, the practice, National GP survey issues and also brought in some CQC matters. This included the obligatory areas relating to including satisfaction with opening hours, appointment availability and waiting times. Current areas of important agreed as priority included;

- + Patient DNA's
- + Prescription & Appointment Processes – patient experience
- + Clinical Quality/standards – GP's & Nurses
- + Awareness of Patients' rights – i.e. requesting a specific GP, complaints
- + Reception Matters – Standards of service, Quality of practice information

The survey (APPENDIX 3) was then created with the PPG guidance, confirmation and authority to proceed given by the PPG members prior to use. The PPG agreed on the rationale (aspiration) of the survey being given to 5% of the practice population over the age of 16 which equated to approximately 466 patients. This rationale was felt to be appropriate and all the PPG members they were happy to carry on with that methodology. The survey was agreed and finalised on 7 main questions broken down in subset questions (total questions = 27) and one free text box for patient comments, if required. The survey questions were based around the agreed priorities as discussed and agreed by the PPG group. There was also data collection relating to demographics, ethnicity, gender and some socioeconomic factors to allow the practice and the group to qualify and quantify analysis and understand more about the practice patient population which it serves.

The survey was carried out over a period of 8 weeks to ensure the PPG got a comprehensive set of results returned to analyse and work with. As from experience postal survey returns being exceptionally minimal it was agreed a majority should be given out by reception for patients to either fill in during their time at practice or take away and bring back when completed. A small amount of surveys were sent by post with return SAE to randomly selected cohorts, underrepresented groups. Again in terms of the survey the practice wanted it to be a representational response and so endeavoured where possible to distribute the surveys according to the representational breakdown/analysis as indicated on page one (1) – this turned out to be most successful as can be evidenced by the respondent rates in terms of ethnicity, gender and demographic being well represented across the board which was a very positive outcome for the PPG and indeed the practice. Out of a total of 373 surveys issued the practice received back a total of 284 completed surveys a return of 76.13%. In the total 373 breakdown the practice received approximately 37 (9.91%) surveys were not completed or spoilt in some other way and which we were unable to use and a further 52 (13.94%) surveys were not returned. The results were then correlated using a tally breakdown analysis to make comparative study easier and more amenable to analysis (APPENDIX 4 – Tally Breakdown).

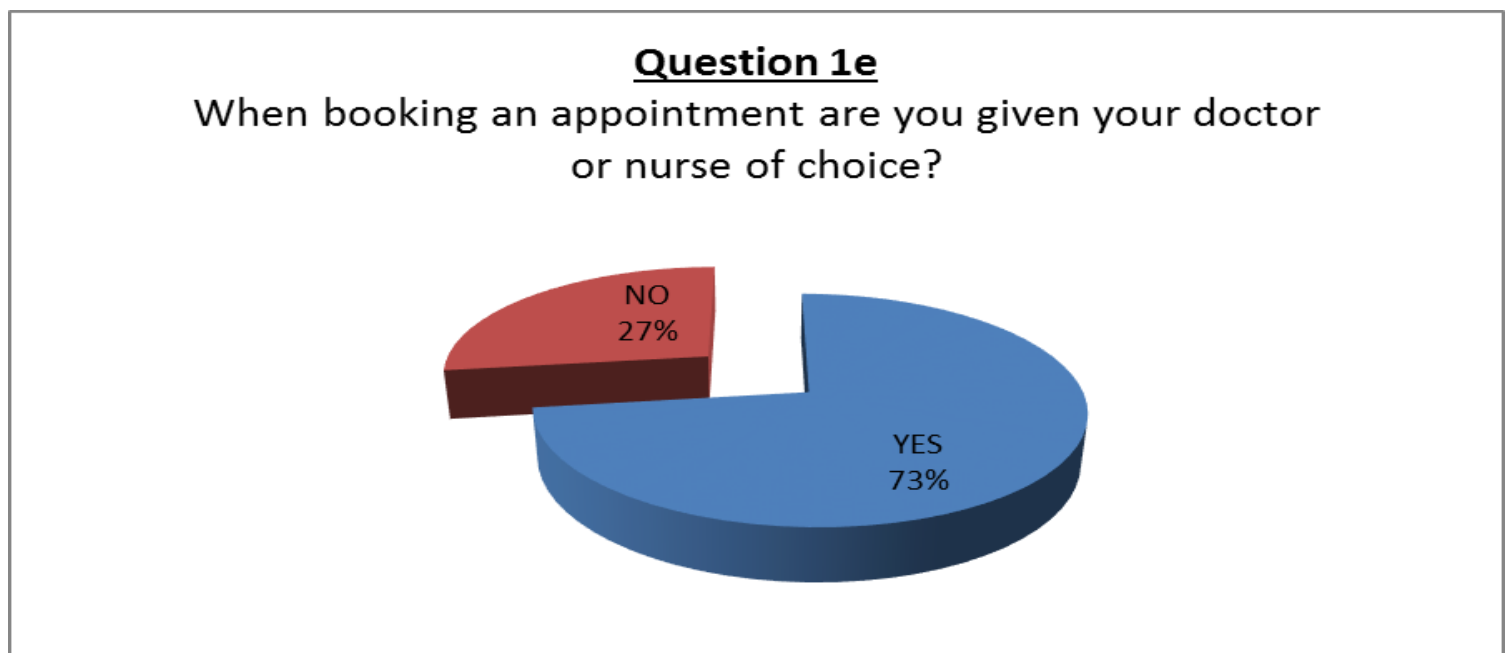
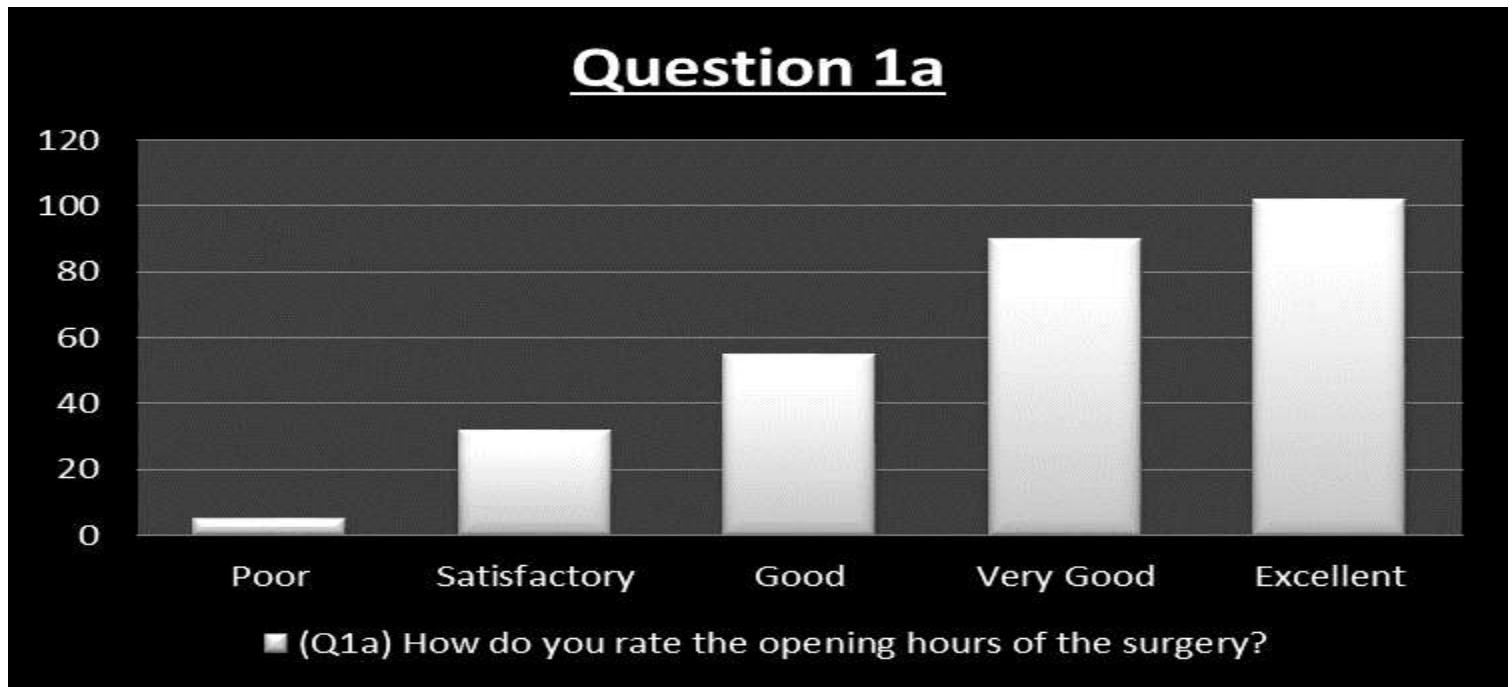
As discussed, requested and agreed with the PPG the practice hosted the PPG patient survey on the practice website so patients who preferred this type of forum could also access the survey and have their say. This was not done previously and it was felt this would be a positive and beneficial forum to capture patient feedback. However feedback on this channel was insignificant. On review the PPG/practice felt that next year this feedback channel may need more marketing and promotion to encourage greater use and engagement.

The PPG Patient Survey – The Results

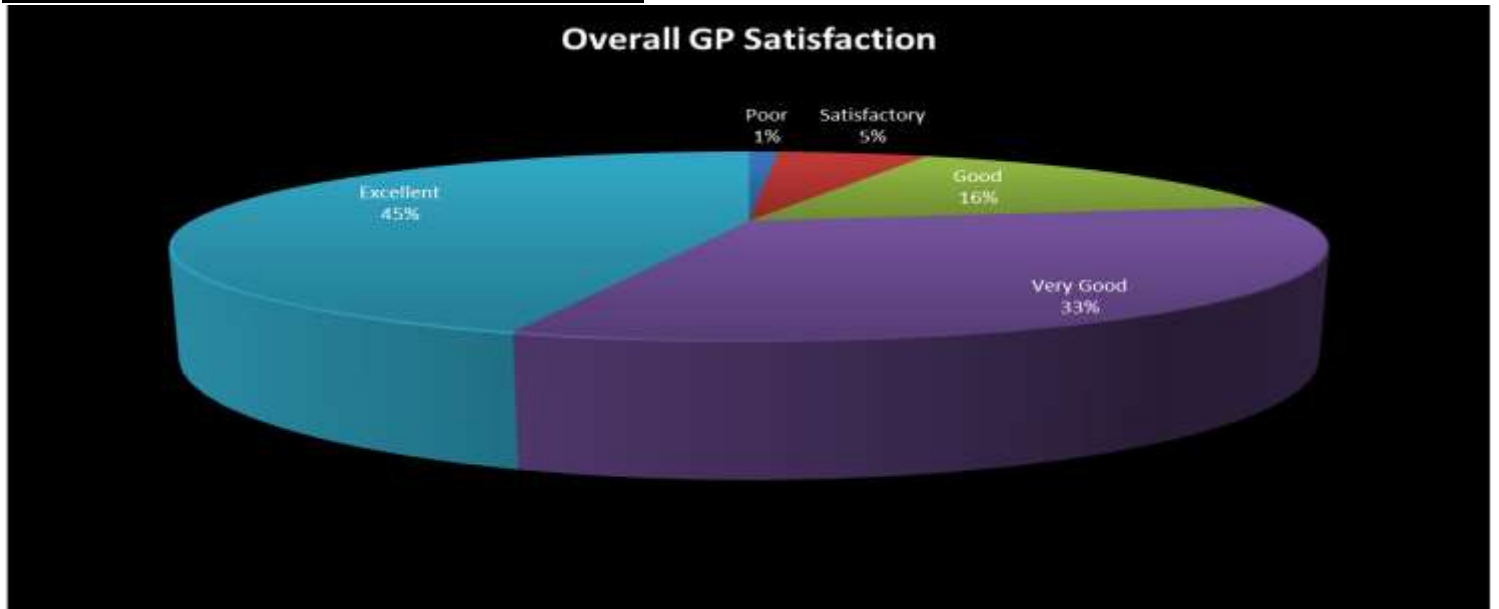
A very extensive and comprehensive set of results, tally analysis and breakdown are detailed in APPENDIX 4 – PRACTICE SURVEY RESULTS. In this analysis is included a demographic, ethnicity breakdown and also a quick analysis based on working status and also dependants under 16 which we as a PPG group found useful data to capture in helping our patient population. A visual representation of the high level highlights and some of the priority areas are detailed below, the results of which showed the practice in a very positive light. Indeed the PPG Chairman commented the practice should be very proud of the achieved results and feedback.

Please note: The figures on X/Y axis of the charts are relating to physical patient numbers/percentages and grade of satisfaction.

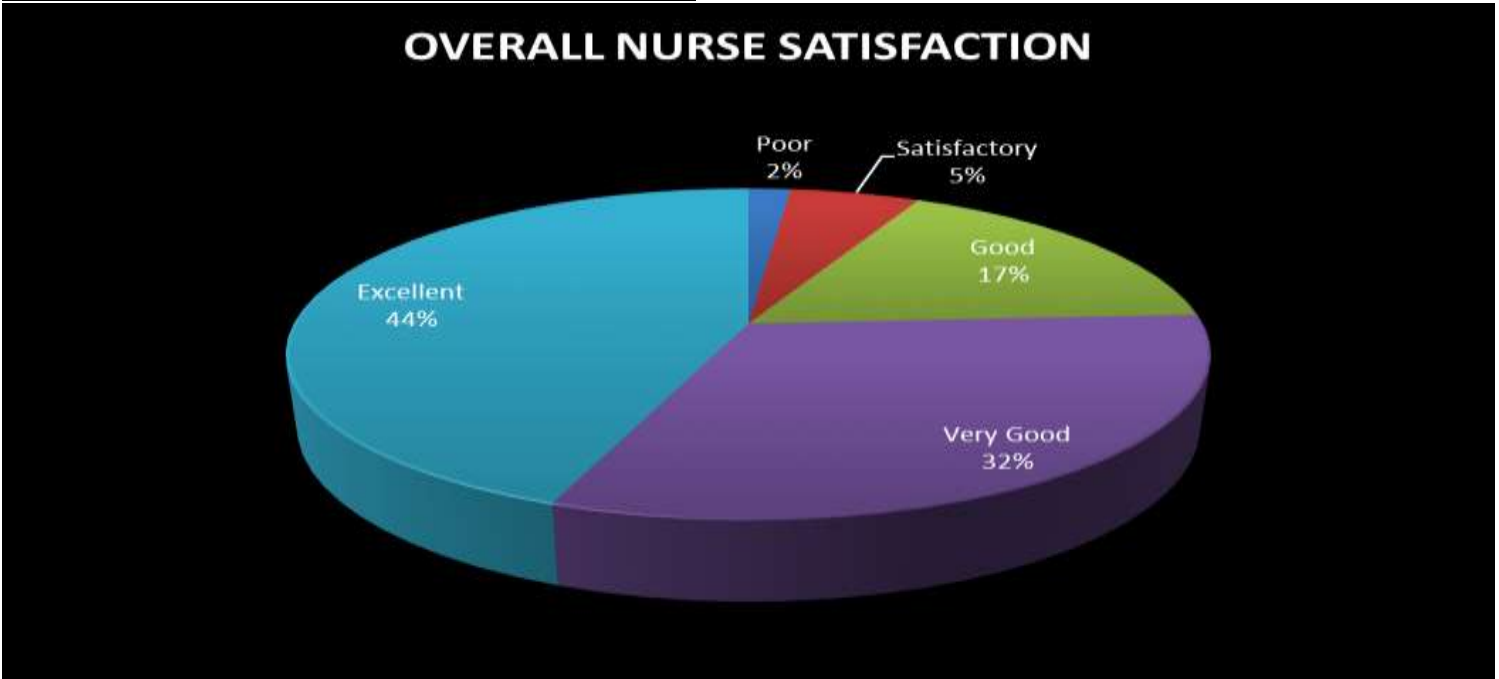
Summary of responses relating to ACCESS



Summary of responses relating to GP Satisfaction



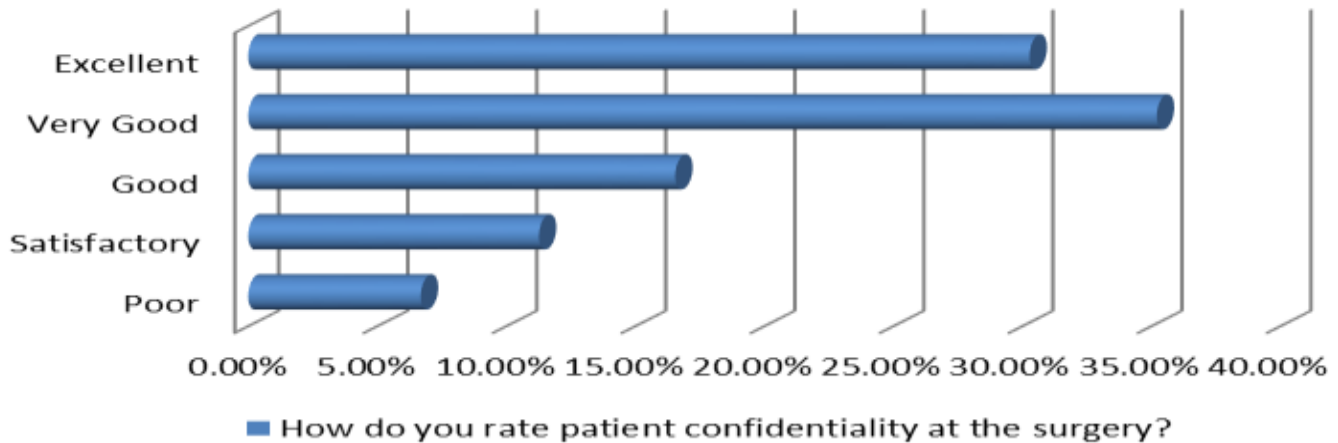
Summary of responses relating to NURSE Satisfaction



Summary of responses relating to PRACTICE/OTHER Satisfaction



Question 3b



The PPG Patient Survey – Discussion and Action Planning

In a PPG meeting on the 07/01/2014 the group met with discussion and review of the PPG patient survey results taking place. The PPG group and indeed the practice were very happy with the results and feedback received from the patient population. The survey showed, across a majority of the questions/priority areas (practice/NHS) that College Road Surgery patients indicated high levels of satisfaction with the practice, staff and services in general. The practice manager, lead PPG GP, GP partner and reception manager gave a presentation to the PPG looking at the practice population, socioeconomic factors of the practice area, PPG/practice representation and covering a high level summary of results. This found that the practice operated in a very deprived area which made things potentially more challenging. This presentation was found to be a useful basis for discussions on a variety of important issues around PPG and patient satisfaction. Following the practice survey results, PPG and practice discussion an action plan was compiled which was agreed by the PPG and also the practice team including the GP partners, reception manager and practice manager. The 3 main actions for action to come out of the survey were:

- + Improve Quality of patient information – education/promoting services to patients
- + Ongoing process monitoring of patient satisfaction, dis-satisfaction and suggestions
- + Maintain a drive to increase engagement and representation of the PPG group.

PPG/Practice Action Plan

The PPG and the practice have discussed, reviewed and agreed an action plan undertaking several actions to address the issues highlighted by the survey. These actions were agreed by the members of the PPG and include:-

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
Improve Quality of patient information – education/promoting services to patients.	(1) Maintenance of a dedicated PPG notice board. The board will promote the PPG, PPG notices and PPG information to all patients. The board will be reviewed after every meeting and updated accordingly.	Installed 17 TH February 2014 - COMPLETED
	(2) Set up and maintenance of a PPG 'Message of the month' system. This was initially trialled for the 'Flu Season' with excellent results. This patient information/education system would next promote NHS Health Checks for the 40–74 year old patient eligible to the programme.	Installed 17 TH February 2014 - COMPLETED

Ongoing process monitoring of patient satisfaction, dissatisfaction and suggestions	Implementation of practice compliments and suggestions campaign with box to be held in reception to capture responses with specially created poster promoting. The practice will also design an appropriate feedback form and make pens available thereby making this an anonymous process if so desired by the patient – PPG Approved.	Install by end of February 2014 <u>COMPLETED</u>
Patient Did Not Attends (NDAs) - same day booking DNA's	The practice will maintain its policy of sending letters to patients who DNA on the same day as they book an appointment. This was suggested by the PPG and has seen positive returns with DNA reducing in overall terms.	Installed & Ongoing – 2014 <u>COMPLETED</u>
The PPG to maintain a presence at the surgery – engagement.	This has been done a number of times in the last 6 months and has helped greatly in relation to engagement with the flu campaign, PPG patient survey and general PPG engagement. Ongoing it is hoped this will help with PPG membership and also help patients to understand its role.	Installed & Ongoing – 2014 <u>COMPLETED</u>
Maintain a drive to increase engagement and representation of the PPG group.	The practice will also continue to market the PPG in various channels. Amongst others this includes, PPG leaflets, engagement posters, word of mouth, patient information screens and the practice website, PPG section.	Installed & Ongoing – 2014 <u>COMPLETED</u>

The PPG/Practice had ambitions of putting up some patient leaflet boards to promote patient information/services but when this was scoped out more was unfortunately limited due to infection control considerations.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

<p><u>COLLEGE ROAD SURGERY - SURGERY HOURS</u></p> <p>TUESDAY - WEDNESDAY - THURSDAY - FRIDAY 8.20 am to 6.30 pm</p> <p>MONDAY 8.20 am to 8.30 pm</p> <p>(Telephone Service available from 8.00am daily)</p> <p>College Road Surgery Drs Horton, Long, Collard, Sarin and Zilvetti 452 College Road Kingstanding Birmingham B44 0HL Tel: (0121) 373 8842 Fax: (0121) 373 0479 www.collegeroadsurgery.co.uk</p> <p><u>Appointments</u> – call (0121) 373 8842 from 8am to be offered the 1st available appointment. If you wish to see specific GP/Nurse please inform the receptionist who will try their best to accommodate your request. If you are unable to attend an appointment please inform the practice at your earliest convenience so the appointment can be reallocated to another patient.</p>
--

A description of any extended opening hours that the Practice offers.

College Road Surgery offers extended opening hours. This takes place at the practice every Monday from 1830 – 2030. This service is covered by our registered practice nurse and two (2) GPs with pre-bookable appointments made available to registered patients of the practice.

PUBLICATION OF THE REPORT

The practice would like to take this opportunity to thank each and every member of the PPG for their time, important and most valuable contribution to the College Road Surgery PPG which is greatly appreciated. Thank you also to all our patients who took the time to complete a practice PPG patient survey, the results of which helped the PPG/practice form the basis for PPG agreed actions.

A hard copy of this report and action plans are displayed to view in the practice waiting areas and on request a copy can be printed and be given to take away. There is also a link on the College Road PPG section of the practice website (www.collegeroadsurgery.co.uk).

Out of courtesy and appreciation for their time, hard work, much valued and appreciated help and assistance all PPG members will sent a copy of the full report. A copy of the finalised report has been sent to GP's and all other staff members for their interest and information.

Copies of the practice PPG meeting minutes, agendas, this report and previous practice reports are also available to patients and the wider public on the practice website (www.collegeroadsurgery.co.uk).

**College Road Surgery
Drs Horton, Long, Collard, Sarin & Zilvetti
452 College Road, Kingstanding, Birmingham B44 0HL
Tel: 0121 373 8842
Fax: 0121 373 0479**

Patient Participation Group Record of Interest

By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

Name:		Postcode:	
Telephone Number:			
Email Address:			

What sort of things might you be interested in taking part in?

Please tick all Blank boxes that apply to you.

Attending meetings during the day	
Attending meetings during the evening	
Questionnaires	
Receiving newsletters and updates	
Please tell us if you have any ideas about other ways you could tell us your views:	

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice.

Are You?	Male		Female	
-----------------	-------------	--	---------------	--

Age Group	Under 16		17 – 24		25 – 34	
	35 – 44		45 – 54		55 – 64	
	65 – 74		75 – 84		Over 84	
How often do you visit the surgery?	Regularly		Occasionally		Very Rarely	

White:	British Group		Irish	
Mixed:	White & Black Caribbean		White & Black African	White & Asian
Asian or Asian British	Indian		Pakistani	Bangladeshi
Black or Black British	Caribbean		African	
Chinese or any other ethnic group	Chinese		Any other (please specify)	

How do I join the Patient Participation Group?

Please ask any member of reception or the practice manager for a form.

We will tell you the date and time of the next meeting and will take some contact details from you so that we can let you know if there are any changes.

We would love to have as many patients involved as possible, so please **SPREAD THE WORD!!!**

For more information, please contact:

Roy Sellarajah
(Practice Manager)
College Road Surgery
452 College Road
Kingstanding
B44 0HL

Tel: 0121 373 8842 / Fax: 0121 373 0479

COLLEGE ROAD SURGERY

Drs Horton, Long, Collard, Sarin & Zilvetti
452 College Road, Kingstanding B44 0HL
Tel: 0121 373 8842 / Fax: 0121 373 0479

PATIENT PARTICIPATION GROUP



Patient Participation Group

We want to hear from you

**You can have your say on
Health matters**

What is the role of the Patient Participation Group?

Patient participation refers to patients, such as you, who are taking an active interest in healthcare and how their surgery is run.

It gives practice staff and patients a chance to discuss the surgery, local health problems and services, and tries to think of ways to improve the way the surgery can work.

What are the benefits of a patient participation group?

- Patients will have a better understanding of how the surgery works
- There will be improved communication between patients and staff
- Patients will have a forum to suggest ideas and raise concerns
- Patients will be consulted about arrangements in the GP surgery before decisions are made
- Patients' views will be represented in local health care.
- Ideas of a wide range of people will be represented

What will happen at the meetings of Patient Participation Group?

A range of patients, such as yourself, will attend, alongside a GP from the surgery, a receptionist and the Practice Manager.

The meetings are a relaxed environment, in the practice waiting room, outside of normal surgery times. We will make sure you have refreshments provided and will keep the meetings to no more than an hour.

The chairman will open the meeting and invite everyone to discuss their ideas.

Everyone will be happy to listen to each others' ideas, and everyone's views will be taken into account.

You do not have to say anything if you don't want to, it's perfectly ok to sit and listen to what other people are saying.

At the end of the meeting, the chairman will summarise the main points and set a date for the next meeting.

We are very grateful to all our patients who take time out of their day to attend these meetings to help us improve the surgery and the service we can offer.

This survey has been compiled by the Patient Participation Group (PPG) its findings will be discussed with the PPG who will then work on your behalf and recommend changes. Please note that this survey is 100% anonymous.

(Q1a) How do you rate the opening hours of the surgery?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

(Q1b) What mode of contact do you use to book appointments?

Phone	Internet	In Person
--------------	-----------------	------------------

(Q1c) How do you rate access to booking appointments by your choice of contact?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

(Q1d) On average how many times do you have to ring the surgery number to get through if booking appointments by phone?

1 – 2	3 – 4	5 -6	6 +
--------------	--------------	-------------	------------

(Q1e) When booking an appointment are you given your doctor or nurse of choice?

YES	NO
------------	-----------

(Q1f) Are you aware of our current system for Pre-booked appointments and Urgent appointments?

YES	NO
------------	-----------

(Q2a) Last time you saw a GP at the surgery, how good did you find the GP at each of the following?

Giving you enough time?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Asking about your symptoms?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Listening?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Explaining tests and treatment?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Involving you in decisions about your care?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Treating you with care and concern?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Taking your problems seriously?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

(Q2b) Last time you saw a Practice Nurse/Nurse Practitioner at the surgery, how did you find the nurse at each of the following?

Giving you enough time?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Asking about your symptoms?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Listening?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Explaining tests and treatment?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Involving you in decisions about your care?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Treating you with care and concern?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

Taking your problems seriously?

Poor	Satisfactory	Good	Very Good	Excellent
-------------	---------------------	-------------	------------------	------------------

(Q3a) How do you rate the receptionists welcome when you come in or contact the surgery?

Poor	Satisfactory	Good	Very Good	Excellent
------	--------------	------	-----------	-----------

(Q3b) How do you rate patient confidentiality at the surgery?

Poor	Satisfactory	Good	Very Good	Excellent
------	--------------	------	-----------	-----------

(Q3c) How do you rate visibly displayed information in the surgery?

Poor	Satisfactory	Good	Very Good	Excellent
------	--------------	------	-----------	-----------

(Q4) How do you rate disabled access at the surgery?

Poor	Satisfactory	Good	Very Good	Excellent
------	--------------	------	-----------	-----------

(Q5b) How do you rate the current system you choose to order prescriptions?

Poor	Satisfactory	Good	Very Good	Excellent
------	--------------	------	-----------	-----------

(Q6) If a patient misses three (3) consecutive appointments in a 12 month period what action do you think should be taken to prevent this waste of appointment time in the future?

Letter	Phone Call	No Further Action	Post in waiting room with DNA stats
--------	------------	-------------------	-------------------------------------

(Q7) Are you aware of the surgeries current complaints procedure?

YES	NO
-----	----

Any suggestions to improve our service would be greatly received. Please comment below;

.....

Personal Information:

Sex: Male Female
 Age: 16 – 34 35 – 64 65 – 74 75 & Over
 Dependants under 16 years: Yes No
 Working Status: Fulltime Part-time Unemployed Retired
 Prefer not to say OTHER (please specify); _____

Equal Opportunities data - Ethnicity:

White:

British	Irish	Other
---------	-------	-------

Mixed:

White & Black Carribean	White & Black African	White & Asian
-------------------------	-----------------------	---------------

Asian or Asian British:

Indian	Pakistani	Bangladeshi
--------	-----------	-------------

Black or Black British:

Caribbean	African
-----------	---------

Chinese or other Ethnic Group:

Chinese	Any Other
---------	-----------

Many thanks for taking the time to complete this survey.

COLLEGE ROAD SURGERY - PPG PATIENT SURVEY 2014

(Q1a) How do you rate the opening hours of the surgery?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	32	55	90	102	284
Percentage	1.76%	11.27%	19.37%	31.69%	35.92%	100.00%

(Q1b) What mode of contact do you use to book appointments?

Response	Phone	In Person	Totals
No Patients	224	60	284
Percentage	78.87%	21.13%	100.00%

(Q1c) How do you rate access to booking appointments by your choice of contact?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	20	47	84	87	46	284
Percentage	7.04%	16.55%	29.58%	30.63%	16.20%	100.00%

(Q1d) On average how many times do you have to ring the surgery number to get through if booking appointments by phone?

Response	1 - 2	3 - 4	5 - 6	6 +	Totals
No Patients	110	86	59	29	284
Percentage	38.73%	30.28%	20.77%	10.21%	100.00%

(Q1e) When booking an appointment are you given your doctor or nurse of choice?

Response	YES	NO	Totals
No Patients	207	77	284
Percentage	72.89%	27.11%	100.00%

(Q1f) Are you aware of our current system for Pre-booked appointments and Urgent appointments?

Response	YES	NO	Totals
No Patients	205	79	284
Percentage	72.18%	27.82%	100.00%

(Q2a) Last time you saw a GP at the surgery, how good did you find the GP at each of the following?

Giving you enough time?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	16	47	94	124	284
Percentage	1.06%	5.63%	16.55%	33.10%	43.66%	100.00%

Asking about your symptoms?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	14	41	87	139	284
Percentage	1.06%	4.93%	14.44%	30.63%	48.94%	100.00%

Listening?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	19	49	93	120	284
Percentage	1.06%	6.69%	17.25%	32.75%	42.25%	100.00%

Explaining tests and treatment?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	17	47	98	119	284
Percentage	1.06%	5.99%	16.55%	34.51%	41.90%	100.00%

Involving you in decisions about your care?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	16	45	95	125	284
Percentage	1.06%	5.63%	15.85%	33.45%	44.01%	100.00%

Treating you with care and concern?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	15	40	90	136	284
Percentage	1.06%	5.28%	14.08%	31.69%	47.89%	100.00%

Taking your problems seriously?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	3	11	44	97	129	284
Percentage	1.06%	3.87%	15.49%	34.15%	45.42%	100.00%

(Q2b) Last time you saw a Practice Nurse/Nurse Practitioner at the surgery, how did you find the nurse at each of the following?

Giving you enough time?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	16	46	88	129	284
Percentage	1.76%	5.63%	16.20%	30.99%	45.42%	100.00%

Asking about your symptoms?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	15	51	93	120	284
Percentage	1.76%	5.28%	17.96%	32.75%	42.25%	100.00%

Listening?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	19	52	87	121	284
Percentage	1.76%	6.69%	18.31%	30.63%	42.61%	100.00%

Explaining tests and treatment?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	14	45	89	131	284
Percentage	1.76%	4.93%	15.85%	31.34%	46.13%	100.00%

Treating you with care and concern?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	17	46	90	126	284
Percentage	1.76%	5.99%	16.20%	31.69%	44.37%	100.00%

Taking your problems seriously?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	5	15	48	90	126	284
Percentage	1.76%	5.28%	16.90%	31.69%	44.37%	100.00%

(Q3a) How do you rate the receptionists welcome when you come in or contact the surgery?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	12	26	38	115	93	284
Percentage	4.23%	9.15%	13.38%	40.49%	32.75%	100.00%

(Q3b) How do you rate patient confidentiality at the surgery?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	19	32	47	100	86	284
Percentage	6.69%	11.27%	16.55%	35.21%	30.28%	100.00%

(Q3c) How do you rate visibly displayed information in the surgery?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	27	39	58	82	78	284
Percentage	9.51%	13.73%	20.42%	28.87%	27.46%	100.00%

(Q4) How do you rate disabled access at the surgery?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	0	2	52	115	115	284
Percentage	0.00%	0.70%	18.31%	40.49%	40.49%	100.00%

(Q5b) How do you rate the current system you choose to order prescriptions?

Response	Poor	Satisfactory	Good	Very Good	Excellent	Totals
No Patients	12	35	52	82	103	284
Percentage	4.23%	12.32%	18.31%	28.87%	36.27%	100.00%

(Q6) If a patient misses three (3) consecutive appointments in a 12 month period what action do you think should be taken to prevent this waste of appointment time in the future?

Response	Letter	Phone Call	No Further Action	Post in waiting room with DNA stats	Totals
No Patients	190	44	22	28	284
Percentage	66.90%	15.49%	7.75%	9.86%	100.00%

(Q7) Are you aware of the surgeries current complaints procedure?

Response	YES	NO	Totals
No Patients	182	102	284
Percentage	64.08%	35.92%	100.00%

Respondent Analysis

	Totals	%
Male	115	40.49%
Female	169	59.51%
Total	284	100%

Age	Totals	%
16 - 34	88	30.99%
35 - 64	116	40.85%
65 - 74	58	20.42%
75 & Over	22	7.75%
Total	284	100%

Work Status	Totals	%
Full Time	58	20.42%
Part Time	78	27.46%
Unemployed	90	31.69%
Retired	30	10.56%
Not Say	20	7.04%
Other	12	4.23%
Total	284	100%

Ethnicity	Totals	%	ASIAN	Totals	%
			Indian	17	5.99%
WHITE			Pakistani	14	4.93%
White British	146	51.41%	Bnagladeshi	6	2.11%
Irish	27	9.51%			
Other White	18	6.34%	BLACK		
			Caribbean	18	6.34%
MIXED			African	11	3.87%
White & Black Caribbean	4	1.41%			
white & Black African	0	0.00%	CHINESE/OTHER		
White & Asian	4	1.41%	Chinese	7	2.46%
			Any Other	12	4.23%

Patient comments on surveys;

<u>Positive/Compliments</u>	<u>Negative/Suggestions</u>
<i>I don't think the surgery needs improving</i>	<i>Need to open more hours</i>
<i>No problems</i>	<i>Open Saturday and Sundays</i>
<i>An excellent surgery</i>	<i>Phone service better will call back system</i>
<i>Never had any reason to complain</i>	<i>Same/next day letters to reduce DNAs</i>
<i>Caring GPs and a great staff</i>	<i>Water fountain with cups</i>
	<i>Better if you could get appointment without phoning</i>
	<i>More choice - pre-bookable appointments</i>
	<i>Preferred old phone system with engaged tone and no 'infernal' music</i>
	<i>More appointments for working people</i>