

The Brimington Surgery

PATIENT PARTICIPATION REPORT 2012/13

INTRODUCTION

This document summarises the results of the survey which was undertaken during October 2012, and the action plan which was agreed following discussion with our Patient Participation Group.

PROFILE OF MEMBERS OF THE PATIENT PARTICIPATION GROUP (PPG)

Our PPG meetings are open to all members of the practice. Consequently we do not have a fixed number of members of the group, but on average there are approximately fifteen attendees. These include two members who represent our patients at Elmwood House, Hollingwood (residential home for adults with moderate/severe learning disabilities).

In addition to our face-to-face meetings, we also have a virtual patient reference group, comprising of patients who are unable to attend meetings but wish to be kept up to date via email, and are also happy to be contacted on a regular basis for their views. Currently we have ninety members of this group.

Our current patient profile is as follows:

Capitation Report - Totals

Age Range	Male	Female	Total
0 - 9	426	390	816
10 - 19	395	383	778
20 - 29	369	401	770
30 - 39	445	460	905
40 - 49	611	552	1163
50 - 59	491	440	931
60 - 69	434	478	912
70 - 79	307	331	638
80 - 89	171	213	384
90 - 99	32	59	91
100+	2	1	3
Total	3683	3708	7391

Recorded ethnicity:

White British/White Irish:	96.6%
Asian/Asian British:	0.5%
Chinese:	0.5%
Black/Black British:	0.8%
Not stated:	1.6%

The profile of our Patient Participation Group and Virtual Patient Group is as follows:

PPG members 2012												
Age groups	16-25	26-35	36-45	46-55	56-65	66-75	75+					Totals
	4	0	17	23	30	34	12					120

Male: 33
Female: 87

Ethnicity: White British/White Irish: 96%
Black/Black British: 1.8%
Other: 1.6%
Not stated: 0.6%

PUBLICITY OF PPG AND VIRTUAL PPG

We have attempted to recruit members to both groups via the following methods:

Posters and display in waiting rooms
Information on practice website
Posters within local community
Information on church news sheet
Information on repeat prescription email responses
Information on right hand side of prescription
Word of mouth by clinicians
Personal invitation by letter to nursing homes and residential homes

We have agreed to contact local secondary schools with sixth forms to invite a pupil who is a patient at the surgery to attend our PPG meetings.

We have also agreed to contact local Mother & Toddler groups to invite members who are patients to attend.

OPENING HOURS

The practice is open as follows:

Monday – Friday	8.00 a.m. to 6.30 p.m.
Wednesdays	6.30 p.m. – 8.00 p.m. (one week in every four)
Thursdays	6.30 p.m. – 8.00 p.m. (three weeks in every four)

OUR SURVEY

The practice conducted an in-house survey during October 2012. As we were conducting a survey for Productive General Practice at this time it was agreed that the same results could be used.

The survey measured opinion in the following areas:

- Accessing your appointment**
- Arriving and checking in**
- Information (from reception staff, leaflets, posters etc)**
- Waiting times and environment**
- Consultation and next steps**

All patients who attended the surgery during one week in October were invited to complete a survey.

The results of the survey were collated and presented to the Patient Participation Group on 20 March 2013. Following discussion with the Patient Participation Group an action plan was agreed.

PUBLICATION OF THE REPORT

This report and action plan will be published on the practice website. It will also be available in hard copy on the practice noticeboards.

SURVEY RESULTS

143 responses

Question 1. How did you feel when accessing your appointment?

Respected	24
Pleased	77
Valued	11
Cared for	18
Involved	12
Not listened to	2
Hurried	3
Frustrated	3
Anxious	0

Question 2. How did you feel when arriving and checking in?

Respected	14
Pleased	94
Valued	7
Cared for	12
Involved	13
Not listened to	2
Hurried	0
Frustrated	1
Anxious	0

Question 3 How did you feel when accessing information, eg from reception staff, leaflets, posters etc?

Respected	9
Pleased	78
Valued	14
Cared for	14
Involved	20
Not listened to	2
Hurried	0
Frustrated	1
Anxious	0

Question 4. How did you feel when waiting for your appointment, eg length of wait, environment, information on wait?

Respected	13
Pleased	93
Valued	9
Cared for	10
Involved	11
Not listened to	1
Hurried	0
Frustrated	5
Anxious	0

Question 5. How did you feel during your consultation and the next steps, eg whilst seeing the GP or nurse, and the next steps?

Respected	46
Pleased	64
Valued	20
Cared for	35
Involved	19
Not listened to	0
Hurried	1
Frustrated	0
Anxious	1

Some comments received:

Accessing Your Appointment

painful appointment making never enough free appointments, sometimes need last minute one
maybe because I was not explicit enough or the staff were extra busy
easy to move an appointment and rebook
appointment was made very quickly which sometimes is not easy
reception staff are very helpful without being intrusive
reception staff helpful and informative
all staff helpful
very good service
as always staff good positive experience
downstairs not very wheel chair friendly - too many doors all opening different ways
it can be a long time to get appointment I have had a 4 week wait
certain receptionists don't listen to you when trying to get an appointment
I am not very pleased about how long it takes to get an appointment for a doctor
people on reception were kind and took into consideration that I couldn't make some appointment because of work
interested how i was getting on listened felt respected

Arriving & Checking In

sometimes just left to own devices e.g. no help offered when self admitting
appointment
some members of the team are lovely
receptionist very helpful every time
easy with touch screen
I would prefer a private area to check in & talk not to be overheard by all waiting room

so easy with touch screen
I like not having to wait about when arriving to check in
was nice and easy
very helpful staff
respected - I think it is the standard set by the surgery as a whole
well organised
was given privacy when checking in
receptionist helpful

Information

depending on staff on duty
always pleased reception staff try to help
there are always plenty of leaflets
good variety of information leaflets & posters
Reception staff don't always listen and ask for too much personal information
all staff busy working never once do I ever see them stand around, the team appear to work very hard putting clients first
a lot of very good information written & oral
always very helpful and courteous
reception are helpful
friendly staff
all staff pleasant and
helpful
always helpful
reception staff helpful
you give details and they respond politely and efficiently
I would always be confident in asking any questions
plenty of information on display
reception staff very helpful
very pleased about the leaflet the dr gave me I have not tried this exercise
there were plenty of information about things happening eg flu jabs
staff helpful

Waiting

20 min wait
appointment not always on time which is only to be
expected
non information on waiting times if GP is running late
GP was late but he did apologise for this
usually seen with 30 mins of appointment which I think is reasonable
you cannot help delays
only one minute wait
seen on time
had to wait around extra 15 mins
pleasant waiting room late by 20min apologised for
lateness
20 mins late OAP allowed in before me, I've got work to go to was not informed/asked if this was ok
did not have excessive wait on 5 visits
waiting is sometimes a bit over the appointment time but then not everybody's problems are soon sorted
the environment is very good but waiting time is sometimes a little long
short waiting time good
always on time
only waited about 5 mins
length of wait usually good
no wait and pleasant surroundings
delays can always happen but announcements are given if waiting time is lengthened
acceptable
waited only a few minutes for me to see doctor

Consultation & next Steps

very pleased and informed

GP very approachable & helpful listened to me & tried to find best treatment
too long before an appointment can be made dr says 1 week reception says 3 weeks
excellent GP Dr F always looks after you
GP sat and listened to all I had to say, was excellent
own GP DR Livings always gives full information & explains fully & clearly how & why condition is treated in planned manner
wonderful girl caring and
polite
talked about test I was having, little unprepared as didn't know I was having a glucose
test
got help holding twins while I held other for injection
explained clearly
very thorough and respectful
all clear positive feedback very satisfied
both Dr and nurse very professional, efficient and approachable
always good explanation about treatment etc
doctors are very helpful and explain everything very well
very good no complaints
helpful information thank you
cared for and advised what to do next
I got on really well with dr Lancaster and she always makes me feel bit better about myself
GP provided all necessary information and listened to my points
anxious over procedure was respected during procedure & pleased with information
given
dr's & nurses have almost always acted quickly to situations eg referral to hospital
made me feel relaxed and comfortable
a feel assured that whatever is proposed will be done where possible and follow up set in place
sufficient
being asked for my opinion made me feel valued the nurse was very caring which made me leave the surgery
pleased
felt involved in what I needed to do to get better
Doctor understood concerns ,listened & was helpful
very good felt listened too feeling taken in to account

ACTION PLAN

The Patient Participation Group met on 20 March 2013 to discuss the survey and produce the following action plan.

Overall the survey results were very pleasing. However, it was appreciated that although reception staff generally keep patients informed of waiting times, sometimes this did not happen. Five patients had expressed frustration at the length of waiting time and information regarding this.

The practice is currently undertaking a significant building programme which will include improved access to the building, and improved waiting and reception area. This was planned following last year's patient survey.

It was felt that any issues which patients may have with access, obtaining information, checking in for appointments etc would be improved when the new facilities are available.

It was agreed to investigate the possible options for better informing patients regarding waiting times, as well as giving other information.

ACTION: Practice Manager to look at various options, including electronic notification via a Jayex board or TV system.

Eight respondents had expressed feeling either frustrated, hurried or not listened to when accessing their appointment.

All members of staff regularly receive updated training and feedback, and all members of staff have an annual appraisal. This is an important part of our staff training system.

ACTION: The Practice Manager will continue to source relevant training for reception staff.

Now that we have moved to a new medical software programme (System One) we will bring in online booking of appointments at the earliest opportunity.

ACTION: To carry out a further survey of patients once the building work is completed to assess patients views on the improvements.