

# SHEPHALL WAY SURGERY

## PATIENT PARTICIPATION GROUP REPORT 2014

### **PATIENT PARTICIPATION GROUP**

The Shephall Way Surgery Patient Participation Group (PPG) was founded in 2012 and comprises of a committed and proactive part of the Practice team. The committee and core group comprises of 8 members, 2 male and 6 female, mostly retired. The objective of the PPG is to offer support to the Practice and patients and regular face to face meetings are held throughout the year to agree priorities.

The PPG is small and currently does not reflect the patient population however recruitment has been encouraged with;

- promotion flyers on a dedicated PPG notice board which is given a prominent position in the waiting room
- Information and invitations to join the PPG on our Practice website
- face to face promotion in the Practice, especially to under-represented groups

The Practice has endeavoured to set up a virtual group for those patients unable to attend meetings i.e. have other demands such as long work hours, caring responsibilities or are housebound, however there has been little interest. The Practice will continue to encourage recruitment with the aim to have a core group truly representative of the practice population.

### **ACHIEVEMENTS IN 2013**

Following the 2013 GP Patient Survey and consequent discussions in PPG meetings the Practice has endeavoured to improve telephone access by installing a high tech telephone system with a facility for reporting.

The PPG also liaised with the Council and obtained seating for the local bus shelter.

### **PATIENT SURVEY 2014**

The PPG and Practice staff met to discuss this year's survey and key information finding objectives. The group agreed on questions to be asked which centred on quality of service provision and access to appointments. It was also decided the survey would be offered face to face in the practice for a 2 week period in order to obtain responses from across the practice population.

Reception staff offered a survey to all patients attending the Practice during this duration. The PPG dedicated their time to answer any questions from patients about the survey and encouraged openness and honesty and reinforced all completed surveys would be anonymous. This was also an ideal opportunity to explain the important work of the group and encourage new joiners to the group.

The Practice was greatly encouraged by the number of responses and would like to thank not only the PPG for giving their time for the whole 2 week duration but also all participating patients for taking time to complete the surveys.

## PRACTICE PROFILE

We have 7878 patients on our Practice with the following breakdown;

| Age Range    | Male        | Female      | Total       | Ethnicity (66.8% Practice List) | Percentage |
|--------------|-------------|-------------|-------------|---------------------------------|------------|
| 0 - 15       | 788         | 695         | 1483        | British or Mixed British        | 84         |
| 16 - 44      | 1518        | 1390        | 2908        | African                         | 3          |
| 45 - 64      | 1085        | 1052        | 2137        | Other                           | 13         |
| 65 - 74      | 290         | 312         | 602         | Total                           | 100        |
| Total        | 100         | 461         | 748         |                                 |            |
| <b>Total</b> | <b>3968</b> | <b>3910</b> | <b>7878</b> |                                 |            |

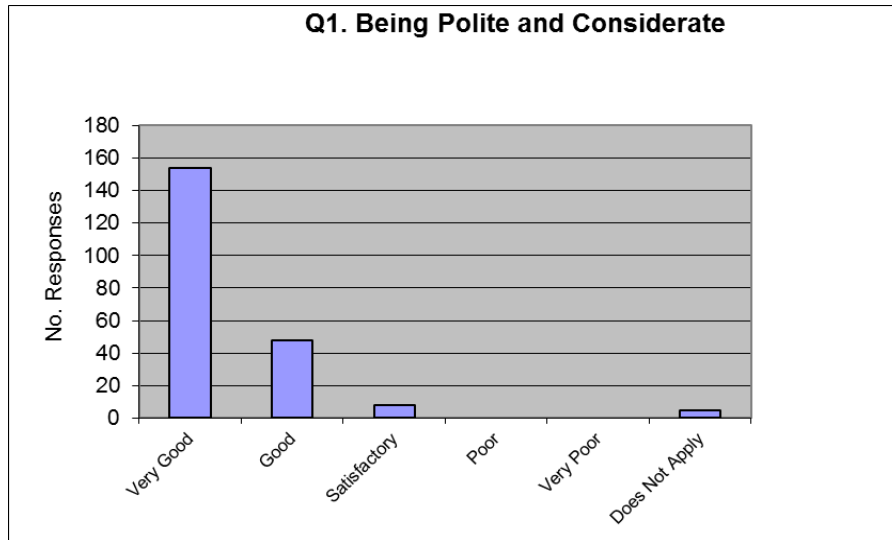
The Practice is situated in a high deprivation area of Stevenage with particular problems regarding the needs of patients with unemployment, disability, long term conditions, drug use and mental health problems. There are a significant number of patients with Learning Disabilities registered with the Practice.

## RESULTS

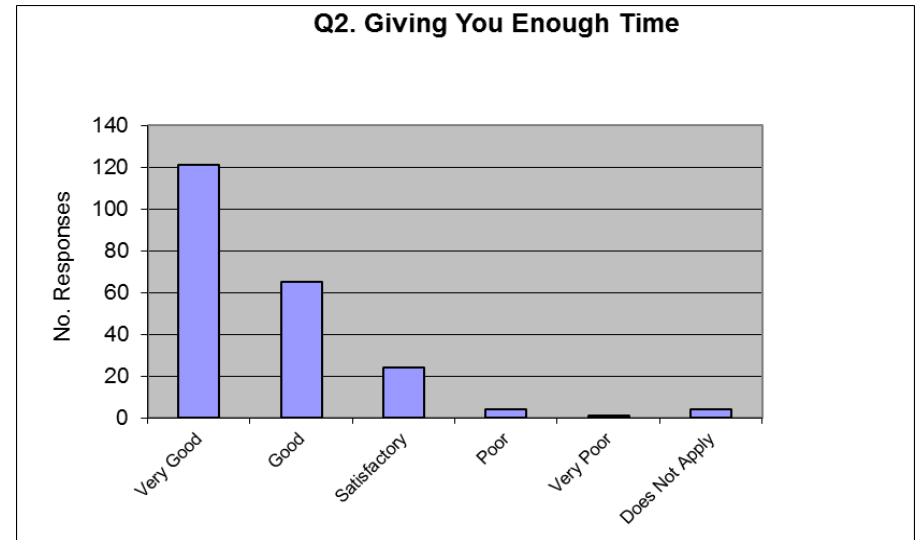
The survey results were collated. We received 225 completed questionnaires compared to the last year's response of 231 completed questionnaires. Surveys were received from across the patient population.

Details of surveys results are given in the tables below:

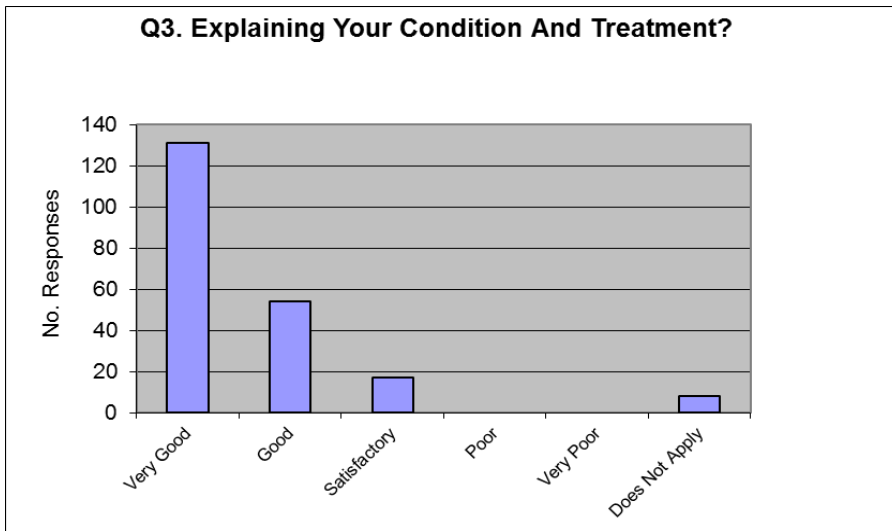
## A. About Your Visit To The GP Today



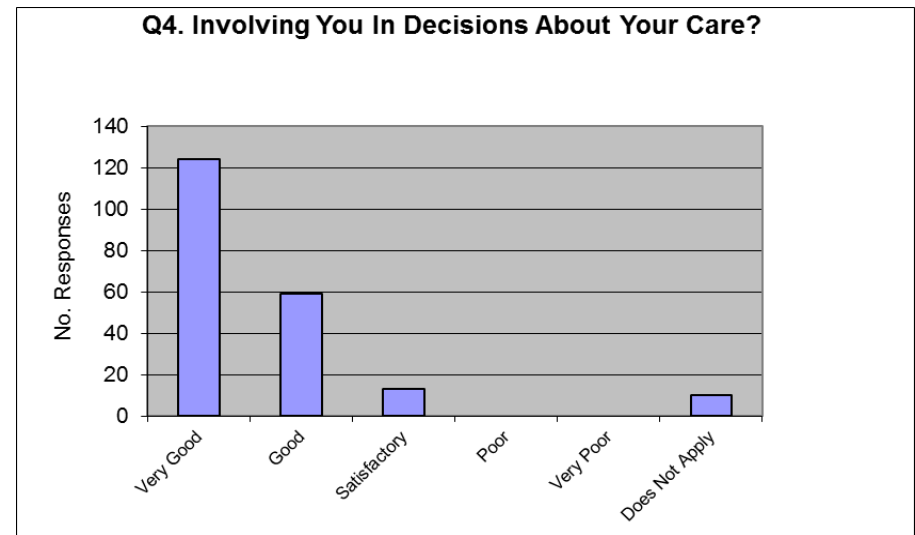
The majority of the patients answering the survey indicated the GP was very good or good with a few responses of satisfactory.



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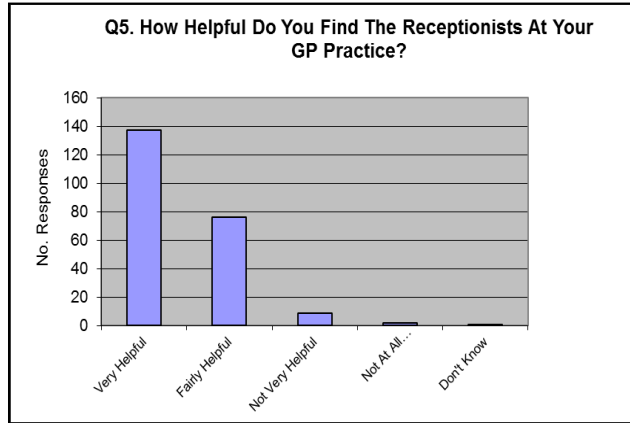


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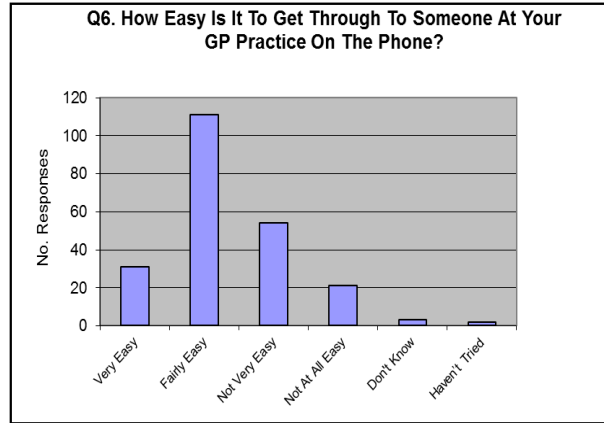


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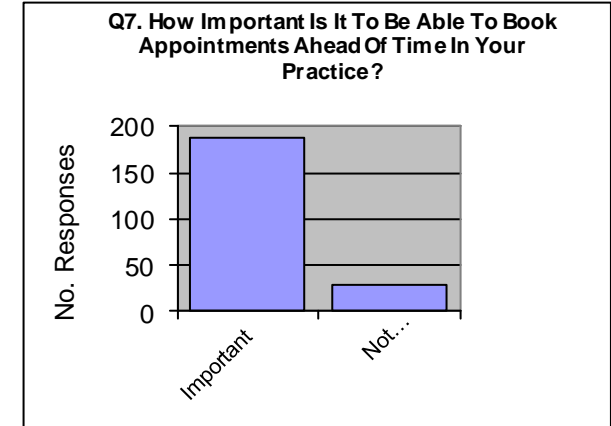
## B. About Receptionists And Appointments



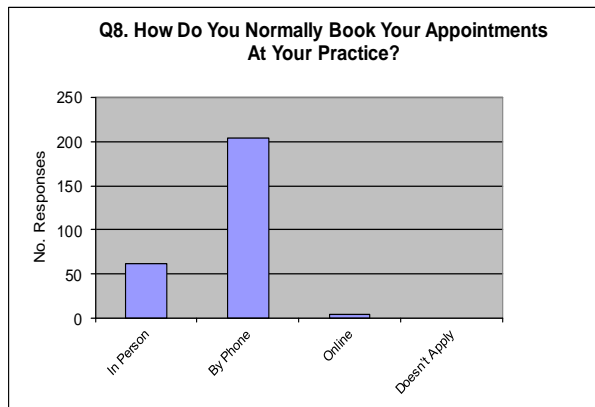
The majority of the patients answering the survey indicated the Receptionist was very or fairly helpful with a few responses for not very helpful



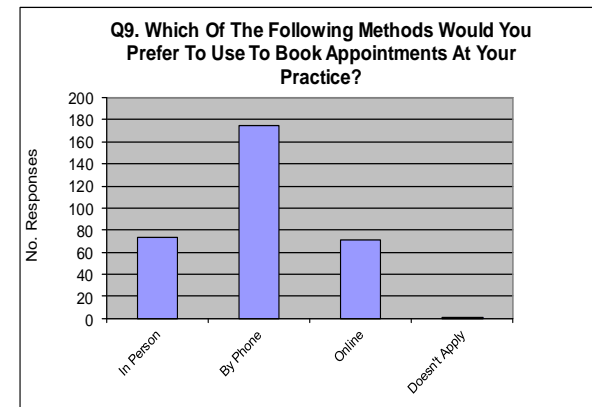
The majority of patients answering the survey indicated getting through to reception on the phone was fairly easy or very easy but some did not find it easy



The majority of the patients answering the survey indicated it is important to be able to book ahead of time with a few responses of not important

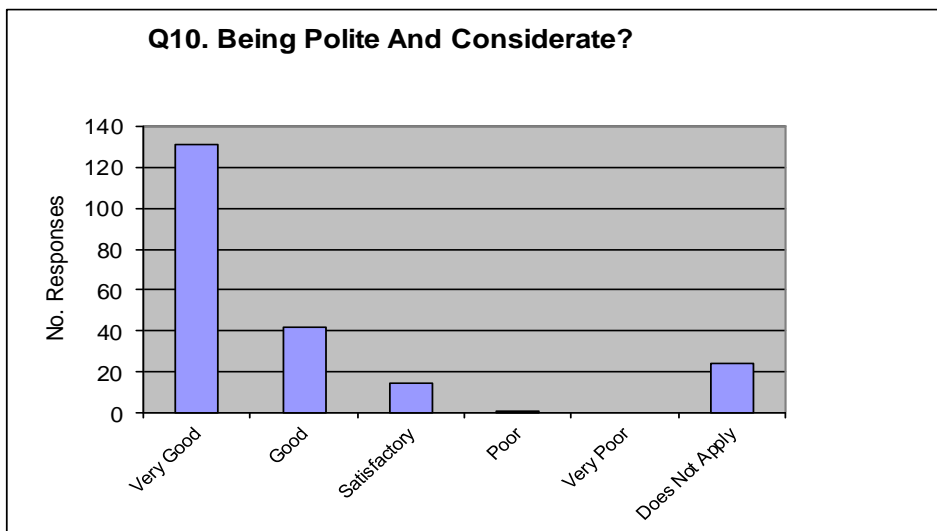


The majority of the patients answering the survey indicated they book appointments by phone with a few responses indicating they book in person. Very few indicated they book on-line.

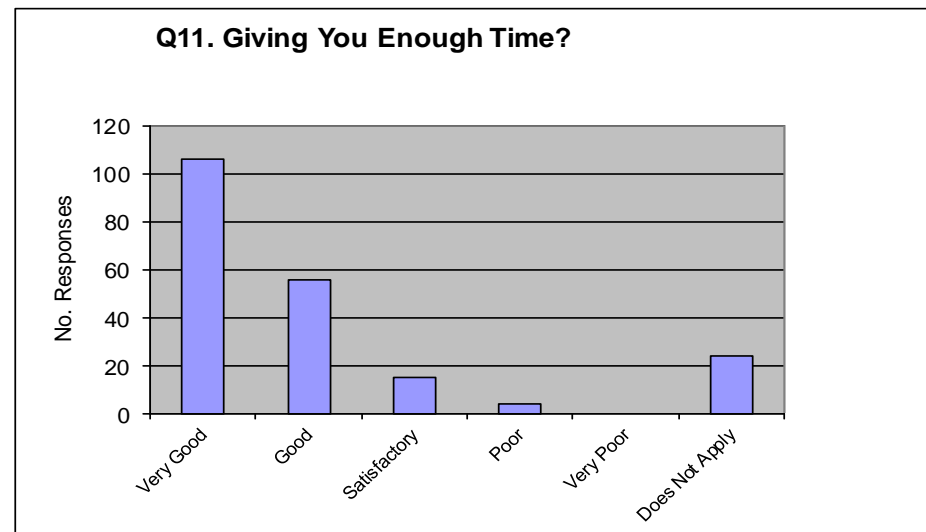


The majority of the patients answering the survey indicated they would still prefer to use the phone. An equal number of responses indicated a preference to book in person and on-line.

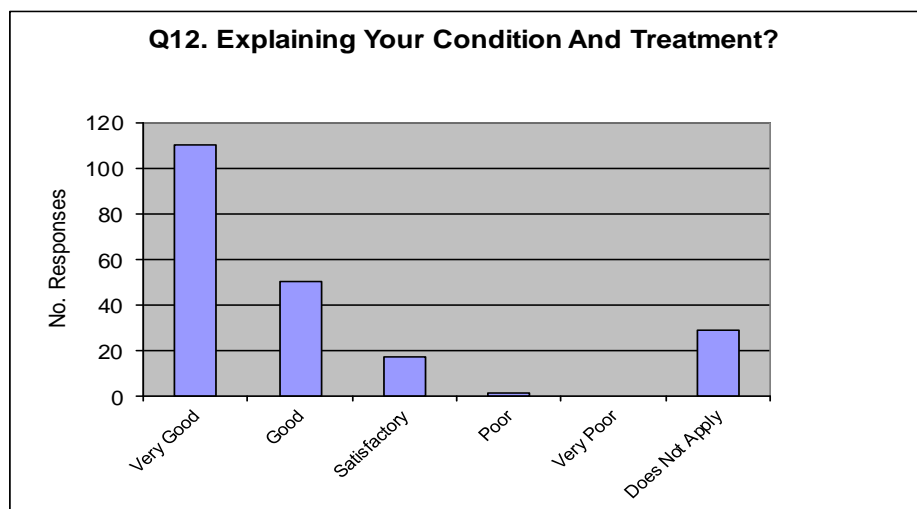
**C. Thinking About Your Most Recent Consultation With A Nurse**



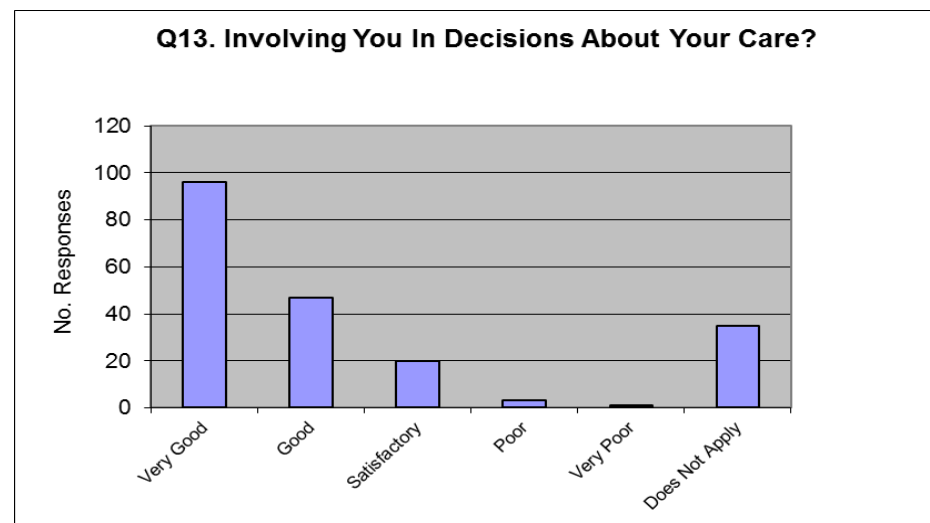
The majority of the patients answering the survey indicated the Nurse was very good or good with a few responses as satisfactory.



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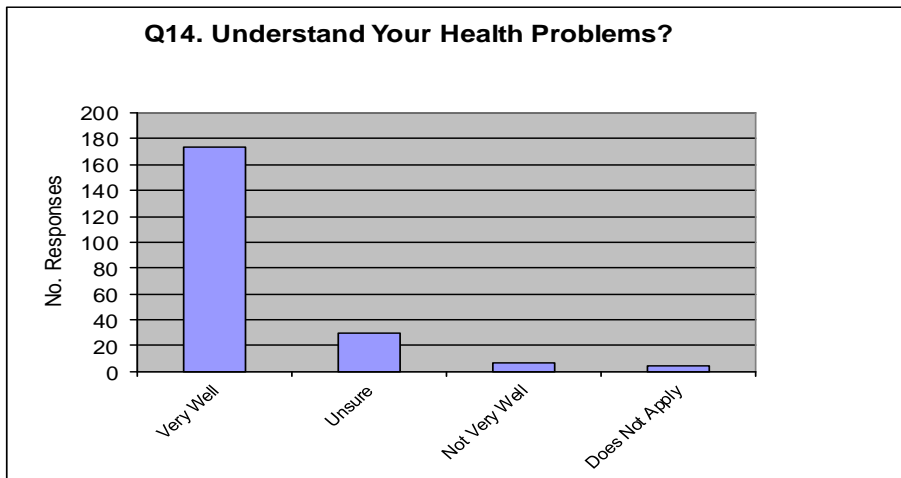


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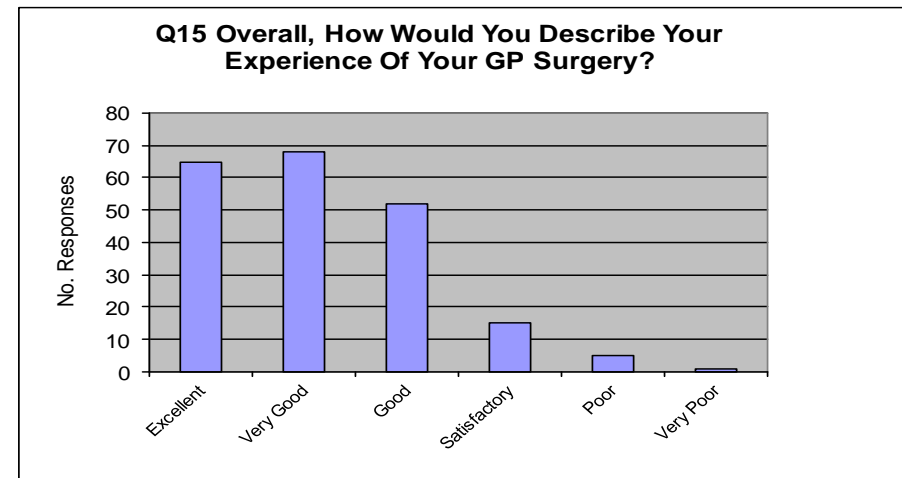


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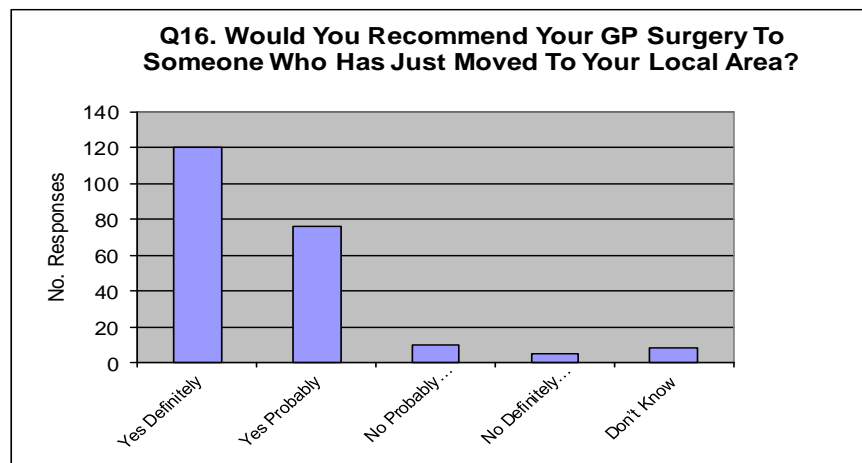
**D. Thinking About The Care You Get From Doctors And Nurses Overall How Well Does The Practice Help You To**



The majority of the patients answering the survey indicated they understood their health problems very well following their consultation

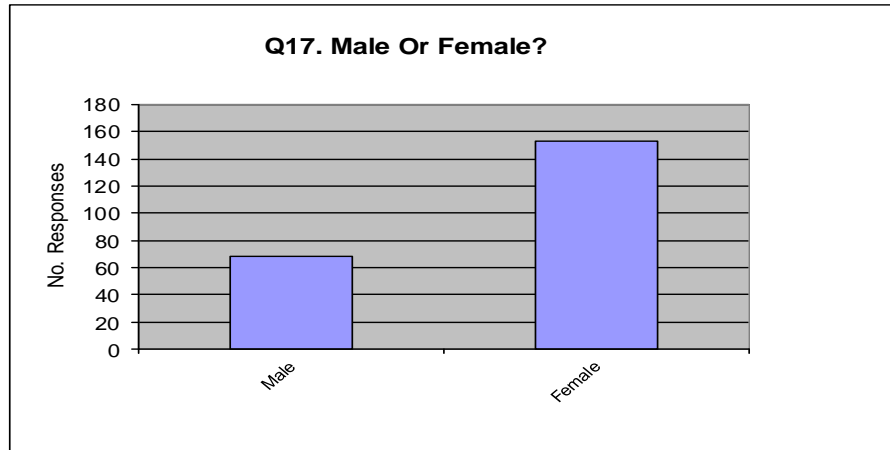


The majority of the patients responded they would describe their experience of the surgery as very good, closely followed by excellent and good. There were a few responses of satisfactory and poor.

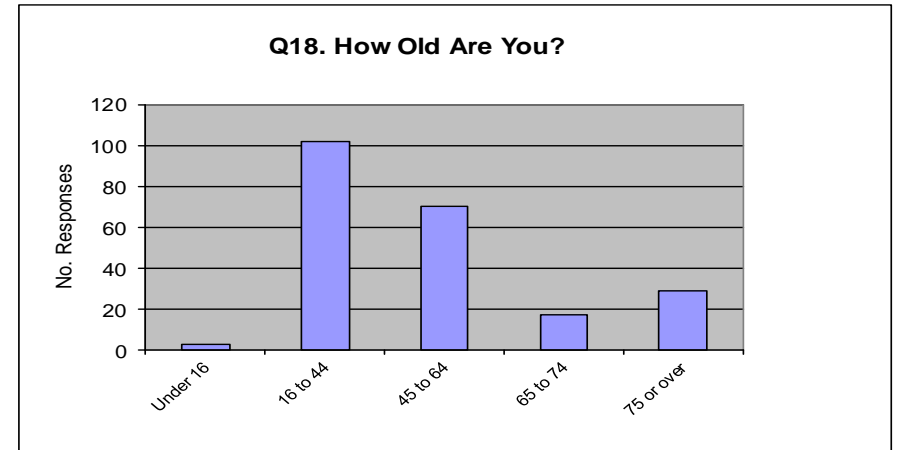


The majority of the patients answering the survey indicated they would recommend the surgery closely followed by yes probably. There were few responses of no probably not or definitely not.

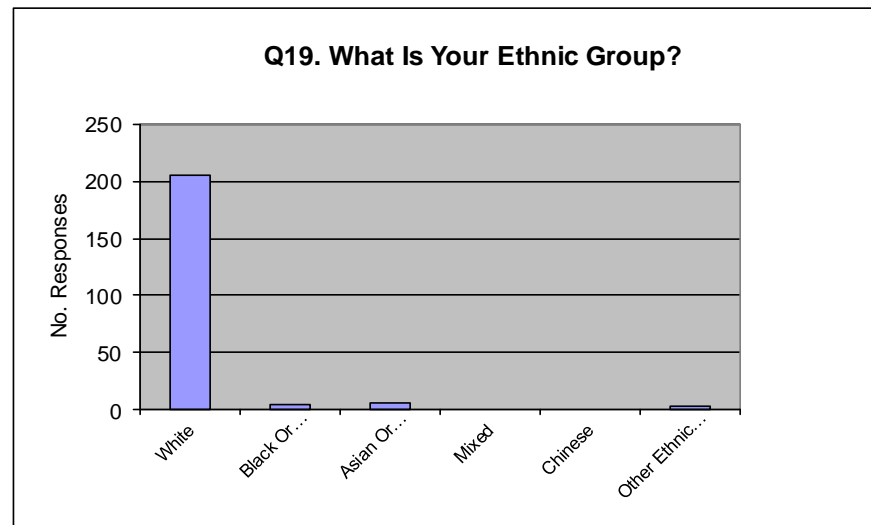
## E. It Would Help Us Understand Your Answers If You Could Tell Us A Little About Yourself



The majority of the patients answering the survey were female and almost half as many were male.



The majority of the patients answering the survey were aged 16 to 44 closely followed by 45 to 64 and then 75 or over.



The majority of the patients answering the survey were White British which is indicative of this area.

## **ACTION PLAN FOLLOWING THE SURVEY**

A meeting was held on 10<sup>th</sup> March 2014 to discuss the results of the 2014 GP Patient survey and to agree key priorities following the survey. Overall the Practice was pleased with the positive responses and will continue to strive for further excellence. An Action plan was devised and discussed with the Patient Participation Group.

| <b>AGREED OBJECTIVE</b>                        | <b>ACTION TO BE TAKEN</b>  | <b>DEADLINE</b>            |
|--|--|----------------------------|
| Booking appointments on-line                   | Promote on-line appointment booking on the Practice website, on notice board in the patient waiting room and electronic patient screen in waiting room           | 30 <sup>th</sup> June 2014 |
| Ordering repeat prescriptions on-line          | Promote on-line repeat prescription requests on the Practice website, on notice board in the patient waiting room and electronic patient screen in waiting room  | 30 <sup>th</sup> June 2014 |
| Change answerphone message on telephone system | Patients to be informed they are on hold. Use this time to advise on peak telephone times, times to call for repeat prescriptions and promote on-line facilities | 30 <sup>th</sup> June 2014 |

## **DETAILS OF ACTION TAKEN**

1. Publish our Patient Participation Report on our practice website by 31/3/2014.
2. Make available a paper copy for patients to read.
3. E-mail a copy to our PRG.



## CONFIRMATION OF OUR OPENING TIMES

Our normal core Practice opening hours are 8.00am to 6.30pm Monday to Friday. The Duty Doctor is on call from 8.00am to 6.30pm, and the Surgery doors are open between 8.15am and 6.30pm, with a member of the Reception team available from 8.00am.

Surgery Times and Details as specified in our Practice Leaflet are as follows:

### **SURGERY TIMES** **Shephall Way — 01438 312097**

|                                       |                            |
|---------------------------------------|----------------------------|
| Duty Doctor on call                   | 8.00am to 6.30pm           |
| Doors Open                            | 8.15am and close at 6.30pm |
| Routine AM and Emergency appointments | 8.30am to 11.00am          |
| Routine PM and Emergency appointments | 3.20pm to 6.00pm           |

#### Extended Hours

|  |                   |
|--|-------------------|
| Monday and Tuesday Evenings                  | 6.30pm to 8.30pm  |
| Saturday AM (One Saturday Morning per month) | 8.30am to 10.30am |

## HOW TO SEE YOUR DOCTOR

We have an appointment surgery in the morning between 8.30-11am, and between 3.20-6.00pm.in the afternoon. We are open in the evenings on a Monday and Tuesday and also one Saturday morning a month. To obtain an appointment please telephone 01438 312097 between the hours of 8.30am and 6.00pm, book on-line or call into the Surgery and speak to our receptionists. If there are no free appointments available and you feel that you need to see a Doctor urgently please explain this to the receptionist who will arrange for you to be seen as soon as possible. You will be given an appointment with the Doctor of your choice if at all possible. If you turn up 5 or more minutes late for your appointment you will need to rebook. Patients arriving late have the effect of making all future appointments late.

PLEASE:      Make an appointment in advance if possible.  
                  Make separate appointments for each person to be seen.  
                  **Use emergency appointments appropriately.**  
                  **Let us know if you can't keep an appointment.**

**We would like to thank all our patients who took part in our survey and to thank our dedicated patient group, who willingly give their time to help us improve the surgery and services we provide.**