

Newbury Group Practice (F86060)

Patient Group Survey 2012/13

1a Process used for recruitment included face to face discussions with members of the patient participation group or reception staff. We also held an open day where patients could walk in and find out information and give their views on the practice and services. These were collated and discussed at the regular PPG meetings held monthly.

1b Most age groups and ethnicities were well represented compared to last year. Staff and PPG members approached patients in the surgery for the missing groups (mainly the under 24's) although most of these were not keen to participate even with encouragement. We are looking to add more appropriate questions in our next survey for the younger age group to aid engagement.

2a Areas of priority agreed with the group were:

1. Access to book appointments
2. Interaction with reception staff
3. Availability of appointments

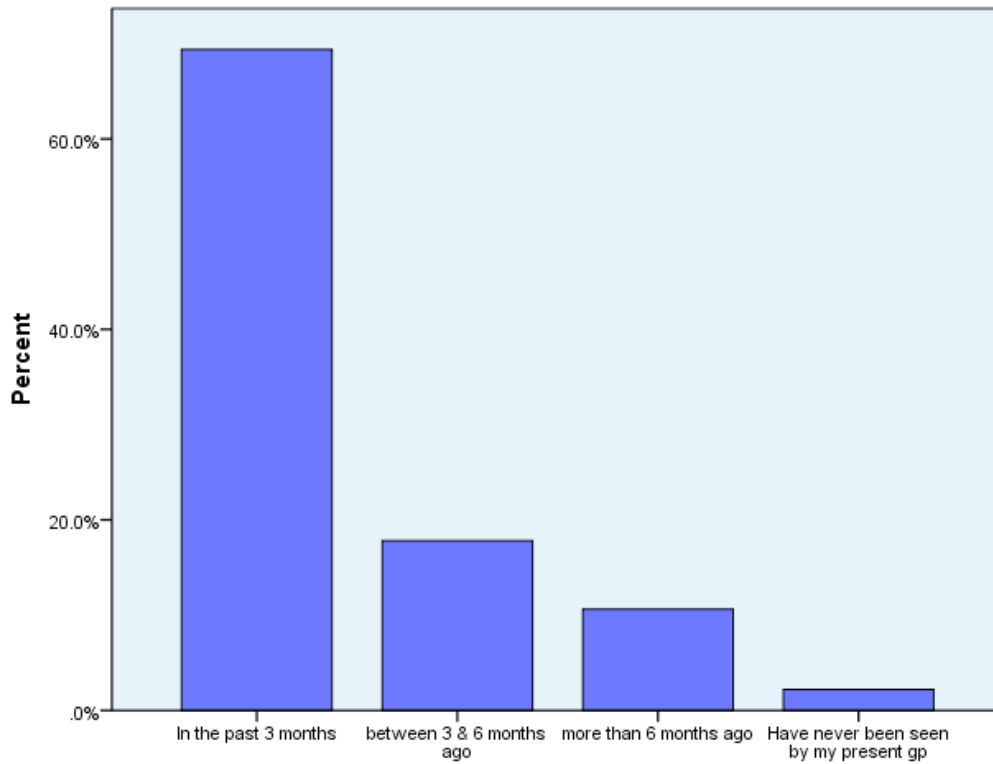
2b The priorities were decided based upon the results of last year's survey to see if changes made had improved survey results. Also via discussion at the monthly meetings and analysis of the open day suggestions

3a The survey period was January 2013, distribution was in surgery via reception staff, PPG representatives, and the Doctors and nurses during the consultation. This decision was made based on the priorities as frequent attendees of the surgery needed to be questioned, rather than those that attended maybe once per year.

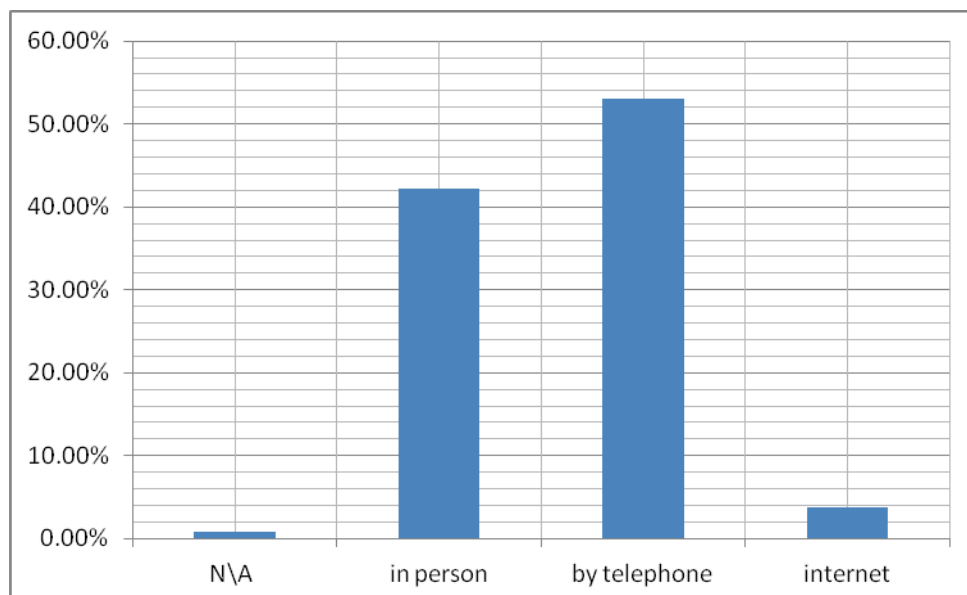
3b the questions that related to these priorities were:

(see graphs below)

When did you last see a doctor at the GP surgery?



How do you normally book your appointment to see a Doctor or Nurse at the surgery?



In the present survey the appointments were booked as above with:-

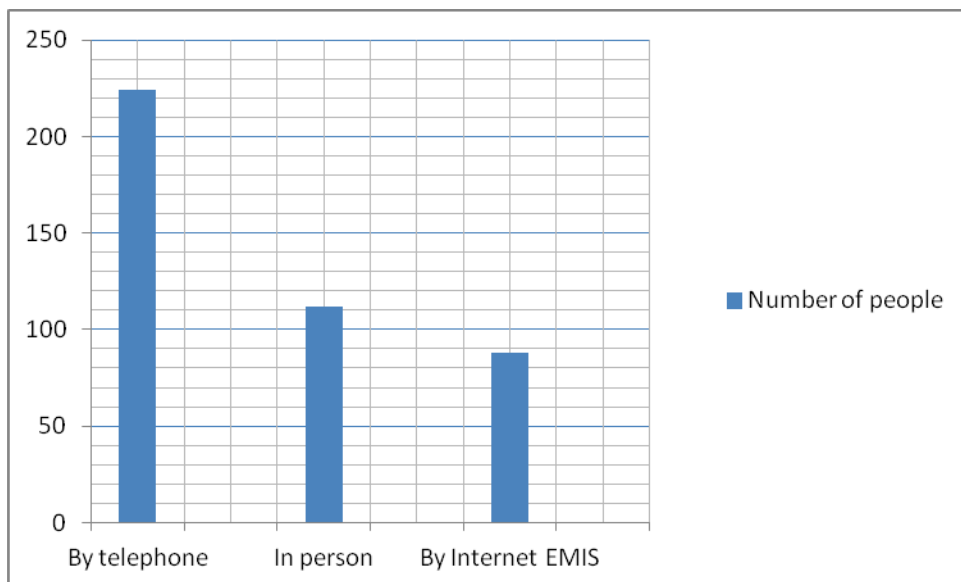
42.2% booked in person. 53.1% booked by telephone.

3.8% by Internet EMIS 0.9% did not make a choice.

March 2012:

39.3% booked in person, 53% booked by telephone, 7.7% booked by Internet EMIS.

Which of the following methods would you prefer to use to book an appointment at the surgery?



In the present survey the methods patients would prefer to use are:

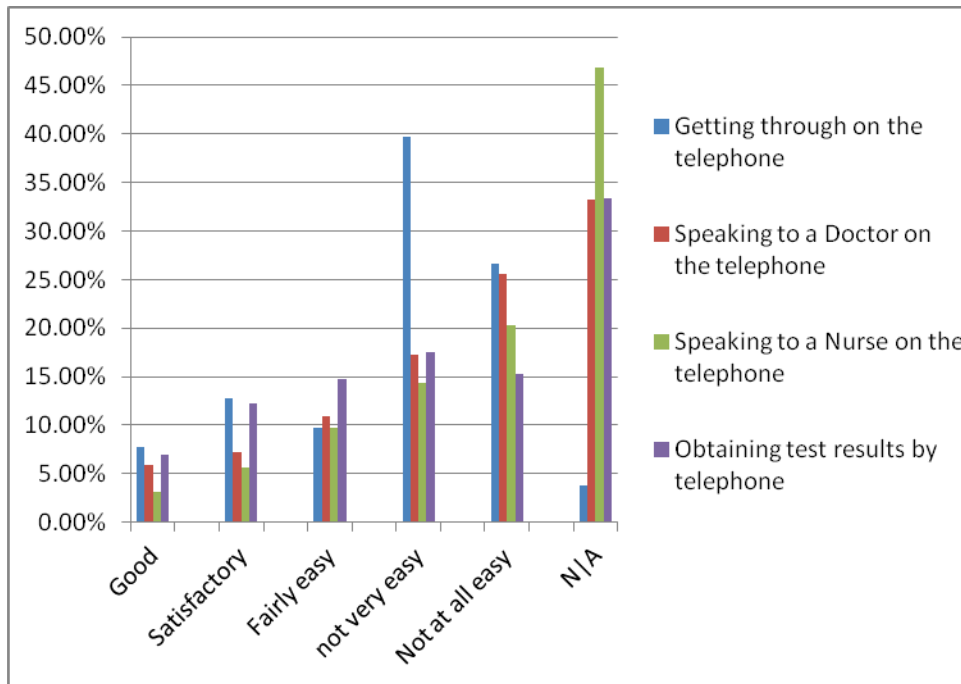
224 patients would like to book by telephone.

112 patients would like to book in person.

88 patients would like to book by internet.

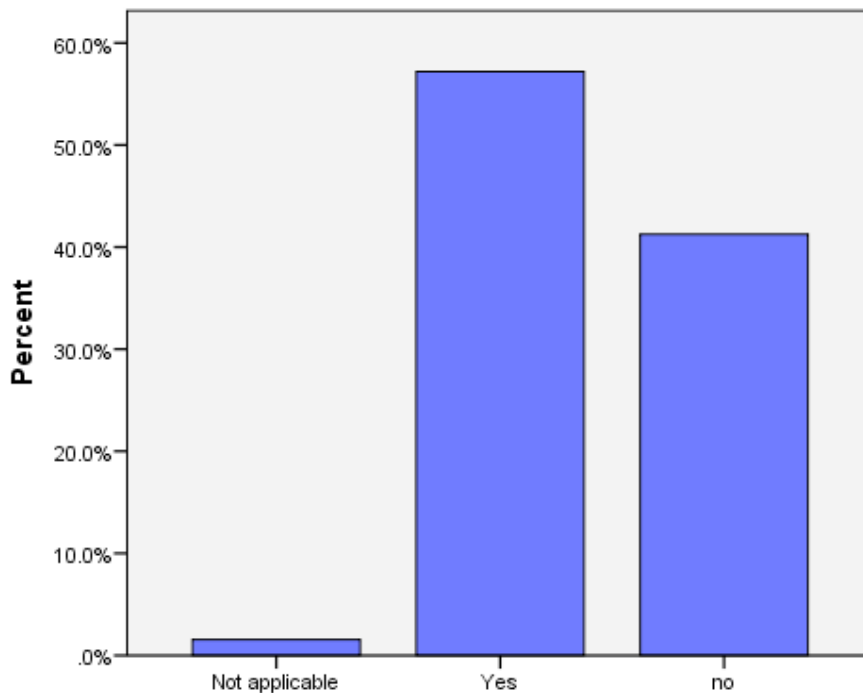
Some patients chose more than one alternative method so the overall figure comes to more than 320.

In the past six months how easy have you found the following?

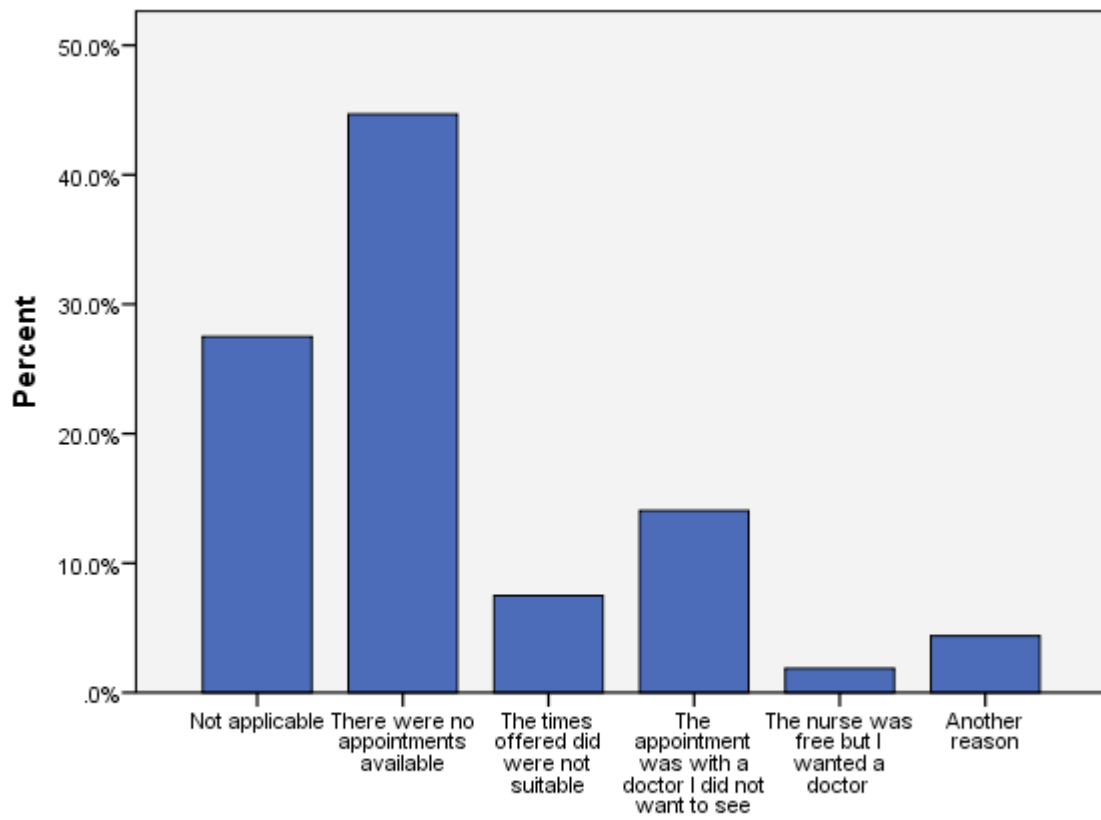


This graph could not be compared to March 2012 as some of the questions were slightly different. However it seems it has become more difficult to speak to a doctor or nurse and to obtain blood test results. In March 2012, getting through on the telephone was not in the present question a comparison cannot be made.

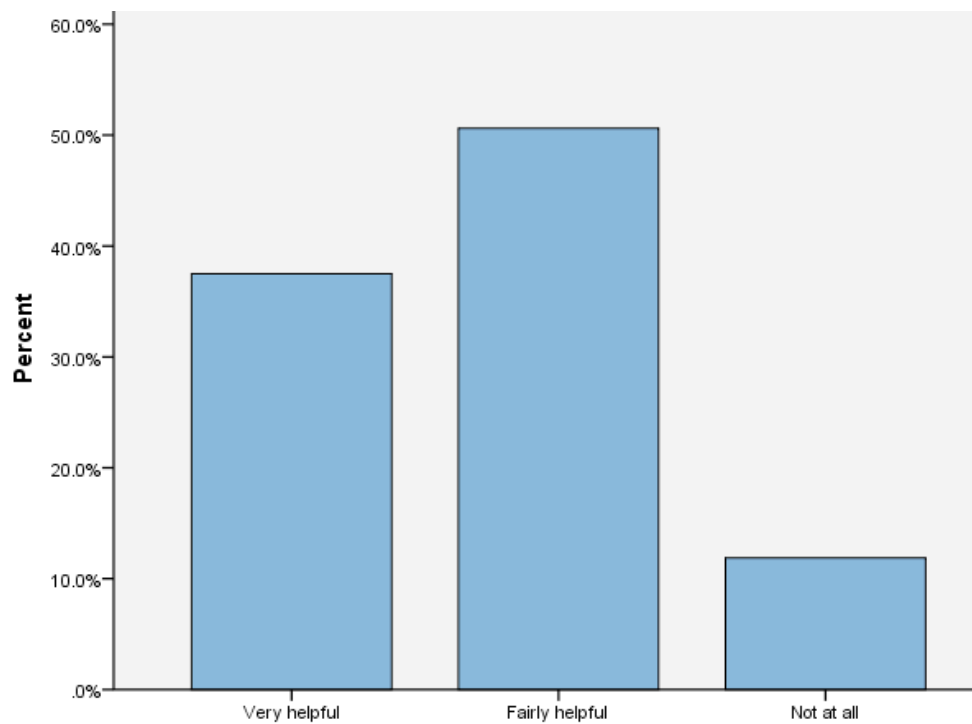
In the past 6 months have you tried to see a doctor fairly quickly?



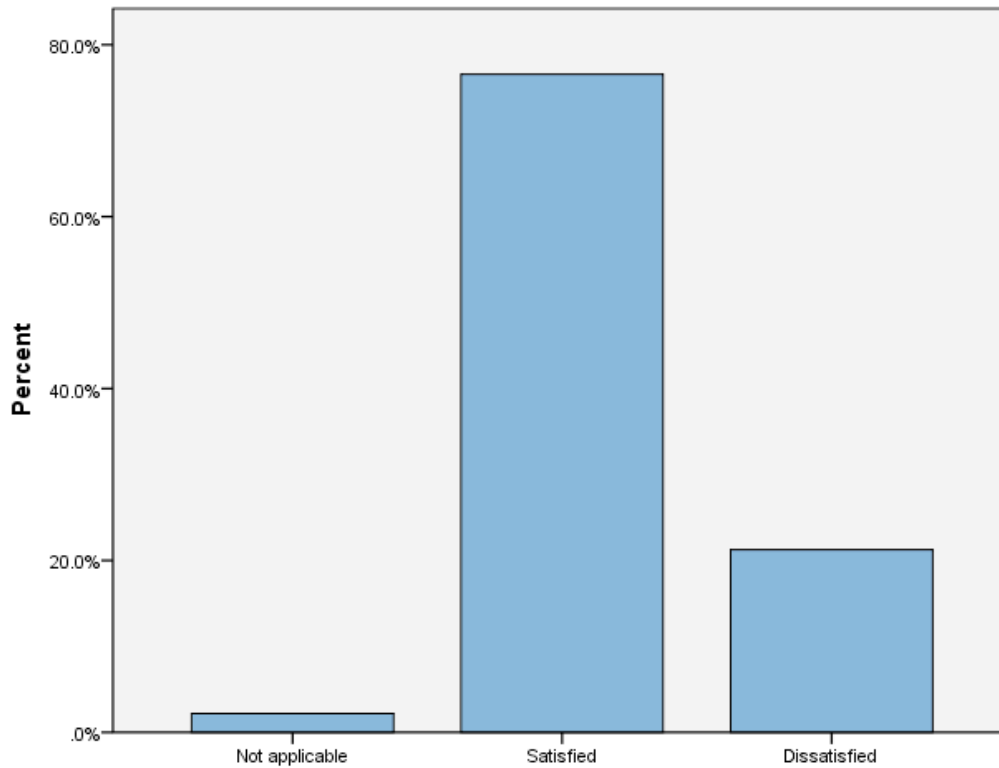
If you were not able to be seen in the next two days, why was that?



How helpful do you find the receptionists at the surgery?



In general how satisfied are you with the care you receive at the surgery?



The results for this section are very positive, as generally when in discussion with patients there seems to be a lot of dissatisfaction.

What do you feel we could offer to improve the quality of our service to you at Newbury Park Surgery?

This was in the form of an open question, in order to encourage the patients to mention any issues they felt strongly about and any suggestions that they may feel would enhance the patient experience.

The majority of the comments focused on the having to wait too long before the telephones were answered (24.3% of the people that commented). This was followed by the attitude of the receptionists, the general unhelpfulness and rudeness, (18.3% of the people that commented). However, positive comments were also made regarding the receptionists, such as, kind and helpful (8.7% of the people that commented). Some patients said that they would like more opening hours (12.9% of the people that commented). Other comments that were made were that the emergency appointment system needs to be improved and being able to see the doctor of choice when required

4a Survey findings - Continued issues with telephone, need more awareness of internet and telephone key pad options for booking etc. The survey reflected satisfaction with reception staff however in house comments do not reflect this. Dissatisfaction with emergency appointments procedure. Patients requesting longer opening hours

4b surgery findings were reported to the PRG via open day, posters in the surgery information at reception and posted on practice website

4c changes the practice would like to make in light of survey findings are:

- Practice manager to move office closer to reception to monitor issues more closely
- Look at alternative way of managing urgent appointments ie walk in service with nurse practitioner
- More prominent information regarding internet and key pad for bookings/cancellations

4d Recommendations from the PRG based on the surgery findings are as above

4e Agreement has been reached with the Group on the changes to be made

4f Changes the practice cannot make are an increase in opening hours due to funding issues

4g Changes the practice will make:

- Practice manager to move office closer to reception to monitor issues more closely
- Look at alternative way of managing urgent appointments ie walk in service with nurse practitioner
- More prominent information regarding internet and key pad for bookings/cancellations

5 Action Plan 2012/13

| | Action | Person Responsible | Completion date | Review |
|----------|--|---------------------------|------------------------|---|
| 1 | Practice manager to move offices | Practice manager | March 2013 | Several incidents have been resolved |
| 2 | Look at alternative way of managing urgent appointments | Practice manager | June 2013 | To early to report |
| 3 | More prominent posters for alternative ways of booking appointments | Practice Manager | April 2013 | To early to report |

Update on action plan for 2011/12

Less waiting around at reception for new registrations since booking system introduced

Patients now seen more in order of arrival when arriving for emergency appointments

Reception staff completed NVQ in customer care

Pen and paper made available at the reception desk for patients to write down their symptoms if they do not want to be overheard.

Despite promotion of internet and telephone keypad booking patients still prefer to call within opening hours

6a Premises are open: Mon – Fri 8am – 6:30 pm (5pm thurs)

Access can be made in person, via telephone for all enquiries and the internet (for booking/checking/cancelling appointments)

6b we offer extended hours each Saturday for nurse appointments

10:00am – 12:30pm

7 The report is published on the practice website

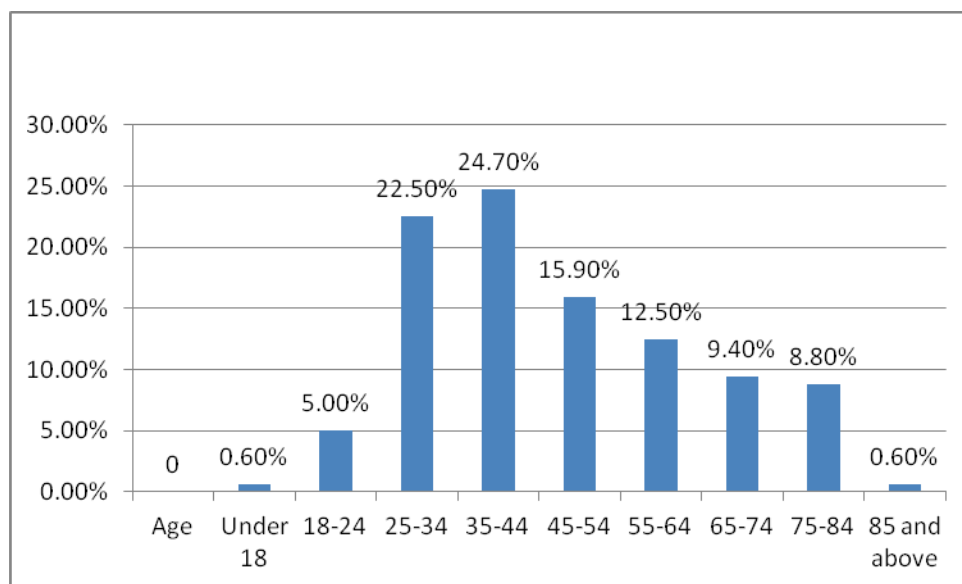
www.newburygrouppractice.co.uk also posters will be prepared by the PPG for putting on notice board in the surgery

PRG and Practice profile breakdown

Gender

| | PRG profile | Practice Profile |
|---------------|--------------------|-------------------------|
| Male | 41.2% | 58.8% |
| Female | 58.8% | 50.5% |

Age group

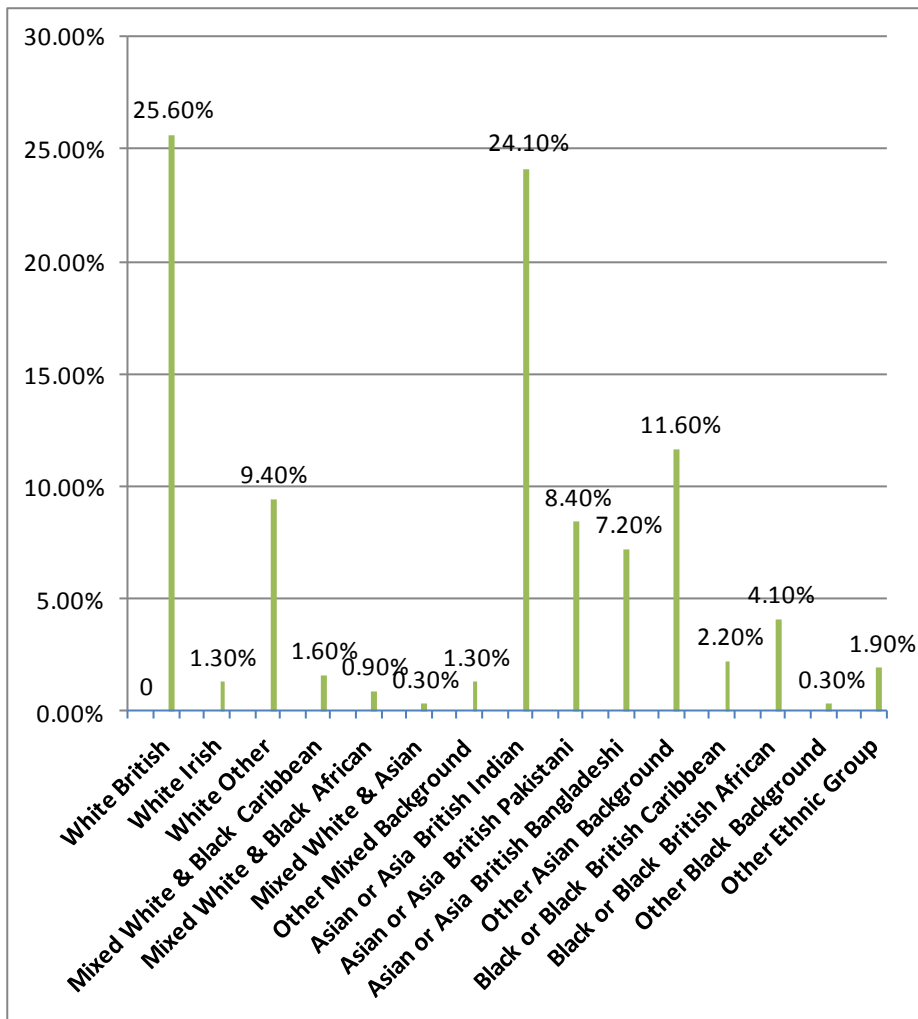


| Patient Survey | Percentage PRG | Practice demographics. |
|----------------|----------------|------------------------|
| Under 18 | 0,6% | 25% |
| 17 - 24 | 5.0% | 10% |
| 25 - 34 | 22.50% | 19% |
| 35 - 44 | 15% | 24.70% |
| 45 - 54 | 15.90% | 12.0% |
| 55 - 64 | 12.5% | 8.5% |
| 65 - 84 | 18.2% | 9 |
| 85+ | 0.60% | 1.5% |

Ethnicity

| Patient Survey | Percentage PRG | Practice demographics. |
|-----------------------------------|----------------|------------------------|
| White British | 25.6% | 16% |
| White Irish | 1.3% | 0.5% |
| White Other | 9.4% | 10% |
| Mixed White & Black Caribbean | 1.6% | 0.2% |
| Mixed White & Black African | 0.9% | 0.1% |
| Mixed White & Asian | 0.3% | 0.8% |
| Other Mixed Background | 1.3% | 1% |
| Asian or Asia British Indian | 24.1% | 24% |
| Asian or Asia British Pakistani | 8.4% | 10.2% |
| Asian or Asia British Bangladeshi | 7.2% | 8.7% |
| Other Asian Background | 11.6% | 16% |
| Black or Black British Caribbean | 2.2% | 2,8% |
| Black or Black British African | 4.1% | 3.2% |
| Other Black Background | 0.3% | 0.5% |
| Other Ethnic Group | 1.9% | 6% |

Bar Graph of Ethnic Groups represented in survey.



Signature on behalf of practice *K Wilson*

Name of Signatory Karen Wilson

Date 2nd March 2013