

Newbury Group Practice (F86060)

Patient Group Survey 2013/14

As usual, process used for recruitment included face to face discussions with members of the patient participation group or reception staff. We also held another 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. PPG members also approached patients at our annual Saturday flu clinic.

Most age groups and ethnicities were well represented. Once again, 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 have created a virtual group of under 25's that we hope to engage through e mail.

Areas of priority agreed with the group were:

1. Access to book appointments
2. Interaction with reception staff
3. Availability of appointments
4. Emergency appointments
5. Telephone consultations
6. PPG Members

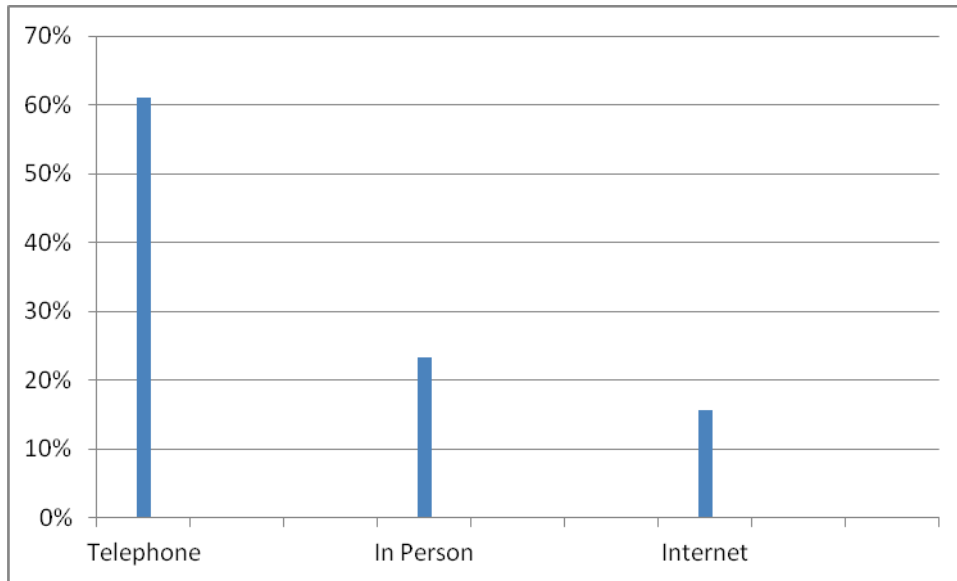
The priorities were decided based upon the results of last year's survey to see if changes made had improved survey results. Also via discussion at the monthly meetings and analysis of the open day suggestions

The survey period was October 2013 – February 2014, distribution was in surgery via reception staff, PPG representatives, and the Doctors and nurses during the consultation. As previously 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.

the questions that related to these priorities were:

(see graphs below)

1. Which method do you prefer to use to book your appointment?



In the present survey the methods patients preferred to use were:-

61.1% (173Patients) preferred to book be telephone.

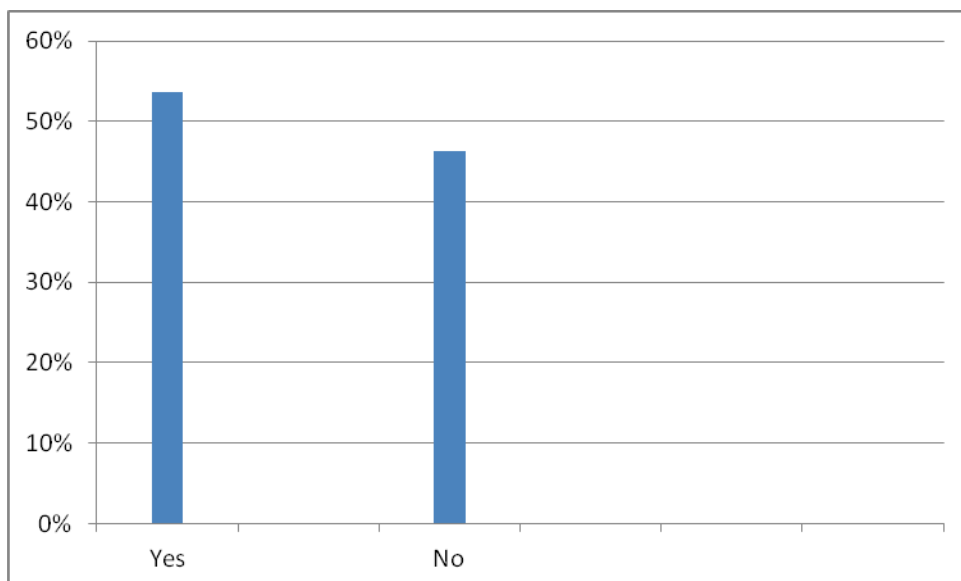
23.3% (66 patients) preferred to book in person.

15.6% (44 patients) preferred to book by Internet EMIS.

In March 2013:

53.1% booked by telephone, 42.2% booked in person and 3.8% booked by Internet EMIS.

2. Do you feel access to appointments has improved?

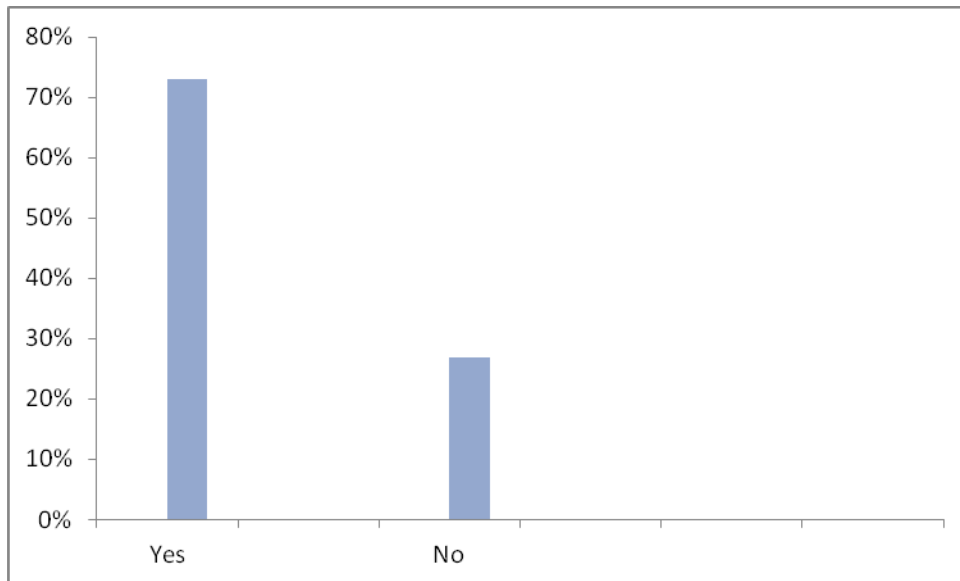


53.7% of patients felt that access to appointments has improved.

46.3% of patients felt that access to appointments had not improved.

This question cannot be compared to the 2013 survey as it was not asked in the same way.

3. Did you know that telephone consultations with a Doctor are available?

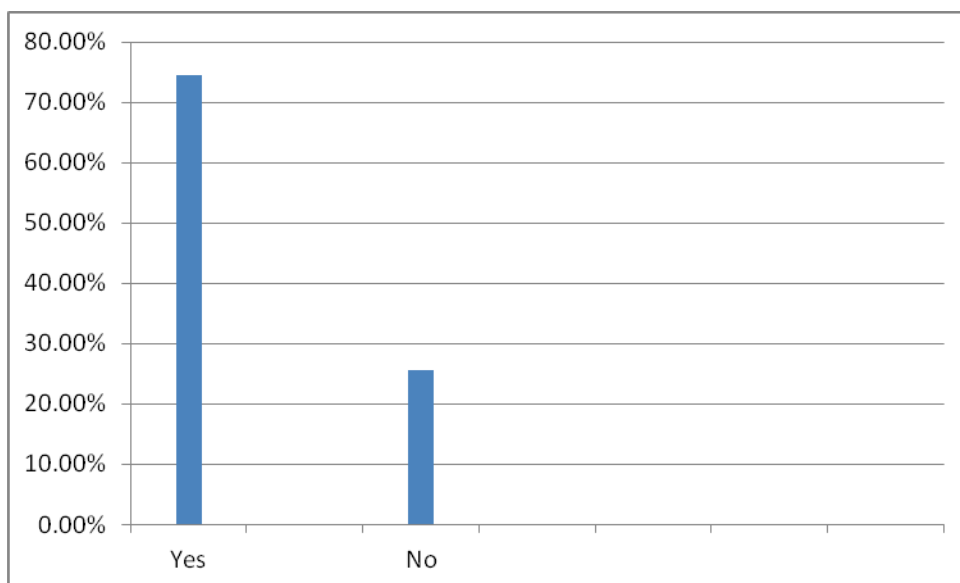


73.1% of patients were aware that telephone consultations were available with the Doctor.

26.9% of patients were not aware that telephone consultations were available with the Doctor.

This question cannot be compared to the 2013 survey as it was not asked in the same way.

4. Did you know that the Emergency Appointment system is facilitated by a Nurse Practitioner, with availability to a Doctor if required?

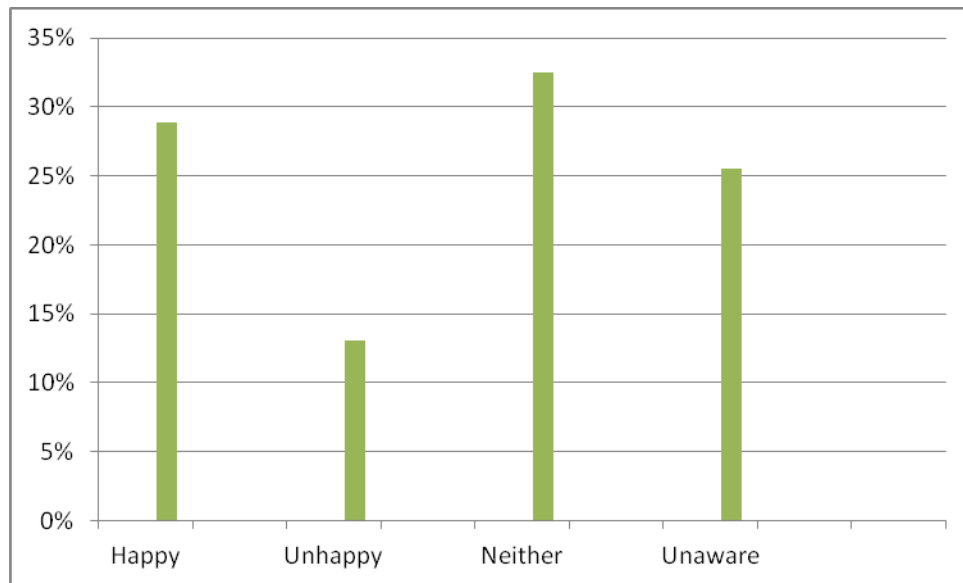


74.6% of patients were aware of this service.

25.4% of patients were not aware of the service.

This question cannot be compared to the 2013 survey as it was not asked in the same way.

5. If you are aware of the Emergency Appointment System how do you feel about it?



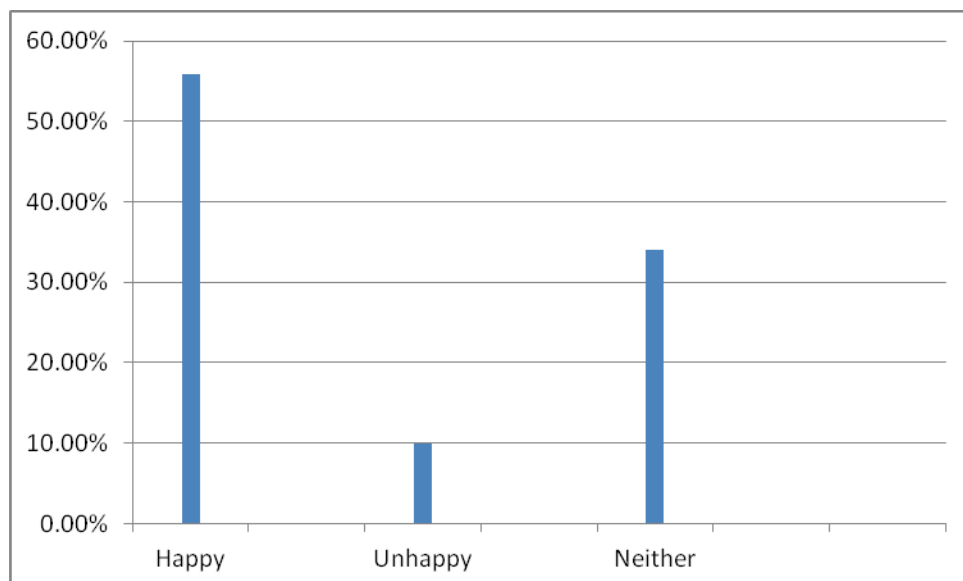
28.9% of patients are happy with the Emergency Appointments system.

13.1% of patients are unhappy with the Emergency Appointments system.

32.5% of patients are neither, unhappy or happy with the system.

25.5% of patients are unaware of the system.

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

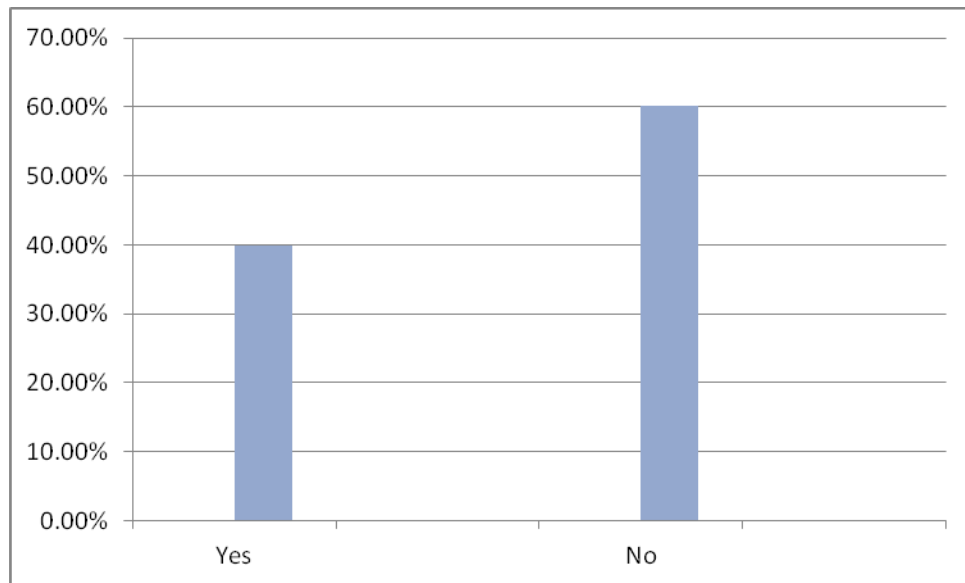


55.8% of patients are very satisfied with the care they receive at the surgery.

9.9% of patients are not satisfied with the care they receive at the surgery.

34.3% were neither satisfied nor dissatisfied with the care they receive at the surgery.

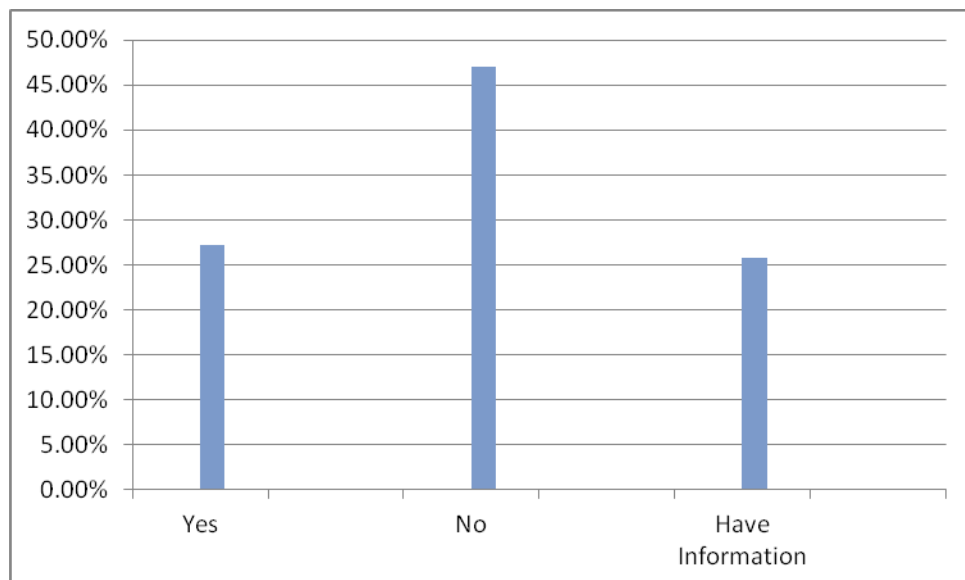
7. Are you aware of the Patient Participation Group?



39.9% of patients were aware of the Patient Participation Group.

60.1% of patients were not aware of the Patient Participation Group.

If you are not aware of the Patient Participation Group, would you like some more information?



27.2% of the patients said they would like more information about the group.

47.0% of the patients said they did not want any information about the group.

25.8% of the patients said they already had information about the group.

Survey findings – consistent with last year despite changes made, including continued issues with telephone, more awareness of internet and telephone key pad options for booking etc required. The survey reflected increased satisfaction with reception staff however in house comments do not reflect this.

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

Changes the practice would like to make in light of survey findings are:

- Patient education of services available
- 3 monthly satisfaction surveys as inconsistency showing between survey and vocal comments.
- Increased information regarding internet and key pad for bookings/cancellations
- Notice boards in reception to be changed monthly

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

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

There are no changes noted that the practice are unable to make at this time.

Changes the practice will make:

- Patient education of services available
- 3 monthly satisfaction surveys as inconsistency showing between survey and vocal comments
- Notice boards to be changed monthly
- Increased information regarding internet and key pad for bookings/cancellations

Action Plan 2013/14

| | Action | Person Responsible | Completion date | Review |
|----------|--|-------------------------------|------------------------|-----------------------|
| 1 | Patient education of services available | Practice manager + PPG | July 2014 | September 2014 |
| 2 | 3 monthly satisfaction surveys as inconsistency showing between survey and vocal comments | Practice manager + PPG | Ongoing | September 2014 |
| 3 | Notice boards to be changed monthly Increased information regarding internet and key pad for bookings/cancellations | PPG | Ongoing | September 2014 |

Update on action plan 2012/13

Although there were continued issues with the telephone system there has been an improvement in people using the Internet Emis system to book appointments. This may be due to PPG group members educating patients on how to access the Emis system during Open Days and also information leaflets provided by the surgery. However further awareness needs to be made to patients as the numbers using the telephone system could be improved further.

A mobile number has also been provided for people to cancel appointments through text messaging as patients were saying they did not cancel appointments as they could not get through on the telephone.

A new Emergency appointment system has been implemented using a nurse practitioner and in general patients seem to be happier with the system.

The ongoing comments slips given to patients when speaking to reception staff has provided very positive feedback about their interaction with the receptionists and over 90% of the slips were complimentary. This is however inconsistent with comments when talking to patients on an individual basis.

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

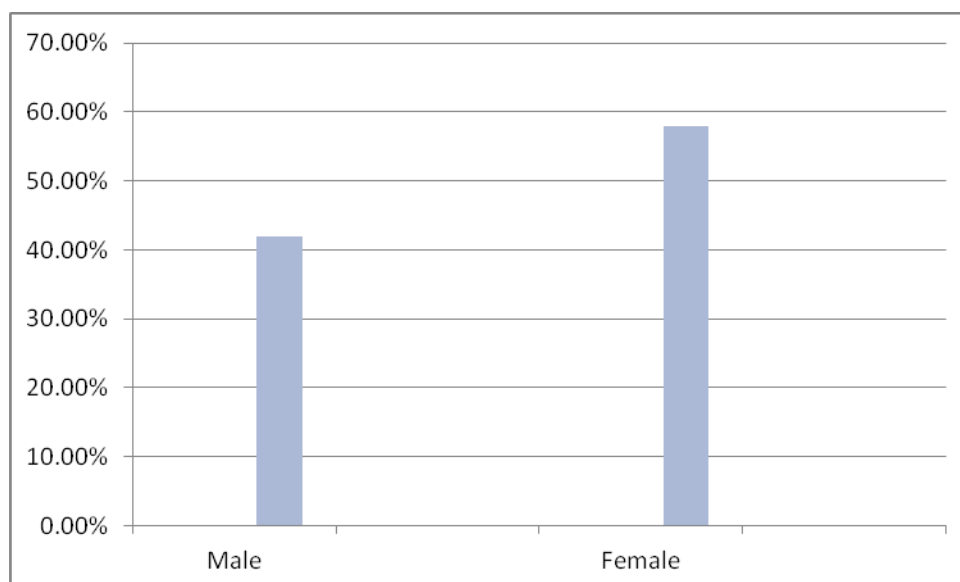
we offer extended hours each Saturday for nurse appointments

09:00am – 11:30am

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

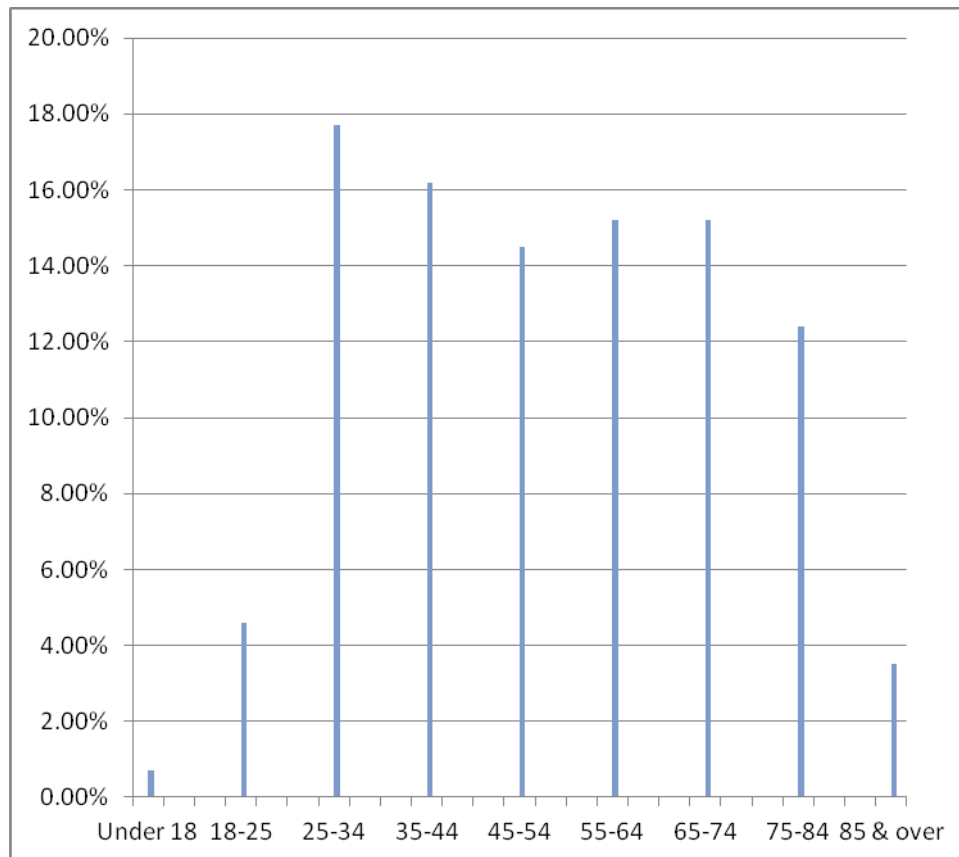
Are you Male or Female?



42% of patients were Male. 58% of patients were Female.

| Gender | PRG profile | Practice Profile |
|---------------|--------------------|-------------------------|
| Male | 42.0% | 58.2% |
| Female | 58.0% | 41.8% |

How old are you?



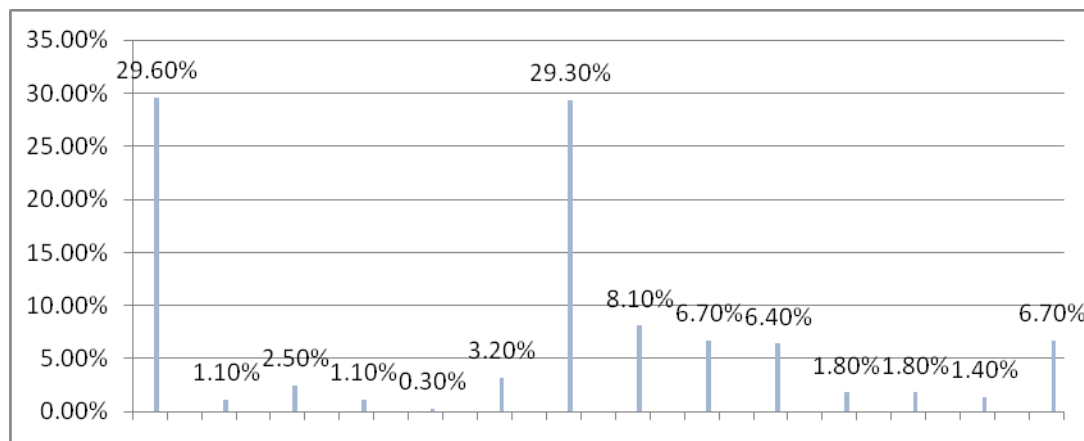
0.7% were under 18, 4.6% were 18-25, 17.7% were 25-34, 16.2% were 35-44, 14.5% were 45-54, 15.2% were 55-64, 15.2% were 65-74, 12.4% were 75-84 and 3.5% were 85 and over.

| Patient Survey | Percentage PRG | Practice demographics. |
|-----------------------|-----------------------|-------------------------------|
| Under 18 | 0.7% | 14.2% |
| 17 - 24 | 4.6% | 10% |
| 25 - 34 | 17.7% | 19.8% |
| 35 - 44 | 16.2% | 26.1% |
| 45 - 54 | 14.5% | 12% |
| 55 - 64 | 15.2% | 8.5% |
| 65 - 84 | 27.6% | 8% |
| 85+ | 3.5% | 1.4% |

Ethnicity

| Patient Survey | Percentage PRG | Practice demographics. |
|-----------------------------------|----------------|------------------------|
| White British | 29.6% | 16% |
| White Irish | 1.1% | 0.5% |
| White Other | 2.5% | 10% |
| Mixed White & Black Caribbean | 1.1% | 0.2% |
| Mixed White & Black African | 0.3% | 0.1% |
| Mixed White & Asian | 3.2% | 0.8% |
| Asian or Asia British Indian | 29.3% | 24% |
| Asian or Asia British Pakistani | 8.1% | 10.2% |
| Asian or Asia British Bangladeshi | 6.7% | 8.7% |
| Other Asian Background | 6.4% | 16% |
| Black or Black British Caribbean | 1.8% | 2,8% |
| Black or Black British African | 1.8% | 3.2% |
| Other Black Background | 1.4% | 0.5% |
| Other Ethnic Group | 6.7% | 6% |

Bar Graph of Ethnic Groups represented in survey.



Signature on behalf of practice *K Wilson*

Name of Signatory Karen Wilson

Date 17th March 2013