

# Patient Group Survey and Report

## A summary of the activities of any Patient Reference Group and achievements / deliberations during the period

The Patient group for the practice was developed in the autumn of 2011. The initial priority of the group was to establish the areas in the practice which patients would most like to see an improvement. It was felt if this area could be addressed even in a small way it would encourage further membership once people realised they could make a difference if they engaged with the group.

## The demographics of the Patient Reference Group and a comparison to the matching practice patient demographic data

Ethnicity	Practice %	PPG %
British White	16	44
Black	6	
Mixed race	2	
Indian	30	28
Pakistani	12	11
Bangladeshi	10	
Sri Lankan	16	16
Other white	6	
Chinese	2	

Age	Practice %	PPG %
20 - 29	22	5
30 - 39	25	23
40 - 49	19	5
50 – 59	14	11
60 – 69	10	28
70 – 79	6	23
80+	4	5

Our aim was to have a patient group representative of our patient profile. Currently 18 people have expressed an interest in the group however not all are able to be present at the monthly meetings. To recruit new members our patient group chair person regularly comes in at least once per week to encourage patient involvement and decision making within the practice. During these sessions she was particularly focusing on the areas less represented in the group. We also advertise the group in the surgery and we have attached notes to patients repeat prescriptions. We are in the process of collecting patient e mail addresses with a view to encouraging patients who do not visit the surgery regularly to have the opportunity to give their views. The practice encourages PRG membership and promotes this opportunistically and at new patient registrations.

We are still struggling in some areas at present (namely Black, Bangladeshi and Mixed race patients, also those from the 20 – 29 and 40 – 49 age group) and will with the support of the current PPG members continue to encourage new members in the less represented areas. The group and practice are very keen to increase efforts to constitute a fully representative group. The group meet regularly on the first Saturday of each month. It is envisaged that they will survey patients both face to face and as a virtual group at least twice per year

## A summary of findings of the patient survey, the discussions between the practice and the PRG, and the agreed outcomes

To find the initial priorities and issues for the practice, patients were asked what three services/areas would they like to see improved at the surgery. These questions were circulated by members of the PPG having face to face discussions; also patients attending for appointments were asked by practice staff. We also included common themes from complaints received. It was agreed to keep to a minimum the number of questions to encourage engagement. The results from the initial and subsequent discussions between the practice and the PPG members formed the basis, content/emphasis for the practice patient survey.

Survey monkey and paper forms in house were used for the collection of data. 181 completed surveys were received back. The survey was analysed internally using practice staff and PPG members to log the data and produce the necessary spread sheets for analysis

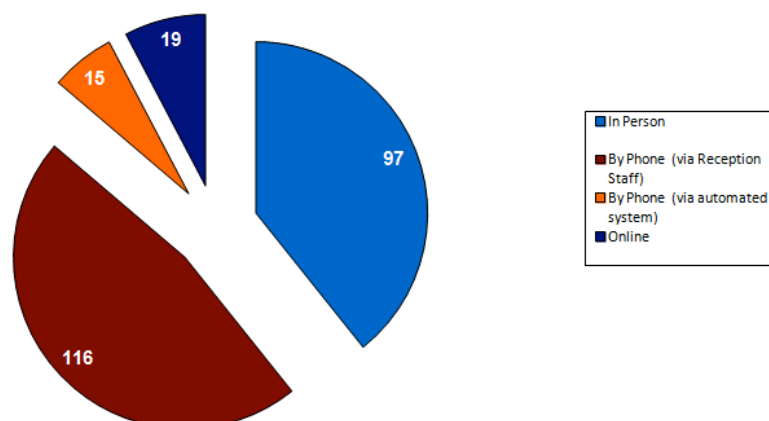
The PPG were provided with the survey results as the basis for a discussion meeting on 3<sup>rd</sup> March 2012, at this meeting the priorities were identified by the group and an action plan developed.

The survey results will be available to patients in the surgery via newsletter type media and posters. Also the report will be made available on the practice website [www.newburygrouppractice.co.uk](http://www.newburygrouppractice.co.uk) and my health London website [www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk). Opportunity for patient feedback will be made available via the comments box in reception.

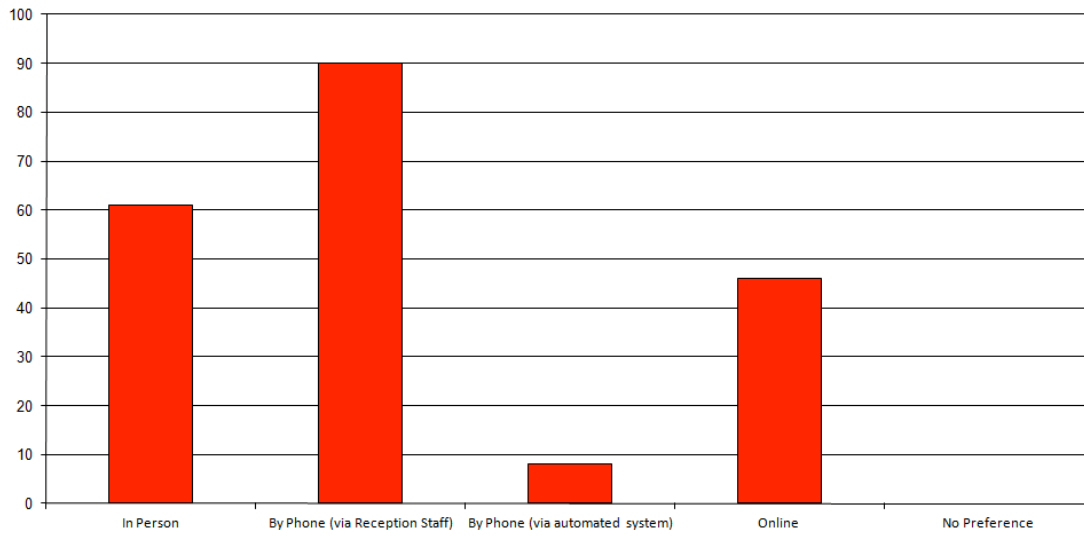
As a result of the survey we have not changed our opening times. They are 8am – 6:30pm Mon-Fri (5pm on thurs). You can call the surgery during these times on 0208 554 1094/3944. Outside of these times please call 0845 075 0497. We also open on a Saturday morning 9:00 – 11:30 for practice nurse appointments.

## Survey results

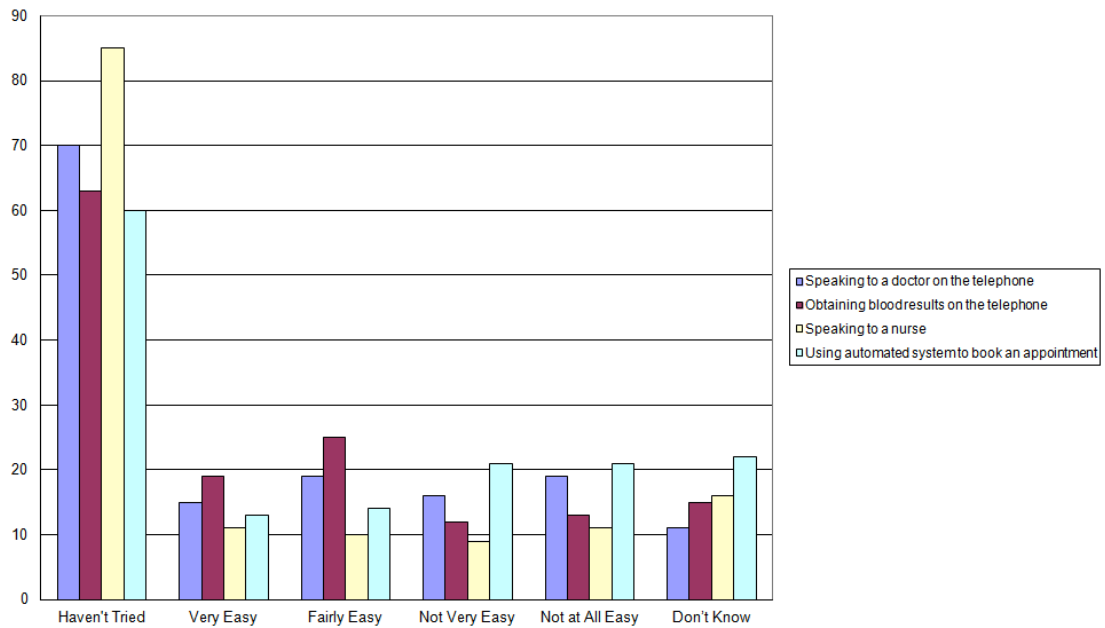
How do you usually book your appointments to see a doctor or nurse at the surgery?



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

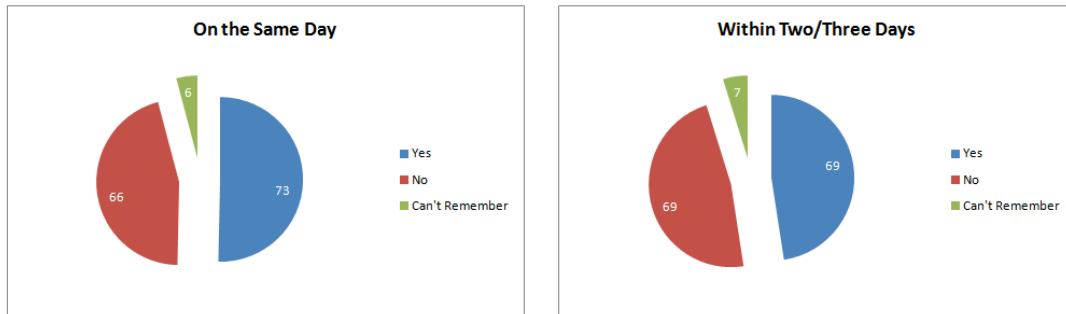


In the past six months how easy have you found the following?

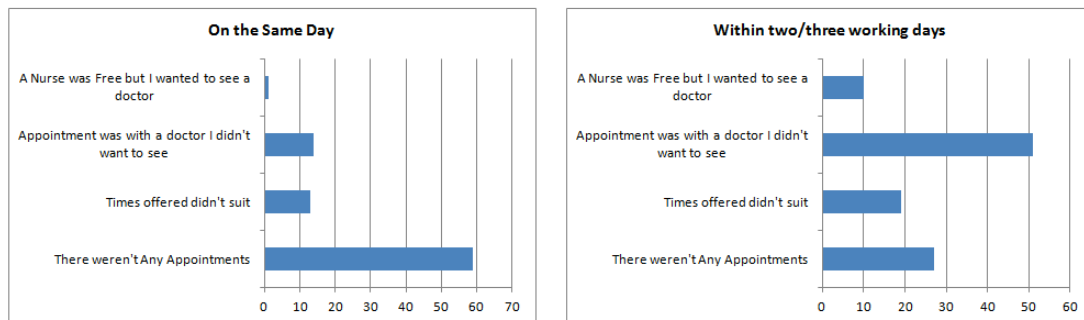


Think about the last time you needed to be seen fairly quickly, i.e. on same day or within two/three working days. Were you able to see a doctor or nurse on the same day or within two/three working days, excluding Saturday and Sundays.

**When Were you Seen?**



**If you were not able to be seen on the same day or within two/three working days what was the reason?**



**Discussion**

Most concern was raised around the comments received on the survey. The group therefore decided to focus on the following issues

- i. Getting through on the telephone
- ii. Long queues at reception
- iii. Emergency Appointments
- iv. Routine Appointments
- v. Unhelpful staff
- vi. Confidentiality

### **Action plan**

- i. Increase promotion of internet booking and telephone key pad booking  
Both of these patients are able to access outside working hours
- ii. New patients wishing to register with the practice to be given set times to come in  
Alter the current queuing system to accommodate a window for queries, one for collecting prescriptions and one for appointments
- iii. Ensure that all doctors are ready to start seeing emergencies at 11am
- iv. There are an enormous amount of appointments that are booked and the patient fails to attend. This results in wasted appointments and longer waits to see a doctor of choice. Look at the possibility of sending text messages to patients to remind them of their appointments. To send letters to patients who fail to attend an appointments more than twice
- v. All regular reception staff to complete an NVQ in customer care by end of 2012
- vi. The reason for asking for details of why a patient needs to be seen is to ensure that the patient is seeing the correct clinician. Therefore pen and paper will be made available at the reception desk for patients to write down their symptoms if they do not want to be overheard.