

Local Patient Participation Group report, patient satisfaction survey and action plan. March 2014

The patient participation group; history and current recruitment.

The Patient Participation Group (PPG) was established in November 2011. Initially we recruited via personal invitation, advertisements on the web site, noticeboards in the surgery, and on the patient call in screens, as well as information about the group being placed on the right hand side of prescriptions. We have tried to have a mix of long standing patients and newly registered patients although we have found that the long standing patients are keener to be involved in the group. This can be beneficial as they are aware of developments that have taken place to improve the services over the years. However there is also a benefit in involving patients who are newly registered who may bring ideas about systems that they have seen used well in their previous surgeries. We generally try to encourage patients who raise concerns or complaints to become involved in the group and some have done so. It is disappointing that many patients express an interest in joining the group but do not then subsequently come to meetings or respond to messages. We have an e-mail circulation list which enables us to share information with the group quickly. We are aware that this is not the preferred option for all the group members and so ensure that we note whether group members wish to be contacted by post, e-mail or text.

We care for patients in a residential care home but the home has been unable to provide a staff member to attend the meetings. We contact the manager for general feedback and to make them aware of the survey results. Patients from the other two care homes attend the surgery and so would be able to participate in the survey and be aware of information in the waiting rooms publicising the survey results. One resident from the care home is able to attend the group meetings.

We have tried to recruit students to the group but have had very few who have been able to attend the meetings. We continue to have contact with the De Montfort Students Union Welfare Vice President who has attended the meetings, met with one of the managers and has been contacted for specific feedback about the survey.

We continue to actively promote the group both through personal contact and advertising in the surgery. We have had some well attended meetings this year and some interesting discussions. Unfortunately personal circumstances and health issues have prevented some of our longest standing members of the group from attending recently.

We tried to establish a virtual patient participation group and sought advice from NAPP about how to go about this. The initial response was good but although some patients wished to participate in this we have not managed to have any useful feedback using this group. The numbers of patients who were keen to join the virtual PPG was disappointing considering that we sent text messages to all of our patients who have consented to text messaging, totalling about 15,000 patients, and received 8 positive responses. Those who expressed an interest did not subsequently respond to contact asking for comments or suggestions.

We have worked with De Montfort University this year to recruit student volunteers to work with the PPG. We advertised on De Montfort University website particularly for health science students. A member of the PPG and a representative from both the university and the practice interviewed the applicants. 3 volunteers were appointed but one was subsequently unable to continue to volunteer. It was hoped that the students would have ideas about how to encourage student involvement in the PPG. The students have only been volunteering for the last two months but have already met with the manager to discuss their ideas, attended one of the group meetings and spent some time talking to patients in the waiting room about the survey results, on-line access and the group meetings in order to try to raise the profile of the PPG and awareness about the on-line services. The most recent PPG meeting was well attended and this may have, in part been due to the activity undertaken by the student volunteers.

We have had feedback previously about some of the physical access issues at the surgery from a patient with physical disabilities. We are fortunate in having a newly built surgery with lift access to the first floor and automatic doors so the disabled access to the surgery is generally very good.

We have discussed the timing of the group meetings with the group members and changed the day that the meetings were held in order to facilitate better attendance. With the help of the new student volunteers we may try to organise a meeting during the day in order to encourage attendance from patients who may not wish to attend in the evening. It is also helpful that one of the student volunteers speaks a number of other languages which may help patients to attend who would usually require a translator. This may be particularly helpful in gaining the views of women for whom English is a second language and tend to have to be accompanied by a family member who translates for them.

We feel that we have made considerable efforts to encourage participation and gain the views of a representative group of patients in terms of occupation (student or non-student, and employment status) gender and ethnicity. It is encouraging that some of the newest members are all of student age.

Patient participation group members

We now have more than 30 members of the PPG and hope to be able to continue to recruit new members and encourage attendance from patients who have been involved over the last couple of years. The practice population is very diverse, being about 50% students and 50% non-students with an extensive range of cultural, language and ethnic backgrounds. Although we have a comparatively low number of students who attend the group more than half the surveys completed were by patients between the ages of 18 and 34 (169) and 114 of these stated that they were in fulltime education. We also have contact throughout the year with the student welfare officer for De Montfort University student's union and have 2 student volunteers. The gender, ethnicity and age of the group members is indicated in the table in appendix A and can be compared with the practice profile from both the AQR data (Annual Quality Review) and information available from systm1 (Appendix B). The table below indicates the age ranges and percentages for the group members. This is highest percentage of student participation to date and is very encouraging.

Age range	PPG Members within this age range	Expressed as a percentage of the total group
18-34	8	24%
35-65	23	70%
65+	2	6%

Decisions about issues to be included in the patient survey, discussed in November 2013

The group were generally pleased with the survey that we had used the previous year. We agreed that it was fairly long but were unable to see which questions could be removed without affecting the information that we would collect. We had undertaken some additional surveys during the year last year to clarify information about continuity of care. We did not feel that we could include these in the survey as it would make the survey too long. The following minor changes were agreed.

- Before the comments box after the question about on-line booking" If you have tried to book on-line but have experienced problems, it would be helpful if you could explain what these were".
- After the questions about the specialist clinics and the text box for responses we would like to add the following questions;
Did you know that the surgery had a Patient participation group?

Yes

No

If you would like to attend the Patient Participation Group meetings, please speak to one of the receptionists. Have a look at the web site for more information about the group.

- We discussed altering the ethnic groups section at the end of the questionnaire but eventually agreed to just change “Chinese” to “Chinese or East Asian”.

There was a lot of discussion about the ethnicity questions. It was suggested that people might like to use their own words to describe their ethnicity but the concern was that we would end up with too many different descriptions. It was accepted that this is a difficult area and we will continue to give consideration to this in future surveys.

The previous year’s survey was circulated to all group members electronically or as a hard copy prior to the meeting in November. The minutes with the suggested changes to the survey were circulated and there were no further comments or suggestions.

At the meeting in March when there were several new group members there was further discussion about the survey and the survey group size. These comments will be taken into account when designing and using the next survey

Patient survey How and who?

The survey was given to patients attending the surgery during 10 days in January. There were notices on the call in screen and reception staff actively encouraged all patients to complete the survey. The 2 student volunteers came in to give out surveys in the waiting room and took the opportunity to talk to patients about the survey. The survey was put onto the web site and could be completed electronically. The uptake for this was poor, despite advertising this facility, and most surveys were completed manually and entered electronically by members of the admin team. The survey results were compiled using the facility offered by the website. We collected 265 completed surveys. We have discussed this in previous years and feel that this gives us a good representation of patient’s views and collecting a higher number of surveys does not alter the results. However some new members of the group who attended the meeting in March felt that we should try to increase the number of surveys completed next year. We will particularly try to increase the number of surveys completed electronically. The survey results (numerical and free text response are attached in appendix C)

The main residential care home cared for by the practice was contacted. The senior staff member was asked for her views about the service provided by De Montfort surgery, including the areas that would be of most relevance to the care home, such

as ease of access when requesting a visit and issues relating to repeat medication, as well as the more general aspects of patient care.

The senior staff member said that they were pleased with the service that they received from the surgery and that “everyone was really good”. She said that they were particularly pleased with the continuity of care that they received as one of the GPs from the practice visits every 2 weeks and is well known and liked by the patients and staff. All the other GPs have been good although they felt that some GPs were more likely to visit than others. There was a misunderstanding recently about a visit delegated to the Emergency Response Service by the on-call doctor, as the home had not understood that this was how the ERS was supposed to be used. The manager explained the rationale behind the initiation of this service by the CCG which clarified the situation for the staff member. They felt that the repeat medication ordering service worked well and had no other suggestions or comments.

The Student welfare officer for the student’s union was contacted about the survey results for her comments. She was pleased with the results. No specific concerns have been brought to her in her role as welfare officer. She was however aware of comments relating to some difficulty getting appointments. The manager clarified the situation relating to immediate access, pre-bookable appointments and the role of the on-call GP. She did not feel that students were sufficiently aware of this information. The information is available on the website and advertised in the surgery. The student’s union has similar problems with disseminating information to students and she did not have any suggestions about how to improve this. This year the GPs gave talks to all of the overseas students as part of their university induction programme. It was hoped that next year it might be possible to arrange to give talks to all new students to explain about the appointment system, accessing the surgery and the services offered as this may differ from their home surgery’s arrangements. All our nurses are nurse prescribers, able to see and prescribe for patients with minor illnesses as well as being able to offer contraceptive advice, prescriptions and screening and treatment for sexually transmitted infections. Although the survey results indicated an increased awareness of the nurse prescriber’s role, the welfare officer felt that further advertising of this role and the sexual health services offered by the surgery would be helpful.

The student welfare officer felt that further work needs to be done in explaining to students why the receptionist may be asking for further information when they are trying to arrange appointments for patients. It is important that students understand that the receptionist is asking these questions in order to arrange the most appropriate appointment. Care needs to be taken in how these questions are phrased although it was accepted that when the phones are very busy first thing in the morning the receptionists can feel under a lot of pressure to deal with calls quickly.

It was agreed that the online services need to be promoted further and could provide a valuable service particularly to students.

Discussion of Patient Satisfaction survey results

Unfortunately the meeting to discuss the survey results was not well attended. As a result it was particularly important to the practice that the PPG members were given the opportunity to comment on the survey results. An e-mail was sent out to all the PPG members attaching the survey results and asking for their feedback on both this and the minutes of the meeting which included the suggested action plan. The minutes and the survey results were also printed out and sent to those patients who prefer to be contacted by post or text. A further meeting was arranged in early March to enable patients to discuss the survey results and the action plan further. Members of the group who were unable to attend or who preferred to respond by e-mail were encouraged to send or e-mail their comments about the results to the surgery.

The student volunteers spent sometime in the reception area chatting to patients about the survey results. Patients were informed that the survey results were available on line and the key points were displayed on material available in the waiting room.

It was really encouraging that the subsequent meeting was well attended and there was plenty of opportunity to discuss the survey results and useful suggestions were made about how some of the services could be promoted or improved. These included how to encourage greater numbers of surveys to be completed on-line next year, thoughts about how to improve the website for new users, phone and appointment difficulties, promotion of the PPG and suggestions about new initiatives in terms of patient communication.

Those present felt that the response to the question about satisfaction with care at the surgery (88% of respondents being happy or fairly happy and only 1% being unhappy) should be celebrated. The key results of the survey have been displayed in the waiting room and this was one of the points that has been displayed. One member of the group reminded us that this should not make us complacent and we should still be striving to improve further in all aspects relating to patient care. There were similar results for the questions relating to satisfaction with GP consultations.

There are still issues with phone access although the survey results suggest that this is improving. The surgery had hoped that the online appointment booking would be popular, particularly with students, and that this would ease the pressure on the phones first thing in the morning. Despite advertising this service on the phone message, in the waiting room and on the website, few people seem to be aware of it or making use of it. Some people expressed concern that not everyone

wishes to use the on line services. It was clarified that this would never replace the receptionists or the phone access but might give different options for patients to use when booking appointments.

For more detail about these discussions please see minutes of meeting on March 10th 2014.

Main points from the survey

The survey was discussed in the January PPG meeting and again in the March meeting. We were generally pleased with the results of the survey which continue to show that our patients are generally happy with the service that we offer.

1. Use of on-line services

The number of patients who had tried to book an appointment on line had increased compared to last year's results. There is still a disparity between the number of patients who say that they wish to book on line and the number who do so. We have advertised this service consistently both in person and through notices and text messages since September. The number of on-line appointments being booked has increased and is double what it was this time last year, but we still feel that there is potential for this to increase further. (See appendix D)

2. Surgery website

The number of patients using the surgery web site and finding it useful has increased. There continue to be comments about the ease of use and the appearance of the website. At various PPG meetings we have reviewed the website and the members of the group felt that the new design and the information available was an improvement on the previous website. The group members were pleased with all the work that had been done on this by the IT clerk. Several members of the group were having difficulty logging in or getting the system to work properly. It was suggested that the information about how to log in the first time on the website could be clearer. The IT clerk will try to make the suggested improvements.

3. Practice nurses

It was agreed that there was an increased awareness of the role of the practice nurses as nurse prescribers both within the group and by patients in general and this was confirmed by the survey results.

4. Phone access

The percentage of respondents who felt that phone access was good or very good had increased by nearly 10% compared with last year. The percentage of patients who felt that it was easier to get through on the phone this year compared with last year had also increased. We need to continue to re-evaluate the phone access in order to further improve the service.

5. Satisfaction with care at the surgery

88% of respondents were happy or fairly happy with the care at the surgery. This is an increase of 5% from last year. 1% were unhappy and 11% either did not know or gave no response.

58% of patients would recommend the surgery to someone moving in to the area. This is an increase compared to last year's figures. 28% might recommend the surgery. Only 1% would not recommend the surgery.

6. Satisfaction with the GP consultation

The figures for this set of questions were very similar to last year and continue to be high, mainly in the high 70s and 80s. Approximately 10% of respondents entered no opinion or indicated that it doesn't apply.

7. Patient participation group

Only 27% of respondents know that there was a patient participation group, despite advertising both in the surgery, on prescriptions, and by text.

Nearly half the respondents to the questionnaire were 18-24 and were in full time education. This is always encouraging as although we do not manage to get as much student involvement in the PPG itself as we would like, we usually manage to get a large number of the questionnaires completed by students and so are able to get an impression of their views and opinions in this way.

Action plan 2013-14

Having reviewed the survey results and taking into consideration the views and opinions of the group throughout the year, we suggested the following action plan;

1. Continue to promote and develop the role of the PPG

The student volunteers have been helpful so far in the work that they have done and it is hoped that they will be able to continue to develop this role. The PPG is going to be vital for the future development and support of the surgery and we will continue to advertise and promote the group. We have considered exploring new opportunities to canvas the opinion of patients in the waiting room, or trial a drop in PPG meeting during the day that may suit both students and non-students who do not wish to attend an evening meeting.

Time scale: throughout the coming year

Responsibility: Business manager De Montfort Surgery

2. On line services

It was agreed that the online services may be helpful for some patients although we accept that this will not appeal to everyone. We will continue to actively promote the services. We will also try to make this as easy as possible for patients to use and continually re-evaluate the service.

Time scale: During the next 6-9 months. This will allow time to investigate the current issues with access and information and improve upon these in time for the new students' arrival in September. There will then need to be a period of time to ensure that the new students are aware of the on-line services available.

Responsibility: Business manager De Montfort Surgery

3. Patient satisfaction survey next year

We will ensure that the survey is again reviewed by the PPG next year. We will aim to increase the number of responses obtained and ideally try to increase the number of on-line surveys completed.

Responsibility; Business manager De Montfort Surgery

Time scale: 6 months

4. Communication

We have looked at patient communication throughout the last 3 years. It is as a result of the suggestions from the PPG that we started the text message service. We appreciate that people access information in different ways and we need to offer as many options as possible. The following suggestions were made:

- Ensure that front line staff are able to give good advice about how to access the services.
- Increase the opportunity for patients in the waiting room to be able to access information through the use of volunteers, members of the PPG and admin staff.
- Improve the display of information in the waiting room both on the notice boards, the call-in screen and the patient log-in screen and making this as relevant and accessible as possible.
- Creating a news letter which could be sent out by e-mail and available on the web site, with paper copies available for patients to collect or read in the waiting room. There was some discussion about this being sent to all patients but it was agreed that this would be too expensive.

Responsibility: Business manager De Montfort Surgery

Time scale: 6 months (on-going)

Opening hours information and access during core hours and information about the extended hours services.

The surgery is open continuously from 8 am to 5pm on Tuesday, Thursday and Friday. There is an on-call GP available on the premises until 6.30pm on these days for patients requiring advice, or needing to be seen. On Mondays and Wednesdays the surgery is open from 8am until 8.45 pm continuously. The survey results have always suggested that patients are generally happy with the opening hours that we offer. On Mondays and Wednesdays we offer 2 GP evening surgeries and one nurse

surgery. An additional health care assistant surgery is available on Wednesday evenings. All the surgery times are advertised in the surgery and on the website. We also provide useful information about our services on the phone message that is played if patients are in the phone queue. We try to regularly update the information on the notice boards in the surgery and are investigating the possibility of working with a student volunteer to create better displays of information on the notice boards.

We made considerable efforts to ensure that patients were well informed about how to access the surgery out of hours in the changeover to the 111 service. This was advertised in the surgery and on the website and a text message was also sent out about both this and the new information sharing initiatives. We have not been aware of any problems with patients being unsure about how to access the surgery out of hours.

Review of Action plan 2012-13

1. Encourage the use of the on line services.

We plan to raise awareness of the on line services and to evaluate the effect of this. If necessary we will look at the barriers affecting the increased usage of these services.

Comments:

We have actively promoted the on-line services and have seen a substantial increase in the number of patients who have a password and log-in and the number of patients using the on-line repeat prescription request service. The attached data (Appendix D) shows how this has improved over the last year. An increasing number of patients are booking their appointment on line but this has not taken off in the way that we had hoped.

We think that there may be several reasons for this. We have had issues with staff sickness during this year and for some periods of time have not been able to offer many pre-booked appointments. This will have impacted on the number of appointments available on-line. We only made the immediate access appointments available on-line in September in time for the new student intake. We advertised this extensively both on-line, on the phone and on the website. Reception staff also actively promoted the service. However this information does not seem to be impacting on the on-line activity.

2. Continue to monitor and further improve the appointment system.

We will do this by continuing to monitor the availability of appointments, re-evaluating accessibility at various times throughout the year. We will also look at different ways to communicate with our changing practice population about the appointment options that are available.

Comments:

We have continually monitored the appointments system throughout the year. We have discussed the data that we have collated about the appointment system with the PPG and used this to try and alter the balance of appointments in order

to provide the best service possible for the patients. In view of the staff shortages that we have experienced we are pleased that we have managed to minimise the impact on the service from the patient's point of view. We aim to provide around 100 immediate access appointments every day and have managed to do this most of the time. We would like to be able to have the appointments available on the system at least one month in advance. Unfortunately staff absence has also affected this aim. We hope to be able to improve on this in the coming year. The PPG has also asked the practice to regularly review the DNA (missed appointment) figures and take more robust action when patients persistently miss appointments. A letter has been agreed with the PPG that can be sent to patients who miss several consecutive appointments alerting them to the difficulties that this causes. The DNA figures are regularly advertised in the surgery with information about how much wasted surgery time this incurs. The PPG has also been keen that we continue to advertise the appropriate use of services such as A&E and urgent care. Information about this has been displayed in the waiting room.

3. Development of the PPG

Although we feel that the group has been very successful in what we have achieved, we would like to encourage greater participation and so intend to look at both the option of attending meetings and participating in a virtual patient participation group.

Comments:

The numbers of patients attending the group seems to have been increasing which is encouraging. We have a significant list of patients who have expressed an interest in attending the group and have tried to use the appropriate method to communicate information and dates of the meeting to everyone. The development of the group is obviously something that we need to continue to work on as people's commitments change, their health, social and work situations change. We may need to think about organising the group in a different way or promoting it differently to encourage new attenders.

Publicising the report and survey results

The report is available on the surgery website. The main findings and the action plan are advertised on a notice board in the surgery. A message has been added to the patient call in screen informing patients that the report and survey results are available.

A text message will be sent out to inform all patients with text message consent that the survey results are now available on the website. Paper copies can be made available if necessary. The results of the survey have been sent to all the PPG members by their preferred means (i.e. hard copy by post or e-mail).

An e-mail has been sent to the CCG informing them that the report and survey results are available on the website and providing the link to this. The report and survey results would be made available when the practice had a CQC inspection.

Minutes of previous meetings

Please note that the minutes of all the meetings are available on the website.

Appendix A ; gender, ethnicity and age of PPG members

Gender	Ethnicity	Age
F	Asian	45
F	White British	47
F	Other Asian	63
F	White British	51
F	White	49
F	White	36
F	White	63
M	White	65
F	White	37
M	White	48
F	African	54
M	Asian	41
F	Indian/ British Indian	44
F	Indian /British Indian	50
M	White British	40
F	Not recorded	49
F	White	39
M	White British	49
M	African	32
F	Other Asian	34
F	Indian/ British Indian	68
F	Not recorded	55
M	White	48
M	White	43
F	African	37
F	Not recorded	35
M	White	66
M	British/ Mixed British	20
F	White	22
F	Not recorded	19
F	Greek Cypriot	18
M	Indian/ British Indian	19
F	British /Mixed British	19

Appendix B

Ethnicity data for De Montfort Surgery from current system 1 data.

White	
White British	2197
White Irish	65
White other	1425
Total	3687

Mixed	
Mixed - white and black Caribbean	108
Mixed -White and black African	146
Other Mixed	4227
Total	4481

Asian	
Asian or Asian British	11
Indian	1263
Pakistani	288
Bangladeshi	65
Other Asian	1137
Total	2764

Black	
Black or black British	97
Caribbean	294
African	1302
Other Black	178
Total	1871

Chinese or Ethnic Group	
Chinese	1143
Other Ethnic Group	1241
Total	2384

Not stated/not recorded	
Not stated/not recorded	1912
Total	1912

Appendix C Survey results

Have you seen a doctor or nurse at the surgery in the last 6 months?

Yes	206
No	59

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

In person	75
By phone	209
Online	13

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

In person	40
By phone	133
Online	108
No preference	38

Have you tried to book an appointment on-line?

Yes	49
No	215

If you have tried to book on-line but have experienced problems, it would be helpful if you could explain what these were. Please add any other comments that you feel would help us to improve this service.

Free text answers have been omitted

Have you used the surgery website?

Yes	130
No	133

Do you find the website easy to use?

Yes	124
No	33

Do you find it useful?

Yes	108
No	15

Please suggest any ways that we could improve the website.

Free text answers have been omitted

When you book an appointment, how often do you get the doctor you prefer?

Always or most of the time	41
A lot of the time	34
Some of the time	58
Never or almost never	17
Don't mind who I see	98

If you need to see a GP urgently, can you normally be seen on the same day?

Yes	108
No	35
Sometimes	60

Don't know/never needed to	41
If you think that you need to be seen urgently and you are told that there are no appointment left, did you know that you can	
Speak to the reception manager - YES	63
Speak to the reception manager - NO	165
Ask to speak to the doctor on-call - YES	118
Ask to speak to the doctor on-call - NO	114
Ask for a telephone appointment - YES	121
Ask for a telephone appointment - NO	109
See the nurse - YES	157
See the nurse - NO	69
How easy is it for you to get an appointment with a practice nurse at the surgery?	
Haven't tried	60
Very easy	76
Fairly easy	81
Not very easy	7
Don't know	24
Did you know that all our nurses are nurse prescribers and can see patients with minor illnesses?	
Yes	168
No	80
Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?	
Very good	45
Good	120
Poor	47
Very poor	31
Don't know / never tried	3
We have been trying to improve our phone access. Do you think that it is easier to get through on the phone now compared to last year?	
Yes	91
No	46
Don't know	113
In the past 6 months, how easy have you found the following? Speaking to a health professional on the phone?	
Easy	97
Difficult	22
Never tried	124

In the past 6 months, how easy have you found the following? Obtaining test results by phone?

Easy	85
Difficult	19
Never tried	143

In the past 6 months, how easy have you found the following? How do you rate the repeat prescription service if you use it?

Very good	35
Good	45
No opinion	120
Poor	10
Very poor	1

If you have had a problem with the repeat prescription service, please explain what this was?

Free text answers have been omitted

How satisfied are you with the hours that your GP surgery is open?

Very happy	108
Fairly happy	122
Fairly unhappy	12
Very unhappy	4
Don't know	3

How do you rate the way you are treated by the receptionists at your surgery?

Very good	150
Good	91
Poor	8
Very poor	1

In the reception area, can other patients overhear what you say to the receptionists?

Yes, but I don't mind	118
Yes, and I am not happy about it	56
No, other people can't hear	16
I don't know	50

In general, how happy are you with the care you get at your GP surgery?

Very happy	118
Fairly happy	118
Fairly unhappy	5
Very unhappy	1
Don't know	12

Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	155
Yes, might recommend	75
Not sure	17
No, would probably not recommend	3

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Giving you enough time?

Very good	116
Good	86
Neither good nor poor	19
Poor	7
Very poor	4
Doesn't apply	11

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Asking about your symptoms?

Very good	118
Good	89
Neither good nor poor	18
Poor	7
Very poor	1
Doesn't apply	13

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Listening?

Very good	128
Good	88
Neither good nor poor	13
Poor	7
Very poor	0
Doesn't apply	10

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Explaining tests and treatments?

Very good	104
Good	83
Neither good nor poor	26
Poor	8
Very poor	3
Doesn't apply	20

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Involving you in decisions about your care?

Very good	100
Good	87
Neither good nor poor	24
Poor	8
Very poor	4
Doesn't apply	21

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Treating you with care and concern?

Very good	120
Good	81
Neither good nor poor	19
Poor	5
Very poor	7
Doesn't apply	13

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Taking problems seriously?

Very good	121
Good	83
Neither good nor poor	15
Poor	6
Very poor	8
Doesn't apply	12

The last time you saw a doctor at the surgery, how would you rate them in the following areas: Helping to manage your illness after appointment?

Very good	87
Good	72
Neither good nor poor	37
Poor	8
Very poor	13
Doesn't apply	27

How long do you usually have to wait at the surgery for your consultations to begin?

5 minutes or less	33
6-10 minutes	76
11-20 minutes	82
21-30 minutes	21
More than 30 minutes	15

How do you rate this?

Very good	36
Good	105
No opinion	47
Poor	36
Very poor	7

Are you given an apology if you are kept waiting?

Yes	158
No	66

We offer a number of specialist services that are not often available at the GP surgeries. If you have used these services please answer the following questions. Are you satisfied: With the musculoskeletal/sports medicine clinic?

Yes	26
No	7
Never used this	184

Are you satisfied: With the ultra sound scanning service?

Yes	25
No	3
Never used this	185

Are you satisfied: With the contraceptive services we offer?

Yes	82
No	3
Never used this	130

Are you satisfied: With the minor surgery service?

Yes	32
No	6
Never used this	175

If you are not happy with these services please let us know what we could do to improve them.

Free text answers have been omitted

Did you know that the surgery had a Patient Participation Group?

Yes	74
No	161

If you would like to attend the Patient Participation Group meetings, please speak to one of the receptionists. Please have a look at the website for more information about the group. Do you have any other general comments or suggestions about the surgery?

Free text answers have been omitted

Are you male or female?

Male	65
Female	170

How old are you?

18-24	127
25-34	42
35-44	33
45-54	23
55-64	8
65-74	3
75-84	0
85 or over	0

Which of these best describes what you are doing at present?

Full-time work	67
Part-time work	14
Full-time education	114
Unemployed	14
Permanently sick or disabled	9
Fully retired from work	4
Looking after the home	7

Doing something else (please specify)

Free text answers have been omitted

In general, how would you describe your health?

Excellent	23
Very good	73
Good	82
Fair	37
Poor	20

Which ethnic group do you belong to?	
White	36
White British	122
White other	11
Black or Black British	17
Black other	3
Asian or Asian British	22
Asian/Indian	9
Chinese or East Asian	4
Somali	1
Dual heritage	5

Other Ethnic group (please specify)
Free text answers have been omitted

Free text responses

If you have tried to book on-line but have experienced problems, it would be helpful if you could explain what these were. Please add any other comments that you feel would help us to improve this service.

Appointment not available when i needed

Appointments not available. Dr i need to see is not available, i was once told to check in the morning and that there would be appointments but there weren't any. Your main issue is the appointment system overall. I was told your appointments system does not allow for appointments to be 'released for booking' at times. Only for repeat prescription requests

Appt not available in the same week

Cannot book or see available appointments for specific doctor

Couldn't log in with details given

Forgot password, had to visit surgery in order to reset my login details so that i could book appointments etc online. Would be a good idea if patients could to that online. (i.e.resetting their password)

Had to call in to register for service was easier just to phone

Hard to find appts with doctor you want

I can't get hold of the code thing

I don't want to engage "online" want to speak to a real person!

I forgot my username and password password criteria means passwords are hard to remember

I have lost/misplaced online login details

I received the login details and tried to register, but it said the details were incorrect. I haven't asked for new details as i prefer phoning anyway

I tried calling in for about 5 minutes but just couldn't get through

I tried to book an appointment online but it shows only future possible dates. It would be helpful if there will be appointments available at booking date since phonenumber doesn't work often

I'd forgotten my password & there was no way to proceed
I'm a little put off by having to come in to the surgery to get a code for it, as if i have to come in, i may as well book in person.

I'm looking for the appointment before i get the password and do not use it when received.

It wouldn't load the page it said

Just lack of internet service at the time i wanted to book appointment. Just took a bit longer to do online. Quicker by phone

Limited availability with preferred gp

List of appointments limited

Logging you out after a short amount of time

Need code/password? To book online

Never been successful at logging on

Never tried

No comment, have not had any problems so far

No option to reset password. People can forget username and password after a while!

No problem whatsoever

No suitable appointments

No urgent appts available

None experienced

Normally doesn't show any available appointments

Not available online

Not sure how to book online

Not tried yet got password though

Only get your chosen dr available in a few weeks time, by which time the problem has gone or worsened!

Problem with two passwords two used in one house

So far i am happy that i am able to get appointments when i need them which is very useful, i hope it will continue to have this

Sometimes dates when gps are available aren't released until nearer the time, so its not poss to book appt with usual gp, unless in person. This means lack of continuity.

The system did not work

There are couple links on the website that lead to inline appointment booking, one doesn't work so was a bit of a challenge to find a working link. Also its only possible to get appointments for next week. I usually need appointments within couple of days.

There aren't many appointments close by, long waiting, if you call you can't get through, by the time you do all appointments are gone

Too long/too far in advance - times not available that are convenient - not always access to appropriate dr's for problem experiencing

Tried instant access at 8am on monday but came up with no appointments for whole week.

Have not managed to book an appointment in advance with dr of my choice (for follow up appt)

Unsure how to register

Waiting time for these appt are long and also had several issues with logging in which made me change booking appt to phoning in.

Waiting time is a little long. The longest waiting time i have experienced is 2 weeks. May be the surgery could be improved at this aspect

Please suggest any ways that we could improve the website.

A little crowded on home page, a lot of info might be better split into clearer headings

Automatically register everyone for online appointments

Be able to sign up for online booking without having to call/come in

Clearer text

Condensing information about how to book appointments - making the websites a bit clearer - less bulk text.

Do not use

Don't use it

Easy to find link to login page. Password help

Fix online appointments link, if you then appointments on the website all information about how to book them will be provided, next to online appointments links is not working

Fix online booking system

I have only used it to find contact details so no suggestions

I like the way the drs specialities are outlined

Its nothing special and offers me nothing that other sites offer me in better quality.

Ive never used the website

Less clutter!

Lime green is a bit bright and is distracting

Link to online booking didn't work when i checked

Link up repeat presc + appointments to the relevant web pages, so there are different paths to reach them other than this main page

Logo is a bit garish

Looks squashed with too much information could have better design/layout

Make it easier to book appointments with a particular doctor. Particulatly the longer term.

Make it easy to navigate. Easy to register without a prior request of temporary password.

Make the design clearer

More advertising for it

More apps avail

More info services offered, vaccines provided, lots of info on drs of expertise.

More quick and longer app

N/A

Not remotly interested in using website, want personal contact with receptionist and doctor

Not so many links listed - more concise

Not used it

Not used the website can't comment

Repeat prescriptions

Things aren't arrange very logically the graphics are distracting, it could be made a lot simpler

If you have had a problem with the repeat prescription service, please explain what this was?

After 3 o'clock is not always easy to do.

All problems are from the pharmacy not the surgery meds not delivered on time.

Any time i'm must see doctor, - 2 months

At one time i misplaced the prescription but then i didn't know what to do?

Cant get code thing to do it online

Dont use it

Had to book an appointment just to get repeat prescription

I am not supposed to order prescriptions on the phone this causes me problems

I often call/visit the pharmacy only to find my prescription request hasnt been sent.

I would like to use the repeat p. Service but don't know how!

N/A

N/A never had a repeat prescription

Never used

Never used it

No flexibility to allow for holidays needing prescriptions early

On one occasion waited for a vital prescription longer than what it should have been.

Past info hard to find - i swap doctors during term

Prescription hasn't been ready for pharmacy

Some are due on sunday!

The time it takes for a prescription to be written

There have been a couple of times my prescription has been lost when sent to the pharmacy

Won't let me have tramadol on repeat prescription, always have to see a doctor first but not always able to. Time-wasting

Wrong medication prescribed once. The reason for the error was explained

Yes i pick my prescription up in the gp

Yes. Have to fill in form but cant always get to doctors and there is no parking

If you are not happy with these services please let us know what we could do to improve them.

A diagnosis is given and then you are left to your own devices. Maybe a follow up appointment offered. This would be better than trying to arrange one yourself as on average when you call the next appointment is 3 weeks away and thats not even with the doctor you want to see!

Could be a lot easier to get contraceptive appointments

Happy with Dr Heaton

I think its ridiculous that you cannot book appointment in advance for another day and instead everyone is expected to rush to their phones at 8am in order to see a doctor. Is it presumed students are incapable of attending pre-booked appointments?

I thought the doctor i saw for back pain was rude and didnt care or listen and i was in pain but didnt care, awful experience. Luckily i havent seen or had that again

I was kept waiting for more than 40 minutes from the time of my appointment

N/A

Neil painter is totally radical and cool

Never been offered + i have severe fibromyalgia

They are fairly good

To explain more about the problems and to treat in advance not only the severe illnesses. I got no advice about preventive measures, just to wait when become worse or may be I become better by my own.

Was unhappy with last physio received, i thought i was not being listened to.
Was very happy to have ulttrasound scan available at surgery - but had understood no longer available.

If you would like to attend the patient participation group meetings, please speak to one of the receptionists. Please have a look at the website for more information about the group. Do you have any other general comments or suggestions about the surgery?

1. Telephone services need to be improved urgently. This will help us (patients) save time.

2.If doctor/nurse is running late/behind the time schedule, can we be notified by text message or even by calling us.

Although being kept waiting a long time can be frustrating esp if you have to get to work, I think the care and service balances that out, would rather get better care than seen on time.

Always very clean reception staff very polite

Certain receptionists are unhelpful, and passive aggressively go about preventing you from seeing a dr, some make getting an appointment impossible. Appalling customer service by some.

Clearer signs for the toilets

Do have to wait to be seen by gp more than 5min's, sometimes longer

Doctors to be more polite and understanding as every condition/symptom to the patient can seem serious, this show concern do not belittle the effect of the condition

Generally very good practice, some of the doctors attitudes care towards are poor but once you find a doctor that attends to your need the services are very good.

Having only used this surgery 10 months, extremely happy with the doctors and nurses.

I am very satisfied overall. The main concern is availability of appointments and booking process online sometimes by phone

I find it quite difficult that a late appt can only be booked exactly a week in advance. You can't always pre-empt illness but sometimes work-ties. Dont allow normal appts

I have felt in the past that the surgery treats patients a little like a production line of students and that perhaps i wasn't being taken seriously. I even felt like announcing that i am no longer a student, i work, please treat me like a grown up. But i think this has improved now.

Receptionists are also less harsh than they used to be and some of my suggestions/concerns have been responded to well and improvements made. My only problem now is parking

I have had v. Caring and professional treatment here for many years. I feel v. Happy/lucky to have had so much support with m.d. and diabetes 2 etc

I struggle to remember times -text alerts are good. Bad experience was helped by lovely receptionist and lovely on call doctor who found the medication wasnt suitable and helped me switch, - better pre-appointment knowledge may help.

I think the doctors/nurses should ask at the end if there's anything else they can do for you.

I think the surgery is very good indeed!

I wish the surgery was open on weekends -closes later on thursday and friday

I would think about it

Longer working hours

Make it easier to book appointments over the phone

More care for children as they are treated like adults. They are much weak and have to have special care and special medicine.

More evenings would be useful as i work 8-6 everyday. Better online booking would also be great

N/A

No

No comments

None

Not i can think off at the moment

Nurse has given me the wrong medication before. Difficult to see a doctor

Overall happy with the care provided at the surgery

Phone call in the morning does not start at 8am. Took me 20 minutes reach through the line to book an appointment

The health professionals need more time. There's too much time looking at a computer screen

The receptionists, doctors and nurses are all very helpful.

The staff at the surgery are attentive, friendly and welcoming.

The wait at the surgery to be seen is ridiculously long, but if you are late there is a chance you won't be seen

The waiting time is too long. Sort it out

Time of waiting for test results is little long

Usually a very good service, with polite staff and good doctors that care about the patients

Very good, professional, up to date service patient focus - could improve on late openings more often and access f/up from regular gp - increased privacy at reception would be nice.

Very helpful very satisfied

Very nice looking surgery and helpful staff :)

While i don't mind waiting. There is always a delay. Maybe ask doctors if they think the slots are long enough for them to do their job, assess time slots from there.

Which of these best describes what you are doing at present? Doing something else (please specify)

Also part time work
Also part time worker

Also part time working

Also works part-time

And part time work

And part time working

And works part time

Full time but currently on maternity leave

Full time university and part-time worker

I am between contracts - i usually work full time

Internship (4 weeks)

Internship

Is also in part time work

Looking after 2 daughters, full time education, part time work

Made redundant

Student and part time

Which ethnic group do you belong to? Other ethnic group (please specify)

Mauritian

Middle eastern

Mixed white british and caribbean

What is the difference between white and white other? Black and black other? This is absolutely wrong!

Appendix D

Statistics for use of on-line facilities

Month	Appointments Booked Online	Prescriptions ordered online	Appointments booked online immediate access	Total Patients with active SystemOnline	% of Capitation with Online Access
Dec-12	23	75			
Total	282	881			
Jan-13	33	92			
Feb-13	37	82			
Mar-13	31	100			
Apr-13	38	112			
May-13	41	206			
Jun-13	28	220			
Jul-13	17	262			
Aug-13	6	311			
Sep-13	68	262	25		
Oct-13	73	301	27	2299	12.9%
Nov-13	92	229	25	2324	12.9%
Dec-13	67	255	16	2359	13.1%
Total	531	2432	93		
Jan-14	78	304	26	2451	13.6%
Feb-14	64	273	20	2537	14.1%