

## **Low Moor Medical Practice**

### **Patient Participation Group Report 2013/14**

The Patient Participation Group (PPG) was formed in 2011/12. There are currently 11 members of the group with meetings being held on a quarterly basis. The group is representative of the practice population in both male/female and ethnic origins. The demographic profile of the practice is slightly older than the norm and the composition of the PPG reflects this. The group is conscious that we need to have a wider range of ages represented and recruitment has been directed at the younger age groups. Notices are in evidence around the surgery, minutes of meetings are publicised on the website and the practice survey encourages attendance at PPG meetings. Clinicians also have approached patients in an attempt to recruit new members.

In an effort to facilitate better attendance by workers meetings have been held in the evening.

#### **Patient Survey 2013/14**

The starting point for formulating this year's survey was a review of last year's survey. In December the Patient Group was contacted with a breakdown of the main headings previously surveyed and asked for their views on new areas to consider and what should be our priorities to survey in 2014. Subsequently the group met in early January and reviewed the survey in more detail. The group decided to keep the survey broadly the same as last year but to include a reference to Saturday morning opening and to utilise the survey to recruit more members to the PPG. As internet booking of appointments is now available, the survey included a reference to this in the questions asked. The Survey Monkey tool was again utilised to collate the information.

The surveys were handed out over a one week period to canvas the views of an average representation of the practice population. Questionnaires were allocated to clinicians proportionately to the number of sessions they worked in the week with a minimum of 50 each. In addition the survey was publicised on the website and patients were offered the facility of filling in the survey on line.

The survey questions were as follows:

1. When did you last see or speak to a GP from the surgery?
2. How helpful do you find the receptionists at the surgery?
3. In the reception area, can other patients overhear what you say to the receptionist and how do you feel about this?
4. How do you normally book your appointments to see the doctor?
5. Think about the last time you tried to see the doctor fairly quickly. Were you able to see the doctor on the same day or within the next 2 weekdays that the surgery was open?
6. Were you able to get an appointment either to see or speak to someone?
7. What type of appointment did you get?

8. If you are ringing to book an appointment for something which doesn't need to be seen today, how many days ahead do you think is a reasonable maximum before you are able to get an appointment?
9. Is there a particular doctor that you prefer to see at the surgery?
10. How many times would you say you visit your GP per year?
11. How satisfied are you with the hours that the surgery is open?
12. Which of the following additional opening times would make it easier for you to see or speak to someone?
13. Did you know we offer workers appointments on a Monday evening after 6.30pm
14. How long after your appointment time do you normally wait to be seen?
15. How do you feel about how long you normally have to wait to be seen?
16. Are you male or female?
17. How old are you?
18. What ethnic group do you belong to?

### **Results:**

#### **Make up of survey participants:**

213 questionnaires were returned this year as opposed to 155 last year. More men participated this year (up from 32.7% of respondents last year to 39% this year). Nearly half the respondents were over 60 compared to 36% last year. Over 72% of respondents had seen a GP within the last 3 months. More than 50% of patients surveyed visit the practice between 1-3 times per year. A point of note is that there seems to be a reduction in the frequency of patient visits. This year 15% of respondents indicated that they visited the practice more than 7 times per year as opposed to 26% visiting more than 7 times last year.

18 people said that they would consider becoming a member of the PPG.

An analysis of the results detailed above was sent out to members of the PPG, together with some ideas for action plan points, before the group met together in March. The same information was also circulated amongst members of the virtual PPG. At the March meeting the survey and draft action plan were discussed, together with suggestions from the virtual PPG. As a result of this meeting a formal action plan was produced for publication.

#### **Booking appointments:**

Most bookings are made by telephone (87%) and this is slightly down on last year due mainly to the use of internet bookings which started in late December. More patients appear to be successful in obtaining an appointment straight away (64%) than last year (56%), with over 91% managing to see a GP. Nearly 69% of people prefer to see a particular GP. Most respondents felt that it should be possible to obtain a non urgent appointment 2-3 days in advance with 30% believing that 3-5 days was acceptable. Patients surveyed indicated that they found the receptionists to be very helpful (65%) or fairly helpful (31%). This is an improvement on last year.

### **Opening hours:**

More than 92% of patients surveyed were either satisfied or very satisfied with the practice opening hours. When asked about additional opening hours, 34% suggested opening on Saturday morning, 25% thought after 6.30 was better, 12% requested before 8.00am and 12% preferred lunchtime opening. The remaining 17% thought that none of the above was appropriate.

There is an increase in awareness of the practice late night opening on Monday, with over 44% of respondents indicating that they knew about this compared to 32% last year.

### **Patient Experience on attending the surgery:**

A significant number of respondents (31%) wanted greater privacy when talking to receptionists at the reception desk.

Waiting times in the surgery was identified as an issue last year and continues to be so this year, with 42% of patients surveyed indicating that they waited above 15 minutes to see a GP. When asked for their feelings on the subject, 35% felt that they had to wait a bit too long with a further 14% feeling that they waited far too long.

### **Results evaluation and action plan**

An analysis of the results detailed above was sent out to members of the PPG, together with some ideas for action plan points, in advance of the March PPG meeting. The same information was also circulated amongst members of the virtual PPG. At the meeting on the 20<sup>th</sup> March the survey and draft action plan were discussed, together with suggestions from the virtual PPG. As a result of this meeting a formal action plan was produced for publication.