

Woodbank Surgery – Patient Groups

Background Information

Woodbank Surgery has an active PPG dating back to 2005. The PPG meet regularly at least 3 times per year. The PPG have always been involved with surgery developments, survey development/findings and patient education.

We want to increase our patient representation and aim to engage with patients who want to be included in the developments of the surgery, but also not necessarily in a face to face forum. We actively advertise this opportunity in:

Patient Newsletter

Practice Website

Notice Boards in Surgery

New Patient information

Practice Leaflet

Data capture forms

Patient survey

Opportunistic discussions with patients

Practice Patient Profile

Age/Sex – See Appendix 2

Ethnicity – 3.36% of our patients consider themselves in minority ethnic groups

Carers – 1.68% of our patients consider themselves carers

Patients with chronic diseases – 46% of our patients are on 1 or more chronic disease register

Current Patient Group Profile

Age/Sex – See Appendix 2

Ethnicity – 12.5% of our patient group consider themselves in a minority ethnic group

Carers – 0% of our patient group consider themselves carers

Patients with chronic diseases – 62% of our patient group are on 1 or more chronic disease registers

Our Patient Survey Priorities

In agreement with the PPG we devised a survey to benchmark patients general satisfaction with access to the surgery, clinician contact and appointment availability. We chose a generic benchmarking survey to gauge patient's general satisfaction following recent changes to the clinical team and appointment system. As a group we discussed the fact that to date we had had no-one wanting to sign up to a virtual patient group therefore we would conduct a paper survey and use this as an opportunity to capture contact details of anyone willing to participate in other surveys later in the year via email. We agreed to distribute the survey to anyone entering the practice over the course of a week and agreed that this would be representative of our patient population as the week would include; Open Surgery, Extended Evening Hours, Pre Booked Appointments, Childhood Immunisation Clinics, Nurse Appointments and Patients/Carers attending surgery for prescriptions.

Patient Survey Report

See Appendix 1.

Action Plan - Moving Forward

Following the distribution of the survey we now have a further 16 people who have expressed an interest in becoming involved as a patient representative either joining a face to face or virtual group. We plan to conduct quarterly surveys and will devise the theme and questions in conjunction with our Patient Participation Group. Actions taken from our survey in February 2012 following recommendations from the Patient Group are:

Actions - From Survey as agreed by Patient Group:

Q3: Speaking to or seeing the GP of your choice.

Queries raised by patient group were do patient request a certain GP and are they given a choice.

Action: To publicise that patients are able to pre book with a GP of their choice up to 6 weeks in advance. If a patient needs to be seen urgently that day then the GP of their choice may not be available.

Q6: Patients needing to ring back closer to or on the day that they appointment was wanted.

Queries raised by patient group were why do patient need to ring back? Why is it not possible to make an appointment for the following day? Is this an area that needs looking at?

Action: To better publicise in practice and via website how the appointment system at the surgery works. In June 2011 we changed the appointment system and removed the need to ring on the day when the surgery opened at 8am. Patients can pre book up to 6 weeks in advance with any clinician. In addition to our pre bookable appointments we have sufficient availability to accommodate all patients who need to be seen immediately same day. These urgent appointments are allocated by the clinician following a telephone call with the patient.

Q7: How long after you contacted the surgery did you actually see or speak to someone

Query raised by patient group was that all patients should be contacted the same day even if it not possible to answer their initial query?

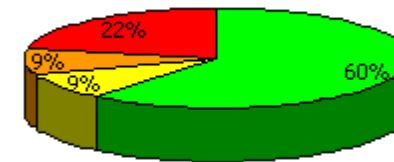
Action: We would always endeavour to deal with queries the same day and communicate if unable to resolve immediately. When we reviewed this question in house at the surgery we wondered if some patients had interpreted this to mean when they phone for an appointment how soon until they saw or spoke to someone? If this is the case answers other than same day would be acceptable. However to revisit with all staff the need for timely communication.

Appendix 1:

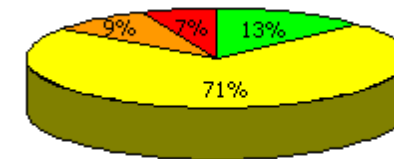
Woodbank Surgery

March 2012 Patient Questionnaire

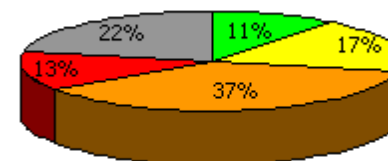
Q1	When did you last see or speak to a GP from your surgery	Responses	as a %
	In the past 3 months	28	61%
	Between 3 and 6 months	4	9%
	Between 6 and 12 months	4	9%
	More than 12 months ago	10	22%
	I have never seen a GP from my surgery	0	0%
	Total Responses	46	100%



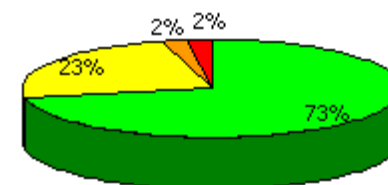
Q2	How easy is it to get through to your GP practice on the phone?	Responses	as a %
	Very easy	6	13%
	Fairly easy	33	72%
	Not very easy	4	9%
	Not at all easy	3	7%
	Havent tried	0	0%
	Total Responses	46	100%



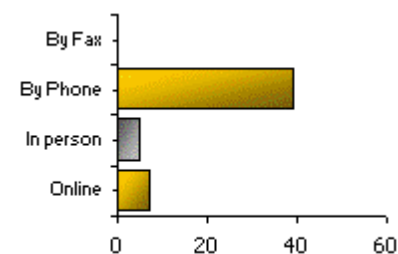
Q3	How often do you see or speak to the GP you prefer	Responses	as a %
	Very easy	5	11%
	Fairly easy	8	17%
	Not very easy	17	37%
	Not at all easy	6	13%
	Havent tried	10	22%
	Total Responses	46	100%



Q4	Last time you made contact with the surgery what did you want to do?	Responses	as a %
	See a GP at the surgery	34	72%
	See a nurse at the surgery	11	23%
	Speak to GP on the telephone	1	2%
	Speak to a Nurse on the telephone	1	2%
	Have someone visit me at home	0	0%
	Total Responses	47	100%



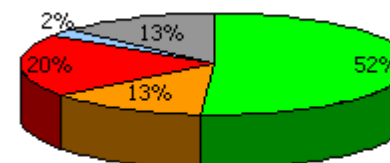
Q5	With method do you prefer to book your appointments?	Responses	as a %
	Online	7	14%
	In person	5	10%
	By Phone	39	76%
	By Fax	0	0%
	Total Responses	51	100%



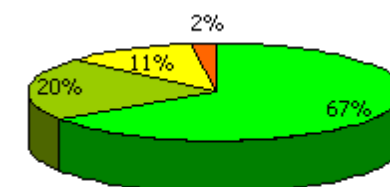
Q6	Were you able to get an appointment to see or speak to someone?	Responses	as a %
	Yes	28	62%
	Yes but had to call back closer to the time	10	22%
	No	7	16%
	Cant remember	0	0%
	Total Responses	45	100%



Q7	How long after you contacted the surgery did you actually get seen?	Responses	as a %
	Same day or next day	23	51%
	Next working day	6	13%
	A few days later	9	20%
	A week or more	1	2%
	Cant remember	6	13%
	Total Responses	45	100%

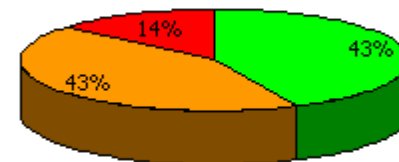


Q8	How satisfied are you with the opening hours?	Responses	as a %
	Very satisfied	29	66%
	Fairly satisfied	9	20%
	Neither satisfied nor dissatisfied	5	11%
	Very dissatisfied	0	0%
	Not sure when the surgery is open	1	2%
	Total Responses	44	100%

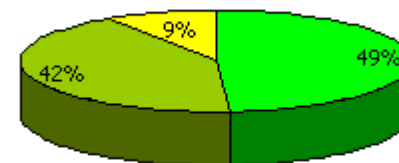


Q9 The last time you saw a GP at the surgery how good was the GP at the following?

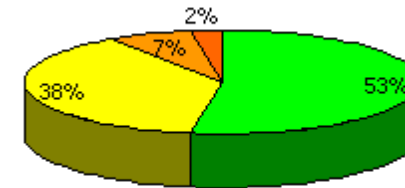
9a Giving you enough time		Responses	as a %
Very Good	19	43%	
Good	19	43%	
Neither good nor poor	6	14%	
Poor	0	0%	
Very Poor	0	0%	
Doesn't apply	0	0%	
Total Responses	44	100%	



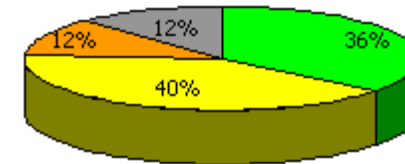
9b Answering your questions		Responses	as a %
Very Good	21	49%	
Good	18	42%	
Neither good nor poor	4	9%	
Poor	0	0%	
Very Poor	0	0%	
Doesn't apply	0	0%	
Total Responses	43	100%	



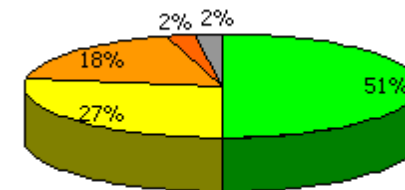
9c	Listening to you	Responses	as a %
	Very Good	22	52%
	Good	16	38%
	Neither good nor poor	3	7%
	Poor	1	2%
	Very Poor	0	0%
	Doesn't apply	0	0%
	Total Responses	42	100%



9d	Explaining tests and treatments	Responses	as a %
	Very Good	15	36%
	Good	17	40%
	Neither good nor poor	5	12%
	Poor	0	0%
	Very Poor	0	0%
	Doesn't apply	5	12%
	Total Responses	42	100%



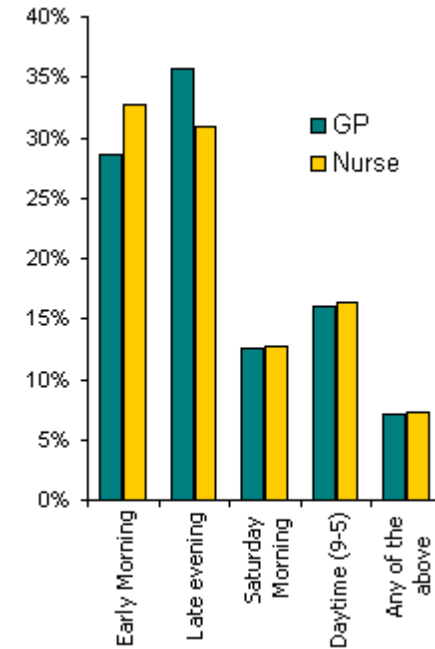
9e	Treating you with care and concern	Responses	as a %
	Very Good	22	50%
	Good	12	27%
	Neither good nor poor	8	18%
	Poor	1	2%
	Very Poor	0	0%
	Doesn't apply	1	2%
	Total Responses	44	100%



Q11	Did you have confidence and trust in the GP you saw or spoke to?	Responses	as a %
	Yes, definitely	25	58%
	Yes, to some extent	15	35%
	No, not at all	2	5%
	Don't know / can't say	1	2%
Total Responses		43	100%



Q12	Which of the following appointment times are best should you need to see a GP?	Responses	as a %
	Early Morning	16	29%
	Late evening	20	36%
	Saturday Morning	7	13%
	Daytime (9-5)	9	16%
	Any of the above	4	7%
Total Responses		56	100%

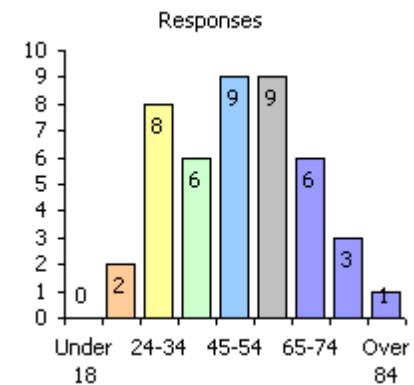


Q13	Which of the following appointment times are best should you need to see a Nurse?	Responses	as a %
	Early Morning	18	33%
	Late evening	17	31%
	Saturday Morning	7	13%
	Daytime (9-5)	9	16%
	Any of the above	4	7%
Total Responses		55	100%

Are you ?		Responses	as a %
Male		16	39%
Female		25	61%
Total Responses		41	100%



How old are you?		Responses	as a %
Under 18		0	0%
18-24		2	5%
24-34		8	18%
35-44		6	14%
45-54		9	20%
55-64		9	20%
65-74		6	14%
75-84		3	7%
Over 84		1	2%
Total Responses		44	100%



- Had to wait 30 minutes
- Saturday mornings every now and then would be good as I have to work away

Appendix 2:

Practice Population

	<5	5-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Total
Male	154	313	345	330	350	370	327	238	110	29	2566
Female	120	266	311	303	321	372	338	202	128	65	2426
Total	274	579	656	633	671	742	665	442	238	94	4992

Patient Participation Group Population

	<5	5-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Total
Male	0	0	0	0	0	1	1	1	1	0	4
Female	0	0	0	0	1	0	2	1	0	0	4
Total	0	0	0	0	1	1	3	2	1	0	8