

## **Woodbank Surgery – Patient Group and Survey 2013**

### **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 actively advertise the opportunity to be involved in our surgery patient reference group as below:

- Patient Newsletter
- Practice Website
- Notice Boards in Surgery
- New Patient information
- Practice Leaflet
- Data capture forms
- Patient survey
- Opportunistic discussions with patients

In the last 12 months we have increased our PPG numbers by 2 people and will continue to welcome others who wish to become involved.

### **Practice Patient Profile**

Age/Sex – See Appendix 2

Ethnicity – 3.18% of our patients consider themselves in minority ethnic groups

Carers – 1.76% of our patients consider themselves carers

Patients with chronic diseases:

4974 = Practice Population  
886 (17.81%) = Patients on any chronic disease register  
601 (17.81%) = Patients on just 1 register  
182 (3.66%) = Patients on 2 registers  
73 (1.47%) = Patients on 3 registers  
18 (0.36%) = Patients on 4 registers  
12 (0.24%) = Patients on 5 + registers

### **Current Patient Group Profile**

Age/Sex – See Appendix 2

Ethnicity – 10% of our patient group consider themselves in a minority ethnic group

Carers – 0% of our patient group consider themselves carers

Patients with chronic diseases – 70% (7 out of 10) of our patient group are on 1 or more chronic disease registers

### **Our Patient Survey Priorities**

In agreement with the PPG we distributed 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; Urgent Appointments, Extended Evening Hours, Pre Booked Appointments, Childhood Immunisation Clinics, Nurse Appointments and Patients/Carers attending surgery for prescriptions. We decided to repeat the survey questions from 2012 with a view to benchmarking this year's results, looking for increases/decreases in patient satisfaction.

### **Patient Survey Report**

See Appendix 1.

## **Action Plan - Moving Forward**

Following the distribution of the survey we now have a further 18 people who have expressed an interest in becoming involved as a patient representative either joining a face to face or virtual group. Contact will now be made to further discuss.

### **Actions - From Survey:**

Q5: Preferred method of booking appointments

**Action:** To publicise that patients are able to book appointment and order prescriptions using the new vision online services.

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

**Action:** To better publicise in practice and via website how the appointment system at the surgery works. 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.

We were pleased to note:

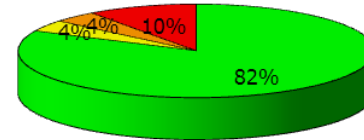
- There was increase in patients who found it very easy to get through to the surgery. This increased from 13% in 2012 to 28% in 2013.
- There was an increase in patients very satisfied with the opening hours. This increased from 68% to 72%.
- That there was an increase in patients who had definite trust and confidence in their GP from 58% to 84%

Appendix 1:

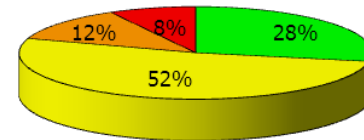
**Woodbank Surgery**

**March 2013 Patient Questionnaire**

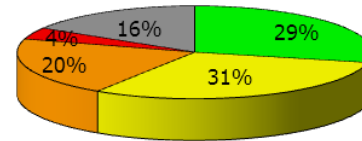
Q1	When did you last see or speak to a GP from your surgery	Responses	as a %
	In the past 3 months	41	82%
	Between 3 and 6 months	2	4%
	Between 6 and 12 months	2	4%
	More than 12 months ago	5	10%
	I have never seen a GP from my surgery	0	0%
	<b>Total Responses</b>	<b>50</b>	<b>100%</b>



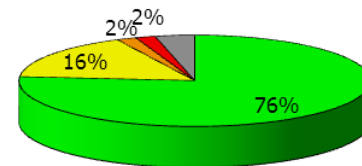
Q2	How easy is it to get through to your GP practice on the phone?	Responses	as a %
	Very easy	14	28%
	Fairly easy	26	52%
	Not very easy	6	12%
	Not at all easy	4	8%
	Havent tried	0	0%
	<b>Total Responses</b>	<b>50</b>	<b>100%</b>



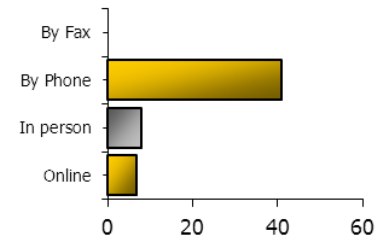
Q3	How easy is it for you see or speak to the GP you prefer	Responses	as a %
	Very easy	14	29%
	Fairly easy	15	31%
	Not very easy	10	20%
	Not at all easy	2	4%
	Havent tried	8	16%
	<b>Total Responses</b>	<b>49</b>	<b>100%</b>



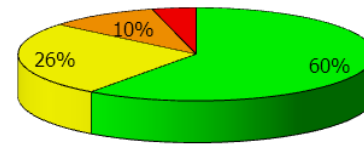
Q4	Last time you made contact with the surgery what did you want to do?	Responses	as a %
	See a GP at the surgery	42	76%
	See a nurse at the surgery	9	16%
	Speak to GP on the telephone	1	2%
	Speak to a Nurse on the telephone	1	2%
	I wasn't sure what I wanted	2	4%
	<b>Total Responses</b>	<b>55</b>	<b>100%</b>



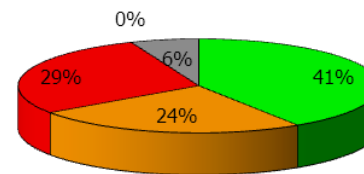
Q5	With method do you prefer to book your appointments?	Responses	as a %
	Online	7	13%
	In person	8	14%
	By Phone	41	73%
	By Fax	0	0%
	<b>Total Responses</b>	<b>56</b>	<b>100%</b>



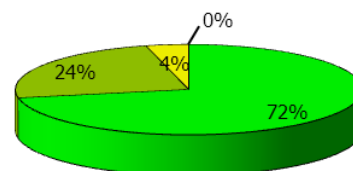
Q6	Were you able to get an appointment to see or speak to someone?	Responses	as a %
	Yes	30	60%
	Yes but had to call back closer to the time	13	26%
	No	5	10%
	Cant remember	2	4%
	<b>Total Responses</b>	<b>50</b>	<b>100%</b>



Q7	How long after you contacted the surgery did you actually get seen?	Responses	as a %
	Same day or next day	20	41%
	Next working day	12	24%
	A few days later	14	29%
	A week or more	0	0%
	Cant remember	3	6%
	<b>Total Responses</b>	<b>49</b>	<b>100%</b>

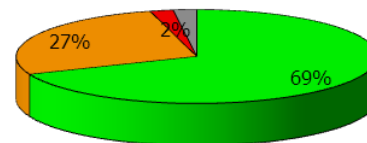


Q8	How satisfied are you with the opening hours?	Responses	as a %
	Very satisfied	36	72%
	Fairly satisfied	12	24%
	Neither satisfied nor dissatisfied	2	4%
	Very dissatisfied	0	0%
	Not sure when the surgery is open	0	0%
	<b>Total Responses</b>	<b>50</b>	<b>100%</b>

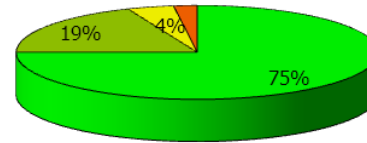


**Q9 The last time you saw a GP at the surgery how good was the GP at the following?**

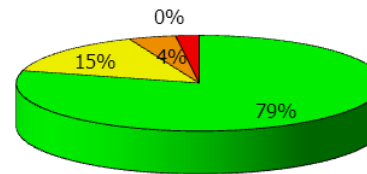
9a	Giving you enough time	Responses	as a %
	Very Good	33	69%
	Good	13	27%
	Neither good nor poor	1	2%
	Poor	0	0%
	Very Poor	1	2%
	Doesn't apply	0	0%
	<b>Total Responses</b>	<b>48</b>	<b>100%</b>



9b	Answering your questions	Responses	as a %
	Very Good	36	75%
	Good	9	19%
	Neither good nor poor	2	4%
	Poor	0	0%
	Very Poor	1	2%
	Doesn't apply	0	0%
	<b>Total Responses</b>	<b>48</b>	<b>100%</b>

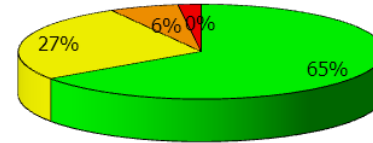


9c	Listening to you	Responses	as a %
	Very Good	38	79%
	Good	7	15%
	Neither good nor poor	2	4%
	Poor	0	0%
	Very Poor	1	2%
	Doesn't apply	0	0%
	<b>Total Responses</b>	<b>48</b>	<b>100%</b>

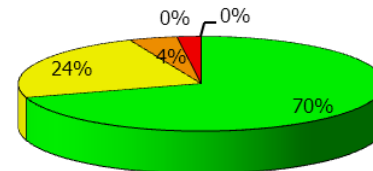




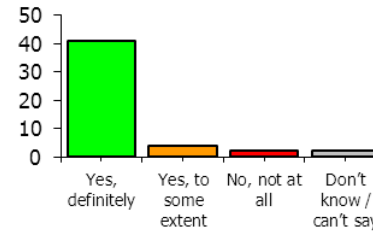
9d	Explaining tests and treatments	Responses	as a %
	Very Good	32	65%
	Good	13	27%
	Neither good nor poor	3	6%
	Poor	0	0%
	Very Poor	1	2%
	Doesn't apply	0	0%
	<b>Total Responses</b>	<b>49</b>	<b>100%</b>



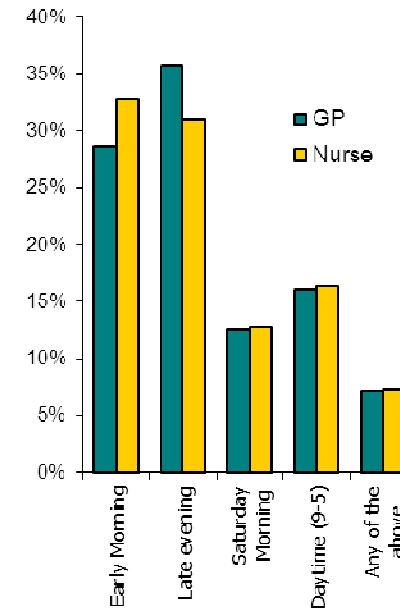
9e	Treating you with care and concern	Responses	as a %
	Very Good	33	70%
	Good	11	23%
	Neither good nor poor	2	4%
	Poor	0	0%
	Very Poor	1	2%
	Doesn't apply		0%
	<b>Total Responses</b>	<b>47</b>	<b>100%</b>



Q11	Did you have confidence and trust in the GP you saw or spoke to?	Responses	as a %
	Yes, definitely	41	84%
	Yes, to some extent	4	8%
	No, not at all	2	4%
	Don't know / can't say	2	4%
	<b>Total Responses</b>	<b>49</b>	<b>100%</b>

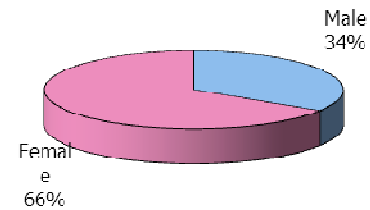


Q12	Which of the following appointment times are best should you need to see a GP?	Responses	as a %
	Early Morning	17	32%
	Late evening	14	26%
	Saturday Morning	4	8%
	Daytime (9-5)	8	15%
	Any of the above	10	19%
	<b>Total Responses</b>	<b>53</b>	<b>100%</b>

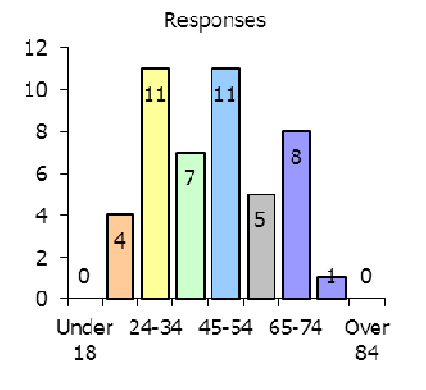


Q13	Which of the following appointment times are best should you need to see a Nurse?	Responses	as a %
	Early Morning	18	35%
	Late evening	12	23%
	Saturday Morning	3	6%
	Daytime (9-5)	10	19%
	Any of the above	9	17%
	<b>Total Responses</b>	<b>52</b>	<b>100%</b>

Are you ?		Responses	as a %
Male		16	34%
Female		31	66%
<b>Total Responses</b>		<b>47</b>	<b>100%</b>



How old are you?		Responses	as a %
Under 18		0	0%
18-24		4	9%
24-34		11	25%
35-44		7	16%
45-54		11	25%
55-64		5	11%
65-74		8	18%
75-84		1	2%
Over 84		0	0%
<b>Total Responses</b>		<b>44</b>	<b>107%</b>



- Can get through on phone - except for AM. Is there a queuing system on the phone line?

**Appendix 2:**

**Practice Population**

	<5	5-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Total
Male	151	314	329	337	332	384	321	252	109	30	2559
Female	126	268	296	301	329	362	316	229	137	51	2415
Total	277	582	625	638	661	746	637	481	246	81	<b>4974</b>

**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	2	0	5
Female	0	0	0	0	2	0	2	1	0	0	5
Total	0	0	0	0	1	1	3	2	1	0	<b>10</b>