

Woodbank Surgery – Patient Group and Survey 2014

Background Information

Woodbank Surgery has an active PPG dating back to 2005. The PPG meet 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

Our PPG currently consists of 8 members and we will continue to welcome others who wish to become involved.

Practice Patient Profile

Age/Sex – See Appendix 2

Ethnicity – 1.91% of our patients consider themselves in minority ethnic groups

Carers – 1.27% of our patients consider themselves carers

Patients with chronic diseases:

4949 = Practice Population
911 (18.41%) = Patients on any chronic disease register
614 (12.41%) = Patients on just 1 register
189 (3.82%) = Patients on 2 registers
69 (1.39%) = Patients on 3 registers
26 (0.53%) = Patients on 4 registers
13 (0.26%) = Patients on 5 + registers

Current Patient Group Profile

Age/Sex – See Appendix 2

Ethnicity – 1.25% of our patient group consider themselves in a minority ethnic group

Carers – 25% of our patient group consider themselves carers

Patients with chronic diseases – 75% 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 2013 with a view to benchmarking this year's results, looking for increases/decreases in patient satisfaction. We also added extra questions regarding Long Term Conditions/managing own health needs and recommending the surgery to a friend as these were performance indicators the surgery would be monitored against in coming months.

Patient Survey Report

See Appendix 1.

Action Planning

Update on Last Year's actions

Action 1: To publicise that patients are able to book appointment and order prescriptions using the new vision online services.

We now have over 1000 patients registered with vision on line; this is over 20% of our patient population. We are delighted with this update in the space of 1 year.

Action 2: 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 updated the website and in surgery notice boards to explain about the appointment system. Also all patients who registered with vision on line were told about the appointment system and what types of appointments were available to book in advance and by how many weeks.

Actions From Survey:

Action 1: We had some interesting responses regarding extended hours and preferences for hours/days for extended access. Bury Federation (a collaboration of 30 GP practices in Bury) has applied for a slice of the prime minister funding (£3.4 million pound was bid for) and we are awaiting feedback re the success of this bid. If this bid is approved enhanced extended access will be provided for all patients in Bury and will have a huge impact on what and how we deliver as a surgery. Our patient reference group have met with Bury Federation and have already expressed an interest in being involved should the bid be successful. If the bid is not successful then we as an individual practice will revisit the survey and look at the needs of our patient population

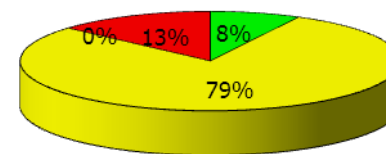
Action 2: The chair of our PPG asked if we could create a bespoke survey to purely question our patients in terms of the appointment system. The Practice Manager will work with the PPG to design this survey and agree how it will be conducted.

Appendix 1: Survey Results

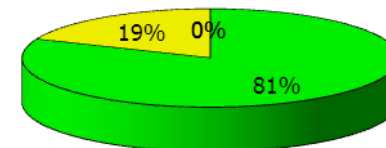
Woodbank Surgery

March 2014 Patient Questionnaire

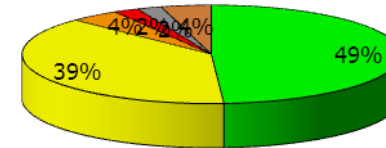
| Q1 | How do you normally book your appointments to see a GP or nurse at the surgery | Responses | as a % |
|----|--------------------------------------------------------------------------------|-----------|-------------|
| | In person | 4 | 8% |
| | By Phone | 41 | 79% |
| | By fax | 0 | 0% |
| | Online | 7 | 13% |
| | Does not apply | 0 | 0% |
| | Total Responses | 52 | 100% |



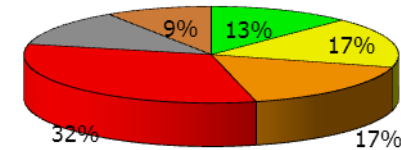
| Q2 | Would you welcome more opportunities to speak to your GP or nurse over the telephone | Responses | as a % |
|----|--------------------------------------------------------------------------------------|-----------|-------------|
| | Yes | 39 | 81% |
| | No | 9 | 19% |
| | | | 0% |
| | | | 0% |
| | | | 0% |
| | Total Responses | 48 | 100% |



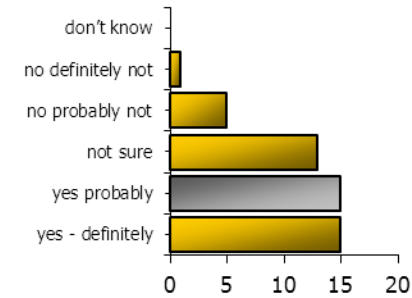
| Q3 | How satisfied are you with the hours the surgery is open | Responses | as a % |
|----|----------------------------------------------------------|-----------|-------------|
| | Very satisfied | 23 | 49% |
| | Fairly satisfied | 18 | 38% |
| | Neither | 2 | 4% |
| | fairly dissatisfied | 1 | 2% |
| | Very dissatisfied | 1 | 2% |
| | Don't know when my surgery is open | 2 | 4% |
| | Total Responses | 47 | 100% |



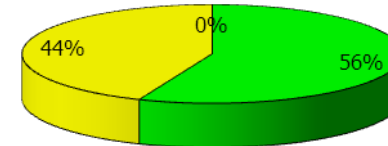
| Q4 | Which of the following additional opening times would make it easier for you to see someone | Responses | as a % |
|----|---------------------------------------------------------------------------------------------|-----------|-------------|
| | Before 8am | 8 | 12% |
| | lunchtime | 11 | 17% |
| | after 6.30pm | 11 | 17% |
| | Saturday | 21 | 32% |
| | Sunday | 8 | 12% |
| | none of these | 6 | 9% |
| | Total Responses | 65 | 100% |



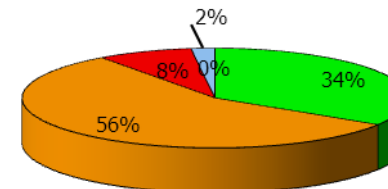
| Q5 | Would you recommend your gp to someone who has just moved to your local area | Responses | as a % |
|----|------------------------------------------------------------------------------|-----------|------------|
| | yes - definitely | 15 | 31% |
| | yes probably | 15 | 31% |
| | not sure | 13 | |
| | no probably not | 5 | |
| | no definitely not | 1 | 2% |
| | don't know | 0 | 0% |
| | Total Responses | 49 | 63% |



| Q6 | Do you have a long standing health condition | Responses | as a % |
|----|----------------------------------------------|-----------|-------------|
| | Yes | 27 | 56% |
| | No | 21 | 44% |
| | | | 0% |
| | | | 0% |
| | Total Responses | 48 | 100% |



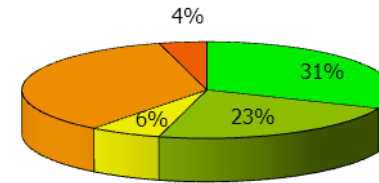
| Q7 | How confident are you that you can manage your own health | Responses | as a % |
|----|-----------------------------------------------------------|-----------|--------|
| | Very confident | 17 | 34% |
| | fairly confident | 28 | 56% |
| | not very confident | 4 | 8% |
| | not at all confident | 1 | 2% |
| | | | 0% |



| | | |
|------------------------|-----------|-------------|
| Total Responses | 50 | 100% |
|------------------------|-----------|-------------|

Q8

| | In the last 6 months have you had enough support to help you manage your conditions | Responses | as a % |
|--|--------------------------------------------------------------------------------------------|------------------|---------------|
| | yes definitely | 15 | 31% |
| | yes to some extent | 11 | 23% |
| | Not sure when the surgery is open | 3 | 6% |
| | I haven't needed such support | 17 | 35% |
| | don't know/cant say | 2 | 4% |
| | Total Responses | 48 | 100% |



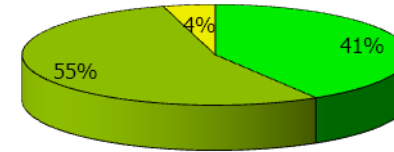
Q9 The last time you saw a GP at the surgery how good was the GP at the following?

9a

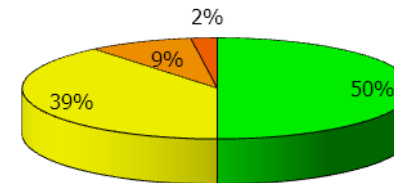
| | Giving you enough time | Responses | as a % |
|--|-------------------------------|------------------|---------------|
| | Very Good | 25 | 53% |
| | Good | 20 | 43% |
| | Neither good nor poor | 1 | 2% |
| | Poor | 1 | 2% |
| | Very Poor | 0 | 0% |
| | Doesn't apply | 0 | 0% |
| | Total Responses | 47 | 100% |



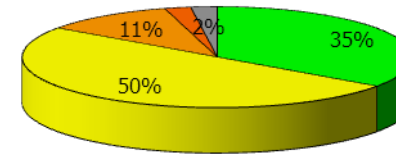
| 9b | Answering your questions | Responses | as a % |
|----|--------------------------|-----------|-------------|
| | Very Good | 19 | 41% |
| | Good | 25 | 54% |
| | Neither good nor poor | 2 | 4% |
| | Poor | 0 | 0% |
| | Very Poor | 0 | 0% |
| | Doesn't apply | 0 | 0% |
| | Total Responses | 46 | 100% |



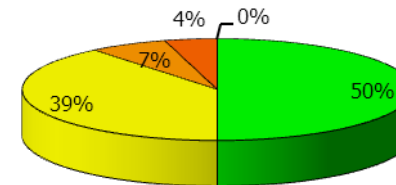
| 9c | Listening to you | Responses | as a % |
|----|------------------------|-----------|-------------|
| | Very Good | 23 | 50% |
| | Good | 18 | 39% |
| | Neither good nor poor | 4 | 9% |
| | Poor | 1 | 2% |
| | Very Poor | 0 | 0% |
| | Doesn't apply | 0 | 0% |
| | Total Responses | 46 | 100% |



| 9d | Explaining tests and treatments | Responses | as a % |
|----|---------------------------------|-----------|-------------|
| | Very Good | 16 | 35% |
| | Good | 23 | 50% |
| | Neither good nor poor | 5 | 11% |
| | Poor | 1 | 2% |
| | Very Poor | 0 | 0% |
| | Doesn't apply | 1 | 2% |
| | Total Responses | 46 | 100% |



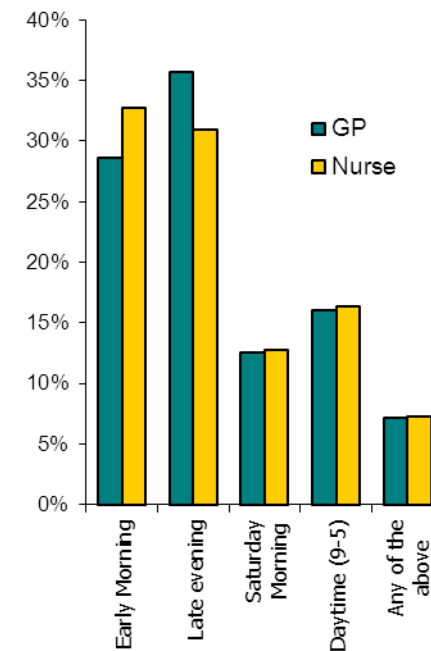
| 9e | Treating you with care and concern | Responses | as a % |
|----|------------------------------------|-----------|-------------|
| | Very Good | 23 | 50% |
| | Good | 18 | 39% |
| | Neither good nor poor | 3 | 7% |
| | Poor | 2 | 4% |
| | Very Poor | 0 | 0% |
| | Doesn't apply | 0 | 0% |
| | Total Responses | 46 | 100% |



| Q11 | Did you have confidence and trust in the GP you saw or spoke to? | Responses | as a % |
|-----|------------------------------------------------------------------|-----------|-------------|
| | Yes, definitely | 26 | 59% |
| | Yes, to some extent | 16 | 36% |
| | No, not at all | 2 | 5% |
| | Don't know / can't say | 0 | 0% |
| | Total Responses | 44 | 100% |

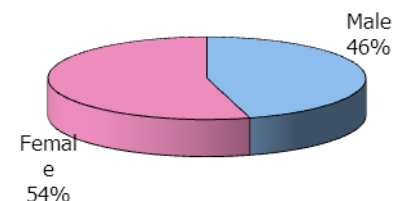


| Q12 | Which of the following appointment times are best should you need to see a GP? | Responses | as a % |
|-----|--------------------------------------------------------------------------------|-----------|-------------|
| | Early Morning | 17 | 31% |
| | Late evening | 13 | 24% |
| | Saturday Morning | 9 | 16% |
| | Daytime (9-5) | 16 | 29% |
| | | | 0% |
| | Total Responses | 55 | 100% |

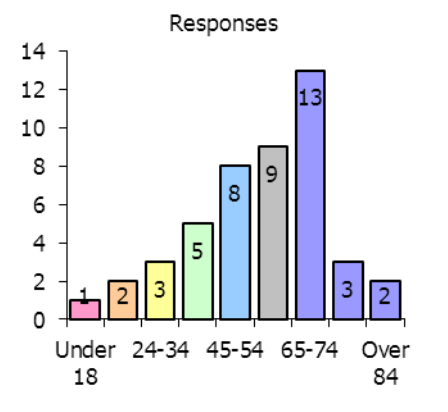


| Q13 | Which of the following appointment times are best should you need to see a Nurse? | Responses | as a % |
|-----|-----------------------------------------------------------------------------------|-----------|-------------|
| | Early Morning | 19 | 35% |
| | Late evening | 11 | 20% |
| | Saturday Morning | 6 | 11% |
| | Daytime (9-5) | 13 | 24% |
| | Any of the above | 6 | 11% |
| | Total Responses | 55 | 100% |

| Are you ? | | Responses | as a % |
|------------------------|--|-----------|-------------|
| Male | | 21 | 46% |
| Female | | 25 | 54% |
| Total Responses | | 46 | 100% |



| How old are you? | | Responses | as a % |
|------------------------|--|-----------|-------------|
| Under 18 | | 1 | 2% |
| 18-24 | | 2 | 5% |
| 24-34 | | 3 | 7% |
| 35-44 | | 5 | 11% |
| 45-54 | | 8 | 18% |
| 55-64 | | 9 | 20% |
| 65-74 | | 13 | 30% |
| 75-84 | | 3 | 7% |
| Over 84 | | 2 | 5% |
| Total Responses | | 44 | 105% |



Comparisons from 2013 to 2014 survey results

- 1) Very satisfied with opening hours dropped from 72% to 49% (see action plan)
- 2) Fairly satisfied with opening hours increased from 25% to 38%
- 3) Satisfaction with the way GP listens to you increased from 50% to 70%
- 4) Those preferring a Saturday morning GP appointment increase from 8% to 16% (see action plan)

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 | 300 | 335 | 332 | 327 | 380 | 318 | 255 | 111 | 36 | 2549 |
| Female | 136 | 260 | 295 | 302 | 323 | 355 | 301 | 246 | 130 | 52 | 2400 |
| Total | 291 | 560 | 630 | 634 | 650 | 735 | 619 | 501 | 241 | 88 | 4949 |

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 | 2 | 0 | 1 | 1 | 0 | 0 | 4 |
| Total | 0 | 0 | 0 | 0 | 2 | 1 | 2 | 2 | 1 | 0 | 8 |