

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2014

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?

The Patient Participation Group (PRG) was set up in 2011.

The aim in setting up the group is to provide a platform through which:

1. Patients can feedback on the current performance of the surgery
2. Patients can drive forward improvements in service provision and
3. The surgery can keep patients informed of changes in the NHS and consequently the way these changes may impact upon the surgery service provision and hence patient care.

Invitations to join the PRG were made to all patients by means of posters displayed in the reception area.

Certain patients who have provided informal feedback to the practice previously and those well known in the community due to voluntary work were also specifically invited to join the PRG.

In order to make the PRG relevant and in order to help deliver the aims listed above the PRG meetings are attended by Practice clinical staff, the Practice Manager, designated reception staff and invitations are sent to the wider community care team.

The group is intended to be dynamic and a permanent poster on display in the waiting room makes clear that patients can join the group at any time. In addition notice of forthcoming meetings is displayed two weeks prior to all meetings and all patients are invited to attend.

Prior to the meetings in both October 2013 and March 2014 the PPG group was advertised by means of posters in the waiting room and personal invitations to some selected patients.

Unfortunately the response was poor and the PPG remained essentially unchanged – with only one new member being recruited.

PRG AND PRACTICE PROFILE

PRG Group by Ethnicity

Ethnicity	Numbers registered with practice	Percentage	Number in PPG	Percentage	Difference between practice & PPG profile
British	71	1.4	1	8.3	6.9
Irish	11	0.2	0	0.0	-0.2
Other White	59	1.1	0	0.0	-1.1
White & Black Caribbean	16	0.3	0	0.0	-0.3
White & Black African	34	0.7	0	0.0	-0.7
White & Asian	10	0.2	0	0.0	-0.2
Indian	129	2.6	2	16.7	14.1
Pakistani	2880	57	5	41.7	-15.3
Bangladeshi	366	7.2	1	8.3	1.1
Caribbean	66	1.3	1	8.3	7.0
African	116	2.3	1	8.3	6.0
Chinese	11	0.2	0	0.0	-0.2
Other Asian	126	2.5	0	0.0	-2.5
Others	16	0.3	0	0.0	-0.3
Arabs	43	0.9	1	8.3	7.4
Somali	50	1.0	0	0.0	-1.0
	4004				
EthnicityNot Recorded	1047	20.7			

PRG Group by Age

Age	Numbers registered with practice	%	Number in PPG	%	Difference between practice profile and PPG profile
Under 19	1879	37	0	0	-37
20-29	935	19	0	0	-19
30-39	862	17	0	0	-17
40-49	589	12	4	33	+19
50-59	317	6	1	8	+2
60-69	207	4	1	8	+4
70-79	162	3	2	16	+13
>80	100	2	4	33	+31

PRG Group by Gender

		%	Number In PPG	%	% Difference in Profile
Male	2669	53	8	67	14%
Female	2382	47	4	33	-14%
Total	5051	100			

Analysis of PRG Profile

PRG Group by Ethnicity

Broadly speaking the ethnic makeup of the PRG matches the practice profile with the largest ethnic groups being well represented.

However the Practice Somali and Arab population is increasing and, in recognition of the fact that these groups have some specific health issues, efforts will be made in the coming year to try and increase representation in these two particular groups.

PRG Group by Age

The Practice recognises that in the PRG there is an under-representation of younger age groups. The poster invitation to join the PRG was open to all patients and the timing of the meetings – Tuesdays at 1pm – was established in order to enable allow certain cohorts such as young mothers to attend. However despite this the take up in younger age groups remained low.

The Practice attempted to increase participation by advertising the PRG group again but with little success. While the timing of the meeting may be an issue the current cohort prefers lunchtimes as opposed to evening meetings.

For the next year the Practice will again try and increase participation in the younger age groups by re-advertising the PRG group and by directly approaching some patients.

PRG Group by Sex

The Practice recognises that there is an over-representation of men on the PRG. This is a reflection of the cultural norms as represented by the ethnic breakdown of the population. However efforts will again be made in the coming year to try and increase representation among the female population.

PRG FREQUENCY

The PRG agreed that two meetings per year were sufficient to meet the objectives of the group. These meetings are timetables for October and March. In the year 2013/14 the meetings were held on 23.10.14 and 11.3.14

A full list of the meetings to date and the main areas of discussion are provided below.

Full minutes of each meeting are available on the Surgery website www.charlesroadsurgery.co.uk

Date	Main areas of discussion
2 nd June 2011	1.Aims and objectives 2.Election of Chair and Vice Chair

	<p>3.Issues: Access to appointments Telephone system Staff training</p>
25 th October 2011	<p>1.Feedback on telephone and staff training 2.Introduction of new complaints procedure 3. Introduction of newsletter</p>
2 nd March 2012	<p>Discussion of survey results Discussion of NHS changes Discussion of Dr retirement and proposed replacement</p>
2 nd October 2012	<p>Introduction of new GP partner Discussion of changes to access to appointments Discussion of planned changes to telephone system</p>
26 th March 2013	<p>Discussion of Survey results Proposed introduction of new members</p>
23 rd October 2013	<p>Review of NHS changes including introduction to commissioning and CCGs Changes to NHS direct Introduction to CQC and implications for Practice Proposal regarding patient survey</p>
11 th March 2014	<p>Discussion of Survey Results including discussion of patient access issues Discussion on on-line bookings Summary and review on data sharing – care data and central care records Summary of MPS Practice Audit</p>

PRG MEMBERSHIP

Mr Zafar Dad – Chair
Mr Steven Raindi – Vice Chair
Mrs. Sughra Bibi
Mr. C. Dean
Mrs. Jean Hollier
Mr. Shafique Zaman
Mr. Kehar Matharu
Mr. A.B Mirza
Mr. Steven Raindi
Mrs. Ina Pryce
Mr. Moulana Abul Aziz
Mrs. Faiza Harhara
Mrs. Farhat Awan
Mr . Sultan Khan

PATIENT SURVEY

The Practice and PPG agreed that a Practice survey should be carried out annually. The previous survey was carried out in March 2013 and a further survey was commissioned for December 2013.

AREAS OF PRIORITY & HOW THEY WERE DECIDED

The Practice has previously used GPAQ as the primary means of assessing performance.

The GPAQ survey cover the following broad areas:

1. The consultation experience with the individual GPs and nurses
2. Experience with receptionists, availability of appointments and waiting times
3. General satisfaction with the Practice

The PRG was satisfied that this survey captured all the data relevant to the PRG.

SURVEY PROCESS

The Practice has previously commissioned *Intime*, an independent private data analysis company to carry out the Survey.

Intime use validated questionnaires, collates and analyse the data gathered and are able to provide comparisons to both GPAQ and the IPSIS MORI GPPS surveys to allow benchmarking.

It was agreed re-commissioning this company would be appropriate for the purposes of the PRG.

Patients were given the questionnaires to complete during December 2013.

Where language issues prevented a patient or carer from completing the questionnaire, Practice reception staff offered to help with completion of the questionnaire.

RESULTS

Background Information and methodology

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University. GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys. A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores. Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as “Excellent” or “Very Good” (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as “don’t know” or “does not apply” etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale. The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including “don’t know” etc.

A total of 134 responses were received and a summary of the results presented below.

Q1. About Your Visit to the GP Today		
How good was the GP at: Putting you at ease?		
Answer (score in brackets)	Count	Percentage
Very good (100)	83	61.9%
Good (75)	46	34.3%
Satisfactory (50)	5	3.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	134	

Q2.		
Being polite and considerate?		
Answer (score in brackets)	Count	Percentage
Very good (100)	94	70.1%
Good (75)	36	26.9%
Satisfactory (50)	4	3.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	134	

Q3.

Listening to you?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	90	67.7%
Good (75)	39	29.3%
Satisfactory (50)	3	2.3%
Poor (25)	1	0.8%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	134	

Q4.

Giving you enough time?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	84	63.2%
Good (75)	45	33.8%
Satisfactory (50)	4	3.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	0	
Total	134	

Q5.

Assessing your medical condition?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	80	60.6%
Good (75)	47	35.6%
Satisfactory (50)	5	3.8%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	1	
Total	134	

Q6.

Explaining your condition and treatment?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	83	63.4%
Good (75)	41	31.3%
Satisfactory (50)	6	4.6%
Poor (25)	1	0.8%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	2	
Total	134	

Q7.

Involving you in decisions about your care?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	69	52.7%
Good (75)	55	42.0%
Satisfactory (50)	5	3.8%
Poor (25)	2	1.5%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	2	
Total	134	

Q8.

Providing or arranging treatment for you?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	77	58.8%
Good (75)	49	37.4%
Satisfactory (50)	4	3.1%
Poor (25)	1	0.8%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	2	
Total	134	

Q9.

Did you have confidence that the GP is honest and trustworthy?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Yes, definitely (100)	120	92.3%
Yes, to some extent (50)	10	7.7%
No, not at all (0)	0	0.0%
Don't know / can't say	2	

Did not answer	2
Total	134

Q10.

Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	124	95.4%
Yes, to some extent (50)	6	4.6%
No, not at all (0)	0	0.0%
Don't know / can't say	2	
Did not answer	2	
Total	134	

Q11.

Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	130	100.0%
No (0)	0	0.0%
Did not answer	4	
Total	134	

Q12. About Your Receptionists and Appointments

How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	91	71.7%
Fairly helpful (66)	30	23.6%
Not very helpful (33)	5	3.9%
Not at all helpful (0)	1	0.8%
Don't know	1	
Did not answer	6	
Total	134	

Q13.

How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	41	31.8%
Fairly easy (66)	46	35.7%
Not very easy (33)	28	21.7%
Not at all easy (0)	14	10.9%
Don't know	0	
Haven't tried	0	
Did not answer	5	

Total	134
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Q14.

How easy is it to speak to your doctor or nurse on the phone at your GP practice?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very easy (100)	43	36.4%
Fairly easy (66)	48	40.7%
Not very easy (33)	19	16.1%
Not at all easy (0)	8	6.8%
Don't know	3	
Haven't tried	8	
Did not answer	5	
Total	134	

Q15.

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

<i>Answer</i>	<i>Count</i>	<i>Percentage</i>
Yes	89	75.4%
No	29	24.6%
Don't know / never needed to	9	
Did not answer	7	
Total	134	

Q16.

How important is it to you to be able to book appointments ahead of time in your practice?

<i>Answer</i>	<i>Count</i>	<i>Percentage</i>
Important	102	83.6%
Not important	20	16.4%
Did not answer	12	
Total	134	

Q17.

How easy is it to book ahead in your practice?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very easy (100)	32	28.3%
Fairly easy (66)	56	49.6%
Not very easy (33)	20	17.7%
Not at all easy (0)	5	4.4%
Don't know	4	
Haven't tried	8	
Did not answer	9	

Total	134
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Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	22	15.3%
By phone	121	84.0%
Online	1	0.7%
Doesn't apply	0	0.0%
Did not answer	5	
Total	149	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	40	23.4%
By phone	98	57.3%
Online	33	19.3%
Doesn't apply	0	0.0%
Did not answer	5	
Total	176	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	77	60.6%
2-4 days	36	28.3%
5 days or more	4	3.1%
I don't usually need to be seen quickly	6	4.7%
Don't know, never tried	4	3.1%
Did not answer	7	
Total	134	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	36	28.3%
Very good (80)	49	38.6%
Good (60)	30	23.6%
Satisfactory (40)	8	6.3%
Poor (20)	4	3.1%
Very poor (0)	0	0.0%
Does not apply	2	

Did not answer	5
Total	134

Q22. Thinking of times when you are willing to see any doctor?

How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	102	81.0%
2-4 days	15	11.9%
5 days or more	4	3.2%
I don't usually need to be seen quickly	3	2.4%
Don't know, never tried	2	1.6%
Did not answer	8	
Total	134	

Q23.

How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	47	37.6%
Very good (80)	42	33.6%
Good (60)	23	18.4%
Satisfactory (40)	13	10.4%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	7	
Total	134	

Q24. Thinking of your most recent consultation with a doctor or nurse

How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	43	33.6%
5 – 10 minutes	54	42.2%
11 – 20 minutes	24	18.8%
21 – 30 minutes	2	1.6%
More than 30 minutes	4	3.1%
There was no set time for my consultation	1	0.8%
Did not answer	6	
Total	134	

Q25.

How do you rate how long you waited?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Excellent (100)	39	30.7%
Very good (80)	32	25.2%
Good (60)	34	26.8%
Satisfactory (40)	15	11.8%
Poor (20)	6	4.7%
Very poor (0)	1	0.8%
Does not apply	1	
Did not answer	6	
Total	134	

Q26. Opening

Is your GP practice currently open at times that are convenient to you?

<i>Answer</i>	<i>Count</i>	<i>Percentage</i>
Yes	106	93.0%
No	8	7.0%
Don't know	5	
Did not answer	15	
Total	134	

Q27. Opening

Which of the following additional opening hours would make it easier for you to see or speak to someone?

<i>Answer</i>	<i>Count</i>	<i>Percentage</i>
Before 8am	10	15.2%
At lunchtime	9	13.6%
After 6.30pm	13	19.7%
On a Saturday	15	22.7%
On a Sunday	12	18.2%
None of these	7	10.6%
Did not answer	90	
Total	156	

Q28. Choice

Is there a particular GP you usually prefer to see or speak to?

<i>Answer</i>	<i>Count</i>	<i>Percentage</i>
Yes	70	60.3%
No	46	39.7%
There is usually only one doctor in my surgery	3	
Did not answer	15	

Total	134
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Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	31	33.7%
A lot of the time (66)	24	26.1%
Some of the time (33)	33	35.9%
Never or almost never (0)	4	4.3%
Not tried at this GP practice	7	
Did not answer	35	
Total	134	

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	63	52.9%
Good (75)	42	35.3%
Satisfactory (50)	13	10.9%
Poor (25)	1	0.8%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	10	
Total	134	

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	56	47.1%
Good (75)	51	42.9%
Fair (50)	11	9.2%
Poor (25)	1	0.8%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	10	
Total	134	

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	64	53.8%
Good (75)	42	35.3%
Fair (50)	13	10.9%
Poor (25)	0	0.0%

Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	10	
Total	134	

Q33.

Explaining your condition and treatment?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	60	50.4%
Good (75)	46	38.7%
Fair (50)	13	10.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	10	
Total	134	

Q34.

Involving you in decisions about your care?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	55	47.0%
Good (75)	52	44.4%
Fair (50)	10	8.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	10	
Total	134	

Q35.

Providing or arranging treatment for you?

<i>Answer (score in brackets)</i>	<i>Count</i>	<i>Percentage</i>
Very good (100)	61	52.6%
Good (75)	47	40.5%
Fair (50)	8	6.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	10	
Total	134	

Q36.

Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	121	99.2%
No (0)	1	0.8%
Did not answer	12	
Total	134	

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	101	81.5%
Unsure (50)	21	16.9%
Not very well (0)	2	1.6%
Does not apply	2	
Did not answer	8	
Total	134	

Q38.

Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	100	82.0%
Unsure (50)	18	14.8%
Not very well (0)	4	3.3%
Does not apply	4	
Did not answer	8	
Total	134	

Q39.

Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	99	81.8%
Unsure (50)	21	17.4%
Not very well (0)	1	0.8%
Does not apply	4	
Did not answer	9	
Total	134	

Q40. Satisfaction

Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	54	43.2%
Very good (80)	42	33.6%
Good (60)	21	16.8%
Fair (40)	6	4.8%
Poor (20)	2	1.6%
Very poor (0)	0	0.0%
Did not answer	9	
Total	134	

Q41.

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	72	59.5%
Yes, probably (66)	41	33.9%
No, probably not (33)	4	3.3%
No, definitely not (0)	4	3.3%
Don't know	4	
Did not answer	9	
Total	134	

Q42. Demographics

Are you male/female?

Answer	Count	Percentage
Male	53	42.1%
Female	73	57.9%
Did not answer	8	
Total	134	

Q43.

How old are you?

Answer	Count	Percentage
Under 16	5	4.0%
16 to 44	76	60.8%
45 to 64	31	24.8%
65 to 74	6	4.8%
75 and over	7	5.6%
Did not answer	9	
Total	134	

Q44. Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	50	41.7%
No	70	58.3%
Don't know / never needed to	6	
Did not answer	8	
Total	134	

Q45. What is your ethnic group?		
Answer	Count	Percentage
White	3	2.4%
Black or Black British	5	4.0%
Asian or Asian British	110	87.3%
Mixed	4	3.2%
Chinese	0	0.0%
Other ethnic group	4	3.2%
Did not answer	8	
Total	134	

Q46. Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	43	34.7%
Unemployed / looking for work	22	17.7%
At school or in full time education	8	6.5%
Unable to work due to long term sickness	6	4.8%
Looking after your home/family	29	23.4%
Retired from paid work	9	7.3%
Other	7	5.6%
Did not answer	10	
Total	134	

Comments noted on forms

Comments

Very happy!

It would be good if you can change the appointment time slot. The times for appointments you have currently are around school runs. This makes it very hard to book appointments and because you have limited appointments.

Excellent.

Booking appointments over the phone can take up to 30 minutes sometimes and there is still no guarantee of an appointment. This system could be improved.

It's OK but it would help if they can book appointments in advance.

Overall good management of surgery - everyone helping to support patients.

Brilliant place to come and get treatment.

Dr Arif is a good doctor.

I would like to say that doctor or GP must give patient time and listen to them properly. Sometimes waiting time is too long and they don't bother to listen then. When GP give medicine they should tell the side effects as well. Thank you.

They need to pick up the phone, because by the time we get through on the phone all the appointments are gone, especially with Sangeeta. We have to ring nonstop.

Very efficient.

I'm very happy with my GP as I have known him as a child. They take time out and listen to us and whenever I'm ill I always get to see the doctor. I'm happy with our practice, the times are good. They are very helpful and understanding.

The biggest problem I find with the practice is booking an appointment as you can only do this at 9am or 3pm. If they had an online system where patients can book/cancel appointments it would be ideal.

I am very happy with my doctors and the staff. Thanks.

I have been coming to this surgery for the past 30 years. Will not be happy if I had to change this practice. Has been excellent to me and my family. Thank you.

There is a doctor are very good - and nush.

I would like to say Dr Verma is a very good doctor and he gives me the right medical information and he gives me the right medicine. He tells me the right information to make me feel better. Thank you Dr Verma.

The practice is very clean and tidy. Plenty of seats. Staff very helpful. Not long to see doctor. This is my surgery since my schooldays.

DISCUSSION ABOUT RESULTS

The Patient Survey Results were discussed at the PRG meeting on 26.3.13

1. The consultation experience with individual GPs and nurses

The survey results as well as the comments added show a high level of satisfaction with regards to the clinical care given by both GPs and Doctors. Both GPs and the nurses scored very highly in the domains relating to putting the patient at ease, giving time, assessing the medical condition, explaining things, sharing decision making and arranging treatment. As in last year's survey GPs were found to be trustworthy and patients indicated that they were happy to see the same GP and nurse again.

2. Experience with receptionist staff and access

Reception Staff

Approximately 94% of staff found reception staff to be very helpful or fairly helpful. The PPG acknowledged that reception staff has a very difficult job and that the scores reflected very favourably on the role they perform.

Telephone Access

The responses to Q13 suggest that while approximately 68% of patients found it easy or very easy to get through on the phone approximately 32% of patients found it either not very easy or not easy at all. The Practice accepts that at peak times the phone lines can be busy but efforts have been made to ease the problems by (i) employing another extra member of reception staff (ii) having a call queuing system on the phone so that patients know where they are in the queue and (iii) educating patients to not call for non-appointment queries at times when lines are likeliest to be busiest.

The PPG acknowledged that the Practice had invested in trying to make telephone access easier. The PPG also accepted the Practice view that demand for services made it difficult to be able to fully resolve the issues involved.

The Practice accepted that it would continue to make efforts to improve things.

Booking of Appointments

Approximately 79% of patients found it very easy or fairly easy to book appointments ahead and most patients did this by telephone. A majority of patients, 57%, preferred the Practice policy of booking appointments by phone.

The survey in Q19 did reveal an appetite for booking in person and on-line. The PPG accepted that booking appointments in person may result in lengthy queues and waiting times develop – this has happened at other local practices that employ a walk in service. The PPG also acknowledged that vulnerable patients would be disadvantaged by a walk in service and that such a system may result in abuse of the service.

Both the Practice and the PPG acknowledged the appetite for the booking of on-line appointments. The Practice will start implementing such a system as highlighted in the action plan. The number of on-line appointments would be restricted in order to ensure that vulnerable patients or patients without the appropriate IT skills were not disadvantaged.

The Practice recognises the fact that, as demonstrated in Q16 a majority of patients would like to book appointments in advance. However as demonstrated in Q15 over 75% of patients are able to get an appointment to see a GP urgently on the same day.

As such, as accepted by the PPG, there is a balance to be struck between booking appointments ahead and on the day appointments. The Practice has employed several appointment systems in the past and the current mix of pre-booked and on the day appointments seems to be the most satisfactory to patients.

As demonstrated in Q 14 almost 78% of patients found it easy to speak to a GP on the phone.

In recognition of this and in order to improve access for face to face appointments the Practice will increase the number of telephone triages and telephone consultation appointments in the coming year. This is detailed in the action plan below.

Opening Times

As demonstrated in Q 26 93% of patients are happy with the current opening times. With regards to other opening hours the greatest demand is for Saturday opening. The PPG acknowledged that the Practice was one of the few in the area that already opened on a Saturday.

3. General satisfaction with the Practice

As demonstrated in Q40 over 93% of patients rated their experience with the surgery as excellent, very good or good.

As demonstrated in Q41 over 93% of patients would recommend the Practice to others.

Action Plan in response to suggestions and recommendations by the Patient Participation Group Members

2011/12

Needs Identified	Actions taken
Difficulty in getting through to the surgery during early morning and afternoon to book appointments.	<ol style="list-style-type: none"> 1. Call waiting system introduced in telephone system 2. Patients informed regarding specific timings for requesting repeat prescriptions and other queries so as to keep peak appointment booking times free
Training of reception staff to deal with stressful situations and client service	Two training courses attended by reception staff <ol style="list-style-type: none"> 1. Course "Effective customer services skills"

	2. Course "Customer services and patient experience"
High DNA rates	Patients to be written in event of DNA

2012/13

Needs Identified	Actions taken
Difficulty accessing reception staff	<ol style="list-style-type: none"> 1. Extra reception staff member employed 2. Hours of existing staff increased
Difficulty accessing surgery by phone	<ol style="list-style-type: none"> 1. Extra phone line installed at surgery 2. Adjustment of existing reception staff hours to ensure extra reception staff at peak times
Difficulty getting appointments	<ol style="list-style-type: none"> 1. Daily evening surgery hours increased from 4.30pm to 6.30pm to 4.00pm to 6.30pm 2. Increase in number of emergency appointments on Thursday afternoons and Saturday mornings
High patient DNA rates	<ol style="list-style-type: none"> 1. All pre-booked appointments called one day prior to appointment 2. All chronic disease clinic patients contacted day prior to appointment

2013/14

Needs Identified	Actions taken
Difficulty accessing surgery by phone	<ol style="list-style-type: none"> 1. Maintain extra reception staff employed in 2012/13 2. Educate patients to try and ensure that calls for non-appointment matters are made at outside peak times – i.e. 9.15am and 3.00pm. Extra phone line installed at surgery 3. Adjustment of existing reception staff hours to ensure extra reception staff at peak times
Difficulty getting appointments	<ol style="list-style-type: none"> 1. Introduce an on line appointment booking system 2. Introduce daily morning and evening triage clinics at the end of each surgery.

ACCESS

OPENING HOURS

Monday 9.15am to 6.30pm
Tuesday 9.15am to 6.30pm
Wednesday 9.15am to 6.30pm
Thursday 9.15am to 1pm
Friday 9.15am to 6.30pm
Saturday 9.30am to 11.00am

EXTENDED HOURS

Saturday Mornings 9.30am to 11am
Doctor clinic – for emergency appointments only
Nurse clinic – for urgent and routine appointments

ACCESS TO SERVICES

Surgery Details

Charles Road Surgery
192 Charles Road
Small Heath
Birmingham
B10 9AB
Phone : 0121 772 0398
Fax: 0121 772 4268
Web site: www.charlesroadsurgery.co.uk

Same day morning appointments can be booked by calling after 9.15am
Same day afternoon appointments can be booked by calling after 3.00pm
Routine pre-booked appointments can be made at any time

Walk in Centres

When the surgery is closed or where appointments are no longer available patients can attend the following walk in centres – opening hours for both centres 8am to 8pm every day including weekends and Bank Holidays

Washwood Heath Urgent Care Centre

Clodeshall Road, Saltley

Birmingham

B8 3SN

Tel: 0121 465 5165

The Hill General Practice and Urgent Care Centre

Sparkhill Primary Care Centre

856 Stratford Road

Sparkhill

Birmingham

B11 4BW

Tel: 0345 111 1310

Out of Hours - BADGER

When the surgery is closed call 0300 555 999

PUBLICATION OF THE REPORT

This report, the previous year's report and all PRG meeting minutes can be found on the Practice website:

www.charlesroadsurgery.co.uk