

## PATIENT PARTICIPATION GROUP (PPG) REPORT

The patient representative group at Kingstanding Circle Surgery was originally set up in 2011 and is still in place in 2014. The PPG this year continues to reinforce patient/practice relationships, act as a voice for the patient population and continues to work well with the practice in identifying and implementing change that can effectively benefit our patients and the practice in whole host of numerous different ways. The PPG helps the practice to understand the views of patients on the services that the Practice offers reviewing everything from access to services, to local health needs, to the effect of the changes in the NHS on the practice. The practice has again this year endeavoured to recruit thus making the group more representational; in demographic and ethnicity terms, to the population which it serves and the group remains open membership group, encouraging involvement and attendance from all areas of the practice community. Staff have actively publicised the group, posters are evident in the surgery and leaflets are available in the surgery.

The practice would also like to take this opportunity to thank each and every member of the PPG for their time, important and most valuable contribution to the Kingstanding Circle Surgery PPG which is much valued and greatly appreciated. Thank you also to all our patients who took the time to fill in the practice PPG survey, the results of which have now been tallied, reviewed and analysed and helped form the foundation of the PPG directed actions. Both the survey results and actions are included in this report. A hard copy of this report is also displayed to view in the practice waiting areas and on request a copy can be printed and be given to take away. Copies of the practice PPG meeting minutes are also available to patients and the wider public on request.

### PPG AND PRACTICE PROFILE

Our PPG consists of 14 patients, 10 female and 4 male. All 14 are of a White British Ethnic Group and ages range from 55 – 75. Unfortunately, after analysis detailed below, it was evident that Kingstanding Circle Surgery PPG was not currently fully representational of the practice profile despite the practice taking many step/actions to address this (covered further on in the report). Below is a full and comprehensive breakdown of the practice profile which has been categorised in terms of age, ethnicity and gender.

<b>Demonstrating how a Patient Reference Group is Representative</b>		
<b>Practice Population Profile</b>	<b>PRG Profile</b>	<b>Difference</b>
<b>Age (Percentage/Correlating number of patients)</b>		
% Under 16 <b>23.8%/1162</b>	% Under 16 <b>0/0</b>	
% 17-24 <b>12.4%/606</b>	% 17-24 <b>0/0</b>	
% 25-34 <b>12.8%/628</b>	% 25-34 <b>0/0</b>	
% 35-44 <b>10.9%/535</b>	% 35-44 <b>0/0</b>	
% 45-54 <b>14.1%/690</b>	% 45-54 <b>0.02%/1</b>	
% 55-64 <b>10.6%/518</b>	% 55-64 <b>0.22%/11</b>	
% 65-74 <b>8.0%/391</b>	% 65-74 <b>0.14%/7</b>	
% 75-84 <b>5.4%/265</b>	% 75-84 <b>0/0</b>	
% 85 and Over <b>1.7%/83</b>	% 85 and Over <b>0/0</b>	

<b>Ethnicity</b>		
<b>(Correlating number of patients/Percentage %)</b>		
<b>PRACTICE BREAKDOWN</b>	<b>PPG BREAKDOWN</b>	
<b>White</b>	<b>White</b>	
% British Group <b>4479/91.8%</b>	% British Group <b>14/0.31%</b>	
% Irish <b>64/1.31%</b>	% Irish <b>0/0</b>	
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean <b>80/1.64%</b>	% White & Black Caribbean <b>0/0</b>	
% White & Black African <b>2/0.04%</b>	% White & Black African <b>0/0</b>	
% White & Asian <b>13/0.26%</b>	% White & Asian <b>0/0</b>	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian <b>38/0.77%</b>	% Indian <b>0/0</b>	
% Pakistani <b>38/0.77%</b>	% Pakistani <b>0/0</b>	
% Bangladeshi <b>8/0.16%</b>	% Bangladeshi <b>0/0</b>	
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean <b>95/1.94%</b>	% Caribbean <b>0/0</b>	
% African <b>37/0.76%</b>	% African <b>0/0</b>	
<b>Chinese or other ethnic group</b>	<b>Chinese or other ethnic group</b>	
% Chinese <b>16/0.32%</b>	% Chinese <b>0/0</b>	
& any other <b>6/0.12%</b>	& any other <b>0/0</b>	
<b>Not Stated % 2/0.04%</b>	<b>Not Stated % 0/0</b>	
<b>Gender</b>		
% Male <b>49.1% - 2397</b>	% Male <b>4 - 28.6%</b>	
% Female <b>51% - 2481</b>	% Female <b>10 - 71.4%</b>	

As can be observed from the analysis above variations in representation exist to varying degrees and the practice this year has actively worked to address this inequality in terms of PPG representation. Some of the many actions taken to address this issue include;

- ✚ Encouraged administration staff over a number of weeks prior to PPG meetings to highlight to patients the practice PPG poster, hand out PPG promotional material including leaflets, proposed agendas and fill in expression of interest forms (Appendix 1) which the practice followed up among other things. Within this campaign we also saw the need and importance of giving some special focus to specific gender/demographic and ethnic groups to address group representational aspects which

we saw as being very important. This was centred on targeting individual patients who fitted into groups under represented by the analysis above and individually inviting them to engage with the PPG by a number of different means including opportunistic and focused.

- ✚ Encouraging clinical staff ongoing to actively gain engagement from patients to the PPG. This again was on a general basis and also as above a more target and patient specific basis to address the practices desire to have a PPG that was representational to the practice population. The desire for a representational PPG was driven by a belief that a PPG was to represent the entire practice population in an equitable and fair way which was important.
- ✚ The Practice Manager prior to PPG meeting sent letters, both general and targeted, out to patients to actively promote engagement including a copy of a PPG leaflet designed by the practice (Appendix 2 – Practice PPG Leaflet) as an example of a number of different promotional materials and recruiting processes adopted by the practice.
- ✚ The Practice Manager also in correspondence to the existing PPG requested them to keep to mind the group was recruiting and bring a long any candidates they thought may be suitable , appropriate or who may have wished to attend.
- ✚ Members of the PPG were invited personally by the Practice Manager to attend the LCN workshop held at Fort Dunlop on 19 September 2013; only 1 member attended but commented that the workshop had been a valuable experience and she looked forward to additional opportunities.
- ✚ Patients who had locally resolved complaints were invited to consider joining the PPG to enable influence and suggestions to be aired.

### PATIENT SURVEY

In 2013/14 year the PPG has had meetings on 3 July 2013, 6 November 2013 and 5 February 2014. The meetings in this year have proved very positive and valuable experiences building further on the work done last year.

At the meeting held on 3 July 2013 the PPG reflected on a number of different matters/issues including improved privacy at reception, patient satisfaction with service provision. The November meeting focussed on the Patient Participation Survey with the aim of modifying and refreshing this documents to reflect current priorities and build further on work carried out last year and indeed throughout the year. The annual survey and questions were reviewed and an agreement to include a question related to disability was included at the request of the PPG. The survey included the obligatory areas relating to including satisfaction with opening hours, appointment availability and waiting times. Current areas of importance agreed as priority included;

- ✚ Patient DNA's and wasted resource (i.e. appointments, clinical time etc)
- ✚ Prescription & Appointment Processes – patient experience
- ✚ Clinical Quality/standards – GP's & Nurses
- ✚ Awareness of Patients rights – i.e. complaints, requesting specific GP
- ✚ Reception Matters - Patient Confidentiality and Quality of practice information

The survey (APPENDIX 3) was then created by the practice and confirmation and authority to proceed given by the PPG prior to use. The PPG agreed on the same rationale as adopted and was most successful last year in terms of the survey being given to 10% of the practice population over the age of 16 which equated to approximately 371 patients. This rationale was felt to be appropriate and most successful last year and all were happy to carry on that basis. The survey was finalised on 7 main questions broken down in subset questions (total questions = 28) and one free text box for patient comments, if required. The survey

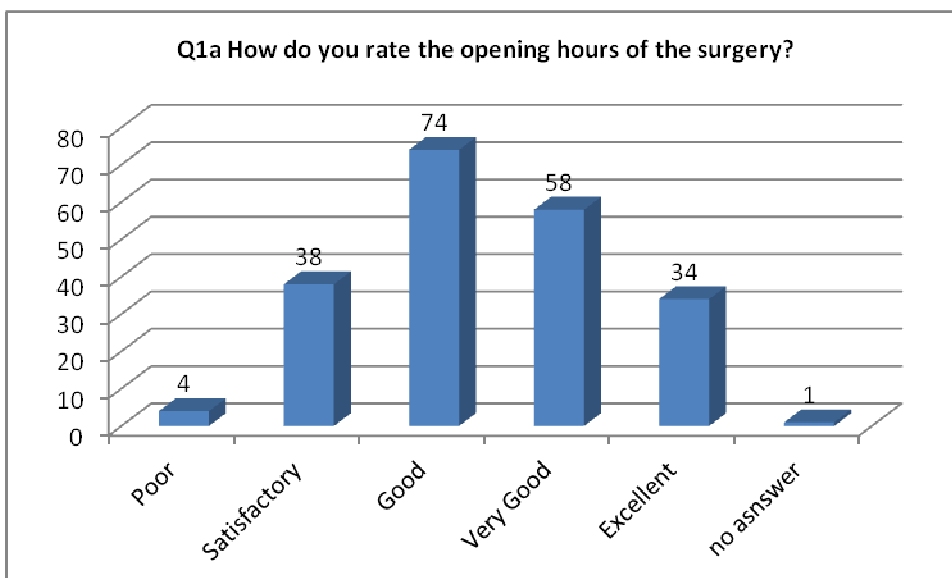
questions were based around the agreed priorities. There was also data collection relating to demographics, ethnicity, dependant status, employment status, disability and gender to allow the practice and the group to qualify and quantify analysis and understand more about its population.

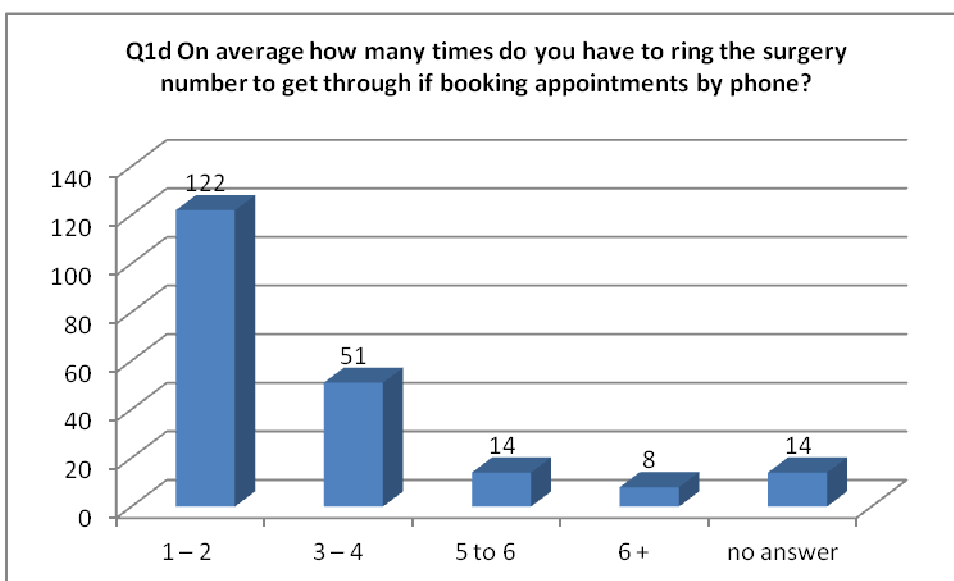
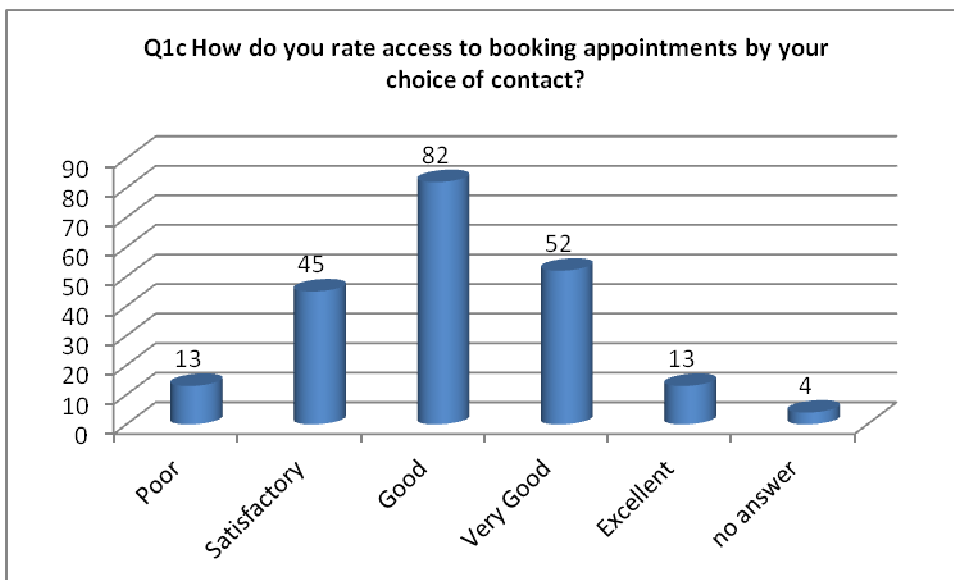
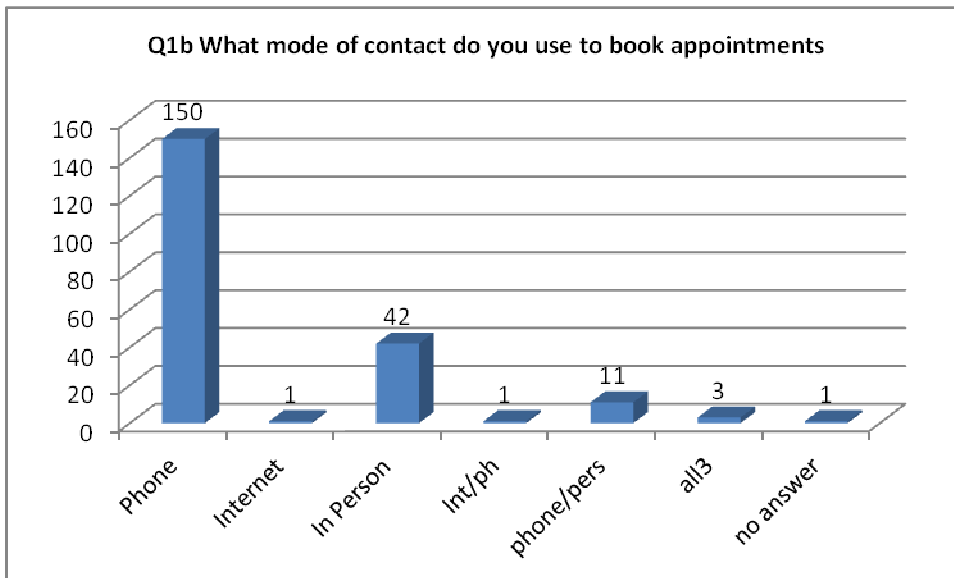
The survey was carried out over a period of 6 weeks (Dec – Jan) to ensure we received a comprehensive set of results to analyse and work with. From previous experience the number of postal survey returns was exceptionally minimal it was agreed the survey should be given out in surgery for patients to either fill in during their time at practice or take away and bring back when completed. The practice desired to get a representational response and so endeavoured where possible to distribute the surveys according to the representational breakdown/analysis as indicated on page 1. Out of a total of 317 surveys issued the practice received back a total of 209 surveys a return of 65.94%. Surveys where answers to some questions were not provided have been included in the analysis. The results were then correlated using a tally breakdown analysis to make comparative study easier and more amenable to analysis (APPENDIX 4 – Tally Breakdown).

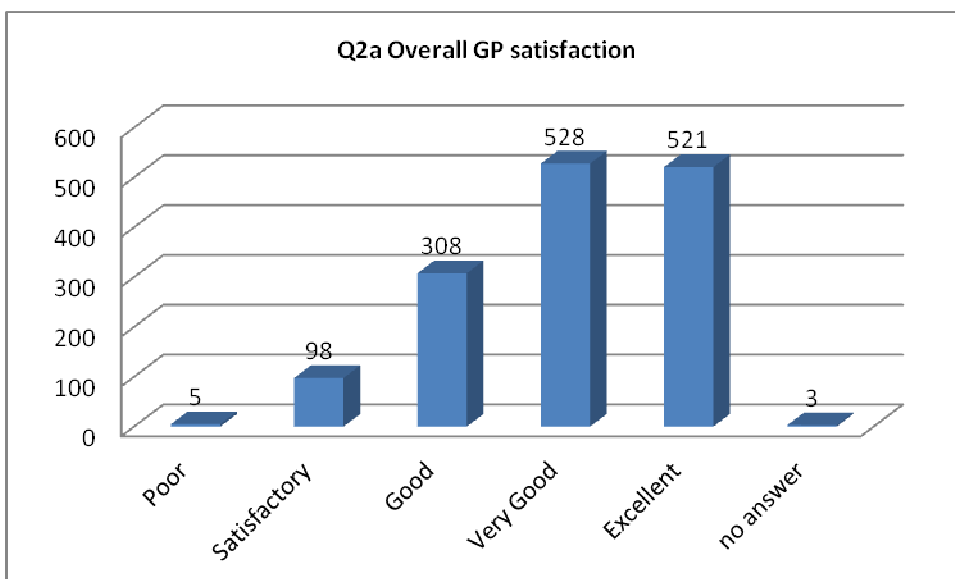
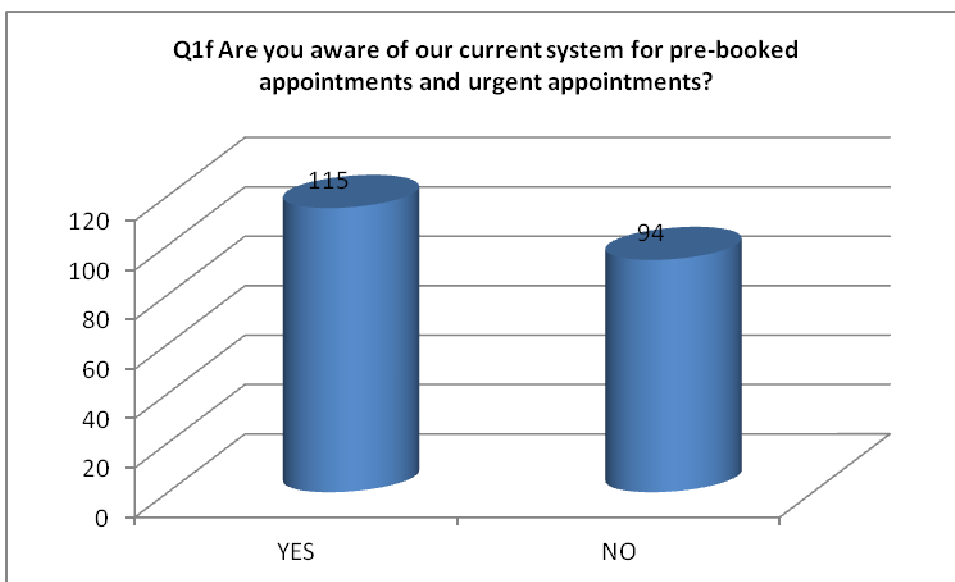
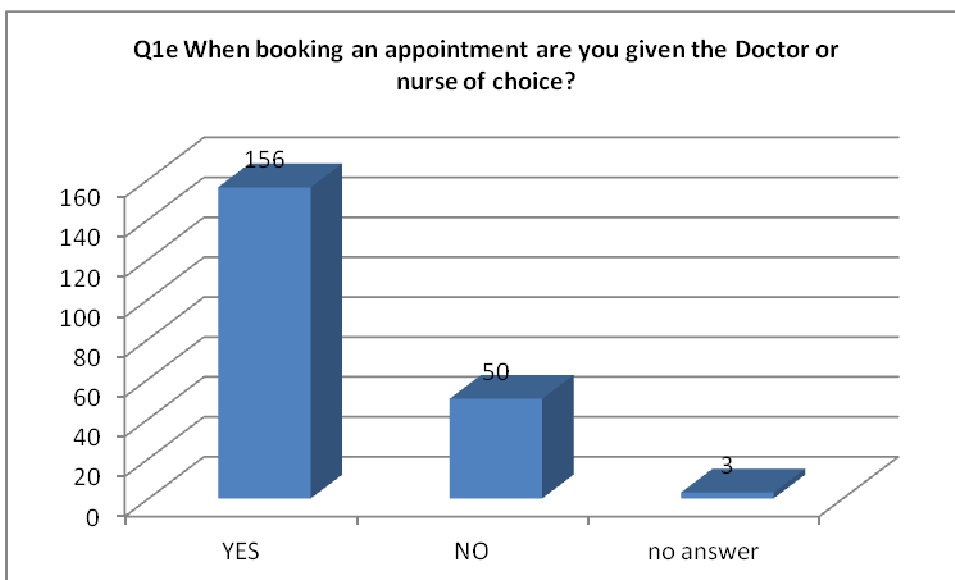
## RESULTS

A very extensive and comprehensive set of results, tally analysis and breakdown are detailed in APPENDIX 4 – PRACTICE SURVEY RESULTS. In this analysis is included a demographic, ethnicity breakdown and also a quick analysis based on working status and also dependants under 16 which we as a PPG may be useful data to capture in helping our population. A visual representation of the highlights and some of the priority areas are detailed below, the results of which showed the practice in a very positive light.

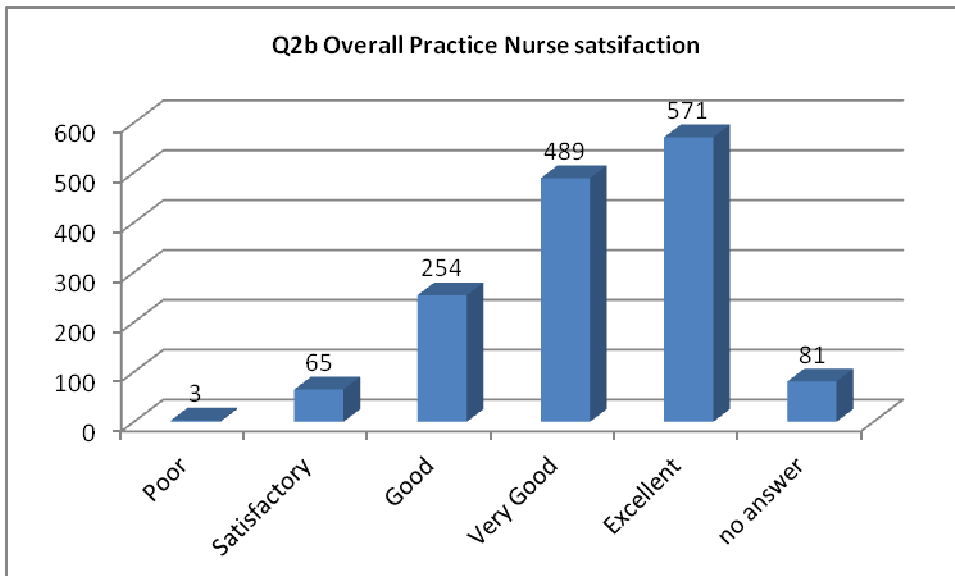
Please note: The figures on the charts represent actual data i.e. physical patient numbers.



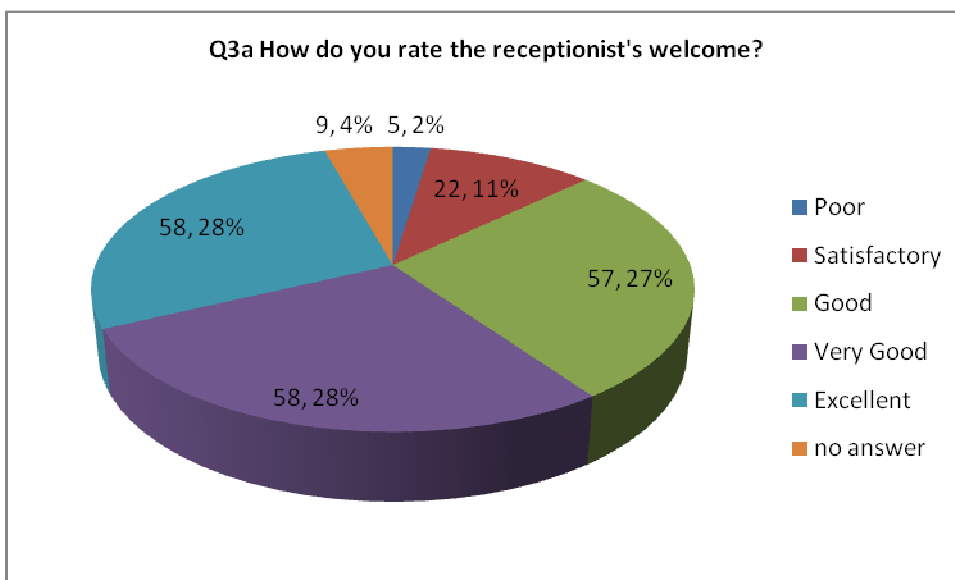




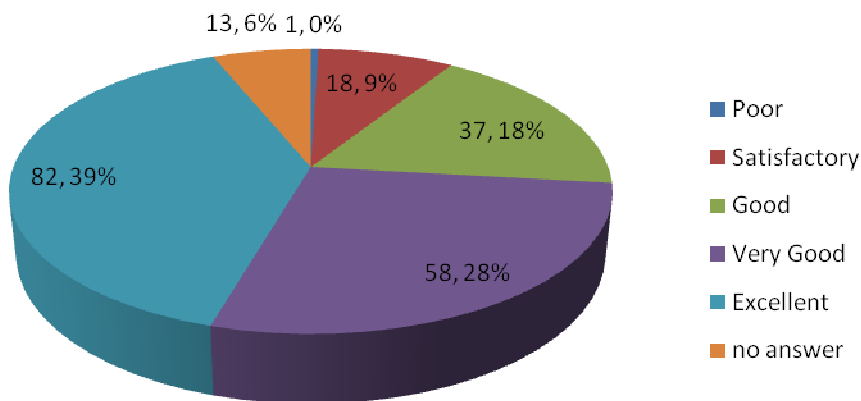
(7 sub-sets – 1463 response)



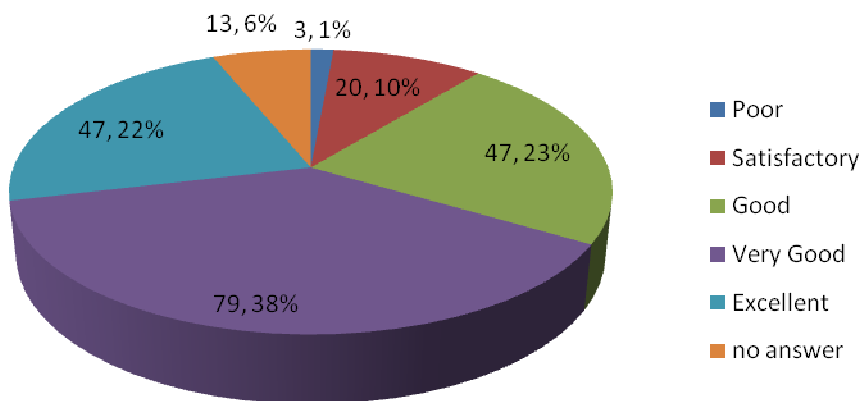
(7 sub sets-1463 responses)



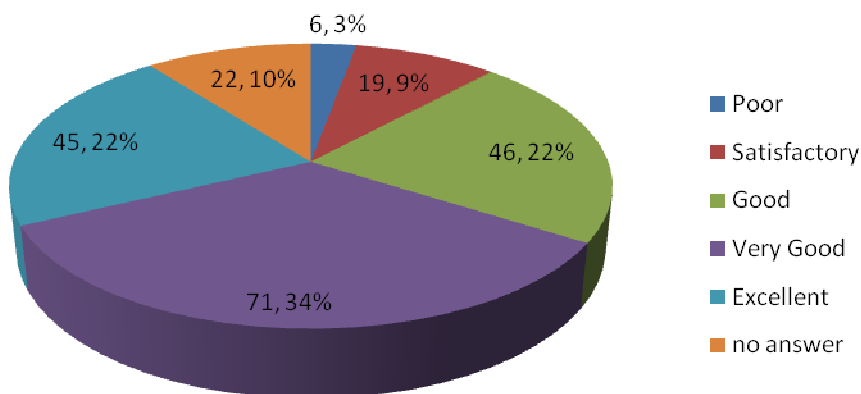
Q3b How do you rate confidentiality at the surgery?



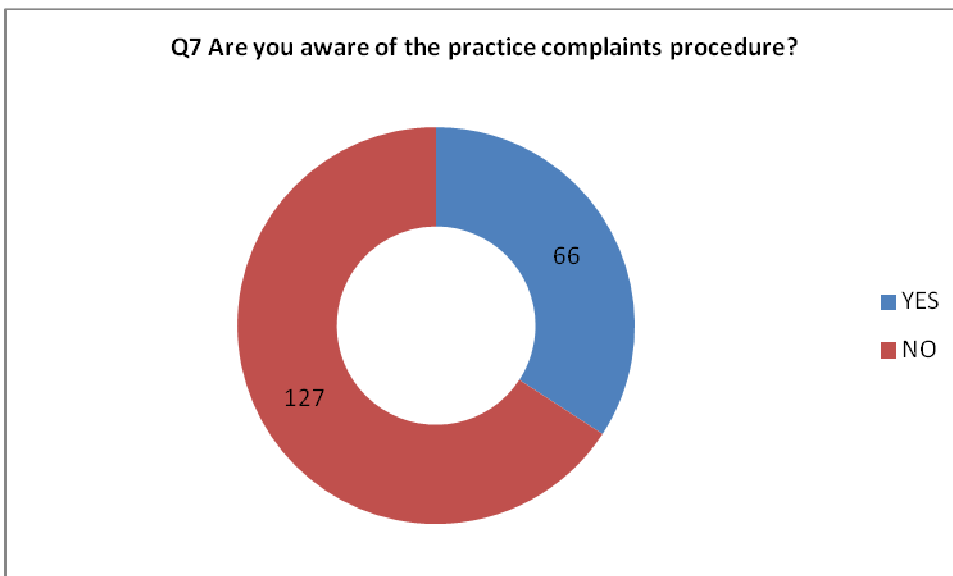
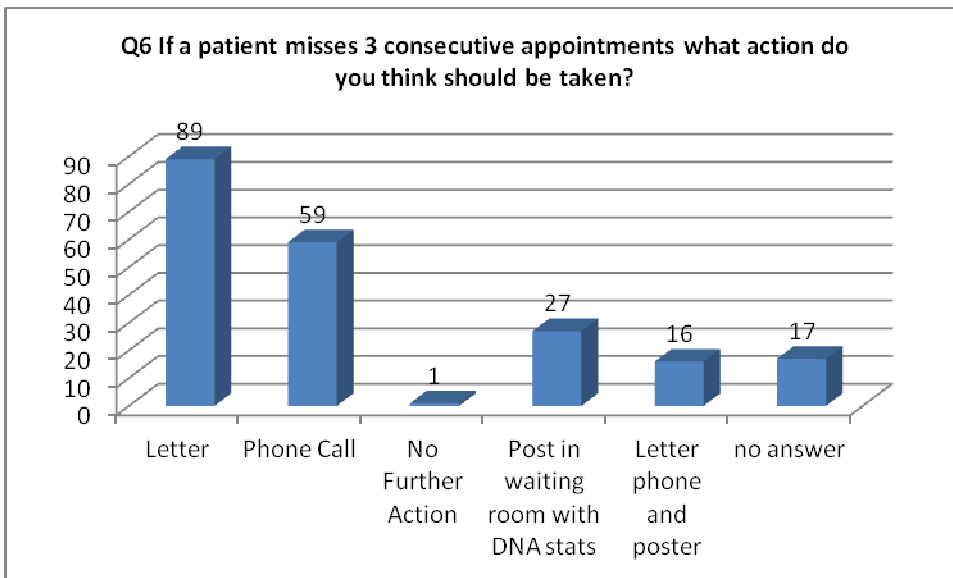
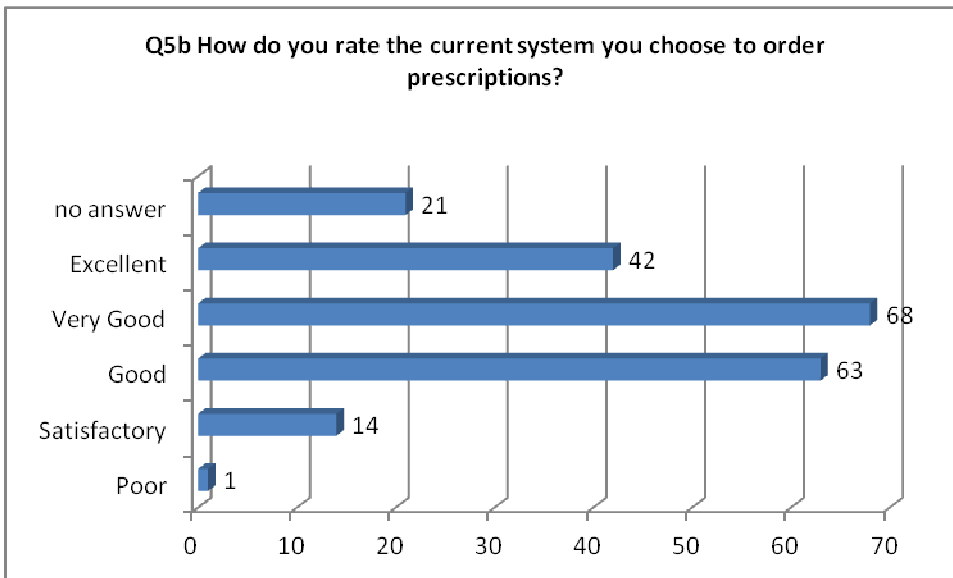
Q3c How do rate visibly displayed information in the surgery?



Q4 How do you rate disabled access to the surgery?







**Patient comments on surveys;**

Attached at Appendix 5




**DISCUSSION ABOUT RESULTS**

The provisional report was circulated to the GP's, Practice Nursing team and to the admin support team in the practice for initial discussions relating to patient responses.

The provisional report was prepared for the members of the PPG for their consideration at the meeting on 5<sup>th</sup> February 2014 where an action plan could be considered alongside comments from inter-practice discussions.

Overall the results from the survey are very positive across a majority, if not all the areas surveyed, which is an encouraging outcome for the practice and the PPG group.

Initial reflection of the practice survey results would tend to suggest that areas for additional discussion with the team and PPG might focus on the main areas from the survey are:

-  Improve access to appointments, improving on-line usage and information; wider publication of pre-booked/urgent booking of appointments.
-  Address issues with staff customer service focus
-  Improve awareness of the practice complaints procedure

From the additional comments made some additional areas of focus for discussion:

- *Car park*
- *Telephone – 0844 number*

These areas were discussed with the PPG (5/2/14) as they impact on the priorities highlighted by the patients and relate to current patient, practice issues and indeed National GP survey results and also some realms of CQC. Agreement was reached concerning how and to whom copies of the finalised report should be sent - all PPG members, a copy published and for display in the practice waiting areas for the information for the wider practice patient population which on request could also be printed hard copy and given to be taken away.

**ACTION PLAN**

Discussed and agreed with the PPG 5/2/14

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
Improve access to appointments, wider use of on-line booking and publication of pre-bookable and emergency appointments.	Capacity and demand audit to be undertaken 2-7 March 2014 in line with local request;  Practice team to review on-line appointments;  Proportion of pre-bookable appointments to be reviewed	2- 7 March 2014  By April 2014  By April 2014
Address issues with staff customer service focus	Staff named in survey to be counselled;  Training to be undertaken;  Monitor and review of staff interaction with patients	By end Feb 14  By May 2014  Ongoing
Improve awareness of the practice complaints procedure	Display to be focus in waiting room;  Patient leaflets to be reviewed.	By June 2014  By June 2014
Car park	Leaves and litter to be cleared from car park outside City Neighbourhood Office	Completed Feb 14
0844 number	Additional 0121 line to be installed to offer patient choice for contacting surgery	Completed Feb 14

## ACCESS

### OPENING HOURS

#### SURGERY HOURS

MONDAY - TUESDAY - WEDNESDAY - FRIDAY

\*8.00 am to \*\*6.30 pm

THURSDAY

\*8.00 am to 12.00 pm

\*\*Doors closed at 6pm but telephone services available till 6.30pm

**Appointments** – call 0844 387 8030 from 8am to be offered the 1<sup>st</sup> available appointment. If you wish to see specific GP/Nurse please inform the receptionist who will try their best to accommodate you. If you are unable to attend an appointment please inform the practice at your earliest convenience so the appointment can be reallocated to another patient.

### ACCESS TO SERVICES

**‘Kingstanding Circle Surgery’**

**26 Rough Road**

**Kingstanding**

**Birmingham**

**B44 0UY**

**Tel: 0844 387 8030**

**0121 647 1385**

**Fax: (0121) 354 8981**

[www.kingstandingcirclesurgery.co.uk](http://www.kingstandingcirclesurgery.co.uk)

**Appointments** – call **0844 387 8030** or **0121 647 1385** from 8am to be offered the 1<sup>st</sup> available appointment. If you wish to see specific GP/Nurse please inform the receptionist who will try their best to accommodate you. If you are unable to attend an appointment please inform the practice at your earliest convenience so the appointment can be reallocated to another patient.

**PUBLICATION OF THE REPORT**

THE PPG ACTION PLAN WILL BE DISPLAYED IN THE PATIENT WAITING AREAS - The full and entire PPG report will be available to read on-line on the practice website - currently [www.kingstandingcirclesurgery.co.uk](http://www.kingstandingcirclesurgery.co.uk). but being rebuilt. There will be a notice in the waiting room informing all the patients of the report and that it can be viewed on their request with hard copy available in the surgery. Out of courtesy and appreciation for their time, hard work much valued and appreciated help and assistance all PPG members will sent a copy of the full report. A copy of the finalised report has been sent to GP's and all other staff members for their interest, information and group discussion. *PPG meeting minutes are also available on request.*

**APPENDIX 1 – EXPRESSION INTEREST FORM – EXAMPLE PROMOTION/RECRUIT PROCESS**

**KINGSTANDING CIRCLE SURGERY**  
**Dr B S Sahota & Dr K Cassam**  
**26 Rough Road, Birmingham B44 0UY**  
**Tel: 0844 387 8030 / 0121 647 1385**  
**Patient Participation Group Record of Interest**

By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

<b>Name:</b>		<b>Postcode:</b>	
<b>Telephone Number:</b>			
<b>Email Address:</b>			

What sort of things might you be interested in taking part in?

*Please tick all Blank boxes that apply to you.*

Attending meetings during the day	
Attending meetings during the evening	
Questionnaires	
Receiving newsletters and updates	
Please tell us if you have any ideas about other ways you could tell us your views:	

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this Practice.

<b>Are You?</b>	<b>Male</b>		<b>Female</b>	
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<b>Age Group</b>	<b>Under 16</b>		<b>17 – 24</b>		<b>25 – 34</b>	
	<b>35 – 44</b>		<b>45 – 54</b>		<b>55 – 64</b>	
	<b>65 – 74</b>		<b>75 – 84</b>		<b>Over 84</b>	
<b>How often do you visit the surgery?</b>	<b>Regularly</b>		<b>Occasionally</b>		<b>Very Rarely</b>	

<b>White:</b>	British Group		Irish	
<b>Mixed:</b>	White & Black Caribbean		White & Black African	White & Asian
<b>Asian or Asian British</b>	Indian		Pakistani	Bangladeshi
<b>Black or Black British</b>	Caribbean		African	
<b>Chinese or any other ethnic group</b>	Chinese		Any other (please specify)	

APPENDIX 2 – PRACTICE PPG LEAFLET – ADVERTISING/PROMOTIONAL EXAMPLE

## Kingstanding Circle Surgery

Dr B Sahota / Dr K Cassam

26 Rough Road, Kingstanding, B44 0UY

0844 387 8030 / 0121 647 1385

### PATIENT PARTICIPATION GROUP



#### Patient Participation Group

**We want to hear from you**

**You can have your say on health matters**

#### **What is the role of the Patient Participation Group?**

Patient participation refers to patients, such as you, who are taking an active interest in healthcare and how their surgery is run.

It gives practice staff and patients a chance to discuss the surgery, local health problems and services, and tries to think of ways to improve the way the surgery can work.

What are the benefits of a patient participation group?

- Patients will have a better understanding of how the surgery works
- There will be improved communication between patients and staff
- Patients will have a forum to suggest ideas and raise concerns
- Patients will be consulted about arrangements in the GP surgery before decisions are made
- Patients' views will be represented in local health care.
- Ideas of a wide range of people will be represented

### **What will happen at the meetings of Patient Participation Group?**

A range of patients, such as yourself, will attend, alongside staff from the surgery.

The meetings are a relaxed environment, in the practice waiting room, outside of normal surgery times. We will make sure you have refreshments provided and will keep the meetings to no more than an hour.

The chair will open the meeting and invite everyone to discuss their ideas.

Everyone will be happy to listen to each others' ideas, and everyone's views will be taken into account.

You do not have to say anything if you don't want to, it's perfectly ok to sit and listen to what other people are saying.

At the end of the meeting, the chair will summarise the main points and set a date for the next meeting.

We are very grateful to all our patients who take time out of their day to attend these meetings to help us improve the surgery and the service we can offer.

### **How do I join the Patient Participation Group?**

Please ask any member of reception or the practice manager for a form.

We will tell you the date and time of the next meeting and will take some contact details from you so that we can let you know if there are any changes.

We would love to have as many patients involved as possible, so please SPREAD THE WORD!!!

For more information, please contact:

Ms Jan Wilby (Practice Manager) Kingstanding Circle Surgery 26 Rough Road Kingstanding B44 0UY

0844 387 8030 / 0121 647 1385



**APPENDIX 3 – PRACTICE SURVEY – 2013/14**

This survey has been compiled by the Patient Participation Group (PPG) its findings will be discussed with the PPG who will then work on your behalf and recommend changes. Please note that this survey is 100% anonymous.

(Q1a) How do you rate the opening hours of the surgery?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q1b) What mode of contact do you use to book appointments?

<b>Phone</b>	<b>Internet</b>	<b>In Person</b>
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(Q1c) How do you rate access to booking appointments by your choice of contact?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q1d) On average how many times do you have to ring the surgery number to get through if booking appointments by phone?

<b>1 – 2</b>	<b>3 – 4</b>	<b>5 -6</b>	<b>6 +</b>
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(Q1e) When booking an appointment are you given your doctor or nurse of choice?

<b>YES</b>	<b>NO</b>
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(Q1f) Are you aware of our current system for Pre-booked appointments and Urgent appointments?

<b>YES</b>	<b>NO</b>
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(Q2a) Last time you saw a GP at the surgery, how good did you find the GP at each of the following?

*Giving you enough time?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Asking about your symptoms?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Listening?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Explaining tests and treatment?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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Involving you in decisions about your care?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Treating you with care and concern?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Taking your problems seriously?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q2b) Last time you saw a Practice Nurse/Nurse Practitioner at the surgery, how did you find the nurse at each of the following?

*Giving you enough time?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Asking about your symptoms?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Listening?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Explaining tests and treatment?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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Involving you in decisions about your care?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Treating you with care and concern?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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*Taking your problems seriously?*

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q3a) How do you rate the receptionists welcome when you come in or contact the surgery?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q3b) How do you rate patient confidentiality at the surgery?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q3c) How do you rate visibly displayed information in the surgery?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q4) How do you rate disabled access at the surgery?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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(Q5a) When ordering prescriptions do you use?

<b>Phone</b>	<b>Drop In Service</b>	<b>Internet</b>
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(Q5b) How do you rate the current system you choose to order prescriptions?

<b>Poor</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
-------------	---------------------	-------------	------------------	------------------

(Q6) If a patient misses three (3) consecutive appointments what action do you think should be taken to prevent this and waste of appointment time in the future?

<b>Letter</b>	<b>Phone Call</b>	<b>No Further Action</b>	<b>Post in waiting room with DNA stats</b>
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(Q7) Are you aware of the surgeries current complaints procedure?

<b>YES</b>	<b>NO</b>
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Any suggestions to improve our service would be greatly received. Please comment below;

.....

.....

.....

**Equal Opportunities Data (please circle)****Age:**

17 – 24	25 – 44	45 - 54	55 – 64	65 – 74	75 – 84	85 +	
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**Sex:**

Male	Female
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**Dependants under 16 years:**

YES	NO
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**Working Status:** \_\_\_\_\_ **Registered disabled**

Yes / No
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**White:**

British	Irish	Other
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**Mixed:**

White & Black Caribbean	White & Black African	White & Asian
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**Asian or Asian British:**

Indian	Pakistani	Bangladeshi
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**Black or Black British:**

Caribbean	African
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**Chinese or other Ethnic Group:**

Chinese	Any Other
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## APPENDIX 4 – PRACTICE SURVEY RESULTS BREAKDOWN AND ANALYSIS

**KINGSTANDING CIRCLE SURGERY - PATIENT SURVEY RESULTS/ANALYSIS**

(Q1a) How do you rate the opening hours of the surgery?

Poor	Satisfactory	Good	Very Good	Excellent	no answer
4	38	74	58	34	1

209

(Q1b) What mode of contact do you use to book appointments?

Phone	Internet	In Person	Int/ph	phone/pers	all3	no answer
150	1	42	1	11	3	1

209

(Q1c) How do you rate access to booking appointments by your choice of contact?

Poor	Satisfactory	Good	Very Good	Excellent	no answer
13	45	82	52	13	4

209

(Q1d) On average how many times do you have to ring the surgery number to get through if booking appointments by phone?

1 – 2	3 – 4	5 to 6	6 +	no answer
122	51	14	8	14

209

(Q1e) When booking an appointment are you given your doctor or nurse of choice?

YES	NO	no answer
156	50	3

209

(Q1f) Are you aware of our current system for Pre-booked appointments and Urgent appointments?

YES	NO	no answer
115	94	

209

(Q2a) Last time you saw a GP at the surgery, how good did you find the GP at each of the following?

*Giving you enough time?*

Poor	Satisfactory	Good	Very Good	Excellent
0	17	44	82	66

*Asking about your symptoms?*

Poor	Satisfactory	Good	Very Good	Excellent	
0	16	42	83	68	209

*Listening?*

Poor	Satisfactory	Good	Very Good	Excellent	
1	13	45	70	80	209

*Explaining tests and treatment?*

Poor	Satisfactory	Good	Very Good	Excellent	no answer	
1	13	43	76	74	2	209

Involving you in decisions about your care?

Poor	Satisfactory	Good	Very Good	Excellent	no answer	
1	13	48	72	74	1	209

*Treating you with care and concern?*

Poor	Satisfactory	Good	Very Good	Excellent	
1	13	43	73	79	209

*Taking your problems seriously?*

Poor	Satisfactory	Good	Very Good	Excellent	
1	13	43	72	80	209

Poor	Satisfactory	Good	Very Good	Excellent	no answer	
5	98	308	528	521	3	1463

(Q2b) Last time you saw a Practice Nurse/Nurse Practitioner at the surgery, how did you find the nurse at each of the following?

*Giving you enough time?*

Poor	Satisfactory	Good	Very Good	Excellent	no ans	
0	7	35	77	84	6	209

*Asking about your symptoms?*

Poor	Satisfactory	Good	Very Good	Excellent		
0	16	34	78	70	11	209

*Listening?*

Poor	Satisfactory	Good	Very Good	Excellent		
0	8	35	72	82	12	209

*Explaining tests and treatment?*

Poor	Satisfactory	Good	Very Good	Excellent		
2	8	41	63	82	13	209

*Involving you in decisions about your care?*

Poor	Satisfactory	Good	Very Good	Excellent		
1	10	37	69	80	12	209

*Treating you with care and concern?*

Poor	Satisfactory	Good	Very Good	Excellent		
0	8	34	64	90	13	209

*Taking your problems seriously?*

Poor	Satisfactory	Good	Very Good	Excellent		
0	8	38	66	83	14	209

Poor	Satisfactory	Good	Very Good	Excellent		
3	65	254	489	571	81	1463

*(Q3a) How do you rate the receptionists welcome when you come in or contact the surgery?*

Poor	Satisfactory	Good	Very Good	Excellent		
5	22	57	58	58	9	209

*(Q3b) How do you rate patient confidentiality at the surgery?*

Poor	Satisfactory	Good	Very Good	Excellent		
1	18	37	58	82	13	209

*(Q3c) How do you rate visibly displayed information in the surgery?*

Poor	Satisfactory	Good	Very Good	Excellent		
3	20	47	79	47	13	209

(Q4) How do you rate disabled access at the surgery?

Poor	Satisfactory	Good	Very Good	Excellent		
6	19	46	71	45	22	209

(Q5a) When ordering prescriptions do you use?

Phone	Drop In Service	Internet	ph/drop	drop/int		
24	154	5	6	2	18	209

(Q5b) How do you rate the current system you choose to order prescriptions?

Poor	Satisfactory	Good	Very Good	Excellent	no answer	
1	14	63	68	42	21	209

(Q6) If a patient misses three (3) consecutive appointments what action do you think should be taken to prevent this and waste of appointment time in the future?

Letter	Phone Call	No Further Action	Post in waiting room with DNA stats	Letter phone and poster	no answer	
89	59	1	27	16	17	209

(Q7) Are you aware of the surgeries current complaints procedure?

YES	NO		
66	127	16	209

Age:

17 – 24	25 – 44	45 – 54	55 – 64	65 – 74	75 – 84	85 +	16y - 1
17	53	36	25	42	11	2	

Sex:

Male	Female	no ans	
69	119	21	209

Dependants under 16 years:

YES	NO		
50	129	30	209



**Employment**

Working	Not Working	retired
88	27	46

Student  
6

no ans  
42

209

**White:**

British	Irish	Other
171	10	

181

**Mixed:**

White & Black Caribbean	White & Black African	White & Asian
2	1	2

5

**Asian or Asian British:**

Indian	Pakistani	Bangladeshi
1	1	0

2

**Black or Black British:**

Caribbean	African
1	1

2

**Chinese or other Ethnic Group:**

Chinese	Any Other
0	0

no ans  
19

19

209

**Appendix 5 Additional comments made on Patient Survey form**

“I recently cancelled an appointment and asked to re-book for the next day- I was informed I would need to ring back at 8am in the morning. Booking appointments for another day should be made easier than waiting 10-15minutes on the phone at 8 am”

“Everything OK”

“All OK”

“I am a long-distance lorry driver and so unless urgent a system is needed whereby I can book an appointment maybe 2-3 weeks in advance when I know I am off work. I have been told you have this system but never seen it at work”

“A couple of the receptionists let the surgery down with abrupt curt bad unhelpful attitudes.....the doctors, nurse practitioners and other staff are first class”

“I am more than pleased with the service and treatment I get from this surgery”

“Some receptionists have not got a very good bedside manner”

“Parking”

“Slightly bigger building”

“No everything’s good already I have no concerns”

“Wish there was a drop in surgery”

“I think the premium rate number used at the surgery should not be imposed on patients as this can put some on lower income in an unfair disposition”

“No all great”

“Sometimes when you discuss things at reception it’s not very confidential. I understand it is difficult as reception is front-line and needs to be a focal point of the surgery. If problems are personal then the reception need to be as discreet as possible, which I am sure they do”

“Put the television on more often. Give more information about the running of the surgery”

“I think that they need to improve opening hours, a late night appointment for people who work late might make getting an appointment easier”

“Parking facility rubbish for people with walking problems. Lift also out of order at times.”

“Do not charge for phone calls”

“I think you need an 0121 number because I can’t always ring when I need because I can’t ring 0844 off my phone”

“Put early morning back on”

“No wheelchair access from car park to surgery door. Not aware of complaints procedure as have never made a complaint but would ask receptionist if required”

“On-line consultations via the internet directed at people working long hours or those who find it difficult to visit during the opening hours”

“The manner of one of the receptionists could improve \*\*\*\*\*”

“Regret open surgery is no longer available”

“Longer opening hours to include Saturdays - more nurse practitioner appointments to avoid GP appointments where not necessary. I don’t know about the complaints procedure but would ask if relevant”

“Dissatisfied with automated telephone system”

“More friendly reception staff”

“I believe using a premium telephone number is wrong especially when it is difficult to get through”

“More appointments. More info about doing tests, a little quicker on finding out what’s wrong”

“Just one receptionist needs training in people skills”

“Car park is a disgrace, litter everywhere and almost slipped over on 3 separate occasions on the wet leaves that have been outside for months! Needs a serious clean up”

“XX is very stern – clearly does not like her job”

“The access to the surgery via the car park is very slippery due to wet leaves – a build up of many years – surely a call to the council or on-line contact would result in a clean-up of the debris many disabled and elderly patients use this car park”

“Some staff need to smile more – otherwise everything is fine”

“Receptionist are miserable especially XXXXXXXX – need to be more welcoming not judgemental and huffing and puffing”