

# **Patient Participation Group and Patient Survey 2014**

## **Background Information**

Our PPG spans all 3 sites and the regular members are very proactive in helping the surgeries improve the service we offer patients. Whilst we are lucky in having regular members, we are aware that other patients may have much to contribute too but work or childcare commitments may prevent them from attending meetings on site.

To try and involve as many patients as possible, two years ago, we set up a virtual PPG where patients can e-mail us with comments or concerns and we are actively promoting this at all 3 sites. We also ensure that any changes to our services and/or access to the surgery are displayed in each surgery giving patients the chance to comment.

## **Patient Survey**

Last year, working in collaboration with the PPG & VPRG, we identified priority areas and constructed a survey to benchmark patients' views on the practice performance including areas such as booking appointments, cleanliness of the surgery and access to the surgery. Once we had the results, we agreed an Action Plan.

Following on from the success last year we have replicated this moving forward and met with our PPG on four separate occasions to discuss this years template for the survey and post survey the results and this years action plan has been prepared.

Further regular PPG meetings will be held over the coming 12 months to monitor the 2014 action plan and we hope these will continue to be as productive to the practice as they have been in the past.

We are happy to report that once again this year a further reduction has occurred :-

- The percentage of patients who feel that they were not kept informed when surgeries ran late has decreased from 17% to 9% and this year we achieved a 2% result.

Two years ago the Practice self funded to offer an extended service to our patients and our Mexborough Surgery is now open from 8am to 8pm, Monday to Friday and can be used by patients from any of our Practices. We have actively publicised this with posters in our surgeries, on our websites and in our practice leaflets over the period and as a result:

- The percentage of patients who were not aware of our opening hours decreased from 7% to 4%, with the number of patients who are aware that we can offer later appointments rising again this year.
- Fewer patients felt that there were no appointments available or that the times offered didn't suit.

To view the full results, click on the link:

Once again, responses to the survey were broadly in line with our patient base indicating that we have been able to obtain the views all across our patient spectrum.

## **Action Plan**

Going forward to the coming year, we have agreed that our priority areas are as below:

- Continuing to make patients aware via posters, the website and the practice leaflet of the extended opening hours we offer and offering patients the opportunity to make use of these facilities at our other branches if that is more convenient.
- Ensuring that patients who wish to speak to a receptionist in private are able to do so, using posters, the website and the practice leaflet to make patients aware that they are able to do so.
- Continuing to advise and update patients if a clinical session is running late for any reason.

## **Practice Opening Times**

### **Askern Medical Practice**

Core Hours are 8am - 6pm Monday to Friday and access to services can be gained by telephone or by visiting the surgery in person. We provide extended hours between 9am - 12noon alternate Saturday mornings.

### **Mexborough Medical Practice**

Core Hours are 8am - 6pm Monday to Friday and access to services can be gained by telephone or by visiting the surgery in person. We provide extended hours between 9am - 12noon alternate Saturday mornings and each evening between 6.30pm and 8pm.

### **Conisbrough Medical Practice**

Core Hours are 8am - 6pm Monday to Friday and access to services can be gained by telephone or by visiting the surgery in person. We provide extended hours between 6.30pm and 7.30pm each Tuesday evening.

# Askern, Mexborough and Conisbrough Medical Practice

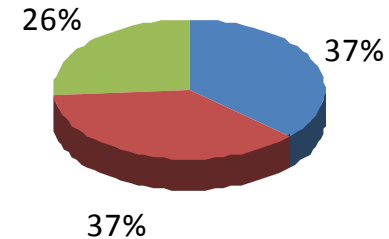
## Working in collaboration with our Patient Participation Group

### December 2013 Patient Survey Results

#### A. Appointments at your GP Surgery

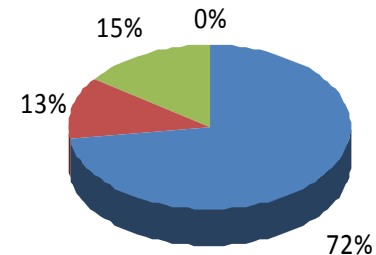
**Q1. At which GP Surgery are you a registered patient?**

Askern Medical Practice	50	37%
Mexborough Medical Practice	50	37%
Conisbrough Medical Practice	36	26%



**Q2. When did you last see a doctor at the Surgery ?**

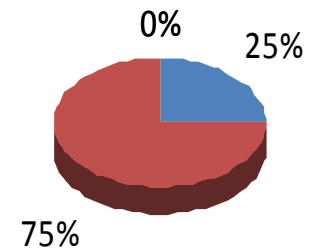
In the past 3 months	97	72%
Between 3 and 6 months ago	17	13%
More than 6 months ago	20	15%
I have never been seen at my present GP Surgery	0	0%



**Q3. How do you normally book your appointments to see a doctor, nurse practitioner or nurse at the Surgery?**

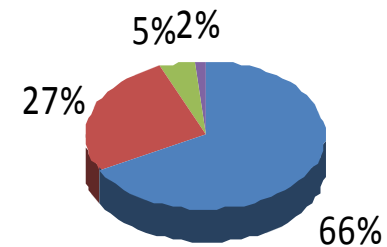
*Please tick all the circles that apply*

In person	34	25%
By phone	102	75%
By fax	0	0%
Online	0	0%



**Q4. If Surgery is running late are you kept informed?**

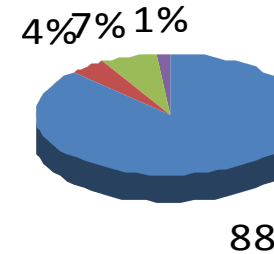
Always	89	66%
Most of the time	36	27%
Occasionally	6	5%
Never	2	2%



## B. Access by telephone to your GP Surgery

Q5. Throughout your call to Surgery – how helpful and courteous did you find the receptionist?

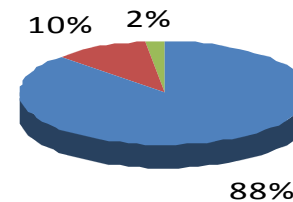
Very helpful	117	88%
Fairly helpful	6	4%
Not helpful	9	7%
Don't know	2	1%



## C. Seeing a Doctor

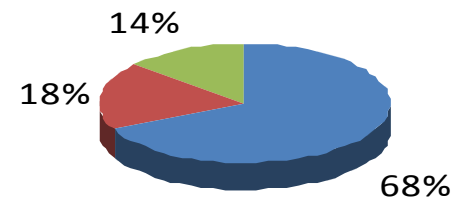
Q6. In the past 6 months have you tried to see a doctor fairly quickly? *By fairly quickly we mean on the same day or in the next two week days that the Surgery was open.*

Yes	119	88%
No	14	10%
Can't remember	3	2%



Q7. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two week days that the Surgery was open?

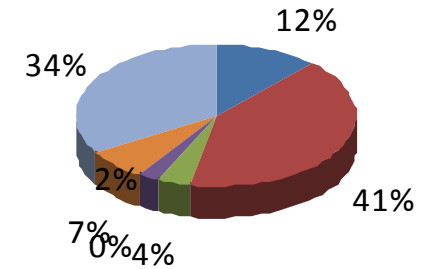
Yes	63	68%
No	17	18%
Can't remember	13	14%



**Q8. If you weren't able to be seen during the next 2 week days that the Surgery was open, why was that?**

*Please tick all the answers that apply*

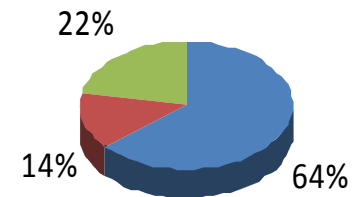
There weren't any appointments	10	12%
Times offered didn't suit	34	41%
Appointment was with a doctor who I didn't want to see	3	4%
A nurse was free but I wanted to see a doctor	2	2%
Was offered an appointment at a different branch of my surgery	0	0%
Another reason	6	7%
Can't remember	28	34%



**Q9. In the past 6 months, have you tried to book ahead for an appointment with a doctor?**

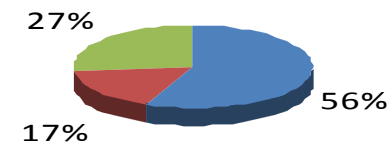
*By 'booking ahead' we mean booking an appointment more than two week days in advance.*

Yes	87	64%
No	19	14%
Can't remember	30	22%



**Q10. Last time you tried, were you able to get an appointment with a doctor more than 2 week days in advance?**

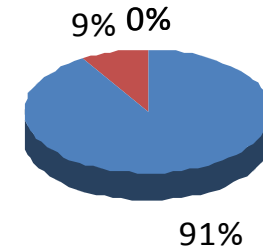
Yes	71	56%
No	21	17%
Can't remember	34	27%



## D. Arriving for your appointment

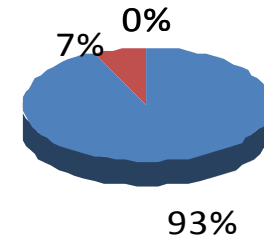
**Q11. How easy do you find getting into the building at the Surgery?**

Very easy	124	91%
Fairly easy	12	9%
Not very easy	0	0%
Not at all easy	0	0%



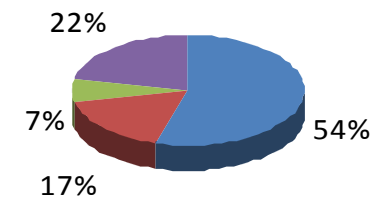
**Q12. How clean is the Surgery?**

Very clean	127	93%
Fairly clean	9	7%
Not very clean	0	0%
Not at all clean	0	0%



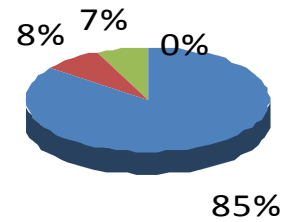
**Q13. In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but I don't mind	74	54%
Yes and I am not happy about it. I would prefer to speak to a receptionist in a private room	23	17%
No, other patients can't overhear	9	7%
Don't know	30	22%



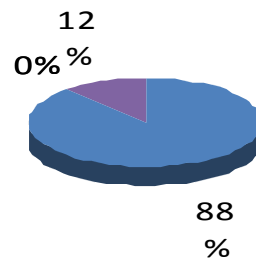
**Q14. How professional do you find the receptionists on arrival at the Surgery?**

Very	116	85%
Fairly	11	8%
Not very	9	7%
Not at all	0	0%



**Q15. If driving to the Surgery how easy do you find it to park?**

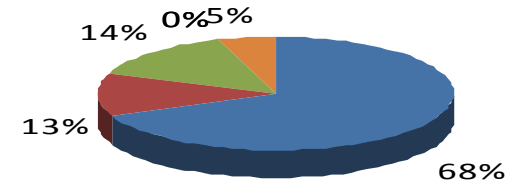
Very	120	88%
Fairly	0	0%
Not very	0	0%
Don't drive	16	12%



## E. Opening Hours

**Q16. How satisfied are you with the opening hours at the Surgery?**

Very	93	68%
Fairly	17	13%
Neither satisfied nor dissatisfied	19	14%
Quite dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know opening hours	7	5%



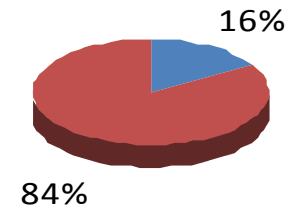


**Q17. As far as you know is the Surgery open ... Please put a tick in each row**

	Yes	No	Sometimes	Don't know
Before 9am	116	7	1	11
At lunchtime	78	14	2	15
After 5.30pm	77	11	7	20
On Saturdays	61	24	11	15
On Sundays	0	94	1	9

**Q18. Would you like to see any changes to our surgery opening times?**

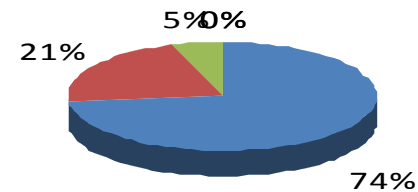
Yes	22	16%
No	114	84%



## F. Your Overall Satisfaction

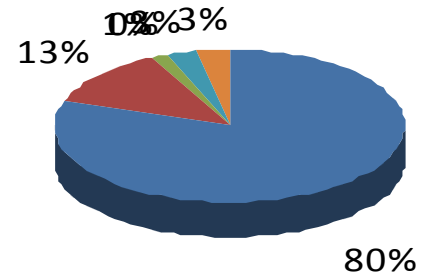
**Q19. In general, how satisfied are you with the care you get at the Surgery?**

Very	100	74%
Fairly	29	21%
Neither satisfied nor dissatisfied	7	5%
Quite dissatisfied	0	0%
Very dissatisfied	0	0%



**Q20. Would you recommend the Surgery to someone who has just moved to your local area?**

Yes	109	80%
Maybe	17	13%
Not sure	2	1%
Probably not	0	0%
Definitely not	4	3%
Don't know	4	3%



## G. About the people who responded to the Survey

**Q21. Are you male or female?**

Male	71	52%
Female	65	48%

**Q22. How old are you?**

Under 17	0%	55 - 64	17%
17 - 24	9%	65 - 74	15%
25 - 34	20%	75 - 84	8%
35 - 44	12%	85 +	1%
45 - 54	18%		

**Q23. Which of these best describes what you are doing at present?** *If more than one of these applies to you, please tick the main one **ONLY***

Full-time paid work (30 hrs or more per week)	40	26%
Part-time paid work (under 30 hrs per week)	24	15%
Full-time education (school, college, university)	2	1%
Unemployed	13	8%
Permanently sick or disabled	19	12%
Fully retired from work	42	27%
Looking after the home	10	6%
Doing something else	5	3%

**Q24. In general, would you say that your health is?**

Excellent	6	4%
Very good	37	26%
Good	49	34%
Fair	42	29%
Poor	10	7%

**Q25. Do you have any of the following conditions? Please include problems due to old age. Please tick all the boxes that apply to you**

Deafness or severe hearing impairment	25	13%
Blindness or severe visual impairment	4	2%
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	34	18%
A learning difficulty	2	1%
A long-standing psychological or emotional condition	16	8%
Other, including any long-standing illness	52	27%
I do not have a long-standing condition	59	31%

**Q26. Are you a parent or a legal guardian of any children aged less than 16 years currently living in your home?**

Yes	33	24%
No	103	76%

**Q27. Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?**

Yes	36	26%
No	100	74%

**Q28. What is your ethnic group?** (*Chose one section from A to E below, and then select the appropriate option to indicate your ethnic group*)

**A. White**

British	138	91%
Irish	0	0
Any other white background	11	7%

**B. Mixed**

White & Black Caribbean	1	1%
White & Black African	0	0
White & Asian	0	0
Any other Mixed background	0	0

**C. Asian or Asia British**

Indian	0	0
Pakistani	0	0
Bangladeshi	0	0
Any other Asian background	0	0

#### D. Black or Black British

Caribbean	1	1%
African	1	1%
Any other Black background	0	0

#### E. Chinese or other ethnic group

Chinese	0	0
Any other ethnic group	0	0

#### Q29. Which of the following best describes how you think of yourself?

Heterosexual	118	84 %
Gay/Lesbian	2	1%
Bisexual	1	1%
Other	5	4%
I would prefer not to say	14	10%

#### Q30. Which of the following best describes your religion?

None	41	25%
Buddhist	0	
Christian (incl.Church of England, Catholic, Protestant & other Christian denominations)	120	74%
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Other	2	1%

## Age/Sex Profiles

	Under 17	17 - 64	65+	Totals	% of Total Practice Population
Male	1100	3575	889	5564	52%
Female	1013	3281	841	5135	48%
Totals	2113	6856	1730	10699	
% of Total Practice Population	20%	64%	16%		

### Survey Responses

	Male	Female		Under 17	17 - 64	65+
	71	65		0	103	33
% of Total Survey Responses	52%	48%	% of Total Survey Responses	0%	76%	24%

As you will see, proportionally the percentage of Male and Female patients replying to the survey was in line with the Practice population and, if you discount children registered at the Practice (they were not asked to complete the survey), the percentage of those above the age and below 65 who responded was also in line with the Practice population.

## Ethnicity Profiles

### Practice Population

<b>Total Population</b>	<b>10699</b>
<b>No. who consider themselves to be an Ethnic Minority</b>	<b>134</b>
<b>% of Total Practice Population</b>	<b>1.25%</b>

### Survey Responses

<b>Total Responses</b>	<b>136</b>
<b>No. who consider themselves to be an Ethnic Minority</b>	<b>14</b>
<b>% of Survey Responses</b>	<b>10%</b>

## Carer Profiles

### Practice Population

<b>Total Population</b>	<b>10699</b>
<b>No. who consider themselves to be a Carer</b>	<b>141</b>
<b>% of Total Practice Population</b>	<b>1%</b>

### Survey Responses



<b>Total Responses</b>	<b>136</b>
<b>No. who consider themselves to be a Carer</b>	<b>36</b>
<b>% of Survey Responses</b>	<b>26%</b>

Although a far higher proportion of our responses came from only to be expected as Carers are far more likely to visit the surgery since people requiring a Carer are often unwell or infirm.

Carers, this is