

MILLRISE MEDICAL PRACTICE

Patient Participation Group Information and Practice Survey Results 2014

PATIENT PARTICIPATION GROUP

Background

The practice Patient Participation Group started in January 2012 and has continued over the last 2 years.

Since April 2013 the group has met four times on 08.05.2013, 23.10.2013, 05.02.2014 and 26.03.2014

During the last year the group has again supported two of its members who are charity fundraisers for local causes.

The practice has also been supported by a member of the PPG who volunteered to help with promoting the set-up of on-line access to patients in the practice. This member of the group came into the surgery one morning and promoted this service to patients who were coming into the surgery with a member of practice staff. This was really successful and following this we currently have 493 patients signed up to online access for appointments and repeat prescriptions.

Profile of Group

Over the last 12 months the members of the group have changed slightly.

One male member has left the group but we have recruited 2 female members and have another two potential members who have been invited to the next meeting in May 2013.

- The group is made up 6 females and 2 males
- Ages range from 55 to 83
- The members of the group are all white British which is shown as the largest ethnic group of our registered patients
- The majority of the group are over the age of 65 but this also represents our population as 21% of our registered patients are over the age of 65
- Members of the group are also carers for relatives

We have the same number of members as last year but there have been changes and we are currently looking to increase the group and particularly look at increasing the demographics in the group to include more males, younger members and members from ethnic minorities although we do not have a large number of BME patients registered at the practice.

Meetings

During 2013/2014 we have had 4 face to face meetings.

Meeting 1 - 8th May 2013

The following was discussed:

- Patients not attending for appointments
- Ideas for practice newsletter for June
- Locality PPI lead attended the meeting to discuss her role as representative for our locality within the CCG

Meeting 2 – 23rd October 2013

The following was discussed:

- Update re drs and staffs
- Improvements to the surgery for CQC
- Patients not attending for appointments
- Patient survey 2014
- Patients attending A&E campaign

Meeting 3 – 05.02.2014

The following was discussed:

- Update re surgery improvements for CQC
- Online access for appointment booking/requesting prescriptions
- Patient Survey 2014
- Ideas for March Newsletter

Meeting 4 – 26.03.2014

The following was discussed:

- Results of patient survey 2014 and action plan
- Newsletter for May

Update on actions from 2012/2013

Following the patients survey which was done in February 2013 the following areas were identified by the PPG as priority areas :-

Promotion of travel service to patients

This was done over the summer period via displays in the waiting room, practice newsletters and on the practice website.

Patient education regarding chronic chest problems/asthma

As a result of the survey this was identified as one of the areas which patients had the least knowledge about? The practice also feedback to the PPG that patients with asthma were one of the hardest to reach groups as they were often young and if their asthma was well controlled they felt well. It was still important for them to attend for checks though.

The practice promoted this service via displays in the waiting room, practice newsletters and on the practice website. The practice has also started contacting patients via text message asking them to make appointments which patients find very convenient.

Patients not attending for appointments

This has been an ongoing item discussed with members of the PPG and over the past 12 months the practice has continued to promote awareness regarding this to try and encourage patients to cancel their appointments if not needed. The amount of appointments that were wasted were also advertised as an amount of money in the practice newsletter.

The practice is also using a text reminder service which confirms when patients have booked an appointment and reminds them they have an appointment.

Online services

The practice now offers the ability to book appointments and order repeat prescriptions online. A member of the PPG helped with the initial promotion of this service to patients in the practice.

Waiting Room

The BP Monitor is now set up in the waiting room and the practice sought opinion from the PPG regarding the positioning of this. This has proved to be a popular piece of equipment by the practice patients.

Patient Survey 2013/2104

The patient survey was discussed and agreed with the PPG at the meeting on 05.02.2014 and it was agreed that 200 patients who attended the surgery would be asked to complete a copy of the questionnaire. (A copy of the questionnaire is attached – Appendix A)

Running the survey

The survey was run over four weeks from 17.02.2014 – 14.03.2014. A member of staff was allocated and asked patients who attended the surgery to complete a questionnaire.

Questionnaires were completely anonymously.

204 completed questionnaires were received by the practice.

Results of the Survey

Q1. How would you rate our practice on the following factors? (Please tick)

	Excellent	Very Good	Good	Satisfactory	Poor	Don't know	Response total
The way you are treated by the doctors?	48.76% (98)	31.84% (64)	12.44% (25)	2.49% (5)	1.49% (3)	2.99% (6)	201
The way you are treated by the reception staff?	53.73% (108)	34.33% (69)	7.46% (15)	2.99% (6)	0% (0)	1.49% (3)	201
The way you are treated by the nurses/health care support worker?	57.5% (115)	29% (58)	5% (10)	0.5% (1)	0% (0)	8% (16)	200
Contacting the surgery by telephone?	38% (76)	37.5% (75)	15% (30)	4.5% (9)	3% (6)	2% (4)	200

Q2. Availability of Appointments? (Please tick)

	Yes	No	N/A	Response total
Are you able to get an appointment within 7 working days?	73.63% (148)	19.9% (40)	6.47% (13)	201
Are you able to get an appointment the same day for an urgent matter?	73.55% (139)	7.41% (14)	19.05% (36)	189
Are you able to make an appointment in advance?	88.83% (175)	1.52% (3)	9.65% (19)	197

Q3. Services provided (Please tick)

	Excellent	Very Good	Good	Satisfactory	Poor	Don't know	Response total
How would you rate your level of satisfaction with the services you receive at Millrise Medical Practice?	46.31% (94)	34.48% (70)	14.29% (29)	2.96% (6)	0.49% (1)	1.48% (3)	203

Q4 – Online services - Do you use any of our online services(Please tick)

	Yes	No	N/A	Response total
Viewing information on our practice website	13.71% (27)	59.39% (117)	26.9% (53)	197
Booking appointments online	8.29% (16)	61.66% (119)	30.05% (58)	193
Requesting repeat prescriptions online	9.33% (18)	60.1% (116)	30.57% (59)	193

Q5 – Other services – Have you attended any of the following in the last 12 months (Please tick)

	Yes	No	N/A	Response total
A & E	19.27% (37)	71.88% (138)	8.85% (17)	192
Walk in centre (Haywood or Hanley Health and Wellbeing Centre)	31.47% (62)	60.41% (119)	8.12% (16)	197
Out Of Hours (Dr's Co-op)	12.76% (25)	77.04% (151)	10.2% (20)	196

Q6 – Why did you attend one of these services (Please tick)

	Yes	No	N/A	Response total
The Practice was closed?	20.31% (40)	14.72% (29)	64.98% (128)	197
The Practice was unable to offer you an appointment?	6.77% (13)	23.96% (46)	69.27% (133)	192
The condition you had was not suitable to attend your GP with?	21.47% (41)	11.52% (22)	67.02% (128)	191
Other reason – please give details	1.28% (2)	19.23% (30)	79.49% (124)	156

Q7 – the practice asked patients for comments and suggestions a summary of these is below broken into two categories

What we do well

- Keep up the good work
- In 46 years I have never had a complaint , excellent service has always been provided
- Happy with services provided
- Staff are pleasant and co-operative when requesting an appointment
- Everyone has been very helpful when coming for a smoking appointment
- I have always received fantastic service from all the GP’s here, friendly professional and understanding
- I have only been with the practice a short while but have found the nursing and admin staff very professional and courteous.
- Excellent surgery
- Keep doing what you are doing, no complaints

What can be improved

- The online service hasn’t worked a few times
- Improve the availability of appointments having to wait more than a week
- It would help to go to the same doctor each time.
- The transfer as a new patients could be more informative, ie a welcome letter to inform new patients of their new doctor and that the medical transfer was completed.
- As much help for overweight patients as there is for smokers and people with alcohol problems – don’t think there is much support for overweight patients.

Demographic Profile

Patients who completed questionnaires where then asked to complete some information regarding their demographics.

Male	42%
Female	58%

Age

16-24	10%
25-34	8%
35-44	14%
45-54	17%
55-64	15%
65-74	19%
75+	16%

Ethnicity

White British	98%
White European	1%
Black Caribbean	0.5%
Black African	0%
Mixed White and Black Caribbean	0%
Mixed White and Black African	0%
Mixed White and Black Asian	0%
Indian	0.5%

How would you describe how often you come to the practice?

Often	30%
Occasionally	52%
Very Rarely	18%

Summary of survey results and discussion with PPG

Overall the PPG felt that the results of the survey were excellent. Feedback regarding the services provided by doctors, nurse and admin was very good and at least 80% of patients surveyed rated the services as excellent or very good.

Contacting the surgery by telephone was also high with 75% of patients' surveyed saying rating getting through to the surgery via the telephone as excellent or very good.

With regards to appointments 73% of patients surveyed said they were able to get an appointment within 7 working days or on the same day for an urgent matter.

Overall 80% of patients rated their level of satisfaction with the services provided as excellent or very good.

Action plan following the survey

Action	To be done by	Date to be done by
Results of survey to be discussed with practice GP's, Nursing and Admin staff	Linda Allen/Sharon Smith/Jackie Hargreaves	30.04.2014
Online services to be checked to make sure this is working correctly	Jackie Hargreaves	30.04.2014
Promotion of lifestyle services for patients who need help with weight loss via Displays in waiting room Services advertised in practice newsletter and on practice website	Jackie Hargreaves/nursing team	31.05.2014
Develop a practice welcome pack for new patients including a welcome letter introducing their GP.	Jackie Hargreaves/Sharon Smith	31.05.2014

Conclusions

Overall the practice and the PPG felt that the results of the survey were excellent. The group will continue to meeting during 2014/2015 and hopefully new members will be recruited. The practice will continue to promote the work of the PPG via the practice website , newsletters and displays in the practice waiting room.

(Appendix A)

Millrise Medical Practice - Patient Survey 2014

Dear Patient

We would be grateful if you could take the time to complete this survey about Millrise Medical Practice. We want to provide the best care we can and your comments will help us to identify what we are doing well and any areas that need improving. We will be publishing the results next month on the practice website

Q1. How would you rate our practice on the following factors? *(Please tick)*

	Excellent	Very Good	Good	Satisfactory	Poor	Don't know
a. The way you are treated by the doctors?						
b. The way you are treated by the reception staff?						
c. The way you are treated by the nurses/health care support worker?						
d. Contacting the surgery by telephone?						

Q2. Availability of Appointments? *(Please tick)*

	Yes	No	N/A
a. Are you able to get an appointment within 7 working days?			
b. Are you able to get an appointment the same day for an urgent matter?			
c. Are you able to make an appointment in advance?			

Q3. Services provided *(Please tick)*

a.	Excellent	Very Good	Good	Satisfactory	Poor	Don't know
How would you rate your level of satisfaction with the services you receive at Millrise Medical Practice						

Q4 – Online services - Do you use any of our online services*(Please tick)*

	Yes	No	N/A
Viewing information on our practice website			

Booking appointments online			
Requesting repeat prescriptions online			

If you would like any more information or to register for these services please ask a member of staff.

Q5 – Other services – Have you attended any of the following in the last 12 months (*Please tick*)

	Yes	No	N/A
A & E			
Walk in centre (Haywood or Hanley Health and Wellbeing Centre)			
Out Of Hours (Dr's Co-op)			

Q6 – Why did you attend one of these services (*Please tick*)

	Yes	No	N/A
The Practice was closed?			
The Practice was unable to offer you an appointment?			
The condition you had was not suitable to attend your GP with?			
Other reason – please give details			

Q7 - Do you have any further comments about how we can improve our service?

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To help us analyse your answers please tell us a few things about yourself (*Please tick*)

Are you male or female?

Male	
Female	

Which age category best describes you?

16-24	
25-34	
35-44	
45-54	
55-64	
65-74	
75+	

How would you describe yourself?

White British	
White European	
Black Caribbean	
Black African	
Mixed White & Black Caribbean	
Mixed White & Black African	
Mixed White & Black Asian	
Indian	
Pakistani	
Bangladeshi	
Chinese	
Other	

How would you describe how often you come to the practice?

Often	
Occasionally	
Very rarely	

Many thanks for taking the time to answer the questions on this survey