

# College Lane Surgery

## Patient Participation Group Survey 2014

### Component 1 - Establish a PRG

Establish a PRG comprising only of registered patients and use best endeavours to ensure the PRG is representative.

- Description of the profile of the practice population

There are currently 8992 registered patients at College Lane Surgery of whom 51.15% are women. The majority of patients are aged between 25 and 64 (54.45%) with the age bracket 45-54 having a greater number of patients. The vast majority of patients are white British (>98%). We do not have exact figures for ethnicity because this data has been recorded for new patients but not those who have been registered for many years.

- Description of the profile of the PRG and if the PRG is representative of the practice population

There are 183 patients in the PRG at present – 2% of the total practice population. 58.72% of the patients on the PRG are aged between 25 and 64 (compared with 54.45% practice population). The age bracket 45-64 has a greater number of patients than the other Korner bands (same as practice population).

- If the group is not representative of the practice population, provide details and evidence of what attempts were made to recruit people from any underrepresented groups.

The group is considered to be broadly representative with the exception of the absence of children.

- **Age profile**

The most significant difference is the lack of any under 16's on the patient group. This group comprises 18.7% of the practice population.

#### **Efforts made to recruit from under 16's**

We have continued to try and get representation from this group by targeting teenagers attending teenage clinic but have had no positive responses but for the future, we will endeavour to have some representation from under 16's on the PRG. Methods will include face to face requests at teenage clinic. We are considering exploring text messaging or social media such as a practice Facebook page where the PRG could be advertised.

All other age groups are represented on the PRG in quite similar proportions to the practice population (less than 10% difference). The age group 25-64 is the largest group in both the practice and the PRG.

- **Ethnicity**

This data is being captured for newly registering patients but we do not have it for all patients who have been registered for many years. The practice has, however, a very low representation from ethnic groups other than White British. The vast majority of PRG members (97%)

identified their ethnicity as White British and so the group is representative of our practice population.

**Current Practice Profile**

<b>Ethnicity</b>	<b>Number</b>
White British	941
Black British	2
Asian	3
Chinese	3
Indian/British Indian	2
Declined	16
<b>TOTAL</b>	<b>967</b>

**Ethnicity of PRG**

<b>Ethnicity</b>	<b>Number</b>
White British	178
Black British	1
Chinese	1
Declined	3

- **Type of group established and how many members – PRG, virtual PRG or a combination**

We have established both a virtual PRG and a task-focused PRG.

The terms of reference determined by the group are as follows:

- To be an active voice for the patients of College Lane Surgery
- To publicise existing services to patients via newsletters, posters etc
- To work with the practice as it develops new services, contributing ideas
- To help the practice clinical and management team to sustain an excellent service for patients at College Lane Surgery.

This has been more effective than our actions in previous years when we have had a Patient Participation Group, whose interest dwindled despite an enthusiastic start leading ultimately to disbandment of the group, a few years ago.

A task focused PRG has, so far, proved to be more effective. It has the advantage of inclusivity; each time there is a new area or development we can recruit members via the Virtual group. This approach also maintains interest and enthusiasm and provides opportunities for different patients to participate.

- How the members were recruited – what was done to promote the existence of the group and to encourage patients to join

The practice has used various methods to recruit patients including:

- All newly registered patients are invited to join the group.
- There is an on-line registration form for all patients, via the practice website [www.collegelanesurgery.com](http://www.collegelanesurgery.com).
- A recruitment drive with poster display in the waiting rooms of main and branch surgery
- Patients are told about the group in face to face consultations.

Where the practice already has a PRG, list the steps that were taken to review membership and ensure that it is representative of the practice population. As we now have a PRG, the membership was reviewed at the start of this year, compared with the practice population and was found to still be representative.

- Describe efforts that have been made to reach any groups not represented.

Evidence to be included in the appendices:

- Copies of poster used to encourage people to join the PRG
- Copy of the terms of reference for the group
- Copies of any notes / minutes from meetings held with the PRG

## Component 2 - Agree priorities and local practice survey

Agree with the PRG which issues are a priority and include these in a local practice survey

- **When were the patients' priorities discussed and agreed?**

A meeting of the patient representative group was held on **13 January 2014** and there was a very useful and wide ranging discussion. The patients present felt that they wished to concentrate this year on the quality on access, quality of the consultation with doctors and nurses and overall satisfaction with the practice. In addition to promote awareness of the new website and produce a Newsletter after the survey.

- **Include the patients' priorities**

- (1) Access
- (2) The quality of the consultation
- (3) Satisfaction with the practice
- (4) Promote the website

- **Explain how an appropriate sample size was discussed and agreed with the PRG**

This was discussed. The accepted representative sample size is 25/ 1000 patients. There are currently 8992 registered patients so that a suitable sample size is: **225 patients.**

The patient group were happy with this.

The patient group agreed that questionnaires would be distributed to patients attending the surgery, attached to prescriptions for collection and made available electronically.

The draft questionnaire was emailed to the group and a follow up meeting to agree the final patient questionnaire was held on 11 February.

Evidence to be included in the appendices:

- **Copies of PRG minutes** / emails **Kirsty** demonstrating how agreement was reached on an appropriate sample size and what to include in the survey

## Component 3 - Collate and inform findings of survey

Collate patients views through local practice survey and inform the PRG of the findings

- **Include details of the type of survey used i.e. paper, online**

The survey was printed and was also uploaded onto the practice website so that it could be filled in either by hand or electronically.

- **Explain when and how the survey was distributed to patients and what efforts were made to encourage patients to complete the survey**

The survey was distributed over a 2 week period in February to all patients attending the surgery and was attached to all prescriptions being collected during this period. The following efforts were made to ensure that patients completed the survey:

- (1) The electronic check in system was turned off, so that patients were greeted at the desk by a receptionist as they arrived for their appointment and were given a copy of the questionnaire, and a pen, and invited to complete the questionnaire after their appointment with the doctor or nurse.
- (2) The electronic display board in the waiting room was amended to indicate that the survey was taking place, to explain why and to invite patients to complete it.

- **Include details of how many questionnaires were distributed and how many completed questionnaires were returned**

In total 350 questionnaires were printed and 285 were returned – an excellent response rate of 81% ( and greater than the number needed to be representative).

- **Explain how the survey was analysed**

The survey was analysed by entering details of all the questionnaires onto an excel spread sheet. This allowed numbers to be collated and themes identified.

- **Include results of the survey**

285 completed questionnaires were received from 148 female and 85 male patients. The remaining 52 patients did not indicate their gender.

### **Length of registration**

42 patients had been registered for less than 5 years.

38 had been registered for 5-10 years

173 had been registered for > 10 years

**Total= 253.** Some patients did not answer this question

### **Age spectrum of the patients**

3 patients were aged < 19 years (1%)

142 were aged 18-59 (51%)

133 were aged >60 years (48%)

## The Results

### 1. Patients were asked how they normally book appointments and whether they would like to be able to book on the internet.

248 patients (92%) normally book by phone and 23 (8%) book at reception. (n=271)  
151 patients (62%) would like to book appointments on the internet and 91 (38%) would not. (n=242)

### 2. Patients were asked how easy it was to get through on the telephone.

Get through on phone		
Poor	40	14%
Fair	110	39%
Good	78	28%
Very good	41	15%
Excellent	13	5%
TOTAL	282	100%

### Patients were asked about opening hours of the practice.

#### (a) – How do you rate the hours that your practice is open for appointments?

Opening Hours		
Poor	5	2%
Fair	52	18%
Good	110	39%
Very good	80	28%
Excellent	38	13%
TOTAL	285	100%

#### (b) - what opening hours would you like the practice to be open?

Prefer Opening Hours		
Early morning	63	16%
Lunch time	22	6%
Evening	96	25%
Weekend	96	25%
Satisfied	106	28%
TOTAL	383	100%

### 3. Patients were asked if they had used our extended opening hours (Tuesday and Wednesday 7am to 8am and alternate Saturdays) and whether they found these times convenient.

**(a) Have you used our extended opening hours?**

<b>Used Extended Opening Hours</b>		
Yes	<b>58</b>	<b>20%</b>
No	<b>105</b>	<b>36%</b>
Unaware	<b>126</b>	<b>44%</b>
TOTAL	<b>289</b>	<b>100%</b>

**(b) Were these convenient?**

<b>Extended Hours convenient</b>		
Yes	<b>67</b>	<b>79%</b>
No	<b>18</b>	<b>21%</b>
TOTAL	<b>85</b>	<b>100%</b>

**4. Patients were asked about seeing a GP urgently, whether they had attended A and E at a time when the surgery was open and, if so, whether or not they had contacted the surgery first.**

**(a) – if you need to see a GP urgently can you normally get seen on the same day?**

<b>GP urgent same day</b>		
Yes	<b>207</b>	<b>72%</b>
No	<b>39</b>	<b>14%</b>
Not needed	<b>41</b>	<b>14%</b>
TOTAL	<b>287</b>	<b>100%</b>

**(b) - have you attended A and E at a time when the surgery was open?**

<b>Attended A&amp;E</b>		
Yes	<b>59</b>	<b>21%</b>
No	<b>184</b>	<b>66%</b>
Not needed	<b>35</b>	<b>13%</b>
TOTAL	<b>278</b>	<b>100%</b>

**(c) - If yes, did you contact the surgery first?**

<b>Contact Surgery first</b>		
Yes	<b>29</b>	<b>37</b>
No	<b>50</b>	<b>63</b>
TOTAL	<b>79</b>	<b>100</b>

**5. This question asked whether or not the patient had used the option of a telephone consultation with the doctor or nurse and how they would rate this service.**

**(a) Have you used this option?**

<b>Used Telephone Consultations</b>		
Yes	<b>118</b>	<b>41%</b>
No	<b>91</b>	<b>31%</b>
Unaware	<b>81</b>	<b>28%</b>
TOTAL	<b>290</b>	<b>100%</b>

**(b) How would you rate this service?**

<b>Rate Telephone Consultations</b>		
Poor	<b>3</b>	<b>1%</b>
Fair	<b>6</b>	<b>3%</b>
Good	<b>48</b>	<b>22%</b>
Very good	<b>39</b>	<b>18%</b>
Excellent	<b>37</b>	<b>17%</b>
Does not apply	<b>82</b>	<b>38%</b>

**6. This question asked about seeing a particular doctor - whether patients can do so quickly and how they rate this.**

**(a) How quickly do you usually get to see a particular doctor?**

<b>See Particular Doctor</b>		
Same day	<b>61</b>	<b>28%</b>
Within 2 days	<b>34</b>	<b>16%</b>
Within 3 days	<b>66</b>	<b>30%</b>
5 or more days	<b>58</b>	<b>26%</b>
Does not apply	<b>219</b>	<b>100%</b>

**(b) How do you rate this?**

<b>Rate ability to see a particular Doctor</b>		
Poor	<b>27</b>	<b>10%</b>
Fair	<b>71</b>	<b>27%</b>
Good	<b>49</b>	<b>19%</b>
Very good	<b>36</b>	<b>14%</b>
Excellent	<b>35</b>	<b>13%</b>
Does not apply	<b>46</b>	<b>17%</b>

**7. Patients were asked about how quickly they were seen when willing to see any doctor.**

**(a) How quickly do you get seen?**

<b>See any Doctor</b>		
Same day	<b>186</b>	<b>67%</b>
Within 2 days	<b>45</b>	<b>16%</b>
Within 3 days	<b>29</b>	<b>10%</b>
5 or more days	<b>9</b>	<b>3%</b>
Does not apply	<b>8</b>	<b>3%</b>
<b>TOTAL</b>	<b>277</b>	<b>100%</b>

**(b) How do you rate this?**

<b>Rate any Doctor</b>		
Poor	<b>4</b>	<b>2%</b>
Fair	<b>35</b>	<b>13%</b>
Good	<b>82</b>	<b>31%</b>
Very good	<b>64</b>	<b>24%</b>
Excellent	<b>76</b>	<b>29%</b>
Does not apply	<b>4</b>	<b>2%</b>

**8. This question asked about the quality of the consultation and patients were asked to rate 5 aspects of the consultation:**

- the ability of the doctor/ nurse to really **listen** to what you had to say
- how well the doctor or nurse **put you at ease** during the consultation
- How well the doctor or nurse **explained** your problems or any treatment that you need
- How much the doctor or nurse **involved** you in decisions about your care
- The doctor or nurse’s caring and concern for you

**Results**

	<b>Listen</b>	<b>Put at ease</b>	<b>Explaining</b>	<b>Involvement</b>	<b>Caring and Concern</b>
<b>Poor</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>
<b>Fair</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>11</b>
<b>Good</b>	<b>43</b>	<b>40</b>	<b>43</b>	<b>43</b>	<b>37</b>
<b>Very good</b>	<b>88</b>	<b>78</b>	<b>76</b>	<b>80</b>	<b>70</b>
<b>Excellent</b>	<b>143</b>	<b>155</b>	<b>150</b>	<b>132</b>	<b>155</b>
<b>Percentage Outcomes</b>					
<b>Poor</b>	<b>0</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>Fair</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>4%</b>	<b>4%</b>
<b>Good</b>	<b>15%</b>	<b>14%</b>	<b>15%</b>	<b>15%</b>	<b>13%</b>
<b>Very good</b>	<b>31%</b>	<b>28%</b>	<b>27%</b>	<b>28%</b>	<b>25%</b>
<b>Excellent</b>	<b>51%</b>	<b>55%</b>	<b>53%</b>	<b>47%</b>	<b>56%</b>

**9. Patients were also asked about their ability, following their last consultation with a doctor or nurse:**

- to **understand** their problems or illness,
- ability to **cope** with their problems or illness
- ability to **keep** themselves **healthy**

	<b>Understand</b>	<b>Cope</b>	<b>Keep Healthy</b>
<b>Much more</b>	<b>105</b>	<b>91</b>	<b>89</b>
<b>Little more</b>	<b>74</b>	<b>72</b>	<b>69</b>
<b>Same or less</b>	<b>48</b>	<b>50</b>	<b>56</b>
<b>Does not apply</b>	<b>47</b>	<b>54</b>	<b>56</b>
<b>Percentage Outcome</b>			
<b>Much more</b>	<b>38%</b>	<b>34%</b>	<b>33%</b>
<b>Little more</b>	<b>27%</b>	<b>27%</b>	<b>26%</b>
<b>Same or less</b>	<b>18%</b>	<b>19%</b>	<b>21%</b>
<b>Does not apply</b>	<b>17%</b>	<b>20%</b>	<b>21%</b>

**10. Patients were asked, all things considered, how satisfied they are with the practice.**

	<b>Numbers</b>	<b>Percentage</b>
<b>Completely satisfied</b>	<b>98</b>	<b>35%</b>
<b>Very satisfied</b>	<b>119</b>	<b>43%</b>
<b>Fairly satisfied</b>	<b>42</b>	<b>15%</b>
<b>Neutral</b>	<b>8</b>	<b>3%</b>
<b>Fairly dissatisfied</b>	<b>4</b>	<b>1%</b>
<b>Very dissatisfied</b>	<b>5</b>	<b>2%</b>
<b>Completely dissatisfied</b>	<b>3</b>	<b>1%</b>

Evidence to be included in the appendices:

- Questionnaire

**Component 4 - Discuss findings from survey**

Provide the PRG with the opportunity to comment and discuss findings of the local practice survey. Reach agreements with the PRG of changes in provision and manner of delivery services. Where the PRG does not agree significant changes, agree these with the PCT.

- **Detail when the results of the survey were discussed with the PRG**

A meeting was held on **Monday 24 March 2014** and attended by representatives of the PRG. Dr Moulton presented the finding as a PowerPoint presentation and invited comments and observations from the group about survey findings and other themes.

- **Include key themes from the survey and how agreement was reached with the PRG**

### **Theme – Use of Telephone Consultations**

Despite publicity it is apparent that it is still the case that not all patients know about telephone consultations. 28% patients did not know about the facility for telephone consultations. Of those who had used this service, 95% rated it good, very good or excellent.

### **Theme – Access to the surgery**

The results demonstrate that access is overall very good and both the patient group and the practice were pleased that 28% patients could see the doctor of their choice on the same day and 100% within 5 days and that 67% patients could see any doctor on the same day and 100% within 5 days.

### **Theme - Use of Accident and Emergency Services**

Inappropriate use of A and E is a concern locally but we do not think there is a particular problem in this practice and this is borne out by the survey results.

21% patients had contacted A and E when the surgery was open but half of these had done so having contacted the surgery first. When asked for the reasons they had been to A and E, the vast majority of these seemed entirely appropriate – cardiac chest pain, fractures, and life threatening problems.

### **Theme – lack of knowledge of services**

The group were surprised at the number of patients who did not appear to know that the practice offers telephone consultations and is open early mornings and on Saturdays. There seemed to be lack of knowledge about some of the services offered by the practice. Some patients had free-texted that they would like to know the working days of the doctors and nurses. The group agreed that it would be straightforward to publicise these more widely through a variety of routes.

### **Theme - Quality of the consultation**

The survey asked about 5 aspects of the consultation and how these were rated by patients –

- the ability of the doctor/ nurse to really **listen** to what you had to say
- how well the doctor or nurse **put you at ease** during the consultation
- How well the doctor or nurse **explained** your problems or any treatment that you need
- How much the doctor or nurse **involved** you in decisions about your care
- The doctor or nurse’s **caring and concern** for you

The practice and the patient group were very pleased to note that, for every one of these aspects, 95-97% patients rated the practice at good, very good or excellent with the largest response, in each case, being ‘excellent’.

### **Theme – access for disabled people**

Although the practice provides good access for disabled people, there was a comment in the report and a further one discussed in the group that some additional measures would be helpful – specifically additional labelling of the buttons in the lift and Tread edge markers to the stairs to assist visual impaired.

Evidence to be included in the appendices:

- Copies of the minutes/emails demonstrating when the results of the local survey were discussed with the PRG - **Minutes are attached as an appendix**

#### **Component 5 - Action Plan and Priorities**

Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.

- **Explain how the action plan was developed**

The possible action plan was discussed with the PRG during the course of the meeting on Monday 24 March 2014. The PRG and the practice agreed that there were some actions that could be actioned within a few weeks and others that are in progress and will take a little longer.

Include how actions were agreed and prioritised with the PRG and reasons why any such findings or proposals should not be implemented

#### **(1) Publicise the Range of Appointments**

- Poster In the foyer
- Waiting Room TV
- Ackworth Review Magazine (one off)
- Website
- Newsletter

**(2) Publicise Doctors' availability – i.e. days when they work.**

**(3) Promote services available for patients .**

**(4) Fit stair tread markers.**

**(5) Label buttons in the Lift.**

**(6) Provide an alcohol hand gel station in the front entrance or in the waiting room.**

**(1) Set up on line booking for appointments in SystemOne.**

Complete a summary of the progress as of 31 March 2013:

College Lane Surgery Patient Reference Group

Patient Questionnaire Outcomes

March 2014

The Action Plan

<b>You said...</b>	<b>We did...</b>	<b>The result is...</b>
We would like to see the range of appointment available: e.g. Telephone consultations: Workers early morning appointment and Saturdays.	The practice has published these in the waiting room. They will be added to the Website, the Newsletter and has arranged to publicise them in the local Ackworth Magazine during April.	Greater publicity of appointment times.
We would like to know which days each of the doctors and nurses works.	The practice has published these in the waiting room. The information will be added to the Website and published in the newsletter in April.	More patients will know which doctors and nurses work on particular days
We would like more people to know about telephone consultations.	The practice has published these in the waiting room. The information will be added to the Website and published in the newsletter in April.	More patients will know about telephone consultations.
We would like to see stair tread markers for people with impaired vision.	We are investigating this and are in discussions with our suppliers.	Work in progress
We would like to be able to book appointments on line.	This will be possible with the SystemOne and the practice is currently investigating this with a view to implementation.	Work in progress
Label the lift buttons to aid visitors with visual impairment.	Labels provided stating: <ul style="list-style-type: none"><li>• 1st Floor Upstairs</li><li>• Ground Floor Exit</li></ul>	Aid to Visual Impaired Visitors. Completed 28/3/14
Provide Hand Gel at the entrance to the Surgery for patients.	Hand gel is available at Reception.	Hygiene option for visitors Completed 28/3/14

## Component 6 - Publicise the Local Participation Report and Practice Survey

Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.

Provide details of

- The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

The practice core opening hours are as follows:

Monday	08.00 to 18.30
Tuesday	08.00 to 18.30
Wednesday	08.00 to 18.30
Thursday	08.00 to 18.30
Friday	08.00 to 18.30

\*\* Extended Hours before 08:00 and on Saturdays

Tuesday	07.00 to 08.00
Wednesday	07.00 to 08.00
Saturday (alternate weeks)	08.00 to 1130

- Include the URL of the website where the report is published.

**[www.collegelanesurgery.com](http://www.collegelanesurgery.com)**

- Include details of who and how people have been informed about the availability of this report
- Emailed to patients who have given us their email address
- On the practice website – [www.collegelanesurgery.com](http://www.collegelanesurgery.com)
- Paper copies available to all in both surgeries.

The practice will make the following people aware that the following are made aware that the report is available (and where):

- All members of the PRG – by email.
- All patients who have provided us with an email contact.
- The waiting room electronic screen will carry a message to all patients about the survey.
- CQC - at the time of inspections/registration – will be shown the patient survey.

**Please note:** Information on opening hours and progress on the key actions identified with the PRG, should be updated as needed in the practice leaflet and on the practice website.

Dear Patient

Our patient's views and experiences are important to us in ensuring any changes or when considering any developments we may make are patient focused. We have almost 9000 patients registered with us and would like to invite as wide a range of patients as possible to help us help you.

We would like to establish a variety of ways in which we can establish a "Patient Reference Group" to enable us to contact people occasionally to ask questions about the surgery. This is as a volunteer group and you can ask to be removed from the group at any time.

This may be a few times a year and may include a short generalised survey: focus on a specific service or developing our plans for the future.

We are looking at setting up a "Virtual Patient Group" and utilising e-mail as a communication method between you and the surgery. Your contact details would be kept safely and securely and will only be used for this purpose and not shared with anyone else. We will ask you to let us know by email if you do not wish to receive further messages.

We are looking at setting up a "Patient Focus Group" which will meet at the surgery and have a specific topic to review and feedback to the practice. The meetings will be facilitated by at least two members of the team at College Lane Surgery and we would not expect more than 1-4 meetings for a focused group to meet.

May we invite you to complete the form overleaf and return it to reception by the end of February 2014

Many thanks for your kind consideration.

Yours sincerely

**Dr Hanney, Needham, Eastwood, Moulton and Yellop  
And all the team at College Lane Surgery**

**COLLEGE LANE SURGERY**  
**Patient Focus Group Questionnaire - February 2014**

February 2014

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Dear Patient

The Patient Participation Group are seeking your opinions to review your experiences at the surgery. We would be grateful if you would complete this survey.

The Doctors and team at the practice want to provide the highest standard of care. Feedback from this survey will enable the Patient Participation Group to identify areas that may need further improvement or new ideas. Your opinions are therefore very valuable.

**Please answer ALL the questions that apply to you. There are no right or wrong answers and we will NOT be able to identify your individual responses.**

Thank you

**PLEASE TICK OR CIRCLE YOUR ANSWER**

<b>1 a) How do you normally book your appointments?</b>	By Telephone <input type="checkbox"/> 1	At Reception <input type="checkbox"/> 2
b) Would you like to be able to book an appointment on the Internet?	YES <input type="checkbox"/> 1	NO <input type="checkbox"/> 2

<b>2 If you used the telephone, how easy was it to get through?</b>	Poor	Fair	Good	Very Excellent
<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	Good <input type="checkbox"/> 4

<b>3 a) How do you rate the hours that your practice is open for appointments?</b>	Poor	Fair	Good	Very Excellent
<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	Good <input type="checkbox"/> 4
<b>b) What opening hours would you like the practice to be open? (please tick all that apply)</b>	Early morning	Lunch times	Evenings	Weekends satisfied
<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

<b>4 a) Have you used our Extended opening hours Tuesday and Wednesday 7am – 8am and alternate Saturdays?</b>	Yes	No	Unaware of this
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**b) Did you find these times more convenient?**

Yes

No

1

2

**5 a) If you need to see a GP urgently, can needed**

Yes

No

Don't know/never

You normally get seen on the same day?

1

2

3

**b) Have you attended A&E during a time needed**

Yes

No

Don't know/never

when the surgery was open?

1

2

3

**c) If yes, did you contact the surgery first?**

Yes

No

1

2

If not, why not?

---

---

**6 a) The surgery offers Telephone Consultations with of this**

Yes

No

Unaware

Doctors and Nurses, have you used this option?

1

2

3

**b) How would you rate this service? Does not**

Poor

Fair

Good

Very

Excellent

apply

1

2

3

4

5

6

**7 Thinking of times when you want to see a particular doctor: (please tick one box only)**

**a) How quickly do you usually get to see that doctor?**

Same

Within 2

Within 3

5

or more

Does not  
day  
apply

working

working

working

days

days

days

5

1

2

3

4

**b) How do you rate this?**

Poor

Fair

Good

Very

Excellent

Does not

apply

1

2

3

4

5

6

**8** Thinking of times when you are willing to see any doctor: (please tick one box only)

**a)** How quickly do you usually get seen? Same Next Within 25 or more  
Does not day working working  
working apply days days days  
1 2 3 4  
5

**b)** How do you rate this? Poor Fair Good Very Excellent  
Does not good  
apply 1 2 3 4 5

6

**9** Thinking about your last consultation with the doctor or nurse how do you rate the following:  
**Circle doctor or nurse**

Does not Poor Fair Good Very Excellent  
good  
apply

**a)** How well the doctor / nurse listened to what you had to say? 1 2 3 4 5

6

**b)** How well the doctor / nurse **put you as ease** during your consultation? 1 2 3 4 5

6

**c)** How well the doctor / nurse **explained** your problems or any treatment that you need? 1 2 3 4 5 6

5

**d)** How much the doctor / nurse **involved you in decisions** about your care? 1 2 3 4 5 6

6

**e)** The doctor / nurse's **caring and concern** for you? 1 2 3 4 5 6

6

**10** Following your last consultation with a Doctor or Nurse do you feel...

Does not Much more A little more The same or  
than before than before less than  
apply the visit the visit before the visit

4	a) Able to understand your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/>
4	b) Able to cope your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/>
4	c) Able to keep yourself healthy as you can?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/>

**11** All things considered, how satisfied are you with your practice? (Please tick only one box)

1 Completely satisfied      2 Very satisfied      3 Fairly satisfied      4 Neutral  
5 Fairly dissatisfied      6 Very dissatisfied      7 Completely dissatisfied

**12** We are **very interested** in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?



And finally, please provide us with the following general information so we can see the range of people who have responded to this questionnaire. Please circle an answer in each box.

<u>Are you:</u>	<u>How old are you:</u>	<u>How many years have you been registered at this surgery?</u>
Male	Under 18	Less than 5 years
Female	Age 19 – 59	5 – 10 years
	Age 60+	More than 10 years

Thank you for taking time to complete this anonymous questionnaire.  
The Patient Participation Group 2013/14

The results will be shown on the practice website  
[www.collegelanesurgery.com](http://www.collegelanesurgery.com) and in the next Patient Newsletter.

**News:** *Ordering Repeat Prescriptions now available on our new website 24 hours 365 days a year! Reception can provide you with a username and password.*

*Please bring in a form of personal identification.*

### Appendix 3

#### MINUTES OF PATIENT REFERENCE GROUP MEETING HELD ON MONDAY 24<sup>TH</sup> MARCH 2014

**Patient Representatives:**

**Chair:** Dr Liz Moulton

**Practice Manager :** Mrs Claire Broome

**& Minutes**

**Attendees:** 9 Patients

#### Introduction

Liz Moulton (LM) welcomed and thanked all PRG members for attending the meeting.

The meeting started with a presentation of the patient reference group survey review of the areas that were covered by the previous Year's PRG survey.

This years survey covered:

- (1) Booking appointments
- (2) Getting through on the phone
- (3) Opening hours
- (4) Extended hours
- (5) Seeing a doctor / nurse quickly - use of A and E as an alternative
- (6) Telephone consultations
- (7) Seeing a particular doctor
- (8) Seeing any doctor quickly
- (9) Quality of the consultation
- (10) Ability to manage health after a consultation
- (11) Overall satisfaction

The questionnaire was initially trialled with 30 patients to ensure that it was suitable and fit for purpose. This was successful and it was then rolled out to over 350 patients during 2 weeks in February. The questionnaire was distributed to patients attending surgery for an appointment with the doctor or nurse, seen on home visits and it was also attached to prescriptions being collected.

#### Results

Of the questionnaires distributed 285 were returned. The practice population is almost 9000, so 285 questionnaires is equivalent to 30 per 1000 patients and this is regarded as a representative sample.

Of the questionnaire returned 148 were from female patients, 85 were from male patients and the rest did not say. LM explained that the gender discrepancy is because female patients have a higher consultation rate than male patients.

LM used a PowerPoint presentation including bar charts to illustrate the results of the survey.
Scale used – <b>1 – excellent</b> <b>2 – very good</b> <b>3 – good</b> <b>4 – fair</b> <b>5 - poor</b>
<b>Results</b>
1. <b>Booking appointments.</b> The majority of patients (92%) book appointments on the phone. 62% would like to book on the internet. The PRG and practice agreed that we would progress this area.
2. <b>Getting through on the phone.</b> 47% patients regard this as good, very good or excellent. Use of internet booked appointments should further reduce pressure on the phones.
3. <b>Opening hours</b> – 80% patients consider the opening hours of the practice are good, very good or excellent. The practice is open 11.5 hours on 2 days each week, 10.5 hours on 3 days and on Saturday mornings. The patient group considered that these were very adequate.
4. <b>Extended hours</b> – 44% patients were unaware that we have extended opening hours. Of those who had used them. 79% said that the hours were convenient. There was discussion about how to publicise the extended hours as it is apparent that some patients still do not know about these.
5. <b>Seeing a doctor / nurse quickly</b> - use of A and E as an alternative – 84% patients who had needed to see a GP urgently had been able to do so. 21% patients had attended A and E when the surgery was open and half of these had contacted the surgery first. Descriptions of the illnesses / injuries were, in the vast majority of cases, clearly appropriate for A and E. The group agreed that these were very encouraging results.
6. <b>Telephone consultations</b> – 28% patients were unaware that we offer this service. Of those who had used it, 95% regarded it as good, very good or excellent. The patient group suggested that the practice promote this service more widely.
7. <b>Seeing a particular doctor</b> – 28% patients reported that they can see a preferred doctor of their choice the same day. (34% within 2 days, 64% within 3 days and 100% within a week.) The patient group considered that this was excellent. The survey indicated that 46% patients regarded this as good, very good or excellent.
8. <b>Seeing any doctor quickly</b> – 67% patients can see any doctor the same day (88% within 2 days 93% within 3 days and 100% within 5 days.) 84% patients in the survey thought that this was good, very good or excellent and the patient group agreed that these figures were very good.
9. <b>Quality of the consultation</b> – the survey looked at 5 aspects of the consultation and in all areas 95-97% of patients in the survey considered that these were good, very good or excellent. The patient group were delighted with these results – particularly as they applied to nurses and doctors in training as well as to the more senior doctors.
10. <b>Ability to manage health after a consultation</b> – 78% patients understood more about their condition after the consultation, 78% felt more able to cope with their problems and 74% felt more able to keep themselves healthy. Again the patient group felt that these were very creditable results.
11. <b>Overall satisfaction</b> – 78% patients were completely or very satisfied with the practice and 93% were completely, very or fairly satisfied. 4% were fairly, very or completely dissatisfied. The

patient group expressed surprise that any patients could feel so dissatisfied with the practice.

**Free text comments** – these were discussed at some lengths and some action points identified (see below)

### **Forthcoming changes**

#### **Changes ahead**

LM had already updated the practice about the imminent retirement of Dr Hanney and Dr Gordon and the new appointments of Dr Roche and Dr Deeley. Dr Moulton was very pleased to be able to tell the group that Dr Myerscough, who is one of the GP registrars, has been appointed as a salaried doctor with a view to partnership commencing in early August 2014.

#### **Agreed actions**

- (1) Results of the patient questionnaire will be published as follows:
  - Practice website
  - Waiting room
  - Patient newsletter
  - Parish Newsletter – one off
- (2) The practice will publicise opening hours and Dr and nurse availability in various places – including within the building, in the newsletter and in local media.
- (3) The practice will look at further improving facilities for patients with low vision e.g. by installing stair tread markers and clearer markings in the lift.
- (4) The practice will be looking into online booking of appointments and report back to the patient group in the next few months.
- (5) The practice will publicise the range of appointments and times and availability of clinicians.
- (6) The practice will promote the “Telephone Consultation” option for patients.

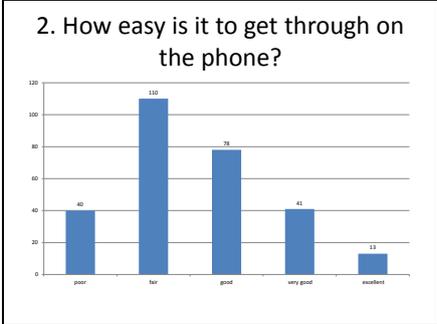
**Patient survey results**

March 2014  
Liz Moulton

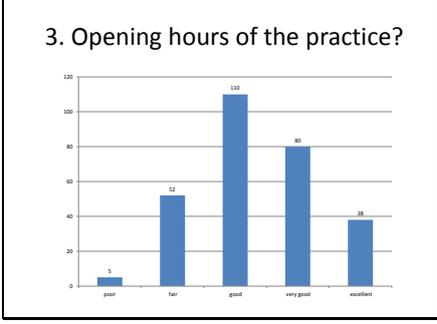
- 350 questionnaires printed – 285 returned (81%)
- 148 female, 85 male patients
- 42 patients registered < 5 years
- 38 registered 5-10 years
- 173 registered > 10 years

- 3 patients were aged < 19 years (1%)
- 142 were aged 18-59 (51%)
- 133 were aged >60 years (48%)

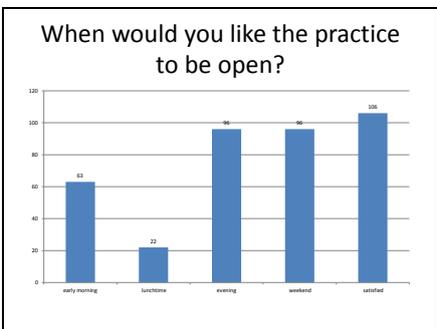
- 1. Booking appointments**
- 1. How do you normally book appointments?
    - 92% book on the phone
    - 8% book at reception
    - 62% would like to book via the internet



- Getting through on the phone**
- 282 patients answered this question
  - 132 rated this good, very good or excellent
- 47% regard getting through on the phone as good, very good or excellent**



- 3. Opening hours of the practice**
- 285 patients answered this question
  - 228 rate the opening hours as good, very good or excellent
- 80% patients think the opening hours are good, very good or excellent**



- When would you like the practice to be open?**
- There were 383 responses to this question –
  - 28% patients were satisfied with the status quo
  - 25% would like the practice to be open at weekends, 25% evenings, 16% early morning and 6% lunchtime

### Have you used our extended hours?

- 289 patients answered this question
- 44% were unaware that we had extended hours
- Of the rest, 36% had used them and 63% had not

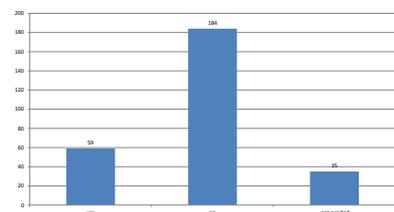
### Were these hours convenient?

- 85 patients answered this question
- 79% said the hours were convenient  
21% said they were not

### 5. Seeing a GP urgently the same day

- 287 patients answered this question
- 41 had not needed to see a GP the same day
- Of the rest, 84% had been able to do so

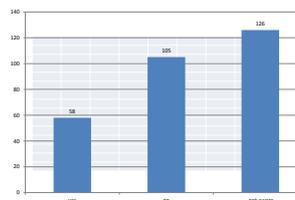
### 5. Have you attended A&E during a time when the surgery was open?



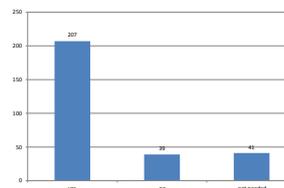
### Reasons?

- 21 patients answered this question
- “emergency” – 12
  - Couldn’t breathe, close to death
  - Heart attack and broken shoulder
  - Heart condition best checked / treated at A and E
- X ray required – 6
  - Broken elbow, pain too severe to wait
  - Accident – damaged hand and snapped ACL [knee ligament]

### 4. Have you used our extended hours?



### 5. If you need to see a GP urgently can you normally get seen on the same day?

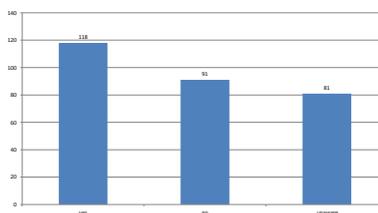


### A and E



- 21% patients had attended A and E when the surgery was open, 79% had not.
- Of the 59 patients who had done so, 29 had contacted the surgery first (50%)

### Have you used the option of telephone consultation with clinicians?



### Telephone consultations

- 290 patients answered this question
- 28% of these were unaware that we offer this service

- Of those patients who had used the service or knew about it:-

- 124 rated the service good, very good or excellent
- 6 rated it fair
- 3 rated it poor

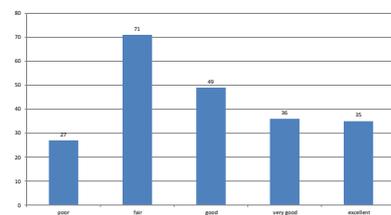
**95% good, very good or excellent**

### 7. How quickly do you get to see a particular doctor?

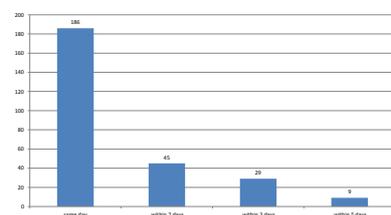
- 219 patients answered this question

- 28% can see a particular doctor the same day
- 34% - within 2 days
- 64% within 3 days
- 100% within 5 days

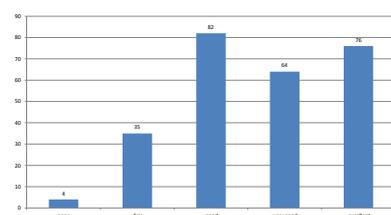
### How do you rate this?



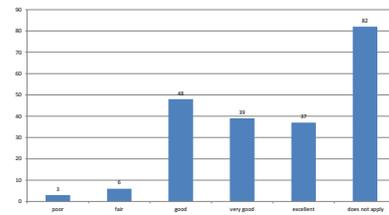
### How quickly can you see any doctor?



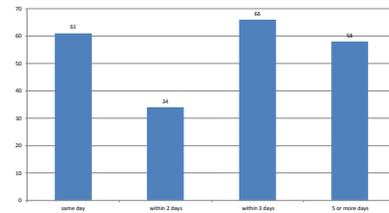
### How do you rate this?



### How would you rate this service?



### 7. How quickly do you get to see a particular doctor?



### How do you rate this?

- 10% poor
- 27% fair
- 19% good
- 14% very good
- 13% excellent

**46% 'good, very good or excellent'**

### How quickly can you see any doctor?

- 277 patients answered this question

- 67% can see any doctor the same day
- 83% - within 2 days
- 93% within 3 days
- 100% within 5 days

### How do you rate this?

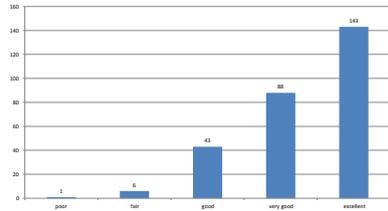
- 2% poor
- 13% fair
- 31% good
- 24% very good
- 29% excellent

**84% 'good, very good or excellent'**

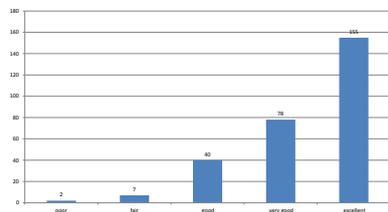
## 9 Quality of the consultation

- the ability of the doctor/ nurse to really **listen** to what you had to say
- how well the doctor or nurse **put you at ease** during the consultation
- How well the doctor or nurse **explained** your problems or any treatment that you need
- How much the doctor or nurse **involved** you in decisions about your care
- The doctor or nurse's **caring and concern** for you

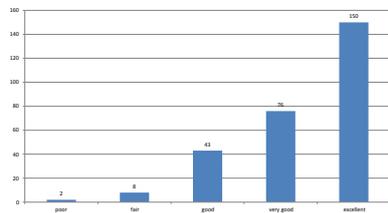
### (i) Listening



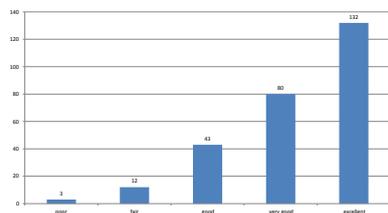
### (ii) Putting you at ease



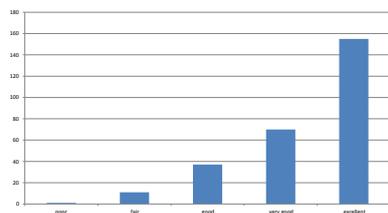
### (iii) explanation



### (iv) involvement



### (v) Caring and concern



### (i) listening

- 281 patients answered this question

- 0% poor
- 2% fair
- 15% good
- 31% very good
- 51% excellent

**97% 'good, very good or excellent'**

### (ii) Putting you at ease

- 282 patients answered this question

- 1% poor
- 3% fair
- 15% good
- 27% very good
- 53% excellent

**95% 'good, very good or excellent'**

### (iii) explanation

- 279 patients answered this question

- 2% poor
- 2% fair
- 14% good
- 28% very good
- 55% excellent

**97% 'good, very good or excellent'**

### (iv) involvement

- 270 patients answered this question

- 1% poor
- 4% fair
- 15% good
- 28% very good
- 47% excellent

**95% 'good, very good or excellent'**

### (v) Caring and concern

- 274 patients answered this question

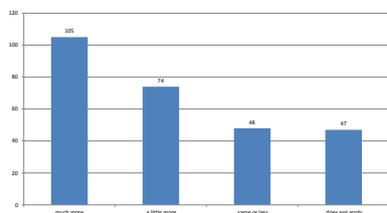
- 0% poor
- 4% fair
- 13% good
- 25% very good
- 56% excellent

**95% 'good, very good or excellent'**

10. Patients were asked about their ability, following their last consultation with a Dr or nurse

- (i) to **understand** their problems or illness,
- (ii) to **cope** with their problems or illness
- (iii) to **keep** themselves **healthy**

(i) Understand problems or illness



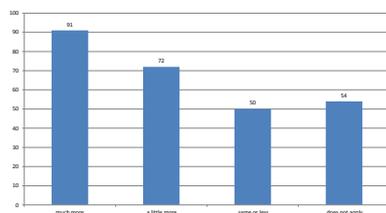
(i) Understand problems or illness

- 270 patients answered this question
- 38% much more
- 27% a little more
- 18% same or less
- 17% does not apply

Of those to whom the question applied:  
**78% understood their problems much more or a little more after their consultation**

(ii) To cope with problems or illness

(ii) To cope with problems or illness



(ii) To cope with problems or illness

- 267 patients answered this question
- 34% much more
- 27% a little more
- 19% same or less
- 20% does not apply

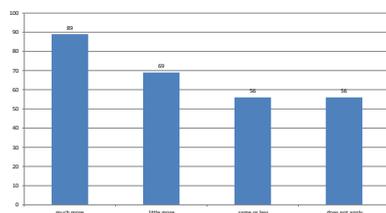
Of those to whom the question applied:  
**76% could cope their problems much more or a little more after their consultation**

(iii) To keep themselves healthy

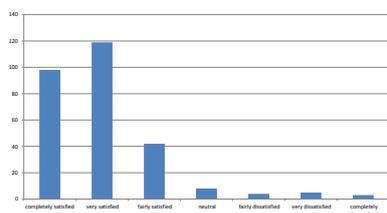
- 270 patients answered this question
- 33% much more
- 26% a little more
- 21% same or less
- 21% does not apply

Of those to whom the question applied:  
**74% felt much more or a little more able to keep themselves healthy after their consultation**

(iii) To keep themselves healthy



11. All things considered, how happy are you with the practice?



Overall satisfaction with the practice

- 78% completely or very satisfied
- 93% completely, very or fairly satisfied
- 4% fairly, very or completely dissatisfied

11. All things considered, how happy are you with the practice?

- 279 patients answered this question
- 35% completely satisfied
- 43% very satisfied
- 15% fairly satisfied
- 3% neutral
- 1% fairly dissatisfied
- 2% very dissatisfied
- 1% completely dissatisfied

Is there anything particularly good about your health care?

- 86 positive comments:
  - Excellent service, friendly nurses, doctors informative
  - Being able to ring up in the morning and see a doctor the same day
  - I like the way the doctors are more human and on the same level as patients and include them in decisions
  - Continuity
  - Nice doctors and staff, easy to get appointments, really good with children and babies at giving appointments

### Is there anything that could be improved?

- 77 comments
  - More time with the doctor
  - Opening hours – weekends and evenings
  - Parking
  - Order prescriptions on line
  - Yellow stair markers
  - Quicker cryo service
  - The sound on the TV in the waiting room
  - Useful to know which days the doctors are on duty
  - A hand cleaning service utility on entering the surgery
  - How can you ensure that all patients (frequent or infrequent) are aware of the provisions for them?

### Any other comments...

- Your service is c\*\*p for a top doctors
- I would prefer our own doctors for out of hours
- Quicker appointments
- I have never seen the same doctor twice it is always a different one
- I work full time and find it difficult to get early or late appointments which do not fall in the working day

### Any other comments

- I feel quite satisfied with the surgery
- A very caring clinic
- Everyone I encounter is always friendly polite and courteous and the waiting room always looks fresh and clean
- Fortunate to have this surgery
- Well done – a great practice
- A caring and informative practice
- On the whole I feel our surgery and doctors are very good and provide some of the best health care and services in the area
- Service is very excellent