

**ADSWOOD ROAD SURGERY PATIENT PARTICIPATION REPORT**  
**MARCH 2014**

**Objectives**

To build a balanced and representative Patient Reference Group (PRG) from our Patient Population and for this group to offer feedback periodically about the practice services. It is hoped that their participation will help us review and develop the Practice in line with patient's needs and ensure that patient's feel involved in the future development of the practice.

**Setting up our Patient Reference Group**

We first set up our PRG in 2011 and we are continually seeking new members by advertising the group via Posters in the waiting room; Leaflets at reception; on our Website; and in Newsletters.

Having failed to find any support for face to face meetings in 2011, we had hoped to set up a 'virtual' PRG where feedback could be gained via email. However, around 50% of our PRG do not have regular access to a computer and we therefore use a combination of email and post to communicate with the group.

**Patient Reference Group Profile**

As the practice population changes, so does the PRG. At the start of this year's annual survey we had 45 members. We recruited several new members in the process of carrying out this year's survey. We currently have 61 members.

	<u>Practice Population</u>	<u>PRG</u>
<u>Sex</u>		
Male	50%	30%
Female	50%	70%
<u>Age</u>		
Age 0 – 16yrs	28%	0%
Age 17 – 54yrs	54%	64%
Age > 55yrs	19%	36%
<u>Ethnicity</u>		
White	approx. 90% *	92%
Other	approx. 10% *	8%

\*we have been able to establish the ethnicity of all our PRG members but our records for the rest of the Practice Population are incomplete. However, from the records that we do hold and our knowledge of our practice population we are able to confirm that this is an approximate breakdown.

We have also tried to include representation from a cross section of patients with differing needs i.e. Carers, patients with learning disabilities etc. and from different socio-economic groups.

### **Consulting our PRG**

We have consulted our PRG from time to time to ascertain their views about services and proposed changes to these services. We have also sought their views on which topics we should focus on in our annual survey.

### **2011/12 Annual Survey**

In 2011/12 46% of our PRG responded to our initial survey and chose to conduct a survey on:-

Tackling Appointments that are Missed (but not cancelled)  
Getting an Appointment  
Different ways of Communicating with the practice  
Easier ways of getting and ordering Repeat Prescriptions  
Surgery Premises

The survey was made available to as many patients as we could when they attended the surgery. After analysing the results and consulting our PRG, an action plan was drawn up which led to: publicising our website more widely; encouraging people to keep their mobile phone details up to date; and looking into developing the facility to order repeat prescriptions on line and to book / cancel appointments on line. In addition, we developed a Community Notice Board in the Porch area.

**We now also have a Facebook Page.**

### **2012/13 Annual Survey**

Results of our initial survey indicated an overwhelming majority who felt we should focus on Repeat Prescriptions.

The subject permitted direct contact with the relevant patient population i.e. users of Repeat Prescriptions. A paper questionnaire was made available for staff to bring to the attention of patients attending the surgery. After analysing the results an action plan was drawn up in consultation with our PRG.

### Action Plan Agreed

- Publicise that patients could arrange to order repeat prescriptions via a pharmacy and how to do so.
- Publicise that we planned to change our Clinical system to enable repeat prescription ordering via our website.
- Explain why telephone ordering is considered an unacceptable method.
- Explain why, in general, only one month of medication can be ordered at a time.
- We planned to Publicise this information:-
  - On Notice Boards in the surgery
  - Via the Practice Newsletter
  - On our Website

### How the Action Plan has been Addressed

This information was made available in our Practice Newsletter, on Notice Boards in the surgery, on our Website and via our Receptionists explaining the system directly to patients.

At the end of October 2013, our Clinical System was changed to EMIS Web which finally gave us the functionality to set up on-line access for our patients.

We started to register patients for On-Line Access at the beginning of January 2014. We initially set up the facility to make and cancel Appointments and have now set up the facility to order Repeat Prescriptions.

We have advertised the On-Line Access via leaflets given out to patients when they attend the surgery; with Posters in our waiting room, which were kindly produced by one of our PRG members; and via our Website. To date, 220 patients have registered.

### **Other Consultations with our PRG**

In addition to our Annual Survey, we have sought the views of our PRG from time to time on other services and service developments.

- We shared the Department of Health GP Patient Survey and asked for views on our Opening Hours.
- We sought the views of our PRG on Same Day Access for Acutely Ill Children and took these into account when developing this service further. One of our PRG members also produced a Poster for us to help us to publicise this service more prominently.

## **2013 / 14 Annual Patient Survey**

In December 2013 we undertook an initial survey with our PRG by email and post to identify what they felt should be the focus for this year's annual survey.

We asked them to choose 3 areas from the following list in order of priority.

- Clinical Care
- Appointments
- Receptions Issues
- Opening Times
- Website
- Communication Information to patients
- The Premises
- Repeat Prescriptions

We also gave them the opportunity to suggest other areas not listed.

We weighted responses according to 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choices. Repeat Prescriptions had an equal score to Reception Issues however, as our previous survey had concentrated on Repeat Prescriptions; and the On-Line Access service was only just being set up; we decided to concentrate on Access and Facilities for this year's survey.

We set up an On-Line Survey on our website. The survey was publicised in the surgery with a Poster and leaflets available at reception, it was also made prominent on the home page of the website. Paper copies of the survey were made available in reception. We wrote to the 22 patients in our PRG that did not have an email address, informing them of the availability of the on-line survey and also enclosing a paper copy of the survey for completing and returning to the surgery. An email was sent to the 23 members for whom we held an email address.

Disappointingly, only 5 people completed the online survey; however, we were able to upload the answers from another 39 completed paper copies. The results were analysed and a report produced as below:-

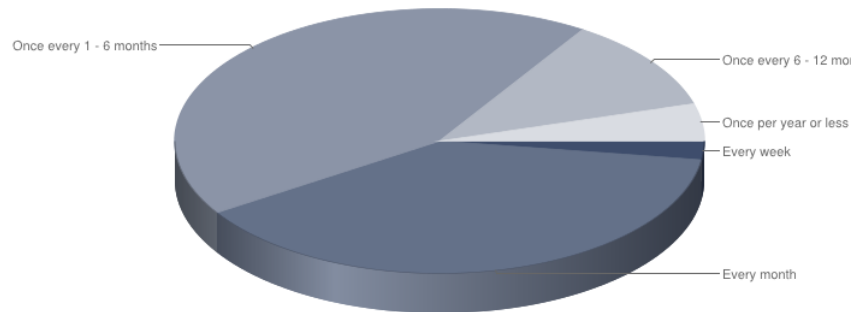
# Adswood Road Surgery Survey 2013/2014

## We Asked:

"Access and Facilities Survey Introduction Following feedback from our Patient Participation Group we are conducting a survey of your experience using the practice facilities and access to them. We would appreciate your time in completing this survey which should take only a few minutes."

### 1. How often do you visit the practice?

*Single answer question or grid (answers per option add up to roughly 100%)*

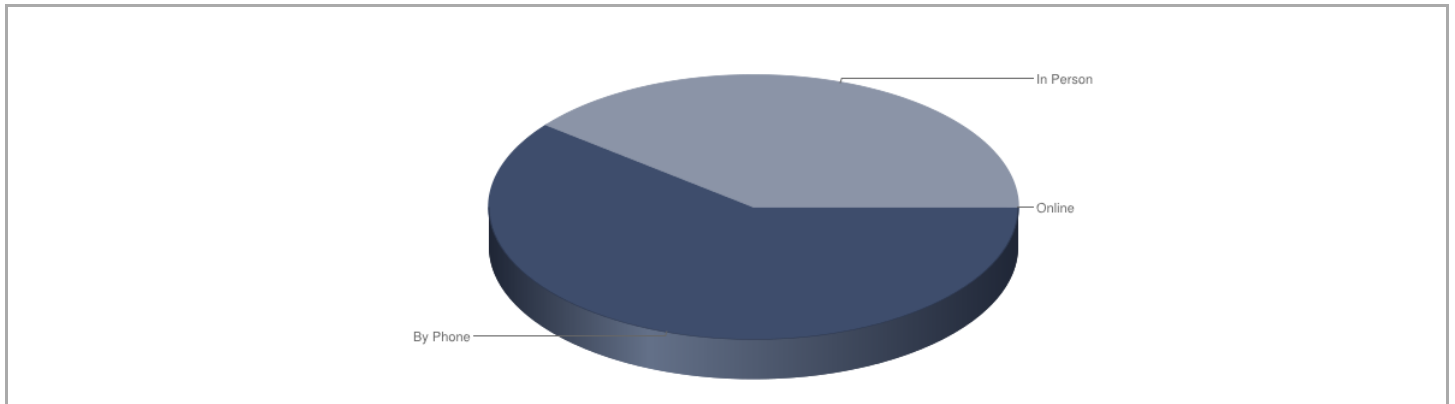


Option:	TOTAL
	<b>(44)</b>
Every week	1 2%
Every month	17 39%
Once every 1 - 6 months	19 43%
Once every 6 - 12 months	5 11%
Once per year or less	2 5%

Base: 44 out of 44 people answered this question

**2. Which of the following methods have you used to book your appointments at the practice?**

*Multiple answer question or grid (answers per row option may add up to more than 100%)*

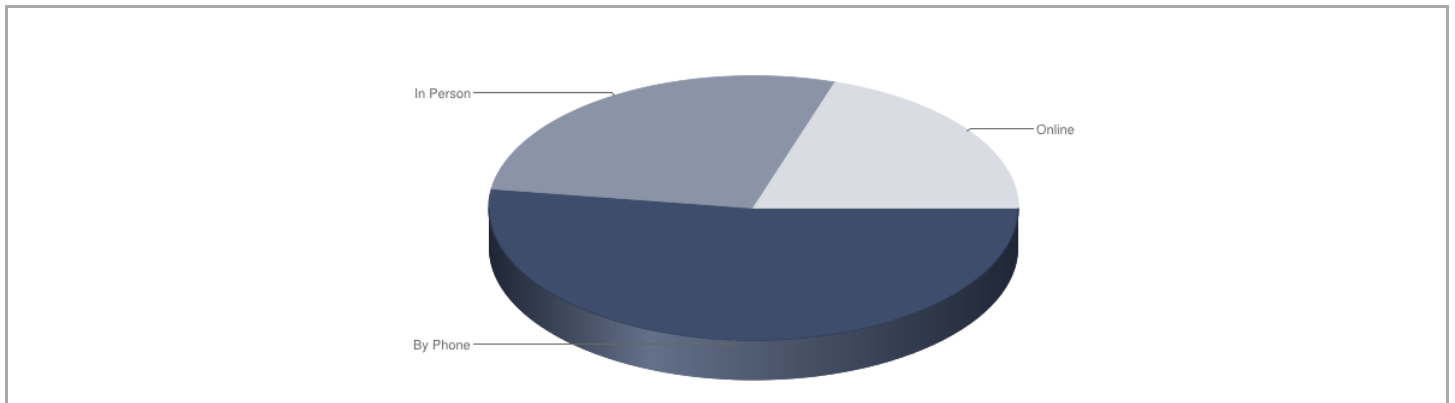


Option:	TOTAL
	<b>(44)</b>
<b>By Phone</b>	37 84%
<b>In Person</b>	24 55%
<b>Online</b>	0

Base: 44 out of 44 people answered this question

**3. Which of the following methods would you prefer to use to book appointments?**

*Multiple answer question or grid (answers per row option may add up to more than 100%)*

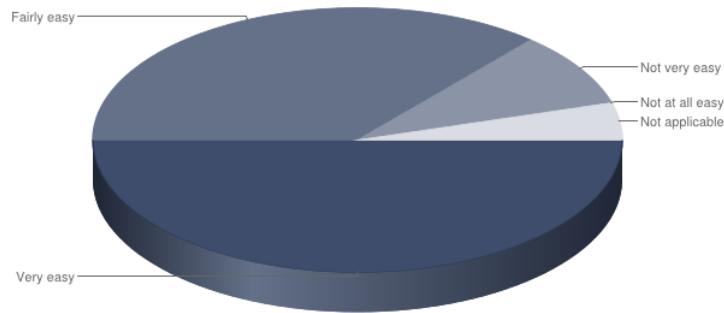


Option:	TOTAL
	<b>(44)</b>
<b>By Phone</b>	34 77%
<b>In Person</b>	18 41%
<b>Online</b>	13 30%

Base: 44 out of 44 people answered this question

**4. In the last 6 months, how easy have you found it to get through on the phone?**

Single answer question or grid (answers per option add up to roughly 100%)

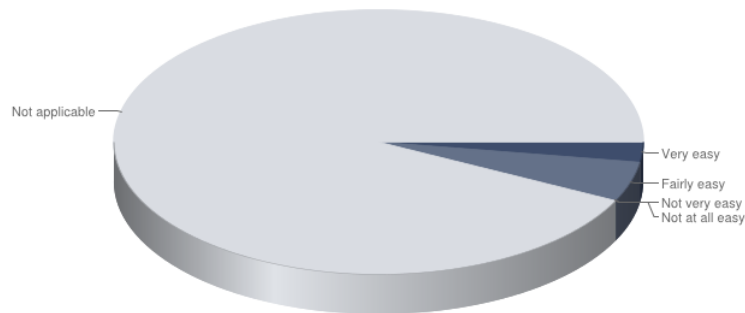


Option:	TOTAL
	<b>(44)</b>
Very easy	22 50%
Fairly easy	16 36%
Not very easy	4 9%
Not at all easy	0
Not applicable	2 5%

Base: 44 out of 44 people answered this question

**5. If you have used the online booking service, how easy did you find it?**

Single answer question or grid (answers per option add up to roughly 100%)

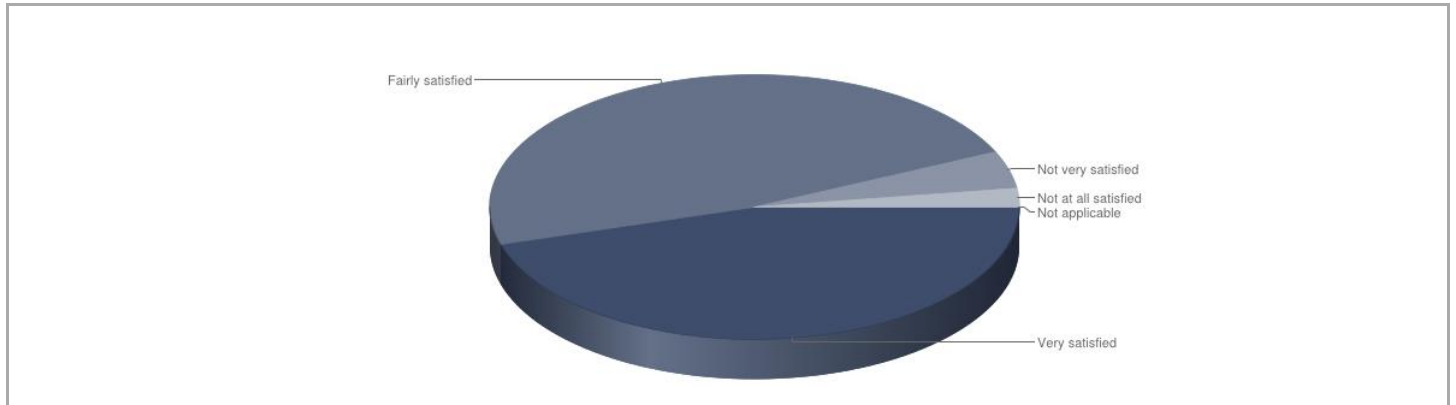


Option:	TOTAL
	<b>(41)</b>
Very easy	1 2%
Fairly easy	2 5%
Not very easy	0
Not at all easy	0
Not applicable	38 93%

Base: 41 out of 44 people answered this question

**6. In the last 6 months, how satisfied have you been with your experience at reception and in the waiting room?**

*Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	<b>(44)</b>
Very satisfied	20 45%
Fairly satisfied	21 48%
Not very satisfied	2 5%
Not at all satisfied	1 2%
Not applicable	0

Base: 44 out of 44 people answered this question

**7. How could we improve the reception and waiting area?**

*Large free-text box*

Option:	TOTAL
	<b>(20)</b>
Comments:	<p>Newer and updated magazines and books</p> <p>Ensure that all members of Reception staff maintain the level of politeness towards patients that has always previously been the case.</p> <p>I honestly can't see where improvements are needed</p> <p>A few toys or story books for kids. Local people might donate things .</p> <p>N/A think it is fine as it is.</p> <p>Nothing to improve with our visits</p> <p>Reception is fine but the waiting area is rather cold and bare. It would be nice to have a radio being piped through on low volume.</p>



Option:	TOTAL
	(20)
	Not very much. You are only there a short time.
	A louder or better system for calling patients and room number.
	Clearer telecom system
	TV's
	Time - we are called in a bit later than our appointment time Make it a bit more interesting and change the colour
	TV in waiting area Quicker service
	Very good - got my son seen to, because of a woman called Sue at reception. Thank you. Let us know on the wall how long the waiting list is. The waiting room is too small
	Seeing a patient 5 mins a time. The longest you can wait is 30 mins
	TV Newspaper
	Its ok
	By sticking to appointment times and have more for children who are waiting to be seen as they have nothing to play with or read.
	Brighter furniture

Base: 20 out of 44 people answered this question

### Are you male or female?

Single answer question or grid (answers per option add up to roughly 100%)

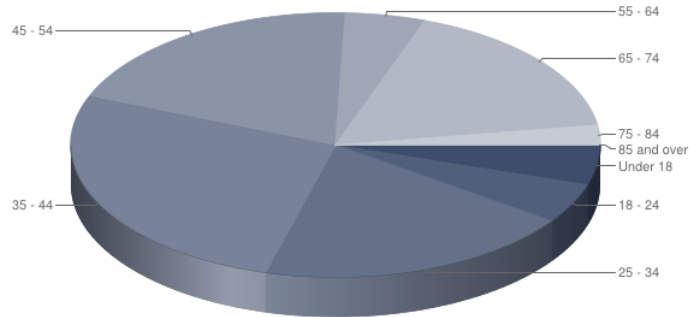


Option:	TOTAL
	(41)
Male	8 20%
Female	33 80%

Base: 41 out of 44 people answered this question

### How old are you?

Single answer question or grid (answers per option add up to roughly 100%)

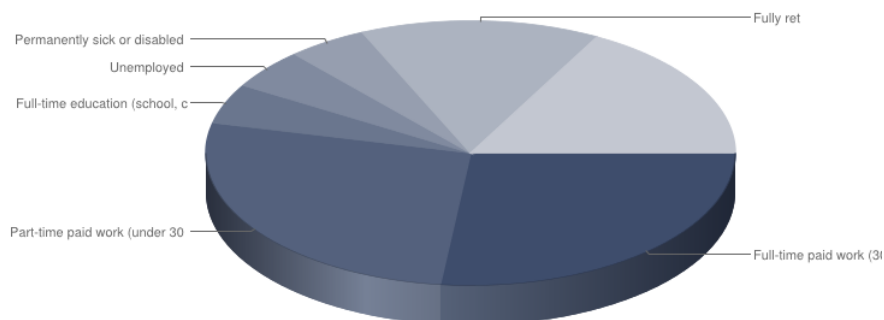


Option:	TOTAL
	<b>(41)</b>
Under 18	2 5%
18 - 24	2 5%
25 - 34	8 20%
35 - 44	11 27%
45 - 54	8 20%
55 - 64	2 5%
65 - 74	7 17%
75 - 84	1 2%
85 and over	0

Base: 41 out of 44 people answered this question

### 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

Single answer question or grid (answers per option add up to roughly 100%)

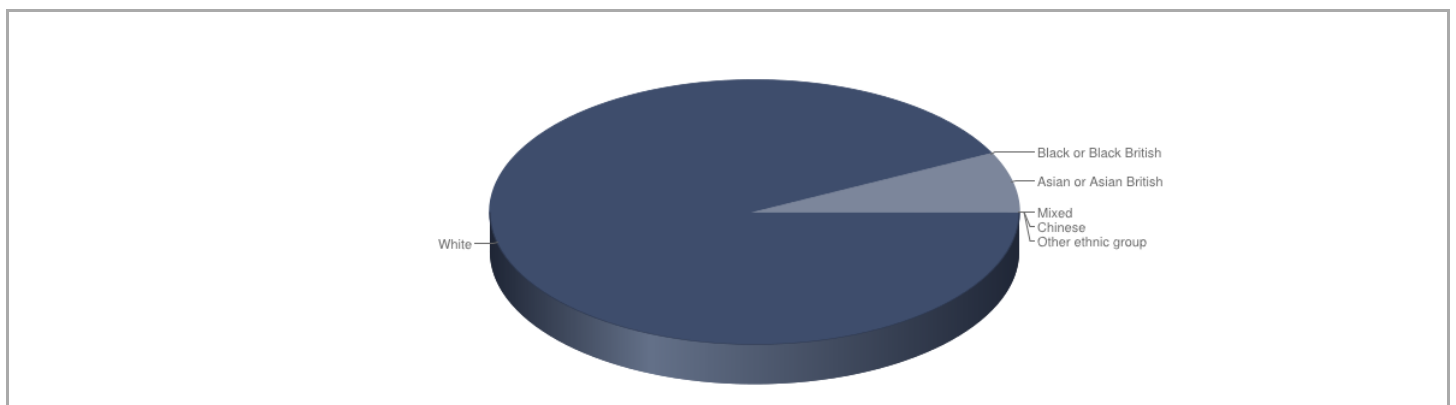


Option:	TOTAL
	<b>(41)</b>
Full-time paid work (30 hrs or more per week)	11 27%
Part-time paid work (under 30 hrs per week)	11 27%
Full-time education (school, college, university)	2 5%
Unemployed	2 5%
Permanently sick or disabled	2 5%
Fully retired from work	6 15%
Looking after the home	7 17%
Doing something else	0

Base: 41 out of 44 people answered this question

### Which ethnic group do you belong to?

Single answer question or grid (answers per option add up to roughly 100%)

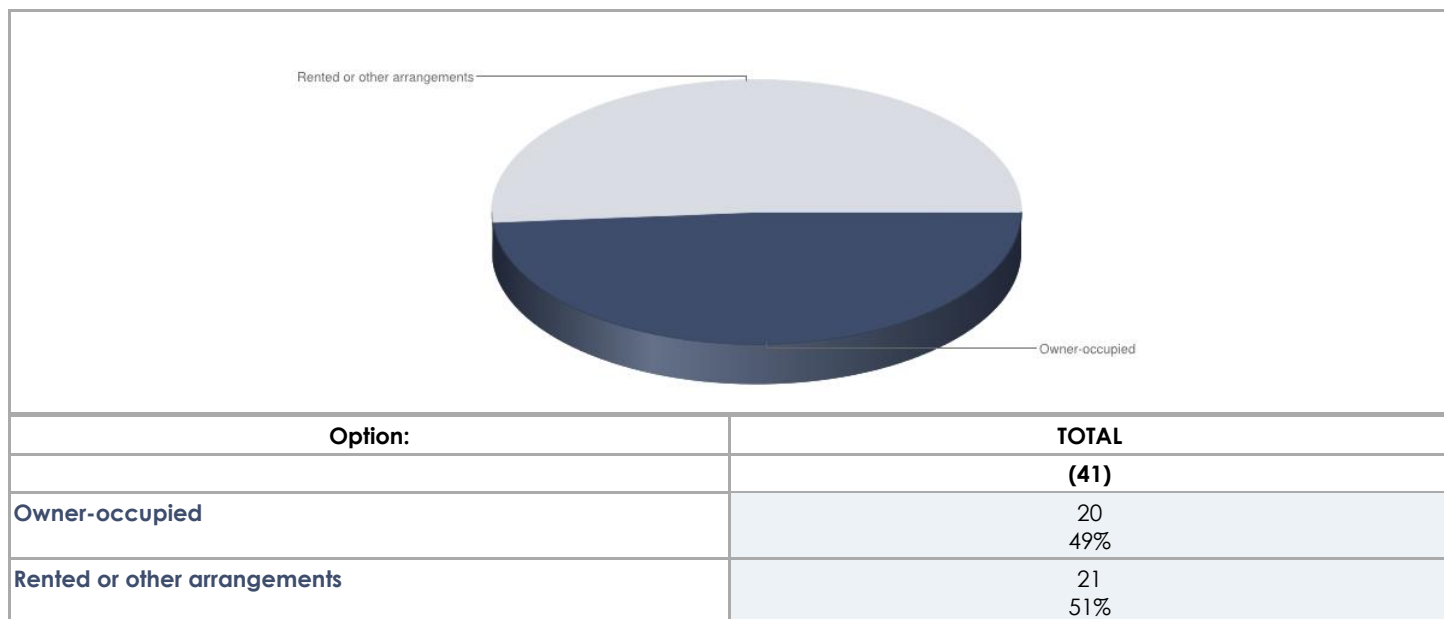


Option:	TOTAL
	<b>(41)</b>
White	38 93%
Black or Black British	0
Asian or Asian British	3 7%
Mixed	0
Chinese	0
Other ethnic group	0

Base: 41 out of 44 people answered this question

**Is your accommodation:**

*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 41 out of 44 people answered this question

**PRG Feedback on Survey Results**

We wrote to our PRG members outlining the results of the survey and a proposed action plan and inviting feedback and / or suggestions from them prior to finalising and publishing this Action Plan.

To date we have had no replies to this letter. We therefore presume that our group agrees with our action plan.

**ACTION PLAN 2013/14**

**Booking Appointments**

At question 2 none of the respondents stated that they had used the online booking system however, in question 5, 1 patient stated that they had found the online booking service very easy and 2 fairly easy; and at question 3, 30% stated that it would be their preferred method of booking appointments.

We only set up the online access at the beginning of January. We have advertised this on our website and with posters in the waiting room (kindly produced by one of our PPG members, Stephen).

Following last year's survey, the system has now been set up for ordering Repeat Prescriptions online.

**We propose to further promote the online access service to ensure that more of our patients are aware of the service.**

### **Getting through on the phone**

We intend to replace our current phone system to make it easier to use. We currently have 4 lines into the practice but can only answer 2 at a time so it is down to the hard work of our receptionists that 86% of respondents stated that they found it very easy or fairly easy to get through on the phone.

**Our new practice manager is going to make it one of her priorities to chase the new telephone system.**

### **Experience at Reception and in the Waiting Room**

93% of respondents stated that they were very or fairly satisfied with their experience at reception and in the waiting room.

Comments related to the atmosphere and facilities in the waiting room. 3 people commented on difficulty hearing the tannoy system and this has also been brought to the attention of staff by patients in the surgery in the past.

**We propose to redecorate the waiting area and we will endeavour to update the magazines and books that are available. We feel that our Health Promotion displays are generally eye catching and up to date.**

**We are looking into alternative call systems in the waiting room. There are a number of options available including a system linked to the proposed new telephone system and tannoy that would hopefully be more audible. There is also the option of a visual display which combines health awareness and practice information and links to clinical systems to call patients both audibly and visually to their appointment. We will look into the cost of this and functionality with our clinical system.**

Some years ago, we were given a TV monitor for Health Promotion and it was stolen on the first night! Piped music does not appeal to everyone either. Toys donated by Sure Start had to be removed on the orders of Infection Control.

### **Practice Opening Hours**

The Practice is open Monday to Friday all day from 08:00 hours to 18:00 hours, offering surgeries during the mornings, afternoons and evenings. We offer later appointments until 19:10 hours on 2 evenings per week. From the 1<sup>st</sup> April we will also be offering appointments from 07:20 hours on one morning per week.

Patients can access the services by attending in person or by telephoning the surgery on 0161 483 5155. Patients can also book and cancel appointments; and order repeat prescriptions on-line via our website [www.adswoodsurgery.co.uk](http://www.adswoodsurgery.co.uk).

Out of Hours GP services are provided to our patients by Mastercall Healthcare.

**Finally .....**

We aim to complete the proposed actions before the end of 2014. Outcomes will be shared with the practice population via the Practice Newsletter, on the Website and via Facebook.

Thank you to everyone who has helped us to form our patient group and who has taken the time to respond to our requests for feedback. We hope you feel that you have had an opportunity to help improve and develop the practice for the future.

Report Produced by Dr Jill Jeffs  
Dated 21.03.2014