

# PATIENT PARTICIPATION SURVEY REPORT 2012

Giffords Surgery in conjunction with our Patient Participation groups (working and virtual) has carried out a survey with some of our patients to obtain feedback on the services offered by the Practice. The survey focused on access to the surgery and appointment provision. The Practice gave out 400 survey questionnaires and received 201 paper and 25 online completed questionnaires back and this report is based on the process and results of that survey.

## **PART ONE - VALIDATION OF REPRESENTATIVE PATIENT GROUP**

The Practice Profile:

We have 14,024 patients registered at the surgery between the ages of 0-100yrs+, 51% males and 49% females, 1.4% ethnicity (represented by Black & Minor Ethnic Groups) we currently only have 39% of our patient populations ethnicity recorded at the surgery.

The Practice Representative Group Profile:

We currently have two groups working at the surgery. We have a Working Group which was established in Feb 2010 made up of 10 patients and a Virtual Patient Group of 62 patients which was established in 2011 and is constantly growing. The Working Group meets with Dr Phillips, the Practice Manager, the Senior Receptionist and Practice Secretary on a monthly basis to review the services and any issues within the Surgery. The minutes are then emailed to the Virtual Group for any feedback. The Working Group is in the process of joining the National Patient Participation Group for support and guidance.

The age range of the PRG is 17-84 years, 45% males and 55% females with 12% Ethnicity represented by Black & Minor Ethnic groups.

We have a slight difference between the number of males and females that are represented by the patient group compared to the practice population, but in general we have a good representation of our practice population.

We have held 3 open mornings over the last 2 years to try and encourage patients to join our patient group and to give our patients a look into how general practice works. We have also advertised via our practice website and in the local newspaper. Some of the members of the PPG have also attended the local Senior School to try and encourage some of the older students to join the group. We have advertised the group in the waiting room and have put information and application forms in the new patient registration packs. We have also informed patients about the group in our practice newsletter.

## **PART TWO: VALIDATION OF THE SURVEY**

The survey priorities were agreed with the PRG following issues that have been raised by complaints received at the practice and by concerns raised by the PRG.

The questions were drawn up at the PRG meeting based on the priorities raised above and using the National Patient Participation Group suggestions as a guide. These were then reviewed by the virtual PRG.

Please see attached a copy of the practice survey questions. Some of the PRG come into the surgery to hand out the questionnaires to patients attending the surgery over a three week period in February. We gave out over 400 surveys and have received 200 completed questionnaires back. We also put the questionnaire onto the practice website for patients to complete online. The questionnaires were collated on a spreadsheet and from this we created pie charts showing the results in percentages.

From this raw data we put together a results report showing the questions, percentages and comments received. Please see attached results.

#### **ACTION PLAN:**

From the results I put together themes that had arisen and presented these to the PRG working group on Tuesday 13<sup>th</sup> March for discussion to decide what actions to take. We also put together a frequently asked questions sheet to feed back on the services already being provided by the surgery, because it became apparent from some of the comments that patients were unaware of these services. This information was then emailed to the virtual patient group for feedback from them before implementing any changes.

There were no areas of disagreement

There are no contractual considerations that need to be taken into account

Please see copy of the action plan attached and frequently asked questions.

#### **LOCAL PATIENT PARTICIPATION REPORT:**

The report was published on the practice website for patients to view, we also printed off copies of the report which were left at the reception desk for patients to take away.

#### **OPENING TIMES:**

The practice has an open practice list and welcomes new patient registrations.

The practice is open from 8.30am to 6.30pm Tuesday to Friday and from 8.30am to 7.30pm on Monday for routine appointments which can be booked up to 6 weeks ahead.

We are open from 8am Monday to Friday for clinically urgent problems. We also have a Duty Doctor, Nurse Practitioner or Duty Nurse available every day to deal with clinically urgent appointments.

We actively promote continuity of care for all our patients to ensure patients see the same clinician/GP for each episode of care. Whilst all our patients are registered with the surgery they all have an allocated usual doctor who will deal with all their clinical needs.

We offer healthcare assistant appointments for blood tests, blood pressure checks, INR testing, B12 injections, simple dressings, ear syringing, ECG's, and NHS health checks.

We offer nursing appointments for more complex dressings, travel vaccinations, chronic disease management, baby immunisations, injections, and women's health appointments.

We also have other services being offered from the surgery such as retinopathy, mental health practitioner clinics, health visitors and midwifery services.

**EXTENDED HOURS:**

We have up to 6 GP's offering routine appointments after 6.30pm on a Monday and 1 GP offering routine appointments from 6.30pm once a month on a Wednesday. We also have 2 Practice Nurses and a Nurse Practitioner offering Women's health appointments, family planning appointments and travel vaccinations on a Monday evening after 6.30pm.

Outside of our normal working hours - after 6.30pm Monday to Friday, weekends and bank holidays Wiltshire Medical Services provide care to our patients at either their Chippenham or Trowbridge sites.

10.3.12