

Stanley Medical Group

LOCAL PATIENT PARTICIPATION REPORT

PATIENT SURVEY RESULTS AND ACTIONS 2013 - 2014

The practice has had a Patient Reference Group since 2004 as we have always felt it beneficial and important to give the patients a voice on matters of importance to them within the practice and to influence key decisions made by the Practice.

We advertised for our PRG (Patient Representative Group) via our website, our plasma screen, the counterfoil on our prescriptions and our newsletter. The group are not as representative of our Practice population as we had hoped however we have tried in vain to recruit a more representative group. We continue to opportunistically invite patients to attend, including those in the younger age brackets, those who access local services and those who frequently attend because of their medical condition. Those who don't attend still get electronic information sent by email.

The members of the PRG are also actively trying to recruit new members in the groups required.

All staff are also aware of the need for new members and are encouraged to promote the PRG wherever possible to potential new members.

The group has 33 members, with an age range of 18 – 73, covering Students, Unemployed, Employed, Self-employed and Retired patients. The group is represented by 17 Female and 16 Male members.

The practice has an awareness of the practice profile at AAP level, including levels of unemployment, deprivation, life expectancy, crime rates and prevalence of Chronic Disease and will continue to encourage a wider representation of these groups.

The group is represented with 96.6% White British ethnic group and 3.4 % Indian British. (the overall practice profile shows less than 0.5 % as **not** White British)

We obtained the views of our PRG as to what a Patient Satisfaction Survey should show us, as a general satisfaction level of the practice and we agreed to include the use the following areas to focus our questions.

1. About the appointment
2. About the practice
3. About the visit today

Therefore, as previously agreed, we chose to create our own survey and we met on 14th November to discuss and agree the content and format.



Pt Survey 13 14
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In total we received 334 questionnaires back from patients which had been given out to patients of both sexes and all ages. These were patients were all attending the surgery for an appointment during December 2013 and January 2014 and the 334 patient represented 7 % of our service users during this period. This is an increase of over 4%, however it is our aim to obtain a further increase for future surveys.

We gave out the questionnaires at various different points during the practice surgery times. This ensured that we covered a wide section of the Practice population. For example, we gave out questionnaires at our baby vaccination clinic to ensure a younger population received them.

Following receipt of the results of the Patient Survey, a meeting with the PRG was arranged. Prior to this meeting members of the PRG received copies of the results of our survey, either as a hard copy or via email. This gave the members time to look at the results, analyse them and prioritise actions at the meeting.

We held a meeting for the PRG group, with 2 x Practice Manager and 1 x GP Partner to discuss the results of the survey.

Our agreed action plan from last year was to create a better questionnaire – this was achieved.

We could not compare questionnaires as the formats were different however we compared those questions that appeared in both surveys. The group agreed to address the bottom 3 from last year and the top 2 from last year.

- **Waiting Time** – we did not have comparative data therefore we discuss a breakdown of GP/Nurse waiting times and on average the delay was between 3 minutes and 20 minutes. The group felt that this waiting time is acceptable therefore no further action
- **Access to a practitioner with 48 Hours** – Using **Poor Good Excellent** as a marker for satisfaction, patient experience has improved by 5% showing over 80% of patients are satisfied (good or excellent) with 48 Hour access. Comments relating to Online booking of appointments indicate that this has helped.

- **Access to a practitioner of choice** – – Using Poor Good Excellent as a marker for satisfaction, patient experience has improved by 15% showing over 85% of patients are satisfied (good or excellent) with accessing their GP/Nurse of choice. Comments relating to Online booking of appointments indicate that this has helped.
- **Satisfaction with consultation** (Q10 X Q11 12/13 survey) – This continues to be the area that shows greatest patient satisfaction. Less than 1% of those surveyed indicated that they had a poor experience.

In addition to the 13 questions we also asked patients if they would recommend Stanley Medical Group to their friends and family. The results showed that over 98% would.

Overall 94% said that they had a received good or excellent experience when visiting Stanley Medical Group.

Action Plan 2013/2014

To display a selection of comments on the plasma screen, showing practice responses

Enhance the role of the ‘helper’ to ensure he/she gets a wider response from those who have a disability that may prohibit them from participating in the survey

To continue with current questionnaire, adding in 1 further question relating to GP/Nurse waiting time

Aim to receive feedback from 10% of service users during the months of the survey

