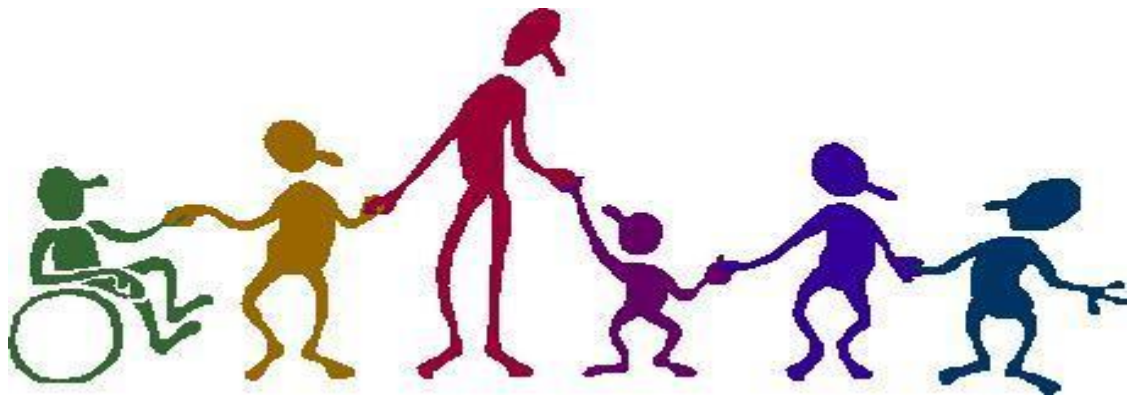


Dr J M Pilpel & Dr V C Tiguti



**Patient Participation Group and
Patient Survey Report**

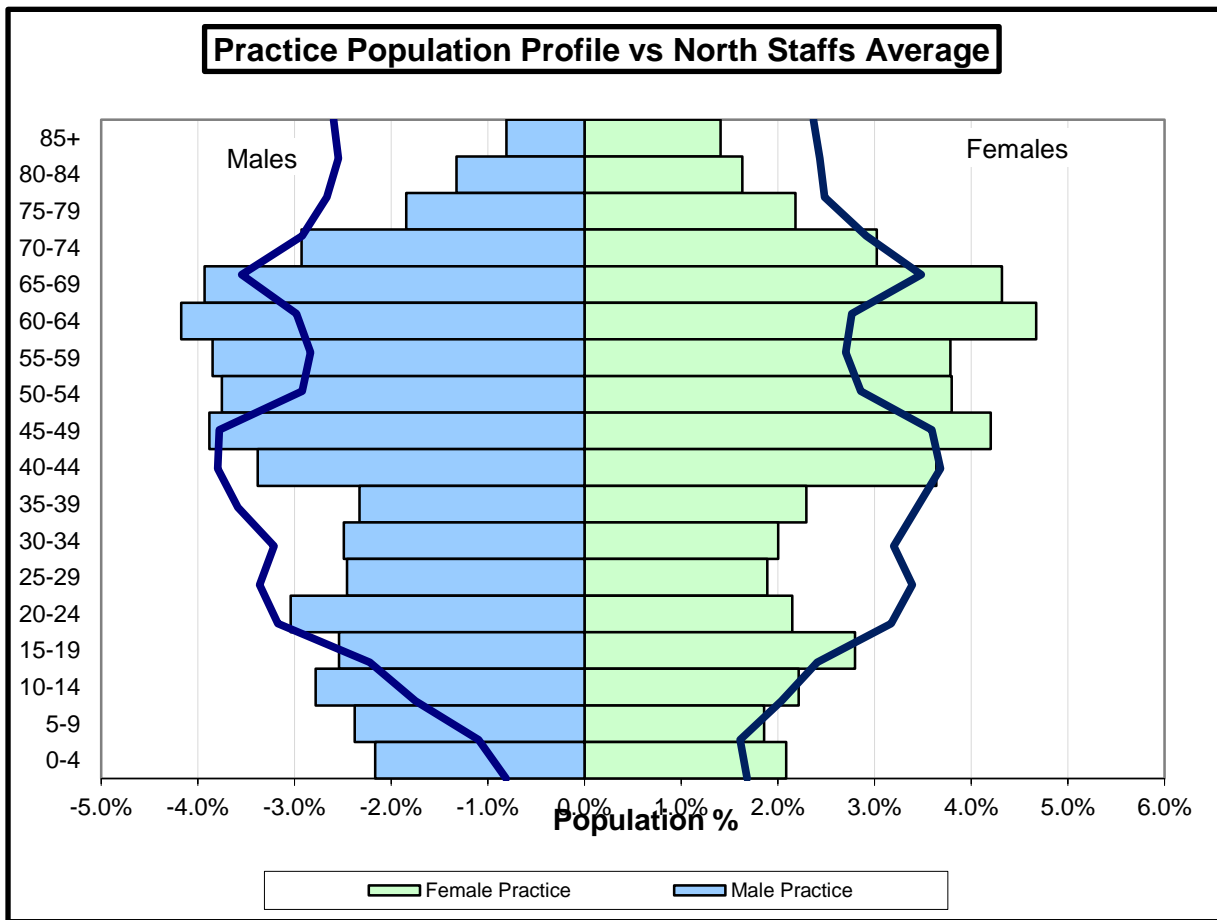
March 2013

Background

As part of a government-led initiative to encourage patient involvement within GP practices, Drs Pilpel & Tiguti formed a Patient Participation Group (TSPPG) which met for the first time on the 20th May 2012, following an intensive recruitment process using posters and staff asking if patients would like to be involved in the group.

The Practice had already developed a website, www.teansurgery.co.uk, for the main surgery and also a website, www.blythebridgesurgery.co.uk, for the branch surgery, with the details of each website shown on the practice leaflet. When the practice recently updated the website a section dedicated to the PPG was included.

Practice Profile



Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender											
Female	249	308	270	270	463	466	550	348	157	30	1
Male	288	324	349	292	430	484	505	305	118	12	0

The Practice is a well-established practice divided into two demographic areas and covers the communities of Blythe Bridge and Tean. The latter is primarily a rural area as well as the surrounding areas. The current Practice list size is approximately 6,200, with 99% of our patients being White British and 1% of mixed race or other ethnic origin.

There are 2 full time Partners, 1 Salaried GP and 2 Registrar GP's.

Practice Profile (continued)

For many years we have been a “Training Practice”, which means we have GP Registrars carrying out consultations. These are fully qualified, experienced doctors who have previously worked mainly in hospitals. They are required to work for a period of time in General Practice prior to becoming a GP. We are also involved in the training of medical students.

We are a dispensing practice and certain patients on the list have the option of having their medications dispensed by the practice.

Formation Of The Patient Participation Group

Group Profile

In order to get a balanced opinion of patients' views it is important to ensure the PPG is representative of the whole practice population, ie. contains members of different ages, sexes, ethnicity, etc. The practice has actively tried to encourage patients to join the group. The Tean PPG has even been featured on the Draycott Village website:

See: <http://draycottinmoors.wordpress.com/2012/12/06/draycott-in-the-moors-news-in-early-december-2012/>

However, we have found it difficult to recruit a truly representative group of patients, reflecting the wider profile of our patient population, as many of the volunteers have tended to be those with time on their hands or previous experience of being on a committee.

Our group is made up of 9 males and 8 females, whose ages range from 47 to 86 and they are all white British (The practice has a very small minority of ethnic patients, at 1%)

Unfortunately, despite inviting several younger members of our practice to join our patient group over the over the past few months, none of them have actually attended a meeting which was a disappointment for us, as our youngest group member is 47 years of age.

At our last meeting we decided to try and form a virtual group, in order to widen our patient representation. People who might otherwise find it hard to attend meetings could participate through email or telephone.

The Patient Survey February 2013

Questionnaire Design

This was the first questionnaire we had run since I had joined the practice in April 2012. The Patient Survey was added to the December Agenda and due to the complexity of the subject it was mutually agreed that there should be a sub-committee formed to design the survey and that Mr Brian Moran should lead it. The sub-committee would be comprised of a Chair, a Secretary, the Practice Manager, and two further members.

The questionnaire was designed to serve both the Tean and the Blythe Bridge sites in order to differentiate between responses.

This draft questionnaire was sent to all the Practice staff and GP's and also the members of the Patient Group, inviting their comments. There were no suggestions made and the survey was therefore approved.

A poster was put up in the Waiting Rooms at both sites advertising the survey. Questionnaires were available for patients to pick up themselves and were also handed out by receptionists at random. On the first day of the survey a member of the Patient Participation Group was on hand at both sites to hand out surveys and to give any assistance necessary. There was a box in both Waiting Rooms for the questionnaires to be posted in when completed.

The Survey comprised of 20 questions aiming to identify strengths and weaknesses within the practice. The questions were designed to cover three areas:

- Quality of provision – are you satisfied with the medical care you receive?
- Access to service – how easy is it to make and get an appointment?
- Interpersonal relationships – are the medical team and support staff sufficiently caring and compassionate about your needs?

Once the survey was over all the answers were entered onto the computer by a member of staff and the Chairman of the Sub-committee. Patients' comments and suggestions were recorded as stated.

The survey was a snapshot intended to capture 150 replies. We achieved a response of 154 questionnaires returned, although some discrepancies occurred where respondents did not answer the questions in the way the questionnaire asked.

Statistics from the February 2013 Patient Survey

1. How easy is it to get through to the practice by phone?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
very easy	25	34.2	38	46.9	40.9
fairly easy	44	60.3	29	35.8	47.4
not very easy	3	4.1	10	12.3	8.4
not at all easy	1	1.4	3	3.7	2.6
not recorded			1	1.2	0.6

2. How easy is it to get an appointment?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
very easy	32	43.8	31	38.3	40.9
fairly easy	40	54.8	45	55.5	55.2
not very easy	1	1.4	5	6.2	3.9
not at all easy	0	0.0	0	0.0	0.0
not recorded					

3. Have you been able to book an appointment more than 2 days in advance when you've needed to?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
usually	35	47.9	39	48.1	48.0
sometimes	17	23.3	12	14.8	18.8
rarely	6	8.2	10	12.3	10.4
never tried to	15	20.5	20	24.7	22.7
not recorded					

4. Have you ever made or cancelled an appointment online?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
yes	11	15.1	7	8.6	11.7
no	52	71.2	64	79.0	75.3
never wanted to	4	5.5	4	4.9	5.2
didn't know I could	6	8.2	5	6.2	7.1
not recorded			1	1.2	0.6

5. Are you able to see the doctor of your choice?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
usually	49	67.1	53	65.4	66.2
sometimes	12	16.4	16	19.7	18.8
rarely	1	1.4	4	4.9	3.3
doesn't apply	10	13.7	8	9.9	11.7
not recorded	1	1.4			

6. Are you able to speak to the doctor by phone when needed?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
usually	6	8.2	4	4.9	6.5
sometimes	12	16.4	6	7.4	11.7
rarely	7	9.6	8	9.9	9.7
doesn't apply	48	65.8	59	72.8	69.5
not recorded			4	4.9	2.6

7. Are you able to speak to the nurse by phone when needed?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
usually	18	24.7	15	18.5	21.4
sometimes	9	12.3	11	13.6	13.0
rarely	0	0.0	5	6.2	3.2
doesn't apply	45	61.6	49	60.5	61.0
not recorded	1	1.4	1	1.2	1.3

8. The last time you tried to see any doctor fairly quickly could you do so on the same day or in the next two working days?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
the same day	42	57.5	57	70.4	64.3
within two days	27	37.0	20	24.7	30.5
3 days or more	1	1.4	1	1.2	1.3
doesn't apply	3	4.1	3	3.7	3.9
not recorded					

8b. If you couldn't be seen within two working days, why was that?

Two patients reported not being able to get to see a doctor within two days, 1 patient at Blythe Bridge and 1 patient at Tean. The reason for this was there were no appointments available. This represents a practice percentage of 1.3% failure to give an appointment within 2 working days.

9. Which of the following additional times would you most like the surgery to be open (one choice)?

Not all patients responded to question 9 in the way requested, with a significant number choosing more than one preference. .

Effectively those who made more than one choice had 'extra votes' which affects the statistical integrity on this question.

The survey sample was small anyway, being 154 over the two surgeries, so a further survey over a wider and more representative patient population is advisable to gauge the demand for additional opening times.

Additional opening would have an economic impact on the practice.

The following table is based on the total responses including those who chose more than one preference:

	Blythe Bridge	Blythe Bridge %	Tean	Tean %
before 8.00 a.m.	10	13.7/12.2	6	7.4/6.4
lunchtime (Tean)			4	4.9/4.3
after 6.00 p.m.	8	11.0/9.8	11	13.6/11.8
Saturday morning	25	34.2/30.5	23	28.4/24.7
Saturday afternoon	1	1.4/1.2	2	2.5/2.1
Thursday afternoon	9	12.3/11.0	8	9.9/8.6
I'm happy with current times	29	39.7/35.3 112.3/100	39	48.1/41.9 114.8/100
	82 preferences from 73 people	% of 73 / % of 82	93 preferences from 81 people	% of 81 / % of 93

The following table is adjusted to indicate the responses from patients who chose correctly just the one preference:

	Blythe Bridge	Blythe Bridge %	Tean	Tean %
before 8.00 a.m.	6	9.2	4	5.4
lunchtime (Tean)			3	4.1
after 6.00 p.m.	2	3.0	6	8.1
Saturday morning	20	30.8	16	21.6
Saturday afternoon	1	1.5	2	2.7
Thursday afternoon	8	12.3	5	6.8
I'm happy with current times	28	43.1	38	51.3
	65 valid responses	% of 65	74 valid responses	% out of 74

Continuing to Question 10 on the next page

10. How helpful do you find the receptionists at the surgery?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
very	54	74.0	54	66.7	70.1
fairly	18	24.6	24	29.6	27.3
not very	1	1.4	1	1.2	1.3
not at all	0	0.0	0	0.0	0.0
not recorded			2	2.5	1.3

11. Do the receptionists make you feel at ease?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
usually	62	84.9	67	82.7	83.8
sometimes	10	13.7	13	16.0	14.9
rarely	1	1.4	1	1.2	1.3

12. Thinking about the last time you saw a GP:

This question was aimed at identifying individual GP's to analyse their scores to inform personal development and performance review. The results will be discussed within the practice.

13. Did you have enough time to discuss your health or medical problems?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
yes	49	67.1	71	87.6	77.9
yes, but just about	19	26.0	7	8.6	16.9
no	2	2.7	0	0.0	1.3
not recorded	3	4.1	3	3.7	3.9

14. How good was the doctor at each of the following?

Individual doctors were scored through a range from 1 to 5, with 1 representing 'poor' and 5 representing 'outstanding'.

A score of 1 (poor) represents 0 to 20 on a percentage scale

A score of 2 (less than satisfactory) represents 21 to 40 on a percentage scale

A score of 3 (satisfactory) represents 41 to 60 on a percentage scale

A score of 4 (good) represents 61 to 80 on a percentage scale

A score of 5 (outstanding) represents 81 to 100 on a percentage scale

The table below shows that across the whole practice patients considered their doctor to have achieved the outstanding range, although there is room for improvement, which will be discussed in the practice. The 78% score indicated at Blythe Bridge translates to the top end of 'good'.

How good was the doctor at:	Blythe Bridge score	Tean score
Making you feel at ease	84%	84%
Listening to you	82%	84%
Assessing your medical condition	82%	84%
Explaining your condition and treatment	82%	84%
Involving you in decisions about your treatment	78%	82%
Providing or arranging treatment for you	82%	84%

Continuing to Question 15 on the next page

15. How do you feel about how long you have to wait to be seen after your appointment time?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
I'm happy as I don't have to wait too long	66	90.4	60	74.1	81.8
I sometimes have to wait longer than expected	5	6.8	17	20.9	14.3
I have to wait far too long	0	0.0	1	1.2	0.6
not recorded	2	2.7	3	3.7	3.3

16. Do you use any of the following facilities?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
EMIS access to book appointment online	10	13.7	5	6.2	9.7
e-mail prescription service	5	6.8	11	13.6	10.4
automated Arrival Screen in Waiting Room	48	65.7	59	72.8	69.5
website for information	3	4.1	4	4.9	4.5
not recorded	7	9.6	2	2.5	5.8

17. What do you like about Blythe Bridge Primary Care Centre / Tean Surgery?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
comment	49	67.1	59	72.8	70.1
no comment	24	32.9	22	27.2	29.9

Sample comments from Blythe Bridge:

- “warm, friendly, disabled friendly”
- “pretty much everything”
- “very caring”
- “staff are really good, they explain everything to you”
- “very helpful reception staff, doctors and nurses”
- “feel at ease, quick appointment”
- “never have to wait long to see a doctor”

The ease of access, good parking and closeness of the surgery to where people live were common comments.

Sample comments from Tean:

- “friendly nursing staff”
- “convenient location, pleasant staff”
- “family feel & approachable”
- “I really like this surgery as I don't like coming to see a doctor and I feel at ease here”
- “friendly & useful having dispensary”
- “organised”
- “very well run”
- “not too big”
- “good GP”
- “can be very welcoming if you get the right staff”
- “great team”
- “excellent, helpful, polite staff”

Continuing to Question 18 on the next page

18. What do you not like about Blythe Bridge Primary Care Centre / Tean Surgery?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
comment	20	27.4	35	43.2	35.7
no comment	53	72.6	46	56.8	64.3

Sample comments from Blythe Bridge:

- “constant changes of medical staff over the last 12 months”
- “doctors sometimes snappy & short”
- “sometimes not very helpful on the phone”
- “feel like you are dismissed sometimes as not important”
- “all appointments get booked quickly”
- “having to book for same day appointments”

Sample comments from Tean:

- “reception staff behind hatches”
- “restricted times for the ordering and collecting of prescriptions”
- “waiting at the window for receptionist”
- “impersonal if not regular attender”
- “doctors a bit intimidating”
- “not always enough room to sit in reception area”
- “the building / waiting area”
- “unable to get medication at surgery/dispensary even though I live two miles away”
- “some other doctors leave who are very good”
- “lack of after-hours service. It is unfair to ask an elderly person, perhaps in the middle of the night and in bad weather, to travel to Basford, around 14 miles away”
- “trying to get an appointment in the morning with a permanently engaged phone”
- “small waiting room”
- “no surgery after 6.00 p.m.”
- “the radio needs tuning!”
- “poor car parking facilities”
- “test results seem to go missing from the IT system – happened to me twice”

19. What are your suggestions for what we can do to improve?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
comment	14	19.2	30	37.0	28.6
no comment	59	80.8	51	63.0	71.4

Sample comments from Blythe Bridge:

- The respondent who disliked “constant changes of medical staff” suggested that “some consistency” would be an improvement.
- “water dispenser”
- “earlier / later appointments for working people”
- “more choice of doctors”
- “don’t be so dismissive of your patients”
- “coffee machine”
- “possibility to ‘sit & wait’ to see a GP without an appointment, maybe 7.30 – 9.00 p.m.”
- “being able to book in advance instead of within 24 hours”

Sample comments from Tean:

- “improve the quality of music in the waiting room”
- “reduce the quantity of notices in the waiting room, many of which cannot be read anyway”
- “education of patients in prevention of health problems and offering appropriate diagnostic test for relevant age groups”
- “be more open-minded and offer more courses of treatment”
- “ability to order prescriptions via EMISaccess”
- “join the Cheadle prescription scheme with Boots or Ratcliffe’s”
- “keep the good doctors”
- “some kind of rota service to provide a doctor on call”
- “more ease to make an appointment”
- “wider range of opening hours”
- “Saturday opening for people who work”
- “open Saturday mornings like you used to”
- “better hours/accessibility for those of us who work”

Continuing to Question 20 on the next page

20. Overall, how satisfied are you with the service we give to you?

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
very satisfied	49	67.1	49	60.5	63.6
moderately satisfied	17	23.3	30	37.0	30.5
neither satisfied nor dissatisfied	3	4.1	1	1.2	2.6
moderately dissatisfied	2	2.7	1	1.2	1.9
very dissatisfied	0	0.0	0	0.0	0.0
not recorded	2	2.7			1.3

Gender of respondents:

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
female	40	54.8	51	63.0	59.1
male	31	42.5	30	37.0	39.6
not recorded	2	2.7			1.3

Age Group of respondents:

	Blythe Bridge	Blythe Bridge %	Tean	Tean %	Practice % (based on 154 responses)
under 16	0	0.0	0	0.0	0.0
17 – 30	2	2.7	4	4.9	3.9
31 – 50	14	19.2	21	25.9	22.7
51 – 70	36	49.3	32	39.5	44.2
70+	18	24.6	24	29.6	27.3
not recorded	3	4.1			1.9

Action Plan leading on from the February 2013 Patient Survey

- **The Practice will publish the results of the survey** on the website, in both surgeries, and in a newsletter to be made available at each site.
- **Regularly update and check readability of notice and poster displays.**
- Of late the practice offers 30% of its appointment to advanced booking. **In the future this will increase to 40%.**
- Only 9.7% of patients surveyed use the online booking facility. **The practice to have a promotion to increase patient awareness of this facility**
- Only 10.4% of patients surveyed use the prescriptions@northstaffs.nhs.uk facility. **The practice to have a promotion to increase patient awareness of this facility.**
- Only 4.5% of patients surveyed used the practice websites. **The practice to have a promotion to increase patient awareness of this facility.**
- At present prescription can only be dispensed during surgery hours. **The practice to increase the times when medications can be collected to surgery opening times.**
- The PPG wanted to increase patient representation by the commencement of a virtual Group; this was an agenda item for the March meeting.
- The Practice will be running another survey later in the year and TSPPG will be consulted and have full involvement on suggested subjects and questions.