



### Patient Participation Group Meeting: 16<sup>th</sup> January 2013

PRESENT: John Ward Chair, Joan Ward, Dr G Marlowe and Maggie Brynjolfsson

Apologies: Jean Lander, Dr James, Christine Turner

We currently have 14 members in the patient group and of those, 4 attended the last meeting in October 2012 and 2 attended the meeting on 16<sup>th</sup> January 2013.

#### Item 1: Patient Survey 2012-13 Results

The results of the questionnaire were discussed. The returned numbers almost exactly mirrored last year (104) and the responses to the questions were also very similar with a very high percentage of satisfaction expressed by the patients completing the questionnaires. The suggestions for specific changes to how the surgery currently operates were discussed but it was agreed that these few wishes were impracticable at the moment. Statistically, over 90% of the returns expressed satisfaction with the surgery's provision of its service and although we would continue to monitor provision, no action was needed at the moment.

Here are the main results from the questionnaires:

#### Opening Times

We asked if patients were happy with our opening times:

92% - Yes  
8% - No

Of the 8% not satisfied with the current times, 4% wanted weekend clinics, 3% wanted earlier mornings or more late evenings and 1% didn't say what they were unhappy with.

**Surgery Comment:** Although we would love to please everyone, we do not have the resources to do so and it is impossible to cater to individual demands for appointments. As the majority of our patients are happy with our 8.30 start and the two late evenings we already have, there are no plans to extend our clinic times further at the moment.

#### Appointments

We asked if patients were happy with how long it took to get an appointment at the surgery.

27% - were seen on the day  
21% - were seen in 1 – 2 days  
22% - waited more than 2 days  
30% - had pre-booked appointments in advance for a date to suit them

Of the 22% who waited more than two days for an appointment:

4 said they wanted a specific day or did not want to be seen within two days

5 could not get an appointment with **any doctor** in under 2 days

13 could have been seen sooner but wanted to wait longer than two days to see a GP of their choice

**Surgery Comment:** 78% of patients could get an appointment within 48 hours. Of the 22% who didn't get an appointment in 48 hours, 16.5% said it was through choice so it seems that patients feel we are providing a very good service.

### **Daily Urgent Walk-in Clinic**

We asked patients if they thought the daily Urgent Walk-in Clinic was a good service to offer our patients.

89% - thought it was a good service to offer  
11% - didn't respond to this question  
1% - didn't think it was a good service

**Surgery Comment:** 89% is a good percentage of happy patients so we feel this is a popular service to offer our patients.

### **Pre-Booked Appointments**

We asked patients how long after their appointment time did they wait to be seen by the doctor?

27% - Seen on time or early  
42% - Waited up to 15 minutes  
17% - Waited 16-30 minutes  
3% - Waited 31 minutes or longer  
11% - Didn't respond to question

**Surgery Comment:** This is a difficult one as many of the delays are due to emergencies or dealing with a complex problem in a 10 minute slot. It is really hard to get the balance right but overall think response times are within acceptable levels.

**We asked our patients if they felt they were given enough time to discuss their health or medical problems with the doctor when it was your turn?**

88% - Yes, definitely/Yes, to some extent  
2% - No  
10% - Didn't respond to question

**Surgery Comment:** The majority of patients who responded felt were given enough time to discuss their problems when with the doctor.

### **Opening hours**

**Our reception opening hours are 8.30am - 12.30pm and 3.00pm - 6.00pm, we asked patients if these are convenient times?**

69% - Yes  
19% - No  
12% - Didn't respond to question

Most of the no's wanted the surgery open all day.

**Surgery Comment:** This is something we continually monitor but due to resources we are unable to extend the surgery opening hours during the day. However patients can put their prescription request in the letter box or request it on the website and arrange to have their prescriptions picked up by a chemist if they cannot get here at the times we are open.

### **Your GP/Nurse**

We asked patients if they had **confidence and trust** in their **doctor**?

73% - Yes, definitely  
21% - Yes, to some extent  
1% - No  
5% - Didn't respond to question

We asked patients if they had **confidence and trust** in their **Nurse**?

61% - Yes, definitely  
27% - Yes, to some extent  
1% - No  
11% - Didn't respond to question

**We then asked patients how they would rate the care provided by the GP Surgery?**

52% - Excellent  
26% - Very good  
17% - Good  
1% - Fair  
0% - Poor  
0% - Very poor  
4% - Didn't respond to question

**We also asked how would patients rated the care provided by Reception?**

41% - Excellent  
28% - Very good  
17% - Good  
5% - Fair  
1% - Poor  
1% - Very poor  
7% - Didn't respond to question

### **Comments from patients**

**Here is a selection of the comments made on the completed patient questionnaires:**

1. Overall I think this is a fantastic surgery and the services provided are spot on.
2. They do a great job.
3. It would be nice to see the Doctor I know rather than the one I don't on the 'on the day' appointments.
4. Change the surgery phone number.
5. Afternoon hours short.
6. It would be good to have an electronic board for when names are called out as I am deaf.
7. Overall I think this is a fantastic surgery and the services you provide are spot on.
8. I would like slightly earlier opening times to book appointments for those working, 8 – 6 would be useful.
9. I would like later appointments on your late evenings.
10. The surgery is brilliant for me; everyone is always friendly, helpful, supporting and caring. Thank you! I love the new surgery.
11. Maybe you should have a late surgery on a Friday.
12. Provide some higher chairs.
13. Thank you for being there when we need you.
14. Very friendly and efficiently run surgery – top marks for service.
15. Really great surgery.
16. I have been a very satisfied patient for years.
17. It's all good.
18. I would like to say how much me and my family appreciate the GP's and all the team – thank you.
19. Doing a great job already.

20. Need another late evening.
21. Excellent GP Practice – always polite and helpful – all staff excellent.
22. The entire workforce doing a great job – keep it up.
23. I find it a very good service and the reception team are superb.
24. Everyone is very kind to me.
25. Reception very helpful on the phone and in person.
26. Turn the heating down!
27. I joined the surgery because of the good feedback and positive comments on NHS Choices
28. In a perfect world It would be good to have weekend surgeries but this is less of a problem as you have good evening surgeries.
29. Service on reception can be inconsistent depending on who is working.
30. The new facility is exceptional. It is clean and bright with ample room for waiting patients.
31. Longer opening hours – more nursing time.
32. Since you moved I have to walk much further.
33. I always have to wait such a long time with an 18 month old baby.
34. The website was unable to take my repeat prescription request.
35. Good clean surgery, works well apart from opening times.
36. Have a specialist in babies and breast feeding once or twice a week.
37. Some receptionists are very friendly but one has no sense of humour at all!
38. More evenings and weekends.
39. I should have access to the GP's email or during critical illness he or Nurse should contact me.
40. Treat me as a patient and not a customer.

Other items discussed at the Patient Participation Group meeting held on the 16<sup>th</sup> January 2012 were:

### **Item 2: Increasing Membership of the Patient Participation Group**

The discussion once again centred on the need to recruit a wider group of participants. It was agreed that the earlier suggestion to hold a social afternoon and evening should be postponed until April as the current weather was likely to defeat the project.

***Surgery comment:** We would like our patient group to be a reflection of our practice population with diversity to include those patients from ethnic minorities, young people, elderly people, disabled patients and mothers with young children etc. so please consider giving up one evening every three or four months to help us improve our services.*

### **Item 3: Yoga Classes for Patients with Limited Mobility**

We discussed arranging a regular Yoga Class for patients who are unable to attend a normal yoga class but who would benefit from doing yoga. Joan Ward has been co-ordinating this and has found a really nice Yoga teacher who is very enthusiastic. Joan has been discussing costs, venue and dates. We will keep you informed of progress.

**A.O.B: None**

**Next meeting date to be advised.**