

INTRODUCTION

Park Green Surgery is located in Waters Green Medical Centre along with 5 GP practices in Macclesfield. The centre opened in July 2006 with the vision that we would be able to provide excellent levels of care to our patients in high quality, purpose built premises. Each practice have their own doctors and staff; providing care to their registered list of patients. Alongside this however we work closely with our colleagues in the 5 practices to enable us to make a greater range of services available to patients in the community.

Each of the 6 practices is participating in the *Patient Participation Direct Enhanced Service* (DES) which was issued in April 2011 and is now in its third year. The purpose of the DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

Park Green Surgery

The surgery is open from 08.00 to 18.30 hours with Reception staff available during this time providing both face to face and a telephone service. The surgery used to offer extended hours from 18.30 to 20.30 hours on a Tuesday and Thursday evening but in September 2013, after very careful consideration, we made the decision to stop providing evening surgeries. We are however aware that patients appreciate the later appointments and with this in mind are looking at making significant changes to the way we manage our demand and capacity in the practice.

Patient Demographics

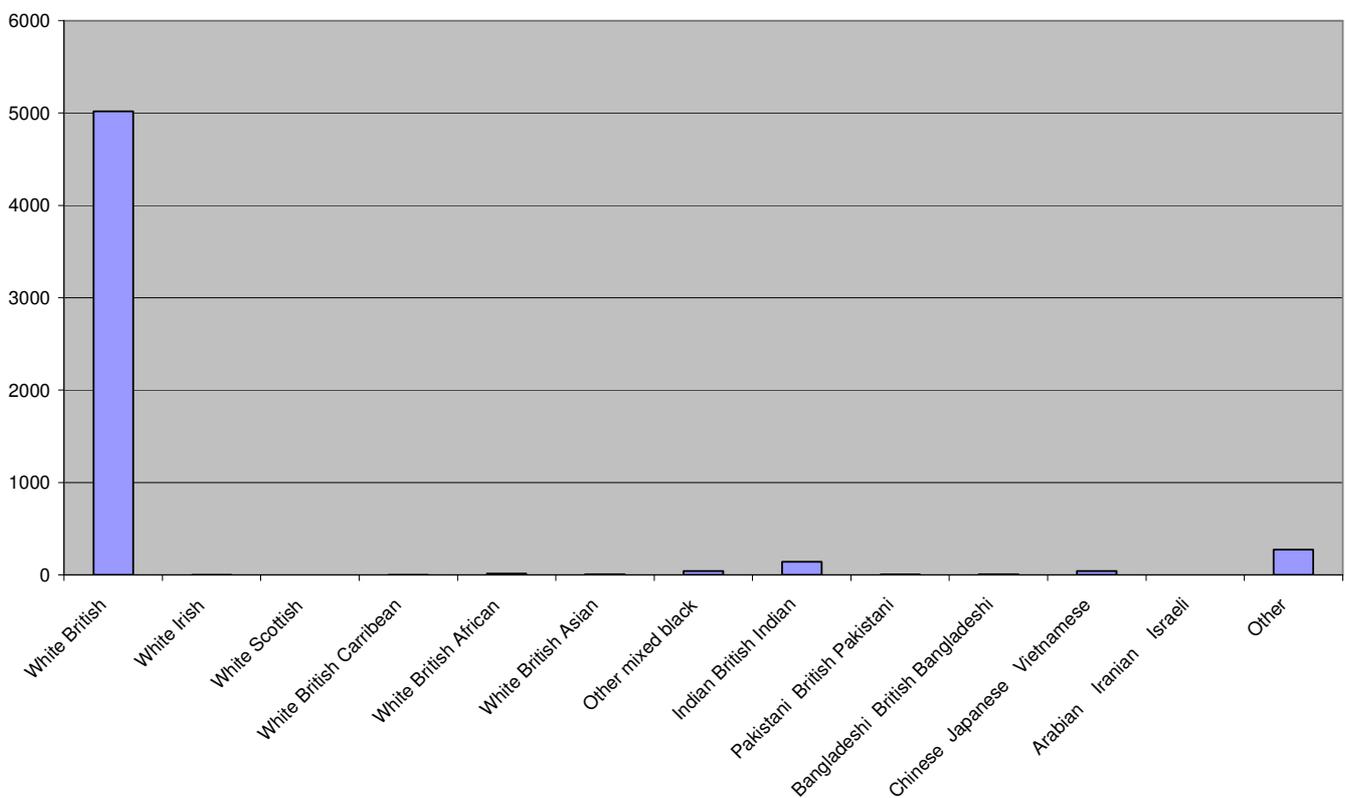
Park Green Surgery currently has a patient list size of 11241 being the third largest practice in Macclesfield. Park Green Surgery is a training practice with 8 GP Partners and a Retainer making a whole time equivalent of 6.6 doctors. Since the move to Waters Green the list size has remained stable with only minor fluctuations over this period of time. This has enabled us to continue to provide an excellent standard of care to our patients.

The age sex demographics are detailed below:

Age →	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Male	321	768	513	682	836	895	697	479	247	86	34
Female	292	700	475	713	800	833	713	550	386	110	78
TOTAL	613	1468	988	1395	1636	1728	1410	1029	633	196	112
Percentage	5 %	16%	11%	12%	14%	15%	13%	9%	6%	2%	1%

The ethnicity numbers were considered and are shown here:

White British	White Irish	White Scottish	White British Caribbean	White British African	White British Asian	Polish	Indian British Indian	Pakistani British Pakistani	Bangladeshi British Bangladeshi	Chinese Japanese Vietnamese	Arabian Iranian Israeli	Other
5020	2	1	3	14	9	43	143	6	9	42	1	273



IMPLEMENTING THE PATIENT PARTICIPATION DES

There are 6 key steps to implementing the Patient Participation DES:

Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PRG.

Step 2: Agree areas of priority with the PRG.

Step 3: Collate patient views through the use of a survey.

Step 4: Provide PRG with the opportunity to discuss the survey findings and reach agreement with the PRG on changes to services.

Step 5: Agree action plan with the PRG and seek agreement to implementing changes.

Step 6: Publicise actions taken and subsequent achievement.

STEP 1: Development of Patient Reference Group (PRG)

Over the last two years we have developed our PRG by displaying posters in the waiting room inviting patients to become involved.¹ We had no response from our link to a virtual group and felt therefore that perhaps this method of recruitment was not right for our patients. We did however take part in the National Patient Participation Group Week event in May 2013. There was a poster display in the atrium and the attached leaflet was developed to encourage patients from all the WGMC practices to become involved with their practice.² A number of PPG representatives were available during the week and spoke to patients in the atrium. We continue to encourage all our patients to make their views known to us. The largest number of patients from an ethnic minority group is Indian and British Indian and we have discussed how we can best engage with them. It was felt however that it would be difficult to encourage them to join the group and so we should consider alternative ways of gaining their views.

¹ Appendix 1 – Poster Display

² Appendix 2 – PPG Leaflet

The WGMC PPG is well established and we have continued to liaise closely with them throughout the year so that we can share best practice across the whole of the Medical Centre. The WGMC group have made efforts to extend their membership to include organisations such as the Disability Information Bureau, Carers Association and Churches Together as it was felt this would be a more successful way of canvassing minority group views rather than each practice attempting to get full representation.

Our PPG is now firmly established remaining true to the terms of reference we set in our inaugural meeting³ which established our intentions for the group. We have continued to meet throughout the year with about 75 to 80% attendance at each meeting. We had hoped to encourage younger members onto the group so that we could have a broad representation of our patients but have not been successful in this regard. We were however encouraged by the wide range of interests and experience that our existing members have. We continue to make efforts to recruit by advertising for volunteers¹ as well as approaching patients directly.

STEP 2: Agree areas of priority

In the past we have identified our patient priorities using a survey. This highlighted a number of areas of concern and so we repeated this exercise using a slightly different format which included the priorities from the previous year.⁴ There continue to be common themes so it was felt that it would be appropriate to use the same survey as last year for all 6 practices. The main topics identified were appointments, seeing the doctor of choice, the waiting times in reception, clinical care and telephone access. We continued to insert the additional question about car parking and this year included questions about the volunteer service.

It was agreed that all practices would use Version 4 of the accredited GPAQ survey.⁵ It was felt that this was suitable to address the survey priorities around appointments, reception and quality of consultation and the additional question with regard to car parking at the Medical Centre would be included. This also gives us the benefit of providing comparative data from the previous year, once the survey results have been analysed. As outlined there were also 3 questions about the volunteer service.

STEP 3: Method and results of patient survey

The GPAQ questionnaire was distributed to our patients in October/November 2013. We surveyed **298** patients and the sample range was as follows:-

70% Female and 30% Male	4% with a long term disability	92% White British
55% Employed	1% Unemployed	27% Retired

The age range split was as follows:-

Under 45	126	45 to 64	89	65 to 74	40	75 and over	38
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The data was entered into a pro forma and sent to an external company for professional analysis. The summary results can be found at Appendix 6.⁶

³ Park Green PPG Terms of Reference

⁴ Patient Priorities Questionnaire 2013

⁵ GPAQ Survey V4 WGMC

⁶ Summary Results GPAQ survey

STEP 4: Discuss survey findings

The results of the survey were discussed with our Patient group on 21st January 2014⁷ and our practice staff during our protected learning time on 4th February 2014.⁸ This enabled us to have a broad view of the findings from a variety of perspectives and highlighted areas for improvement; as well as pleasingly showing some things which we should just carry on doing!

STEP 5: Agree action plan

Following these 2 meetings and the subsequent discussions an action plan was drawn up and this can be found at Appendix 9.⁹

STEP 6: Publicise actions taken – and subsequent achievement

It was agreed to have a series of poster displays in the waiting room outlining the concerns which have been raised by the survey and how the practice has addressed these. A *You Said, We Did*¹⁰ poster has been displayed and a special edition of the practice Newsletter *Greenpiece* will also be produced. We have also made use of the right side of the repeat prescription slips to advertise the services that are now available as a result of the actions taken; i.e. advising patients that on-line appointments are now available.

Comparison with last 3 years results

As this is the third year that we have undertaken the GPAQ Survey we have the benefit of data from previous years' results.¹¹ This has enabled us to compare satisfaction levels and to assess whether or not the changes we made in the last 2 years have improved the patient experience. Overall there has been an improvement in almost all areas covered by the questionnaire. The exceptions are with regard to speaking to a doctor or nurse on the phone and the number of patients waiting less than 5 minutes to see the doctor.

Overall however we are delighted to see that the percentage of patients who say their experience of this surgery is good, very good or excellent has remained consistently high; 97%, 96% and 94%. Similarly the percentage of patients who would recommend Park Green Surgery to someone moving into the area is excellent; 97%, 96% and 97%.

We will continue to encourage membership of the PRG and the virtual group so that we are able to canvass the views of as many of our patients as possible. We have a suggestion box in the waiting room and welcome comments from our patients at any time.

⁷ Patient Group Discussions and Actions

⁸ Practice Staff Discussions and Actions

⁹ Park Green Surgery Action Plan

¹⁰ You Said, We Did

¹¹ Park Green Surgery Comparison Data



Patient Participation Group



Join Our Patient Participation Group



**Just ask for
an information pack
from reception**

How do you get involved?
Contact your practice today!



Lesley Barrett - Practice Manager 617300



CUMBERLAND HOUSE

Amanda Abdi-Tehrani
Practice Manager 264075



HIGH STREET SURGERY

Sue Lea - Practice Manager
423692

PARK GREEN SURGERY

Isobel Chetwood - Practice Manager
429555



PARK LANE SURGERY

Chris Campbell-Kelly - Practice Manager
422893



Helen Hawthorne
Practice Operational Manager 422249



Waters Green
MEDICAL CENTRE

Patient Participation Groups

Waters Green Medical Centre
Sunderland Street
Macclesfield
Cheshire SK11 6JL



CUMBERLAND HOUSE



HIGH STREET SURGERY

PARK GREEN SURGERY



PARK LANE SURGERY



Issue Date: May 2013

Review Date: April 2014

What PPGs do and what Patient Participation is....

PATIENTS who are
ACTIVE in taking
RESPONSIBILITY for their health and work as a
TEAM
INFORMED about health matters which affect the
COMMUNITY
INDIVIDUAL patients and the
PRACTICE to raise
AWARENESS of wider issues in the NHS, including the use of
TECHNOLOGY. PPGs are
INVOLVED and can have influence in improving the quality of care
OBJECTIVES are to improve the patient experience in primary care in the
NHS

We are patients just like you!

Did you know that over 50% of GP practices in England now have a patient Participation Group (PPG)?

PPGs are groups of active volunteer patients that work in partnership with practice staff and GPs. This unique partnership between patients and their practice is essential to achieving high quality and responsive care.

Groups meet face to face with practice staff at mutually agreed intervals. *Virtual Groups* also exist operating alongside the *Real* groups enabling a dialogue with the whole patient population through email, online surveys and social media.

The first PPG was started in 1972 by GPs and there are not PPGs in dental practices and pharmacies.

What do PPGs do?

PPGs work in a unique partnership with their practice built on mutual trust and respect

- Provide a patients' perspective ensuring services, plans and activities respond to patients needs and priorities; a "critical friend".
- Foster communication with the wider patient population building stronger patient/doctor relationships
- Provide practical support to practice teams e.g. conducting and analysing patient surveys, organising health awareness events etc.
- Help other patients take more responsibility for their health and make informed decisions.

TERMS OF REFERENCE

AIMS

Provide a forum for patients to have the opportunity to collaborate with and support the practice, and to provide a patient perspective to the practice. Enable, where appropriate, patients to influence local healthcare services.

OBJECTIVES

- Provide the link between the practice staff and the wider registered patient population's views.
- Review patient feedback annually as part of a practice led patient survey.
- Provide a link for the practice to wider community groups; for example other PPGs - particularly within Waters Green, local charities i.e. Age UK etc.
- Provide links for patients with specific needs to form support groups or join existing local support groups.
- Share best practice and good ideas that come from elsewhere and which might enhance the wellbeing of patients and staff.
- Give input to practice communications to ensure clear, plain English, for example practice information leaflets, website content etc.
- Provide a sounding board and input for major changes to services.
- Support the practice in its dealings with other bodies.

MEMBERSHIP

- The group will consist of registered patients of Park Green Surgery.
- A chairperson, vice chair and a secretary will be elected from the patients within the group.
- A quorum will exist when there are four or more members present.
- Other interested patients or members of staff may be co-opted from time to time when their input is considered of particular value.
- If a member is unable to attend meetings they should offer their apologies ahead of the meeting.
- If a member is disruptive or uncooperative within the group, they may be asked to resign by the chair person or the vice chair person after consultation with the group.

MEETING FREQUENCY

The group will normally meet every three months or more frequently if required.

MINUTES

- Meetings will have an agenda and minutes. Minutes of the meetings will be available for public viewing on the website.
- The chair will produce a short annual review report so that details of activity done and proposed can be formally recorded.
- Members will agree to treat items discussed as confidential where appropriate.

Appendix 3

October 2013

Last year you asked us

- To monitor the wait for routine appointments and make it easier for you to see your “usual doctor”
- To make sure those using the Tannoy system spoke loudly and clearly
- To be kept informed if the doctor was running late
- to increase the choice of appointments available on line
- to make it possible to order prescriptions on line.

We have made changes as a result of this and are continuing to monitor all these requests.

We would like to know if you have any new ideas or concerns that you would like us to consider or take up with the Park Green Patient Participation group. A member of the group has handed you this form today and will be happy to take any feedback you might like to give.

Please write down any ideas or concerns you would like us to consider or act upon during the coming year

We value your comments and suggestions and these will form the basis of our Patient Survey later this year.

Thank you taking the time to complete this form.



General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

The Doctor / Nurse I saw today was.....for myself¹ / my child²/ other³

About Your Visit to the GP Today

How good was the GP at:

Q1 Putting you at ease?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q2 Being polite and considerate?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q3 Listening to you?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q4 Giving you enough time?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q5 Assessing your medical condition?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

How good was the GP at:

Q6 Explaining your condition and treatment?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q7 Involving you in decisions about your care?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q8 Providing or arranging treatment for you?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q9 Did you have confidence that the GP is honest and trustworthy?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

Q10 Did you have confidence that the doctor will keep your information confidential?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

Q11 Would you be completely happy to see this GP again?

- ¹ Yes
- ² No

Please add any comments about the GP:

About Receptionists and Appointments

Q12 How helpful do you find the receptionists at your GP practice?

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

Q13 How easy is it to get through to someone at your GP practice on the phone?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q15 If you need to see a GP urgently, can you normally get seen on the same day?

- ¹ Yes
- ² No
- ³ Don't know / never needed to

Q16 How important is it to you to be able to book appointments ahead of time in your practice?

- ¹ Important
- ² Not important

Q17 How easy is it to book ahead in your practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q18 How do you normally book your appointments at your practice?

(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Q19 Which of the following methods would you prefer to use to book appointments at your practice?

(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q21 How do you rate how quickly you were seen?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Satisfactory
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of times when you are willing to see any doctor:

Q22 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q23 How do you rate how quickly you were seen?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Satisfactory
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q24 How long did you wait for your consultation to start?

- ¹ Less than 5 minutes
- ² 5 – 10 minutes
- ³ 11 – 20 minutes
- ⁴ 21 – 30 minutes
- ⁵ More than 30 minutes
- ⁶ There was no set time for my consultation

Q25 How do you rate how long you waited?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Satisfactory
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Q26 Is your GP practice currently open at times that are convenient to you?

- ¹ Yes **Go to Q28**
- ² No
- ³ Don't know

Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone?
(please X all boxes that apply)

- ¹ Before 8am
- ² At lunchtime
- ³ After 6.30pm
- ⁴ On a Saturday
- ⁵ On a Sunday
- ⁶ None of these

Q28 Is there a particular GP you usually prefer to see or speak to?

- ¹ Yes
- ² No **Go to Q30**
- ³ There is usually only one doctor in my surgery **Go to Q30**

Q29 How often do you see or speak to the GP you prefer?

- ¹ Always or almost always
- ² A lot of the time
- ³ Some of the time
- ⁴ Never or almost never
- ⁵ Not tried at this GP practice

(If you haven't seen a nurse in the last 6 months please go to Q37)

How good was the Nurse you last saw at:

Q30 Putting you at ease?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q31 Giving you enough time?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q32 Listening to you?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q33 Explaining your condition and treatment?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q34 Involving you in decisions about your care?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q35 Providing or arranging treatment for you?

- ¹ Very good
- ² Good
- ³ Satisfactory
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q36 Would you be completely happy to see this nurse again?

- ¹ Yes
- ² No

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q37 Understand your health problems?

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q38 Cope with your health problems

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q39 Keep yourself healthy

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q40 Overall, how would you describe your experience of your GP surgery?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Satisfactory
- ⁵ Poor
- ⁶ Very poor

Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

- ¹ Yes, definitely
- ² Yes, probably
- ³ No, probably not
- ⁴ No, definitely not
- ⁵ Don't know

It will help us to understand your answers if you could tell us a little about yourself

Q42 Are you ?

- ¹ Male
- ² Female

Q43 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q44 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q45 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q46 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

Finally, please add any other comments you would like to make about your GP practice:

About Waters Green Medical Centre

Q47 How Easy do you find It to park at Waters Green Medical Centre

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q48 Are you aware that there is a Volunteering Service at Waters Green Medical Centre?

- ¹ Yes
- ² No

If yes,

Q49 Have you used the service in the last 12 months?

- ¹ Yes
- ² No



General Practice Assessment Questionnaire

2013 GPAQ-R Summary Report for Park Green Surgery Waters Green Medical Centre, Macclesfield SK11 6JL

From 298 Questionnaires

Q12	97.7	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	86.9	% of patients found it easy or fairly easy to get through to the practice, and		73.2	% to speak to a doctor or nurse on the phone.					
Q15	83.2	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	89.9	% of patients say it is important to be able to book appointments ahead of time and		83.8	% find it very easy or fairly easy to do so.					
Q18	28.9	% normally book appointments in person	90.3	% by phone and	5.0	% online.				
Q19	31.2	% prefer to book appointment in person	81.5	% by phone and	25.5	% would prefer to book online.				
Q20 & Q21	23.5	% of patients are normally seen by their preferred GP same day or next day; and		62.6	% consider this good, very good or excellent.					
Q22 & Q23	53.4	% of patients are normally seen by any GP same day or next day; and		77.3	% consider this good, very good or excellent.					
Q24	27.4	% of patients wait less than 5 minutes,	25.3	% wait 6 to 10 minutes and	9.4	% wait more than 30 minutes for appointments to start.				
Q25	64.8	% of patients consider waiting times good, very good or excellent.								
Q26	78.6	% of patients say the practice is open at convenient times - Q27 gives results for those for whom the practice is not open at convenient times								
Q27	6.0	% would like appointments before 8.30am	1.7	% lunchtimes	16.1	% after 6.30pm	12.1	% Saturdays	4.0	% Sundays
Q28 & Q29	74.0	% of patients prefer a particular GP and		45.9	% of those say they see their preferred GP always or almost always.					

		Q1 / Q30 Putting you at ease	Q2 Being Polite and considerate	Q3 / Q32 Listening	Q4 / Q31 Giving enough time	Q5 Assessing your medical condition	Q6 / Q33 Explaining your condition and treatment	Q7 / Q34 Involving you in decisions	Q8 / Q35 Providing and arranging treatment	Q11 / 36 Completely happy to see again
GP	% Saying Very Good or Good	96.0	97.0	96.0	92.3	91.6	95.6	87.2	93.3	99.7
Nurse	% Saying Very Good or Good	91.7	N/A	89.8	92.1	N/A	89.5	82.1	82.5	98.3

Q9	99.3	% had confidence the GP is honest & trustworthy	Q37	84.0	% said their GP/Nurse helps to understand their problems very well
Q10	99.3	% had confidence the GP keeps information confidential	Q38	85.0	% said their GP/Nurse helps them cope with their health problems
			Q39	73.8	% said their GP/Nurse helps them keep themselves healthy
Q40	94.2	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	97.3	% of patients would recommend this surgery to someone who has just moved to this area.			

PPG DISCUSSIONS ON 21st JANUARY 2014

The patient group met on 21st January to discuss the results of the survey and the following areas were highlighted together with the suggested actions to be taken forward for Park Green Surgery in 2014-2015.

ISSUES HIGHLIGHTED	ACTION TAKEN
<i>Communication</i>	
<p>Keeping patients informed about changes or new services (i.e. availability of on-line appointments and repeat prescription ordering) One comment about the Tannoy</p>	<p><i>Keep the website up to date, mount poster displays, issue a regular newsletter and use the message board. Continue to use MJOG appointment reminder text messaging.</i></p>
<i>Appointments</i>	
<p>Waiting times and difficulties seeing preferred GP. (Decision to stop doing extended hours – new appointment system).</p>	<p><i>It is hoped that the new appointment system will enable us to manage the increase in demand in the most efficient and safest way.</i></p>
<i>Online Appointments and Repeat Prescription Ordering</i>	
<p>A growing number of patients are registering with Emis Access – how can we increase this?</p>	<p><i>On-line appointments and repeat prescriptions now available. To be widely publicised so that patients are able to register and access this.</i></p>
<i>Telephone Access</i>	
<p>The practice has always scored highly in this area we think because we use the switchboard.</p>	<p><i>It is hoped that pressure on the phone lines will be reduced as the number of patients registered to use Emis-Access increases.</i></p>
<i>Other Comments</i>	
<p>One patient was unhappy about nurses prescribing medicines. One comment about visits and the patient feeling that doctors “don’t do [these] anymore.”</p>	<p><i>These issues are perhaps more about patient education with regard to accessing the most appropriate healthcare professional to meet their needs.</i></p>

ACTION PLANNING FOR 2014

The discussions from the staff meeting on 6th February and the PPG meeting on 21st January have highlighted the following actions which will be required in order to maintain and develop our patient satisfaction levels.

See Appendix 10 for You Said, We Did Poster

TOPIC	RESULTS	ACTIONS REQUIRED
Receptionists	<i>98% helpful or fairly helpful</i>	Maintain high standards. Ensure all means of communication are up to date and readily available.
Appointments	<i>83% can see a GP urgently 90% like to book ahead 23% seen by preferred GP 53% are normally seen by any GP</i>	Continue to measure demand and capacity. Regularly review the new appointments system to ensure there is sufficient flexibility embedded within it. Monitor the triage system and embargoed appointments.
Booking Appointments	<i>31% book in person 81% by phone, 25% book online</i>	Advertise availability of on-line booking. Increase database on mobile phone numbers for text reminders.
Waiting times	<i>27% wait less than 5 minutes 25% 6 to 10 minutes 9% more than 30 minutes</i>	Clinicians to try and keep to time. Keep patients fully informed if surgeries running late.
Telephone access	<i>87% found it easy or fairly easy 67% can speak to a doctor or a nurse</i>	Continue to manage incoming calls via switchboard and advise of direct dial numbers appropriately.
Opening Times	<i>79% happy with opening times 6% before 8.30 am, 1% lunchtime 12% Saturdays and 4% Sundays</i>	Review variety of appointment times and sessions, i.e. early morning and later evening – possibly lunchtime clinics.
Consultation	<i>Consistently high scores for all areas with a slight dip in the response to “involving you”.</i>	Maintain standards and endeavour to involve patients more in the decision making process.
Park Green Surgery	<i>99% consider the practice to be good, very good or excellent and 99% would recommend Park Green Surgery</i>	Improve communication with patients in a variety of ways. Continue to encourage patient participation and recruit new members when current ones come to the end of their tenure on the group.

PARK GREEN SURGERY – PPG DES 2013/2014 – ACTION PLAN

Issue highlighted	Source	Suggested action required to address issue	Anticipated date of implementation	Action Taken	Date Completed
<p>Communication</p> <p>Keeping patients informed about new services or changes to existing ones (i.e. on-line appointments and repeat prescription ordering)</p>	Patient Survey PPG and Staff Discussions	<p>Keep the website up to date, mount poster displays and issue a regular newsletter. Use the scrolling message board.</p> <p>Continue to use MJOG appointment reminder service</p>	ASAP	Website regularly updated and posters prominently displayed. Repeat prescription slip counterfoil has details of new on-line services	Ongoing
<p>Appointments</p> <p>Waiting times from arrival to seeing the Doctor.</p> <p>Difficulty seeing preferred Doctor.</p> <p>New Appointment System (Withdrawal of evening surgeries)</p>	Patient Survey	<p>Clinicians to try and run to time but ensure patients are kept fully informed if they are running late.</p> <p>Implementation of new appointments system from 1st January 2014. All doctors have routine bookable appointments as well as duty appointments in each surgery. To be monitored very closely and adjusted as we go along.</p> <p>Look at providing early and later evening appointments as well lunchtime surgeries.</p>	<p>Ongoing</p> <p>01-01-14</p> <p>Ongoing review</p> <p>01-03-14</p>	<p>Appointment Leaflet updated. Poster Displays reviewed and changed.</p> <p>Practice discussion at PPDP training December 2013. New appointment system implemented from 01-01-14. Close monitoring and tweaking as required.</p> <p>Set up early appointments, later evening and lunchtime surgeries.</p>	March 2014
<p>Patients have asked to book appointments online and order repeat prescriptions.</p>	Patient Survey	<p>On-line Appointments have been available since July 2013 and in September 2013 we were able to set up the on-line repeat prescription service.</p>	July and September 2013	<p>Posters on display, notice on the front door and repeat prescription slip notices set up. Staff training carried out to for online services.</p>	Ongoing
<p>Telephone Access</p> <p>We have always scored very highly with telephone access; we feel because we use the switchboard.</p>	Patient Survey	<p>Continue to manage incoming calls via the switchboard, advise of direct dial numbers as appropriate.</p>	<p>The system was upgraded January 2013 – little change noticed</p>	<p>Continue to manage in coming calls via the switchboard.</p>	Ongoing



We would like to be able to book appointments online.

You said



We Did



We are very pleased to say that you can now book your appointments online. If you would like to use this service, please pick up a leaflet and application form from Reception.



Sometimes we have to wait a long time before going in to see the doctor.

You said



We Did

We try very hard to run to time but this isn't always possible. We do however need to make sure that you are aware if there is going to be a delay so we will make sure the Receptionists keep you informed if the doctor or nurse are running late.



It is difficult to get an appointment with my "usual" doctor and sometimes I have to wait quite a few days.

You said

We Did

In the past we had a system of only booking 2 weeks ahead but last year we extended this to 4 weeks. We are very pleased to say that this year's survey shows a significant improvement in the number of patients who are able to see their preferred GP. We monitor demand and try to make sure we have enough face to face doctor appointments available; but this may not be with the doctor of your choice. Have a look at our appointments leaflet and the poster to see the different appointment we offer.

REMEMBER IF YOU CAN'T KEEP IT, CANCEL IT!



And a reminder...

We have a **Portable Loop System** for our patients who are hard of hearing. This can be set up in the Consulting Room for you to use when you come to see the doctor or the nurse.

Please ask at Reception if you would find this helpful, or better still let us know at the time you book your appointment so we can set it up in advance!



**Park Green Surgery
Comparison Data**

		Park Green 11-12	Park Green 12-13	Better or Worse
Q1	% of patients found Receptionists helpful or fairly helpful	98%	98%	Same
Q2	% of patients found it easy or fairly easy to get through to the practice	87%	90%	+3%
Q3	% of patients found it easy or fairly easy to speak to a doctor or nurse on the phone	70%	67%	-3%
Q13	% of patients waiting less than 5 minutes to see the doctor	16%	22%	-6%
	% of patients waiting 6-30 minutes to see the doctor	46%	38%	+8%
	% of patients waiting 30 minutes or more to see the doctor	7%	5%	+2%
Q14	% patients consider waiting times to be good, very good or excellent	70%	70%	Same
Q17	% of patients who prefer to see a particular doctor	76%	80%	+4%
	% of those who say they see their preferred doctor always or almost always	47%	53%	+6%
Q19 to	% of patients said doctor gave them enough time	90%	94%	+4%
	% of patients said doctor listened to them	93%	96%	+3%
Q23 Drs	% of patients said doctor explained tests and treatment	94%	95%	+1%
	% of patients said doctor involved them in decisions about their care	90%	95%	+5%
	% of patients said doctor treated them with care & concern	93%	96%	+3%
Q19 to	% of patients said nurse gave them enough time	93%	96%	+3%
	% of patients said nurse listened to them	93%	95%	+2%
Q23 nurse	% of patients said nurse explained tests and treatment	90%	93%	+3%
	% of patients said nurse involved them in decisions about their care	86%	91%	+5%
	% of patients said nurse treated them with care & concern	91%	94%	+3%
Q24	% of patients had confidence in their doctor	90%	99%	+9%
Q34	% of patients say their experience of this GP surgery good, very good or excellent	97%	96%	-1%
Q35	% of patients who would recommend this surgery	97%	96%	-1%