

## 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 second 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 offers extended hours from 18.30 to 20.30 hours on a Tuesday and Thursday evening.

### Patient Demographics

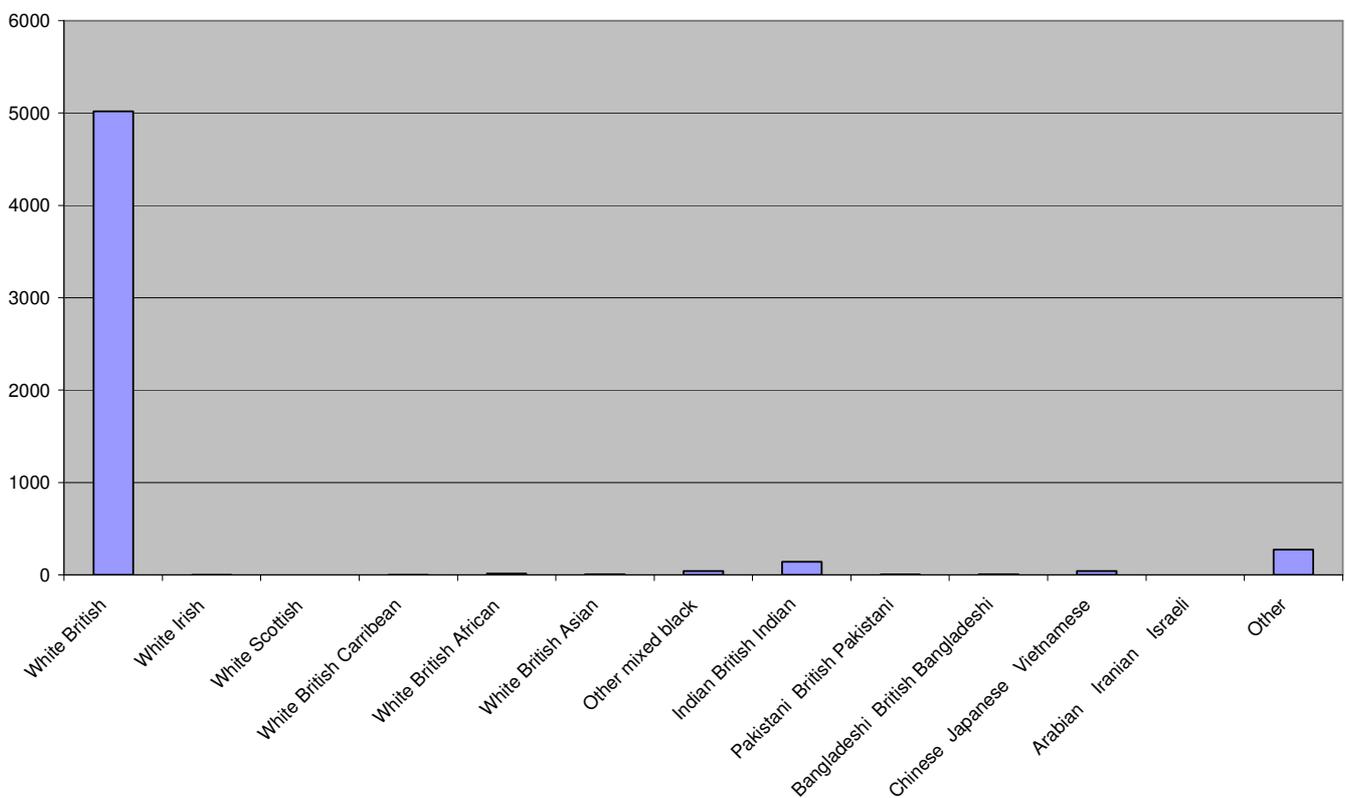
Park Green Surgery currently has a patient list size of 11208 being the third largest practice in Macclesfield. Park Green Surgery is a training practice with 8 GP Partners and a Retainer making a whole time equivalent of 6.6 doctors. Since the move to Waters Green the list size has remained stable with only minor fluctuations over this period of time. This has enabled us to continue to provide an excellent standard of care to our patients (see Quality and Outcomes Framework data at [www.qof.ic.nhs.uk](http://www.qof.ic.nhs.uk)) and our high ratings in national patient surveys (see the GP Survey at [www.gp-patient.co.uk](http://www.gp-patient.co.uk)).

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
<b>TOTAL</b>	<b>613</b>	<b>1468</b>	<b>988</b>	<b>1395</b>	<b>1636</b>	<b>1728</b>	<b>1410</b>	<b>1029</b>	<b>633</b>	<b>196</b>	<b>112</b>
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)

Last year we established our PRG by displaying posters in the waiting room inviting patients to become involved.<sup>1</sup> We continued to promote a link to a virtual group on our practice website and provided instructions on how to access this by means of leaflets in the waiting room.<sup>2</sup> And also took the opportunity to approach patients who may be interested in joining the group and we will continue to do this. The age/sex data indicates that we have a significant number of patients aged 5-16, as well as those aged between 35 and 64. We hoped an online group might appeal to the younger patients but there was no uptake in this regard. We will however continue to encourage them 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.

<sup>1</sup> Appendix 1 – Poster Display

<sup>2</sup> Appendix 2 – Virtual Group guidance notes

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.

At our first meeting on 6<sup>th</sup> October 2011 we set out our terms of reference <sup>3</sup> and 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 without success. 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 volunteers <sup>1</sup> and approaching patients directly.

## **STEP 2: Agree areas of priority**

Last year we 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. <sup>4</sup> We then looked at the priorities which had been highlighted across all the Waters Green practices to see if there were any new concerns. The attached table <sup>5</sup> shows the variation in the priorities; if they were the same as last year or new issues that have been raised by the patients this year. The Waters Green Group met on 7<sup>th</sup> March 2013 and noted that across the 6 practices there were 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. In addition there were other practice specific issues which they will address individually through other means.

It was agreed therefore that all practices would once again use Version 3 of the accredited GPAQ survey. <sup>6</sup> 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.

In addition to the GPAQ Survey we In addition to the GPAQ survey this year we carried out a Privacy and Dignity Survey <sup>7</sup> in which we asked our patients how they feel they were treated in this regard. 84 questionnaires were completed and the results overall were excellent demonstrating that patients considered the clinical areas to be clean and tidy, that infection control precautions were in place and that their privacy and dignity were respected at all times. A sample of the results is shown in Bar Chart Format at Appendix 8 of this report. <sup>8</sup>

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<sup>3</sup> Park Green PPG Terms of Reference

<sup>4</sup> Patient Priorities Questionnaire 2012

<sup>5</sup> Establishing Priorities 2012/2013 Waters Green

<sup>6</sup> GPAQ Survey V3 WGMC

<sup>7</sup> Privacy and Dignity Survey

<sup>8</sup> Privacy and Dignity Survey Results

### STEP 3: Method and results of patient survey

The GPAQ questionnaire was distributed to our patients in October/November 2012. We surveyed **370** patients and the sample range was as follows:-

<b>62% Female and 38% Male</b>	<b>59% with a long term disability</b>	<b>98% White British</b>
<b>54% Employed</b>	<b>3% Unemployed</b>	<b>30% Retired</b>

The age range split was as follows:-

Under 45	<b>139</b>	45 to 64	<b>123</b>	65 to 74	<b>61</b>	75 and over	<b>42</b>
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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 5.<sup>9</sup>

### STEP 4: Discuss survey findings

The results of the survey were discussed with by the practice staff during our protected learning time on 6<sup>th</sup> February, our PRG on 21<sup>st</sup> February and the WGMC Patient Group on 7<sup>th</sup> March. 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 3 meetings and the subsequent discussions an action plan was drawn up and this can be found at Appendix 8.<sup>10</sup>

### 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*<sup>11</sup> 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 year's results

As this is the second year that we have undertaken the GPAQ Survey we have the benefit of data from last year's results.<sup>12</sup> This has enabled us to compare satisfaction levels and to assess whether or not the changes we made last year 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.

The report will be published on the website at [www.parkgreensurgery.co.uk](http://www.parkgreensurgery.co.uk). We also have a suggestion box and 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.

<sup>9</sup> Summary Results GPAQ survey

<sup>10</sup> Park Green Surgery Action Plan

<sup>11</sup> You Said, We Did

<sup>12</sup> Park Green Surgery Comparison Data



Patient Participation Group



# Join Our Patient Participation Group



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

## How to register with our on-line Patient Reference Group Discussion Board



- Visit [www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info)
- Click on Patient Reference Groups Discussion Board
- Complete form to register for the Patient Reference Group – please note when selecting a username, this must be a minimum of 6 characters
- Press send
- Complete registration by selecting ‘Register’ using the username you have chosen
- Agree to Terms
- A message will pop up stating your account has been created and you will be informed by email when your account has been activated

### **To revisit the site after your account is activated**

- Visit [www.watersgreenmedicalcentre.info](http://www.watersgreenmedicalcentre.info)
- Click on Patient Reference Groups Discussion Board
- Select ‘Already registered for the Patient Reference Group? Click Here’
- Log in using your username and password
- Click on ‘Establishing Priorities for Review’
- Click on ‘Establishing Priorities for Park Green Surgery’

## 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.

## August 2012

### *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

We 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.

**Patient Participation  
Establishing Priorities 2012/2013**

Surgery	Priority	Is this the same as last year?	
		Yes	No
	<b><u>Appointments</u></b>		
Broken Cross	Getting a routine appointment	✓	
Park Lane	Getting a routine appointment	✓	
South Park	Getting a routine appointment	✓	
Cumberland House	Getting an on the day appointment	✓	
Park Lane	Improving communication with patients about appointment options & system		✓
Park Green	Being able to book appointments on line – <i>Advertise this more widely</i>	✓	
South Park	Being able to book more than one appointment online at a time		✓
Broken Cross	Being able to book appointments in advance	✓	
High Street	Being able to book appointments in advance		✓
South Park	Being able to book appointments in advance	✓	
	<b><u>Doctor of Choice</u></b>		
Broken Cross	Being able to see a doctor of choice / continuity of care	✓	
Park Green	Being able to see a doctor of choice / continuity of care	✓	
High Street	Being able to see a doctor of choice / continuity of care	✓	
South Park	Being able to see a doctor of choice / continuity of care	✓	
	<b><u>Length of Time Waiting in Reception to see GP</u></b>		
Broken Cross	Length of time waiting in reception to see GP	✓	
Park Lane	Length of time waiting in reception to see GP	✓	
South Park	Length of time waiting in reception to see GP	✓	
Park Green	To be kept informed when doctor is running late - ? info available at auto check-in	✓	
Cumberland House	To be kept informed if doctors are running late		✓

Surgery	Priority	Is this the same as last year?	
		Yes	No
	<b><u>Clinical Care</u></b>		
Broken Cross	Clinical care (non-specific)	✓	
South Park	Clinical care (non-specific)	✓	
	<b><u>Telephones &amp; Telephone Access</u></b>		
Park Green	Improve telephone access - <i>difficulty getting through at busy times</i>		✓
South Park	Getting through to Surgery / telephone Access	✓	
Cumberland House	Problem with phone line going dead when speaking to a member of staff		✓
Cumberland House	To be held in a queue when trying to make an appointment		✓
	<b><u>Other</u></b>		
Broken Cross	To be Informed regarding changes in doctors		✓
Park Green	Improve call system – Tannoy not very clear	✓	
Park Green	Improve facilities to keep children entertained – <i>More toys</i>		✓
Park Green	Clarify the repeat prescription procedure		✓
Park Green	Increase the availability of extended hours		✓
Park Green	Text message reminder service	✓	

## Appendix 5



We would be grateful if you would complete this survey about your general practice.

Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer **ALL** the questions that apply to you 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

**Firstly, please tell us which Practice you are registered with?**

- Broken Cross
- Cumberland House
- High Street
- Park Green
- Park Lane
- South Park



# General Practice Assessment Questionnaire

## About Receptionists and Appointments

**Q1 How helpful do you find the receptionists at your GP practice?**

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

**Q2 How easy is it to get through to someone at your GP practice on the phone?**

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

**Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

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

**Q4 If you need to see a GP urgently, can you normally get seen on the same day?**

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

**Q5 How important is it to you to be able to book appointments ahead of time in your practice?**

- <sup>1</sup> Important
- <sup>2</sup> Not important

**Q6 How easy is it to book ahead in your practice?**

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

**Q7 How do you normally book your appointments at your practice?**

**(please X all boxes that apply)**

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

**Q8 Which of the following methods would you prefer to use to book appointments at your practice?**

**(please X all boxes that apply)**

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

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

**Q9 How quickly do you usually get seen?**

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

**Q10 How do you rate this?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

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

**Q11 How quickly do you usually get seen?**

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

**Q12 How do you rate this?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**Thinking of your most recent consultation with a doctor or nurse**

**Q13 How long did you wait for your consultation to start?**

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

**Q14 How do you rate this?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**About opening times**

**Q15 Is your GP practice currently open at times that are convenient to you?**

- <sup>1</sup> Yes ..... **Go to Q17**
- <sup>2</sup> No
- <sup>3</sup> Don't know

**Q16 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)**

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

**About seeing the doctor of your choice**

**Q17 Is there a particular GP you usually prefer to see or speak to?**

- <sup>1</sup> Yes
- <sup>2</sup> No ..... **Go to Q19**
- <sup>3</sup> There is usually only one doctor in my surgery ..... **Go to Q19**

**Q18 How often do you see or speak to the GP you prefer?**

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

**How good was the last GP you saw at each of the following?**

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

**Q19 Giving you enough time**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q20 Listening to you**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q21 Explaining tests and treatments**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q22 Involving you in decisions about your care**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q23 Treating you with care and concern**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q24 Did you have confidence and trust in the GP you saw or spoke to?**

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

If you know the name of the GP you last saw, please write it here:

.....

**How good was the last nurse you saw at each of the following?**

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

**Q25 Giving you enough time**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q26 Listening to you**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q27 Explaining tests and treatments**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q28 Involving you in decisions about your care**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q29 Treating you with care and concern**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Fair
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q30 Did you have confidence and trust in the nurse you saw or spoke to?**

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

If you know the name of the nurse you last saw, please write it here:

.....

## About care from your doctors and nurses

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

### Q31 Understand your health problems?

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

### Q32 Cope with your health problems

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

### Q33 Keep yourself healthy

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

### Q34 Overall, how would you describe your experience of your GP surgery?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor

### Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

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

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

### Q36 Are you ?

- <sup>1</sup> Male
- <sup>2</sup> Female

### Q37 How old are you?

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

### Q38 Do you have a long-standing health condition?

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

### Q39 What is your ethnic group?

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

### Q40 Which of the following best describes you?

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

About parking at  
Waters Green Medical Centre

**Q41 How easy do you find it to park here?**

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

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

# PARK GREEN SURGERY - Privacy and Dignity Survey

It is very important to us that our services respect the privacy and dignity of its users. Please could we ask you to spare a couple of minutes to answer a few questions? This will let us know how we are doing and if there is anything we need to improve.

Please just pop the completed form in the box at reception. The questionnaire is completely anonymous.

**Service Attended (Dr or Nurse)** \_\_\_\_\_ **Date of attendance** \_\_\_\_\_

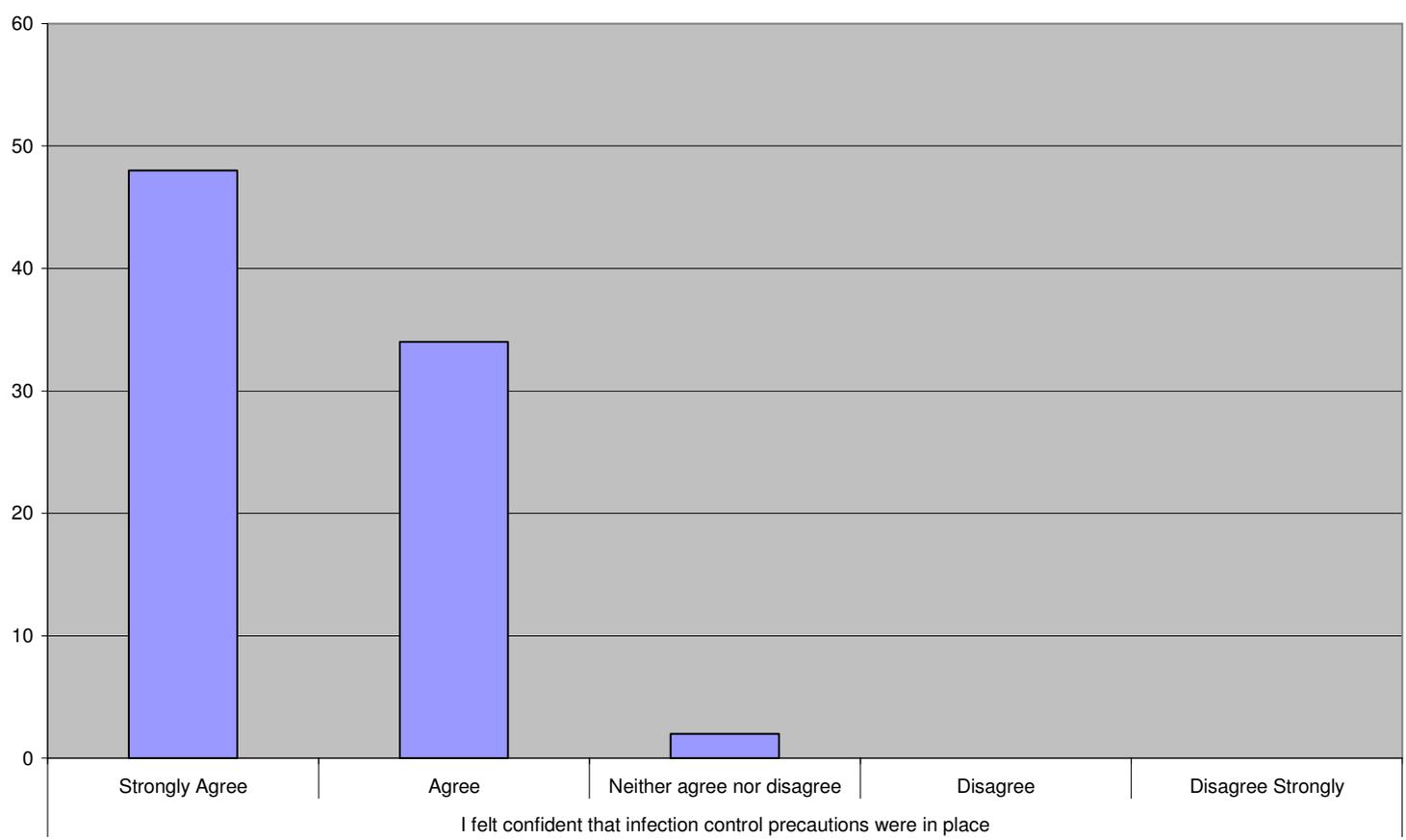
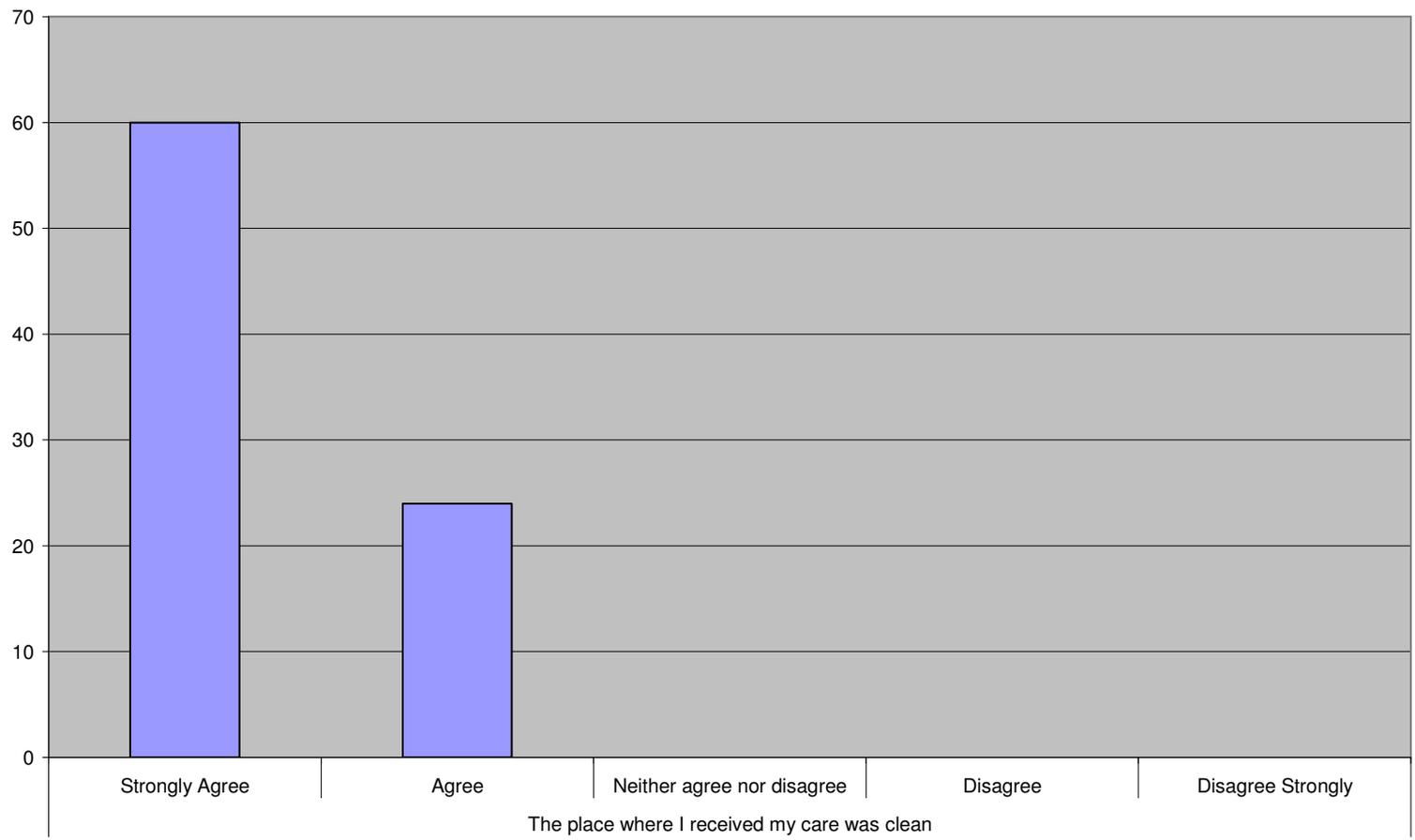
	Agree Strongly	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
I could access the place I received care easily and safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable, safe, reassured, confident and welcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place where I received my care was tidy and well-maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place where I received my care was clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt confident that infection control precautions were in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that I was treated as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that my needs as an individual were met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that my privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please feel free to write any further comments on the back of this form**

**Many thanks for your help**

## Privacy and Dignity Survey Results

<b>1</b>	<b><i>I could access the place I received care easily and safely</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	59	24		1	
<b>2</b>	<b><i>I felt comfortable, safe, reassured, confident and welcome</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	55	26	3		
<b>3</b>	<b><i>The place where I received my care was tidy and well-maintained</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	58	26			
<b>4</b>	<b><i>The place where I received my care was clean</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	60	24			
<b>5</b>	<b><i>I felt confident that infection control precautions were in place</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	48	34	2		
<b>6</b>	<b><i>I felt that I was treated as a person</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	56	21	6		1
<b>7</b>	<b><i>I felt that my needs as an individual were met</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	59	23	2		
<b>8</b>	<b><i>I felt that my privacy was respected</i></b>				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
	61	20	3		
<b>Comments</b>					
<p>Dr Knowles - fantastic! Ensured I felt dignified. Always feel comfortable when arriving. The ladies behind the desk are always cheerful and smiling. Also very helpful when ringing up for an appointment</p>					





**2012 GPAQ V3 Summary Report for  
Park Green Surgery, Waters Green Medical Centre Macclesfield, SK11 6JL**

Q1	98	% of patients found Receptionists helpful or fairly helpful.								
Q2 & Q3	90	% of patients found it easy or fairly easy to get through to the practice, and	67	% to speak to a doctor or nurse on the phone.						
Q4	70	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	86	% of patients say it is important to be able to book appointments ahead of time and		78	% find it very easy or fairly easy to do so.					
Q7	27	% normally book appointments in person	93	% by phone and	0	% online.				
Q8	29	% prefer to book appointment in person	84	% by phone and	28	% would prefer to book online.				
Q9 & Q10	9	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	46	% of patients are normally seen by any GP same day or next day; and								
Q13	22	% of patients wait less than 5 minutes,	38	% wait 5 to 10 minutes and	5	% wait more than 30 minutes for appointments to start.				
Q14	70	% of patients consider waiting times good, very good or excellent.								
Q15	87	% of patients say the practice is open at convenient times - Q16 gives results for those for whom the practice is not open at convenient times								
Q16	19	% would like appointments before 8.30am	3	% lunchtimes	35	% after 6.30pm	33	% Saturdays	9	% Sundays
Q17 & Q18	80	% of patients prefer a particular GP and		53	% of those say they see their preferred GP always or almost always.					

		Q19/25 Enough time	Q20/26 Listening	Q21/27 Explaining	Q22/28 Involving you	Q23/29 Care and Concern
GP	% Saying Good or Very Good	94	96	95	95	96
Nurse	% Saying Good or Very Good	96	96	93	91	94

Q24	99	% had confidence in their GP		Q31	87	% said their GP/Nurse helps to understand their problems very well	
Q30	99	% had confidence in their Nurse		Q32	86	% said their GP/Nurse helps them cope with their health problems	
				Q33	77	% said their GP/Nurse helps them keep themselves healthy	
		Q34	96	% of patients say their experience of this GP surgery is good, very good or excellent			
		Q35	96	% of patients would recommend this surgery to someone who has just moved to this area.			

**PARK GREEN SURGERY – PPG DES 2012/2013 – ACTION PLAN**

<b>Issue highlighted</b>	<b>Source</b>	<b>Suggested action required to address issue</b>	<b>Anticipated date of implementation</b>	<b>Action Taken</b>	<b>Date Completed</b>
<p><b>Communication</b></p> <p>Notifying patients when surgeries running behind</p>	<p>Patient Survey PPG and Staff Discussions</p>	<p>Ensure patients are kept informed when a clinician is running late.</p> <p>Enable the facility on the auto check-in to advise patients how long they are likely to be kept waiting.</p>	<p>ASAP</p>	<p>Reception staff generally advise patients if a doctor is running late. They will continue to do this. The auto check-in does now indicate the approximately waiting time.</p>	<p><b>Ongoing</b></p>
<p><b>Appointments</b></p> <p>Waiting times from arrival to seeing the Doctor.</p> <p>Difficulty seeing preferred Doctor.</p> <p>Lack of awareness of different ways of accessing the service (i.e. triage)</p>	<p>Patient Survey</p>	<p>Clinicians to try and run to time but ensure patients are kept fully informed if they are running late.</p> <p>Ensure patients are aware of the full range of appointments available; update the appointments leaflet and posters etc.</p> <p>Review the work patterns of GPs particularly those who run additional clinics (i.e. Minor Surgery) which impact on the routine appointments. Highlight the role of the Nurse Practitioner and triage to ensure patients are accessing the right service in the correct way.</p>	<p>Immediate</p>	<p>Appointment Leaflet updated. Poster Displays reviewed and changed.</p> <p>Practice discussion at PPDP training afternoon February 2013. Consider different ways of working to improve access.</p> <p>Staff Appraisals – identify any training needs in relation to delivery of care</p>	<p><b>March 2013</b></p>
<p>Patients have asked to book appointments online and order repeat prescriptions.</p>	<p>Patient Survey</p>	<p>We had hoped to set up the online appointment system last year but there were some technical glitches. These have been ironed out and the service is now up and running. We do however need to raise patient awareness of this service with posters and script reminder notices.</p>	<p>ASAP</p>	<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>	<p>Ongoing</p>
<p><b>Telephone Access</b></p> <p>We have always scored very highly with telephone access; we feel because we use the switchboard.</p>	<p>Patient Survey</p>	<p>Continue to manage incoming calls via the switchboard, advise of direct dial numbers as appropriate.</p>	<p>Telephone system upgraded January 2013.</p>	<p>Liaised closely with the system supplier when the phones were upgraded and established exactly what our requirements are.</p> <p>Staff training was carried out so that we can make best use of the system.</p>	<p>Ongoing</p>



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**

		<b>Park Green 11-12</b>	<b>Park Green 12-13</b>	<b>Better or Worse</b>
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 30minutes 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 Q23 Drs	% of patients said doctor gave them enough time	90%	94%	+4%
	% of patients said doctor listened to them	93%	96%	+3%
	% 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 Q23 nurse	% of patients said nurse gave them enough time	93%	96%	+3%
	% of patients said nurse listened to them	93%	95%	+2%
	% 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%