

SUNNYSIDE SURGERY

LOCAL PATIENT PARTICIPATION SURVEY REPORT 2012-2013

The Doctors, Nurses, Practice Manager and Staff would like to thank all of the patients who took part in the 2012-2013 Patient Survey. We value the information the survey provides and we appreciate the time and thought given by patients to help us identify the areas in which we can try to improve, as well as those areas of which we can be proud. The Practice would like to take this opportunity to extend their thanks to the Patient Participation Group (PPG) for giving up their time and expertise over the past twelve months – especially their contribution to designing the survey and interpreting its results.

Practice Population March 2013

Age Groups	0-4	05-16	17-24	24-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Total
Males	157	404	247	296	445	560	450	375	225	65	37	3261
Females	165	406	185	327	425	566	499	434	298	126	105	3536
Total	322	810	432	623	870	1126	949	809	523	191	142	6797

Type of Patient Participation Group: Face to face group

Patient Group

This year the Patient Group group, who meet about every 6 weeks, have increased their numbers to 14 members plus 3 members of Surgery staff: a GP partner, the Practice Manager and the Lead Administrator. Since the group started in 2011, we have had five patient members resign.

Gender mix: 8 males and 6 females

Age: 25-34yrs	1	Other: Working	2
35-54yrs	1	Retired	12
55-64yrs	3	Student	
65-74yrs	7	Carers:	2
75-84yrs	2	Parents:	1
		Disability:	1

Ethnicity: White British: 14

Engagement

The Practice has continued to encourage patients to engage with and join the group by putting information on the website and notices within the building. All staff members also opportunistically ask patients if they wish to join.

Under Represented Groups

It has been discussed on several occasions at meetings that the Group do not feel they are a true representation of the Practice. We continue to place flyers within our health visitor's clinic to

encourage young mothers to join a virtual group. In our newsletter there is a section on the Patient Participation Group and details of who to contact if they are interested in joining. We feel we are under-represented by young parents and working people. The PPG has promoted themselves this year by helping within the seasonal flu clinics and helping patients complete the survey in the waiting room.

Patient Survey

This year’s survey concentrated on finding out whether patients were aware of or had actually utilised the changes implemented from the actions that arose from the 2011-12 survey. We also wanted to gather information for future improvements. Working alongside the PPG the Practice was able to design their own survey and they decided to prioritise the collection of qualitative rather than quantitative data to ensure that the richness of individual patient words could be captured. In early February, a total of **450** survey questionnaires were sent via email to patients, with a total of **99** replies being returned. Whilst recognising that polling only those on our email database is less statistically valid than the method we used in our first survey, as a snapshot we still value the data we have gathered. We also gave out the questionnaires to those patients who came into the Surgery and **60** patients completed these over a two week period.

	RESPONSES		PRACTICE
	Number	%	POPULATION %
Under 17	0	0	16.5
17-24	0	0	6.4
25-34	15	9.4	9.2
35-44	9	5.7	12.8
45-54	24	15.1	16.6
55-64	34	21.4	14.0
65-74	39	24.5	11.9
75-84	25	15.7	7.7
85+	0	0	4.9
Age withheld	13	8.2	
	159	100%	100%

You can see from the above table that we did not receive any responses from the under-25yrs age group. This is not a surprise as the previous year’s survey had the same limited replies from this cohort of patients.

Results of the Survey

Similar to last year’s questionnaire we asked the respondents to say how happy they are with the quality of the services currently experienced by them at Sunnyside, and to place a cross on a line 1 ----- 5 (with 5 being the maximum) to indicate the extent of their happiness with the Practice’s current performance. Last year patients gave a common score of 4, however this year the majority score given was 5 indicating a higher level of satisfaction since the changes

have been implemented although it is difficult to directly attribute this purely to the changes made.

Comments were received in the final part of the survey such as 'Changes already made are really useful – interested in the future changes being considered'; 'All clinical and reception staff lovely'; ' Thanks for listening to us and making online appointments happen'; 'Happy with the first class service you provide and grateful that we have such a good Practice so close', 'Service is 100% better than last year', ' Keep up the good work, if the rest of the NHS could somehow match your very real connection with patients then targets from government could go out of the window'.

The Surgery has implemented the following as suggested by patients who completed the 2011/12 questionnaire.

- Text reminders for appointments
- Booking GP appointments online
- Earlier and later appointments
- Information being sent via email
- Updating the waiting room
- Installing a water machine in the waiting room
- Changing the opening hours for reception and the phone lines

Text reminder for appointments

This has generally been received very positively. Less positive comments focused on the format of the reminders, i.e. being sent without an appointment time; unfortunately the software the Practice currently uses does not allow this option to be included.

Booking GP appointments online

The majority of patients who have used this service have found it an excellent and convenient way of booking non-urgent GP appointments. However recent changes made to the website (www.patient.co.uk) that delivers this service, have caused problems for some people in accessing the facility to book online appointments or order repeat prescription requests. We would like to encourage patients who need support when using this facility to contact us for assistance.

We are aware that online booking of appointments are only of benefit to those patients who have access to a mobile phone or computer, but hope that as numbers using the system increase, this will take some demand away from the phone lines making it easier for other patients to get through to us.

Early morning appointments (from 8am)

These have proved popular with many patients with feedback ranging from 'useful' to 'it has made a massive difference; it's taken the stress out of the school run.' Several patients acknowledged that these are particularly useful as they work full-time.

Early evening appointments (last appointment 6.50pm)

As these appointments are usually only available on alternate Monday evenings and aimed at those working full-time, it was not surprising that 50% of the patients who responded were not aware of this service. However, the majority of those who had used this facility found it 'a good idea' and 'useful'.

We have recently reviewed the balance of appointments across the day and, from April, will be increasing access to all GPs from 5.00-6.00pm.

Waiting Room and Water Machine

The survey produced mixed views on the refurbishment of the waiting room, from being a real improvement with better cleanliness and people appreciating the individual chairs (particularly those with arms on), to more negative comments such as the room is cold and unfriendly, looks unfinished, arrangement of chairs are regimental. From the Practice point of view, the moveable chairs now give us more flexibility to use this space for other purposes, for example to organise patient health education sessions and other group activities. We appreciate that the walls appear a little sparse and the PPG are currently working with the Surgery to look at liaising with the local secondary school to use some of their students' artwork. Recently we have rearranged the chairs to make the access to the water machine easier and to create a warmer atmosphere.

Opening Hours

The Surgery doors and the telephone lines have been open from 8.00am to 6.30pm since June 2012 and, although some of the patients who completed the questionnaire were aware of these new times, it has highlighted that several patients were not. The Practice will carry out some publicity on this area to increase the awareness. The pharmacy is a completely separate business to the Surgery, but has recently increased their opening times to almost mirror the Surgery's which, from the responses received from the questionnaire, has been welcomed.

ACTION PLAN

Now that the responses from the survey have been analysed, the Practice has further suggestions to consider for the coming year. Together with the PPG, the Practice will look at how financially feasible and achievable the suggestions are, whilst also ensuring that any future changes we may implement do not undo the good work we have already introduced. Within the action plan below are also items *in blue* which have not been achieved from last year and which will be carried forward.

SUNNYSIDE SURGERY ACTION PLAN

Priorities	Desired Outcomes	Status
Increase online appointments with ability to book further ahead than at present.	To increase on-line appointments to patients.	To implement this within the next allocation of clinical appointments working with the GP's rota as from April 2013
Appointments running to time.	For patients to be seen at their allocated appointment time.	GPs can run late for a number of reasons, for example, a Duty Doctor having to deal with an emergency home visit or a hospital admission; a patient needing urgent referral to a secondary care consultant. We will look at reviewing GP surgery running times to allow more catch up slots if needed.
Waiting Room	To make the refurbished waiting room more inviting.	<ul style="list-style-type: none"> • Work with the local secondary school with a view to displaying some of their students' artwork. • Increase the range of magazines available to include health related publications. • Increase the number of wall display cabinets. To be completed by end of May 2013
Heating in waiting room	To provide heating to ensure patients are warm.	Although there is heating in the waiting room, this may now not be sufficient following improvements to the front reception area in recent years. The Practice is to seek professional advice on how this could be improved.
Online access to medical records	Provide patients with online access to their medical records.	Due to the confidentiality and security issues involved, this will need to be investigated further to establish the implications for both patients and the Practice.
Telephone appointments with GP on a Saturday	To offer more flexibility to working patients to access a GP on a Saturday	To be reviewed/ actioned by June 2013
Information Leaflet	Provide patients with information of services, opening times, booking appointments, etc. Also obtain up-to-date contact details including mobile number and email address.	To finalise leaflet by 30/6/2013 <ul style="list-style-type: none"> ○ Form to be made available 'in-house' (reception, consulting/treatment rooms, website, etc) ○ Data to be added to medical system and searchable code allocated. Carry out search after 3 months to ascertain level of response – decide whether further promotion required or if remaining patients to be sent leaflet / update form by post.

Priorities	Desired Outcomes	Status
Promote website. Develop / improve current website.	To increase use of website for sharing information with patients. To improve appearance, accessibility, content and transfer website control/update to Practice staff.	This is ongoing and work is currently being carried out with PPG members and the Surgery regarding the design of a new website
Self-Management	Proactive approach for patients to self-manage their own health with guidance.	This is an item of work which will need to be investigated further and ongoing with the PPG and Practice.

NOTES

Our list is open to new patients.

Our opening hours are:-

Monday to Friday 8.00am until 6.30pm except the 1st Thursday of each month when the Surgery is closed between 1-3pm for staff training

Extended Hours: An additional Surgery is held on some Saturday mornings from 8.30am until 11.00am for pre booked appointments only. These will be with a doctor.

Patients may book appointments with doctors or nurses by ringing the Surgery or in person at the reception desk. We offer face to face and telephone consultations. If you require a same day appointment, it is best to ring at 8am. When demand for appointments are heavy, you may be offered a telephone appointment with the duty doctor and they will arrange to see you if necessary.

This report was subsequently reviewed by PPG members and then circulated. All of the areas within the Action Plan were agreed by the Group, along with the timings for completion.

This report has been published on the Practice website at the following address:

www.sunnysidesurgery.co.uk

PPG membership

If you would like to become a member of our PPG and help us shape the services we offer, we meet around eight times a year for 90 minutes. Just ask at reception.