

**SUNNYSIDE SURGERY**  
**LOCAL PATIENT PARTICIPATION SURVEY REPORT 2013-2014**

The Doctors, Nurses, Practice Manager and Staff would like to thank all of the patients who took part in the 2013-2014 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 in helping the surgery with developing improvements from last year's survey report.

**Practice Population March 2014**

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	159	398	246	300	425	561	432	395	231	66	39	<b>3252</b>
Females	169	415	187	333	412	570	527	445	304	120	112	<b>3594</b>
<b>Total</b>	<b>328</b>	<b>813</b>	<b>433</b>	<b>633</b>	<b>837</b>	<b>1131</b>	<b>959</b>	<b>840</b>	<b>535</b>	<b>186</b>	<b>151</b>	<b>6846</b>

**Type of Patient Participation Group: Face to face group**

**Patient Group**

This year the Patient Group, who meets approximately every 8 weeks has slightly increased in numbers from 14 to 15 members plus 3 members of Surgery staff: a GP partner, the Practice Manager and the Lead Administrator.

**Gender mix:** 7 males and 8 females

<b>Age:</b> 18-24yrs	1	<b>Other:</b> Working	3
25-34yrs	0	Retired	12
35-54yrs	2	Student	
55-64yrs	4	Carers:	2
65-74yrs	5	Parents:	1
75-84yrs	3	Disability:	1

**Ethnicity:** White British: 15

**Engagement**

As in previous years, the Practice continues to encourage patients to engage and join the Group with information on the surgery website [www.sunnysidesurgery.co.uk](http://www.sunnysidesurgery.co.uk) and on the patient participation notice board in the waiting room. 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 people 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 and getting involved in health promotion events.

### **Patient Survey**

Over the previous couple of years, the Practice used the survey which was created by the PPG members. Historically surveys from the Practice had used a company called CFEP UK Surveys. It was decided amongst the Group that this year we would use this company again, partly due to workload commitments but also to give us the opportunity for the Practice to be benchmarked nationally which our locally generated surveys have been unable to do.

This report outlines the patient feedback from Questionnaires. Of a total of 290 patients who responded to the survey, 57 filled out a paper version and 233 completed a questionnaire online during the month of February 2014 over a two/three week period.

<b>Age</b>	<b>Number of Responses</b>
Under 25	3
25-29	118
60+	165
Blank	4
<b>Gender</b>	
Female	153
Male	124
Blank	13
<b>Visit Usual Practitioner</b>	
Yes	122
No	153
Blank	15
<b>Years Attending</b>	
< 5years	90
5-10 years	161
>10 years	32
Blank	7

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.

The questionnaire was broken up into sections:-

- Q1-Q8 = About the Practice
- Q9-Q21 = About the practitioner
- Q22-Q24 = About the staff
- Q25-Q28 = General Information

## Results of the Survey

The survey showed that 83% of all patients' ratings about the Practice were good, very good or excellent. Further information on ratings for each question and the benchmarking amongst other surgeries can be seen in Appendix 1.

Patients had the opportunity when completing the survey to comment about how the Practice could improve its service. We received a lot of positive feedback for example:-

*'I've always had the best of attention, I'm very happy with Sunnyside especially now I can communicate with them on-line'*

*'No need for improvement the Practice is really excellent, thank you'*

*'Excellent on this occasion rang at 8am appointment 8.30am same day. Blood tests arrange for 09.10 after seeing the doctor exceeded my expectations. What a great service. Thank you'*

*'The Practice has moved with continual change to embrace the needs of the patients which in my view have always been the main focus. I think they do very well, I am always confident with the care and advice which is actually exceptional'*

*'Very happy met a new doctor today and they were very caring. Nurse was excellent at caring for me once again'*

*'Just keep going as they are. This is the best Practice we have ever come across in our lives, both in terms of professional clinical care and, importantly, the personal attention to human kindness and friendliness (which also helps in the promotion of good health!).'*

*'Not sure that they can do any more as they all work extremely hard'*

*'Some years ago the receptionists were a bit supercilious, but these days they are really helpful, willing to deal with whatever problem they can. To-day there are smiles instead scowls. I think it has become a very good Practice all round.'*

The survey has given the Practice the opportunity to work with the PPG members to identify how we may improve our services in the future which can be broken down into areas such as patient access, clinical areas and building facilities. Our Practice was designed from two bungalows and converted into one many years ago, we have had several upgrades to the surgery to try and maximize the space we have and provide enough consulting rooms and treatment areas to our growing list size of patients. In 2009 we gave the reception area a refurbishment to ensure we were compliant with The Disability Discrimination Act by renewing the front door for easier access to the building and reception desk area. We appreciate the comments made with regards to privacy in this area of the building and will, in the future if financially feasible, look at the options for redesigning this area that might improve privacy but do not impact on the existing consulting room space. See Appendix 2 for the action plan on which priority tasks the Practice will be reviewing over the next twelve months.

Some of the comments made related to the surgery opening hours and it appears that we need to do more to make patients aware that we already offer pre-booked appointments on alternate Saturday mornings and late Monday evenings.

## Appendix 1 Survey Results

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	19	87	111	66	3
Q2 Telephone access	14	51	95	78	43	9
Q3 Appointment satisfaction	5	32	82	89	76	6
Q4 See practitioner within 48hrs	17	41	69	78	74	11
Q5 See practitioner of choice	49	70	69	52	35	15
Q6 Speak to practitioner on phone	10	42	98	73	46	21
Q7 Comfort of waiting room	5	52	125	74	29	5
Q8 Waiting time	10	61	110	68	33	8
Q9 Satisfaction with visit	4	20	68	99	94	5
Q10 Warmth of greeting	4	15	61	97	111	2
Q11 Ability to listen	4	19	59	99	107	2
Q12 Explanations	4	22	64	97	101	2
Q13 Reassurance	6	26	69	88	95	6
Q14 Confidence in ability	5	24	59	92	108	2
Q15 Express concerns/fears	6	19	80	88	90	7
Q16 Respect shown	3	14	65	88	116	4
Q17 Time for visit	5	34	75	88	83	5
Q18 Consideration	9	16	76	83	96	10
Q19 Concern for patient	7	25	68	85	96	9
Q20 Self care	4	22	75	95	80	14
Q21 Recommendation	6	22	65	82	112	3
Q22 Reception staff	6	23	82	93	82	4
Q23 Respect for privacy/confidentiality	6	22	93	80	79	10
Q24 Information of services	6	27	94	93	64	6
Q25 Complaints/compliments	6	35	101	79	41	28
Q26 Illness prevention	3	34	101	85	45	22
Q27 Reminder systems	8	42	85	77	52	26
Q28 Second opinion / comp medicine	10	32	89	62	31	66

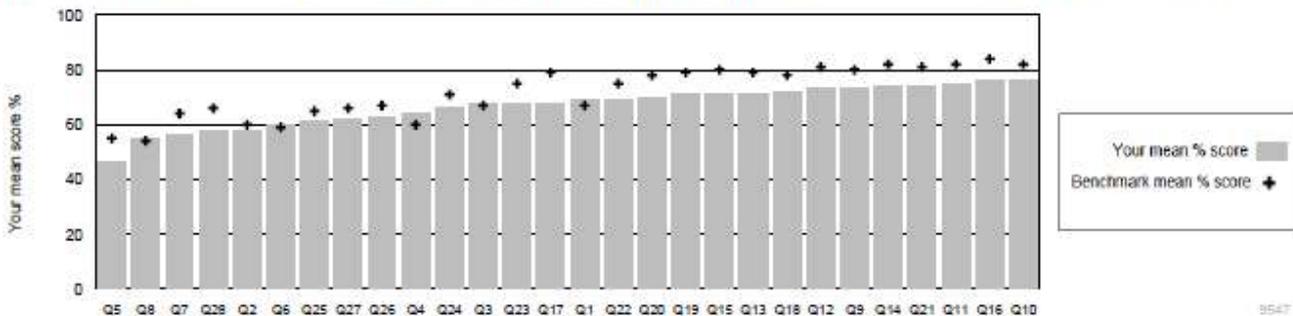
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	69	67	48	64	67	71	86
Q2 Telephone access	58	60	28	54	61	67	85
Q3 Appointment satisfaction	68	67	46	62	67	72	87
Q4 See practitioner within 48hrs	64	60	30	53	60	67	86
Q5 See practitioner of choice	46	55	28	47	55	61	84
Q6 Speak to practitioner on phone	60	59	29	53	58	66	84
Q7 Comfort of waiting room	56	64	39	60	65	69	82
Q8 Waiting time	55	54	25	49	55	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	44	76	80	84	93
Q10 Warmth of greeting	76	82	46	78	82	85	94
Q11 Ability to listen	75	82	46	79	82	86	95
Q12 Explanations	73	81	45	77	81	85	94
Q13 Reassurance	71	79	44	76	80	84	94
Q14 Confidence in ability	74	82	47	79	82	87	95
Q15 Express concerns/fears	71	80	46	77	80	84	93
Q16 Respect shown	76	84	49	80	84	88	95
Q17 Time for visit	68	79	51	76	79	83	94
Q18 Consideration	72	78	41	74	79	83	91
Q19 Concern for patient	71	79	43	76	80	84	93
Q20 Self care	70	78	46	75	79	82	91
Q21 Recommendation	74	81	47	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	69	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	68	75	45	72	75	78	88
Q24 Information of services	66	71	29	68	72	75	87
<b>Finally</b>							
Q25 Complaints/compliments	61	65	50	62	66	69	85
Q26 Illness prevention	63	67	36	64	67	71	85
Q27 Reminder systems	62	66	29	63	66	70	85
Q28 Second opinion / comp medicine	58	66	53	62	66	69	86
Overall score	67	72	45	69	72	76	87

	Your mean score for this question falls in the highest 25% of all means
	Your mean score for this question falls in the middle 50% of all means
	Your mean score for this question falls in the lowest 25% of all means

\*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



## Appendix 2 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. You can see below in the shaded area are items which have been achieved from last year's survey action plan.

### SUNNYSIDE SURGERY ACTION PLAN 2014-2015

Priorities	Desired Outcomes	Status
Online appointments with Nurses	To increase on-line appointments to patients.	To investigate further when surgery goes over to a new clinical system called EMIS Web. This may allow surgery slot types to be added which would give the appropriate time needed for procedures as this can vary from 5-30 minutes. August/September 2014
More pre-bookable appointments	To reduce the need for patients having to contact the surgery early in the morning to get an appointment.	Review the appointment system and if deemed necessary, implement this by Summer 2014
On texting reminders to add the time of the appointment	More information given to patients reference their appointment at the surgery	Currently our texting facility does not offer this option, however we are hoping once we go over to the new clinical system which has a built-in texting facility, this can be adapted to include this information to patients. August/September 2014
Telephone answering message	Reduce waiting time for patients to speak to a receptionist	To review message ensuring we continue to meet our contractual requirements around information that has to be included. End of May 2014
Waiting room blood pressure machine	To give more privacy for patients when using the machine	Look at putting up a screen which will provide more privacy. End of June 2014
Named GP for patients	To give continuity of care to patients	Where possible, patients are booked in to see the GP of their choice although as all of our doctors work part-time, this unfortunately cannot always be achieved. Under the 2014-2015 contract negotiations agreed between the BMA GPs committee and NHS Employers it states that all practices will need to ensure each patient aged over 75yrs has a named accountable GP with effect from April 2014.

Priorities	Desired Outcomes	Status
Appointments running to time.	For patients to be seen at their allocated appointment time.	Completed.
Increase online appointments with ability to book further ahead than at present.	To increase on-line appointments to patients.	Completed
Waiting Room	To make the refurbished waiting room more inviting.	Completed
Promote website. Develop / improve current website.	To improve appearance, accessibility, content and transfer website control/update to Practice staff.	Completed

## **NOTES**

Our list is open to new patients.

### **Our opening hours are:-**

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

**Extended Hours:** An additional Surgery is held on alternative Saturday mornings from 8.30am until 11.00am for pre booked appointments only. These will be with a doctor. We also offer late Monday evening appointments from 6.30-7.00 with a GP, Health Care Assistant for health checks and Nurse Practitioner for such items as asthma reviews, cervical screening etc.

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](http://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.