

**The Anstey Surgery – Patient Participation Group
Patient Survey - Results**

Background

In 2011 the Anstey doctors agreed to sign up to a nationally led service that would allow patients to give their input via a Patient Participation group on the services offered by the practice. As part of this scheme the group was required to produce an annual patient survey and report. The first survey and report was produced last year (2011) and is available to view on the practice website.

PPG Group Members

The patient reference group currently consists of 5 x White British female members aged between;

35-60	61-74	75+
2	2	1

all are registered patients at the practice. This is a small representation of our practice profile. The Practice Manager Mrs Linda Smith and Dr Elizabeth Morrison also attend the PPG meetings on behalf of the practice.

Joining the PPG

The (PPG) and Virtual Patient Reference Group are available for all our registered patients to join. To engage all age ranges and ethnicity we have developed the following mediums of communication:

- Practice newsletter
- Parish magazines/ local newspapers
- Village notice board
- Dedicated PPG notice board in practice waiting room
- PPG Page on the practice website
- Application leaflet available to download from the practice website – available to view in different font sizes
- Application leaflet available from reception and dispensers in the waiting room

The PPG remains active in seeking new members of all ages and ethnicity.

Practice Population Profile:

6850 Patients @ 18.3.2013

Male 48%

Female 52%

	0-16	17-24	25-34	35-60	61-74	75+
Male	10%	4%	5%	17%	8%	4%
Female	9%	5%	5%	18%	9%	6%

Survey Process

The patient survey questions for the 2012-13 survey were formulated and agreed by the Patient Participation Group (PPG) members.

The survey was made available for completion from 7th January – 28th February 2013. Patients could complete it via our website www.theansteyssurgery.co.uk or via paper copies that were available in the surgery reception and waiting room.

The aim of the survey was to identify areas of the practice services that the PPG felt it could work with the practice to improve.

A total of 102 completed patient surveys were received – 93 were completed paper copies and 9 patient surveys were completed on-line.

Patient Survey Results

All the completed surveys were entered onto our practice website which automated the answers. The full breakdown of our survey results is available on-line via the practice website and copies have also been made available within the patient waiting room.

The PPG survey questions were designed so that the group could gain feedback on what they saw as potential areas for improvement and so the survey was designed to look for patient's views on the following:

- Surgery open hours
- Telephone access
- Telephone Consultation
- Text appointment reminders
- Test results
- Reception, access and confidentiality
- Prescription requests
- Surgery cleanliness
- Patient experience

The survey was completed by patients in the following age ranges:

18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
6	7	10	15	16	28	14	4

With the following ethnicity:

White British	95%
Any other White background	3%
Irish	1%
Any other mixed background	1%

The results of the survey show:

What our patients liked:

- **85%** of the responders are satisfied with the hours that the surgery is open. (08.00 – 18.00 (doors), 18.30 (phones)) a reduction from last years 89.4%, and **91%** of responders felt the day and time of their appointment was convenient.
- **78%** of the responders normally book their appointment by telephone. **46%** of responders rated the ability to get through on the phone as excellent/good – only **9%** of responders booked their appointment on-line.
- **93%** of responders who have had a telephone consultation rated it good/excellent.
- **65%** of responders that received a text message appointment reminder liked the service.
- **83%** of responders were told when to contact the surgery for test results and **70%** of responders rated the manner in which the results were given as very good/good.
- **66%** of responders were not concerned that their conversation could be overheard at reception.
- **96%** of responders stated that their prescription was ready to collect from the surgery on time.
- **96%** of the responders are happy with the cleanliness and décor of the surgery this is a reduction from 97.9% last year.
- **97%** of patients were either fairly satisfied or very satisfied with the care they get at the surgery this figure has remained the same since the last survey.

What our patients didn't like:

- **53%** of the responders rated us fair, poor or very poor when they tried to get through on the phone this has increased from last years 47%. – for action plan
- **45%** of responders felt the speed at which the telephone was answered was fair/poor – for action plan
- **17%** of responders were not informed when to contact the surgery for test results for action plan
- **34%** of responders are concerned that their conversation with the receptionist could be overheard by other patients. – for action plan.

The Anstey Surgery – Patient Participation Group March 2013

The survey results were e-mailed to the PPG members prior to our meeting to enable the group to consider which areas the group should focus on over the coming 12 months, and following the PPG meeting on the 18th March 2013 the group agreed the following action plan

The Anstey Surgery Action Plan 2013

Area for development	Action Plan	Action Plan Completed
<p>Telephone: 78% of responders book their appointment by telephone. However 45% of the responders rated us fair, poor or very poor when they tried to get through on the phone – it was noticed that 9% of patients prefer to book their appointments on-line, this is down on last years figure.</p>	<ul style="list-style-type: none"> • Practice to again increase the number of telephone lines. (The number of lines was increased last year) • Practice to replace the existing telephone system as the lease expires. We will work with the PPG to install a new system with enhanced features for call queuing and "options", being aware to keep it functional but simple for patients to use. • Administrative staff to answer overflow telephone calls from reception to speed up answering times. 	<p>December 2013</p> <p>April 2013</p> <p>Commenced Jan 2013</p>
<p>Use of the Internet: only 9% of responders booked their appointments on-line.</p>	<ul style="list-style-type: none"> • Practice with the PPG to continue to advertise the use of the internet to book appointments & request repeat prescriptions via: <ul style="list-style-type: none"> • Jayex board in waiting room, • New Patient Health questionnaire, • practice website, • Patient newsletter opportunistically 	<p>Ongoing</p>

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<p>Reception: 66% of responders were not concerned that their conversation could be overheard at reception; however 34% of responders are concerned.</p>	<ul style="list-style-type: none"> • Practice to look at relocating the reception desk with enhancements to include: a lower desk suitable for wheelchair users a private area Improved seating in the waiting area. 	<p>April 2014</p>
<p>Test Results: 17% of responders were not informed when to contact the surgery for test results. 20% of responders rated the manner in which their test results were given as fair or poor.</p>	<ul style="list-style-type: none"> • The practice clinicians to ensure patients are aware of how and when to ask for test results. The practice to also look at introducing set wording for reception staff to use when giving out results. 	<p>June 2013</p>
<p>Communication:</p>	<ul style="list-style-type: none"> • The practice with the support of the PPG will explore adopting the Anstey surgery Facebook page and using this as an extra method of communication. • Promote via newsletter, local magazines our virtual group to support the PPG 	<p>Sept 2013 Sept 2013</p>

When can I see a Healthcare Professional at the surgery?

The surgery is open at the following times:

Monday – Friday 8.00am – 6.30pm (doors close at 6.00pm)

Patients can book appointments / access services in the following ways:

	Book in person or by telephone	Book Telephone Consultations	Book on the <i>internet</i> – upto 4 weeks in advance	Book upto 4 weeks in advance	Book on the day - URGENT
Doctor	√	√	√	√	√
Practice Nurse	√	X	X	√	√
Health Care Assistant	√	X	X	√	X
Phlebotomist	√	X	X	X	√