



Local Patient Participation Group Report 2012

The patient survey has now been completed and the results are published below. See Appendix A.

In order to complete the patient survey the practice undertook the recruitment of a Patient Reference Group (PRG). This was with the aim to have the input of patients in selecting the areas that the survey focused on for this year.

PRG

Recruitment began in June and was advertised using the Jayex (call screen) in the surgery. Notices were also put up in the building and leaflets were handed out with prescriptions. An article also appeared in the practices newsletter. The hope was to try and obtain a group of patients that represented the practice population. In order to help with this some patients were approached by the practice manager and asked if they were willing to take part.

We now have 29 members made up as follows

Practice Population:

Age

Under 16	18%	17 - 24	9%
25 - 34	14%	35 - 44	17%
45 - 54	15%	55 - 64	11%
65 - 74	8%	75 - 84	5%
Over 84	3%		

Ethnicity

White British, or British Mixed	56%
Other	8%
Not specified	36%

Sex

Male	49%
Female	51%

Group Population:

Age

Under 16	0%	17 – 24	7%
25 - 34	3%	35 - 44	7%
45 - 54	18%	55 - 64	24%
65 -74	31%	75 -84	7%
Over 84	3%		

Ethnicity

White British, or British	93%
Mixed	
Other	7%
Not specified	0

Sex

Male	52%
Female	48%

First Encounter

The group first met on the 14th September with all of the GP Partners, Leanne Ashton (Practice Manager) and Emma Baker (Practice Administrator). At this initial meeting the patients put forward ideas of what they would like to get more information on via the patient survey.

These were based around the facilities at the practice and the additional services that the practice offers and how these are communicated to patients.

The survey also covered areas that were of particular interest to the Partners and Practice Manager, for example, appointment availability, accessing the surgery and consultation experiences.

During the meeting we also discussed other ways in which the group could get involved with the practice. Some of the members then kindly offered to give up some of their time on a Saturday morning to help with the flu clinics. This involved handing out patient information, directing patients to the correct clinics and also making patients aware of the group itself. This was greatly appreciated by the staff and the GP Partners.

The Patient Survey

A first draft of the survey was forwarded to the patient group in November asking for feedback with regards to its content.

Comments were very constructive and gratefully received. The final survey was then available for completion by patients on the 16th December.

At the end of February we had received 264 completed questionnaires. See Appendix A for results of the questionnaire.

We then compiled the results and presented them to the PRG on the 21st March 2012.

The areas initially raised by the group were discussed along with some of the other interesting points raised by the survey.

The Action Plan

One of the areas that the group wanted to focus on was the facilities of the building\practice. The results of the survey showed that 88%-100% of patients rated the 4 areas looked at either good or very good (see Appendix B). There were several written comments however, regarding the waiting room and lack of reading material and toys for the children. This has now been actioned. A new magazine rack and toy corner has been installed.

The additional services we offer are well received by the patient group but there are a lot of patients who took part in the survey who are not aware of them. As such we agreed some action points with the group:

Website

- agreed to advertise on the call screen in waiting room
- mention on the answer machine message

Newsletter

- agreed to hand out with all prescriptions
- add a note to the check in screen when a new newsletter is available

Extended hours

- advertise more on the call screen
- intermittently add to the answer phone message

Online system

- advertise via newsletter
- add message to call screen to promote SystemOnline
- intermittently add to the answer phone message

Appendix A: Patient Survey

Patient Questionnaire 2011/12

A. Appointments at your GP Surgery

Q1. If you have had an appointment today which doctor/ nurse did you see?

Q2. How regularly do you attend the surgery?

Weekly	3
Monthly	142
Annually	88
I have never been seen at my present Surgery	2
As needed	29

Q3. How do you normally book your appointments to see a doctor or nurse at the surgery?

Please tick all the boxes that apply

In person	54
By phone	214
Online	48

B. Getting through on the phone

Q4. In the past 6 months how easy have you found the following? *Please put a tick in one box for each row*

	Haven't tried	Very easy	Fairly easy	Neither easy or hard	Not very easy	Not at all easy
Getting through on the phone	13	99	96	21	30	4
Speaking to a doctor on the phone	96	58	62	13	9	3
Speaking to a nurse on the phone	145	34	31	12	7	2
Obtaining test results by phone	104	82	38	11	2	1

C. Seeing a Doctor

Q5. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?

Yes	192
No	30
Can't remember	8
Haven't tried	24

Q6. If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?

Please tick all that apply

There weren't any appointments	23
Times offered didn't suit	5
Appointment was with a doctor who I didn't want to see	5
A nurse was free but I wanted to see a doctor	1
Another reason	2
Can't remember	1

Q7. Last time you tried to book ahead, were you able to get an appointment with a Dr more than 2 weekdays in advance?

Yes	158
No	37
Can't remember	15
Haven't tried	45

D. Arriving for your appointment

Q8. How do you check in for your appointment?

Use the Self Arrival screen	229
Tell the Receptionist I have arrived	36

Q9. How helpful do you find the receptionists at the surgery?

Very helpful	210
Fairly helpful	43
Neither helpful or unhelpful	5
Not very helpful	1
Not helpful at all	0

Q10. How long after your appointment time do you normally wait to be seen?

I am normally seen on time	41
Less than 5 minutes	38
5 to 15 minutes	147
15-30 minutes	30
More than 30 minutes	4
Can't remember	1

Q11. How do you feel about how long you normally have to wait?

Very satisfied	93
Fairly satisfied	114
Neither satisfied or dissatisfied	41
Quite dissatisfied	10
Very dissatisfied	0

E. Opening Hours**Q12. Did you know that the surgery is open...***Please put a tick in each row*

	Yes	No	Don't know
Before 8am ?	121	104	31
At lunchtime ?	175	29	32
After 6.30pm ?	91	102	44

F. Seeing a doctor at the GP surgery**Q13. How good was the doctor you last saw at each of the following?***Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	208	40	8	0	0	0
Asking about your symptoms	203	47	2	0	0	1
Listening	199	45	2	0	0	0
Explaining tests and treatments	192	46	3	0	0	7
Involving you in decisions about your care	197	39	4	0	1	9
Treating you with care and concern	206	43	2	0	0	2
Taking your problems seriously	211	40	2	0	0	1

Q14. Did you have confidence and trust in the doctor you last saw?

Yes, definitely	242
Yes, to some extent	15
No, not at all	0
Don't know/can't say	2

G. Seeing a Practice Nurse at the GP Surgery

Q15. Last time you saw a practice nurse at the surgery, how good did you find the practice nurse at each of the following?

Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	141	56	5	0	0	18
Asking about your symptoms	125	55	8	1	0	24
Listening	127	53	9	1	0	20
Explaining tests and treatments	135	44	6	1	0	28
Involving you in decisions about your care	130	44	7	0	0	32
Treating you with care and concern	140	50	5	1	0	21
Taking your problems seriously	138	45	5	1	0	26

H. Facilities at the Surgery

Q16. How do you normally travel to the surgery?

Car	173
Bus	32
Taxi	13
Walk	77
Other	4

Q17. How do you rate the following?

Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Parking at the surgery	101	75	18	6	1	31
Access to the medical centre	147	73	4	1	0	4
Cleanliness of the surgery	182	52	0	0	0	1
Waiting area at the surgery	158	72	2	0	0	1

Q18. Are you aware of the following services that the surgery offers?*Tick all that apply*

	Aware and use regularly	Aware and use occasionally	Aware but do not use	Not aware
Website	40	30	123	40
Quarterly newsletter	13	22	57	130
Online appointment booking	44	20	136	31
Online prescription ordering	40	14	124	52
Text messaging service	86	36	68	40
Nurse telephone triage appointments	24	21	79	108
Extended opening hours	29	28	68	106

I. Your Overall Satisfaction**Q19. In general, how satisfied are you with the care you get at the surgery?**

Very	217
Fairly	27
Neither satisfied nor dissatisfied	3
Quite dissatisfied	1
Very dissatisfied	0

Q20. Would you recommend the Surgery to someone who has just moved to your local area?

Yes	232
Might	9
Not sure	1
Probably not	3
Definitely not	0
Don't know	2

J. Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

Q21. Are you male or female?

Male	82
Female	165

Q22. How old are you?

Under 18	2	55 - 64	37
18 - 24	14	65 - 74	45
25 - 34	45	75 - 84	25
35 - 44	40	85 and over	7
45 - 54	42		

Q23. Which of these best describes what you are doing at present?

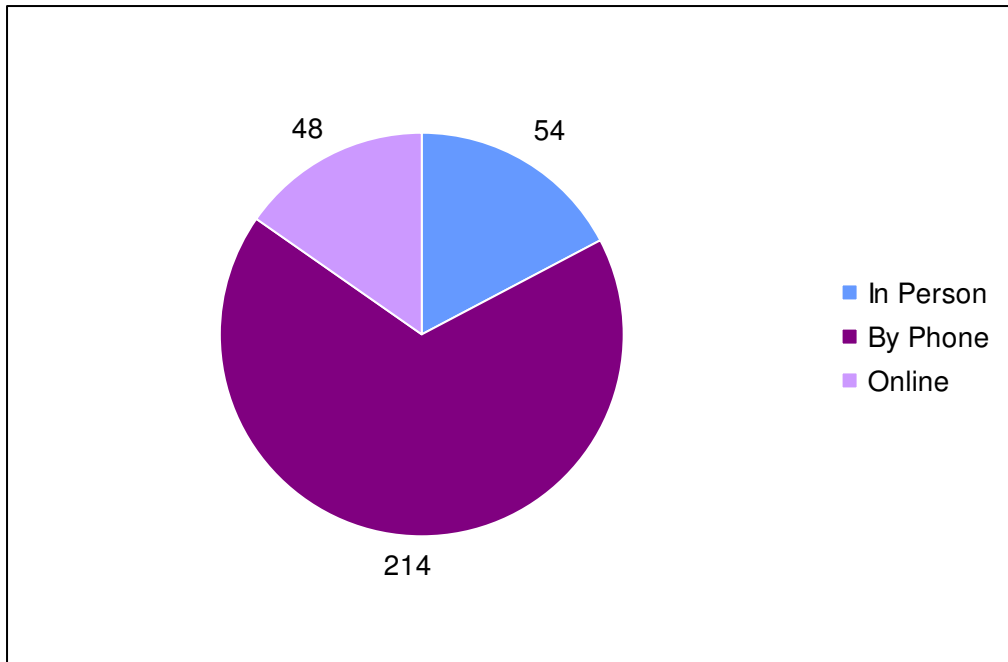
If more than one of these applies to you, please tick the main one ONLY

Full-time paid work (30 hrs or more per week)	91
Part-time paid work (under 30 hrs per week)	46
Full-time education (school, college, university)	4
Unemployed	9
Permanently sick or disabled	14
Fully retired from work	76
Looking after the home	18
Doing something else	4

Appendix B: Statistical Data from Patient Survey

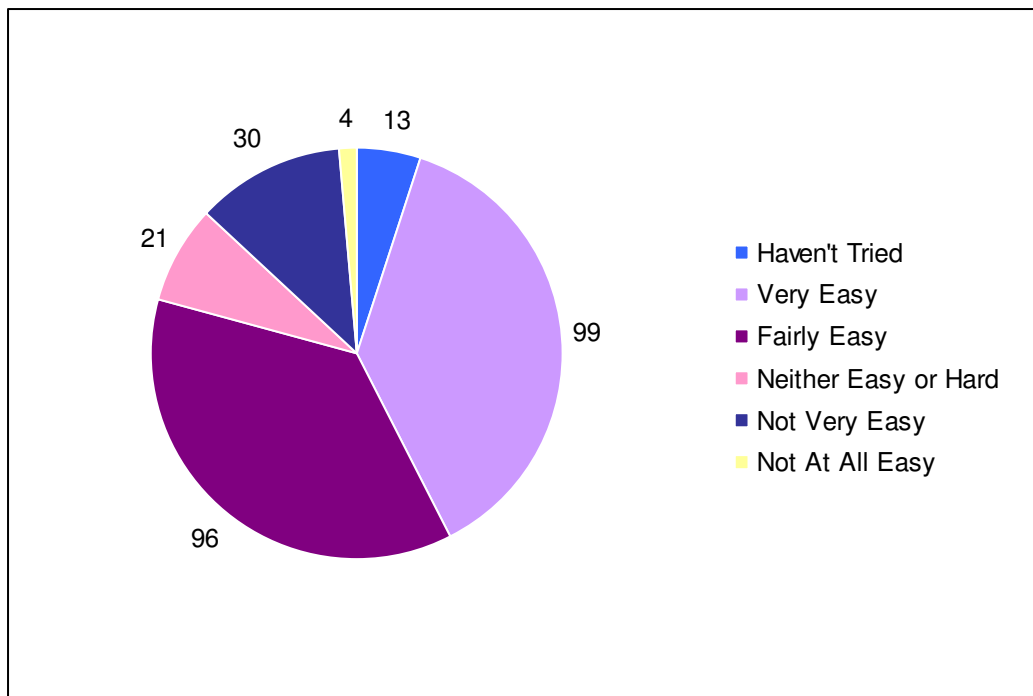
Contacting the surgery

How do you normally book your appointments to see a doctor or nurse at the surgery?



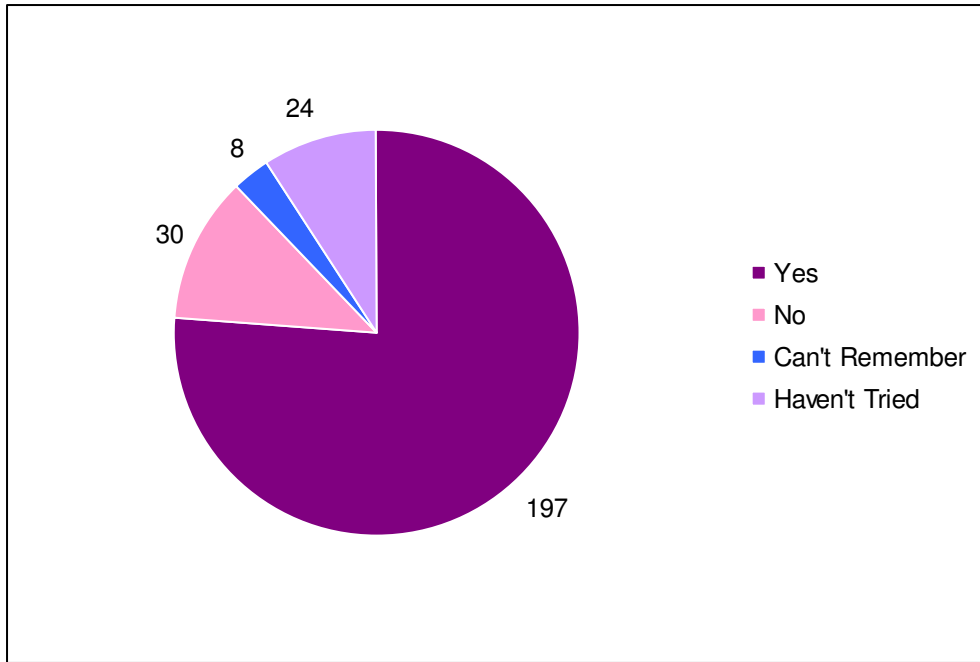
Contacting The Surgery – By Phone

In the past 6 months how easy have you found getting through on the phone?



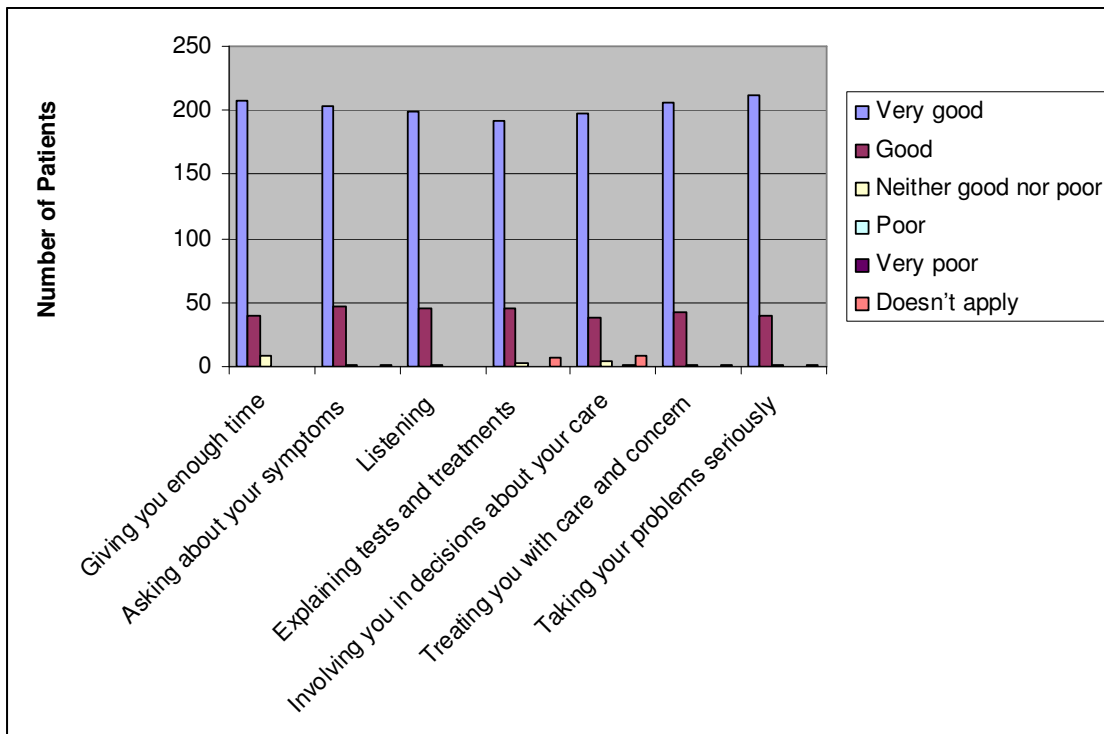
Appointments System

Last time you tried to book ahead, were you able to get an appointment with a Dr more than 2 weekdays in advance?



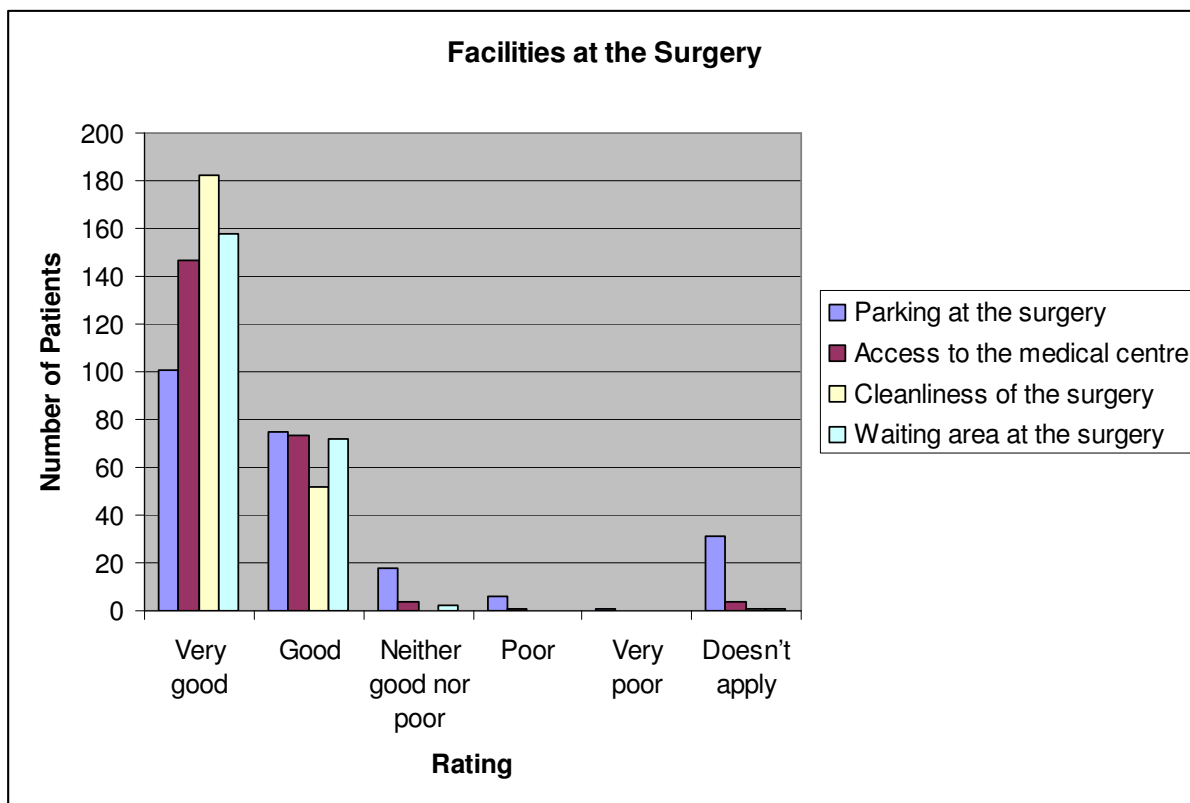
Seeing a doctor at the Surgery

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



Facilities at the Surgery

How do you rate the facilities at the Surgery?

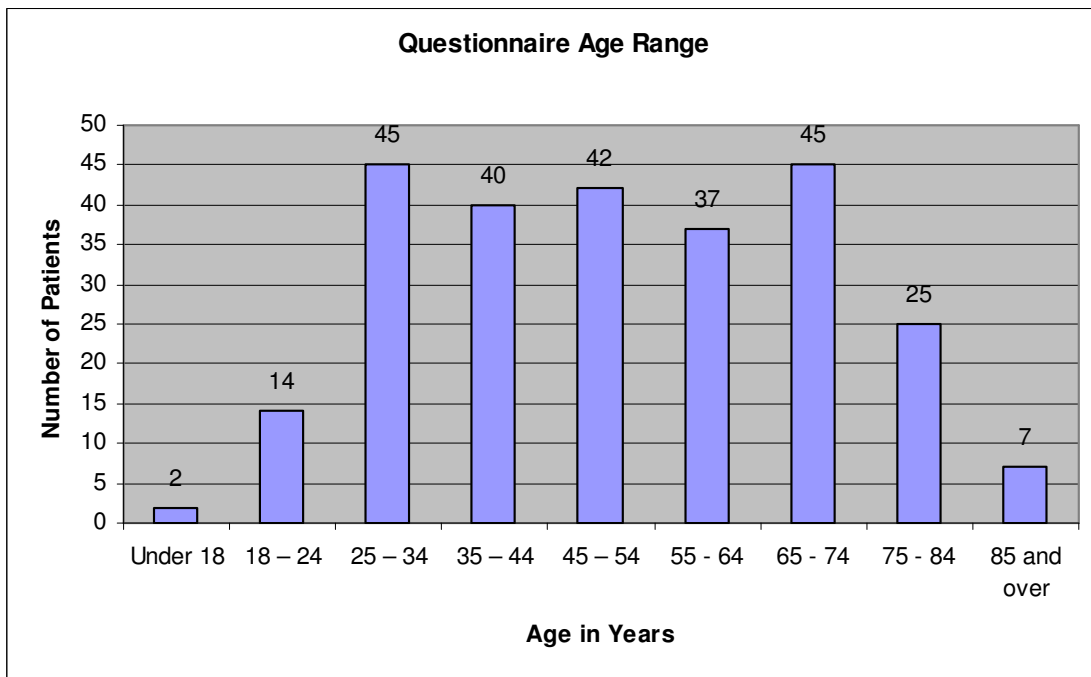
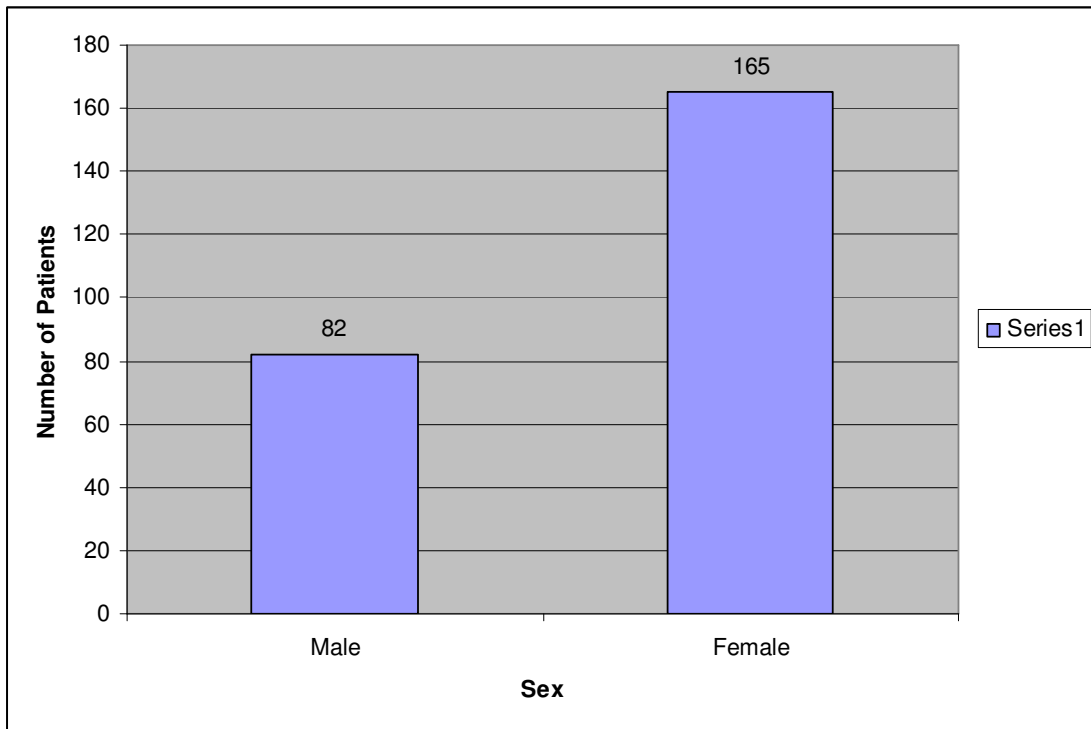


The services we offer

Are you aware of the following services that the surgery offers?

	Aware and use regularly	Aware and use occasionally	Aware but do not use	Not aware
Website	17%	13%	53%	17%
Quarterly newsletter	6%	10%	26%	59%
Online appointment booking	19%	9%	59%	13%
Online prescription ordering	17%	6%	54%	23%
Text messaging service	37%	16%	30%	17%
Nurse telephone triage appointments	10%	9%	34%	47%
Extended opening hours	13%	12%	29%	46%

Questionnaire Demographics



Appendix C: Comments from Questionnaire

Please let us know of any improvements we could make to the waiting area?

Name should be on screen a bit longer in case you don't look up in time to see the room number
Stop showing the same Tom & Jerry's and Road Runner. Change them. They've been the same for the past 1-2 years
None – happy with how it is
Coffee machine
I am happy with the way things are
Waiting area is good and doesn't need any improvements
By making the television a little more interesting or having music at a decent volume for people to be able to talk quietly
You could change the cartoons if you can
Turn the damn cartoons off
Having something to read
None
Magazines to read whilst waiting. Change TV screen more often with more variety
I think the waiting area is fine as it is and needs no change
Change the cartoons
Either get a larger noticeboard or keep notices up to date and relevant
More parking spaces
More cartoons please on monitor
Magazines childrens books
Free tea and coffee
None, every query good reply – first class medical centre
Change the entertainment videos sometimes
Waiting area fantastic
Different cartoons
The cartoons are the same ones for the past 2-3 years
Absolutely fine
Putting aisles in so you don't have to walk over people to get out

Is there anything particularly good about your health care?

Nice female doctors
Excellent service
All the doctors I have seen have always listen and give me full confidence in the health care I receive
When I need a doctor I know that my health care is in the best hands and also book my appointments online to make sure I get an appointment and to be seen as soon as possible
Yes I am totally satisfied with the care I receive
Long term health problems dealt very well by all doctors especially Dr Greenwood
The nurses and doctors at the surgery
Management of my asthma is very straight forward, clear and convenient
I have seen Dr Scott & Dr Rimmer recently and they have both given me excellent care. I always feel extremely welcome and well looked after and have appreciated hugely the help I have received here
Everything
The doctors I have and or do see now have done the best they can to help my health
The doctors listen and try to get to the bottom of my symptoms

Doctors and nurses caring and interested
Everything
Everyone is friendly
Very good, always helpful
It still remains available and free as yet
All good nothing to fault
I'm always given the time and care I need
Any problems always taken seriously
Always friendly and giving advice
Very friendly doctors nurses and staff
The NHS as it is!
The GP's try hard to liaise with Leeds for me. Not an easy task!
Access to GP's very good and quick
Keeping me alive
Nothing springs to mind
Time, care, genuine concern
I am lucky to have a good surgery when needed
Your new gentleman on reception is very helpful. Some of the ladies are not easy to understand on the phone
Very impressed with Dr Hay's comprehensive explanation of me general health
Get same Dr each time
Dr Greenwood knows my problems and treats me with respect and listens
The doctors care and attention
The care I have received from Dr Greenwood and nurse Helen this year on diagnosis of diabetes and depression

Is there anything that could be improved?

No
No I am happy with the service which is given at this time
More home visits from GP's, especially at unsocial times eg evenings, bank holidays etc this is important when children are too unwell to get to the out of hours
No
Nope
Everything has and is being done to improve my health. I have no complaints to make. In my opinion this is the best surgery I have ever had in all my years
Don't think so
Not that I can think of
No
Removing the cost from effective
Nothing
No
Parking
No – very satisfied
No
The government!
Getting appointment on the day you are ill
None
No
Reversing the aging process
Query more or some access to nurses online

I am very happy with everything thank you
Waiting area, reading material?
The appointments system

Contacting the surgery

St Luke's Surgery

Mowbray Square Medical Centre

Harrogate

HG1 5AR

Tel: 01423 503035

Fax: 01423 562665

Surgery Opening Times

Monday 8:00am - 7:00pm*

Tuesday 8:00am - 6:00pm

Wednesday 8:00am - 6:00pm

Thursday 8:00am - 6:00pm

Friday 7.30am*- 6:00pm

*Extended hours for people who work