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Local Patient Participation Group Report 2013

The St Luke's Surgery 2012-13 patient survey has been completed and the results are published below. (See Appendix A)

In order to complete the patient survey, the practice consulted with the Patient Reference Group (PRG) in order to have the input of patients in selecting the areas to focus the survey questions on this year.

PRG

The PRG was formed in 2011 when we recruited a group of patients by advertising via our Jayex call boards, notices in the surgery and in the practice newsletter. This year's PRG was made up of 29 members; the diversity of the group is set out below:

Practice Population:

Age

Under 16	18%	17 - 24	9%
25 - 34	14%	35 - 44	16.5%
45 - 54	15%	55 - 64	11%
65 - 74	8%	75 - 84	5%
Over 84	2.5%		

Ethnicity

White British, or British Mixed	58%
Other	22%
Not specified	20%

Sex

Male	49%
Female	51%

Group Population:

Age

Under 16	3.5%	17 - 24	7%
25 - 34	0%	35 - 44	4%
45 - 54	24%	55 - 64	24%
65 - 74	24%	75 - 84	10%
Over 84	3.5%		

Ethnicity

White British, or British Mixed	79%
Other	21%
Not specified	0

Sex

Male	52%
Female	48%

PRG Meetings 2012/13

We have facilitated two PRG meetings this year which focussed on forthcoming changes to the NHS and ideas for the next patient survey. Please see below for a summary of the items discussed:

Wednesday 19th September 2012:

We invited all 29 members of the PRG via letter. This meeting was attended by 5 patient representatives, Leanne Ashton (Practice Manager), Dr Sian Greenwood, Dr Beth Rimmer and Dr Sarah Hay.

After an introduction, the group firstly discussed Dr Beth Rimmer's role as Carers Champion and ideas on how to identify carers within the practice to enable us to offer support.

The patient liaison kindly gave some feedback from the CCG patient participation meeting and upcoming changes in the NHS.

The forthcoming flu clinics were discussed as a means to promote the patient group to our patients but also to publicise our practice website, newsletter and online prescriptions and appointment system. These were areas identified in the previous patient survey services our patients were unaware of. It was discussed that we ought to ask patients of their knowledge of such services in the next patient survey to see if we had increased awareness and use of these services.

Ideas for the next patient survey were discussed and it was agreed that we should use the questionnaire to focus on areas we scored lower on previously. These areas, as mentioned above, were mainly awareness of the services we provide such as the practice website, newsletter, online prescription and booking system. It was also recommended that we use the survey to gather information on any new services we have put in place during the year, such as the Practice Nurse Telephone Triage and the changes to the children's corner in the waiting area.

Tuesday 19th March 2013:

Again, we invited all 29 members of the PRG via letter. This time the meeting was attended by 10 patient representatives, Leanne Ashton (Practice Manager) and Dr Sarah Hay.

Firstly, results from the completed patient survey were presented by Leanne. It was noted in the previous survey and at the March 2012 feedback meeting that although the additional services we offer in the practice are well received they are not necessarily well known. During 2012 we focused on advertising these services in various ways in order to inform patients of them. We then repeated the same question in this year's survey to calculate if a difference had been made.

This discussion also included suggestions from the group for the content of the next survey.

Dr Sarah Hay then gave a short presentation on the role of the CCG from April 2013.

The patient liaison feedback to the group on the CCG patient participation meeting which had been attended by our two patient representatives from our PRG on 13th February 2013.

All the ideas and suggestions put forward by the PRG are greatly appreciated by the GP partners and practice staff.

The Action Plan

The results of the survey showed a significant improvement of patient's awareness of our additional services this year. We therefore discussed the comments and suggestions for improvements that were made in order to compile an action plan for this year.

The main areas agreed to focus on are:

Online nurse appointments – the practice is to look at the possibility of providing these

Costs of procedures – the group thought it would be beneficial to the practice and the CCG if the cost of a DNA could be calculated and displayed along with the cost of A&E attendances

Late afternoon appointments – there was some feedback with regards to the amount of after school appointments we have available and it was agreed that this would be looked at with the Partners to see if anything could be done to address this

The bus service – it was highlighted that a significant amount of patients found this service to be inadequate. It was agreed that we would liaise with the other practices in the building to get their thoughts and to potentially take this up with our local MP.

The group will meet again in June to discuss progress on these points

The Patient Survey

A first draft of the survey was forwarded to the patient group at the beginning of January 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 10th January

At the end of February we had received 167 completed questionnaires. See Appendix A for results of the questionnaire.

We then compiled the results and presented them to the PRG on the 19th March 2013.

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

Appendix A: Patient Survey

Patient Questionnaire 2012/13

After posting the results of the 2011/12 questionnaire the practice carried out some work on trying to make patients more aware of the services that are offered.

The following question is to try and establish whether or not this has worked.

Q1. 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	18%	19%	54%	9%
Quarterly newsletter	21%	24%	16%	39%
Online appointment booking	21%	11%	60%	8%
Online prescription ordering	21%	7%	58%	15%
Text messaging service	48%	11%	29%	11%
Nurse telephone triage appointments	13%	28%	25%	34%
Extended opening hours	13%	19%	31%	37%

We are often given suggestions to help improve the patient experience at the practice and indeed in the building. Some of these were implemented after the questionnaire results last year and we would like to get your opinion on these.

Q2. We have introduced a new play corner for the children and reading material in the waiting area. How do you rate these new areas?

Very satisfactory	60%
Fairly satisfactory	21%
Neither satisfactory or dissatisfactory	19%
Quite dissatisfied	0%
Very dissatisfied	1%

Further comments?

We received some suggestions that have not yet been implemented as we would like to get further feedback from our patients about these.

Q3. Although cold drinks are available in the Pharmacy we have received some requests for a hot drinks machine in the building.

If this were to be implemented would you be likely to use it?

Yes, definitely	20%
Yes, occasionally	35%
No, not at all	36%
Don't know/can't say	9%

Further comments?

There have been some requests to change the cartoons on the screen in the waiting area. Unfortunately due to copyright we are restricted to the ones that we currently have.

Q4. Would you prefer it if we removed the cartoons from the screen, bearing in mind they are specifically for our younger patients?

Yes	11%
No	72%
Don't know/can't say	17%

Further comments?

We have received comments about the bus service to the building. We did approach the Harrogate bus company prior to coming to the building but they were unable to extend their service to us.

Q5. Are you happy with the current level of service?

Yes	22%
No	16%
I don't use the bus service	62%

If you answered no, what are you unhappy with about the service?

And finally 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

Q6. Are you male or female?

Male	26%
Female	74%

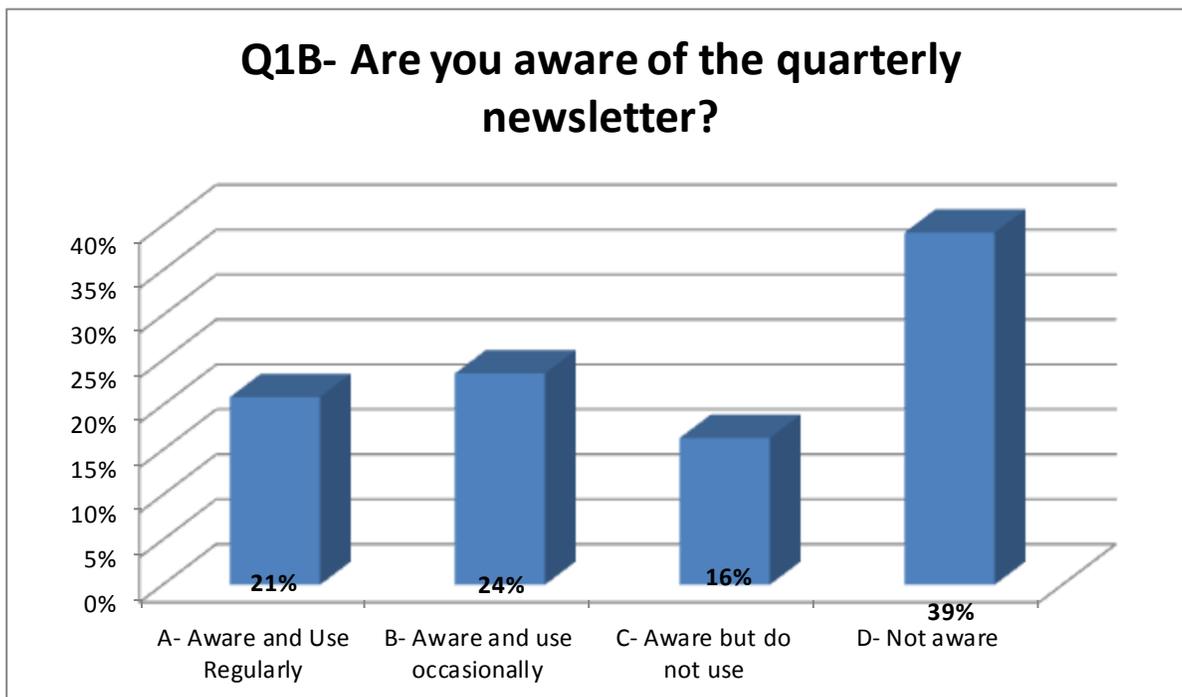
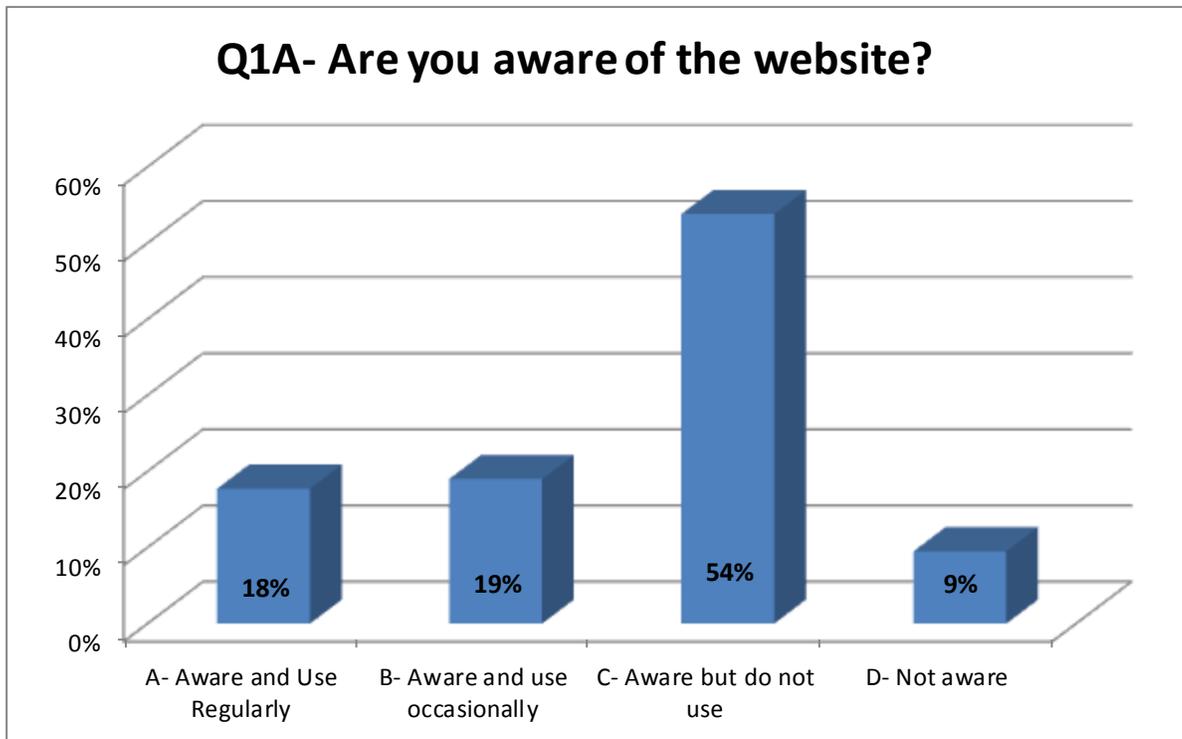
Q7. How old are you?

Under 18	0%	55 - 64	18%
18 - 24	2%	65 - 74	22%
25 - 34	10%	75 - 84	11%
35 - 44	18%	85 and over	2%
45 - 54	17%		

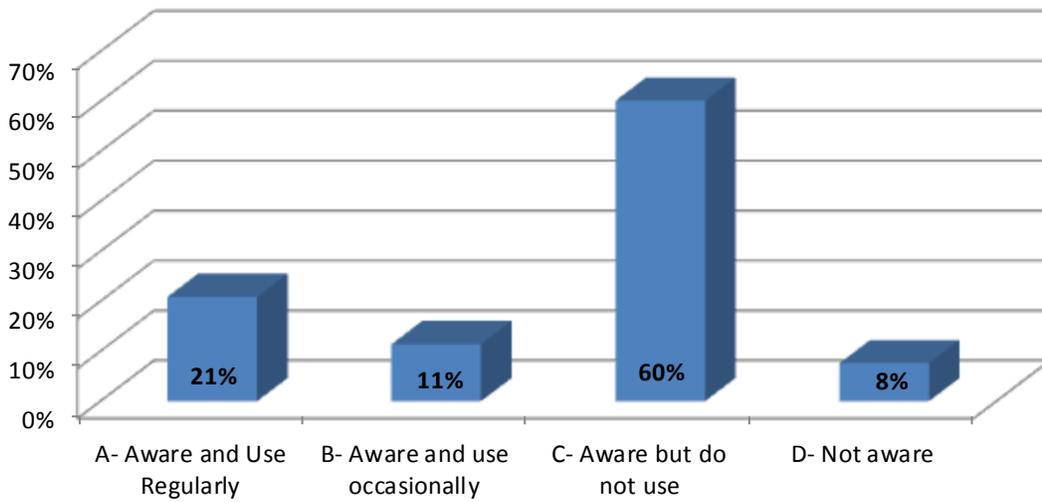
Q8. Is there anything particularly good about your health care?

Q9. Is there anything that could be improved or do you have any suggestions for improvement?

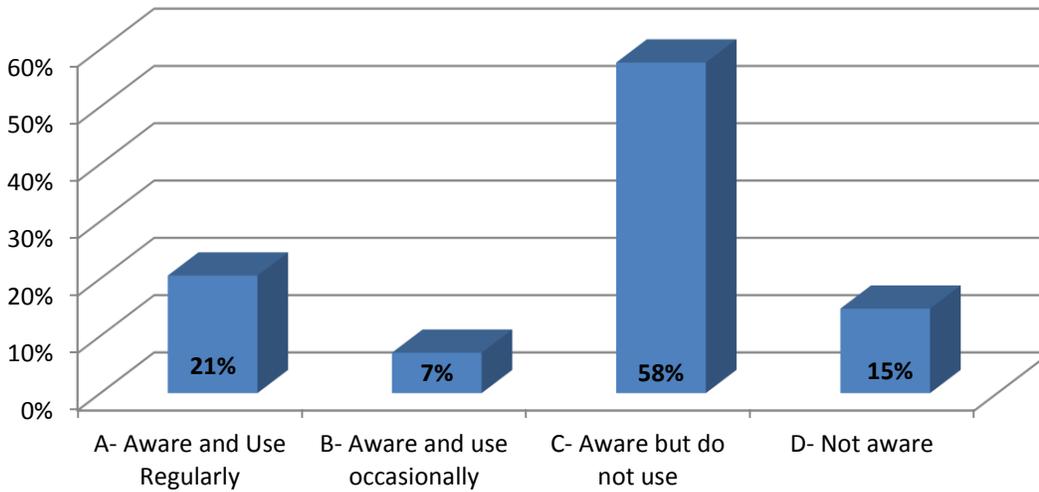
Appendix B: Statistical Data from Patient Survey



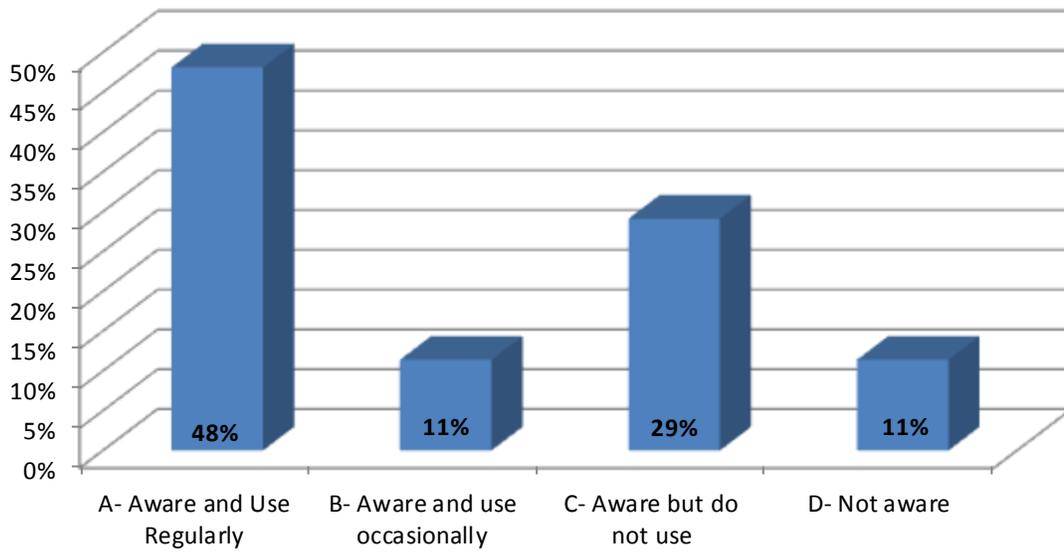
Q1C- Are you aware of the online appointment booking system?



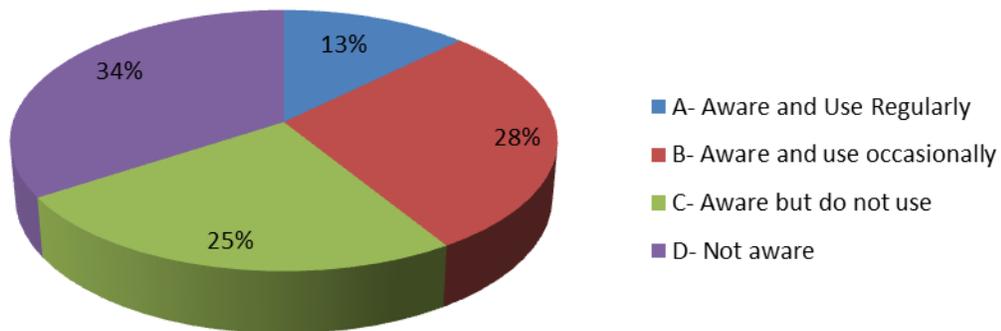
Q1D- Are you aware of online prescription ordering?



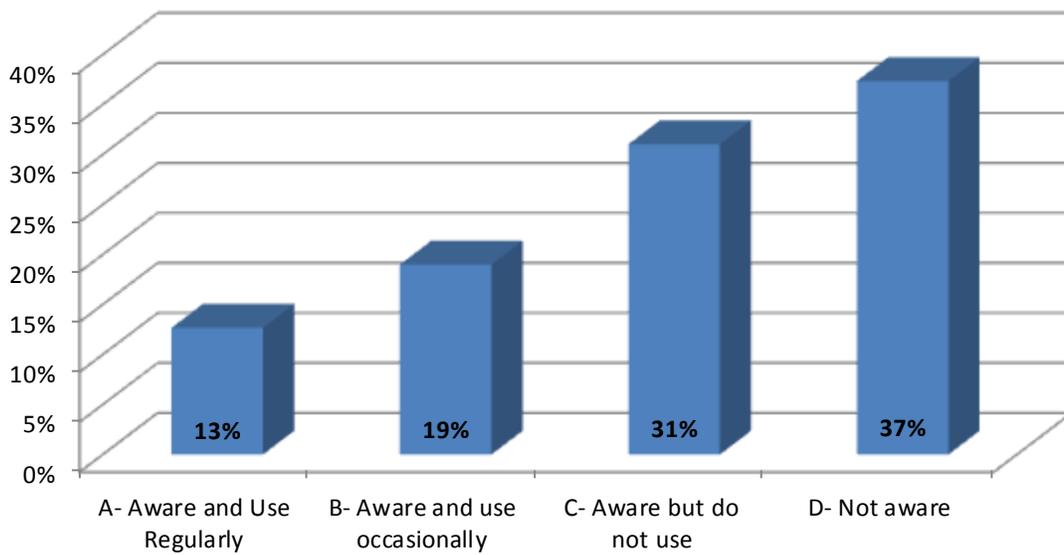
Q1E- Are you aware of the text messaging service?



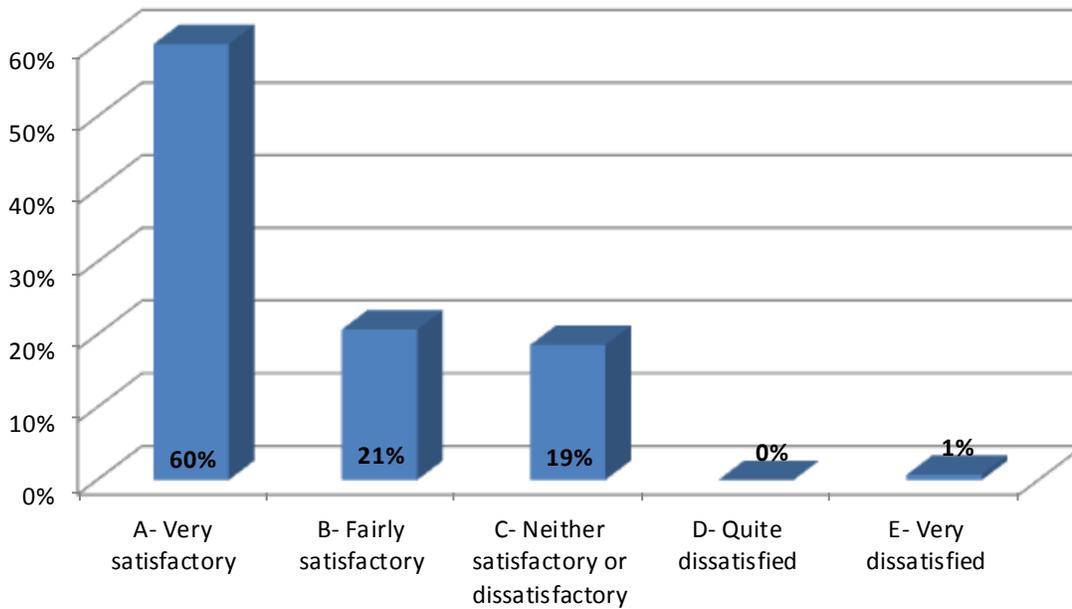
Q1F. Are you aware of the nurse telephone triage appointments?



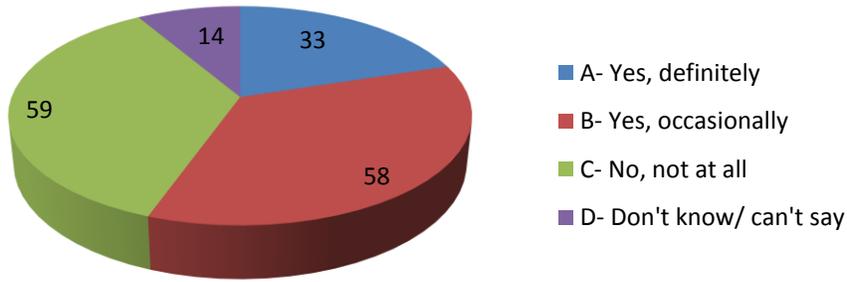
Q1G- Are you aware of our extended opening hours?



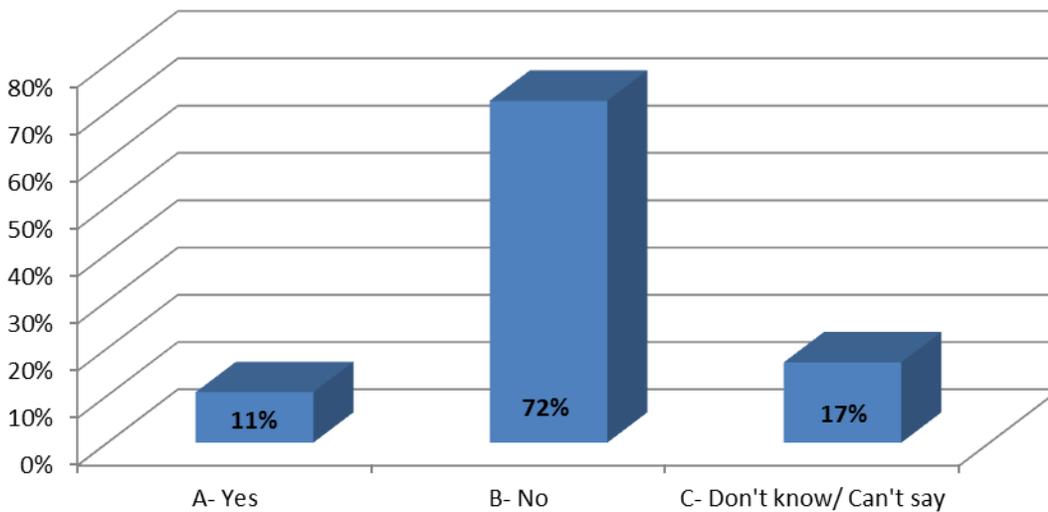
Q2- Children's play corner rating



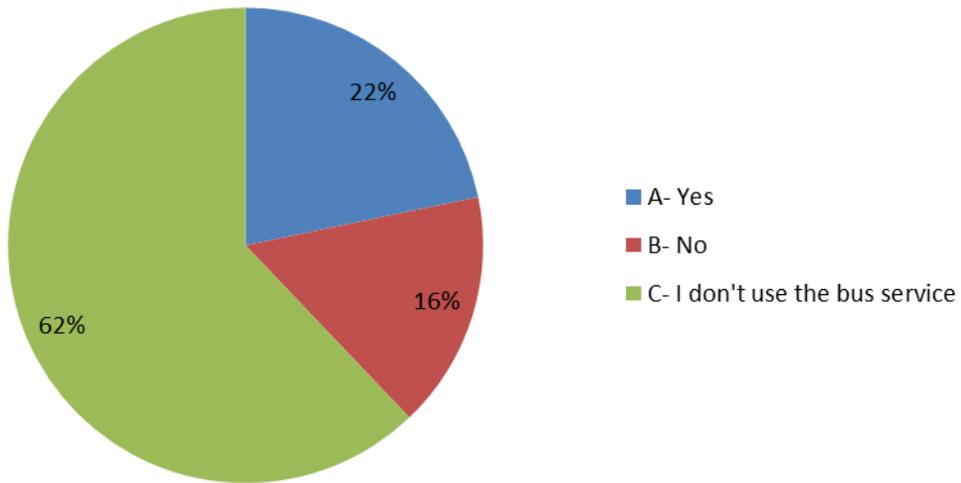
Q 3. Would you use a hot drinks machine in the building?



Q4- Would you prefer if we removed the cartoons?

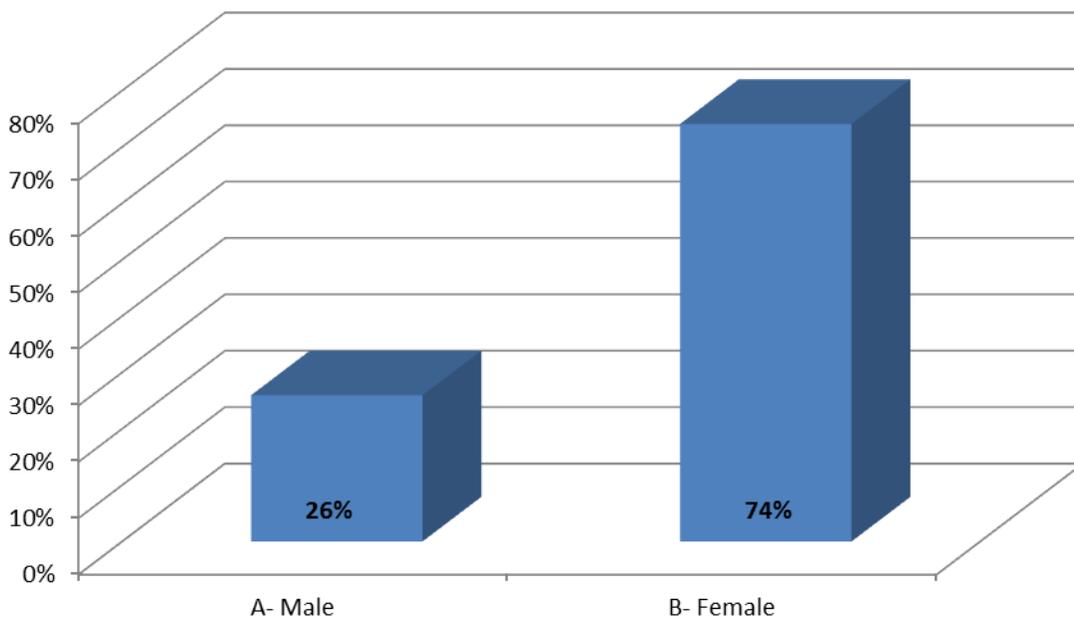


Q 5. Are you happy with the bus service?

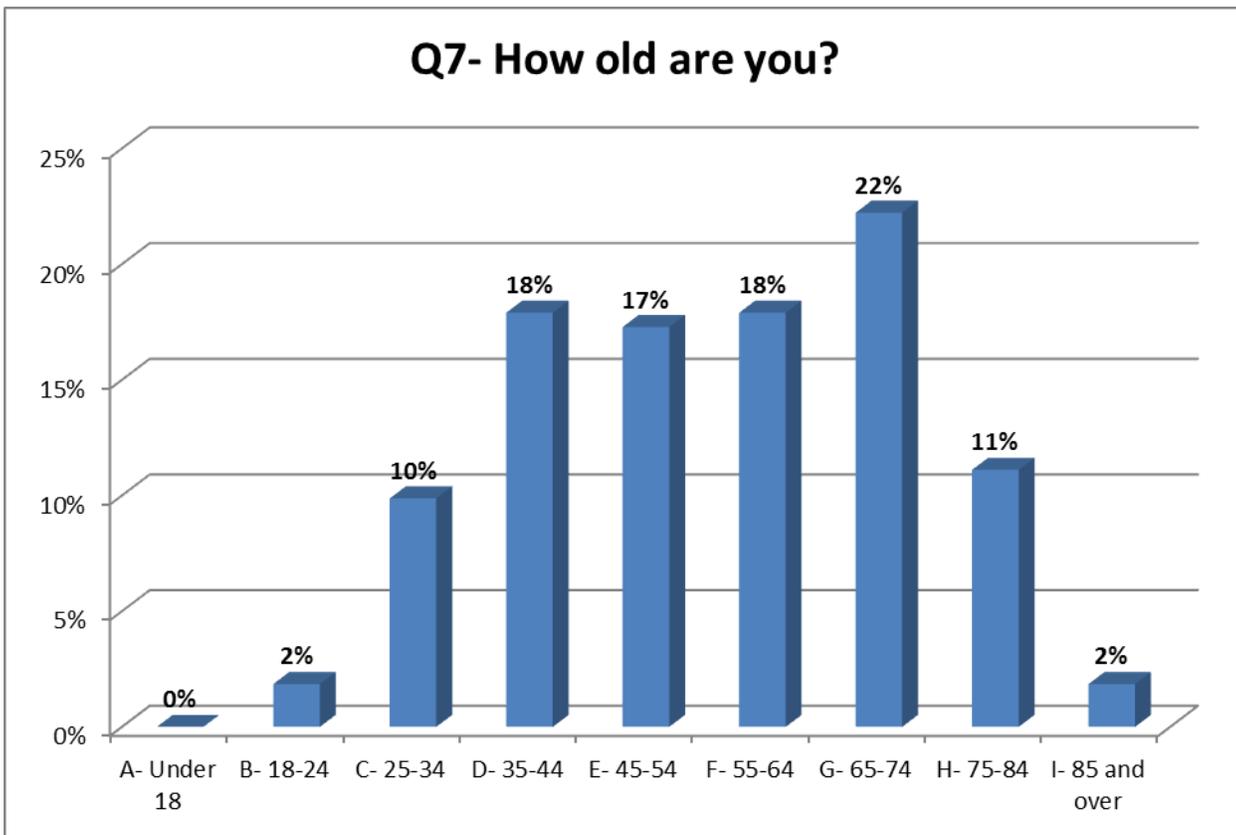


Patient Questionnaire demographics:

Q6- Are you male or female?



Q7- How old are you?



Comparison of Question 1 (services we offer) from 2012 survey and the 2013 survey:

	Aware and use regularly		Aware and use occasionally		Aware but do not use		Not aware	
	2013	2012	2013	2012	2013	2012	2013	2012
Website	18%	17%	19%	13%	54%	53%	9%	17%
Quarterly newsletter	21%	6%	24%	10%	16%	26%	39%	59%
Online appointment booking	21%	19%	11%	9%	60%	59%	8%	13%
Online prescription ordering	21%	17%	7%	6%	58%	54%	15%	23%
Text messaging service	48%	37%	11%	16%	29%	30%	11%	17%
Nurse telephone triage appointments	13%	10%	28%	9%	25%	34%	34%	47%
Extended opening hours	13%	13%	19%	12%	31%	29%	37%	46%

Appendix C: Comments from Questionnaire

Suggestions:

- Certain services are too limited to certain times
- Online appointments for the nurse
- Still struggle to find after hours appointments
- More phone lines
- A cup of tea or coffee would be nice!
- Make it easier to book non-routine appointments in advance
- Length of time to see a specific doctor
- Advise patients how to keep the costs down
- The bus service
- More information on general health screening
- News on the television

Q8: Is there anything particularly good about your healthcare?

- It seems to be working ok
- Don't know I rarely visit the doctor
- I received very good care from Dr Rimmer and Practice Nurse Helen
- Reception good, DR's very helpful and approachable. Also can generally get an appointment when you need one
- 5 minute rapid access appointments
- Yes, when you call in the morning you can get to see a Doctor the same day
- Doctors are good
- Much easier to get appointments now
- Doctors and staff are marvelous
- It is good
- Wouldn't get in USA 😊
- Generally very impressed. Mowbray Centre has lovely clean toilets
- Always very good
- All the staff are great. Thank you for your dedication, help and support. I have been unwell more so than before recently and everyone has been very helpful
- Happy with current level of healthcare. Pleasant and approachable clinicians and staff. Would recommend to others
- I am fairly new to the surgery and so far I am happy with the staff and doctors
- Yes, receptionists and doctors
- I can always get an appointment for myself or my child
- Health check – but does it go far enough?

- New practice is far better than previous one on Kings Road. Parking was main issue but no longer a problem
- Excellent service from both doctors and nurses. Also very pleasant staff
- Good service
- Fantastic GP's, nurses and staff. All very approachable and caring
- Ok
- The doctors are very willing to suggest options and allow you to make informed decisions about your own health and treatment
- Service, text messages, cartoons, doctors are approachable
- Being able to trust whoever looks after me
- No
- Reception team very helpful and friendly
- Very helpful reception staff. Brilliant nurses and doctors
- Everything
- All is satisfactory
- Good doctors
- St Lukes are fantastic. Easy going, very polite and a 100%
- Good efficient service 5*
- 1st Class
- Very satisfied
- Very satisfied with care from doctors and nurses
- Very satisfied with the care received
- It's all good. Pleasant staff
- From Receptionists to Doctor I receive very good care
- Very good and caring, friendly
- A pleasure to come to the health centre
- Very good service, friendly team, all very approachable
- I am very satisfied with the care I receive
- Excellent doctors and nurses
- The doctors have tried very hard to find a solution to my back problems but are hampered by poor communications from hospitals
- Happy with my care
- Surgery very good. Everyone friendly and accommodating at the practice
- Very happy with health care
- This is an excellent surgery and I have never had any cause for complaint. Just keep it as it is. The doctors are wonderful
- Friendly staff
- Good team. Problems well explained
- It is good to have access to a doctor even on the phone at worrying times
- Yes access to doctors\appointment system and easy to park location
- The doctors! All of them are very friendly and helpful

- Very good
- The people at St Luke's are very good and helpful
- Excellent service
- Yes, Dr Greenwood
- Seems to be under constant review
- The care we receive
- Text message – excellent reminder. Parking – far better
- Everything
- Booking appointments online is excellent. Also, the receptionist is always very helpful and polite. Dr Scott is understanding and I have confidence in my healthcare with him
- I am always happy with my practice and my level of care. The GP's here are very good. The Receptionists are always helpful and pleasant and willing to meet my needs
- All of it (at this stage)
- Dr Greenwood!
- Always been very impressed with St Luke's service, its forward thinking and medical service
- Very helpful reception staff. I have always been made to feel important. They always try to accommodate my shift pattern when I request an appointment. All nurses and doctors very good. Would visit any
- The staff are amazing, friendly, helpful and informative. Dr Greenwood has a superb bedside manner
- Everything is good. No complaints
- I have always received good care
- The staff are pleasant and helpful
- Having just moved to the practice 9 months ago I am very impressed with it
- I like to be rung back by a doctor if there are no appointments available
- Quick and efficient
- Doctors here are really good, friendly and listen to patients
- The doctors are excellent. On speaking to friends and family who use other doctors, I could not be happier and have full confidence in their authority\service
- Excellent
- I always receive very satisfactory care from Dr Scott and the nurses
- Level of service from the nurses is excellent
- All of the doctors are very caring and listen to issues and problems. Can usually get appointments with somebody if not a specific doctor
- Excellent service
- I have no complaints at all. All round excellent care
- Quite satisfied
- Good overall care
- Really nice receptions and doctors and nurses they are always efficient and follow through with all referrals

- Doctors are good and reception staff (I don't see the nurses)
- Very happy with all factors
- Very good
- Can have appointment, blood test and get prescriptions made in one visit if needed
- Yes, always feel confident about the treatment and how everything is explained by the doctor
- Professional, prompt and friendly service
- I can usually get in
- Dr Handley
- Get appointment any day if needed
- Flexible appointments, extended open, short notice appointments, staff friendly and helpful
- Very good appointments, same day
- Very satisfied with care I have received in the past. Thanks!
- Excellent service from all the doctors and other staff
- You are always there when we need you

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