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Local Patient Participation Group Report 2014

The St Luke's Surgery 2013-14 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 30 members; the diversity of the group is set out below:

Practice Population:

Age	Ethnicity	Sex																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 25%;">Under 16</td><td style="width: 25%;">18%</td><td style="width: 25%;">17 – 24</td><td style="width: 25%;">9%</td></tr> <tr><td>25 - 34</td><td>15%</td><td>35 - 44</td><td>16%</td></tr> <tr><td>45 - 54</td><td>16%</td><td>55 - 64</td><td>11%</td></tr> <tr><td>65 - 74</td><td>8%</td><td>75 - 84</td><td>5%</td></tr> <tr><td>Over 84</td><td>3%</td><td></td><td></td></tr> </table>	Under 16	18%	17 – 24	9%	25 - 34	15%	35 - 44	16%	45 - 54	16%	55 - 64	11%	65 - 74	8%	75 - 84	5%	Over 84	3%			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 60%;">White British, or British Mixed</td><td style="width: 40%;">58%</td></tr> <tr><td>Other</td><td>15%</td></tr> <tr><td>Not specified</td><td>27%</td></tr> </table>	White British, or British Mixed	58%	Other	15%	Not specified	27%	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 60%;">Male</td><td style="width: 40%;">49%</td></tr> <tr><td>Female</td><td>51%</td></tr> </table>	Male	49%	Female	51%
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Group Population:

Age	Ethnicity	Sex																														
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PRG Meetings 2013/14

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

Wednesday 18th September 2013:

We invited all 30 members of the PRG via letter and email. This meeting was attended by 6 patient representatives, Leanne Ashton (Practice Manager) and Dr Beth Rimmer. The patient liaison kindly gave some feedback from the CCG patient participation meeting.

The forthcoming flu clinics were discussed. The patient groups participation in the running of these clinics is a valuable asset to the practice. They engage with the patients as they are waiting, discuss the patient group and help with information distribution on the flu vaccines.

Dr Rimmer gave a talk on Carers and their role. The group were then asked for ideas on how to help identify and help carers in the practice. It was suggested that we could use the patient survey both to help raise awareness of the resources the practice has and also canvas for opinions on how else to help carers.

We had an in depth discussion about mobility scooters and their use in the building. It was useful to get patients ideas on how to manage these as there has been some considerable damaged caused by these scooters. One of the members of the group uses a scooter so it was particularly useful to get his input.

We agreed it may also be useful to add the 'friends and family' test to the survey ahead of this requirement in Dec 2014.

Tuesday 18th March 2014:

Again, we invited all 30 members of the PRG via letter and email. This time the meeting was attended by 5 patient representatives, Leanne Ashton (Practice Manager), Dr Beth Rimmer, Dr Ed Scott and Dr Sian Greenwood.

Firstly, results from the completed patient survey were presented by Leanne. Again we used the survey to raise awareness and also to gauge awareness of the services that the practice offers. It was interesting to note that all services listed showed an increase in use and awareness.

We talked about the questions that were used to identify carers and to ask for suggestions that the practice could use to help raise awareness. It was noted that there was a high percentage of carers at the practice given the amount of surveys that were received.

We also reintroduced a question that had previously been used two years ago regarding parking, access, cleanliness and the waiting area at the practice. It was thought that although these areas had all previously scored quite highly it would be useful to see if there had been any decline in people's perception of these areas. The main point of note was that the parking at the practice scored a lot less than in the previous survey and although it was still well received there were a few comments about the busy times that are experienced. We had a discussion about the fact that this actually reflected quite well the increase in patient contact that we have been experiencing through this winter.

Leanne then gave a presentation on data sharing and explained the different forms that this is taking at the moment from care.data to summary care records.

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. The one area that provoked discussion and was possibly an area that could be investigated for improving was the parking at the practice.

Many comments given by the patients were based around the times that the car park was busy and it was felt that this reflected the common times that all four practices in the building held their clinics. For example the majority of morning clinics start between 8am and 8.30am. It was felt that this could be discussed as part of a building wide plan and Leanne shall raise it with the other practices when they next meet. The results of this plan will be shared when the group meets again in September.

The 2013 Plan

Online nurse appointments – the practice was asked about the possibility of providing these. Although some practices are able to do this it is currently felt that there are too many variables that influence the length of a nurse appointment and also who that appointment is with. It is something that will be reviewed each year though as the appointment system evolves.

Costs of procedures – The cost of DNA's is very difficult to calculate but we are working on a formula that will hopefully be shared with our patients in order for them to be more informed and to therefore reduce the number of DNA's.

Late afternoon appointments – HCA appointments have now been added to the extended hours rota

The bus service – unfortunately this is under even more threat at the moment and discussions are ongoing between the council and public groups.

The Patient Survey

A first draft of the survey was forwarded to the patient group at the end 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 3rd February

At the end of February we had received 85 completed questionnaires. See Appendix A for results of the questionnaire.

We then compiled the results and presented them to the PRG on the 18th March 2014.

A copy of this report will be posted on our website and on our electronic board in the Reception waiting area. The presentation of the results given to the group was also copied to people who were unable to attend.

Appendix A: Patient Survey

Patient Questionnaire 2013/14

After posting the results of the 2012/13 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	22%	18%	44%	16%
Quarterly newsletter	28%	26%	11%	36%
Online appointment booking	25%	14%	53%	8%
Online prescription ordering	24%	10%	53%	14%
Text messaging service	66%	6%	19%	8%
Nurse telephone triage appointments	23%	37%	19%	21%
Extended opening hours	21%	16%	29%	35%
Booking routine appointments up to 4 weeks in advance	39%	17%	19%	25%

CARERS

We have done a lot of work on raising awareness of carers, and support services that are available to them, during the past year and we would love to have your comments on the subject.

Q2. Are you a carer?

Yes	22%
No	78%

Q3. Are you aware of the attendance of Carers Resource at the practice?

Yes	36%
No	64%

Q4. Do you have any suggestions of activities the practice could undertake to promote the support available for carers?

(SEE APPENDIX C)

Q5. 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	35%	29%	9%	11%	3%	13%
Access to the medical centre	61%	32%	3%	0%	1%	3%
Cleanliness of the surgery	72%	23%	3%	0%	3%	0%
Waiting area at the surgery	49%	43%	4%	1%	3%	0%

Q6. Did you know that the surgery is open...*Please put a tick in each row*

	Yes	No	Don't know
Before 8am?	56%	32%	12%
At lunchtime?	86%	8%	5%
After 6.30pm?	48%	39%	13%

*The extended hours are only available on certain days***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***Q7. Are you male or female?**

Male	31%
Female	69%

Q8. How old are you?

Under 18	4%	55 - 64	11%
18 - 24	9%	65 - 74	17%
25 - 34	11%	75 - 84	13%
35 - 44	21%	85 and over	1%
45 - 54	12%		

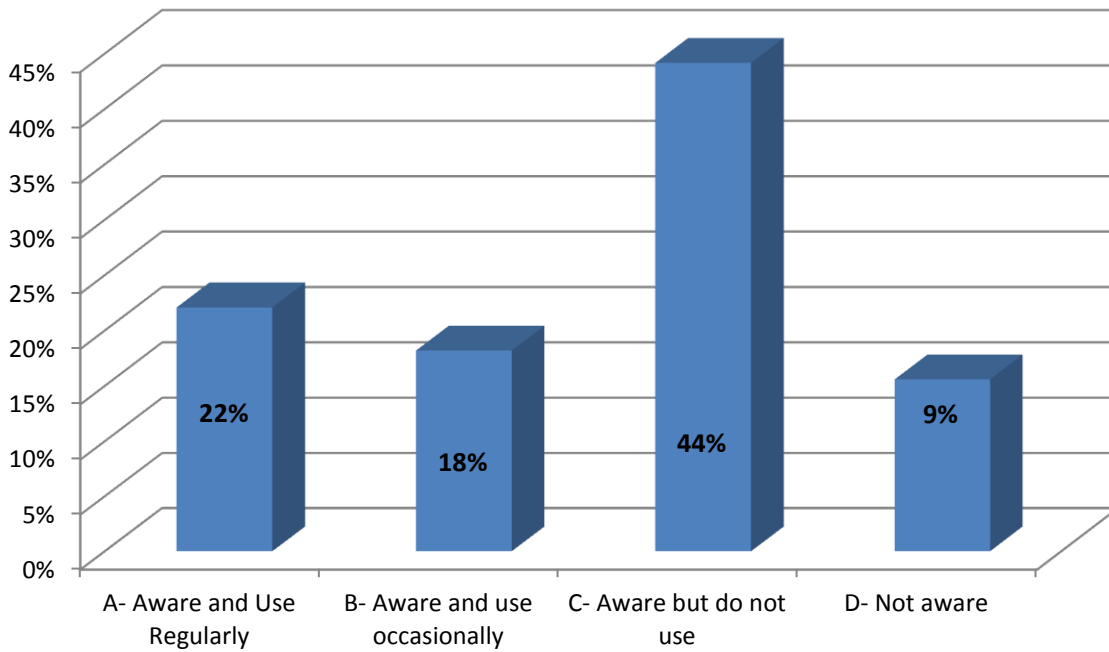
Q9. Would you recommend the Surgery to your family and friends?

Yes	89%
Might	7%
Not sure	1%
Probably not	0%
Definitely not	3%
Don't know	0%

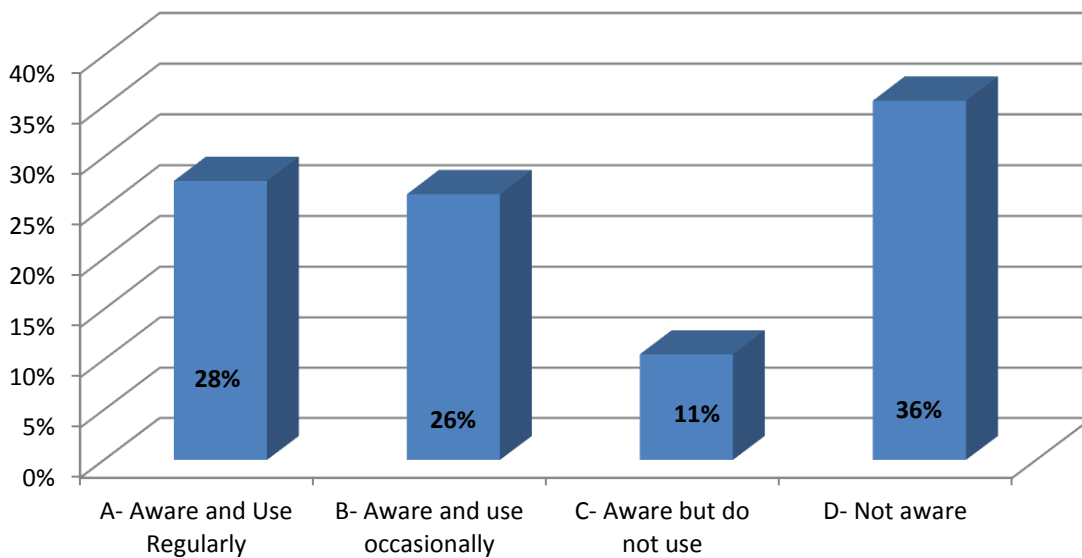
Q10. Do you have any other comments or suggestions that you would like to share with us? (SEE APPENDIX C)

Appendix B: Statistical Data from Patient Survey

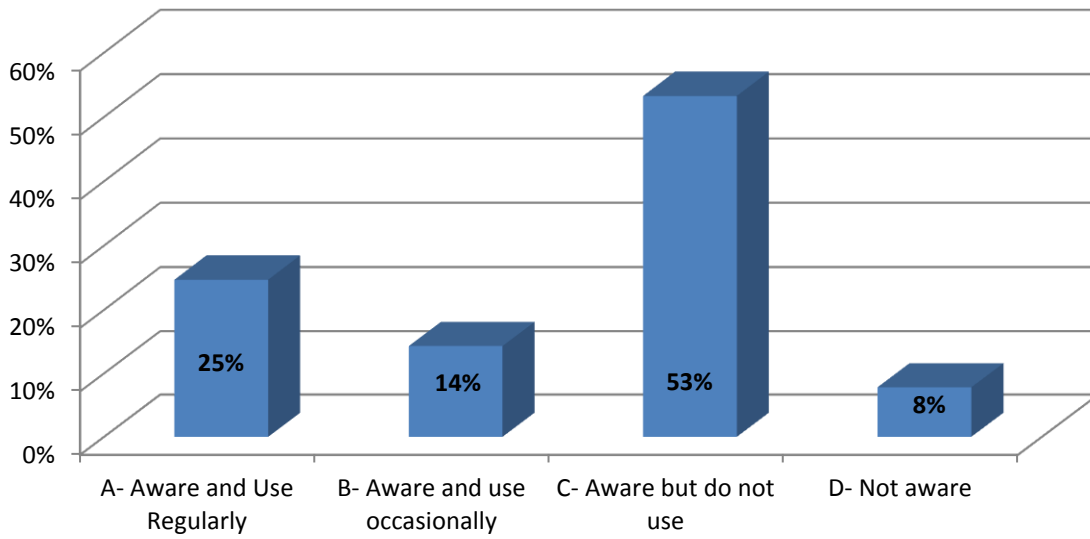
Q1A- Are you aware of the website?



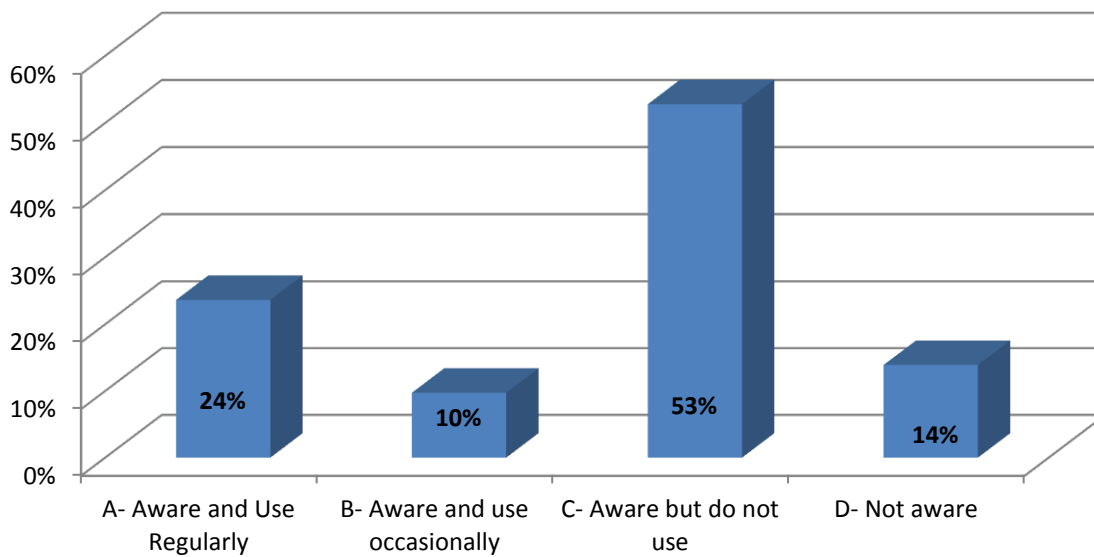
Q1B- Are you aware of the quarterly newsletter?



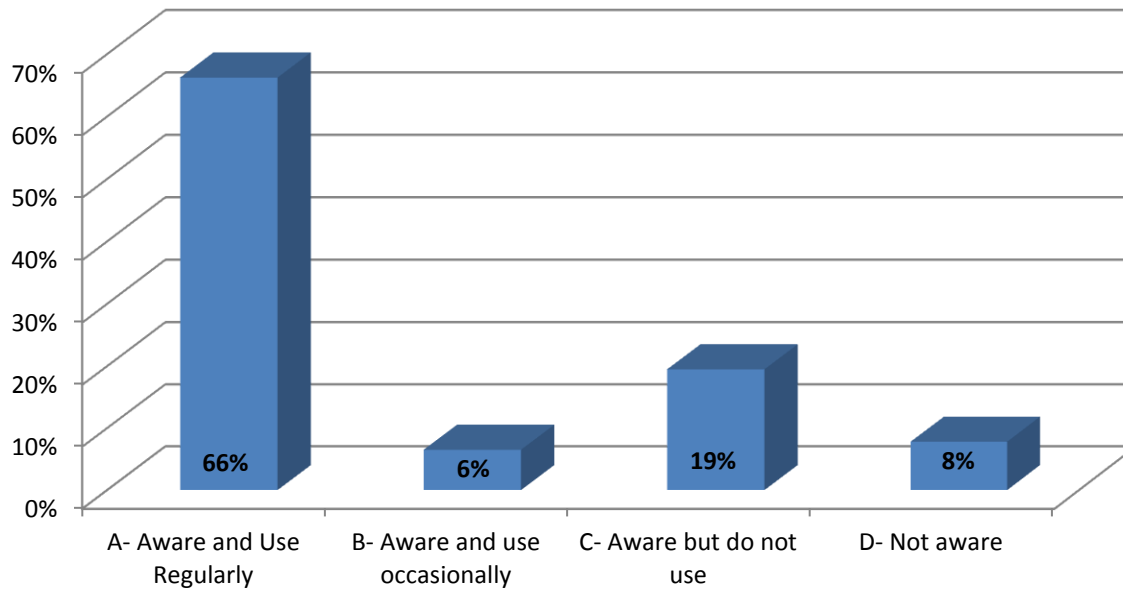
Q1C- Are you aware of the online appointment booking system?



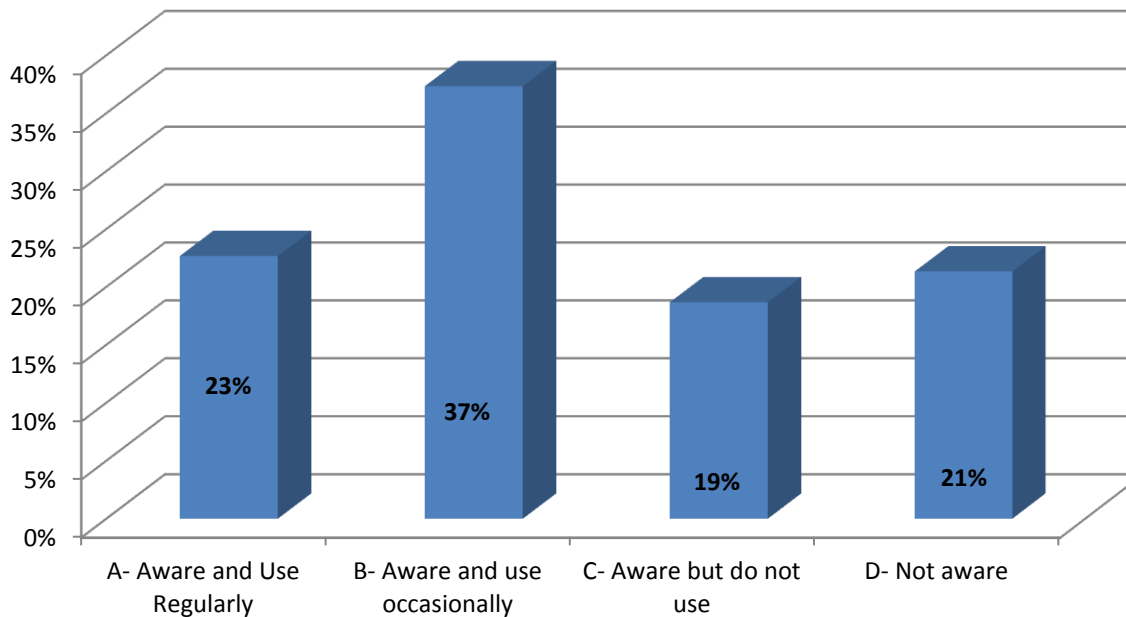
Q1D- Are you aware of online prescription ordering?



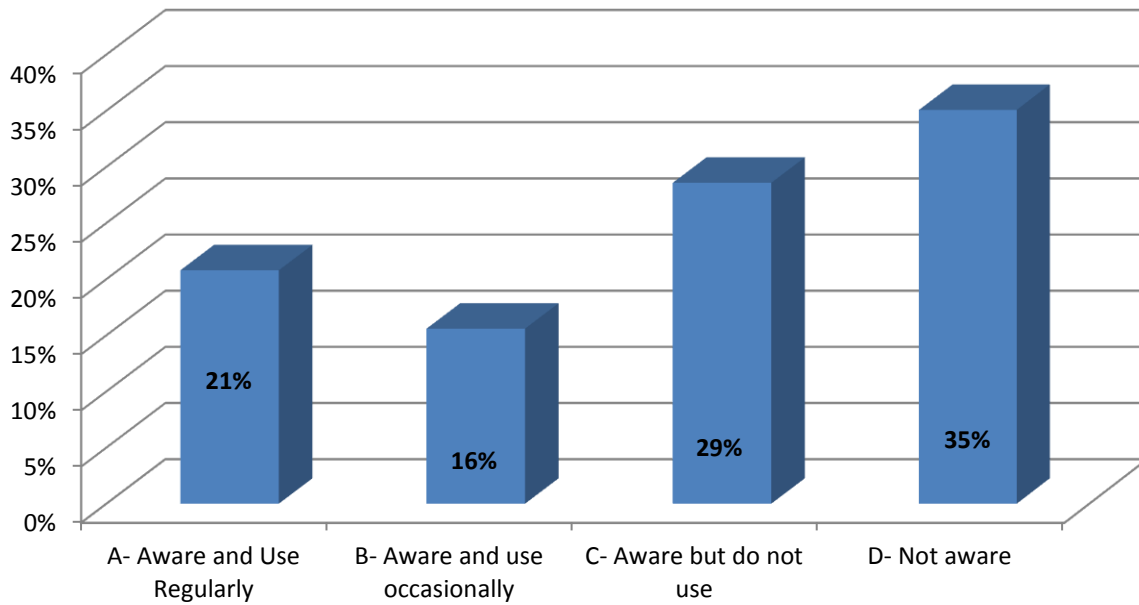
Q1E- Are you aware of the text messaging service?



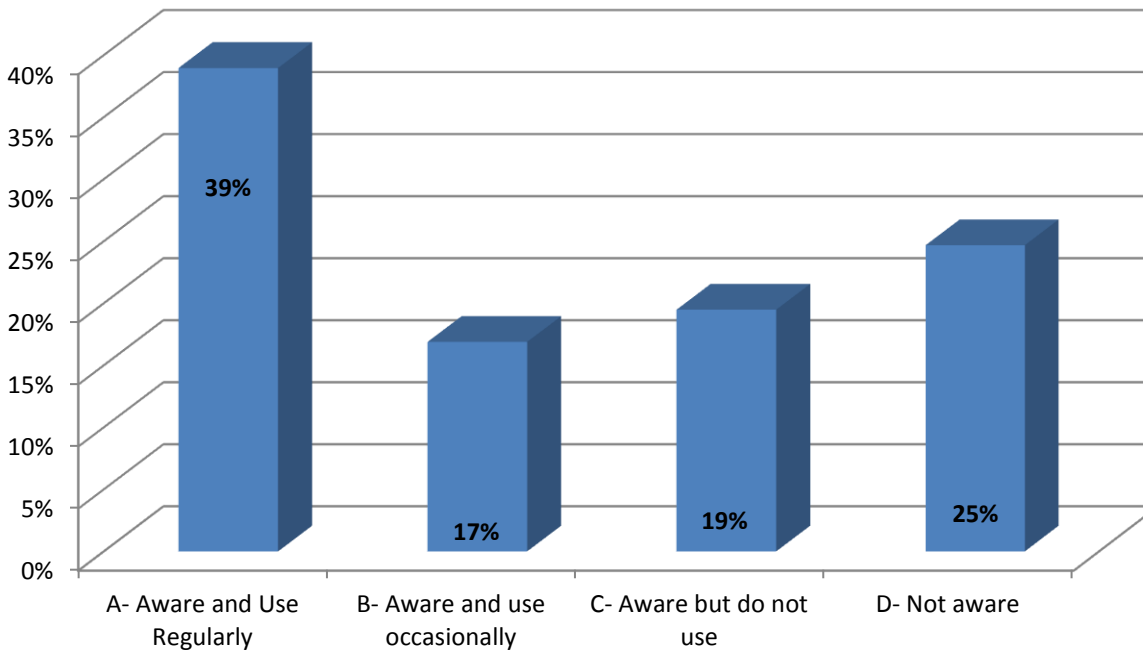
Q1F- Are you aware of the nurse telephone triage appointments?



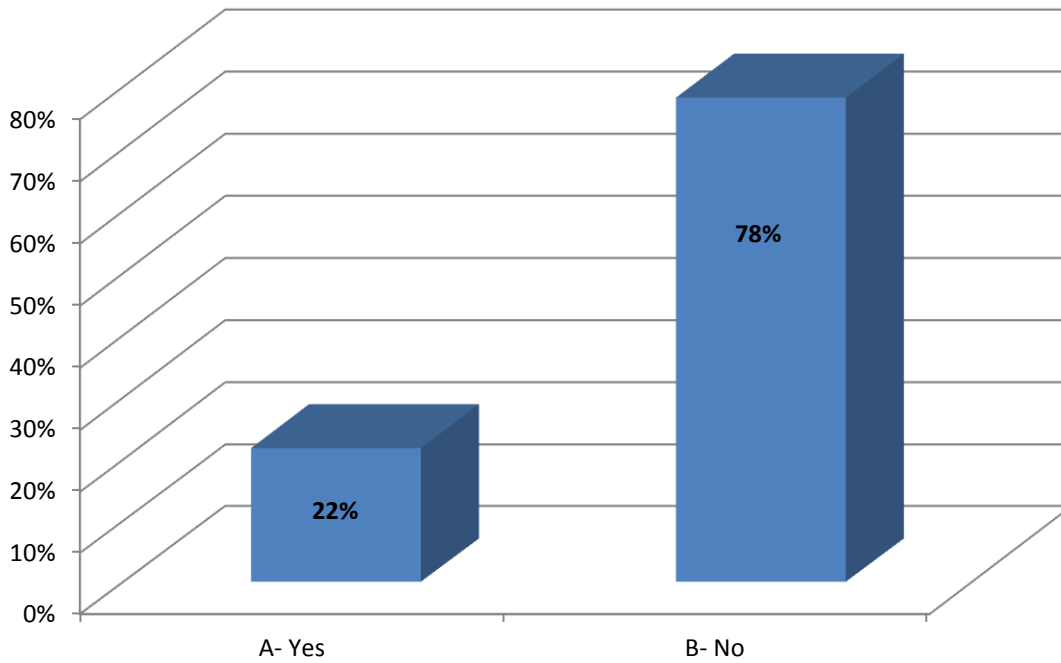
Q1G- Are you aware of our extended opening hours?



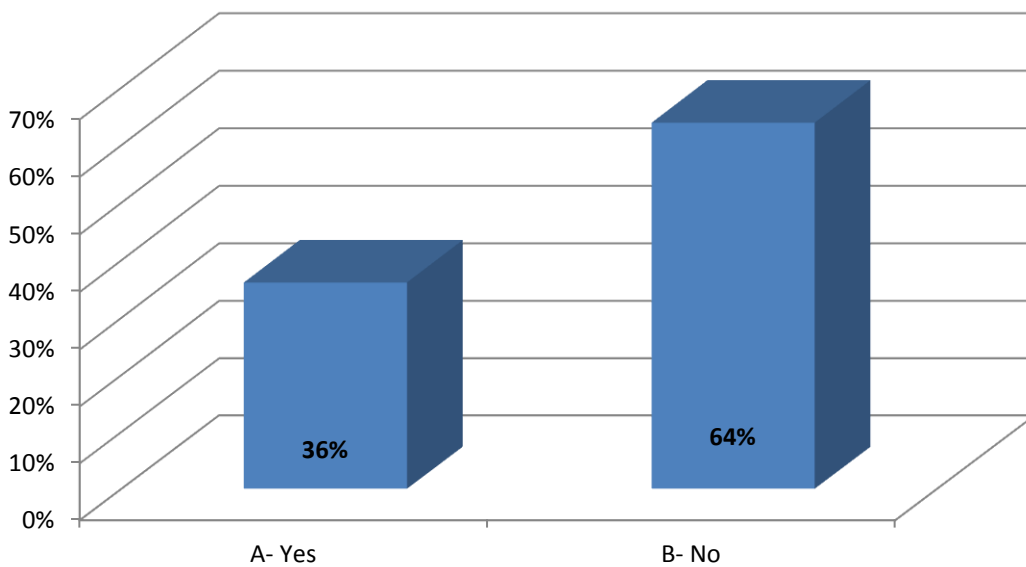
Q1H- Are you aware that you can book routine appointments up to 4 weeks in advance?



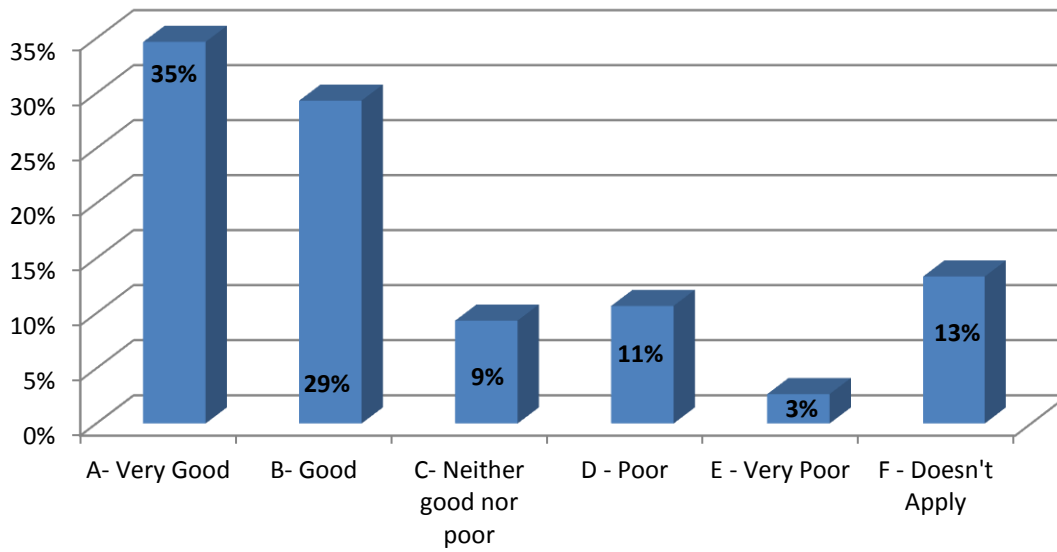
Q2- Are you a carer?



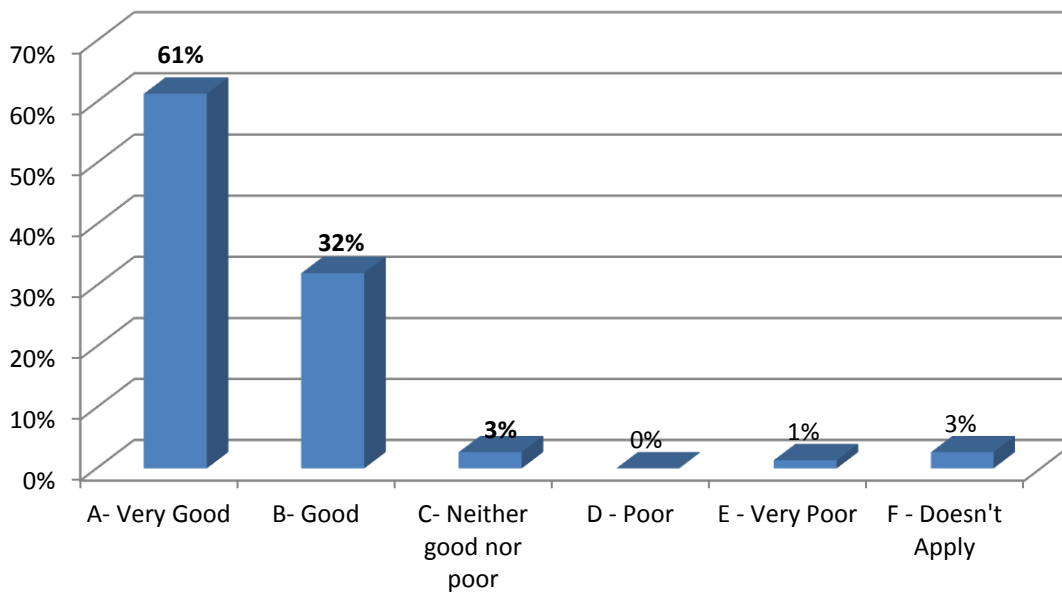
Q3- Are you aware of the attendance of Carers Resource at the practice?



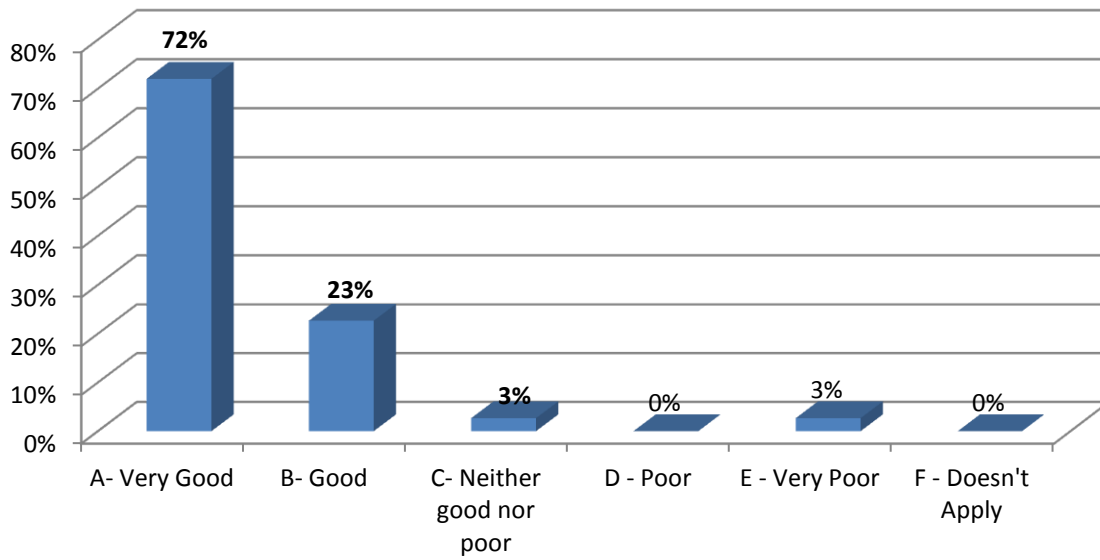
Q5A- How do you rate the parking at the surgery?



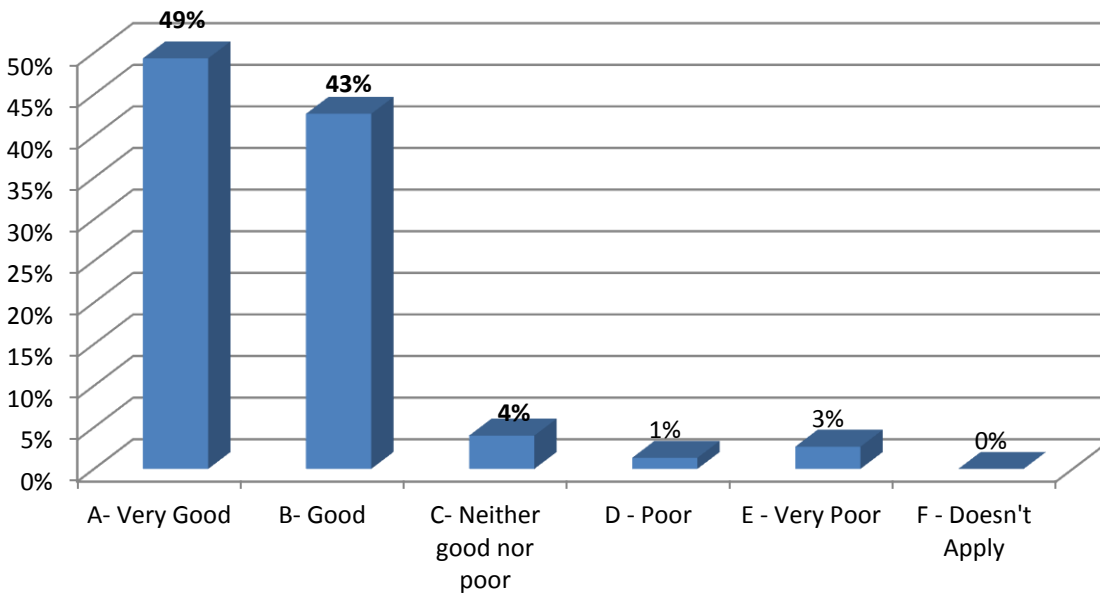
Q5B- How do you rate the access to the medical centre?



Q5C- How do you rate the cleanliness of the surgery?

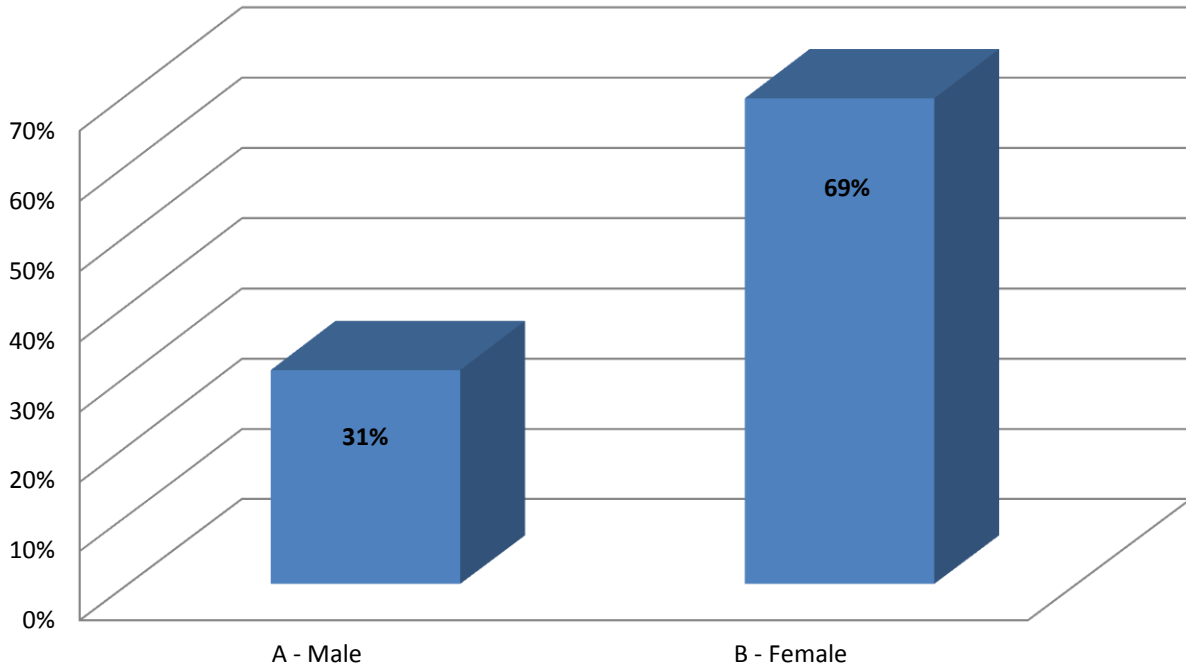


Q5D- How do you rate the waiting area at the surgery?

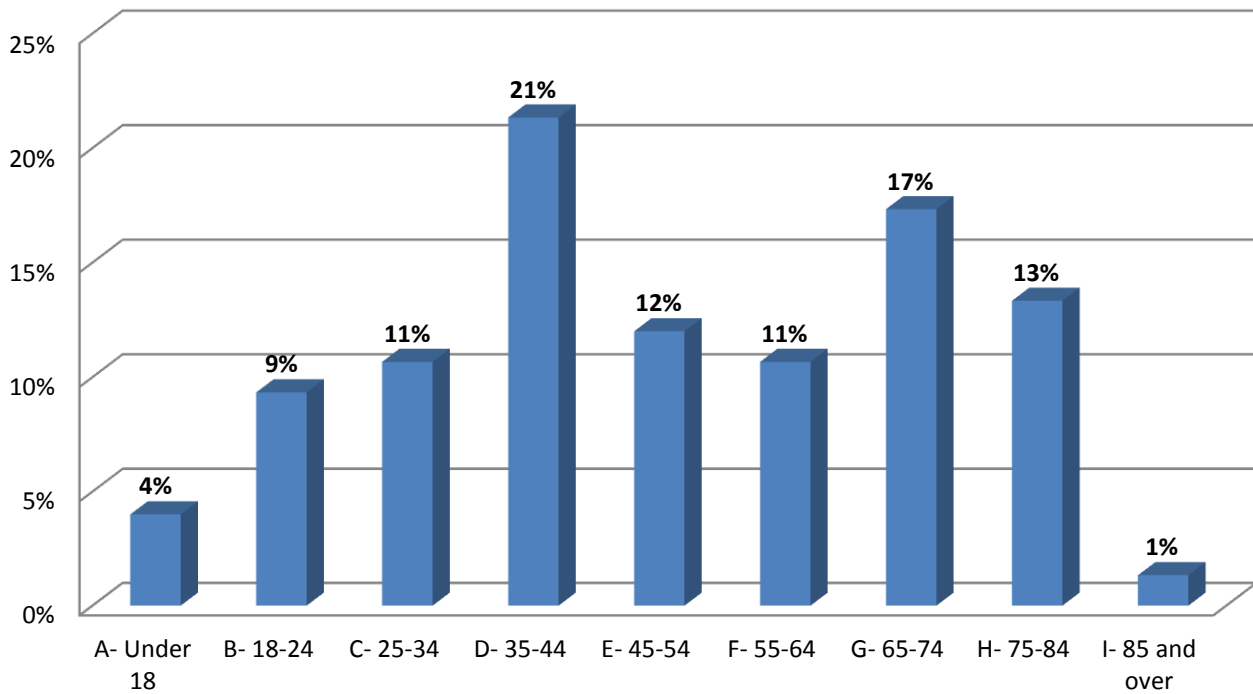


Patient Questionnaire demographics:

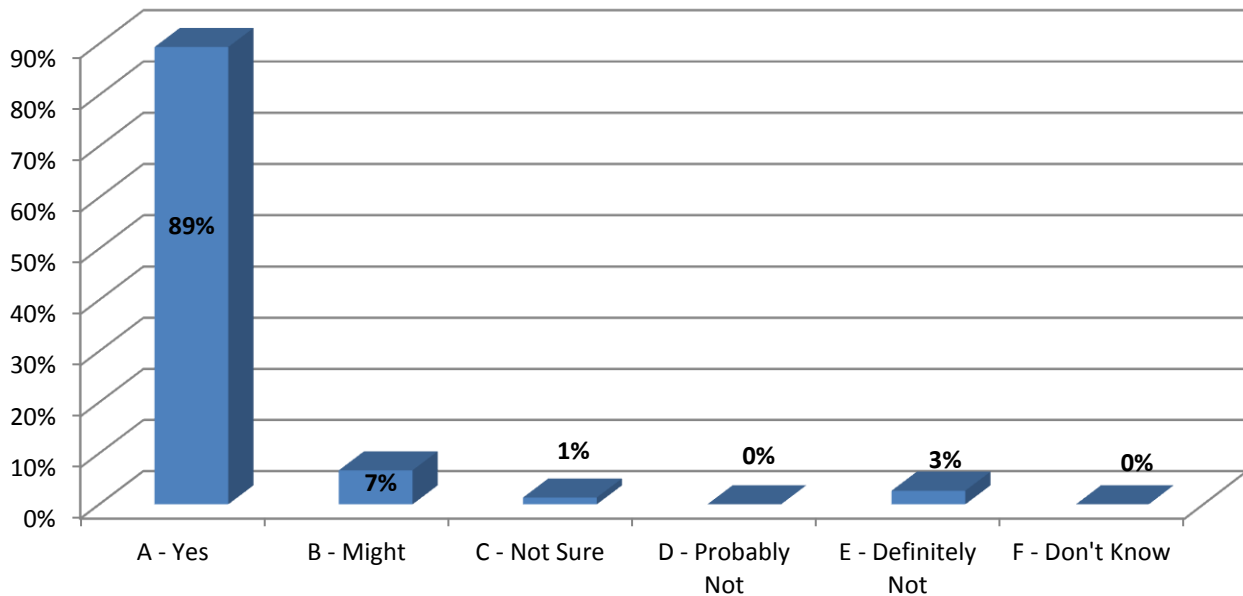
Q7- Are you male or female?



Q8- How old are you?



Q9- Would you recommend the practice to your family and friends?



Comparison of Question 1 (services we offer) from 2013 survey and the 2014 survey:

	Aware and use regularly		Aware and use occasionally		Aware but do not use		Not aware	
	2013	2014	2013	2014	2013	2014	2013	2014
Website	18%	22%	19%	18%	54%	44%	9%	16%
Quarterly newsletter	21%	28%	24%	26%	16%	11%	39%	36%
Online appointment booking	21%	25%	11%	14%	60%	53%	8%	8%
Online prescription ordering	21%	24%	7%	10%	58%	53%	15%	14%
Text messaging service	48%	66%	11%	6%	29%	19%	11%	8%
Nurse telephone triage appointments	13%	23%	28%	37%	25%	19%	34%	21%
Extended opening hours	13%	21%	19%	16%	31%	29%	37%	35%
Booking routine appointments up to 4 weeks in advance	-	39%	-	17%	-	19%	-	25%

Appendix C: Comments from Questionnaire

Q4 - Do you have any suggestions of activities the practice could undertake to promote the support available for carers?

- On the noticeboard, all of carers resource branches eg young carers, courses
- Posters\leaflets. Days out for carers
- Do we have relief for carers, visiting people at home – like the carers resource centre in Harrogate
- Leaflets left at table where people can read them
- Provide more information for support for carers
- W.O.W Walking Out Well, easy walks available run by Aged UK. Everyone 50+ very welcome
- Possibly having a coffee morning and promoting information and advice to carers. Carers been able to access leaflets, speak to other carers, carers resource staff and be made familiar with the websites to access
- Specific information sessions targeted at known carers
- No all brilliant!
- I haven't any
- Coffee morning
- A couple of hours a week for their time on their own
- Hold carer days
- To be aware of the stress that carers are under

Q10 – Do you have any other comments or suggestions that you would like to share with us?

- V. friendly staff – receptionists, nurses as well as doctors. Could do with new children's books but otherwise children's area very gratefully received
- Reminder text for pre-prescription could be helpful
- Coffee machine in foyer
- Thanks for your hard work
- Turn down the heating by a lot and save loads of money
- Receptionists can be quite obstructive and unhelpful – maybe a course in customer services
- All lovely, great staff!
- Could the waiting time to see the nurses be much shorter as sometimes you could be half an hour before you are seen or sometimes longer
- An excellent practice, reluctant to move to Leeds because I would have to leave this practice
- Dr Greenwood is an excellent GP and I have recommended her to friends
- You have brilliant doctors who I have a lot of faith in

- Only problem is transport other than car – buses infrequent
- Very lovely staff and doctors, always happy x
- I think you are a very good surgery
- Excellent practice
- Excellent practice
- I'm very happy with the service from receptionist and also telephone manner. Can't thank the doctors (enough) especially Dr Scott and the nurses for their kindness and understanding at all times. Thank you (patient left her name)
- The doctors and staff are great
- All of the reception staff here and all of the doctors are marvellous. They are all so helpful and do whatever they can to meet mine and both my children's needs. This is an excellent practice. I really appreciate all the staff here. (patient left her name)
- More reading material when waiting
- The children used to love the cartoons on the screen.....made it easier to wait
- Strawberry laces in the waiting room would be lovely ☺
- V. difficult to get appointment within reasonable time with Dr or nurse of one's choice
- Would be good to have out of hours (work) appointments
- Staff are very friendly
- This surgery is wonderful, friendly, professional, sympathetic and empathetic. I have no hesitation in ever recommending any of you
- I feel as though I am always seen when need to be, which is very good. Phone disposition of receptionists could be more positive
- Keep up the good work
- Coffee machine in the waiting room as there is always a long wait to be seen for your appointment
- Fantastic doctors and nurses. This is both mine and my husband's comment
- Very pleased with the service we receive as a family

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