**BARNT GREEN SURGERY**

**PATIENT PARTICIPATION REPORT 2013/2014**

INTRODUCTION

The patient reference group has been in existence for approximately 12 years. The original group of 11 patients met quarterly with a Doctor and the Practice Manager. In September 2011 it was decided to try and engage with a wider audience and the practice advertised for patients from all age groups to become virtual members of the group and communicate electronically. The virtual group now consists of 23 members.

PROFILE OF THE PATIENT REFERENCE GROUP

Male membership 4 Female membership 19

Age distribution

Ethnicity 100% White British

SURVEY OF PATIENT VIEWS

Methodology

At the beginning of October 2013 a draft survey was distributed to the virtual group for consultation on the questions/areas to be included. The survey distributed was similar to the one used in 2012/13 and after discussion it was agreed to omit the questions relating to preventative health screening, additional times patients would like the practice to be open and awareness that patients could request a telephone consultation. It was agreed to include a question on ease of access for disabled patients; treatment by receptionists and would patients recommend the practice to family and friends. Some of the other questions had slight wording changes.

The survey was distributed during October and November 2013 in two formats. Paper copies were distributed randomly to patients who attended surgery and an internet link to the online survey was sent via text message to those patients aged over 17 who have a mobile telephone number registered with us. This was 3844 patients, 57% of the practice population. Survey monkey was used to collate responses.

In order to obtain a representative sample it was felt we needed at least 25 returns per 1000 registered patients, therefore a minimum of 175 responses was required. 352 responses were received representing 5.3% of the practice population and an increase of 0.5% on the previous year.

Results

The results for each question are summarised below and the detailed results and a comparison with the previous year are available on the practice website or at the surgery. The previous year’s results if applicable are in brackets.

1. *In the past 12 months how many times have you seen a doctor at the surgery?*

59.9% are seeing the doctor 3 or more times a year. (56.8%)

1. *How do you rate the way you are treated by receptionists at the surgery?*

92.3% rated this as good or very good.

1. *How do you rate the hours that the practice is open for appointments?*

93.8% fair or above (93.8%) 74.1% good or very good (76.7%).

1. *How do you rate the ability to get through to the practice on the telephone?*

96.5% fair or above (97.2%) 79.9% good or very good. (84.1%)

1. *Appointment availability: How do you rate the time it takes for you to see a doctor?*

For routine appointments: 88.6% fair or above 60.7% good or very good

For urgent appointments: 95.6% fair or above (91.6%) 85.4% good or very good (72.4%)

1. *How do you rate the length of time you have to wait at the practice for your consultation to begin?*

96.8% fair or above 75.7% good or very good.

1. *How do you rate the care you receive from your usual doctor for the following?*

Listening: 99.4% fair or above 97.1% good or very good.

Involve you in decisions: 99.4% fair or above 94% good or very good.

Amount of time they spend: 99.1% fair or above 91.3% good or very good

Care and concern for you: 99.1% fair or above 93.9% good or very good

1. *If you have seen the practice nurse in the last 12 months, please rate the care you received from them?*

99.7% fair or above 94.4% good or very good.

1. *If you have a disability. How easy do you find it to access the surgery?*

78.4% good 17.6% fair 3.9% poor

*10. Please rate your overall satisfaction with the surgery.*

98.5% fair or above (97.5% ) 92.7% good or very good (89.1%)

*11. Do you have any further comments about your surgery?*

159 out of 352 respondents made a comment. 133 of those were positive and praised the practice. 105 concerned areas for improvement although some of the comments in this section (17) were also positive. The actual comments can be viewed on the practice website. There was wide variation in what people regarded as good and what requires improvement.

The main comments of praise were concerning the professionalism of all staff, their pleasant friendly and caring manner. The repeat prescription service, text messaging and online appointment booking system were also highlighted positively.

The comments for improvement were varied but the main area was concerning the practices opening hours, i.e. later evening and weekends appointments being available, although 94% of respondents rated this as fair or above.

*12. Would you recommend our practice to family and friends?*

97.7% YES 2.3% NO

Profile of respondents

Male 41.8% Female 58.2%

Age distribution of respondents

Age distribution of practice

Ethnicity of respondents

Conclusions

The results of the survey were distributed to the patient reference group for comments in December 2013.

Both the patient reference group and the practice are very pleased with the results as it would appear that the majority of patients feel that the overall service being provided by the practice is to a high standard.

Actions

From the survey the following points were highlighted as being possible areas for action as patients said:-

1. They wanted longer opening hours during the week
2. They wanted the surgery to be open at the weekend
3. Wait less time for appointments

Plan

In response we plan to:-

1. Increase the number of appointments available before 9.00a.m. and after 5.00p.m. with both the doctors and nurses.
2. Unfortunately at the current time resources are not available to enable us to open at the weekends for the small number of patients who would use the service. This is the case for many of the smaller practices and Redditch and Bromsgrove Clinical Commissioning Group is looking to improve out of hours access across the district.
3. Increase the number of doctor and nurse clinics to ease the waiting time for routine appointments.

To assist with points 1 and 2 we have extended phlebotomy hours at the surgery. Added an additional GP surgery and recruited a new nurse with extended skills who will be able to see patients who were previously looked after by the doctors thereby freeing up more GP appointments.

The above plan has been agreed with the Patient reference group. The responsibility for implementation will be the Practice Manager and Clinical staff.

Review

The above plan will be implemented over the next few months and reviewed on a regular basis by the Practice Manager in consultation with the practice team.

The action points from the 2012/2013 survey are listed below and have been implemented.

1. Opening hours and the possibility of additional appointments outside normal working hours.

The surgery has just recruited a new Doctor who will join the practice in August 2013, at this time we will be able to offer one additional surgery per week to help with the availability of appointments.

The plan is for this doctor to become a partner in 2014 which will give the team greater flexibility at which time there will be a review of opening hours.

1. Organisation of reception staff as the front desk is very busy and it was felt that the telephone took priority over face to face visitors.

During the year the staffing levels and skill mix at the surgery have been reviewed. Some roles have been amalgamated to provide more cover on the front desk.

1. Attitude of reception staff.

This has been raised along with the positive comments with the reception team and all reception staff has undergone customer care training which will be updated on a regular basis.

Access to Services

Information on all services and individual Doctors and Nurses availability is on the practice website

[www.barntgreen.gpsurgery.net](http://www.barntgreen.gpsurgery.net)

The opening hours of the surgery are as follows:-

Monday – Friday 8.00a.m. – 6.30p.m. Call 0121 445 1704

There is also an email link on the site which can be used as an alternative means of contacting the surgery.