**BARNT GREEN SURGEY**

**PATIENT PARTICIPATION REPORT**

**2012/2013**

INTRODUCTION

The patient reference group has been in existence for approximately 11 years. The group of 11 patients has met quarterly with a Doctor and the Practice Manager to discuss initiatives that the practice was undertaking and enabled the practice to gain feedback about services. 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.

Prospective patients were targeted in a number of ways either face to face, messages on prescriptions, advertisement in the practice newsletter, email and text message. The virtual group now consists of 25 members.

At the last meeting of the actual group in January 2012 it was agreed that we would still hold one face to face meeting a year to discuss the patient survey and agree an action plan from points raised. However, for the meeting planned for the spring of 2013 there was very limited support and it was decided to cancel and communicate electronically.

PROFILE OF THE PATEINT REFERENCE GROUP

Male membership 4

Female membership 21

Age distribution

Ethnicity 100% White British

SURVEY OF PATIENT VIEWS

Methodology

During July a draft survey was distributed to the virtual group for discussion and ideas sought on which issues were a priority to be included. This survey distributed was based on that used in 2011/12 but after discussion it was agreed to omit the questions relating to locums and hospital consultants as this did not generate any meaningful information that the practice could act upon.

The survey was distributed during September and October 2012 in two formats either paper or online, using survey monkey. 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 16 - 84 who have a mobile telephone number registered with us. (3172 patients, 47% of the practice population)

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. 315 responses were received representing 4.7% of the practice population and an increase of 1% 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.

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

56.8% of those responding are seeing the doctor 3 or more times a year

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

79% of those responding are seeing the nurse 1-2 times a year

1. *How do you rate the availability of appointments at the surgery?*

72% of patients rated this as good or very good. 6.5% rated it as poor or very poor

1. *How do you rate the availability of your preferred doctor at the practice?*

89.6% fair or above. 69.9% good or very good

1. *If you have needed an emergency appointment, i.e. on the day. How do you rate the ease of getting that appointment?*

91.6% fair or above 72.4% good or very good

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

97.2% fair or above 84.1% good or very good

1. *How do you rate the availability of preventative health screening at the practice?*

94.3% fair or above 74.4% good or very good

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

93.8% fair or above 76.7% good or very good

*9. What additional times would you like the practice to be open if any?*

115 respondents made a comment about wanting different opening hours to those we

currently offer.

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

97.5% fair or above 89.1% good or very good

*11. Are you aware that you are able to request a telephone consultation with either a*

*Doctor or a nurse?*

Just under half of those who responded we unaware of this

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

159 out of 315 respondents made a comment. 137 of those were positive and praised the practice. 74 concerned areas for improvement although some of the comments in this section were also positive. The actual comments can be viewed on the practice website. There was wide variation in what people regarded as good and that requiring improvement.

The main comments of praise were concerning the professionalism of all staff, being pleasant friendly, caring and helpful.

The comments for improvement were varied. Appointment availability at convenient times and staff attitude were raised. Staff attitude was also highly praised as mentioned above.

Profile of respondents

Male 39.4% Female 60.6%

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 November 2012.

It was agreed that the results were encouraging and it would appear that the majority of patients feel that the service being provided overall by the practice is to a high standard.

Actions

The following points were highlighted as being possible areas for action:-

1. Opening hours and the possibility of additional appointments outside normal working hours.
2. 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.
3. Attitude of reception staff.

Plan

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, 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 which will hopefully lead to greater access.

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 coming year the staffing levels and skill mix at the surgery is being reviewed. It is envisaged that some roles maybe able to be amalgamated, due to changing work patterns, 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 in the last twelve months.

Review

The above plan will be implemented over the next 12 to 18 months and reviewed on a regular basis and feedback provided to the reference group.

The action points from last year, listed below, have been implemented.

1. Confidentiality in reception – certain tasks have been removed from the reception desk although there is always be some occasions when conversations are overheard due to the layout of the building which we are unable to alter without major building work.
2. Availability of appointments – more telephone consultations have been carried out to offer more convenience to patients but work on meeting patient demands is ongoing.
3. Telephone access to the Doctors and Nurses – this has increased but from this year’s survey some patients are still unaware that this can be an alternative to a face to face consultation, although it is advertised on the website and in the practice leaflet.

Access to Services

The opening hours of the surgery are as follows:-

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

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

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

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