



# WHYBURN

## MEDICAL PRACTICE

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## Patient Participation Group Report 2013

The purpose of this report is to provide our patients with the results from the recent Patient Participation Group Survey, give an insight into our practice and how we use these results.

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## **Practice Population**

Whyburn Medical Practice population varies slightly in numbers but is usually steady at around 11,000 patients covering a geographical area of Linby, Papplewick and Hucknall.

At the time of our survey our practice population stood as follows:-

Patient Numbers:	Male	5537
	Female	5581

Age Groups:	Under 16	2197
	17-25	1225
	26-35	1377
	36-45	1562
	46-55	1615
	56-65	1306
	66+	1836

Ethnicity:	British Mixed	7439
	English	34
	Scottish	3
	Caribbean	55
	African	21
	Chinese	12
	Mixed Black	9
	Indian British	34
	Other	3511

## **Patient Participation Group**

There are six members of the PPG. They are all White British. Five are female. One is male. All members are aged 66+.

Our PPG was formed following written invitations to all practice patients asking them if they would like to be involved.

Our practice waiting area has a dedicated notice board which is regularly visited and updated by the PPG, invitations to join the PPG are always on display in this area.

In addition to the notice board the PPG also create quarterly update leaflets (following their quarterly meetings) which are available in the waiting rooms.

In comparison with our practice population our PPG group ratios do not match and show a trend toward the elder female patients. As the PPG is only a small representation of the practice population we have recently expanded to a virtual group with an aim of getting more patient involvement from a wider demographic.

## **Our Practice & PPG Priorities**

Our PPG hold meetings on a quarterly basis in the practice and are attended by the Business Manager and one PPG linked GP. At various intervals members from other organizations may attend. These include representation from The Nottingham North East Clinical Commissioning Group.

Both the PPG and the practice feel these meetings are of great benefit as it provides a central communication channel for both the practice and patient representatives. The meetings agendas are created by the PPG and contain issues that have arose over the previous quarter. Minutes from the previous meeting are also read and action points are ratified.

Minutes from these meetings are available on our dedicated notice board and are distributed via email to our virtual members.

In addition we have a suggestion box in the reception and the suggestions contained are regularly audited by the PPG. Many of the suggestions form part of the agenda for the next quarter's meetings.

In order to facilitate the latest questionnaire the PPG were asked for their input as to which areas they thought this year's survey should focus on.

It was felt that as we had made many changes to the practice in respect of our appointment availability and booking and also the reception and waiting room areas that feedback on the changes would be appropriate.

As we have a tiered release system for our appointments it was felt by the practice doctors that our patients were taking 'urgent' appointment slots when not really necessary. It was therefore also decided that the survey should also included questions on how long ago the appointment was booked and whether routine or urgent. It was also felt that finding out how long our patients thought was reasonable to wait for a non urgent appointment would be of great benefit to help reception better plan and manage the appointment system further.

The survey was conducted over a 7 day period in the practice week commencing 18<sup>th</sup> February 2013.

Patients were asked if they would take part in a survey and given a survey form to complete, once completed the forms were passed back to reception.

## Survey Questions

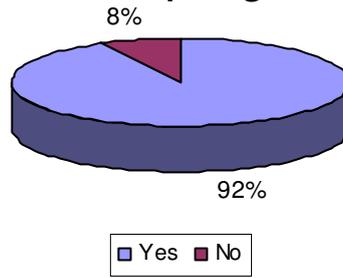
- 1 Are you satisfied with the opening times of the surgery?
  - a. Yes
  - b. No
  
- 2 How easy is it to get an appointment at the time you want?
  - a. Very Easy
  - b. Not Very Easy
  
- 3 How easy is it to get an appointment with the GP you want to see?
  - a. Very easy
  - b. Not Very Easy
  
- 4 How important is it that you see a specific GP when coming to the practice?
  - a. Important
  - b. Not Important
  
- 5 How did you book your appointment today?
  - a. Telephone
  - b. Online
  - c. Via Reception
  
- 6 Did you find the method used satisfactory to your requirements?
  - a. Yes
  - b. No
  
- 7 Was your appointment today:-
  - a. An urgent appointment booked within the past 24 hours?
  - b. A non-urgent appointment booked within the past 24 hours?
  - c. A routine appointment booked within the past two weeks?
  - d. A routine appointment booked within the past four weeks?
  
- 8 How long do you think it is appropriate to wait to see a doctor for a non urgent issue?
  - a. 1 day
  - b. 3 days
  - c. 1 week
  - d. 2 weeks
  - e. 1 month

- 9 When the practice is closed are you aware of what to do if you feel you need to see a doctor in an emergency?
- Yes
  - No
- 10 How helpful do you find the receptionists at the surgery?
- Very helpful
  - Helpful
  - Not helpful
  - Very unhelpful
- 11 How would you rate this surgery
- Very good
  - Good
  - Average
  - Poor
  - Very poor
- 12 Would you recommend this surgery to another family member or friend?
- Yes
  - No

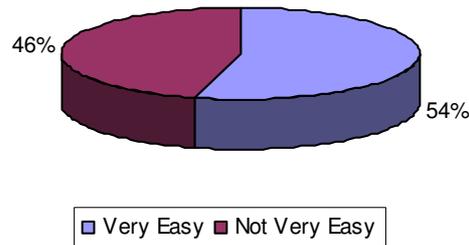
The Business Manager collated the information contained within the survey results by counting the responses contained within and recording them on a spreadsheet. This information was then turned into percentages and the following graphs were produced by the Business Manager Practice Manager.

## Survey Results

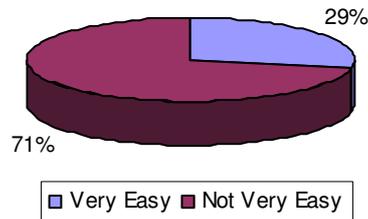
Are you satisfied with the opening times of the surgery?



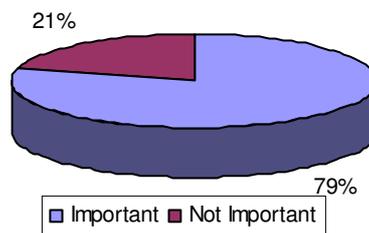
How easy is it to get an appointment at the time you want?



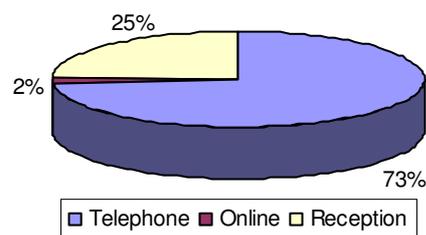
How easy is it to get an appointment with the GP you want to see?



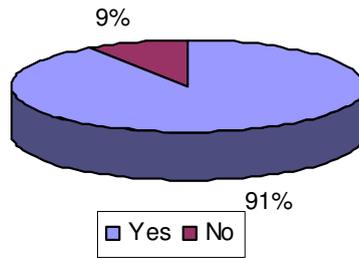
How important is it that you see a specific GP when coming to the practice?



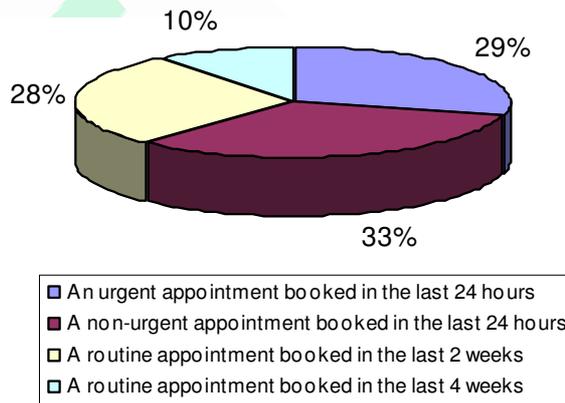
How did you book your appointment today?



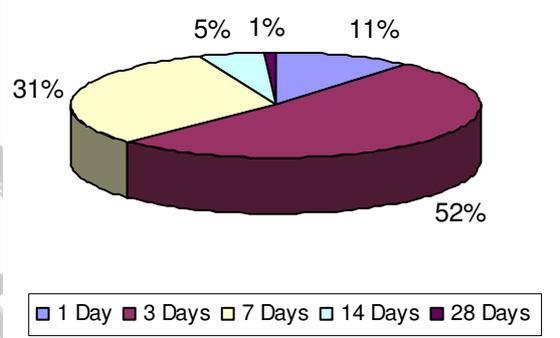
**Did you find the method used satisfactory to your requirements?**



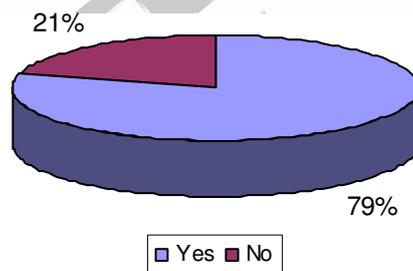
**Was your appointment today:-**



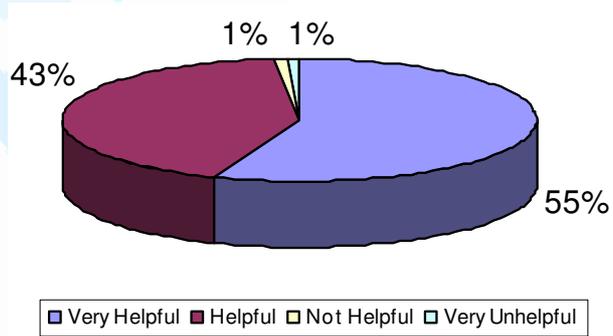
**How long do you think it is appropriate to wait to see a doctor for a non urgent issue?**



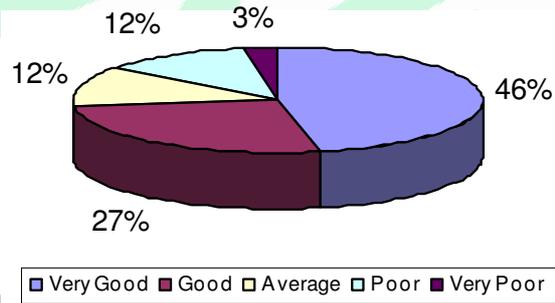
**When the practice is closed are you aware of what to do if you feel you need to see a doctor in an emergency?**



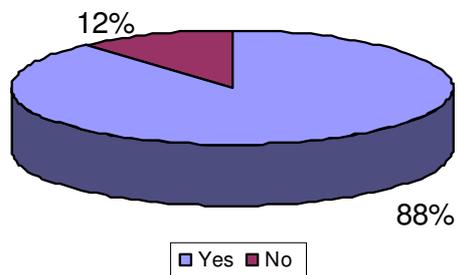
**How helpful do you find the receptionists at the surgery?**



**How would you rate this surgery?**



**Would you recommend this surgery to another family member or friend?**



## Patient Comments

In addition to the survey questions our patients were also asked to make any comments they felt relevant to the practice on the back of the survey sheet. The following is a representation of the comments made:-

Well done to everyone for your caring.

The only problem I have with this surgery is getting to see the same doctor.

Everyone is always very pleasant when I attend.

The chances of seeing a doctor of my choice are non-existent.

Depending on the nature of the illness it is better to see the same doctor for an ongoing condition rather than having to explain to another GP.

Very good at getting a quick appointment when needed.

Always find everyone helpful and caring.

Keep up the good work.

Great service.

Lovely staff.

Do not cater for people who work. Late appointments are needed for workers.

Overall very good, far better than it was. The doctors listen now and have been helpful.

On my last appointment I had to wait for over an hour.

Difficult to get through to the surgery at 8.00am if an urgent appointment is needed, other than that I have always been very happy with the staff and the doctors at the surgery as they do all they can for you.

I think the staff and doctors here are wonderful and do an amazing job.

I always find the staff helpful and pleasant to deal with. On a few occasions they go the extra mile to help with a prescription or an appointment.

I have used the surgery for many years and find the staff to be friendly and willing to help out at all times.

I had to drive around for 15 minutes before I could find a parking space. The parking is awful.

Most if not all receptionists are nice, also nurses are very nice and helpful.

Staff are helpful.

The appointment system where you phoned before 10am and got an appointment was wonderful. Now I always phone at 8.00am and can sometimes be on the phone for 20 minutes before getting through because it is engaged. Then when I do get through all the appointments have gone.

I find the receptionists have been very helpful each time I have visited.

The appointment system is rather vague and seeing the doctor of your choice is difficult.

I have been with this practice since 1942!

## **Action Plan**

### **Focus A**

This year is based around educating our patients that not all issues are urgent and require an on the day appointment. Our knowledge from our reception team tells us that our patients will call at 8.00am to book an appointment for that day – irrespective of whether it is urgent or not. The survey results clearly show that 33% of our appointments are non urgent yet are seen on the same day. Getting our patients to understand the effect of using all the on the day appointments will be a target for 2013/14.

To help us achieve Focus A we have now slightly amended our booking system and also have a script to use when booking appointments over the telephone which will hopefully help our patients understand. A new notice board is also being created detailing our appointment numbers and how we manage them

### **Focus B**

We are going to try to get patients to see a regular GP. With a practice that has part-time doctors it can be difficult to organise. We do however recognise from the survey that our patients are unhappy with this situation.

To help us achieve Focus B our reception team will now establish who the patients have been seeing previously through looking at the patient records at the time of booking appointments. GP's who work part time are using a buddy system for the days they do not work. We are hoping that this will give our patient's better continuity.

### **Focus C**

Will be to try and get our patients more familiar with the benefits of using our on-line services.

To help us achieve Focus C our reception team are promoting the use of the on-line facilities for appointment booking and prescription ordering. They are now offering this service as soon as a new patient registers and as soon as a new birth is registered too. If patients feel uneasy using the online system our reception staff will be inviting them into reception where they can give a short tutorial on how the system works.

**Publications Of Actions**

This report is to be publicised on our web site, emailed to the PPG members and displayed on the PPG dedicated notice board in reception.

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## **Opening Hours**

The practice opening hours are Monday to Friday 8.00am to 6.30pm during which time reception is manned.

Patients can access our services throughout the core hours by making an appointment to see a doctor, nurse or Health Care Assistant.

Appointments can be made via telephone, on our online booking system or in person at reception.

At present we do not offer extended hours.

Patients calling the practice out of hours are advised to replace the handset and redial 111.