

# **CHURCHDOWN SURGERY**

## **PATIENT PARTICIPATION REPORT 2012 / 2013**

### **INTRODUCTION**

The purpose of the Churchdown patient participation group is to ensure that our patients feel involved in the decisions about the range and quality of services provided. The practice formed its patient participation group (PPG) towards the end of December 2011, with the meetings commencing on a monthly basis, with the exception of the summer holiday from January 2012.

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### **GROUP REPRESENTATION**

The group has unfortunately decreased to 6 over the last few months due to moving away from the practice and their own personal commitments resulting in 4 men and 2 ladies of the following age groups: -

0 – 54	0
55 – 64	2
65 – 74	2
75 +	2

The practice acknowledges that the group is not wholly representative of the practice population in both age and ethnic demographics and is actively trying to recruit new members. The practice has posters in the surgery waiting room, promotion of the group on the practice website and members of the patient participation group regularly publicise through friends and family the need for new members promoting local awareness.

The group have approached the two large comprehensive schools in Churchdown to engage with sixth form pupils. This started well with two young ladies attending, however they did not attend again and further discussions have been unfruitful.

Recently 2 new patients have expressed an interest but yet to attend a meeting. In April the PPG have organised a healthcare awareness event, where at, the PPG will be represented and endeavour to recruit new members, this event called 'Knowing Your Body' in association with the Cheltenham Cobalt Unit.

### **PATIENT SATISFACTION SURVEY**

The practice undertook a second patient satisfaction survey through the months of November and December 2012 using the Improving Practice Questionnaire compiled by CFEP surveys. Any patient attending the practice, whether be for a prescription, query or appointment was asked to complete a questionnaire. For our population of 13593 patients, 355 were returned completed out of the 450 distributed equating to 2.6% of the practice population.

The results, collated by CFEP and presented in report form, were received in February 2013 and disseminated to the members of the practice team and the PPG prior to the meeting held on March 6<sup>th</sup> 2013, where the results of this survey were fully discussed with the current 5 members of the group. Present at this meeting from the practice were, Trudy Morris – Practice Manager, Julie Pitt – Lead Receptionist and Dr. T. Macmorland – GP Partner. The full analysis and results of the questionnaire can be viewed at the practice's website: [www.churchdownsurgery.co.uk](http://www.churchdownsurgery.co.uk)

The actions from the outcome of the first survey were reviewed and agreed as actioned.

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As a result of the discussions, the priorities identified by the patient participation group were telephone access and the comfort of the waiting room.

The practice felt in addition to the above that the waiting times are a priority as the other area of concern expressed in the comments by patients, the appointment system, which has been changed from January 2013. The practice has moved away from the advanced access system and now has 50% of its appointments with the GPs bookable in advance, with the remainder being available for booking on the day. This will hopefully improve the continuity of patient care and more choice with an Advanced Nurse Practitioner, Marie, who commenced in February 2013, and a new full-time Partner, Dr. Jonathan Dixon, who commenced in January 2013.

Disappointment was expressed regarding the feedback regarding the comfort of the waiting room as the practice has invested in a new waiting area had been created upstairs, which was accommodated by relocating the secretarial and administration teams to another office out of the practice. Both waiting rooms had been painted, with children's books, magazines and a children's play frame introduced.

The 0844 practice telephone number was discussed, as the practice had introduced a 01452 number and gives patients an engaged number when busy. The contract with the telephone provider is due to cease in the autumn and the practice will look to obtain quotes from system suppliers with the involvement of the patient participation group.

The practice acknowledges that waiting times have been an on-going issue for both patients and the practice. However members of the patient participation group expressed their appreciation to the GPs, who give the time for patients, including themselves, when needed.

The practice continues to work closely with Brackleys, its developers, and NHS Gloucestershire to secure a new site for new and modern purpose built surgery. Out of the 57 remarks expressed by patients, 29 could be answered with a new surgery. The patient participation group have been meeting regularly with Brackleys to offer their support and assistance in promoting the need and importance for a new surgery to ensure the continuation of medical care to its patients.

As a result of this discussion an action plan for improvement was agreed, as per Appendix B.

### **Practice Opening Hours**

As a result of the patient satisfaction survey, the opening hours for the surgery have not altered.

The practice opening hours are: -

Monday – Thursday 8am – 6.30pm

Friday 8am – 1pm 2 – 6pm

Patients can book appointments by contacting reception or via our on-line booking system.

Additionally the practice offers an extended hours GP appointment system for patients who are unable to attend during working hours: -

Monday 6.30 – 8pm

Friday 7.20 – 8am

Saturday The second Saturday of the month: 8 – 11am

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The practice phone lines are closed Monday – Friday 1 – 2pm

The practice is closed on a Friday 1 – 2pm

This report will be published on our website at [www.churchdownsurgery.co.uk](http://www.churchdownsurgery.co.uk) and in our spring patient newsletter, which will be circulated in the surgery.

Churchdown Surgery would like to thank the members of the patient participation group, their patients and members of the practice team for their support to the practice.

Mrs. Trudy Morris  
8<sup>th</sup> March 2013

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Appendix A

### THE PATIENT FEEDBACK FROM THE SURGERY

	Question	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
1.	Opening hours satisfaction	0	26	119	143	62	5
2.	Telephone access	25	67	121	101	39	2
3.	Appointment satisfaction	5	19	109	146	74	2
4.	See practitioner within 48 hours	4	21	71	96	158	5
5.	See practitioner of choice	7	46	96	130	68	8
6.	Speak to a practitioner on the phone	9	19	120	104	52	51
7.	Comfort of the waiting room	12	98	139	78	22	6
8.	Waiting time	14	97	140	66	22	17
9.	Satisfaction with visit	0	7	56	142	147	3
10.	Warmth of greeting	4	5	52	131	163	0
11.	Ability to listen	0	4	44	129	175	3
12.	Explanations	0	6	60	139	142	8
13.	Reassurance	0	9	55	143	143	5
14.	Confidence in ability	1	5	44	120	179	6
15.	Express concerns/fears	0	10	50	144	146	5
16.	Respect shown	1	2	44	125	181	2
17.	Time for visit	0	15	61	135	140	4
18.	Consideration	1	4	66	128	137	19
19.	Concern for patient	0	10	54	125	148	18
20.	Self care	0	9	62	141	124	19
21.	Recommendation	0	9	47	120	163	16
22.	Reception staff	1	10	74	144	118	8
23.	Respect for privacy/confidentiality	0	16	86	131	112	10
24.	Information of services	1	28	95	120	92	19
25.	Complaints/compliments	3	29	126	94	51	52
26.	Illness prevention	2	29	118	114	62	30
27.	Reminder systems	3	31	119	100	67	35
28.	Second opinion/comp medicine	1	17	108	93	42	94

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Appendix B

2013 Patient Satisfaction Survey Action Plan

Priority for Action	Proposed Changes	Who needs to be Involved?	What is an achievable time frame?
Telephone access	<ul style="list-style-type: none"><li>• Investigate and gain options from other providers.</li><li>• Involve the PPG in discussions and the decision of our telephone providers.</li></ul>	Trudy, the Partners and patients	
Comfort of the waiting room	<ul style="list-style-type: none"><li>• Tidy up the notice boards.</li><li>• Endeavour to keep the waiting rooms tidy.</li></ul>	Trudy / Reception	
Waiting times	<ul style="list-style-type: none"><li>• To ensure patients are informed when Practitioners are running late.</li><li>• Regularly review waiting times.</li></ul>	Reception Reception / GPs	