

The Stag and Rose Court Surgeries Patient Participation Group (PPG)

Report on the third GP Assessment Questionnaire Survey

The Patient Participation Group (PPG) was launched at the end of 2011 following a search for patient volunteers who were willing and able to devote a little time each month to the work of the Group. This is the third GP Practice Assessment Questionnaire the PPG have carried out. The PPG represent all patients at both Stag Medical Centre and Rose Court surgery.

PPG member's profile

We represent all patients at both Stag Medical Centre and Rose Court surgery, and our aim is to give our perspective on the services that are provided. We have been running now for over two years and held our second Annual General Meeting (AGM) in January 2014. All the officials were re-elected for a further year with the exception of the Vice-Chair who resigned due to travelling commitments. A new Vice-Chair was elected. A Carer's representative was also elected to ensure we cover the needs and requirements of carers and those people they care for as patients at the Practice. We reflected on our success in helping to break down barriers and improve communication and information sharing within the Practice.

We have capitalized on the opportunity for patients to influence decisions about which services are provided, how they are provided and how the Practice is run. There has been a successful action plan arising from last year's survey. Changes to the inner doors at both surgeries means they are both now automated. This has made access to the surgeries much improved for parents with children in pushchairs, wheelchair users and people with mobility problems.

Face to Face Group membership remains stable at 13 along with a Virtual Group of 57. There have been two resignations from the Face to face Group and two new members have joined this group - one male and one female. The previous Vice-Chair is now a Virtual Group member. Along with representatives of the practice team, we still meet monthly and all our meetings are recorded by the secretary. The minutes are published on the Practice website in the PPG section (www.stagmedicalcentre.co.uk/ppg.asp#minutes-tab). They are also sent out electronically to all members of the Face to Face Group and the Virtual Group. We act as a "critical friend" and are an important point of contact between patients and the Practice.

The third GP Assessment Questionnaire for the practice was collected during February 2014. The survey could be completed online as a link from the practice website (www.stagmedicalcentre.co.uk) and on three computer tablets where face to face interviews took place at both surgeries at key points during opening times. Paper copies were made available in both surgeries for those people without internet access or who wanted to take the survey away and complete it. Those people were asked to return their completed questionnaires to the receptionists and these were entered onto the tablets.

Steps taken to ensure the practice population is represented

Women still make up the majority of the group and now we have 4 men. One member of the Virtual Group is a manager of one of the houses where a group of people with learning disabilities reside. She has volunteered to represent this group of people who attend the practice. We now have members on the face to face group who represent carers. These two group members have now set up a Carer's Corner at the Practice and one is the Carer's

representative for the Practice. We have someone who has an interest in representing people with dementia and links with Admiral Nurses. This has resulted in our PPG championing a proposal for setting up an Admiral Nurses Service in Rotherham. Dialogue with the CCG has resulted in meetings being set up where presentations have been made to the Health Network and the Chair of the Health and Wellbeing Board. There are also forthcoming presentations to the Health and Wellbeing Board and the Older People's Mental Health Group meeting planned towards the end of March and beginning of April 2014. The PPG acknowledged the lack of representation of those in the under 30 years of age group and sought the assistance from the GPs who were willing to ask patients in that age group if they would like to become part of the group. They were then referred to the practice manager for further details. To date that has increased the membership of the Virtual Group in this age group by two. An opportunity to meet patients in that age group when collecting the GP Assessment Questionnaires was also utilised to try to engage interest.

Steps taken to determine and reach agreement on the questionnaire design and prioritisation of issues for inclusion in the practice survey

The third GP Practice Survey questions were designed by the PPG members. The survey was tested out to ensure the questions were clear and unambiguous. We also assessed the use of the computer hand held tablets during a planning meeting of the PPG members.

The agreed questions were loaded on to the tablets and checked by the PPG before a rota was drawn up after everyone who was collecting data had been instructed on the use of the tablets. Data was collected between Monday 17th February and Friday 28th February 2014.

How the PPG obtained the views of the registered practice population

The third GP Assessment Questionnaire was conducted by members of the PPG in both surgeries utilising electronic tablets to collect data. Patients were requested to complete the comments facility on the tablets in respect of the question relating to the Friends and Family test and the reasons for the answers given. Patients used these effectively.

Members of the PPG were present at the surgery waiting rooms at key times to raise the profile of the survey and asked patients attending the surgery to take part by completing the questionnaire. In order to make the survey as inclusive as possible and achieve a broad cross section of views, responses were sought from different target groups' i.e. new mums attending baby clinics, specialist clinics and those with multiple mobility problems attending the surgeries with carers.

The attendance of PPG members at the surgeries to collect the surveys was useful in as much as it helped gain views from the younger end of the age spectrum and these patients were assisted to complete the questionnaire by their parents/guardians or carers.

The questionnaire comprised 21 questions providing quantitative data and one field seeking comments on reasons for their responses to the Friends and Family Test question. This provided qualitative data as to why patients would recommend, or otherwise, this Practice to friends and family. These comments were separated into positive and negative responses so as to better inform an action plan for future improvements.

A major objective of this survey was to ascertain details of the carers involved with patients at the Practice. To this end the questionnaire asked for information relating to the needs of the person being cared for and whether the carer was registered with the Practice. Only

about 13% of respondents reported that they were carers and of these under 13% were registered as such with the Practice.

A further intention of the survey was to determine those enthusiastic in participating in any group(s) or physical activities organised by the PPG. Many respondents declared an interest in a variety of activities. Encouragingly 56 patients stated an interest in helping to promote support for these activities.

In common with the second survey respondents have reported negative comments relating to the appointments system, communication skills and performance of some staff, which still highlights the need to assess staff development in customer service issues.

This approach helped to focus on the key issues that both identify the strengths of the practice and also on areas where improvement can be achieved. This information led to the development of an action plan that addressed the patient's concerns. A list of short term and longer term plans was identified in order to initiate the process of action planning.

How the PPG members discussed and agreed the contents of the action plan.

The first draft of the results of the second GP Assessment Questionnaire was presented to the PPG for agreement and prioritising of the issues arising from the survey. Agreement was reached with the PPG members and the Practice Manager. A request from the PPG for the GP partners to commit to the findings and agree to exploring ways of implementing the changes was made to the Practice Manager. He agreed to take this to the GP partners at their next meeting. It was presented to the GP Partners who agreed to support the findings and the short term and long term action plans. As in 2013 the practice newsletter would contain a brief summary of the results of the second GP Assessment Questionnaire and for a more detailed special edition to be produced both online and hard copy in the Spring and Summer edition 2014.

Details of the action plan and how the findings will be implemented

Short Term Action Plans

The PPG with cooperation of the Practice Manager will publicise the following points, in the surgeries, on the Practice website and in the Newsletter:

- If, as a patient, you experience specific difficulties with the appointments system speak initially with the reception staff. If they cannot solve your issue please speak to the Practice Manager.
- If Doctors want a follow up appointment for a patient they should make it at the end of the consultation, provided the rota's are in place.
- How to submit repeat prescriptions online and for patients with specific problems please speak to the reception staff or the Practice management.
- Giving your mobile phone number to reception so you will receive text reminders for forthcoming appointments.
- Registering with reception so online appointments can be made.
- Registering with the Practice if you are a carer
- Establishing a list of patients who expressed a wish to help promote support for patients and/or physical activity organised by the PPG.

The PPG will promote the following:

- The Active Always programme to support the requests for various activities.
- Seek support to help run a walking group for patients from the Practice.

Deadline and responsibility for the short term action plans.

The PPG Chair and secretary will publicise this within one month.

Longer Term Action Plan

- Ongoing Staff training in customer care will be provided by the Practice management team.

Deadline and responsibility for the long term action plans.

The Practice Manager will be responsible for organising staff customer care training during Practice training days.

Update on 2013 identified Action Plans

The table outline below indicates the resolution of all the outstanding Action Plan items from the 2nd survey (2013). Where possible the actions have been fully addressed, however, some things such as increased parking for disabled were beyond the remit of the Partners due to the geography of the outside space available at both the surgeries.

This update has been placed on the PPG notice boards at both Rose Court and the Stag surgeries.

Action Plan Survey Two January 2013 Update September 2013	Action
Explore feasibility of placing notice on touch screens re use of hand sanitisers	Done This now appears before patients book in.
Re-position hand sanitisers for wheelchair access at Rose Court	Done Free standing stand is now available as the one on the wall was glued to the wall and a suitable anchoring point couldn't be found.
Obtain chair raisers for use in treatment & consulting rooms	Done A set of chair raisers has been attached to seating in Dr Xs consulting room as he specializes in orthopaedic and mobility conditions. He will assess usage and feedback to the PPG.
Resolve Surgery's inner door opening for wheelchair users/elderly infirm etc.	Done These are now fully installed at both surgeries.
Staff training (Reception staff & clinical staff)	Ongoing A supervisor for the receptionists has been appointed and training events will continue to be held.
Increase number of disabled parking spaces	Not possible due to geography of outside space at both surgeries.
Prescription ordering when patients need medication in advance for holiday purposes	Done Prescription staff now read and action the online holiday request field.

Summary of the evidence from the GP Assessment Questionnaire survey relating to the findings and the basis for the action plan.

A total of 306 questionnaires were completed which, given the practice population of 11300, demonstrates that the results are 95% reliable, accepting a 5.5% error level.

Over 85% of respondents would recommend the surgeries to others.

In common with the first survey respondents have reported negative comments relating to the communication skills and performance of some staff, which still highlight the need to assess staff development in customer service issues.

The gender of respondents was approximately 63% females and 37% males, while the cross section of age ranges was well represented.

For full details of all the responses see **Appendix 1**.

The action plan produced has been agreed and supported by the PPG members, the practice manager and GPs. When all the actions are put in place the PPG can be assured that all patients' needs are being met with the cooperation of all the staff at the Stag and Rose Court surgeries.

Jenny Drew
Chair PPG
Stag Medical Centre & Rose Court Surgeries

JD/15/3/2013

Practice Survey Results - Executive Summary

3rd GP Practice Survey Feb 2014 for the Stag Medical Centre and Rose Court Surgery by the PPG

A 3rd GP Practice Survey was conducted by members of the Patient Participation Group (PPG) in February 2014.

The survey was available to complete online, via a link from the practice web site, (www.stagmedicalcentre.co.uk), and loaded onto three hand held tablets for members of the PPG to use face to face with patients at both surgery waiting rooms at key times. This also helped to raise the profile of the PPG. There were also paper copies available at both surgeries so patients who did not have internet access, or wished to take a copy home to fill in, were catered for.

In order to make the survey as inclusive as possible and achieve a broad cross section of views, responses were sought from different target groups' i.e. new mums attending baby clinics.

The questionnaire comprised 21 questions providing quantitative data and one field asking for comments on reasons for their responses to the friends and family question. This provided qualitative data as to why patients would recommend, or otherwise, this Practice to friends and family. These comments were separated into positive and negative responses so as to better inform an action plan for future improvements.

A total of 306 questionnaires were completed which, given the practice population of 11300, demonstrates that the results are 95% reliable, accepting a 5.5% error level.

A major objective of this survey was to ascertain details of the carers involved with patients at the Practice. To this end the questionnaire asked for information relating to the needs of the person being cared for and whether the carer was registered with the Practice. Only about 13% of respondents reported that they were carers and of these under 13% were registered as such with the Practice.

A further intention of the survey was to determine those enthusiastic in participating in any group(s) or physical activities organised by the PPG. Many respondents declared an interest in a variety of activities. Encouragingly 56 patients stated an interest in helping to promote support for these activities.

Over 85% of respondents would recommend the surgeries to friends and family.

In common with the second survey respondents have reported negative comments relating to the appointments system, communication skills and performance of some of the reception staff and some of the doctors, which still highlights the need to assess staff development in customer service issues.

The gender of respondents was approximately 63% females and 37% males, while the cross section of age ranges was well represented.

The results from the survey, both quantitative and qualitative helps to focus on the key issues that both identify the strengths of the practice and also on areas where improvement can be achieved, therefore leading to the development of an action plan that will address the patient's concerns.

Action Plans

Short Term Plans

We will publicise the following points:

- If, as a patient, you experience specific difficulties with the appointments system speak initially with the reception staff. If they cannot solve your issue please speak to the Practice Manager.
- If Doctors want a follow up appointment for a patient they should make it at the end of the consultation, provided the rota's are in place.
- How to submit repeat prescriptions online and for patients with specific problems please speak to the reception staff or the Practice management.
- Giving your mobile phone number to reception so you will receive text reminders for forthcoming appointments.
- Registering with reception so **online** appointments can be made.
- Registering with the Practice if you are a carer
- Establishing a list of patients who expressed a wish to help promote support for patients and/or physical activity organised by the PPG.

We will promote the following:

- The **Active Always** programme to support the requests for various activities.
- Seek support to help run a **walking group** for patients from the Practice.

Longer Term Plans

- Ongoing Staff training in customer care will be provided by the Practice management team.

Appendix 1

The Stag Medical Centre & Rose Court Surgeries

GP Practice 3rd Survey Results

2014

A 3rd GP Practice Survey was conducted by members of the Patient Participation Group (PPG) in February 2014. The survey was available to complete online, via a link from the practice web site, (www.stagmedicalcentre.co.uk), and loaded onto three hand held tablets for members of the PPG to use face to face with patients at both surgery waiting rooms at key times. This also helped to raise the profile of the PPG. There were also paper copies available at both surgeries so patients who did not have internet access, or wished to take a copy home to fill in, were catered for.

How accurate are our survey results?

How many people are in our population?	11300
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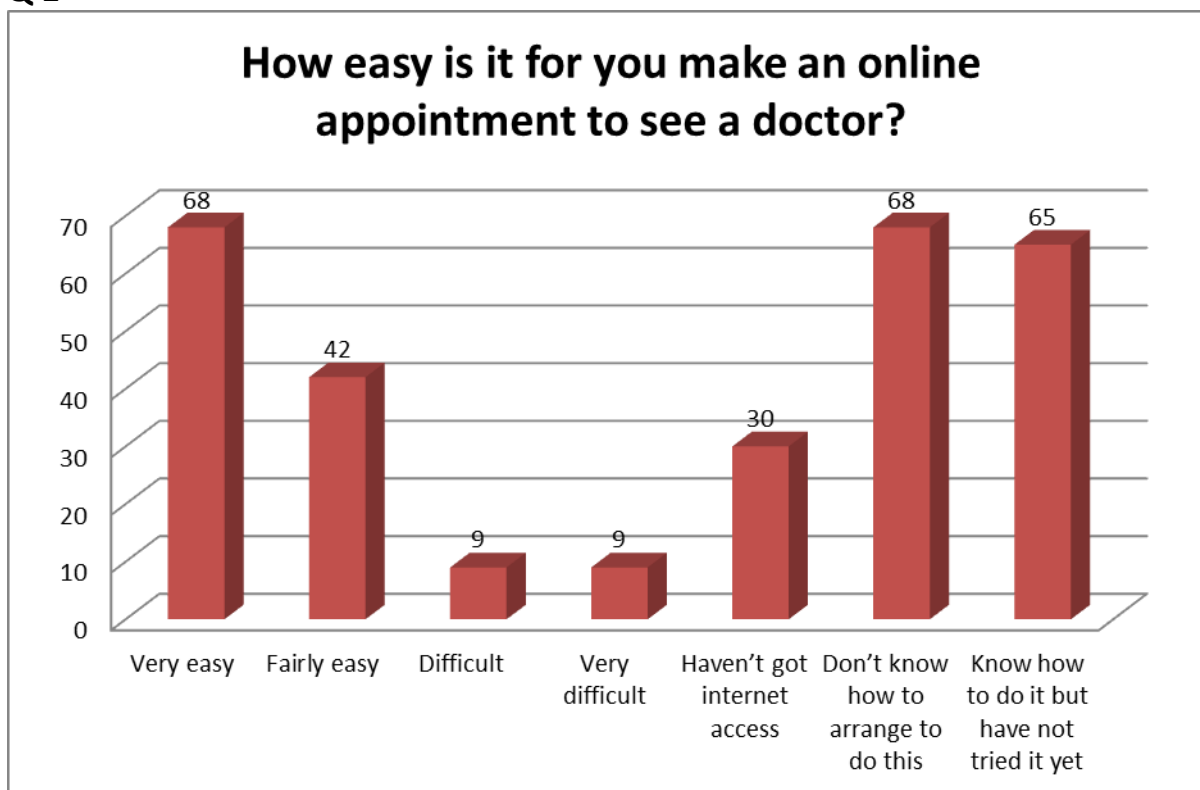
How many people completed our survey?	306
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Error Level

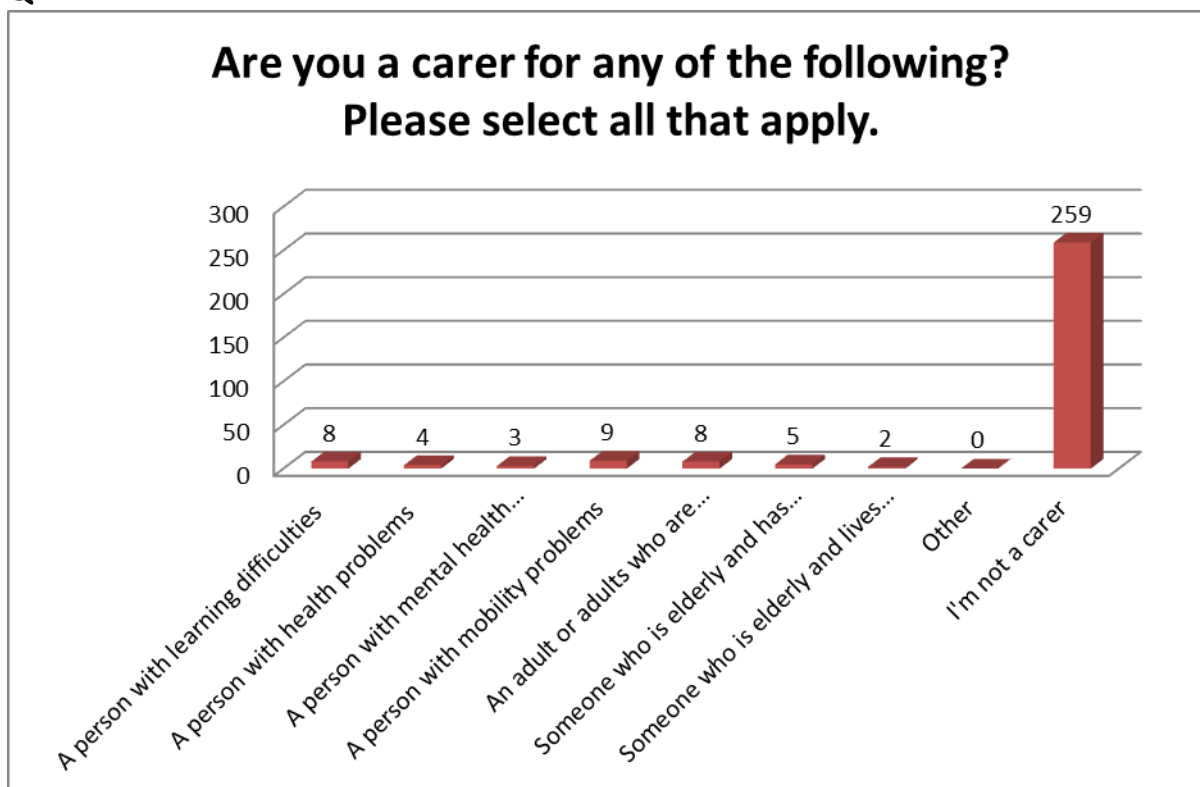
90% Confidence	4.7%
95% Confidence	5.5%
99% Confidence	7.3%

Results of the GP Practice Survey No 3 (2014)

Q 1

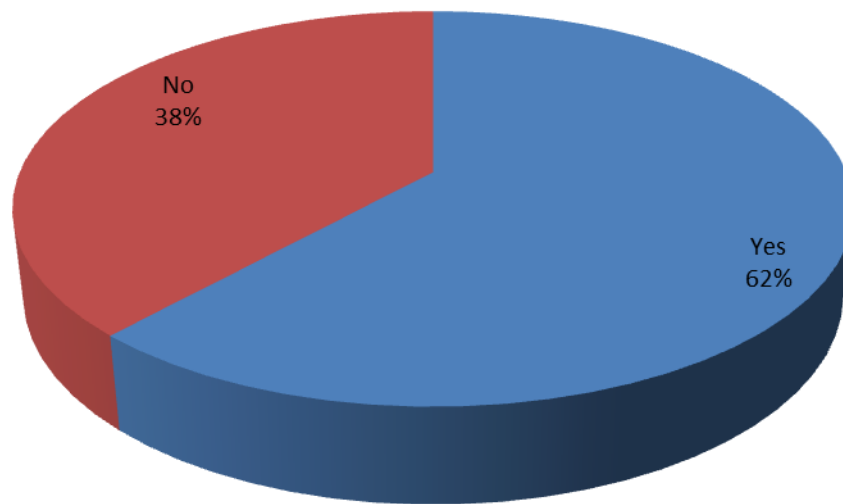


Q 2



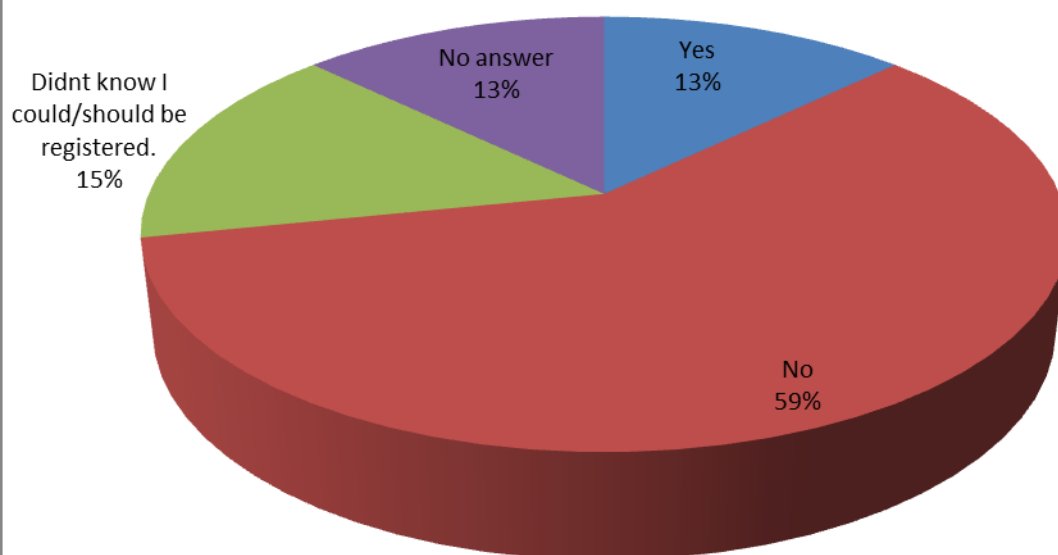
Q 3

Is the person cared for also a patient at this practice?

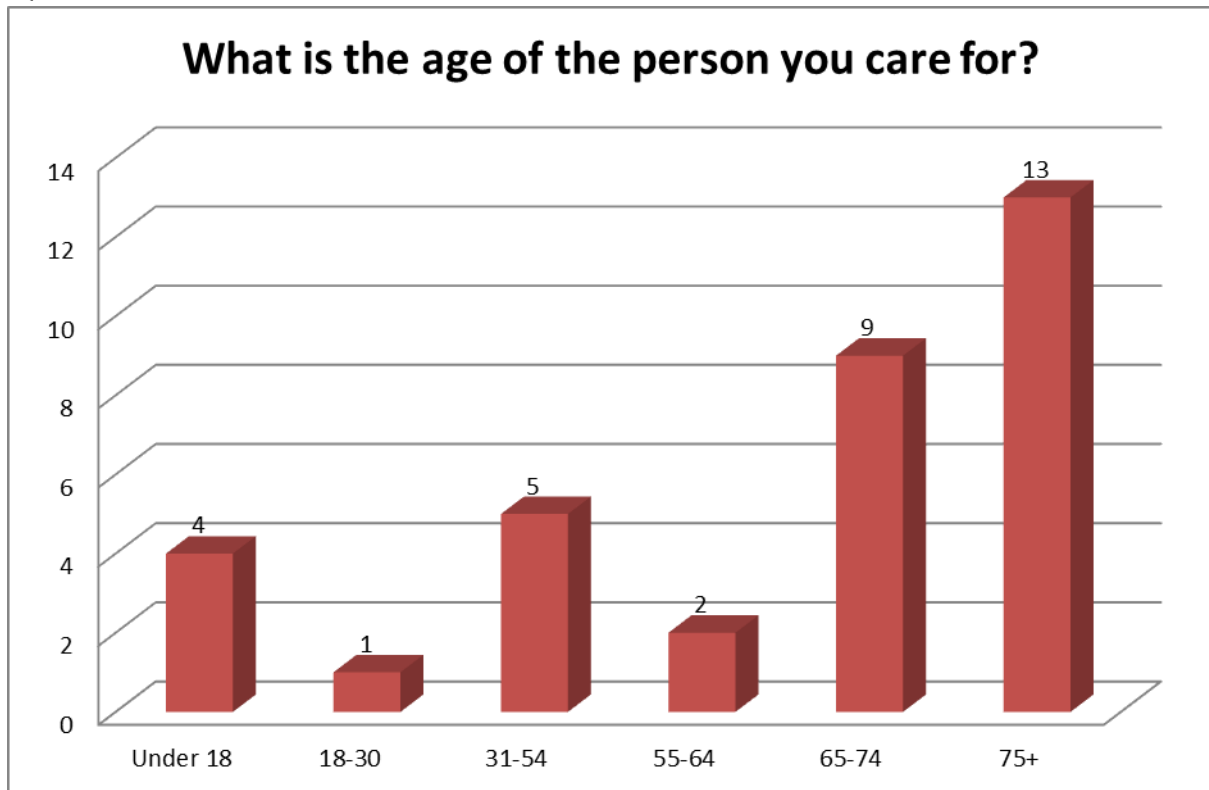


Q4

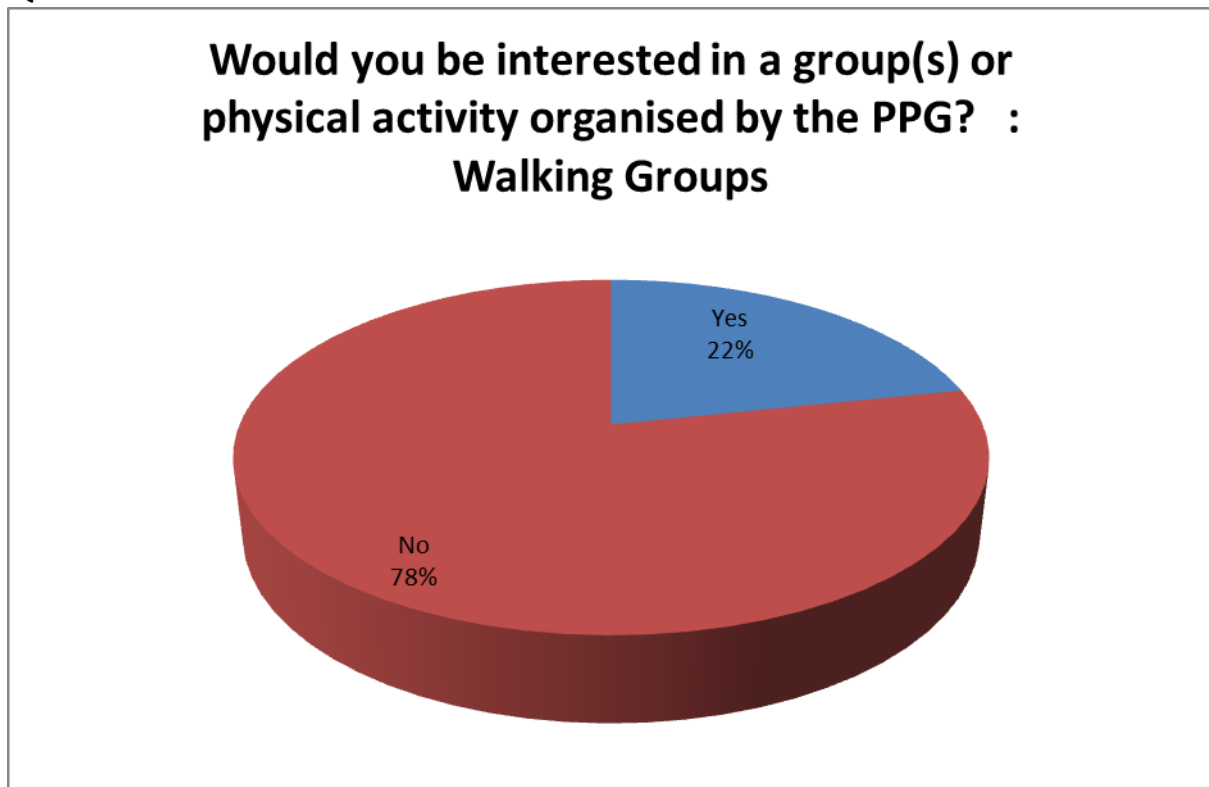
Are you registered as a carer at this practice?



Q 5

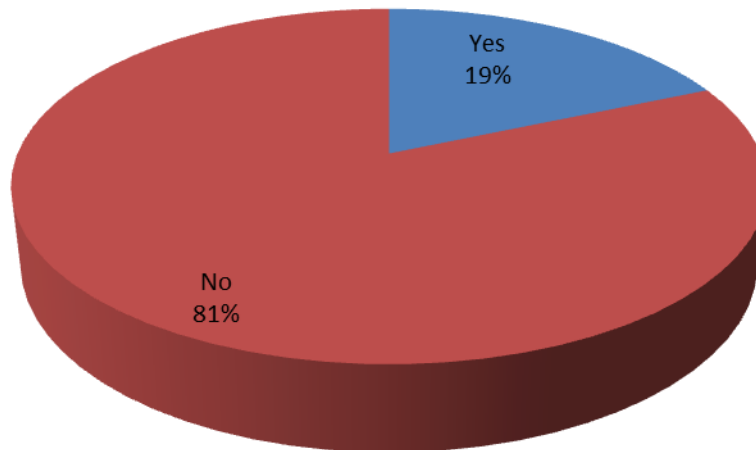


Q 6



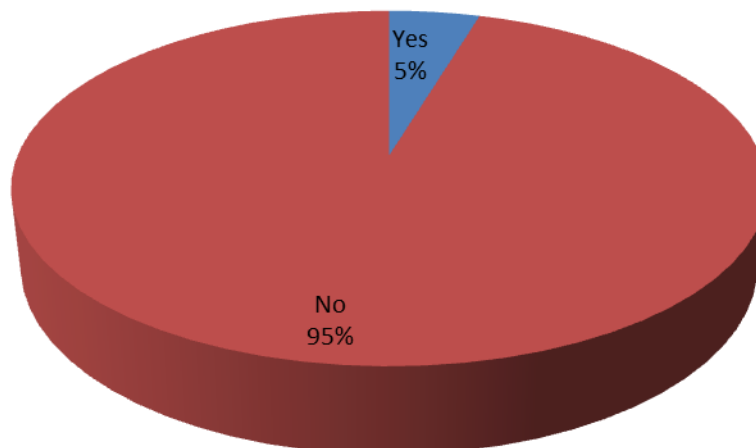
Q 7

Would you be interested in a group(s) or physical activity organised by the PPG? : Yoga, Tai Chi



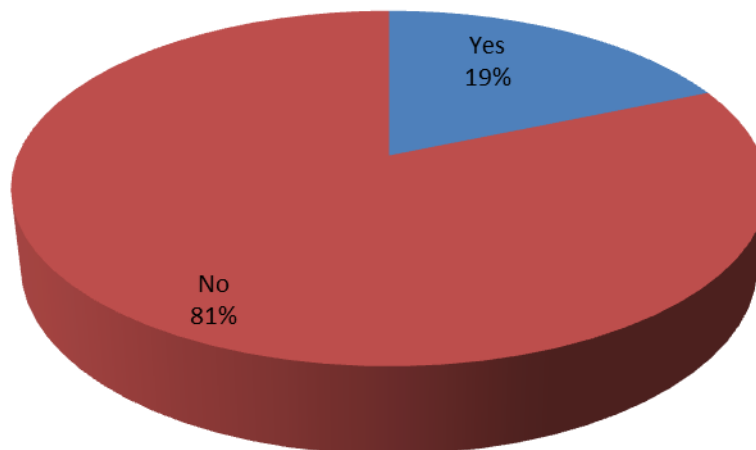
Q 8

Would you be interested in a group(s) or physical activity organised by the PPG? : Armchair/Wheelchair workouts



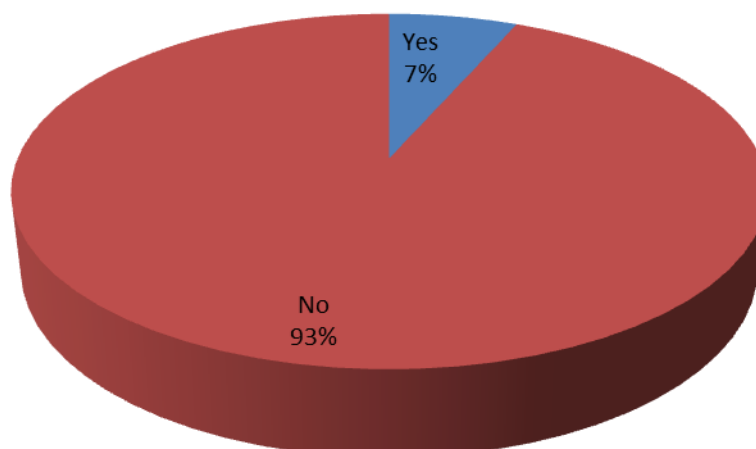
Q 9

Would you be interested in a group(s) or physical activity organised by the PPG? :
Exercise to music



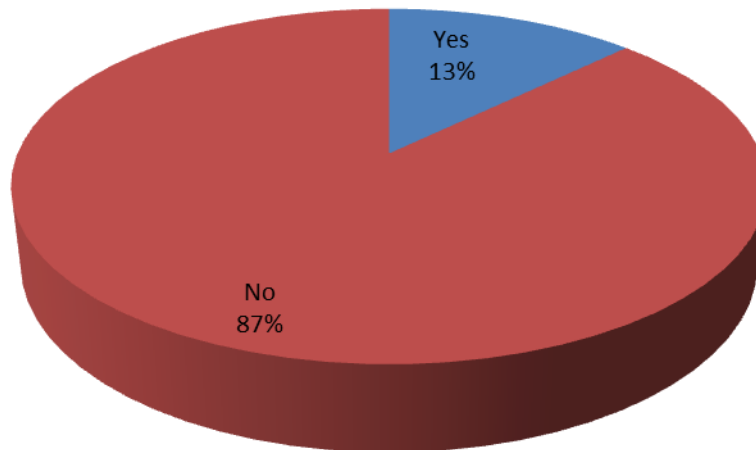
Q 10

Would you be interested in a group(s) or physical activity organised by the PPG? :
Specific help



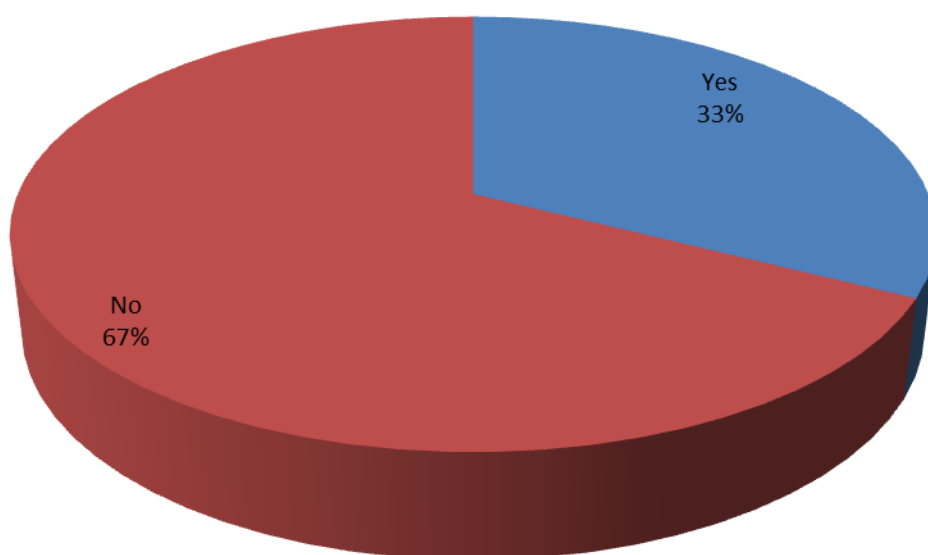
Q 11

**Would you be interested in a group(s) or physical activity organised by the PPG? :
Informal cuppa and chat**



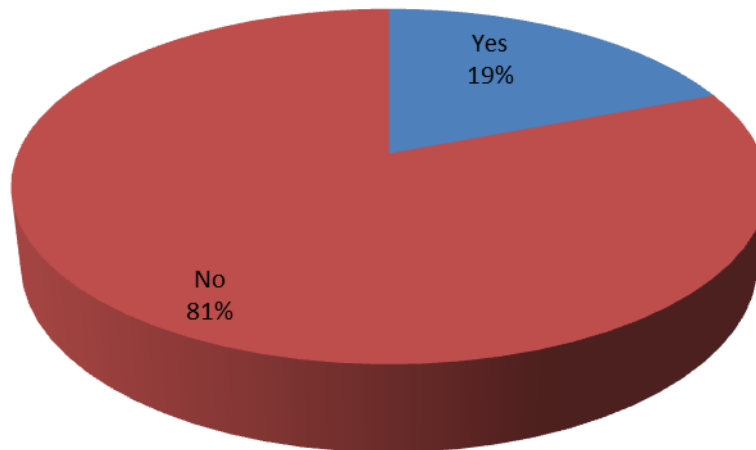
Q12

Would you be willing to pay a small charge?



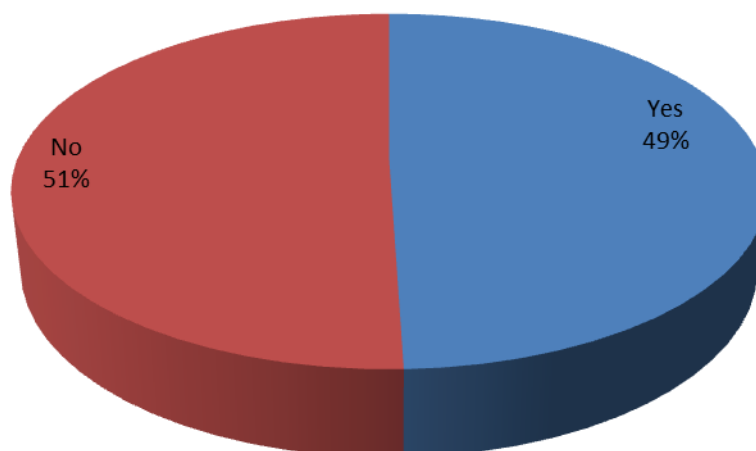
Q 14

Would you be interested in helping to promote support for patients and/or physical activity organised by the PPG?

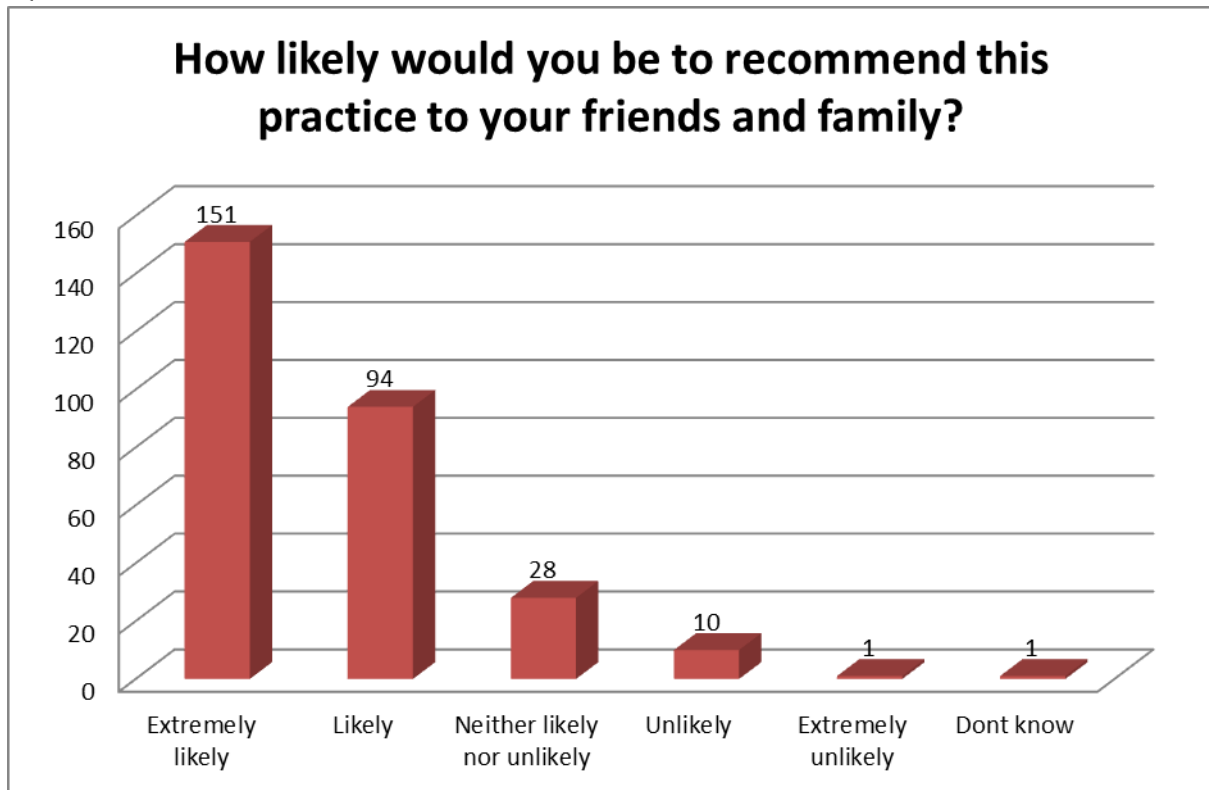


Q 15

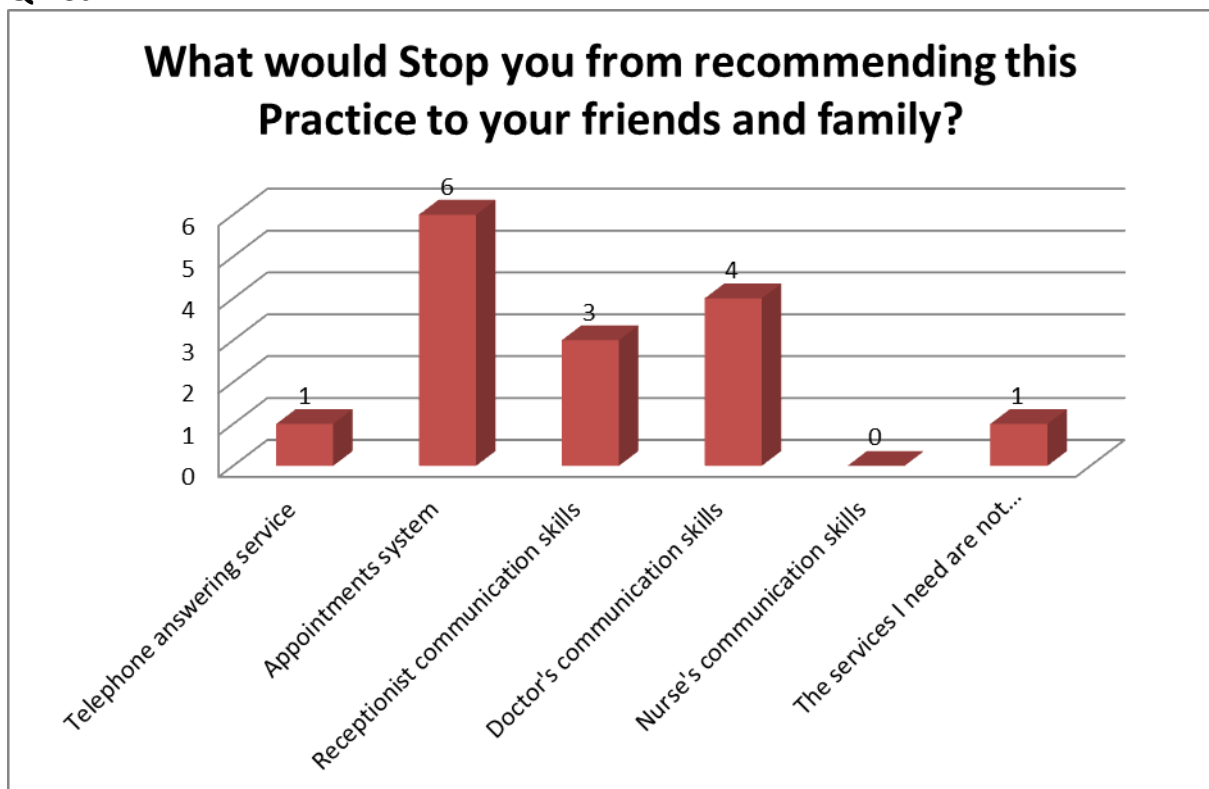
Do you know that if the surgery has your mobile number you will get a text reminder for your appointment?



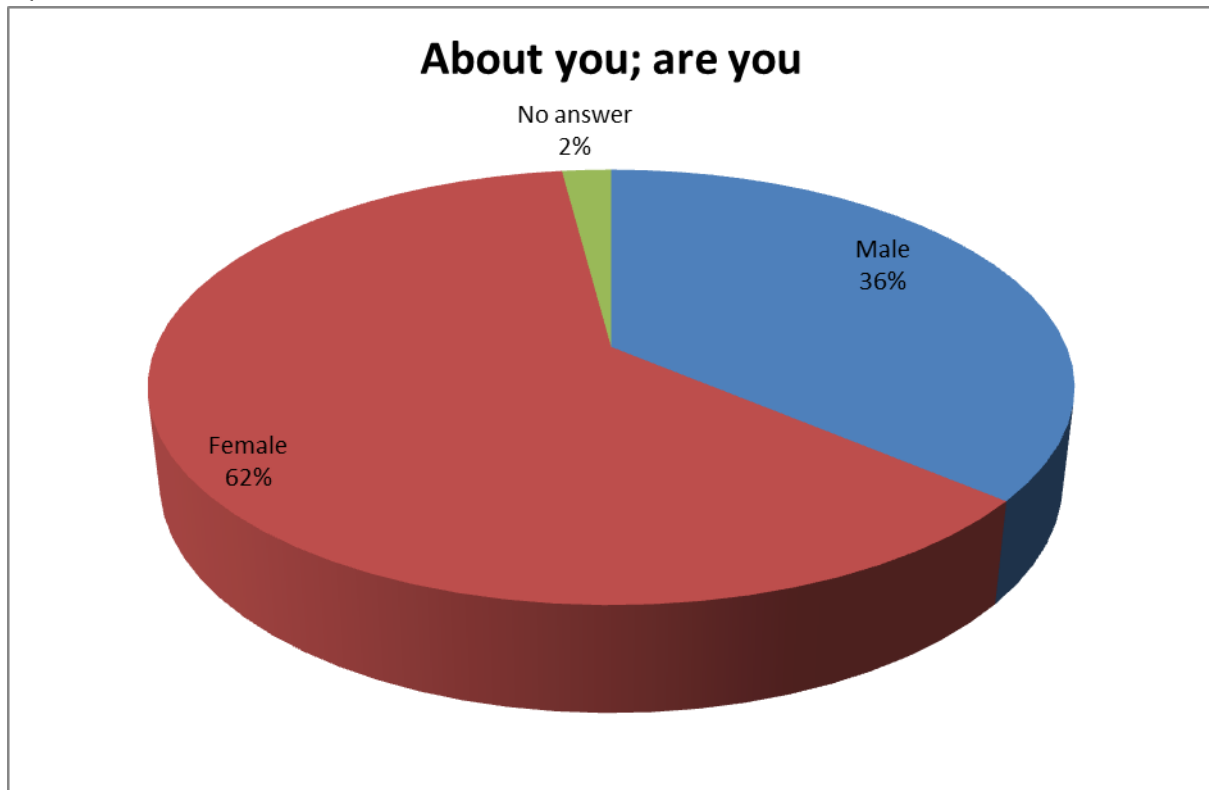
Q 16



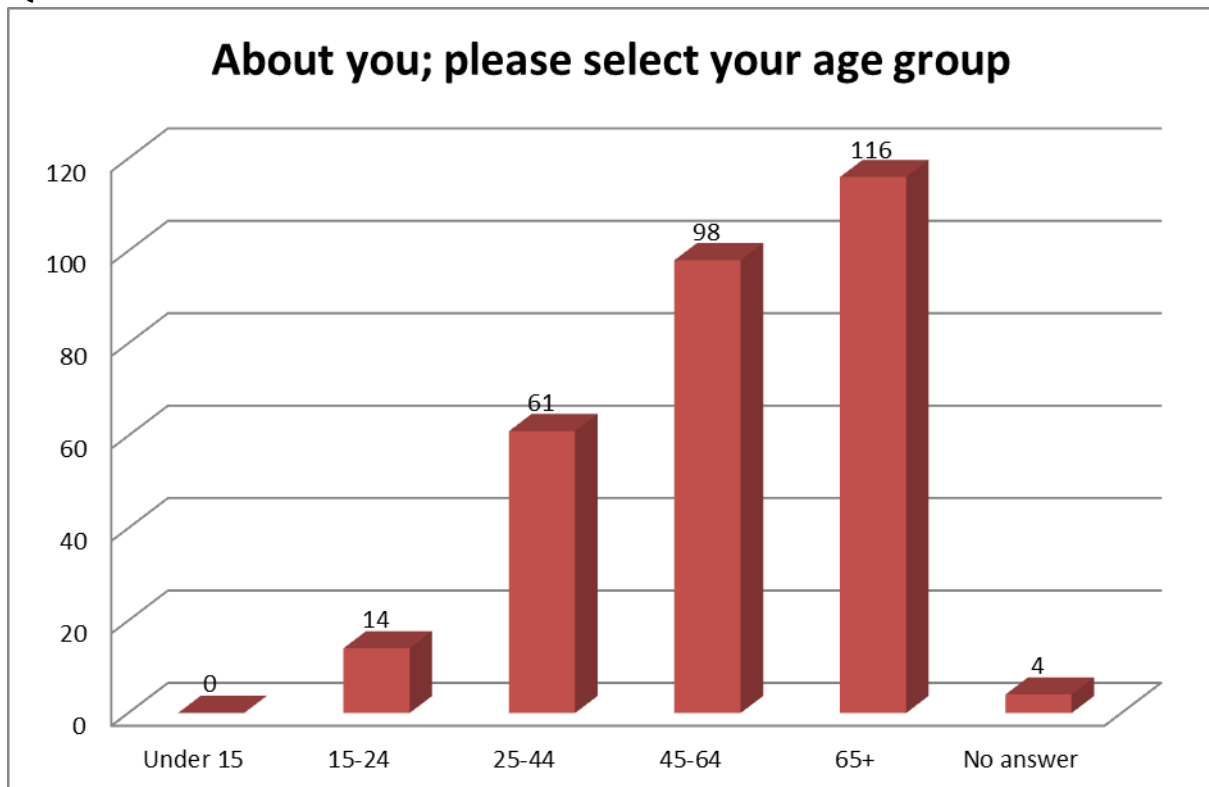
Q 16a



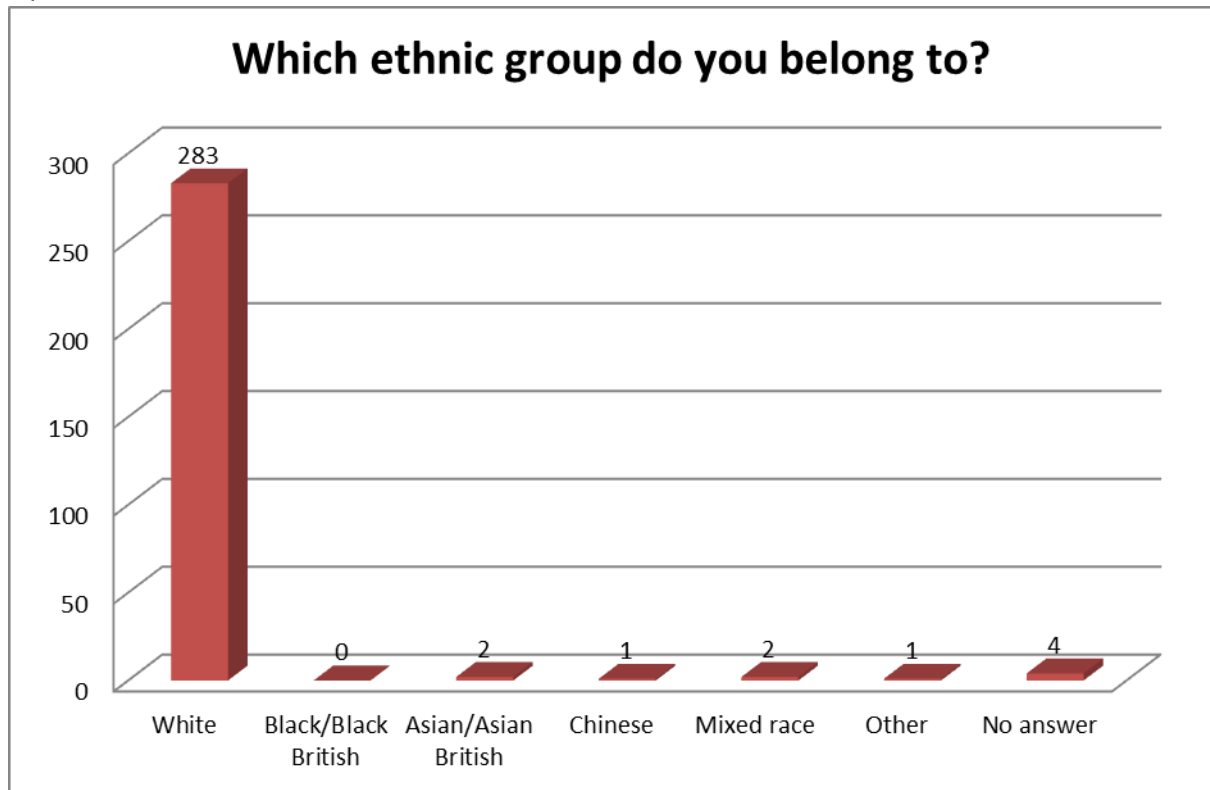
Q 18



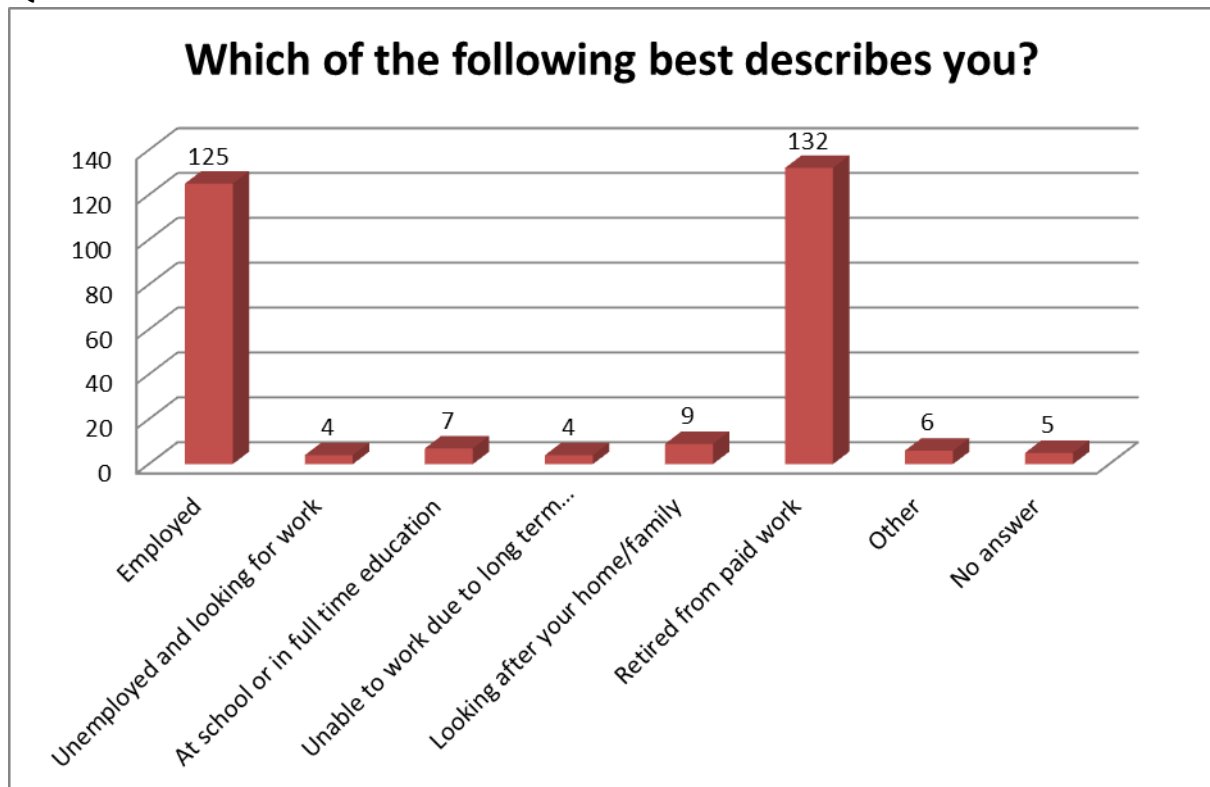
Q 19



Q 20



Q 21



GP Practice Survey No 3 – Comments

Relating to Q 17 “How likely would you be to recommend this practice to your friends and family?”

And - Please explain your answer

Positive Comments

FRIENDLY QUICK SERVICE

GOOD

I LIKE

QUICK AND HELPFUL WITH APPOINTMENTS

GOOD GPS LISTEN TO NEEDS OF PATIENTS

EASE OF US IS ALWAYS TO BE COMMENDED

VERY GOOD SERVICE

VERY HAPPY WITH OUR DOCTORS

ALWAYS ABLE TO GET AN APPOINTMENT WHEN NEEDED VERY EFFICIENT

GOOD

GOOD

GOOD

VERY GOOD

CAN'T FAULT THIS PRACTICE

CARING PRACTITIONERS AND CONVENIENT APPOINTMENTS

THIS PRACTICE IS VERY GOOD, STAFF ARE MOST HELPFUL AND THE CARE IS FIRST CLASS WELL DONE TO ALL INVOLVED, MANY THANKS

HAPPY WITH SURGERY

ALWAYS CAN GET AN APPOINTMENT

DONT HAVE TO WAIT LONG FOR APPOINTMENT NICE DOCTORS

VERY HELPFUL GPS AND TREAT PEOPLE WELL

ALWAYS USED THIS DRS PRACTISE

GOOD

GOOD

NO PROBLEMS

ALWAYS RECEIVE GOOD SERVICE

VERY HELPFULL

HAPPY WITH THE DOCTORS AND SURGERY

IM HAPPY WITH THE SURGERY

VERY HELPFULL NICE DOCTORS

LOOK AFTER US VERY WELL

EXCELLENT SERVICE FROM ALL DOCTORS AND STAFF

VERY V GOOD

VERY HAPPY

VERY GOOD TO US AS A FAMILY

GOOD SURGERY

STAFF ALWAYS HELPFUL

ALWAYS FOUND THE ALL ROUND CARE EXCELLENT

VERY GOOD DDCTORS AND NURSES

TOTALLY SATISFIED

ALWAYS BEEN GOOD SERVICE

GOOD EXPERIENCE WITH GP'S
VERY GOOD PROMPT RESPONSE
CARING COMPETENT DOCTORS
STAFF AND DOCS V FRIENDLY AND HELPFUL
BEEN REGISTERED HERE FOR A LONG TIME
IMPRESSED WITH AVAILBILITY OF APPOINTMENTS
VERY PLEASED
EASY BOOKING ON DAY REQUIRED
FRIENDLY STAFF
VERY GOOD SERVICE
VERY EXPERT AND FRIENDLY CARE
I'VE NEVER HAD A PROBLEM WITH THIS SURGERY
HELPFUL STAFF
ALWAYS HAD GOOD SERVICE FROM ALL STAFF AND DOCTORS.
IMPRESSED BY SAME DAY APPOINTMENTS
VERY GOOD
HAPPY WITH EVERYTHING
HELPFUL AND EASY TO MAKE APPOINTMENTS AND GOOD DR S
BECAUSE THE SURGERY IS GOOD AND WELL STAFFED
EXCELLENT SERVICE
I HAVE BEING COMING TO THIS SURGURY ALL MY LIFE AND HAVE ALWAYS HAD GOOD EXPERIENCES

Negative Comments

DONT DISCUSS
DON'T LIKE CALLBACKS DOESNT FIT WITH WORK
PROBLEMS IN PAST
APPOINTMENS SYSTEM
APPOINTMENT SYSTEM
RECEPTION BARRIER
CANT GET APPOINTMENT WHEN NEEDED
DIFFICULT TO ARRANGE APPOINTMENTS. ALWAYS HAVE TO WAIT AT LEAST 1 WEEK
NOTHING BUT TROUBLE WITH REPEAT PRESCRIPTIONS, NEVER GET TO SEE MY OWN GP
TOLD I WAS NOT URGENT WHEN I WAS - BY RECEPTIONIST
IF DOCTOR SAYS HE WANTS TO SEE ME IN 4 WEEKS YOU CAN,T MAKE APPOINTMENT THERE AND THEN
OFTEN CANT GET AN APOINTMENT WHEN NEED ONE, WITHOUT WAITING FOR A WEEK OR MORE.
DIFFICULT TO GET AN APPOINTMENT