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**Patient Participation Group Report**

**Patient Survey & Action Plan 2013 – 2014**

**Report**

Adderley Green Surgery has a small active participation group consisting of 7 members, of which 2 members have recently joined through our practice website. We look forward to welcoming them to the next meeting.

The group was unofficially formed when Dr. Sri took over the role of lead GP at the practice in 2012. The group has since moved forward and meets every 2-3 months

The group is made up of 3 females and 4 males, working and retired, of various ages ranging from early forties to seventies. All are white Caucasian. The group works with the practice to help to develop and improve the services that we offer to our local population.

We have tried to ensure that our group is representative of the demographics of our practice population, but have not had any success with patients from ethnic minorities wishing to join our group. We actively invite patients to join by displaying a poster in the reception area, messages on our calling screen, advertising in our practice leaflet and monthly newsletters, as well as on our practice website. We offer the opportunity to correspond by email for any patients that wish to participate, but are not able to attend meetings due to work or other commitments.

Our PPG had a meeting and discussed the proposed questions that were to be included in this year’s patient survey. It was decided to obtain specific feedback about the GP and Practice Nurse, this being particularly useful as the practice has a new clinical team this year. Specific questions were to be asked about access to appointments as this seemed to be a theme that was raised during each PPG meeting and the apparent misconceptions of how the current appointments system works, along with on-line access, which new service the practice has been offering this year.

**Patient Survey**

The survey questions were approved by all of the PPG members and the following questionnaire was used.

**Adderley Green Surgery Patient Survey**

**Thank you for taking the time to complete this questionnaire, your feedback is valuable to the practice and will help us to plan and improve on our current practice processes.**

**Todays Date: GP Name (optional):**

**GP**

**How would you rate the last GP you saw on each of the following areas?**

**a) Giving you enough time**

 Good  Fair  Poor

**b) Listening to you**

 Good  Fair  Poor

**c) Explaining tests, medications and treatments**

 Good  Fair  Poor

**d) Advising you about your care**

 Good  Fair  Poor

**e) Treating you with care and concern**

 Good  Fair  Poor

**f) Overall, were you happy with the GP that you saw or spoke to?**

 Yes  No

**Practice Nurse**

**How would you rate the Practice Nurse you saw in each of the following areas?**

**a) Giving you enough time**

 Good  Fair  Poor

**b) Listening to you**

 Good  Fair  Poor

**c) Explaining tests, medications and treatments**

 Good  Fair  Poor

**d) Advising you about your care**

 Good  Fair  Poor

**e) Treating you with care and concern**

 Good  Fair  Poor

**f) Overall, were you happy with the Nurse that you saw or spoke to?**

 Yes  No

**Access**

**a) How do you rate the way you are treated by Receptionists at the practice?**

 Very helpful  Fairly helpful  Not very helpful

**b) How quickly do you usually get to see the Doctor?**

 Same day  Next day  Within 2 working days  More

**c) Are you aware that if you need to see a GP urgently, you can normally get seen on the same day?**

 Yes  No

**d) How long do you usually have to wait for you consultation to begin?**

 Less than 10 mins  11 – 20 mins  21 – 30 mins  More than 30 mins

**e) How would you rate the practice current opening hours?**

 Very good  Good  Poor

**f) Which of the following additional opening hours would make it easier for you to access the surgery?**

 Weekdays before 8:30am  Weekdays after 6:00pm  Saturday mornings

**g) How do you rate the ability to get through to the practice on the phone?**

 Poor  Fair  Good  Never tried

**h) Would you recommend your GP surgery to someone who has just moved to your local area?**

 Yes  No

**Online Services**

**a) Do you have access to the internet?**

 Yes  No

**b) Have you visited the practices website?**

 Yes  No

**b) Have you made or cancelled an appointment online?**

 Yes  No

**c) How easy is it to book a routine non-urgent appointment on line?**

 Very easy  Easy  Not very easy

**d) Have you ordered your repeat prescription on line?**

 Yes  No

**e) How easy is it to order your prescription on line?**

 Very easy  Easy  Not very easy

**Please feel free to make any additional comments here:**

The survey was carried out at the practice by the reception staff during the period 14th February to 21st February 2014.

A total of 50 patients were randomly selected to complete the survey whilst attending for appointments or collecting prescriptions at the practice.

The survey results are anonymous.

**Action Plan**

The following areas have been highlighted as requiring action following the patient survey:

**Q. How quickly do you usually get to see the Doctor?**

**12% of patients said that they had to wait more than 2 working days for an appointment.**

**PRACTICE ACTION:**

This has been discussed at PPG previously. Further discussions are to be held with reception team at the next practice meeting, as it has been noted that some same day appointments are being booked in advance, thus limiting the availability for patients who wish to book on the day.

**Q. How long do you usually have to wait for your consultation to begin?**

**12% of patients said that they had to wait more than 20 minutes for their consultation to begin.**

**PRACTICE ACTION:**

This has previously been discussed at PPG meetings. After speaking to the GP team to ascertain why patients have to wait so long, it was discovered that some patients are coming in with several problems to be discussed in a 10 minute appointment slot. This then causes a knock on effect, making clinics run over the allocated time slots. A poster has been put up in the reception area asking patients to book a double appointment if they wish to discuss more than one problem. This will be raised with the reception team and staff are to try and ascertain if a longer appointment slot is required at the time of the appointment booking.

**Q. Which of the following additional opening hours would make it easier for you to access the surgery?**

**17% of patients said that they would like to have appointments available after 6pm and 12% of patients said that they would like to have appointments available on Saturday mornings.**

**PRACTICE ACTION:**

The practice has previously looked at the opening times and now offers 2 early mornings from 7.30am each week. We have also previously offered late night appointments, up until 8pm on a Friday evening, but on auditing the uptake for this was very poor. The PPG and GP team will discuss the possibility of offering additional hours.

**Q. Have you visited the practice website?**

**7% of patients said that they have visited the practice website.**

**PRACTICE ACTION:**

The practice will step up on the promotion of the practice website, as it was noted that 82% of patients surveyed do have internet access. Notes will be added onto repeat prescriptions as well as continuing to display posters in reception, practice leaflet and monthly newsletters.