

**Patient Participation Reference Group
Report 2012 / 13**

The patient participation (reference) group was established in Dec 2011 and the first meeting took place on the 20th Dec 2011.

The members of the group at the time of the December 2011 meeting were Dr Michael Wood, GP partner, Marie Carfoot, practice manager, Michelle Carfoot, reception supervisor and six patients, all of whom were registered with the practice and live in Spennymoor or one of the surrounding villages.

The practice is actively trying to attract patients from all backgrounds by displaying posters inviting patients to join the group in the waiting rooms of the practice, also the Baby Clinic and Ante-Natal clinic within the surgery. We have displayed posters in all of the local chemists and the library in Spennymoor.

To try and reach as many households as possible, a notice was placed in the local newspaper "The Northern Echo" in October 2011 and also in the local news letter "Spennymoor News" in February 2012.

Two more patients joined the group in March 2012.

In September 2012 a member of the group approached the local colleges and schools and posters were displayed inviting younger people to join the group.

Seven more patients joined the group in December 2012.

The group meetings are on a quarterly basis.

The profile of the group is as follows:

Female:-	16 – 24 yrs – white British – Spennymoor resident
Female:-	35 – 44 yrs - white British – Spennymoor resident
Females:-	55-64 yrs - white British – Spennymoor resident
Female:-	55 – 64 yrs – white & black Caribbean – Spennymoor resident
2 Females:-	55 – 64 yrs - white British – Spennymoor resident
Male:-	65 - 74 yrs - white British – Kirk Merrington resident
3 Males:-	65 – 74 – white British – Spennymoor resident
Female:-	65 – 74 yrs - white British – Ferryhill resident
Female:-	65 – 74 yrs – white British – Spennymoor resident
Male:-	75 – 84 yrs – white British – Spennymoor resident
Female:-	over 84 yrs - white British – Spennymoor resident
Male:-	65 - 74 - white British - Croxdale resident

At the meeting in December 2012 it was agreed by the group for the practice to undertake the patient satisfaction survey early in 2013 and to use the questionnaire used in 2012 (recommended by the PCT) with a question added asking patients if they had access to the internet.

The patient survey took place between the 11th February and the 7th March 2013 and 255 patients who visited the practice within this period were asked to complete the questionnaire. A total of 255 questionnaires were returned and the responses were collated. It was noted that some patients provided multiple answers, or no answer at all to some questions.

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Survey Results

The patient participation (reference) group discussed the survey results for 2012/13 at the meeting on the 12th March 2013 and praised the practice on the very positive outcome.

The action points identified in 2011/2012 were also discussed and the following was noted:

Improve privacy at reception - this question was included in the 2012/13 survey and although a poster informing patients that they could speak to a receptionist in private was placed on the reception window this area again was highlighted as a concern for patients so it was agreed to carry this action over to 2013/14.

Privacy in nurse consulting rooms - this question was included in the 2012/13 survey and the results did show a reduction in the number of patients concerned about this. The practice will continue to monitor.

Improve telephone waiting times - the question about accessing the surgery by telephone was included in the 2012/13 survey. The practice did plan to have a new telephone system installed in October 2012 and hoped this would improve access for patients. Unfortunately, the installation did not take place until the 18th Feb 2013 so the survey results did show any improvement in this area. Hopefully the survey results in 2014 will be more positive.

The other actions identified last year were all completed in 2012.

Internet Access

66% of patients surveyed had access to the internet.

Accessing the surgery by telephone

It was noted by the group that only 16% of people surveyed found getting through to the practice by telephone very easy, 53% found it fairly easy and 19% found it not very easy or difficult.

37% of patients found ordering a repeat prescription by telephone easy and 22% found it fairly easy. Members of the group also commented on their experiences and felt this was an area that could be improved.

The practice explained that as ordering repeat prescriptions and cancelling appointments by email is not available at present, the new telephone system, which was installed in February 2013 will allow patients to leave a voice mail message to order prescriptions and to cancel appointments. It is hoped that this will reduce the demand on the reception at busy times allowing the receptionists to deal with appointments and enquiries more quickly.

The group commented on how good the prescription order and collection service the local pharmacies offer so the practice will continue to promote this service.

Appointments

36.5 % of patients surveyed said they could see the GP of their choice within 1-4 working days and 49% had to wait 5 days or more. 13 % of patients surveyed said they had never tried to see a GP of their choice.

34% of patients surveyed said they could be seen the same day if they were willing to see any GP, 23 % could be seen the next day, 38 % could be seen within 2-4 days, 3% had to wait 5 days or more, and 10% said they had never tried.

This is an improvement on the 2011/12 results.

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51% of patients surveyed were seen within 15 minutes of their booked appointment time and 19 % said that they had to wait over 30 minutes.

Appointments can be booked by telephone (01388 811455) or in person.

The GPs are usually available on the following days:

Dr M R D Wood:-	Monday, Tuesday, Thursday and Friday
Dr J E Staines:-	Monday, Tuesday, Wednesday
Dr K A van den Brul:-	Monday, Tuesday and Thursday
Dr A N Herd:-	Monday, Tuesday, Wednesday and Thursday
Dr A J Henderson:-	Monday, Tuesday, Wednesday and Friday
Dr S Paul (salaried doctor):-	Tuesday and Friday

It was noted by the group that 49% of patients surveyed had to wait 5 days or more to see a GP of their choice. After discussion, the group agreed that this would be a difficult area to improve as patient choice dictates the outcome and demand is often greater for certain GPs.

No actions from these results were identified.

Surgery Opening Times

62% of the patients surveyed were very satisfied with the opening times of the surgery and 32% were fairly satisfied. Only 1% were not satisfied at all.

The practice currently advertises the surgery opening times and out of hours arrangements on posters displayed in the surgery, on the practice website and in the practice leaflet.

The information advertised and displayed is:-

Surgery opening times, including the extended surgery times offered by the practice

Monday	7.30 am - 7.00 pm (extended surgery times 7.30 am – 8.00 am & 6.00 pm – 7.00 pm)
Tuesday	8.00 am – 6.00 pm
Wednesday	8.00 am – 6.00 pm
Thursday	8.00 am – 7.00 pm (extended surgery times 6.00 pm – 7.00 pm)
Friday	8.00 am – 7.00 pm

Out of hours arrangements

Between 6.00 pm and 8.00 am Monday – Friday and from 6.00 pm Friday – 8.00 am Monday the Urgent Care Centre at Bishop Auckland Hospital provides emergency cover for the practice. The out of hours service can be contacted by telephoning 111.

No actions from these results were identified.

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How satisfied were you with your last appointment with a doctor at the surgery?

The following questions were asked:

Did the GP:-

- allow you enough time – 79 % were very satisfied and 17 % fairly satisfied
- ask about your symptoms – 75% were very satisfied and 18 % fairly satisfied
- listen to you – 73 % were very satisfied and 18% fairly satisfied
- explain about tests & treatments – 73 % were very satisfied and 18% fairly satisfied
- involve you in decisions about your care and treatments – 71% were very satisfied and 20% fairly satisfied
- treat you with care and respect – 80% were very satisfied and 13% were fairly satisfied
- take your problems seriously – 78% were very satisfied and 17% were fairly satisfied
- Did you have trust & confidence in the doctor you saw?
82% were very satisfied and 12% fairly satisfied.
- Were you happy with the privacy of your conversations with the doctor?
86% were very satisfied and 10% were fairly satisfied.

The results this year for patients being very satisfied with their GP are in some areas the same as 2011/12 but in most areas the results have improved.

The practice and the group were very pleased with these results and no actions were identified.

Appointments with the Practice Nurse

49% of the patients surveyed found it very easy to arrange an appointment with the practice nurse and 44% found it fairly easy. Only 0.3% found it not easy at all.

The following questions were also asked.

- Did the practice nurse:-
- allow you enough time - 75% were very satisfied and 19% were fairly satisfied
- ask about your symptoms - 73% were very satisfied and 19% fairly satisfied
- listen to you - 74% were very satisfied and 18% fairly satisfied
- explained about tests and treatments – 73% very satisfied and 18% fairly satisfied
- involved in the decisions about your care – 69% very satisfied and 22% fairly satisfied
- treat you with care and respect – 75% were very satisfied and 17% fairly satisfied
- took you problems seriously – 73% were very satisfied and 19% fairly satisfied
- Did you have trust and confidence in the nurse you saw?
73% were very satisfied and 18% fairly satisfied
- Were you happy with the privacy of your conversation with the nurse?
73% were very satisfied, 20% were fairly satisfied and 2% were very dissatisfied

The results this year for patients being very satisfied with the care received from the practice nurse as improved in all areas compared to the 2011/12 results.

Last year 6% of patient were dissatisfied with the privacy of their consultation with the practice nurse and this has reduced to 2% in 2012/13.

Overall the practice and the group were very pleased with the results.

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Receptionists

69% of patients surveyed found the receptionists in the practice very helpful and 27% found them fairly helpful.

Members of the group asked if the reception staff had undergone training as they are much more helpful and amenable. The practice confirmed that customer care training had been done in the previous 18 months. The group did express their concern about the time patients have to wait at the reception window.

The practice agreed to review protocols in reception to see if the waiting time at the reception window could be improved.

Building

50% of patients surveyed felt that their conversations could be overheard at the reception window but didn't mind, 22% were not happy about this and 9% were aware that the patients could speak to a receptionist in private if necessary.

82% of patients surveyed thought the surgery was very clean and 18% thought it was fairly clean.

66% of patients surveyed thought the waiting room was very comfortable and 31% thought it was fairly comfortable.

76% of patients surveyed thought the signage inside and outside of the building was very clear and 24% thought it to be fairly clear.

The problem with confidentiality at the reception desk was noted and the practice will speak to the PCT regarding this.

Overall Satisfaction

68% of patients were very satisfied with the service offered by the practice and 30% were fairly satisfied.

The practice and the group were very impressed with this result.

Comments and Suggestions

Some of the comments and suggestions received that were discussed and agreed as action points for 2013 and 2014 are:-

Improve privacy at reception window

This point was also an action identified in 2011/2012 and a poster informing patients that they can speak to a receptionist in private is now displayed in a prominent position at the reception window.

The practice will review current reception procedures and approach the PCT with the possibility of making adjustments to the reception window.

Reception staff asking questions upon booking appointments

One issue related to the reception staff is about them asking patients questions, particularly why they need to see a doctor or nurse.

The practice explained that the GPs instruct the reception staff to ask questions to try and sign post patients to the most appropriate service, as it is not always necessary to see a GP. By doing this, the waiting time to see a GP or nurse is reduced.

The practice agreed to review the wording used by the reception staff and to display posters and information leaflets explaining to patients why they ask the questions.

Length of queue at the reception window

It was noted that the wait at the reception window can be quite long at times and that usually there is only one member of staff "manning" the desk.

The practice agreed to review the current reception procedures.

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Lack of information about the services provided

Some patients commented on having additional services and extended opening times. The practice informed the group that some of the services mentioned in the survey were already provided by the practice and that the practice offered appointments from 7.30 am to 7.00 pm on a Monday and up to 7.00 pm on a Thursday. Some of the group pointed out they were not aware that the practice was open at these times.

It was noted by one of the group that the patient information notice board, which has the opening times etc on, is possibly in the wrong place.

The practice agreed to review this and move the notice board to a more prominent position.

A copy of this report, minutes of the group meetings and of the results of the patient survey are available to view upon application to the practice.

A copy of this report will also be sent to the PCT for information.