

Patient Participation Group, Friends & Family & National

Survey Report 2015/2016

Stock Surgery set up an online patient Participation Group (PPG) in November 2011 and this is our fifth year that we have engaged with our patients with feedback about the practice.

We currently have 50 patients who have been willing to participate on-line and we communicate with these patients via e-mail. This group of patients have specifically given their details for the purposes of active participation in our PPG. Last year we updated our website and the application to become a member of the Patient Participation Group is now available online. We also encourage patients to attend our meetings and interact with us face to face and leaflets are available at reception for patients to fill in.

Action Plan 2014/2015

1: Again as in previous years some patients felt that the radio was intrusive and unnecessary, we again reported that the radio helped for confidentiality in that consultations could not be overheard. This year we have had very few complaints about the music and generally patients felt that this was a good thing which most seemed to enjoy. We still feel that overall patients are happy with the radio

2: The appointment system again drew a big response from patients and whilst this is a problem during peak times we have seen a considerable rise in patients using our on-line service. In January 2014 we had 70 (1.84% of our population) using this service and a year later in January 2015 this had risen to 807 patients (21% of the patient population. In January 2016 this has risen to 1200, which is nearly a third of our list size. The next day appointment service is continuing to work well and overall

the complaints about the system are now minimal and we continue to meet regularly with the doctors to try and improve the way we work.

3: We occasionally receive a query about the tannoy system, the practice looked again into the purchase of a caller display system as many of the patient's struggle to hear the tannoy especially when the reception is busy and all the phones are ringing. We have obtained quotes for this but unfortunately it is still an expensive piece of equipment which our local CCG again cannot fund. We are continuing to look into this and if we can obtain a second hand screen at a reasonable price then the practice will consider the purchase of one of these.

Our receptionists are very good at knowing who is next in line for the doctors and often ask the patient to sit outside the doctor's room where they will be able to hear the tannoy.

4: We continue to try and add members to our PPG group both on-line and at reception where we have a form which can be filled out with patient e-mail address and contact numbers. The Practice Manager is always willing to listen to patient feedback regardless of whether they are a member of the group or not as quite often patients like to talk on a one to one basis rather than in a group and also like to praise the surgery as well as express their concerns.

Patient Participation Group Meeting – March 2016

The Practice held a meeting with members of the PPG. The group were shown the results from the recent Friends & Family test and the National GP Survey. There was consensus among the group that whilst surveys were a good way of obtaining feedback, many patients felt that they were disinclined to use a computer and it was nice to come to the surgery to discuss matters personally.

- Appointments bookings were addressed and we said that the on-line and next day appointments booking system was continuing to work well.
- Many of our patients struggle to hear their name being called over the tannoy system, especially at busy periods and when all the phones are ringing a suggestion was made to have a caller display in the waiting room. We are still looking into this; however the reception team are generally very good at looking at the appointment list and send the next patient to wait outside the clinician's room.
- The group were pleased to see the practice continues to put up a monthly notice saying how many patients fail to turn up for their appointments and were again shocked at how many there were. We explained that the figure is slowly reducing due to our text messaging facility which reminds patients of their appointments. We hope that the more patients that are willing to give us their mobile numbers then this trend will carry on.
- The group were informed that from April patients would, as well as being able to have on-line access to certain parts of their records i.e.: access to sensitivities and allergies. This year patients will be able to see coded entries on their records, this will be a practice decision to release this information and will be looked at on an individual basis. Patients will be able to apply to have this service on-line.
- Patients were concerned about the new Jehovahs Witness building which is being built in West Hanningfield and how this would impact on the surgery. The practice is still waiting guidance from NHS England regarding this. The patients were concerned about the changes in GP's at Sutherland Lodge and also with the closure of Galleywood Medical Centre last year, all felt that such a small

surgery such as ours would not be able to cope with all the potential extra patients. CD again said she had not been informed of any changes from NHS England regarding extra patients and closure of other surgeries.

- Comments were made about the cleanliness of the surgery. CD explained that the practice had employed a new cleaning firm in the last year and will take the comments to the cleaning company.

We were very pleased to hear that the patients were again very happy with the surgery and particularly the dispensary and were impressed with the turnaround of the ordering and picking up of medication.

All the patients commented on how kind and courteous the staff were towards them and all felt that the reception team were helpful and professional at all times.

Action points agreed

1. Practice to continue to review appointment system
2. Practice to continue to advertise/recruit PPG members
3. Practice to look again into the purchase of a caller display system
4. To continue to remind patients of appointment times and hopefully a continued reduction of non- attenders.
5. To continue to make patient's feel they are always welcome to see the Practice Manager personally with any issues rather than feel they have to write or e-mail.
6. To obtain more information from NHS England regarding new Jehovahs Witness building and arrangements regarding Sutherland Lodge.

Patient/PPG Demographic Breakdown

Stock Surgery continues to seek a growing number of patients to be active members of our PPG whether they use the internet or not (phone numbers will be used where there is no e-mail address).

Practice population profile			PRG profile		Representation
Age band	Number of Patients	% of Patients	Number of Patients in PRG	% in the PRG Group	% of PPG representation in comparison to Practice Population Age Band
Under 15	586	14.79	0	0	0.00
15 – 24	314	7.92	1	2.00	0.29
25 - 34	315	7.95	6	12.00	2.09
35 – 44	410	10.34	6	12.00	1.37
45 – 54	630	15.90	5	10.00	0.83
55 – 64	578	14.58	6	12.00	2.08
65 – 74	604	15.24	19	38.00	4.06
75 – 84	407	10.27	7	14.00	1.76
Over 84	118	2.97	0	0.00	0.00
Totals	3962		50		

Patient Group Demographic by Ethnicity

Ethnic Group	Number of Patients
British	50

Patient Group demographic by Gender

Gender					
Practice population profile			PRG profile		Representation
Gender	Number of Patients	% of Patients	Number of Patients in PRG	% in the PRG Group	% of PPG representation in comparison to Practice Population Gender Group
Male	1985	50.10	18	36.00	1.21
Female	1977	49.90	32	64.00	1.92
	3962	100%	60	100%	

The Practice basically has a 50/50 split between Male and Females and we hope to continue to have gender represented equally in the PPG.

Due to our area having a high elderly population we realise that a lot of our patients do not have access to the internet and have again struggled to gain new members on-line and will try to encourage patients who come into the surgery to join the group and come along to our meetings and discuss matters face to face or over the phone. The Practice Manager is always on hand to talk to patients in the surgery if they have any pressing matters they feel need to be discussed at the time.

The closure of Galleywood surgery has increased our list size and we find it a continual battle to be able to give good patient care due to the restrictions given to the GP's, with this in mind we are very pleased to see we are still achieving good results in the following:

The Friends & Family Test is now available to provide an opportunity for people who use the practice to give anonymous feedback through the test, except where it would be inappropriate to do so. The test is for patients of all ages and ethnic groups and aims to ask one question "How likely are you to recommend our service to friends and family if they need similar care or treatment". Cards are available at reception and can also be filled in on-line.

Where patients are not able to complete the FFT test themselves, they can be helped by relatives/carers or staff.

Results can be seen below.

FRIENDS & FAMILY TEST RESULTS APRIL 2015-MARCH

2016

The Friends & Family test started in January 2015 and for the first few months we have had a good response with only one patient who completed a form on-line said they would not recommend us to their family and friends.

Examples of feedback:

"Very obliging & friendly receptionists and excellent doctors"

"Always had a service second to none at this practice"

"Helpful Courteous staff"

“All staff very motivated, knowledgeable and caring”

This year we continue to achieve fantastic results with only one patient in the year saying they were unlikely to recommend us, all other responses were positive with them all extremely likely to recommend us their friends and families..

GP National Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. The whole of the results can be seen on <https://gp-patient.co.uk>

Stock Surgery Survey results.

What the Practice does best

95% of respondents would recommend this surgery to someone new to the area

Local (CCG) average: **76%**

95% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: **84%**

77% of respondents with a preferred GP usually get to see or speak to that GP

Local (CCG) average: **63%**

41% of respondents usually wait 15 minutes or less after their appointment time to be seen.

Local (CCG) average: **64%**

79% of respondents were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: **87%**

93% of respondents say the last appointment they got was convenient

Local (CCG) average: **91%**

86 % found our receptionists helpful.

99% said that the nurses were good at giving enough time.

99% said that the doctors were good listeners.

99% said they had trust in the doctors and nurses.

83% said they would recommend us to others.

89% said their overall impression of the surgery was good.

There is room for improvement in the following area:

We do try and keep our waiting times down but 41% of responders had to wait for longer than 15 minutes.

Overall we are pleased with the results and are happy to see that most responders are happy with our service.

We try our best to accommodate everyone but can appreciate patient's frustrations at not being able to obtain an appointment to suit them and also appreciate that people work out of the area and can only come to the surgery in the evening.

We are always changing the way we use our appointment rotas and try to fit most people in who feel they need to be seen on the day.

Looking at the survey as a whole we are pleased to see that the responses have been mainly positive and continue daily to improve the way we work for our patients.

We continue to feel very proud of the service we provide at Stock Surgery and aim to provide our services with compassion and in a friendly professional manner.

It is great to see all our efforts resulting in virtually universal praise of our services.

We continue to work hard behind the scenes to maintain a high quality of care for all our patients and to improve the patient experience when our service is used.

Dr Hopgood and I are extremely grateful for all the hard work and enthusiasm from the team here at Stock Surgery and also all the efforts from our Patient Participation Group.

Dr David Acorn

Surgery Opening Hours

	Morning	Afternoon
Monday	08:00 - 13:00	14:00 - 18:30
Tuesday	08:00 - 13:00	14:00 - 18:30
Wednesday	08:00 - 13:00	14:00 - 18:30
Thursday	08:00 - 13:00	14:00 - 18:30
Friday	08:00 - 13:00	14:00 - 18:30
Weekend	<i>closed</i>	<i>closed</i>

We have a designated emergency phone line during core hours - if you need to contact the surgery urgently.

When we are closed

At night and at weekends when the surgery is closed, your calls will be automatically diverted to the out-of-hours service. Advice may be given or you may be asked to attend the out-of-hours centre. The phone number is 01277 289400

If necessary a doctor or emergency care practitioner may visit you at home.

Website:

www.stocksurgery.co.uk