

NEWPORT SURGERY

PATIENT
PARTICIPATION
REPORT

MARCH 2014

FRAMBURY LANE
NEWPORT, ESSEX, CB11 3PY

PRACTICE DETAILS

Hours of service

Monday	8am to 6:30pm
Tuesday	8am to 6:30pm
Wednesday	8am to 6:30pm
Thursday	8am to 6:30pm
Friday	8am to 6:30pm

Patients can access services by phone from 8am to 6:30pm

Patient can access services by calling into the surgery from 8am to 6:15pm

Patients can also book GP appointments or order medications online by registering to use Patient Access

The surgery does not close for lunch

PATIENT PARTICIPATION GROUP

The Patient Participation Group is a virtual group of patients. All communication is carried out by Email.

The PPG was set up in 2011. Despite posters and asking patients to join we had very few members with only 29 in March last year. We tried to increase representation this year and included a sign up form in the new patient information packs, we now have 89 members (a 200% increase)

SURGERY PATIENT PROFILE BY GENDER

Gender	PPG Members	No of patients age 16 and over	% Represented
Female	53	3347	1.6%
Male	36	3226	1.1%
Total	89	6573	1.35%

SURGERY PATIENT PROFILE BY AGE

Age	PPG Members	No of patients in this age group	% Represented
16-24	11	722	1.5%
25-34	24	627	3.8%
35-44	18	982	1.8%
45-54	12	1326	0.9%
55-64	9	1175	0.8%
65+	12	1045	1.1%
Total	89	6573	1.35%

SURGERY PATIENT PROFILE BY ETHNICITY

Ethnicity	PPG Members	No of patients age 16 and over	% Represented
White – British	83	2152	3.9%
White – other	8	115	7%
Mixed – Caribbean	0	3	0%
Mixed – African	2	8	25%
Mixed – Other	0	3	0%
Asian or Asian British – Pakistani	0	1	0%
Asian or Asian British – Other	0	15	0%
Black or Black British	0	1	0%
Chinese or Other Ethnic Group	0	4	0%
Unknown or Ethnicity withheld	1	4271	0%
Total	89	6573	1.35%

With such small numbers in some ethnic groups representation percentages are skewed, it is reasonable to assume that the majority of the patients with unknown ethnicity are White British – this would result in 1.3% representation which is in line with the total representation

PATIENT SURVEY

We contacted all PPG members by Email in December to update on changes in the Practice and get members views on what areas should be addressed in the annual survey.

We developed a paper questionnaire based on the responses from the PPG, this was made available to all patients who attended the surgery for any reason during February. We issued in the region of 200 questionnaires and received 40 completed questionnaires (approx. 20%) A copy of the questionnaire is included in Appendix 1 and a copy of the results are included at Appendix 2

The results of the survey were reported to the members of the PPG in March and their views on any actions to be taken were sought – we had no suggestions as to any actions that should be taken by the Surgery however we will continue to look at ways of improving the service that we provide.

UPDATE ON LAST YEARS SURVEY

The main areas for improvement last year were:

- Being able to get through on the phone quickly
 - We have had another phone installed in Reception to enable us to handle more calls during the busiest times
- Getting an appointment at a time to suit the patient
 - We have altered the format of appointment times so that we usually have emergency on the day appointments, urgent appointments for someone who needs to be seen in the next few days and routine appointments available for pre-booking. We now also offer same day telephone appointments with the Duty Doctor.
- Improved service at reception
 - One of the main problems was patients waiting at the window and feeling ignored, this was usually because the receptionist was on the phone to another patient. We moved our patient records to enable us to put more desks in reception, during our busiest times the receptionist on the window no longer takes calls, we now have more staff in reception at the new desks who can answer calls. During quieter times the receptionist at the window may take a call but should acknowledge the patient so that they don't feel ignored.

Newport Surgery - Patient Questionnaire 2014

Are you happy with our current opening hours? Yes/No

If no please comment

When you last booked an appointment with us, which of the following was most important to you? (please tick)

Getting an appointment on the same day (but not necessarily with the doctor of your choice)

Getting an appointment with the doctor of your choice (but not necessarily on the same day)

Getting an appointment for a specific day/time

Which of the following should be a top priority for improvement for us? (please tick up to three)

Being able to get through on the phone quickly

Getting an appointment at a time to suit you

Being able to book an appointment on-line

Being able to order a repeat prescription on-line

Having your request dealt with in one call, and not being asked to call back

Speaking to a doctor on the phone

Speaking to a nurse on the phone

Obtaining test results by phone

Seeing a doctor on time

Being able to use e-mail/fax

Friendly, helpful, compassionate service at reception

Friendly, helpful, compassionate service at dispensary

Accuracy of medication being dispensed

Quality of medical care

Cleanliness of surgery

More information available on surgery website

Any other comments please specify _____

Thank you for completing this survey – we will use the responses to determine how we can improve our service in the future

APPENDIX 2

Results of Survey

Opening Hours – 77% were happy with our current opening hours, 20% were unhappy and 3% did not answer this question. Of the people who were not happy, most would prefer either Saturday or some weekend opening and one person feels that the surgery should be open 24 hours a day, seven days a week

Appointments – we asked what was most important about getting appointments

38% want to be able to get a same day appointment

42% want to be able to get an appointment with a GP of their choice but not same day

22% want a specific time and day

Priorities for improvement - we asked what things should be priorities for improvement, patients were asked to choose the three most important to them (although some patients ticked several)

The results, ranked by priority were:

Quality of medical care – 45%

Getting an appointment at a time to suit you – 42%

Friendly, helpful, compassionate service at reception – 38%

Speaking to a GP on the phone – 35%

Being able to get through on the phone quickly – 35%

Seeing a GP on time – 25%

Being able to order a repeat prescription on-line – 15%

Friendly, helpful, compassionate service in dispensary – 15% (many comments that this was already being done)

Being able to book an appointment on-line – 12%

Accuracy of medication being dispensed – 10%

Cleanliness of surgery – 10%

Speaking to a nurse on the phone – 10%

Obtaining test results by phone – 10%

Having your request dealt with in one call and not being asked to call back – 10%

Being able to use Email/fax – 5%

Other Comments – there was an opportunity for people to make other comments, the main themes were:

- Nothing to improve
- All doing an excellent job
- Always happy with service
- One person was unhappy with the reception triage, reception ask what the patient needs to see the GP for – the GPs have determined those issues that they feel happy to deal with by phone initially, and they will bring the patient to the surgery after speaking to them if they feel they need to see the patient, this frees up appointments for people who need to be seen
- Another patient reported that the toilets smell
- One patient was unhappy with the state of the waiting room, we are in the process of updating the room, we have installed new radiators as the room has been very cold in the past, some of the old seating has been removed and it is our intention to replace it all eventually with new seating, the room has recently been redecorated and we are currently waiting for the carpet to be steam cleaned
- One person was concerned that there was only one male GP – this was due to Dr Basra being on extended sick leave and we needed to find a full time GP to backfill him, the only applicants we had were female and it was felt more important to get a good GP quickly

