**Patient Participation Report & Survey Results**

Earlier this year we added a request to our practice website asking interested patients to join our patient reference group, we also advertised this in the waiting room. The group is open to all patients registered at the practice. It is important that the group is representative of the patients registered at the practice and the 6 patients who have joined the group represent the vast majority of our patient base. The only group that is not represented are patients in their teenage years and the practice has asked any existing group members to encourage anyone in this age group to consider joining as their opinions are very important and can help us shape the services we offer to young people.

**Please note we still require group members, everyone is welcome to join – please see the link on our website to register!**

We did not want members of the group to be overly burdened by emails and so have kept these to a minimum with the proviso that if members wish to reply to questions or make suggestions that is much appreciated but likewise they do not need to respond to every email if they do not see it as appropriate.

For this first survey the group members were asked for their thoughts on what questions should be asked. The practice did add some questions but did not try to influence the group members by making initial suggestions. We feel that this worked well with some new ideas being generated by the group members. Once the survey questions had been drawn up a list was sent out to the group for their thoughts on whether the survey was acceptable.

Once agreement had been given the survey was posted on the practice website with prominent requests for patients to complete this. The survey was also advertised in the surgery and hard copies were made available for patients without access to the internet. The survey was available for completion for a period of 6 weeks, 84 responses were received.

**The survey results were as follows:**

***91% of patients said that they always or usually found it easy to get through to the practice on the telephone – 4% did not respond to this question.***

***91% of patients said that they could always or usually get an appointment when they wanted one – 3% did not respond to this question.***

***96% of patients said that they always or usually found reception staff to be efficient and friendly when they contacted the practice - 3% did not respond to this question.***

***96% of patients said that they always or usually found the doctors at the practice welcoming - 3% did not respond to this question.***

***93% of patients said that they always or usually involved by the doctor in decisions about their care and treatment - 5% did not respond to this question.***

***97% of patients said that they always or usually found the nurses at the practice welcoming - 2% did not respond to this question.***

***98% of patients said that they always or usually satisfied with their consultations at the practice- 2% did not respond to this question.***

***Only 36% of patients said that they brought children to the surgery, of those 33% said that they always or usually found it a positive experience when they brought their children to the practice.***

***97% of patients said that they always or usually treated with dignity and respect by staff at the practice - 2% did not respond to this question.***

**91% of patients said that they would recommend the practice to a friend.**

**WE ALSO ASKED PATIENTS FOR COMMENTS ABOUT THE PRACTICE - THESE ARE AVAILABLE AT THE END OF THIS REPORT.**

This information was shared with the patient participation group. The practice was pleased with the results of the survey and did not believe that any significant change to services provided or the way in which they are delivered were required based on these results. The group were asked to comment on both the results and on the proposal relating to service change.

**Conclusion**

Following feedback from the group it has been agreed that no changes to services provided or the way in which they are delivered are required. Practice premises will be open from 8.30am until 6pm (the duty doctor is available from 8am until 8.30am and from 6pm until 6.30pm but must be contacted by telephone from 8am until 8.30 am and from 6pm until 6.30pm). The surgery offers extended hours and the duty doctor is available on one evening per week and one Saturday morning per month – the days of the week on which these services may differ so please contact the surgery to see when the next appointment is available . We operate an appointment system (including ‘on the day’ emergency appointments) for all services; appointments can be made either in person or by telephoning 0121 453 3584.

This year despite being available both on the practice website and in the surgery for 6 weeks the survey uptake was not as high as we would have liked. It has been agreed that next year we will look at how we can increase the number of responses to the survey.

**Comments collected during the survey:**

After conversations with friends about doctors and practices we regard ourselves very lucky.  
---  
all doctors spend the necessary time with the patient and you never feel you must hurry to leave.  
---  
Always very professional.  
---  
Always welcoming, friendly, helpful and re-assuring. I couldn't wish for a better practice and wouldn't ever consider going anywhere else  
---  
An excellent practice a flagship for others.  
---  
Best practice in the area.  
---  
Do not change anything at this Practice, as I have heard of other's & they are terrible.  
---  
Excellent  
---  
Excellent friendly practice who have looked after myself and my family for many years.  
---  
Have been with them 75 years and am .very satisfied  
---  
Having only joined the practice within the last 2 years I have found it to be very welcoming and friendly. Everyone is really helpful and treat people as individuals.  
---  
I find all staff very helpful, caring and understanding.  
---  
I get nervous in large places, so your surgery is more personal and I feel more at ease. And everyone is friendly.  
---  
I have attended this practice for the last 40+ years. The doctors and staff have always created a relaxed atmosphere and even a certain amount of humour at times. Although it is perhaps a little more subdued now that certain staff and doctors have sadly retired it still retains a friendly atmosphere compared to other surgeries and medical facilities. Long may it last! I feel like a human being rather than a body on a conveyor belt with this practice  
---  
I have been a patient at this practice since 1962 and have had full confidence in Dr Nathan, Dr Glover, Dr Cooper and Dr Cheetham throughout this period.  
---  
I have been attending this practice for 50+ years and always left, feeling happy with the attention received.  
---  
I have been going to this doctors since 1969 it use to be nice, but lately I find some of the staff are abrupt which puts me off going there.  
---  
I have been with this practice all my life and compared with comments I hear of other practices, I feel almost honoured to belong to such a welcoming, friendly and efficient practice.  
---  
I have had excellent support and good quality treatment over the past 30years. I remain confidant with the medical ability of the present GPs. The surgery waiting room is more comfortable, notice boards always updated & tidy  
---  
I wish I had come here years ago instead of putting off moving doctors.  
---  
If I had any problems I could discuss them. I've been coming to this practice for 40 years and see no reason to change.  
---  
If the doctors are running behind it would be useful to be informed by the reception staff when you arrive.  
---  
In general a very good practice  
---  
It's a very friendly practice.  
---  
Lovely practice - really happy with everything  
---  
Most of the staff are always friendly and helpful. Sally & Ann are both lovely and helpful at all times.  
---  
My experience with this practice has always been a positive one, particularly when compared with friends'/colleagues' experiences of trying to get appointments with their practices.  
---  
Staff always very kind and considerate.  
---  
The question above, re children- in our case we mean grandchildren. They have been seen by all three doctors at various times. Technical comment: The loudspeaker in the waiting room is on the wall behind the chairs. Those of us with woolly ears may not have to concentrate so hard if it was on the opposite wall.  
---  
Very Good  
---  
Very warm and friendly surgery, always happy to help.  
---  
Waiting room always clean, warm & comfortable. An excellent practice in my experience.  
---  
Would like to see antiseptic hand cleanser at door of waiting room  
---  
You are always made to feel important and special, from the moment you walk into the surgery to the moment you leave. Always receive a smile from all the staff  
---  
You never feel that you are wasting their time. You are always reassured that things can be done.  
---