**Patient Participation Report & Survey Results 2013/14**

We have now had our patient participation group in place for over 2 years. Three new members have joined the group during the year. We continue to advertise on the practice website for additional members – everyone is welcome to join. If you are reading this and would be interested in giving us your views on how we can improve services/what we should ask in our surveys etc please register your interest via the website. 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 12 current members encompass a wide demographic of our practice population. We are pleased that we have been successful in recruiting a patient in their teenage years during the last 12 months.

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

We continue not to 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.

Group members have raised interesting issues over the last 12 months such as:

online services – challenging security of new online initiatives

care.data – suggesting ways in which the practice can advertise important issues and ensure this information reaches the widest range of patients

Having input from a patient perspective has proven extremely valuable.

Once again we sought the opinion of group members for ideas on what questions should be asked in the practice survey. The practice suggested some general questions around overall satisfaction, whether patients are treated with dignity and respect at the practice and how patients currently order repeat prescriptions. National GP Survey results had been made available; the practice had scored over 90% in all key areas recorded on NHS Choices. In view of these results it was decided to look at areas other than access as part of the in-house survey.

Group members were asked their opinion on this and for any other questions they wanted to add/topics to be included. A members of the group suggested that we look at out of hour’s provision and whether patients understood how to access services when the practice was closed. In the current climate with a drive to reduce attendances at A&E we thought this was an excellent suggestion and took this forward as the main basis of the survey this year. Hopefully the survey will inform the practice on issues around access and help us to come up with ideas of how we can best sign post patients to the correct services. 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. Each year we have tried to increase the number of responses, last year we made the survey available for a longer period, this year as a response to our action plan from last year we sent a text message to over 2000 patients asking them to complete the survey!

The survey was made available for one month, during this time 105 responses were submitted on-line and 13 via reception; this represents 2.2% of our patient population this is an increase from 64 responses received last year.

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| **New Road Surgery - Patient Survey Results 2013/2014** |
| **How satisfied are you with the service that we provide?** |
| Very satisfied | 109 |
| Fairly satisfied | 8 |
| Not satisfied at all | 1 |
| **When you visit the surgery are you treated with dignity and respect?** |
| Always | 113 |
| Usually | 5 |
| Never | 0 |
| **How do you order your repeat prescriptions? You can tick more than one box.** |
| On-line | 57 |
| Email | 4 |
| Fax | 2 |
| In person at the surgery | 83 |
| By phone – only applies to housebound patients | 0 |
| **Would you be interested in using an Electronic Prescribing Service where you could collect your regular medication from your chosen pharmacy without the need to order or collect a prescription from the surgery? (In some circumstances regular medication can be authorised for up to 12 months at a time using this system).** |
| Yes | 74 |
| No | 43 |
| **QUESTIONS ABOUT THE OUT OF HOURS SERVICE** |
| **Do you know how to contact an out-of hours GP service when the surgery is closed?** |
| Yes | 67 |
| No | 49 |
| **In the past 6 months, have you tried to call an out-of-hours GP service when the surgery was closed?** |
| Yes | 8 |
| No | 108 |
| If you have answered YES please continue to complete the following questions: |
| **How easy was it to contact the out-of-hours GP service by telephone?** |
| Very easy | 6 |
| Fairly easy | 2 |
| Not very easy | 1 |
| Not at all easy | 1 |
| Unable to make contact | 0 |
| **How do you feel about how quickly you received care from the out-of-hours GP service?** |
| It was about right | 6 |
| It took too long | 3 |
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| **Did you have confidence and trust in the out-of-hours clinician you saw or spoke to?** |
| Yes, definitely | 4 |
| Yes, to some extent | 3 |
| No, not at all | 3 |
| **Overall, how would you describe your experience of out-of-hours GP services?** |
| Very good | 3 |
| Fairly good | 3 |
| Neither good nor poor | 0 |
| Fairly poor | 1 |
| Very poor | 2 |
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| **To help us analyse your answers please tell us a few things about yourself:** **Are you male or female?** |
| Male | 46 |
| Female | 71 |
| **What age are you?** |
| Under 16 | 0 |
| 17 - 24 | 2 |
| 25 - 34 | 7 |
| 35 - 44 | 15 |
| 45 - 54 | 15 |
| 55 - 64 | 23 |
| 65 - 74 | 40 |
| 75 - 84 | 12 |
| Over 84 | 4 |
| **What is the ethnic background with which you most identify?** |
| White British | 109 |
| White Irish | 2 |
| Mixed White & Black Caribbean | 2 |
| Mixed White & Black African | 0 |
| Mixed White & Black Asian | 1 |
| Indian | 1 |
| Pakistani | 0 |
| Bangladeshi | 0 |
| Black Caribbean | 0 |
| Black African | 0 |
| Chinese | 0 |
| Other | 3 |
| **How would you describe how often you come to the practice?** |
| Regularly | 39 |
| Occasionally | 69 |
| Very Rarely | 10 |

The above results were shared with the patient participation group and they were asked to comment on both the results and on proposals relating to service change.

**Action Plan & Actions Completed for the 2013 Survey**

Last year the following items had been highlighted for action:

Text reminder service – this service has been introduced during the year, we were able to text over 600 patients to advise them about our flu clinics and we continue to advertise and collect mobile phone numbers so that we can optimise this service.

Increase the number of survey responses – the text reminder service was used to ask over 2000 patients to complete the survey that has just finished in Feb 2014.

On-line appointment booking - the practice is now offering online appointments.

The practice website – it was agreed that the practice would advertise the practice website particularly with a view to promoting on-line prescription requests. Posters have been placed in the waiting room informing patients of the new on-line services and there has been a considerable number of patients register for on-line services during the last few months.

**Conclusion & Action Plan for the 2014 Survey**

This year group members have agreed that no major changes to services provided or the way in which they are delivered are required.

With the agreement of the group the practice plan for the next 12 months is to:

* Move forward with electronic prescriptions - we actually have a date to start this new initiative and once established we will promote this during the year.
* Advertise out of hours arrangements - we do this currently but plan a display on the front door of the surgery to increase awareness.
* Text patients with mobile phones and advise them of the new 111 phone number now in use for out of hours services.

The person responsible for ensuring the above actions are completed is: Ann Blackburn, Practice Manager – actions to be completed by March 2015.

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.

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