

Patient Participation DES Report

Report by: **Ainsdale Medical Centre**

Date Report Produced: **31/3/2014**

Introduction

Ainsdale Medical Centre now has a Patient Reference Group.

It was set up to help us understand the views of patients on the services that the practice offers and how we can improve them.

The group began its life following discussions between the Practice Manager and a patient volunteer with many years of experience working with patient groups.

The PRG has been set up as a 'virtual' group which allows members to exchange views and opinions on a range of subjects related to the surgery. The discussion group is secure and private and members can participate anonymously if they desire. The group is un-moderated and members can leave comments 24 hours a day in real time. It operates on the Google Groups platform.

Membership

There are currently 10 members of the group including two representatives of the surgery – Paul Ashby (Practice Manager) and Dr Stuart Bennett (GP Partner).

The group (excluding the Practice representatives) comprises 5 male and 3 female members.

The age profile is as follows:

45-54	4
55-64	3
64+	1

We attempted to make the group as representative as possible.

- Advertised on the hand-out cards which were given to over 1000 patients when we changed our phone number in January.
- Posted information prominently on our website.
- Placed posters around the surgery.
- Ran a secondary advertising campaign encouraging patients from unrepresented groups to apply.
- Added a screen message on the self-check in screen for all patients aged 18-40 years.
- *We attempted to avoid any selection bias by not approaching patients directly.*

Agreeing areas of priority with the PRG

In order to agree the priorities to include in the local patient survey we drew on two sources.

1. The content of postings that were made in the PRG discussion group, specifically in response to two questions inviting free-text response
 - What are areas of primary healthcare provision that you think Ainsdale Medical Centre should prioritise in the next 12 months?
 - What do you think the Practice does well and what areas can we improve on?
2. Responses to a mini-survey of members. The survey asked them to rate ten areas of service delivery in terms of relative need to prioritise in the next twelve months.

Availability of appointments
Ease of getting through on the telephone
Quality of care provided by our clinicians
The facilities we provide at the surgery
Development of on-line services
The range of clinical services we offer at the surgery
The quality of the administrative service we provide.
Our opening hours
The way we communicate with patients
Data governance and data sharing

Availability of appointments emerged as an area of high priority in both sources and this became the main area of the local patient survey.

Conducting a Local Patient Survey

In March 2014 we sent a letter to 218 patients selected randomly from our entire patient list.

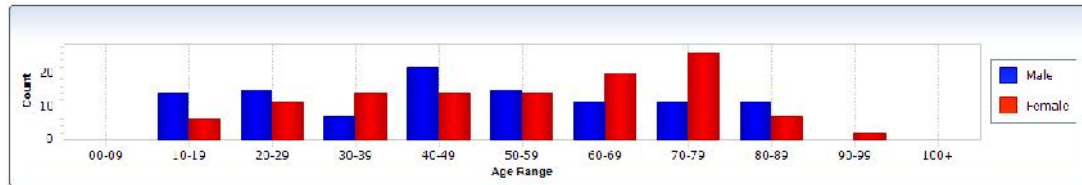
The letter invited them to participate in an online survey and provided the link to follow to access it.

The letter asked patients who did not have routine access to the internet to send a reply slip back or phone us to tell us that they couldn't complete the survey. The survey was only available to on-line users but the replies we received allow us to make an approximate calculation of what proportion of our patients cannot access all the new on-line services we are introducing.

The survey contained 25 questions which (with two exceptions) were lifted from the current IPSOS Mori NHS Patient Survey. The other two questions were related to the frequency with which the person had come to the surgery to deal with an admin matter and whether they used our website to find out information.

The survey included the NHS family and Friends test.

The age profile of the patients selected to receive the invitation to complete the survey is shown below.



The overall response to the survey was as follows

Total surveys sent out	218
Replies advising no internet access	14
Completed surveys	25
Overall response rate	17.9%
Completed survey response	11.5%

The results of the survey can be viewed in the appendix to this document.

The survey results were provided to the members of the PRG on 27th March 2014 for discussion and development of further action plans.

Ainsdale Medical Centre

Patient Survey

March 2014

218 patients over the age of 16 were randomly selected from our patient list and sent an invitation, by Royal Mail, to take part in an on-line survey. Patients who do not have routine access to the internet were asked to contact us to let us know that they could not complete the survey.

25 patients completed the survey before the deadline of March 26th. A further 14 patients contacted us to say they did not have access to the internet.

The results of the survey are contained within this report.

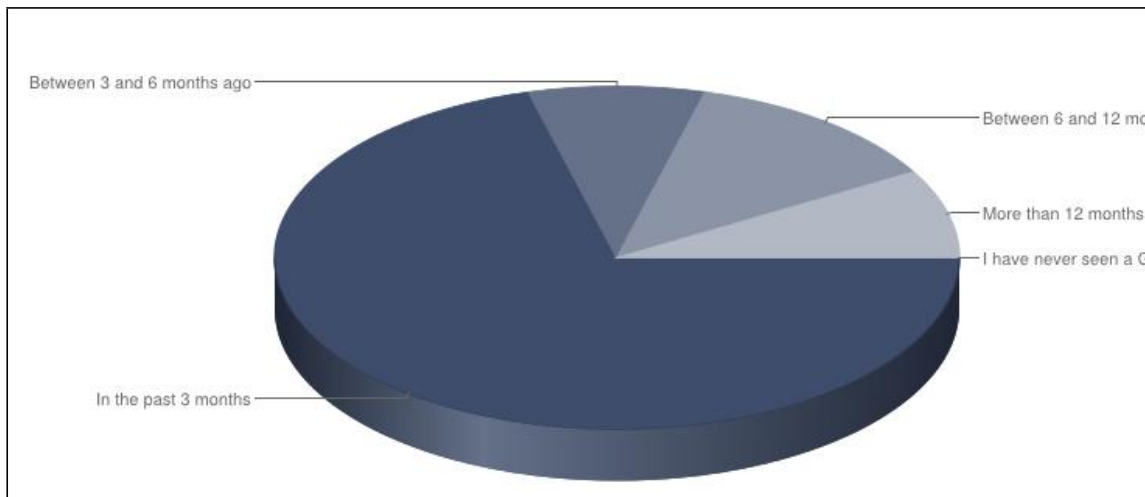
Ainsdale Medical Centre: Patient Survey March 2014

We Asked:

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Q1. When did you last see or speak to a GP from your GP surgery?

Single answer question or grid (answers per option add up to roughly 100%)

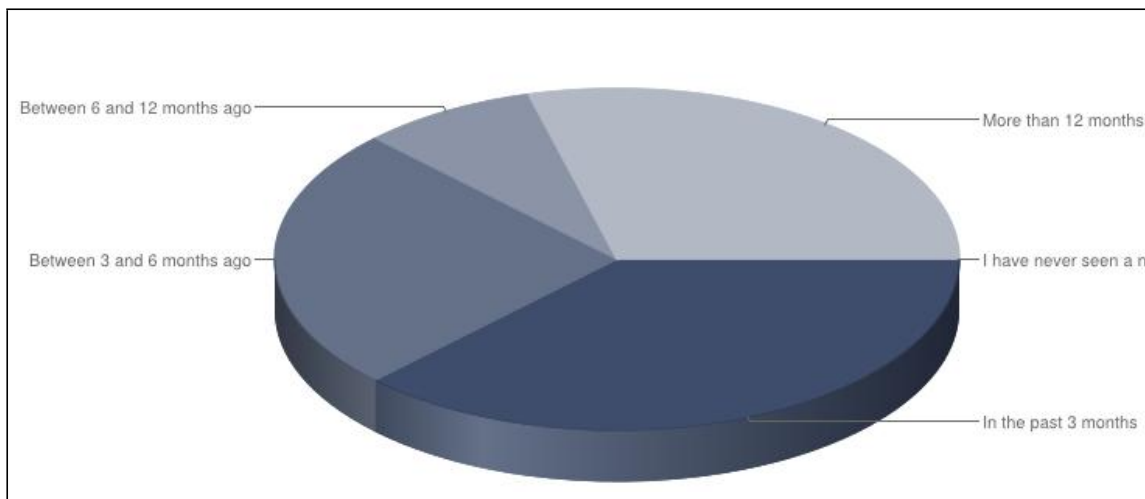


Option:	TOTAL
	(25)
In the past 3 months	17
Between 3 and 6 months ago	2
Between 6 and 12 months ago	3
More than 12 months ago	2
I have never seen a GP from my GP surgery	0

Base: 25 out of 25 people answered this question

Q2. When did you last see or speak to a nurse from your GP surgery?

Single answer question or grid (answers per option add up to roughly 100%)

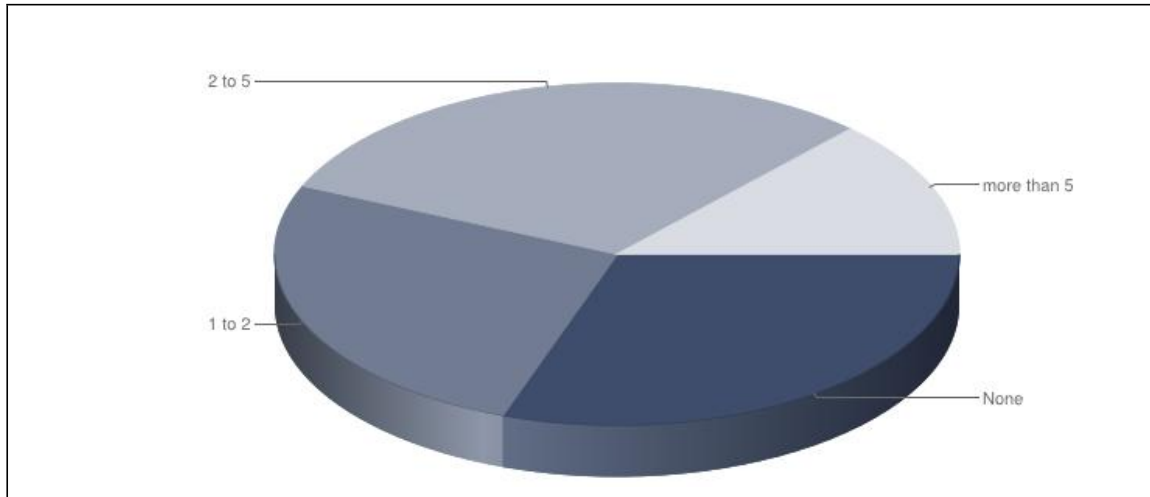


Option:	TOTAL
	(25)
In the past 3 months	9
Between 3 and 6 months ago	6
Between 6 and 12 months ago	2
More than 12 months ago	7
I have never seen a nurse from my GP surgery	0

Base: 25 out of 25 people answered this question

Q3. How many appointments (phone or face-to-face) have you had with a doctor/nurse or health care assistant in the last 3 months (approx.)

Single answer question or grid (answers per option add up to roughly 100%)

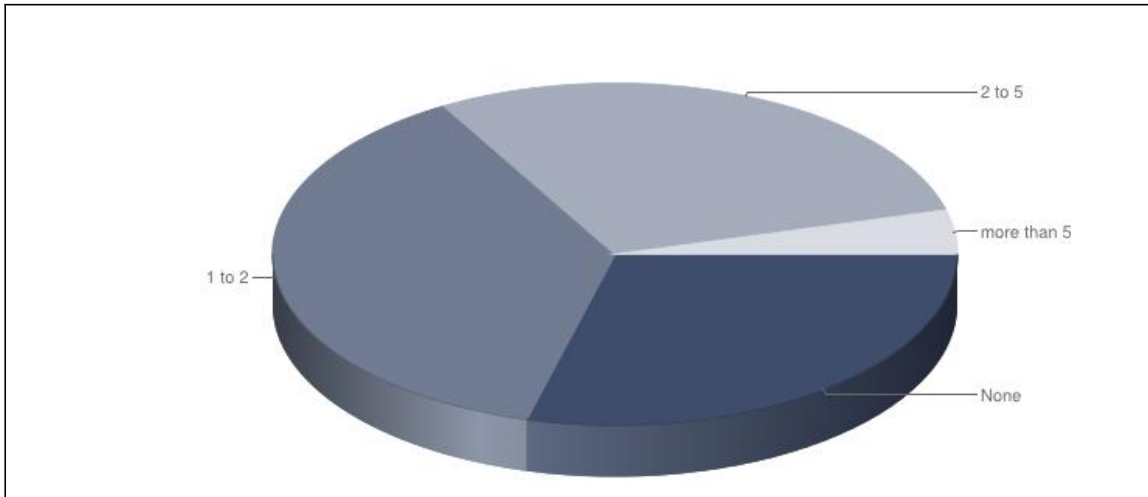


Option:	TOTAL
	(24)
None	7
1 to 2	6
2 to 5	7
more than 5	3

Base: 24 out of 25 people answered this question

Q4. How many times have you visited the surgery in the last three months for something other than an appointment eg to collect a prescription or make an enquiry?

Single answer question or grid (answers per option add up to roughly 100%)

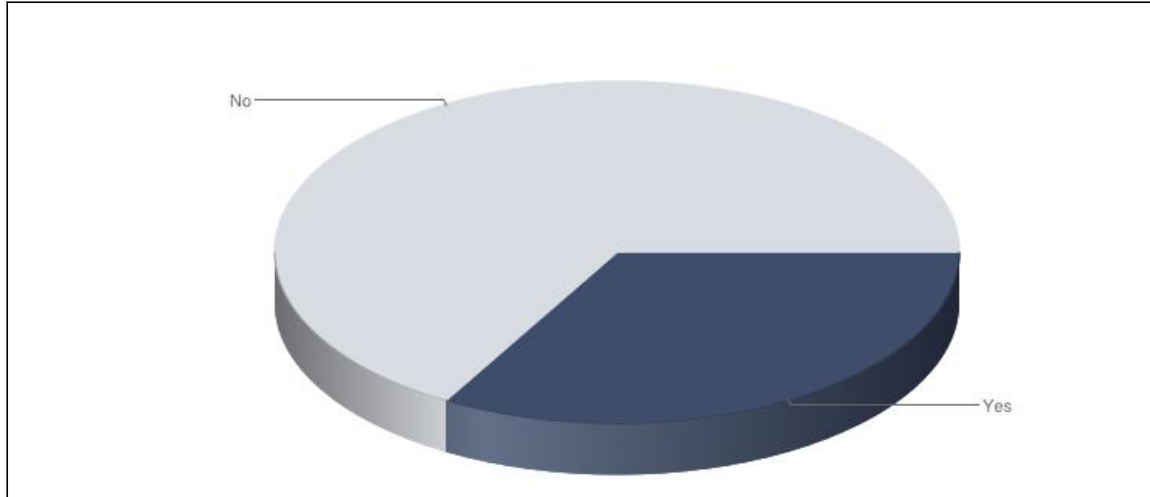


Option:	TOTAL
	(25)
None	7
1 to 2	9
2 to 5	7
more than 5	1

Base: 25 out of 25 people answered this question

Q5. Have you visited our website to find some information in the last month?

Single answer question or grid (answers per option add up to roughly 100%)

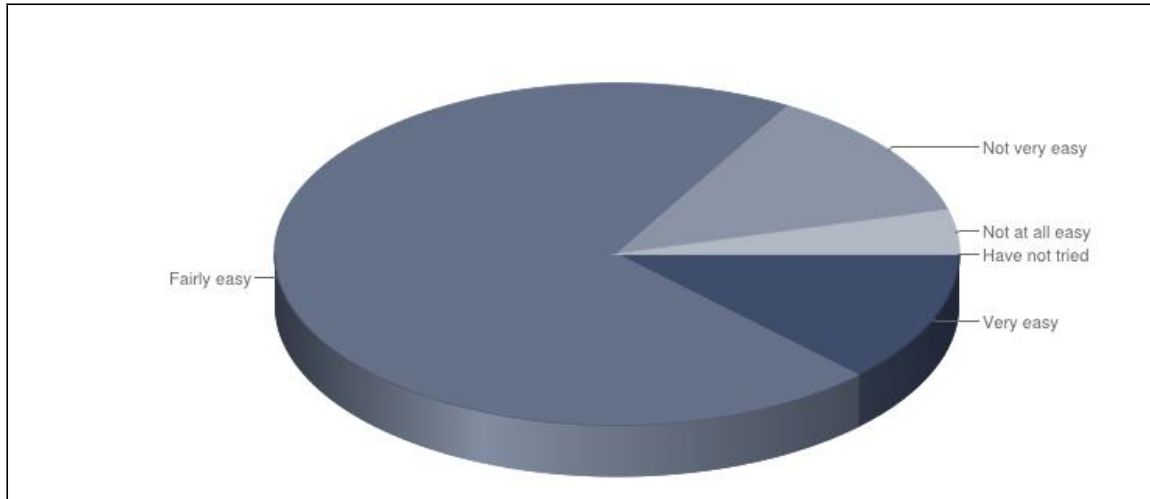


Option:	TOTAL
	(25)
Yes	8
No	16

Base: 25 out of 25 people answered this question

Q6. Generally, how easy is it to get through to someone at your GP surgery on the phone?

Single answer question or grid (answers per option add up to roughly 100%)

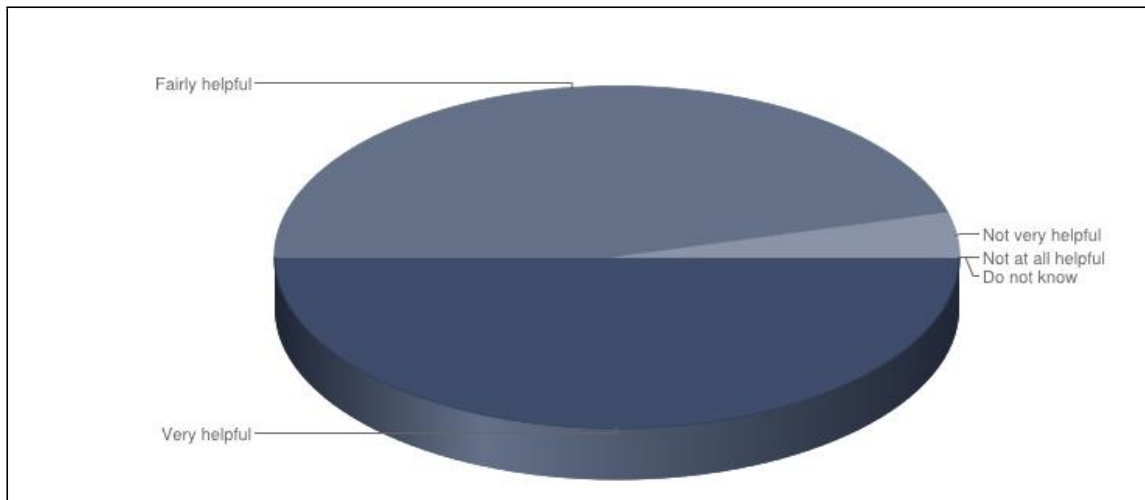


Option:	TOTAL
	(25)
Very easy	3
Fairly easy	17
Not very easy	3
Not at all easy	1
Have not tried	0

Base: 25 out of 25 people answered this question

Q7. How helpful do you find the receptionists at your GP surgery?

Single answer question or grid (answers per option add up to roughly 100%)

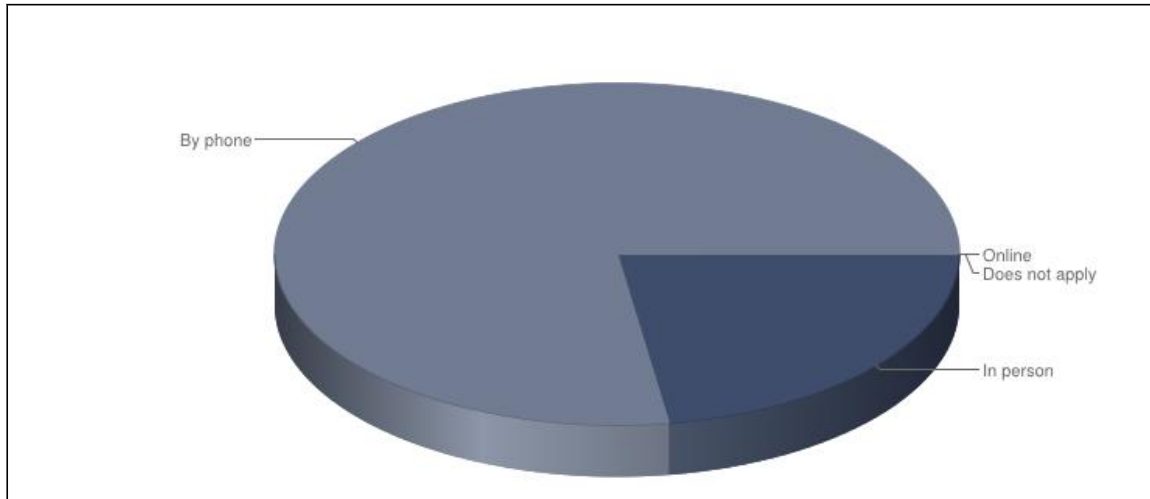


Option:	TOTAL
	(25)
Very helpful	12
Fairly helpful	11
Not very helpful	1
Not at all helpful	0
Do not know	0

Base: 25 out of 25 people answered this question

Q8. How do you normally book your appointments to see a GP or nurse at your GP surgery? (Please click all the boxes that apply to you)

Multiple answer question or grid (answers per row option may add up to more than 100%)

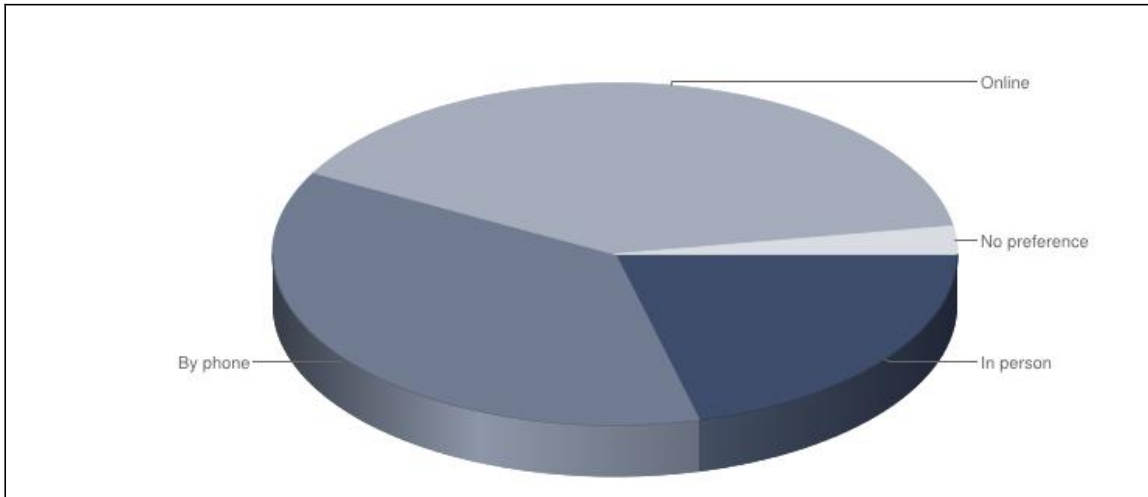


Option:	TOTAL
	(25)
In person	7
By phone	24
Online	0
Does not apply	0

Base: 25 out of 25 people answered this question

Q9. Which of the following methods would you prefer to use to book appointments at your GP surgery? (Please click all the boxes that apply to you)

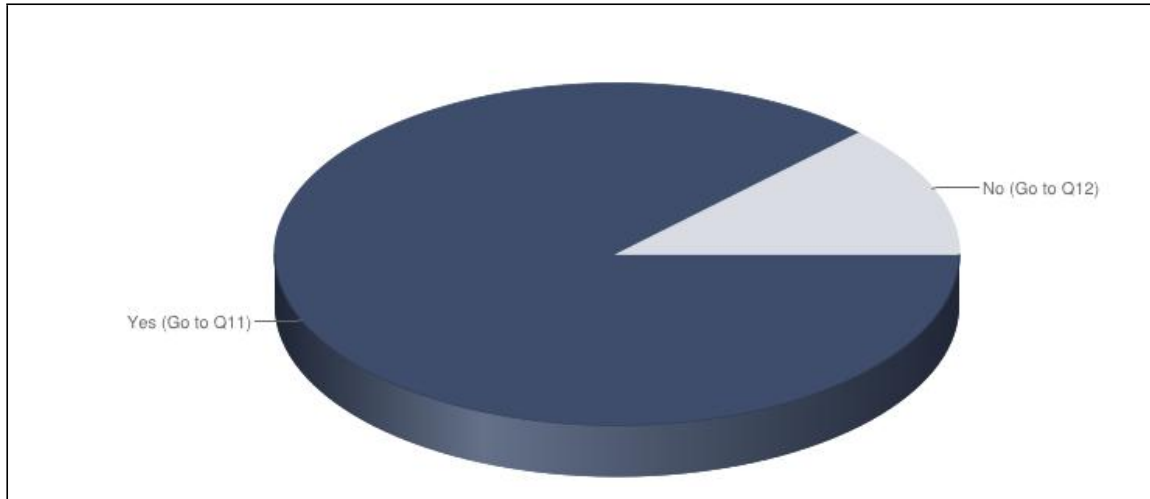
Multiple answer question or grid (answers per row option may add up to more than 100%)



Option:	TOTAL
	(25)
In person	8
By phone	14
Online	15
No preference	1

Base: 25 out of 25 people answered this question

Q10. Is there a particular GP you usually prefer to see or speak to?
 Single answer question or grid (answers per option add up to roughly 100%)

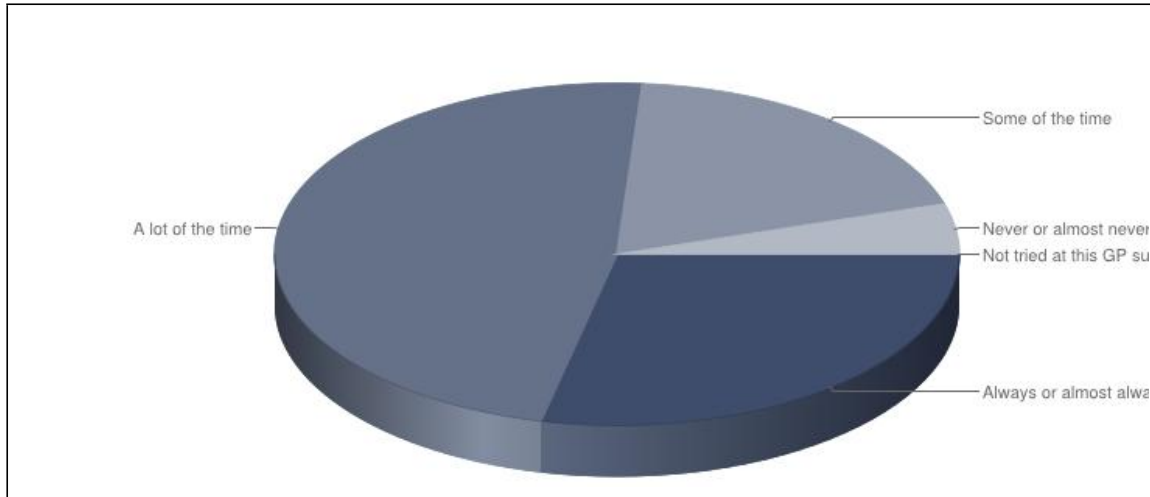


Option:	TOTAL
	(25)
Yes (Go to Q11)	21
No (Go to Q12)	3

Base: 25 out of 25 people answered this question

Q11. How often do you see or speak to the GP you prefer?

Single answer question or grid (answers per option add up to roughly 100%)

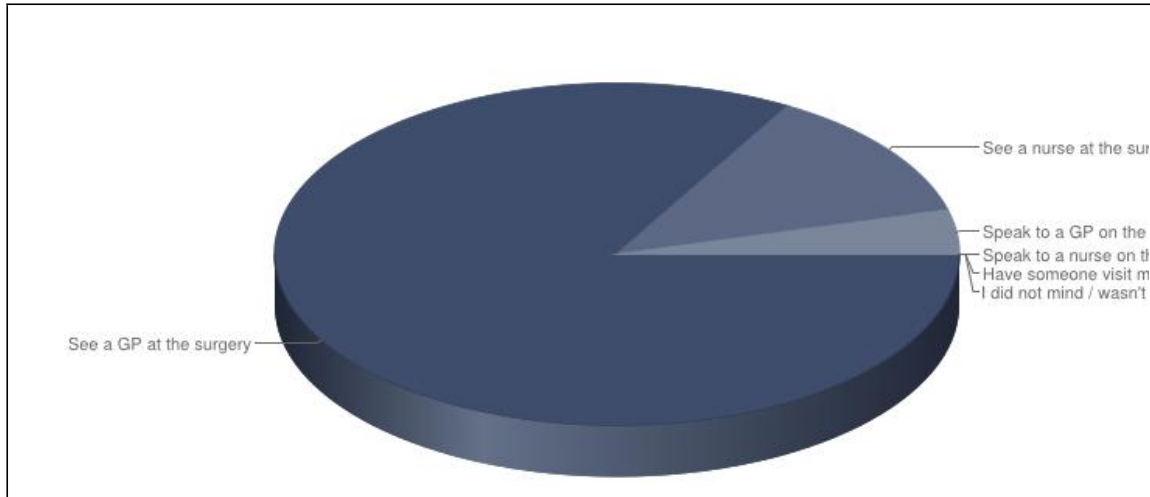


Option:	TOTAL
	(22)
Always or almost always	6
A lot of the time	10
Some of the time	4
Never or almost never	1
Not tried at this GP surgery	0

Base: 22 out of 25 people answered this question

Q12. Last time you wanted to see or speak to a GP or nurse from your GP surgery: What did you want to do?

Single answer question or grid (answers per option add up to roughly 100%)

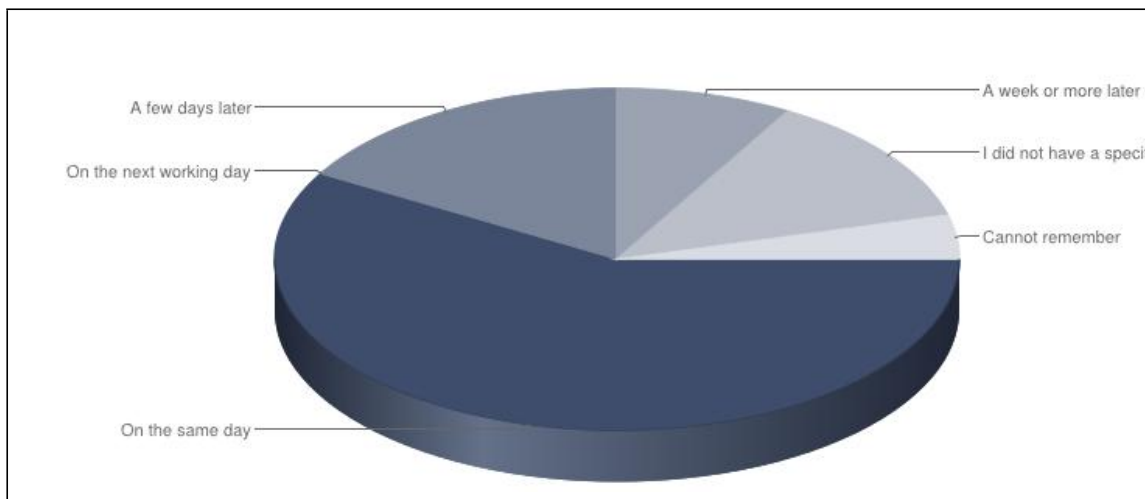


Option:	TOTAL
	(25)
See a GP at the surgery	20
See a nurse at the surgery	3
Speak to a GP on the phone	1
Speak to a nurse on the phone	0
Have someone visit me at my home	0
I did not mind / wasn't sure what I wanted	0

Base: 25 out of 25 people answered this question

Q13. And when did you want to see or speak to them?

Single answer question or grid (answers per option add up to roughly 100%)

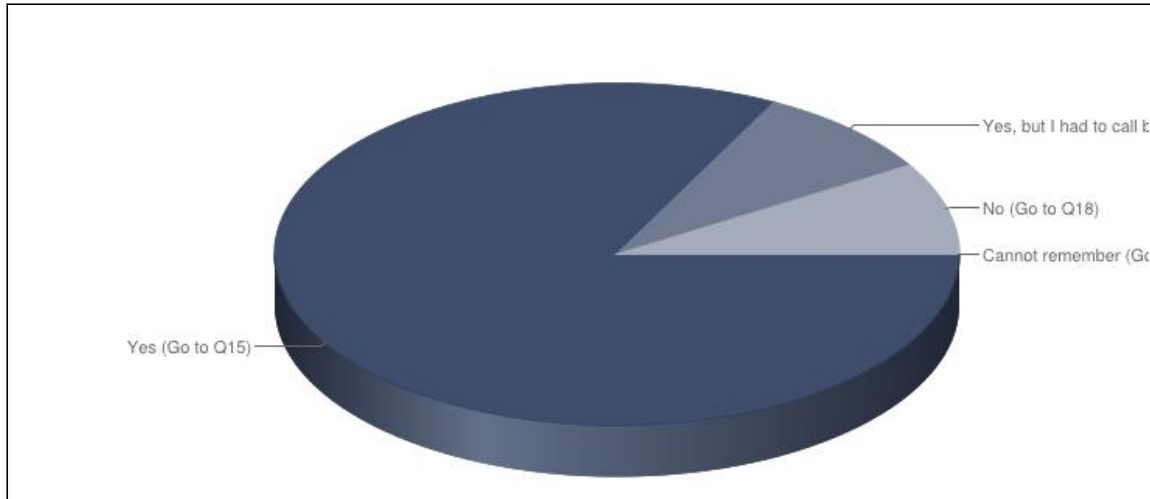


Option:	TOTAL
	(25)
On the same day	14
On the next working day	0
A few days later	4
A week or more later	2
I did not have a specific day in mind	3
Cannot remember	1

Base: 25 out of 25 people answered this question

Q14. Were you able to get an appointment to see or speak to someone?

Single answer question or grid (answers per option add up to roughly 100%)

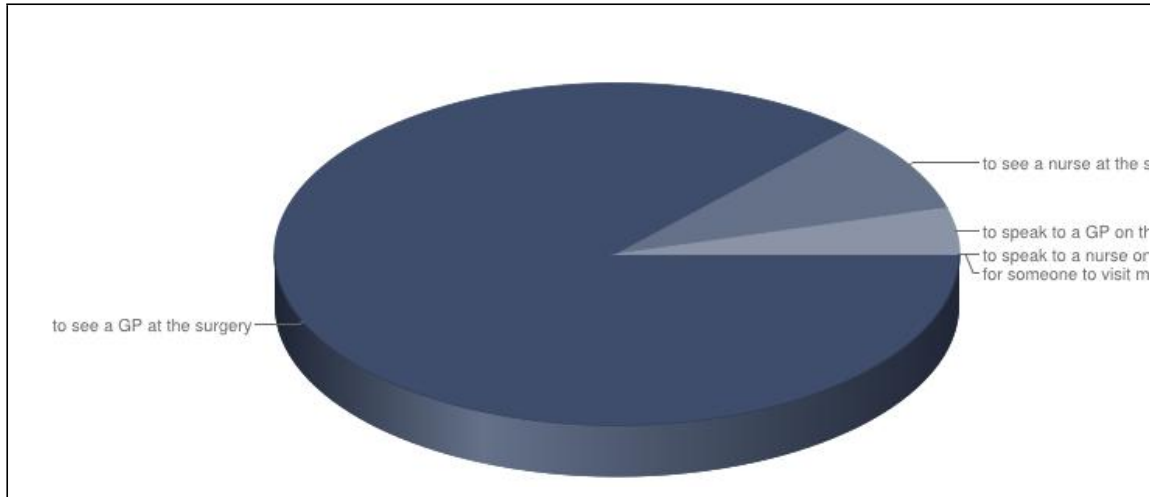


Option:	TOTAL
	(24)
Yes (Go to Q15)	19
Yes, but I had to call back closer to or on the day I wanted the appointment	2
No (Go to Q18)	2
Cannot remember (Go to Q20)	0

Base: 24 out of 25 people answered this question

Q15. What type of appointment did you get? I got an appointment

Single answer question or grid (answers per option add up to roughly 100%)

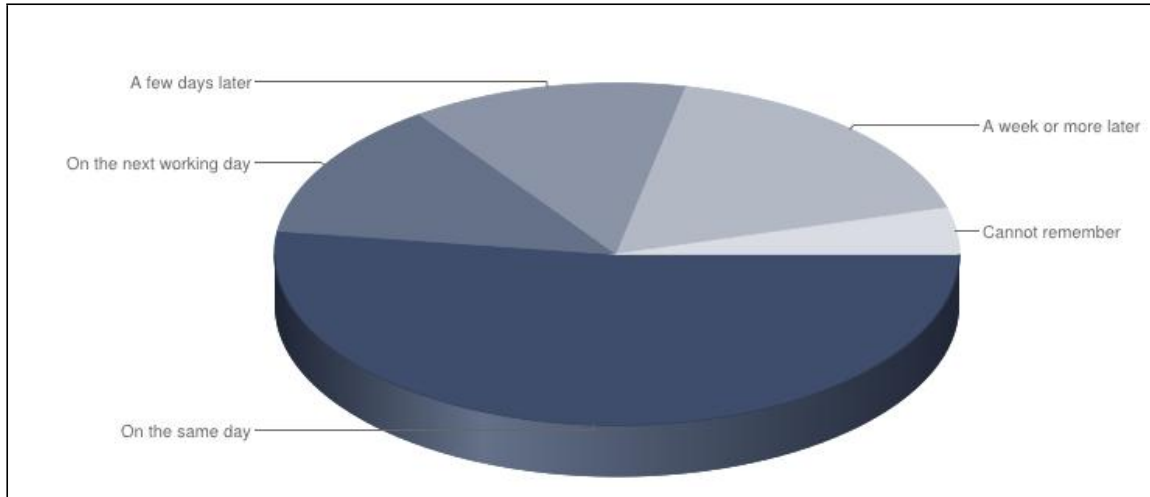


Option:	TOTAL
	(24)
to see a GP at the surgery	20
to see a nurse at the surgery	2
to speak to a GP on the phone	1
to speak to a nurse on the phone	0
for someone to visit me at my home	0

Base: 24 out of 25 people answered this question

Q16. How long after initially contacting the surgery did you actually see or speak to them?

Single answer question or grid (answers per option add up to roughly 100%)

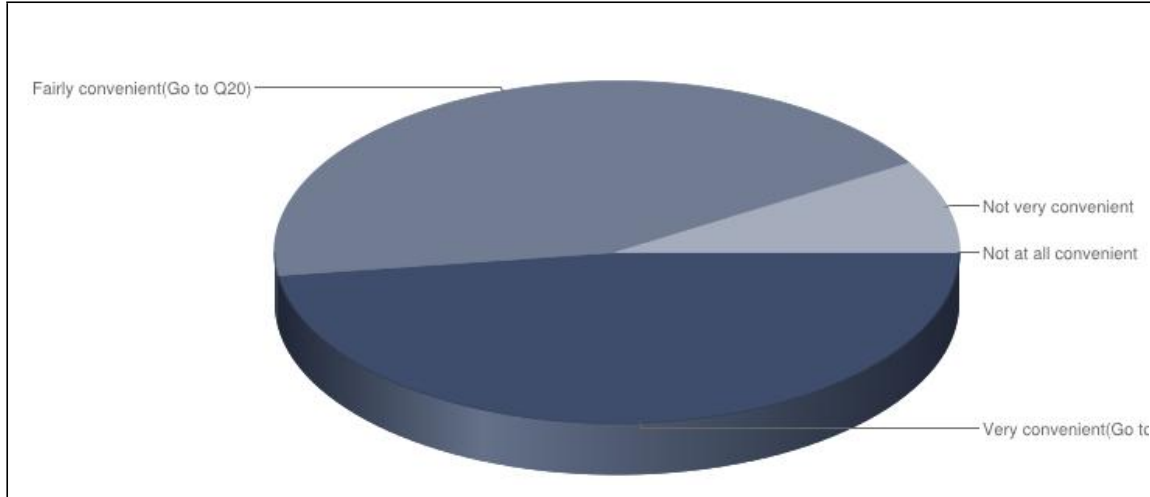


Option:	TOTAL
	(24)
On the same day	12
On the next working day	3
A few days later	3
A week or more later	4
Cannot remember	1

Base: 24 out of 25 people answered this question

Q17. How convenient was the appointment you were able to get?

Single answer question or grid (answers per option add up to roughly 100%)

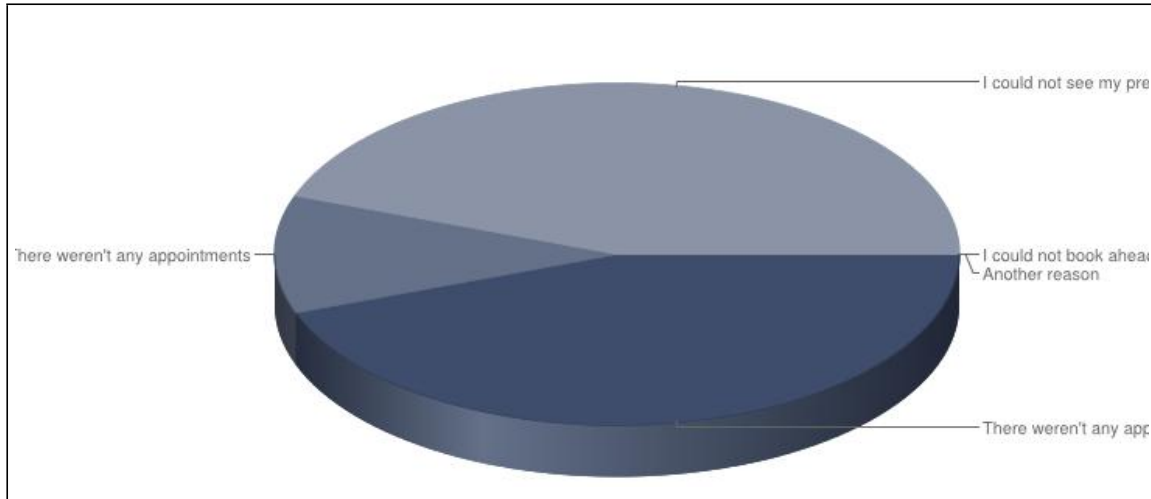


Option:	TOTAL
	(24)
Very convenient(Go to Q20)	11
Fairly convenient(Go to Q20)	10
Not very convenient	2
Not at all convenient	0

Base: 24 out of 25 people answered this question

Q18. If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

Single answer question or grid (answers per option add up to roughly 100%)

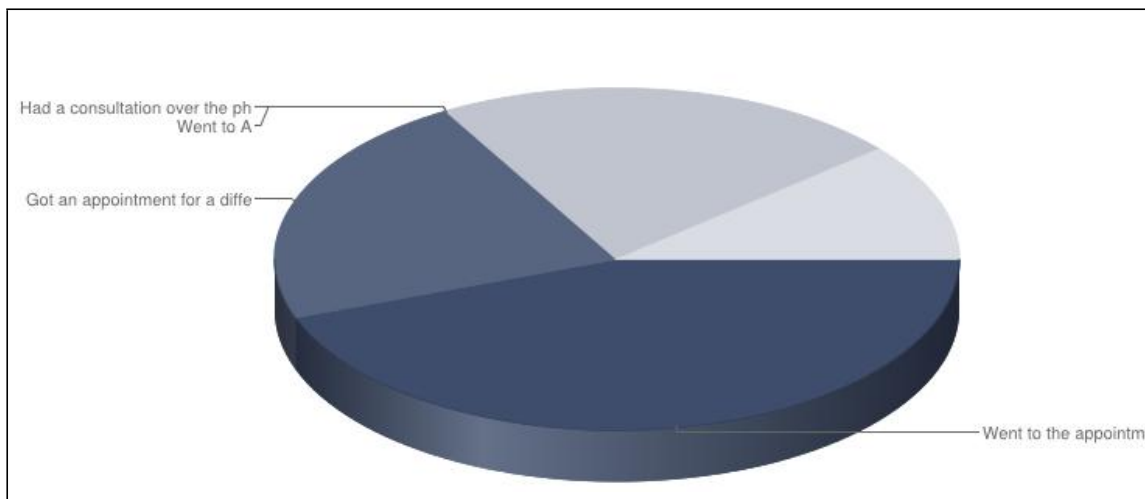


Option:	TOTAL
	(10)
There weren't any appointments for the day I wanted	4
There weren't any appointments for the time I wanted	1
I could not see my preferred GP	4
I could not book ahead at my GP surgery	0
Another reason	0

Base: 10 out of 25 people answered this question

Q19. What did you do on that occasion?

Single answer question or grid (answers per option add up to roughly 100%)

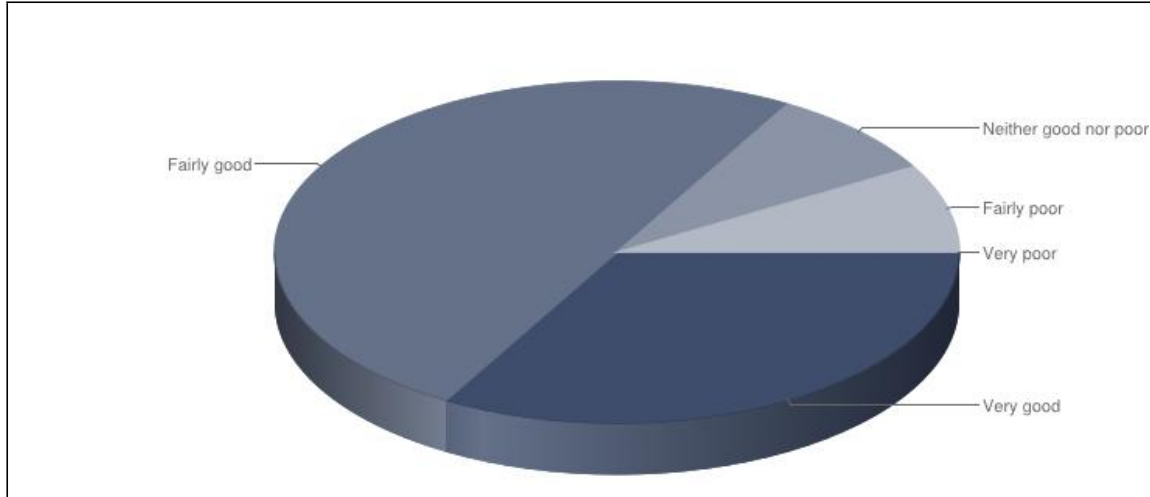


Option:	TOTAL
	(10)
Went to the appointment I was offered	4
Got an appointment for a different day	2
Had a consultation over the phone	0
Went to A&E / a walk-in centre	0
Saw a pharmacist	0
Decided to contact my surgery another time	2
Did not see or speak to anyone	1

Base: 10 out of 25 people answered this question

Q20. Overall, how would you describe your experience of making an appointment?

Single answer question or grid (answers per option add up to roughly 100%)

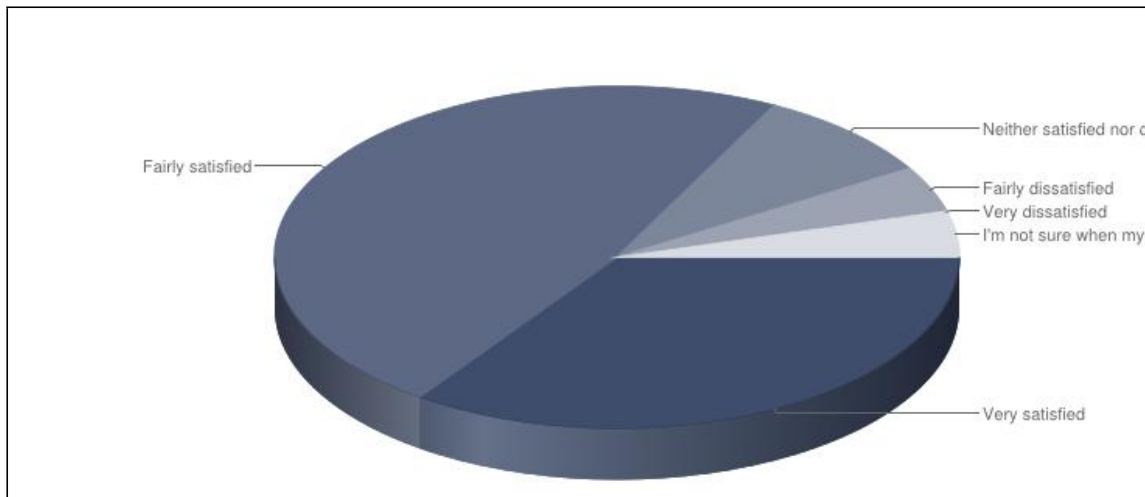


Option:	TOTAL
	(25)
Very good	8
Fairly good	12
Neither good nor poor	2
Fairly poor	2
Very poor	0

Base: 25 out of 25 people answered this question

Q21. How satisfied are you with the hours that your GP surgery is open?

Single answer question or grid (answers per option add up to roughly 100%)

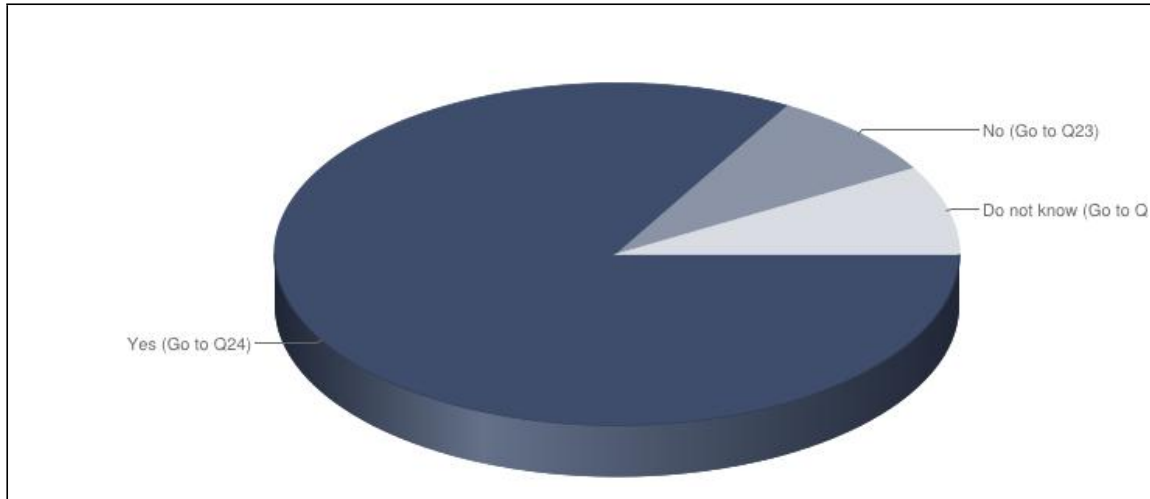


Option:	TOTAL
	(24)
Very satisfied	8
Fairly satisfied	11
Neither satisfied nor dissatisfied	2
Fairly dissatisfied	1
Very dissatisfied	0
I'm not sure when my GP surgery is open	1

Base: 24 out of 25 people answered this question

Q22. Is your GP surgery currently open at times that are convenient for you?

Single answer question or grid (answers per option add up to roughly 100%)

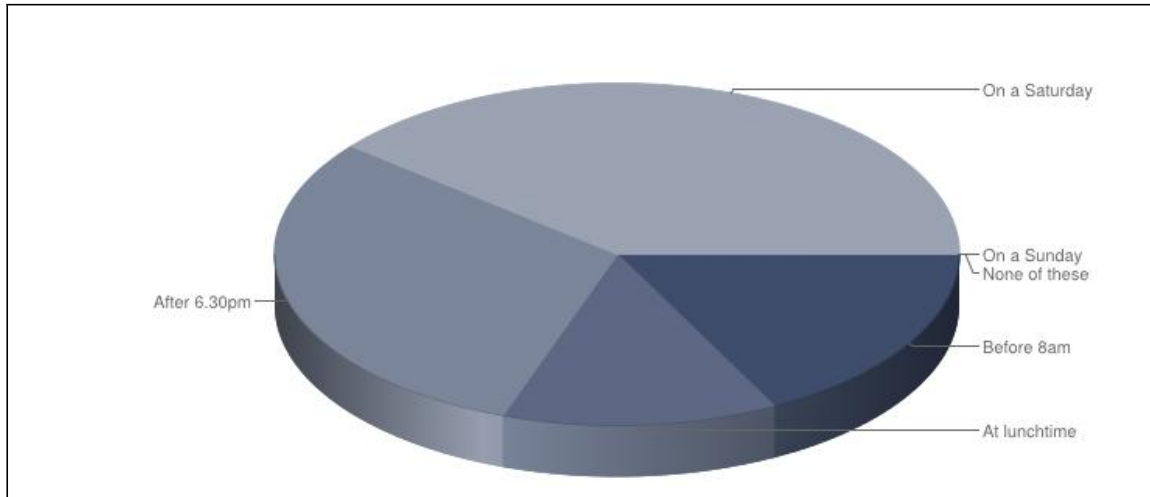


Option:	TOTAL
	(25)
Yes (Go to Q24)	20
No (Go to Q23)	2
Do not know (Go to Q23)	2

Base: 25 out of 25 people answered this question

Q23. Which of the following additional opening times would make it easier for you to see or speak to someone? (Please click all the boxes that apply to you)

Multiple answer question or grid (answers per row option may add up to more than 100%)

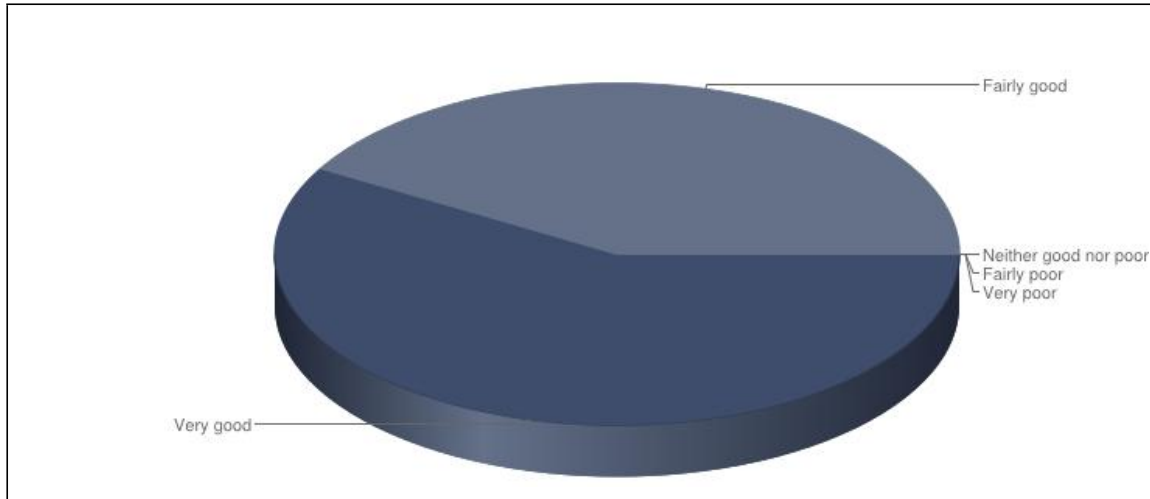


Option:	TOTAL
	(14)
Before 8am	4
At lunchtime	3
After 6.30pm	7
On a Saturday	9
On a Sunday	0
None of these	0

Base: 14 out of 25 people answered this question

Q24. Overall, how would you describe your experience of your GP surgery?

Single answer question or grid (answers per option add up to roughly 100%)

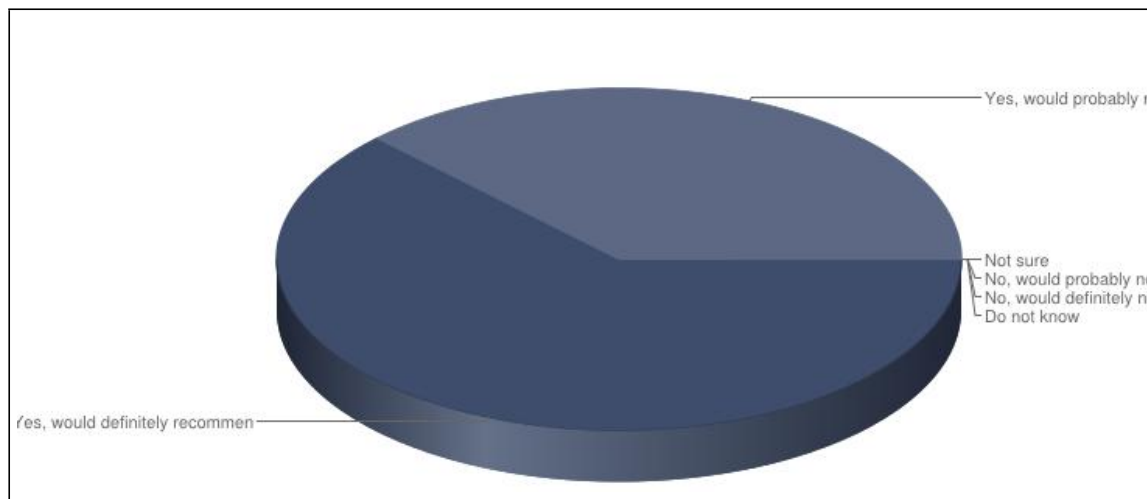


Option:	TOTAL
	(25)
Very good	14
Fairly good	10
Neither good nor poor	0
Fairly poor	0
Very poor	0

Base: 25 out of 25 people answered this question

Q25. Would you recommend your GP surgery to someone who has just moved to your local area?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(25)
Yes, would definitely recommend	15
Yes, would probably recommend	9
Not sure	0
No, would probably not recommend	0
No, would definitely not recommend	0
Do not know	0

Base: 25 out of 25 people answered this question