

# Long Ashton Surgery Patient Participation Group Annual Survey Report March 2014

## Introduction

This Annual Survey Report provides Patients with an overview of the results of the Annual Patient Survey and the actions discussed and agreed between the Practice and the Patients representatives in addressing some of the issues that arose from that survey.

## PPG History

Long Ashton Patient Participation Group (PPG) was established formally in 2009 and is drawn from the patient base of the Practice serving the villages of Long Ashton, Flax Bourton, Failand and Barrow Gurney. We have both a PPG and an associated Patient Reference Group (PRG) that allows for good contact and interaction between the surgery and its' patients. A recent change in Practice Management will see an increase in the frequency of meetings and news items to keep the patients better informed and further develop the Patient/Practice partnership.

With a registered patient base of 6892 as at 25<sup>th</sup> March 2014, the PPG currently consists of 12 members and the PRG 124. A breakdown of the Practice Patient profile versus that of the PPG/PRG is given below.

## Practice Profile Information

Practice population profile	PPG/PRG profile (percentage of total number of PPG/PRG members)	Describe difference between population and PRG, and the efforts made to reach any groups not represented
<b>Age</b>		
23.6% Under 16	0% Under 16	
4.9% 17 – 24	3.0% 17 – 24	
10.3% 25 – 34	6.6% 25 – 34	Within the 25-54 age group our representation is lower than the practice demographics would suggest. We continue to advertise externally (in the local press and on our website) to reach patients that may not (or infrequently) come into the surgery. However as this comprises the working population, engagement is typically difficult
16.6% 35 – 44	12.5% 35 – 44	
14.0% 45 – 54	11.9% 45 – 54	
11.7% 55 – 64	21.3% 55 – 64	
9.8% 65-74	20.4% 65 – 74	
6.8% 75 – 84	16.8% 75 – 84	
2.3% Over 84	7.5% Over 84	

<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
98.2% British Group	98% British Group	Our practice profile is 98.6% white British/Other White Western European background according to the only data available. The recording of ethnicity has been weak in the past and a new Patient registration form is addressing this
0.3% Irish	0.7% Irish	
0.8% Other white background	0.7% Eastern European	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
0.2% Indian	1.5% Indian	
0.2% Pakistani	0% Pakistani	
0.0% Bangladeshi	0% Bangladeshi	
<b>Black or Black British</b>	<b>Black or Black British</b>	
0.1% Caribbean	1.5% Caribbean	
0.1% African	0% African	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
0% Chinese	0% Chinese	
1% Any Other	0% Any Other	
<b>Gender</b>		
49.6% Male	31.7% Male	
50.4% Female	68.3 % Female	

#### **Patient Participation Group/Patient Reference Group recruitment**

- We now place regular articles in local newsletters including the Parish and Village Magazines, which includes details about the PPG to encourage patients to join the group.
- We will also continue to encourage patients to join the group in our new quarterly Practice Newsletter ( from April 2014) which will be available in the waiting room, on our website and is also sent to local societies and groups and emailed to all patients on our email circulation list.
- Information about the PPG & PRG is available on our website. With a link to complete registration to join the group
- Posters are displayed in the practice waiting room.
- Patients who do not have access to email are also able to join the group and receive minutes and information regarding meetings via post.
- The recent PPG meeting and PPG Survey review meeting agreed a number of further actions to encourage an increase in membership that would be more representative of the patient population. This will include PPG members approaching various local groups including;

- Over 65's Club,
- Youth clubs
- Mother & Toddlers Groups
- Royal British Legion Club
- Scouting/Guiding group
- Local Church Groups
- Running a Stall at the community Market
- Information at the Community Café
- Notices on Parish Noticeboards

## **The 2013 - 2014 Patient Survey Report**

### **Overview of the Survey & It's Priorities**

It was clear from the previous year's survey & action plan and from more recent patient feedback and complaints, that there was a concern over the clinical staff changes at the Practice during the last year.

In order that the Practice and the PPG could gauge the impression of our services we reverted to a Professional Patient Survey run by CFEP from Exeter University that had been used in 2005, 2006 & 2012. The questions, whilst standardised across all GP Practices using this service, do address the areas of concern that patients had expressed, namely access to appointments and clinical capability with the retirement of established GPs

It was decided that the questions should reflect patient feedback on the following areas

1. The Practice – 8 questions
2. The Doctors and Nurses – 13 questions
3. The Staff – 3 questions
4. The Services – 4 questions

The survey questions relied on attendance at an appointment at the Practice and so were not practical for mailing/emailing out. 350 Surveys were distributed from reception to patients that attended for appointments during a three week period in Late January/early February 2014. 221 surveys were returned and forwarded to CFEP for analysis and the production of the report with a small number of spoiled papers being discounted. The survey also included 360o internal feedback for a number of the clinical staff.

The finalised CFEP Survey report was returned to the practice in early March 2014 and reviewed by the PPG and Practice Manager Steven Edwards on the 20th March. We would like to thank the PPG Chair Carol Wessel and members Liz Anderson and Marie Kirkland for their time and effort in contributing to this final PPG report.

### **Survey results**

Below are details of the key points that have come out of the survey and the actions that have been discussed and agreed with the PPG to address them. Detailed, anonymised copies of the responses to surveys and comments made by patients are available from the Practice Manager Steven Edwards on request.

<b>Area of Survey</b>	<b>Trends &amp; Comments</b>	<b>Actions agreed</b>
Opening Hours satisfaction	The demographic changes to the population of the village over the last few years has made it clear from both the survey results and patients comments that there is now a desire for more extensive hours from the surgery, especially for a few evenings and Saturday morning.	At present there does not appear to be any more available funding for extending the hours of the surgery. However the GPs and Practice Manager are involved in a bid for new funding to facilitate evening and weekend opening, news of which will be available in early April 2014.
Telephone access	Concern was expressed over the ability to get through on the telephone and the time	The telephone system is old and struggling to cope wit the demands it now faces. The

	taken to answer	Practice Manager is currently sourcing quotes for a new system which will have call handling and a message capability. Two extra staff have/are being recruited for the reception team to improve the ability to cope with the peaks of demand. These two actions were felt to address most of the patients concerns.
Appointment system and availability	This has been affected by the significant changes in both clinical and support staff over the last year together with substantial changes to our IT systems.	<p>A new GP Partner will be joining the Practice at the start of April along with another experienced GP in mid July. The Practice is currently interviewing for an Advanced Nurse Practitioner to manage urgent minor illness clinics whom we hope to have in place by mid summer. Together with changes to the appointment system in early May we feel that capacity will increase significantly to satisfy patient demand.</p> <p>Online appointments should be available by mid summer. A text/voice/email reminder service will go live for patients by the end of May.</p>
Comfort of Waiting areas and confidentiality	The public areas are in need of updating, chairs do not seem fit for purpose and there is a lack of interesting reading material available	The considerable increase in the number of registered patients over the last few years has meant that we are using every available space. The Practice is looking at the configuration of the downstairs and considering alternatives to create more space. New chairs will be ordered for the waiting rooms and consulting rooms in the new financial year. The PPG have agreed to supply magazines in the waiting rooms and to manage their use and replacement
Waiting time	There seemed to be a lack of information and updates for patients when kept waiting	Staff will be re-trained on handling waiting times to ensure patients are regularly updated. The automatic arrival system will be upgraded to include live waiting times on check-in.
Satisfaction with Doctors and Nurses	Patients scored our clinicians either at or above the national mean score. Comments showed that the quality of our clinicians was appreciated. Concern was expressed over continuity of care with all the changes that have occurred.	Increases to the clinical team as set out above will allow both GPs and nurses to spend more time managing our patients to ensure more regular contact and continuity of care
Reception services	Patients generally are satisfied with the reception, however there is concern that a high staff turnover in the last year has left staffing levels low and inexperienced new staff in post. There were some comments about lack of confidentiality	<p>Further recruitment as above will ease the pressures on reception. A comprehensive training programme will be in place for the new financial year with the practice closing one lunch-time per month from April to facilitate this.</p> <p>A review of the layout of the ground floor will hopefully address the issue of confidentiality.</p>
Information of Services	The perception is that information is dated and the Practice scores well below the national average.	The new Practice Manager will make it a priority to improve the website and change the layout of the public information notice boards in the surgery. The quarterly newsletter will restart in April 2014

Complaints & Compliments	Some patients felt it was difficult to access information on complaints	The Practice Manager will ensure that up to date guidance is displayed in the waiting rooms and on the website.
Healthcare information	The notice boards and leaflets were considered to be ineffectual	Changes in layout and targeted content from April should improve patients' ability to gain worthwhile information from the Noticeboards and leaflets in the public areas.

## Report publication

This report is available on the Practice Website: [www.longashtonsurgery.co.uk](http://www.longashtonsurgery.co.uk)

It has also been circulated via email/post to all members of the Patient Participation Group.

Paper copies are available at Reception and a poster has been placed in the waiting room advising patients that they are available.

Comments and suggestions about this report or any aspect of the Practice are welcome. Please contact the Practice Manager Steven Edwards.

*Steven Edwards*

**Practice Manager**