

# Sothall and Beighton Medical Centre Patient Participation Report 2012-2013

## 1. The Patient Participation group (PPG)

### Background

Running since March 2006, the PPG format and constitution has evolved. The essential premise is to provide a forum for information sharing between the practice and its patients. This allows the practice to be able to keep representatives of the practice population informed of service changes. More importantly, the group enables the practice to obtain feedback from patients on the current service and allows a forum for discussion for suggested improvements.

### PPG Process

The PPG meetings are open to all registered patients and all staff and are advertised on practice and pharmacy posters, Jayex patient call system, prescriptions, patient news -letter and now on the website ([www.sothall.net](http://www.sothall.net)), at least 2 weeks before hand. Current members are also informed of upcoming meetings by email where appropriate.

The practice aims to host the meetings equally between the Sothall and Beighton Surgery sites and recently have increased the frequency to quarterly.

Items for the agenda are invited beforehand from PPG members and staff. There is also an opportunity for all registered patients to feedback via the suggestions box in reception.

### Outcome

The PPG meetings are minuted and these are published on the website and circulated via email prior to the next meeting.

Topics Discussed include

Access issues

Changes in services and staff

Public health and national issues

National NHS GP patient surveys and results

In-house IPQ of PFEP patient surveys and results

Health promotion

Local issues – including surgery refurbishment

Complaints summary

Ideas for improving involvement and representation

Now also priorities for surveying patient opinion

Action points are allocated and suggestions for further consideration by the practice are fed into the Practice plenary (Doctors and Staff) or business (Doctors) meeting. The outcome is fed back as a matter arising at the next PPG.

## Representation

There has been an increase in attendance this year with 20 patients attending the last meeting. This is an increase of about 54%.

The profile of attendees is shown in the table below and compared to last year, the practice population and those participating in this year's satisfaction survey.

Profile	2013 PPG %	2012 PPG %	Practice Population %	Completing 2013 Survey %
0-19	0	0	23	0
20-29	0	0	12	3
30-39	0	0	17	15
40-49	5	8	17	13
50-59	20	15	15	18
60-69	40	23	11	13
70-79	20	31	7	26
80+	15	23	4	9
Ethnicity	WB 100	WB 100		WB 99
Gender	M 40 F 60	M 33 F 67	M 49 F 51	M 25 F 75

WB= White British

Efforts made this year to increase representation have included...

Personal invitations from staff to patients, including invitation slips as a reminder of the dates, times and venue have been successful. Prominent posters and flyers have been waiting room (including during baby clinic), chemists and the meetings have been advertised on the new practice website ([www.sothall.net](http://www.sothall.net)).

## 2. Agreed areas of priority from the PPG

### Update on last year's plan

The 2012 agreed plan can be seen in full on the website.

- Reception privacy has recently been improved, following a suggestion from the PPG to place a 'Please wait here' sign at each reception to create some distance between the desk and the queue.
- Opening hours including extended hours and the doctor triage service have been publicised on the website and in new patient leaflet.
- Phone access has been changed from the 0845 number, unpopular with some patients to Sothall, 0114 2284900 and Beighton, 0114 2284909. The practice has installed a new telephone system linking the two surgeries, allowing calls to be answered at either site at busy times. Call queuing was explored and after discussing with other surgeries who'd tried it and found it unpopular with patients, it was agreed with the PPG not to pursue this further at the current time.
- No new issues have been noted with disabled access or the electronic check-in screens in the waiting rooms.

### **2013 Agreed areas of Priority**

At PPG meeting areas of priority were discussed for the 2012-13 year. Apart from a concern about the length of time patients were waiting for blood-taking (phlebotomy) appointments, no new areas were identified. It was recognised that many issues particularly concerning access were on-going. To best measure progress, it was agreed that it would be useful to use the same survey as last year, with just a few minor changes to allow a comparison to be made. The survey is attached (appendix 1)

### **3. Survey and Results**

It was recognised by the PPG, that the numbers of respondents last year was poor despite significant effort. Ways of increasing uptake of the survey was discussed at the PPG and it was agreed to

- Place surveys in waiting rooms at both practice sites together with pens for patients to complete whilst waiting to be seen.
- Surveys to be made available at both local Pharmacies
- Advertising the survey with posters at both sites and pharmacies.
- Surveys available within consulting rooms
- Surveys available at local Co-op supermarket

It was agreed not to send via email this year in view of the poor response from last year via this method. An online survey was investigated but the free surveys were not able to accommodate the volume of questions agreed for this year's survey.

#### **Results**

The results of twice as many respondents (101) were collated this year and attached (appendix 1).

### **4. Discussion of the 2013 Patient Satisfaction Survey Results**

A summary of the survey results were discussed at the PPG meeting 28<sup>th</sup> February 2013 and the power point of this, including a comparison to the 2012 results is attached appendix 3.

In brief and compared to the 2012 the survey results can be interpreted as follows...

- More patients are seeing the doctor and wanting to see them quickly increasing demand on the service.
- The vast majority are happy to book over the phone, but over a third would now like the option to book online. Almost half of patients found that booking by phone was not easy.
- More patients (56%) had used the doctor triage service, with more patients finding the doctor able to sort their problem over the phone. This may be due to patients being more familiar with the use of the service, or doctors getting more confident giving telephone consultations. A very few (6%) were unable to use the service.
- Most found the building easily accessible and clean, but there remained some concern about confidentiality at the reception desk.

- Most (79%) were impressed with the helpfulness of reception staff, but less than last year.
- However, 40% believed the reception staff had stopped them seeing a doctor. And 21% were not at all happy.
- Patients have to wait longer in the waiting room to see the doctor – which reflects the complexity and volume of the work now occurring in general practice. Much of this was previously occurring in hospital.
- Patients were more particular about which doctor they wanted to see, which demonstrates the desire of patients and doctors to maintain continuity.
- Patients were very impressed with the doctors and nurses, with improvements in care noted pretty much across the board.
- Most patients (65%) were able to get routine blood tests within 1-2 weeks, but 10% had to wait longer.
- 80% were impressed with the opening times of the surgery, but not as many as expected were aware of our early and late opening times.
- Overall 88% were very or fairly satisfied with the care they received and 81% would recommend the surgery, although this was slightly less than last year.

**5. At the PPG meeting (28/2/13) the following action plan was agreed (actions so far taken under each heading)**

- Consider releasing pre-bookable for following week later after lunch (suggestion from reception).  
This was discussed at the practice plenary meeting 5/3/13. There was some concern raised that this maybe additionally frustrating for patients who do manage to ring in the morning, if they are then asked to ring back again later in the day. A working group to include medical and reception staff will look at this in more detail and feedback to the PPG.
- Investigate on-line booking for non-doctor appointments.  
This was discussed at the plenary meeting 5/3/13 and will be taken forward by the IT lead in the practice. In the first instance, and agreed at the PPG, it may be possible to release some routine blood pressure and blood-taking appointments in this way, as a pilot.
- Earlier phlebotomy/BP appointments (before 08.30)  
Again this was discussed and should be in place when relevant staff have been consulted and rotas arranged.
- Investigate advertising surgery opening hours on TV in waiting room.  
This has been taken forward by administrative staff at the practice and progress will be discussed at the next PPG.
- Investigate and implement ways of improving patients experience with reception, through training.  
Additional training has been arranged and will likely involve some external and internal training input.



## Appendix 2

# Sothall Medical Centre and Beighton Health Centre Patient Survey 2012/13

Sample group size: 101 patients 2012: 52 patients

Q1) When did you last see a doctor at the GP surgery?

- 80.2% saw a doctor in the last 3 months 2012: 69%
- 13.9% saw a doctor in the last 3-6 months
- 5.9% saw a doctor more than 6 months ago

Q2) How do you normally book your appointment to see a doctor or nurse at the surgery?  
(tick as apply)

- 26.7% normally book their appointments in person
- 73.3% normally book their appointments over the phone 2012: 82%

Q3) Which of the following methods would you prefer to use to book an appointment at the surgery? (tick as apply)

- 34.7% are happy to book in person
- 70.3% are happy to book over the phone 2012: 61%
- 34.7% would be happy to book online 2012: 29%
- 7.9% had no preference

Q4) In the last 6 months how easy have you found the following?

Getting through on the phone: 1% haven't tried

7.9% very easy

21.8% fairly easy 2012: 29%

23.8% not very easy 2012: 37%

45.5% not at all easy 2012: 25%

Speaking to a doctor on the phone: 13.9% haven't tried 2012: 25%

16.8% very easy 2012: 30%

22.8% fairly easy 2012: 25%

12.9% not very easy 2012: 11%

16.8% not at all easy 2012: 2%

16.8% don't know

Speaking to a nurse on the phone: 41.6% haven't tried 2012: 61%  
4% very easy  
13.9% fairly easy  
8.9% not very easy  
5% not at all easy  
26.6% don't know

Obtaining test results by phone: 18.8% haven't tried 2012: 33%  
21.8% very easy 2012: 22%  
34.6% fairly easy 2012: 27%  
3% not very easy 2012: 2%  
4% not at all easy 2012: 0%  
17.8% don't know

Q5) Have you used the doctor telephone triage service available between 8.30am to 11.30am?

Yes: 56.4% 2012: 44%

No: 33.7%

No answer: 9.9%

Q6) Were you satisfied with how soon the doctor phoned you back after your message was taken?

Very: 63.9% 2012: 59%

Fairly: 20.8% 2012: 30%

Neither satisfied or dissatisfied: 9.7%

Quite dissatisfied: 4.2%

Very dissatisfied: 1.4%

Q7) Was the doctor able to sort out your problem/request over the phone?

Yes: 78% 2012: 54%

No: 22% 2012: 32%

Q8) Which situations would you be happy to use the doctor telephone triage service for?

New urgent problem: 24.8%

New routine problem: 16.5%

Follow-up: 24.1%

No face-to-face doctor appointments left: 30.1%

Other: 0.7%

Not happy to use the service: 5% 2012: 6%

Q9) Do you have any suggestions to make the doctor telephone triage service better?

- More accurate response time
- Make it more wide-known
- More doctors appointments
- Doctors need training in what they are supposed to do. Some see it as a way of minimising patient contact, others give a genuine considered opinion

Q10) In the past 6 months have you tried to see a doctor fairly quickly?

Yes: 84.2% 2012: 62%

No: 14.8%

Cant remember: 1%

Q11) Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health centre was open?

Yes: 44.5% 2012: 47%

No: 46.5% 2012: 49%

Cant remember: 5%

No answer: 4%

Q12) If you weren't able to be seen during the next 2 weekdays that the GP or health centre was open, why was that?

There weren't any appointments: 51.5% 2012: 73%

Time offered didn't suit: 5% 2012: 14%

Appointment was with a doctor who I didn't want to see: 18.8%

A nurse was free but I wanted to see a Dr: 0%

Was offered an appointment at a different branch of my surgery: 5%

Cant remember: 2%

No answer: 28.7%

Q13) In the last 6 months, have you tried to book ahead for an appointment with a doctor?

Yes: 79.2% 2012: 62%

No: 18.8%

Cant remember: 1%

No answer: 1%

Q14) Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?

Yes: 37.6% 2012: 42%

No: 50.5% 2012: 53%

Cant remember: 3%

No answer: 8.9%

Q15) How easy do you find getting into the building at the surgery?

Very easy: 78.2% 2012: 73%

Fairly easy: 18.8% 2012: 22%

Not very easy: 2%

Not at all easy: 1%

Q16) How clean is the GP surgery?

Very clean: 72.3% 2012: 63%

Fairly clean: 26.7% 2012: 32%

Not very clean: 1%

Q17) In the reception area, can other patients overhear what you say to the receptionist?

Yes but don't mind: 56.4% 2012: 66%

Yes and am not happy about it: 36.6% 2012: 34%

No, other patients can't overhear: 2%

Don't know: 5%

Q18) How helpful do you find the receptionists at the surgery?

Very: 33.7% 2012: 43%

Fairly: 45.5% 2012: 45%

Not very: 12.9%

Not at all: 7.9%

Q19) In the last 12 months, have the receptionists ever made it difficult for you to see or talk to a GP?

Yes, once: 13.8%

Yes, more than once: 25.8%

No, not at all: 57.4%

Not had contact with a receptionist: 2%

No answer: 1%

Q20) How long after your appointment time do you normally wait to be seen?

I am normally seen on time: 6.9%

Less than 5 minutes: 9.9%

5 to 15 minutes: 34.7% 2012: 67%

15-30 minutes: 40.6% 2012: 16%

More than 30 minutes: 5.9% 2012: 7%

Can't remember: 2%

Q21) How do you feel about how long you normally wait to be seen?

I don't normally have to wait long: 45.5% 2012: 56%

I have to wait a bit too long: 34.7% 2012: 31%

I have to wait far too long: 11.9%

No opinion/doesn't reply: 7.9%

Q22) Is there a particular Dr you prefer to see at the GP surgery or Health centre?

Yes: 71.3% 2012: 66%

No: 28.7%

Q23) How often do you see the Dr you prefer?

Always or most of the time: 29.7% 2012: 38%

A lot of the time: 20.8% 2012: 19%

Some of the time: 30.7% 2012: 17%

Never or almost never: 6% 2012: 9%

Not tried at this practice: 6%

Q24) How satisfied are you with the opening hours at the surgery?

Very: 54.5%

Fairly: 25.7%

Very & fairly 2013 combined: 80.2% 2012: 82%

Neither satisfied nor dissatisfied: 8.9%

Quite dissatisfied: 8.9%

Very dissatisfied: 1%

Don't know opening hours: 1%

Q25) As far as you know is the surgery open....

Before 8am

Yes: 24.8% 2012: 10%

No: 48.5% 2012: 63%

Sometimes: 10.9% 2012: 8%

Don't know: 15.8% 2012: 19%

At lunchtime:

Yes: 4% 2012: 11%

No: 56.4% 2012: 55%

Sometimes: 13.9% 2012: 2%

Don't know: 25.7% 2012: 32%

After 6.30pm:

Yes: 15.8% 2012: 27%

No: 35.6% 2012: 30%

Sometimes: 25.8% 2012: 11%

Don't know: 22.8% 2012: 32%

On Saturdays:

Yes: 5% 2012: 16%

No: 58.4% 2012: 36%

Sometimes: 16.8% 2012: 7%

Don't know: 19.8% 2012: 41%

On Sundays:

Yes: 0%

No: 75.2%

Sometimes: 6.9%

Don't know: 17.8%

Q26) The last time you saw a Dr at the surgery how good was the Dr at each of the following:

Giving you enough time:

Very good: 69.3% 2012: 70%

Good: 24.7% 2012: 19%

Neither good nor poor: 4%

Poor: 2%

Very poor: 0%

Doesn't apply: 0%

Asking about your symptoms:

Very good: 68.3% 2012: 66%

Good: 27.7% 2012: 30%

Neither good nor poor: 2%

Poor: 2%

Very poor: 0%

Doesn't apply: 0%

Listening:

Very good: 68.3% 2012: 65%

Good: 26.7% 2012: 28%

Neither good nor poor: 5%

Poor: 0%

Very poor: 0%

Doesn't apply: 0%

Explaining tests and treatments:

Very good: 52.5% 2012: 50%

Good: 27.7% 2012: 33%

Neither good nor poor: 8.9%

Poor: 1%

Very poor: 1%

Doesn't apply: 8.9%

Involving you in decisions about your care:

Very good: 62.4% 2012: 45%

Good: 29.6% 2012: 30%

Neither good nor poor: 5%

Poor: 1%

Very poor: 0%

Doesn't apply: 2%

Treating you with care and concern:

Very good: 67.3% 2012: 62%

Good: 24.7% 2012: 23%

Neither good nor poor: 3%

Poor: 3%

Very poor: 1%

Doesn't apply: 1%

Taking your problems seriously:

Very good: 66.2% 2012: 65%

Good: 22.8% 2012: 23%

Neither good nor poor: 6%

Poor: 3%

Very poor: 1%

Doesn't apply: 1%

Q27) Did you have confidence and trust in the doctor you saw?

Yes, definitely: 80.2% 2012: 65%

Yes, to some extent: 18.8% 2012: 24%

No, not at all: 1%

Don't know/cant say: 0%

Q28 (a) How easy is it for you to get an appointment with a Practice Nurse at the surgery?

Havent tried: 9.9% 2012: 18%

Very: 36.6%

Fairly: 42.6%

Very and fairly combined: 79.2% 2012: 76%

Not very: 7.9%

Not at all: 0%

Don't know: 3%

b) If you have booked a routine blood test at the surgery in the last six months, how long did you have to wait:

Less than 1 week: 34.6%

1-2 weeks: 30.7%

More than 2 weeks: 9.9%

Not applicable: 24.8%

Q29) Last time you saw a Practice Nurse at the surgery, how good did you find the Practice Nurse at each of the following?

Giving you enough time:

Very good: 66.3% 2012: 65%

Good: 24.8% 2012: 24%

Nelther good nor poor: 3%

Poor: 0%

Very poor: 0%

Doesn't apply: 6%

Asking about your symptoms:

Very good: 59.4% 2012: 55%

Good: 23.8% 2012: 23%

Neither good nor poor: 6%

Poor: 0%

Very poor: 0%

Doesn't apply: 10.8%

Listening:

Very good: 62.4% 2012: 63%

Good: 20.8% 2012: 22%

Neither good nor poor: 6.9%

Poor: 2%

Very poor: 0%

Doesn't apply: 7.9%

Explaining tests and treatments:

Very good: 61.4% 2012: 60%

Good: 20.8% 2012: 21%

Neither good nor poor: 6.9%

Poor: 1%

Very poor: 1%

Doesn't apply: 9.9%

Involving you in decisions about your care:

Very good: 54.4% 2012: 45%

Good: 22.8% 2012: 19%

Neither good nor poor: 10.9%

Poor: 2%

Very poor: 0%

Doesn't apply: 9.9%

Treating you with care and concern:

Very good: 63.4% 2012: 60%

Good: 23.8% 2012: 23%

Neither good nor poor: 5%

Poor: 0%

Very poor: 0%

Doesn't apply: 10.8%

Taking your problems seriously:

Very good: 63.4% 2012: 55%

Good: 19.8% 2012: 19%

Neither good nor poor: 7%

Poor: 0%

Very poor: 0%

Doesn't apply: 9.9%

Q30) Are you aware that some nurse appointments are available for the following?

Minor illness:

Yes: 76% 2012: 63%

No: 24% 2012: 35%

Medication review:

Yes: 51% 2012: 42%

No: 49% 2012: 58%

Managing long-term conditions:

Yes: 53% 2012: 43%

No: 47% 2012: 57%

Q31) Do you know any of the minor illness conditions that the nurse might be able to deal with? Please list any that you are aware of below.

Minor injuries, sore throats, colds, high blood pressure, INRs, rashes, bumps and bruises, earache, sprain, diarrhoea, chest infections, asthma, injections, syringing, dressings.

Q32) In general, how satisfied are you with the care you get at the surgery?

Very: 65.3% 2012: 51%

Fairly: 22.8% 2012: 37%

Neither satisfied nor dissatisfied: 5.9% 2012: 10%

Quite dissatisfied: 5%

Very dissatisfied: 1%

Q33) Would you recommend the Surgery to someone who has just moved to your local area?

Yes: 81.1% 2012: 84%  
Might: 7.9% 2012: 10%  
Not sure: 4%  
Probably not: 3%  
Definitely not: 2%  
Don't know: 1%

Q34) Are you male or female?

Male: 24.7% 2012: 33%  
Female: 73.3% 2012: 67%

Q35) How old are you?

Under 18: 0%  
18-24: 3%  
25-34: 14.9%  
35-44: 12.9%  
45-54: 17.8%  
55-64: 12.9%  
65-74: 25.6%  
75-84: 8.9%  
85 and over: 2%  
No answer: 2%

Q36) Which of these best describes what you are doing at present?

Full-time paid work: 21.8%  
Part-time paid work: 17.8%  
Full-time education: 1%  
Unemployed: 3%  
Permanently sick or disabled: 5.9%  
Fully retired from work: 38.6%  
Looking after the home: 7.9%  
Doing something else: 2%  
No answer: 2%

Q37) If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

Yes: 54.7% 2012: 56%  
No: 45.3% 2012: 44%

Q38) Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

Yes: 35.5% 2012: 13%  
No: 64.5% 2012: 68%

Q39) What is your ethnic group?

White British: 97% 2012: 94%

Mixed White and Asian: 1%

No answer: 2%

### Summary

- Nearly double the number of patients partaking in the survey (from 52 to 101)
- Increase in the number of patients seeing the doctor within the last 3 months (69% to 80.2%)
- Less people are booking over the phone than previously (73.3% from 82%) and must presumably be booking appointments by other means.
- More people are happy to book over the phone than previously (70.3% from 61%) and more people are wishing for online booking (34.7% from 29%)
- People are finding it harder to make an appointment over the phone compared to previously (from 29% to 21.8% being fairly easy, and from 25% to 45.5% being not at all easy).
- People are finding it harder to speak to a doctor on the phone than previously (from 30% to 16.8 finding it fairly easy, and from 2% to 16.8% finding it very hard).
- More patients have tried speaking to a nurse on the phone than previously (from 61% to 44% who have not).
- More people have tried the doctor telephone triage service than previously (from 44% to 56.4%)
- More people are very impressed with how quickly the doctor rang them back compared to previously (63.9% from 59%) but equally from the numbers more are dissatisfied with the service from previously.
- People feel more so than last year that the doctor is able to sort out their problem over the phone (from 54% to 78%). Equally, slightly more people are unable to use the service than previously (6% from 5%).
- More patients have tried to see a doctor quickly in the last 6 months than previously (from 62% to 84.2%)
- People find it easier to get into the building than previously (from 73% to 78.2%)

- There is an improvement in the cleanliness of the buildings (72.3% from 62% finding the building very clean)
- There is an increase in the number of people that believe and mind that people in reception can over hear them (from 34% to 36.6%)
- People are less impressed with the helpfulness of the reception staff (from 88% being very and fairly impressed to 79.2%), and 20.8% are very/not at all happy.
- 39.8% believe the reception staff have stopped them from seeing a doctor once/on more than one occasion.
- More people are waiting for 15-30 (40.6 from 16%) minutes than 5-15 minutes (34.7% from 67%) compared to last year.
- More people have a certain doctor that they would like to see (71.3% from 66%)
- Less people see their favourite doctor than last year (from 38% to 29.7%), more only see them sometimes (30% from 17%)
- Less people are impressed with the opening hours, with very and fairly impressed going from 82% to 80.2%
- Patients are more aware that the surgery is open early but less aware that it is open late.
- Doctors are better at giving patients more time than previously (very good and good combined at 94% from 89%), no change in asking about symptoms (96% very good and good combined both years), better at listening (95% from 93%), worse at explaining tests and treatments (80% from 83%), a lot better at involving patients in the decisions about their care (92% from 75%) and better at treating patients with care and concern (92% from 85%) and at taking their problems seriously (90% from 88%).
- Patients have more confidence in the doctor that they are seeing compared to last year (80.2% from 65%).
- More patients have tried booking an appointment with the nurse over the phone than previously (9.9% from 18% that have not tried), and are finding it easier to do so (79.2% from 76%)
- Patients feel that they are getting more time (91.1% from 89% very good and good combined), better at asking about symptoms (83.2% from 78% combined), less good at listening (83.2% from 85%), better at explaining tests and treatments (82.2% from 81%), a lot better at involving patients in the decisions about their care (77.2% from 64%), a lot better at treating with care and concern (87.2% from 83%) and better at taking their problems seriously (83.2% from 74%).

- Patients are more aware that nurses deal with minor injuries (76% from 63%), medication reviews (51% from 42%) and the management of long-term conditions (53% from 43%).
- The patients are as satisfied this year as they were last year.
- Less patients would recommend the surgery from last year (81.1% from 84%)
- More females partook than last year (73.3% from 67%)