

# **SOTHALL AND BEIGHTON MEDICAL CENTRE**

## **PATIENT PARTICIPATION REPORT 2011-2012**

This report forms part of the Direct Enhanced Service for patient participation, and includes a report of activity in the last and earlier years to involve patients and their opinions in the functioning of the Practice

### **1. PATIENT PARTICIPATION GROUP**

- Has been functioning since March 2006, with three meetings per year. The format and constitution of the group has evolved during this time with the involvement of PPG members.
- Site of meetings rotates between the 2 surgeries proportionate to the proportion of patients, i.e. 2:1 Sothall : Beighton
- Times of meetings is also rotated to improve accessibility to different groups, 12.30, 4.30, and 6.30pm
- It is open to all registered patients, and to all practice staff
- It is advertised for 2 weeks before a meeting via posters; fliers in the waiting rooms and chemists; jayex patient call system; in the practice newsletter; on the counterfoil of all repeat prescriptions; by general and specific invitation by Drs and administration Staff;
- It is planned to include the PPG dates, as well as minutes of recent previous meetings, on the new website [scheduled to go live in February 2012], and in future to invite by email all patients who have given their consent to be contacted for this purpose. It is also planned to email minutes of meetings to attendees, with their consent. Requesting and recording consent for contacting by text and email has been undertaken during flu clinics and opportunistically over the last 3 months, as well as now being included on the new patient registration forms
- Agenda items are invited before and at the beginning of each meeting. There is also a comments box in each reception area. The meetings are not for specific personal complaint, which is clarified at meetings when necessary.
- Meetings are minuted, and minutes circulated for the next meeting
- Topics for discussion 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 or business meeting. The outcome is fed back as matter arising at the next PPG

Representation:

- Attendance has ranged from 3-13 patients, and 2-5 GPs and staff members
- Age range of patients attending: 44-89y
- Age groups of typical meeting:
 

Age Group	PPG	practice -	survey-
0-19y	-0	25 %	%
20-29y	-0	12 %	%
30-39y	-0	13 %	%
40-49y	-1	17 %	%
50-59y	-2	13 %	%
60-69y	-3	10 %	%
70-79y	-4	6 %	%
80+	-3	3 %	%
- Ethnicity [of declared ethnicity]white British/UK
 

Source	Percentage
PPG	-100%
Survey	-94%
Practice	-95%
- Sex m/f PPG - 61%m / 39%f; survey- 33%m / 67%f; practice- 49%m /51%f

i.e. younger groups, female patients, and ethnic minorities are under represented

**Efforts to increase representation** have included: word of mouth invitations; fliers in baby clinic; messages of invitation on all repeat prescriptions; fliers to the elderly lunch club; invitation to submit agenda items via the practice manager even if unable to attend.

It is planned to develop email involvement, and eventually an on-going process of a virtual PPG in the next year, via the new website.

## 2. Agreed areas of priority with PPG

At the July 11 2012 meeting, the PPG discussed the priority areas for this year's patient survey in detail and decided them, based on previous discussions and current issues. The decisions were: access issues; awareness of services such as extended hours, practice nurse role and appointments; minor illness appointments; Dr Triage and call-back system.

A survey was then designed in the practice by the partners with responsibility for access and for the PPG, to meet these and other usual areas, using validated questions from the NAPP [National Association for Patient Participation] website, as well as some additional practice-specific questions. *—see survey appendix 1*

## 3. Survey and results

The survey was distributed randomly to patients visiting the surgery [not just those with appointments], during the last week in September, as well as 30 surveys being emailed to patients already ordering their repeat medications on-line. No emails responses were received and 52

completed surveys were analysed. The results were summarised, and included in the agenda for the next PPG in November 2011. –*see results appendix 2*

[This was a new trial of system, having previously done the commercial CFEP survey with larger numbers. However it was agreed on by the partners as the practice was also in the process of moving 2 surgeries onto 1 site at the time. The relatively small number was remarked on at the PPG meeting, and is to be addressed in the decision about next year's survey. However, it was noted that the national GP patient surveys – on which changes to services are base - are also on quite small samples].

#### **4. Discussion of survey results and suggested actions**

The survey results were discussed in detail at the next PPG 17.11.11. Actions were suggested for implementation, or further consideration at the Practice meetings. –*see PPG minutes appendix 3*

#### **5. Agreed action Plan**

This was developed in the PPG meeting 17.11.11. . –and *see PPG minutes appendix 3*

##### **Action points:**

- Reception privacy – options to improve this
- Check-in screen : receptionists keeping an eye in case this was not working or causing difficulty
- Increased communication of opening and extended hours and triage system
- Phone access – call directing, or queuing
- Changing to 0114 number again
- Review of potential difficulties for those with disabilities

The action plan is to be included in the next Patient Newsletter, as well as taken to the Practice Meeting; included on the website Patient Participation section, and publicised in the Waiting Rooms.

##### **Actions taken with respect to the action points:**

- 2 quotes for sound-proofing and improvement of reception privacy at Sothall have been obtained, both involving considerable alteration. In view of both surgeries being on one site, and as a new system with speakers and microphones was being installed at Beighton, the practice took the decision to defer making alterations until seeing how well the Beighton system works out , then considering if this would be suitable at Sothall MC.
- Check in screens – receptionists were being more alert to if there were problems. A notice advising of the option to check in at reception is being placed by the check-in screens
- Publicising opening times and extended hours, and the “telephone triage” system, will be on posters in waiting rooms, in the new patient leaflet, the

next newsletter and on the website. There will be changes once Beighton Health Centre is re-opened.

- Phone access – the practice has obtained an additional phone line. Also a new phone system has been installed at Sothall in January 2012 which will link with Beighton HC and enable receptionists at either end to answer calls. This should increase the rate of answering. Once bedded in, decisions will be taken as to whether call-queuing is the preferred option [feedback has been very mixed when this has been discussed in the past]. Changing back to a 0114 number will then be reconsidered, now that the forwarding requirements can be met with the new system.
- Disability issues – a notice will be displayed in the waiting rooms and in the patient leaflet for new patients registering, inviting them to inform reception if they have any need for assistance when attending for appointments, or with any other relevant matters.

## **6. Publicising actions taken, and subsequent achievements**

- Practice Website - a new website is in development, to go live during February 2012. This has many features to improve sharing information on services, and useful links for patients, as well as an area for Patient Participation. Previous newsletters anonymised PPG minutes, links to Patient Opinion, and invitation for suggestions for the PPG are included.
- On the website there is also clear quick information about opening times, and extended hours surgeries. This is especially relevant, as, with Beighton Health Centre having been closed for refurbishment for 7 months, services have had to be altered temporarily, and will be changing back in approximately April 2012. This information will be instantly accessible, as well as – hopefully – information and pictures of the refurbished premises.

### **Current opening times:**

**As of September 2011 until April 2012 - all services are being provided from Sothall Medical Centre** whilst Beighton Health Centre is being refurbished.

**Telephone access** is available by ringing the usual numbers: 08451 222973 or 08451 252282.

**The Practice is open** from 8.30am-6pm, Monday to Friday. The telephones are answered on behalf of the practice between 8-8.30am, 12.30-1.30pm, and 6-6.30pm.

**Out of surgery hours**, these numbers are directed to the Sheffield GP collaborative who provide out-of-hours cover. Advice is available 24 hours a day by calling NHS direct on 08454647.

The practice offers **extended hours** pre-bookable Doctor Appointments from 7.30-8.30am Monday – Friday and 6.00-7.45pm on Tuesdays. At these times the doors will not be open, but patients with

appointments should ring the access bell. **Please note:** other patients will not be admitted at these times and during Baby clinic on Thursday 1-3pm.

**PLEASE NOTE - THESE ARRANGEMENTS MAY BE SUBJECT TO SOME CHANGES  
WHEN BEIGHTON HEALTH CENTRE RE-OPENS IN APRIL 2012**

**The Practice website is accessed [from end of February 2012] via:**

**[www.sothall-health.co.uk](http://www.sothall-health.co.uk) or [www.beighton-health.co.uk](http://www.beighton-health.co.uk)**

## Appendix 1

### Sothall and Beighton Patient Survey – 2011

We would be very grateful if you would complete this questionnaire for us. Some of the questions relate to issues which have been raised in the Patient Participation Group, some relate to changes we have made to the service we offer over the past year. Your views are most welcome and the results of this survey will be discussed in future meetings of the Patient Participation Group and will be available on our new website soon after it is launched and in our quarterly newsletter.

Your views count and will be taken seriously. Thank you for taking the time to help us.

#### A. Appointments at your GP Surgery or Health Centre

##### Q1. When did you last see a Doctor at the GP Surgery?

In the past 3 months	<input type="radio"/>
Between 3 and 6 months ago	<input type="radio"/>
More than 6 months ago	<input type="radio"/>
I have never been seen at my present GP or Health Centre	<input type="radio"/>

##### Q2. How do you normally book your appointments to see a doctor or nurse at the Surgery?

*Please tick all the circles that apply*

In person	<input type="radio"/>
By phone	<input type="radio"/>
Other	<input type="radio"/>

**Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery?** *Please tick all the circles that apply*

In person	<input type="checkbox"/>
By phone	<input type="checkbox"/>
Online	<input type="checkbox"/>
No preference	<input type="checkbox"/>

**B. Getting through on the phone**

**Q4. In the past 6 months how easy have you found the following?** *Please put a tick in one circle for each row*

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a Doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a Nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtaining test results by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q5. Have you used the Doctor telephone triage service? (If no, please move to Q.**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q6. Were you satisfied with how soon the Doctor 'phoned you back after your message was taken?**

Very	<input type="checkbox"/>
Fairly	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Quite dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q7. Was the Doctor able to sort out your problem/ request over the 'phone?**

Yes	<input type="radio"/>
No	<input type="radio"/>
Other	<input type="radio"/>

**Q8. Which situations would you be happy to use the Doctor telephone triage service for?**

New urgent problem	<input type="radio"/>
New routine problem	<input type="radio"/>
Follow up	<input type="radio"/>
No face-to-face Doctor appointments available	<input type="radio"/>
Other	<input type="radio"/>
Not happy to use the service	<input type="radio"/>

**Q9. Do you have any suggestions to make the Doctor telephone triage service better?**

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### **C. Seeing a Doctor**

**Q10. In the past 6 months have you tried to see a Doctor fairly quickly? *By fairly quickly we mean on the same day or in the next two weekdays that the GP or Health Centre was open.***

Yes	<input type="radio"/>
No	<input type="radio"/>
Can't remember	<input type="radio"/>



**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	<input type="radio"/>
No	<input type="radio"/>
Can't remember	<input type="radio"/>

**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? Please tick all the circles that apply**

There weren't any appointments	<input type="radio"/>
Times offered didn't suit	<input type="radio"/>
Appointment was with a Dr who I didn't want to see	<input type="radio"/>
A nurse was free but I wanted to see a Dr	<input type="radio"/>
Was offered an appointment at a difference branch of my surgery	<input type="radio"/>
Another reason	<input type="radio"/>
Can't remember	<input type="radio"/>

**Q13. In the past 6 months, have you tried to book ahead for an appointment with a Dr? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.**

Yes	<input type="radio"/>
No	<input type="radio"/>
Can't remember	<input type="radio"/>

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

Yes	<input type="radio"/>
No	<input type="radio"/>
Can't remember	<input type="radio"/>

**D. Arriving for your appointment/ Reception Staff**

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

Very easy	<input type="radio"/>
Fairly easy	<input type="radio"/>
Not very easy	<input type="radio"/>
Not at all easy	<input type="radio"/>

**Q16. How clean is the GP surgery?**

Very clean	<input type="radio"/>
Fairly clean	<input type="radio"/>
Not very clean	<input type="radio"/>
Not at all clean	<input type="radio"/>
Don't know	<input type="radio"/>

**Q17. In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but don't mind	<input type="radio"/>
Yes and am not happy about it	<input type="radio"/>
No, other patients can't overhear	<input type="radio"/>
Don't know	<input type="radio"/>

**Q18. How helpful do you find the receptionists at the Surgery?**

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Not very	<input type="radio"/>
Not at all	<input type="radio"/>

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

Yes, once	<input type="radio"/>
Yes, more than once	<input type="radio"/>
No, not at all	<input type="radio"/>
Not had contact with a Receptionist	<input type="radio"/>

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

I am normally seen on time	<input type="radio"/>
Less than 5 minutes	<input type="radio"/>
5 to 15 minutes	<input type="radio"/>
15-30 minutes	<input type="radio"/>
More than 30 minutes	<input type="radio"/>
Can't remember	<input type="radio"/>

**Q21. How do you feel about how long you normally have to wait?**

I don't normally have to wait long	<input type="radio"/>
I have to wait a bit too long	<input type="radio"/>
I have to wait far too long	<input type="radio"/>
No opinion/doesn't apply	<input type="radio"/>

#### **E. Seeing the Doctor you prefer**

**Q22. Is there a particular Dr you prefer to see at the GP Surgery or Health Centre ?**

Yes	<input type="radio"/>
No	<input type="radio"/>

**Q23. How often do you see the Dr you prefer ?**

Always or most of the time	<input type="radio"/>
A lot of the time	<input type="radio"/>
Some of the time	<input type="radio"/>
Never or almost never	<input type="radio"/>
Not tried at this GP Surgery or Health Centre	<input type="radio"/>

**F. Opening Hours**

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

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>
Don't know opening hours	<input type="radio"/>

**Q25. As far as know is the surgery open ... Please put a tick in each row**

	Yes	No	Sometimes	Don't know
Before 8am ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At lunchtime ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 6.30pm ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Saturdays ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Sundays ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**G. Seeing a Doctor at the GP Surgery or Health Centre****Q26. The last time you saw a Dr at the surgery how good was the Dr at each of the following ?***Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Yes, definitely	<input type="radio"/>
Yes, to some extent	<input type="radio"/>
No, not at all	<input type="radio"/>
Don't know/can't say	<input type="radio"/>

**Seeing a Practice Nurse at the GP Surgery or Health Centre****Q28. How easy is it for you get an appointment with a Practice Nurse at the surgery ?**

Haven't tried	<input type="radio"/>
Very	<input type="radio"/>
Fairly	<input type="radio"/>
Not very	<input type="radio"/>

Not at all	0
Don't know	0

**Q29. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following?** *Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Yes	No
Minor illness	<input type="radio"/>	<input type="radio"/>
Medication reviews	<input type="radio"/>	<input type="radio"/>
Managing long-term conditions	<input type="radio"/>	<input type="radio"/>

**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.**

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## H. Your Overall Satisfaction

**Q32. In general, how satisfied are you with the care you get at the Surgery ?**

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

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

Yes	<input type="radio"/>
Might	<input type="radio"/>
Not sure	<input type="radio"/>
Probably not	<input type="radio"/>
Definitely not	<input type="radio"/>
Don't know	<input type="radio"/>

## I. Some questions about you

*The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential*

**Q34. Are you male or female ?**

Male	<input type="radio"/>
Female	<input type="radio"/>

**Q35. How old are you ?**

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

**Q36. Which of these best describes what you are doing at present ?** *If more than one of these applies to you, please tick the main one ONLY*

Full-time paid work (30 hrs or more per week)	<input type="radio"/>
Part-time paid work (under 30 hrs per week)	<input type="radio"/>
Full-time education (school, college, university)	<input type="radio"/>
Unemployed	<input type="radio"/>
Permanently sick or disabled	<input type="radio"/>
Fully retired from work	<input type="radio"/>
Looking after the home	<input type="radio"/>
Doing something else	<input type="radio"/>

**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	<input type="radio"/>
No	<input type="radio"/>

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

yes	<input type="radio"/>
No	<input type="radio"/>



The following question will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

**Q39. What is your ethnic group?** (Chose one section from A to E below, then select the appropriate option to indicate your ethnic group)

**A. White**

British	<input type="radio"/>
Irish	<input type="radio"/>
Any other white background	<input type="radio"/>

**B. Mixed**

White & Black Caribbean	<input type="radio"/>
White & Black African	<input type="radio"/>
White & Asian	<input type="radio"/>
Any other Mixed background	<input type="radio"/>

**C. Asian or Asia British**

Indian	<input type="radio"/>
Pakistani	<input type="radio"/>
Bangladeshi	<input type="radio"/>
Any other Asian background	<input type="radio"/>

**D. Black or Black British**

Caribbean	<input type="radio"/>
African	<input type="radio"/>
Any other Black background	<input type="radio"/>

**E. Chinese or other ethnic group**

Chinese	<input type="radio"/>
Any other ethnic group	<input type="radio"/>

Thank you very much for your time.

## Appendix 2

**2011 Sothall Patient Survey Results**

**52 Surveys completed**

**Oct/ Nov 2011**

**Appointments**

- 69% had seen a Dr in past 3 months.
- 82% book appointments by phone.
- 61% would prefer to book appointments by phone, 29% would like to book appointments online.

### **Getting through on the phone**

- Getting through on the phone- 29% find it fairly easy, 37% not very easy, 25% not at all easy.
- Speaking to Dr on phone- 25% haven't tried, 30% very easy, 25% fairly easy, 11% not very easy, 2% not at all easy
- Speaking to nurse on phone- 61% haven't tried
- Obtaining results by phone-33% haven't tried, 22% very easy, 27% fairly easy, 2 % not very easy, 0% not at all easy

### **Triage service**

- 44% have used the Doctor Telephone triage service.
- 59% were very happy with how soon the Doctor phoned back after message was taken, 30% fairly happy.
- 54% thought the doctor was able to sort out the problem/ request over the phone, 32% thought the Dr couldn't sort it out.
- Most would be happy to use Triage service for new urgent problem, new routine problem and if no face to face appointments available. Half as many would be happy to use it for follow up and a small number (6%) would not be happy to use this service.

### **Seeing a Dr**

- 62% had tried to see a Dr fairly quickly over the last 6 months.
- 47% felt they were able to see a Dr the same day or in the next 2 weekdays. 49% felt they weren't able to.
- Of those who weren't able to be seen, 73% thought this was because there weren't any appointments. 14% said the times didn't suit.
- 65% had tried to book ahead over past 6 months.
- 42% who tried to book ahead were able to get an appointment, 53% were not.

### **Arriving for your appointment/ Reception Staff**

- 73% found it very easy to get into the building, 22% found it fairly easy.
- 68% found the surgery very clean, 32% fairly clean.
- 88% felt other patients could overhear what was said to the receptionist. Of these, 66% didn't mind, 34% were not happy about it.
- 43% find the receptionists very helpful, 45% fairly helpful.
- The majority of patients feel they normally have to wait 5-15 minutes to be seen (67%). 16% 15-30 minutes, 7% more than 30 minutes.

- 56% feel they don't have to wait long, 31% feel they wait a bit too long.

### Seeing the Dr you prefer

- 66% prefer to see a particular Dr
- 38% see the Dr they prefer always or most of time, 19% a lot of the time, 17% some of the time, 9% never or almost never.

### Opening Hours

- 82% are very or fairly satisfied with opening hours.
- Re opening hours
  - Before 8am- 10%yes, 63% no, 8% sometimes, 19% don't know.
  - At lunchtime-11% yes, 55% no, 2% sometimes, 32% don't know.
  - After 6.30pm-27% yes, 30% no, 11% sometimes, 32% don't know.
  - Saturdays-16% yes, 36% no, 7% sometimes, 41% don't know.

### Seeing a Dr

- How good is Dr at each of following?
  - Giving you enough time - 70% v.good, 19% good.
  - Asking about symptoms - 66% v.good, 30% good.
  - Listening- 65% v.good, 28% good.
  - Explaining tests/ treatment - 50% v.good, 33% good.
  - Involving you in decisions-45% v.good, 30% good
  - Treating you with care and concern - 62% v.good, 23% good.
  - Taking problems seriously - 65% v.good, 23% good.

Note no poor or very poor scores in all above Dr Issues apart for 1 very poor for taking problems seriously.

- Confidence and trust in Dr you saw- 75% yes, definitely, 15% yes, to some extent.

### Seeing a Practice Nurse

- Ease of getting appointment with practice nurse-18% not tried, 76% very or fairly easy.
- How good is practice nurse at each of following?
  - Giving enough time - 65% v.good, 24% good.
  - Asking about symptoms - 55% v.good, 23% good.
  - Listening - 63% v.good, 22% good.

Explaining tests and treatment - 60% v.good, 21% good.

Involving you in decisions - 45% v.good, 19% good.

Treating you with care and concern - 60% v.good, 23% good.

Taking problem seriously - 55% v.good, 19% good.

No poor or very poor.

- Awareness of nurse appointments for following:

Minor illness - 65% yes, 35% no.

Medication reviews - 42% yes, 58% no.

Managing long-term conditions - 43% yes, 57% no.

### **Overall Satisfaction**

- How satisfied are you with care in the surgery overall?  
51% very, 37% fairly, 10% neither satisfied or dissatisfied.
- Would you recommend the surgery to someone who's just moved into area?  
84% yes, 10% might.

### **The patients who completed surveys**

- Respondents 67% female
- Of those who work, 56% could take time from work to see a doctor.
- 13% said they did have carer responsibilities, 68% said they didn't.
- 94% of respondents white British.

## **Appendix 3**

### **SOTHALL AND BEIGHTON MEDICAL CENTRE**

### **PATIENT PARTICIPATION GROUP**

Minutes of Meeting Thursday 17 November 2011, 6.30pm at Sothall Medical Centre

Attendance: Dr Rainford, Welch, Tracey H [receptionist]...+10patients

**Minutes of the last meeting were reviewed:** matters arising were:

- Lifestyle TV is currently not available, and may not continue to be provided
- Staff and patient use of the Belfry car park was working satisfactorily
- Telephone triage system information had been put in the newsletter
- PPG was advertised on the call- screen and on prescription counterfoils
- Future role of PPG was mentioned, with new patient involvement enhanced service report requirements: to include under-represented patient groups; the requirement for PPG to produce areas for concern or interest for the survey, review the results, and suggest actions for the practice to consider.
- Emailing PPG minutes of the meeting was agreed
- The survey had occurred and results were available.
- Clearer wording for giving out results was mentioned – further action needed.
- Phone: a new system is due at Sothall to link with the Beighton refurbishment. New phone system will incorporate both sites – IE if one surgery busier than the other the staff at the either surgery can answer calls. The 0845 issue would be reviewed in due course
- An extra phoning out line had been purchased to free- up phone access whilst enabling telephone triage to occur

**Newsletter Items**

- It was agreed that the newsletter was plain- speaking and patient - friendly. Items or suggestions were invited from patients.- contact Tracey
- Text messaging could be used to advise when the newsletter was released. This could be something we could look into for the future.
- Newsletter to be put on to our web site – when launched.

**Beighton Health Centre update**

- Refurbishment – is on schedule,
- Re-open expected in middle to end of March, and Beighton chemist moving in.
- Physio will return to Beighton when the centre re-opens.
- Extended hours will have to change again once Beighton re-opens –to be announced

## **Parking**

- Advised we had marked out drop off points.
- Some people park in gateway – Possibly put sign on fence advising no Parking in gateway/obstructing gates.
- No one takes any notice of the drop-off space signs on the fence!
- Some Practice and chemist staff are parking in Belfry car park

## **Web Site**

- Patients will be able to access practice information e.g. telephone numbers Out of hours/ Sothall & Beighton Health Centre services/Hospitals etc well as new links for useful contacts and health advice
- It is being drafted and is expected to be launched in the New Year

## **Survey results - [attached]**

- Were circulated. In future, these would be circulated with the agenda/minutes before the meetings
- In view of the requirement of the report, it had been done in relatively short time, and the smaller than usual sample of 52 was noted. This was borne in mind when discussing the results, and will be reviewed in future surveys.

## **Action points:**

- Reception privacy – options to improve this
- Check-in screen : receptionists keeping an eye in case this was not working or causing difficulty
- Increased communication of opening and extended hours and triage system
- Phone access – call directing, or queuing
- Changing to 0114 number again
- Review of potential difficulties for those with disabilities

## **Any other Business**

- We had looked at running a surgery in the winter at the Limes – This wasn't an option for various reasons.
- Those attended reported the flu clinic had been a better experience this year. More publicity to get maximum numbers into these sessions!
- The new diabetic community nurses were due to start – to be notified to specific enquiry, the service is in development
- Difficulties for visual- and hearing- impaired patients attending appointments was discussed- taken to practice meeting
- Pressure to reduce referrals was discussed: the principles of good clinical care with responsible management and use of resources. The cross-checking of referrals within the practice, and changing care pathways for specific conditions was explained. Also primary care commissioning would mean review of many referral pathways.
- Hearing aid battery availability – could do with a notice up
- Patient call board appears too quickly; this seems worse with more consulting at a time on one site, but the option of timing setting would be looked at.

**Next meeting:**

**26th April 2012 , at Beighton Health centre [hopefully], 4.30**

**To be confirmed**