

BALMORE PARK SURGERY – K81014
PPG DES YEAR END REPORT 2011-12
DIRECTED ENHANCED SERVICE FOR PATIENT PARTICIPATION IN
PRIMARY CARE

1. Balmore Park Surgery Patient Participation Group (PPG)

Balmore Park Surgery Patient Participation Group (PPG) was formed in 2008 and has been involved mainly with previous patient surveys and practice action plans from survey results.

The group was emailed in June 2011 to ask if they wished to remain involved in the PPG and participate in the PPG DES (Directed Enhanced Service). A copy of the DES was sent to the group along with a patient contact details form to complete and return to the practice. Eleven of the original group wished to carry on and returned their contact details forms.

The practice put up notices in the reception area, advertised on the calling system and on the practice website to invite more members to join and enable us to be fully representative of the practice population. The practice website also gave patients an opportunity to sign up for a virtual PRG (Patient Reference Group) and advised patients to complete a sign up form online or print off and return to the practice.

Currently the PPG has 13 members consisting of 10 women and 3 men across different age groups and black and minority ethnic groups.

2. Survey priority areas agreed with practice and PPG

The PPG were invited to attend a meeting on 8th November 2011 to discuss appropriate questions for the practice patient survey. Prior to this meeting the group were emailed and asked to consider areas they felt should be covered in the survey and what patient issues the practice should focus on; copies of the GPAQ (General Practice Assessment Questionnaire) versions 2 and 3 were emailed to the group as guidance.

During the meeting on 8th November 2011, the PPG and representatives from the practice went through the 2 GPAQ versions and discussed and planned a survey to suit our practice.

Priority areas agreed by the practice and PPG were:

- **Communicating with the practice** - How often does the patient attend; how do they book appointments; how easy is to get through to the practice by telephone; how helpful are the receptionists; how long they have to wait to be seen by a particular doctor; how easy is it to speak to a doctor on the telephone; how quickly they can be seen by a doctor urgently.
- **Opening times** – Is the practice open at times convenient to the patient; what additional opening hours would make it easier.
- **Most recent consultation** – How long patient waited to be seen; how good was the last GP at giving enough time, listening, explaining tests, involving patient in decisions, treating with care and concern, did patient have confidence and trust in GP.
- **Care from your doctors and nurses** – How well the practice helps the patient to understand health problems, cope with health problems, keep healthy.
- **How would the patient describe their experience of the Practice**

- **Would the patient recommend the Practice to someone who has moved to the area**
- **Patient demographics** – Patients were invited to complete their demographics.
- **Patients were invited to add comments on** – Anything particularly good about their health care; anything that could be improved; any other comments.

Preparation of survey questions / how survey questions were drawn up

Following the meeting on 8th November 2011, the practice manager prepared the agreed relevant questions from GPAQ versions 2 and 3. The questionnaire was produced by a member of the PPG and the completed version of the survey was emailed to the PPG for approval prior to commencing the survey.

Details of meetings or other communication with PPG:

- Email to the PPG (formed in 2008) on 13th June 2011 regarding the PPG DES. Copy of DES sent to group along with contact details form to complete and return to practice
- Email to the PPG on 18th August 2011 requesting them to consider areas to be covered in survey and important issues the practice should focus on prior to the proposed meeting to be held on 8th November 2011
- Meeting held on 8th November 2011 – Proposed patient survey discussed and priority areas agreed
- Email on 12th January 2012 informing group that survey is due to commence in the practice and online on 16th January 2012
- Email to group on 16th February 2012 informing them that the survey analysis was complete and inviting them to attend a meeting on 28th February 2012 to discuss findings and prepare an agreed action plan
- Meeting held on 28th February 2012 with PPG and practice representatives – action plan agreed

3 Patient Survey

(Patient survey for 2011/2012 is available to view on the website)

www.balmoreparksurgery.co.uk

The survey was put on the practice website for patients to complete online and a paper version was handed out to patients to complete in the practice. The online version remained open for 1 month; the handout version was completed in 1 week.

Total number of completed surveys – 296.

All handout responses were added to the website responses where results analyses were automatically built up to reach the total patient survey analysis.

The survey results are published on the website; a hard copy is available at reception for patients to view on request. Notices are on website and at reception advising patients on accessibility of results. (see appendix 1)

4 and 5 Agree an Action Plan with PPG

The PPG group were emailed on 16th February 2012 advising them that the results were on the website and the patient survey comments were in a folder in the practice for the group to view prior to the meeting due to be held on 28th February. The group were asked to review the results and consider any actions they deemed necessary from the findings.

A meeting was held on 28th February 2012 with members of the PPG and practice representatives. The survey results and survey patient comments were discussed. Action points were identified and recommendations for the action plan and timescales were agreed by the PPG and practice representatives.

(see appendix 2)

Practice website address: www.balmoreparksurgery.co.uk

Practice Details	
Practice Name	Balmore Park Surgery
Form Completed By	Eileen Flood, Practice Manager
Date	27 th March 2012

Appendix 1 Survey Results

Number of Responses: **296**

Baltimore Park Surgery General Practice Assessment Questionnaire

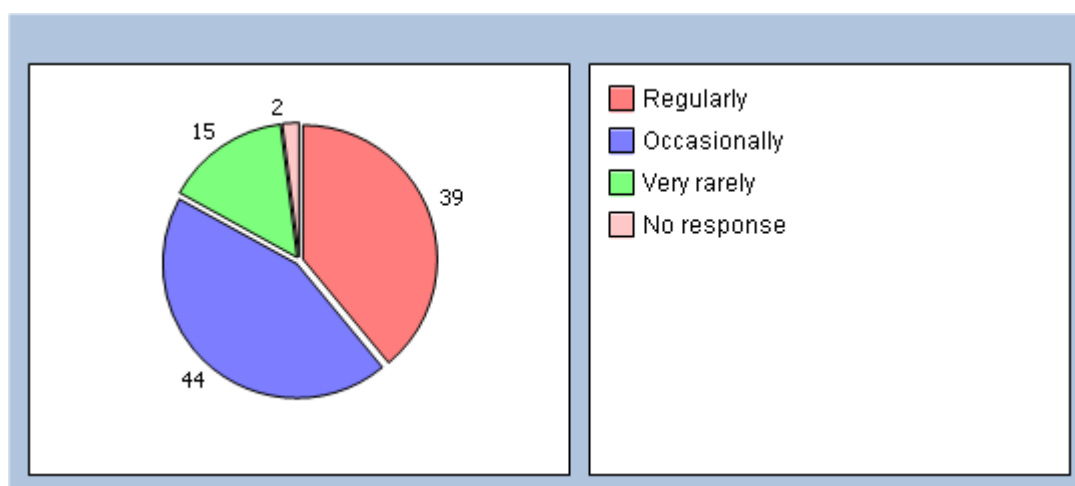
We would be grateful if you would complete this short survey to help us improve the service we provide. Your opinion is valuable to us.

Please answer **ALL** the questions that apply to you by clicking in the box. When all completed press "send".

Communicating With The Practice

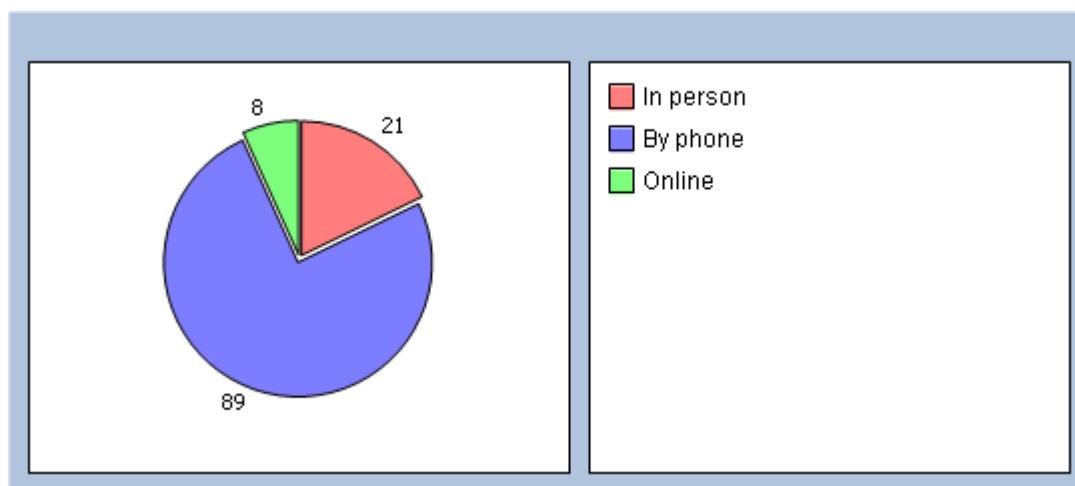
Q1 How often do you come to the practice?

Regularly	116	39%
Occasionally	132	44%
Very rarely	45	15%



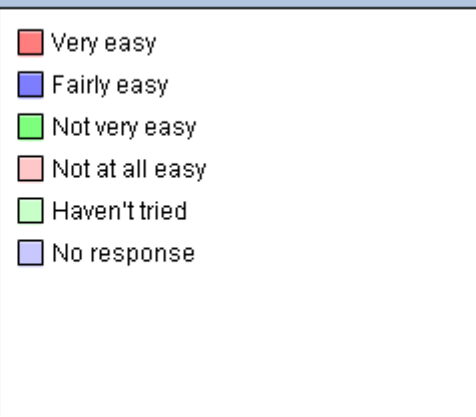
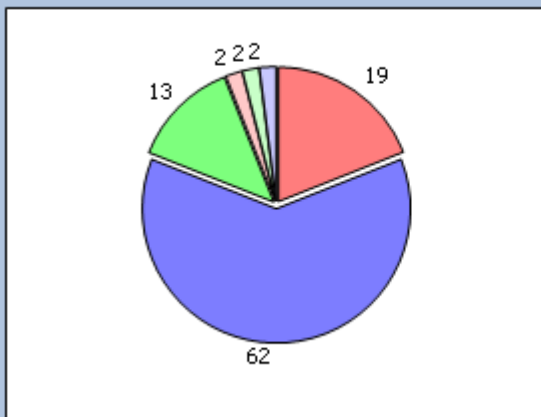
Q2 How do you normally book your appointments at the practice? (Please tick all boxes that apply)

In person	64	21%
By phone	264	89%
Online	26	8%



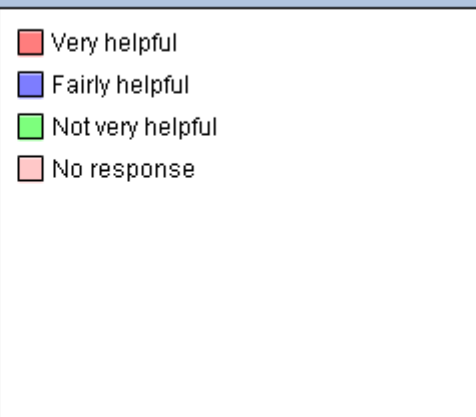
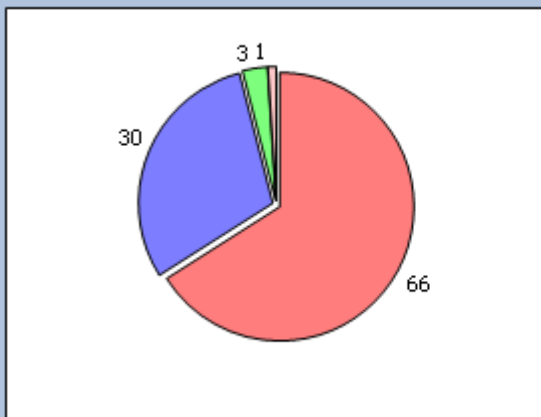
Q3 How easy is it to get through to someone at the practice on the phone?

Very easy	58	19%
Fairly easy	184	62%
Not very easy	40	13%
Not at all easy	6	2%
Haven't tried	8	2%



Q4 How helpful do you find the receptionists at the practice?

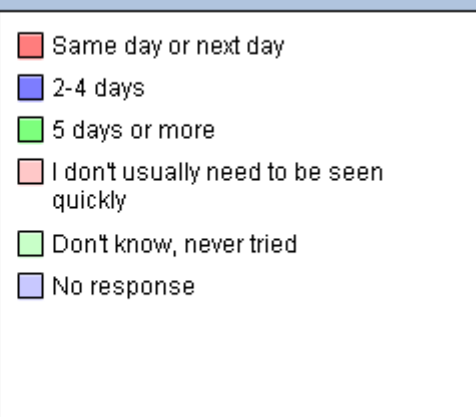
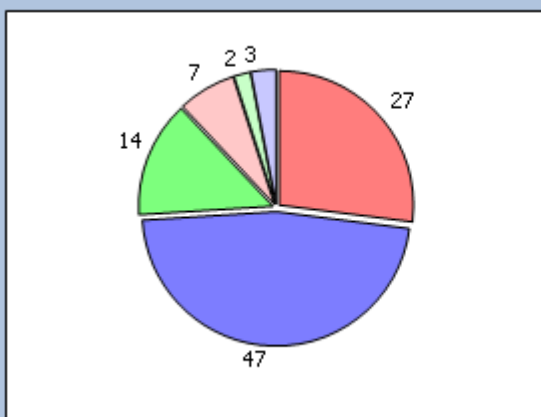
Very helpful	196	66%
Fairly helpful	89	30%
Not very helpful	9	3%
Not at all helpful	1	0%
Don't know	1	0%



Thinking of times when you want to see a particular doctor:

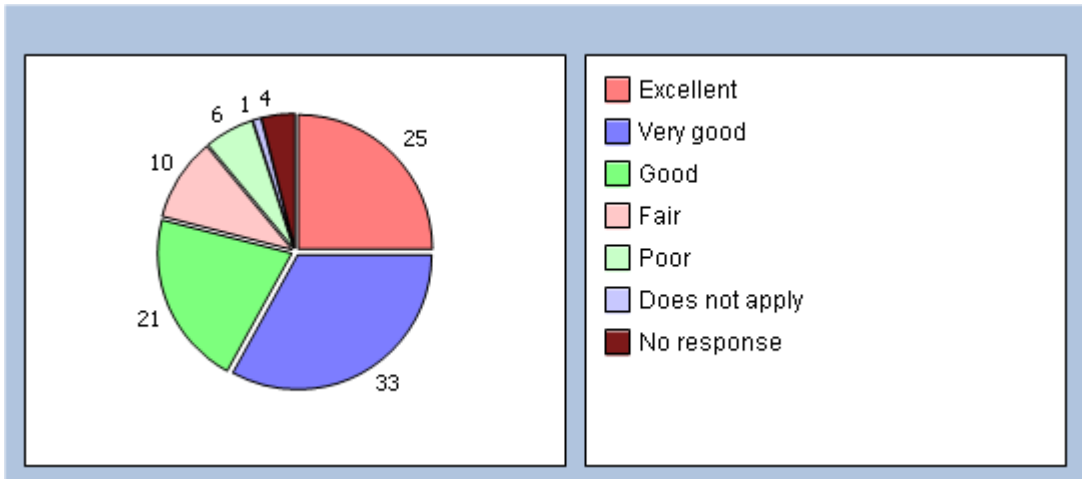
Q5 How quickly do you usually get seen?

Same day or next day	82	27%
2-4 days	140	47%
5 days or more	44	14%
I don't usually need to be seen quickly	21	7%
Don't know, never tried	6	2%



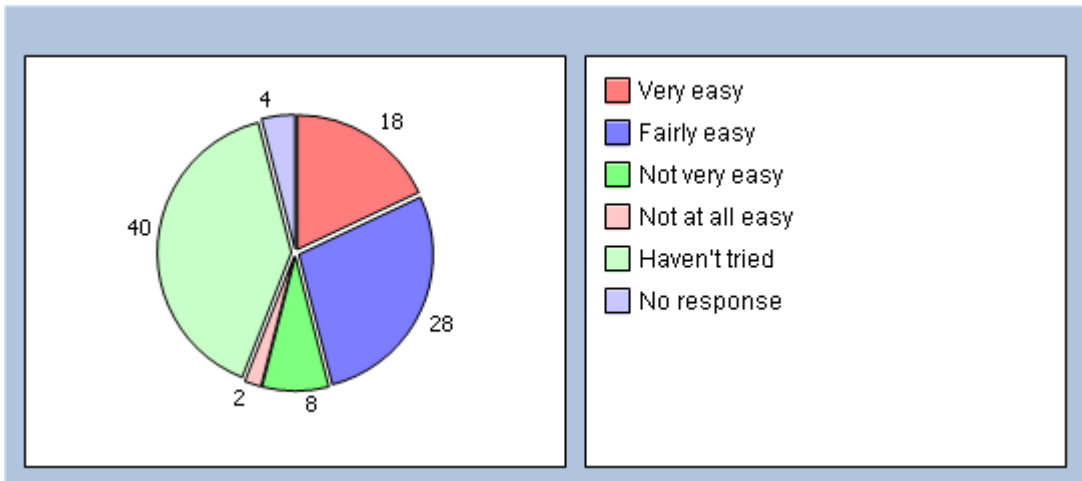
Q6 How do you rate this?

Excellent	76	25%
Very good	98	33%
Good	63	21%
Fair	32	10%
Poor	20	6%
Very poor	0	0%
Does not apply	3	1%



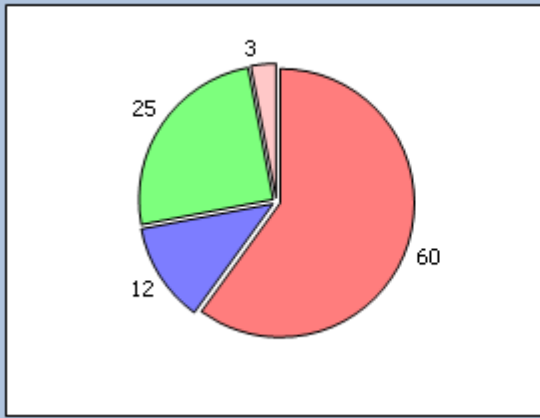
Q7 How easy is it to speak to a doctor on the phone at the practice?

Very easy	54	18%
Fairly easy	85	28%
Not very easy	26	8%
Not at all easy	7	2%
Haven't tried	119	40%



Q8 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	180	60%
No	36	12%
Don't Know/Never needed to	76	25%

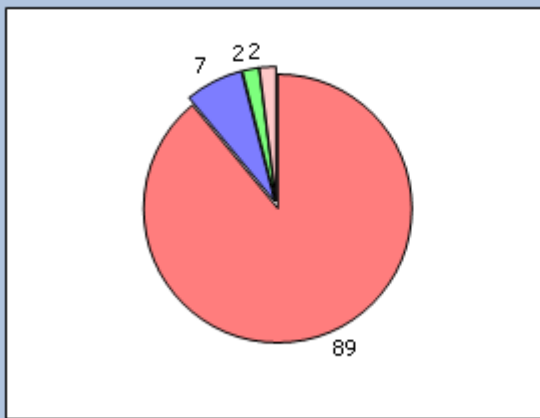


■ Yes
■ No
■ Don't Know/Never needed to
■ No response

Opening Times

Q9 Is the practice currently open at times that are convenient to you?

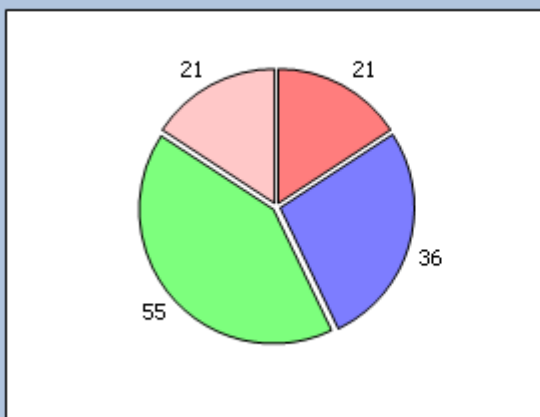
Yes	264	89%
No	23	7%
Don't Know	7	2%



■ Yes
■ No
■ Don't Know
■ No response

Q10 Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please tick all boxes that apply)

Before 8:00 a.m.	64	21%
After 6:30 p.m.	109	36%
On a Saturday	164	55%
None of these	64	21%



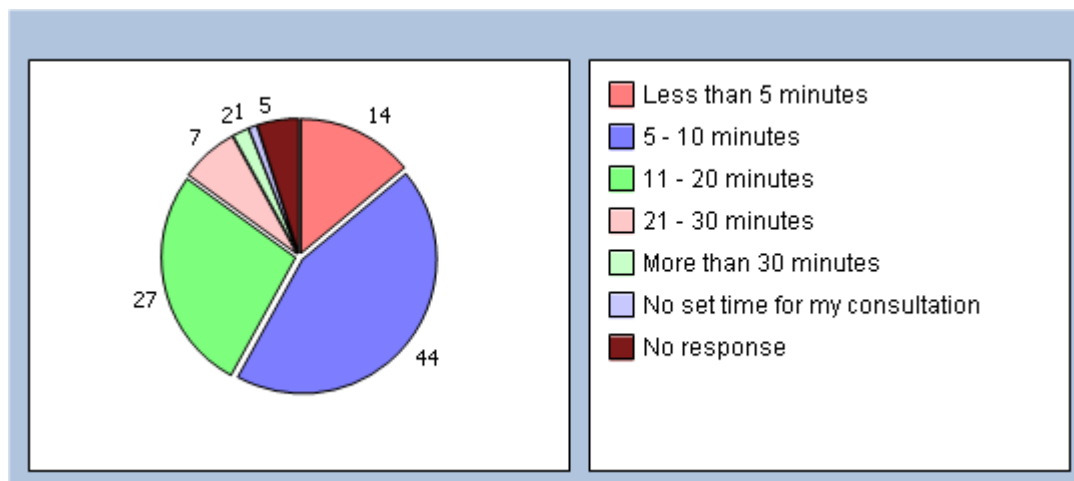
■ Before 8:00 a.m.
■ After 6:30 p.m.
■ On a Saturday
■ None of these

Your Most Recent Consultation

Thinking of your most recent consultation with a doctor or nurse:

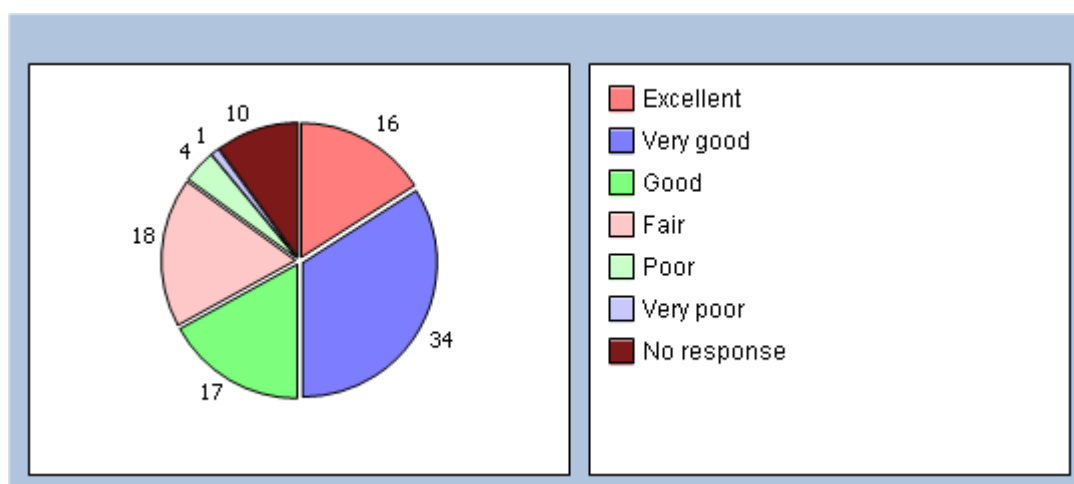
Q11 How long did you wait for your consultation to start?

Less than 5 minutes	42	14%
5 - 10 minutes	132	44%
11 - 20 minutes	81	27%
21 - 30 minutes	22	7%
More than 30 minutes	7	2%
No set time for my consultation	4	1%



Q12 How do you rate this?

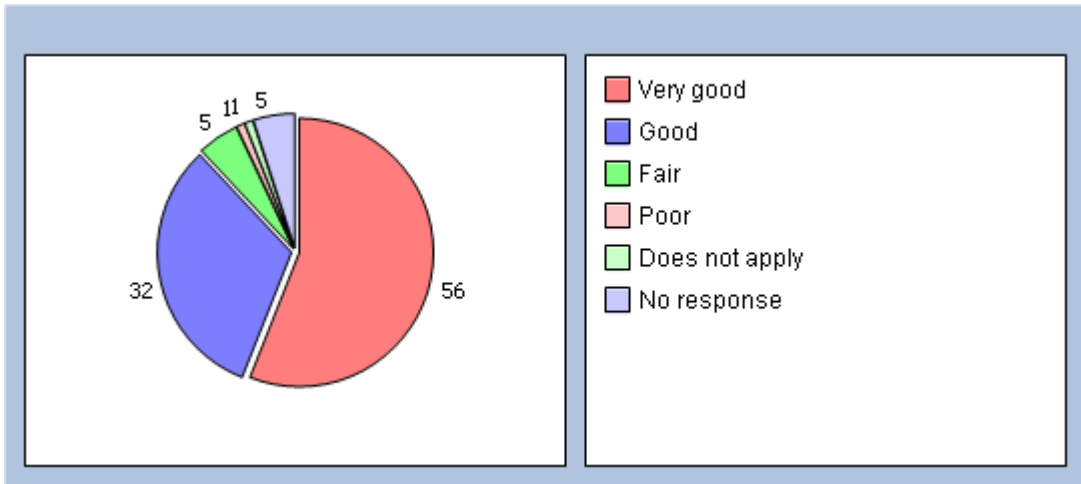
Excellent	49	16%
Very good	103	34%
Good	52	17%
Fair	54	18%
Poor	12	4%
Very poor	3	1%
Does not apply	0	0%



Q13 How good was the last GP at each of the following:

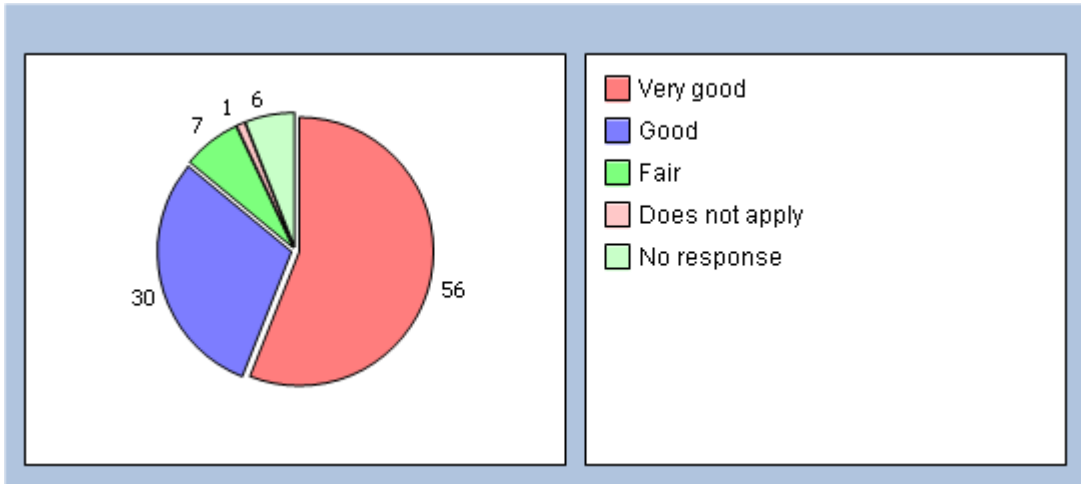
a) Giving you enough time

Very good	166	56%
Good	95	32%
Fair	16	5%
Poor	4	1%
Very poor	1	0%
Does not apply	4	1%



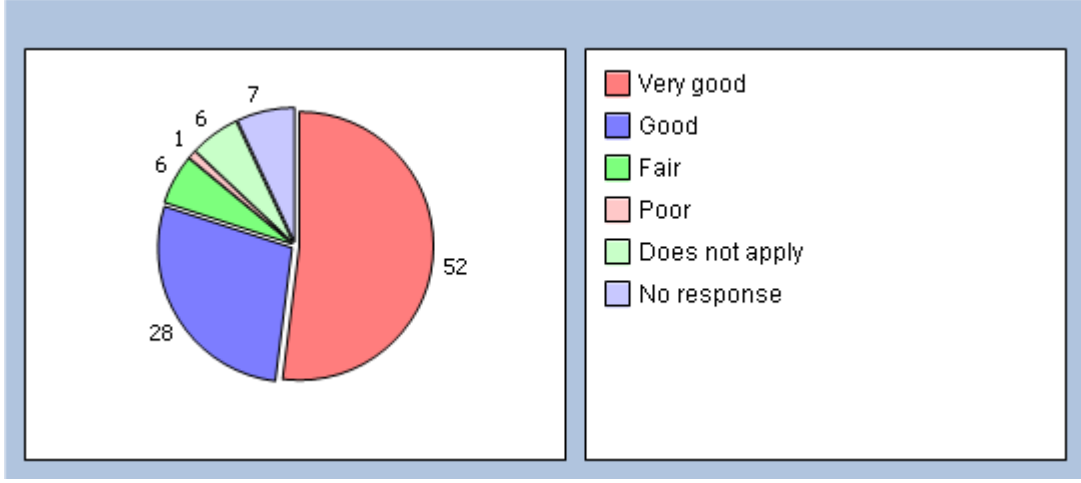
b) Listening to you

Very good	168	56%
Good	90	30%
Fair	23	7%
Poor	2	0%
Very poor	1	0%
Does not apply	3	1%



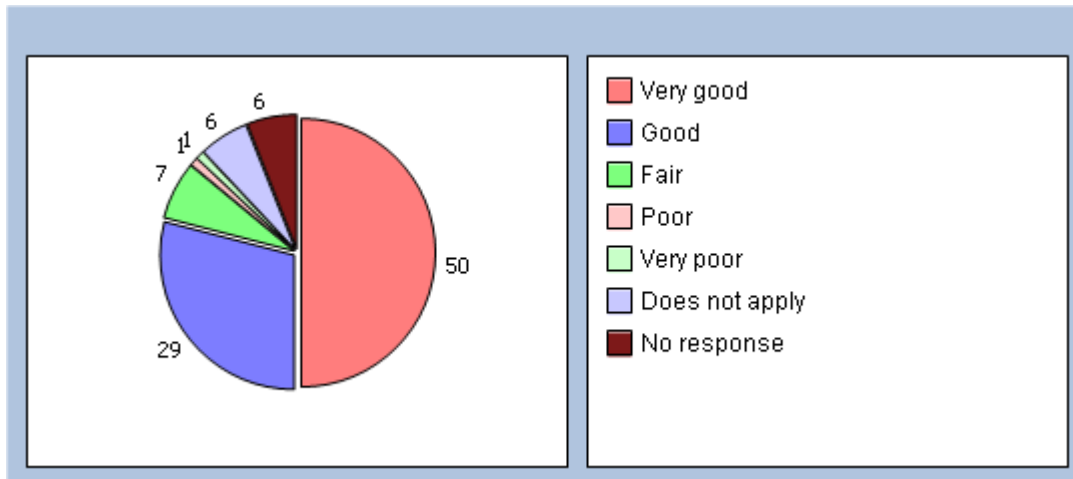
c) Explaining tests and treatments

Very good	155	52%
Good	83	28%
Fair	20	6%
Poor	5	1%
Very poor	2	0%
Does not apply	19	6%



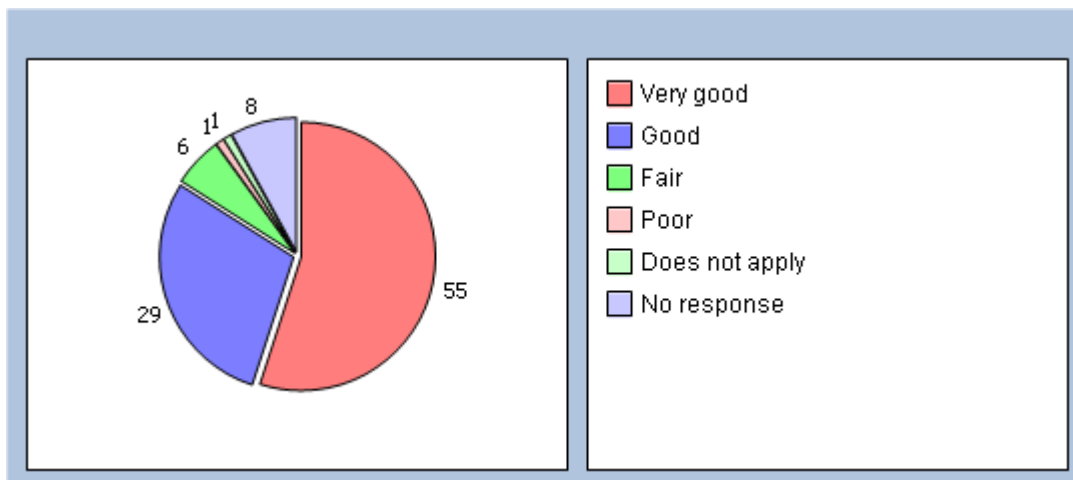
d) Involving you in decisions about your care

Very good	150	50%
Good	87	29%
Fair	22	7%
Poor	4	1%
Very poor	3	1%
Does not apply	18	6%



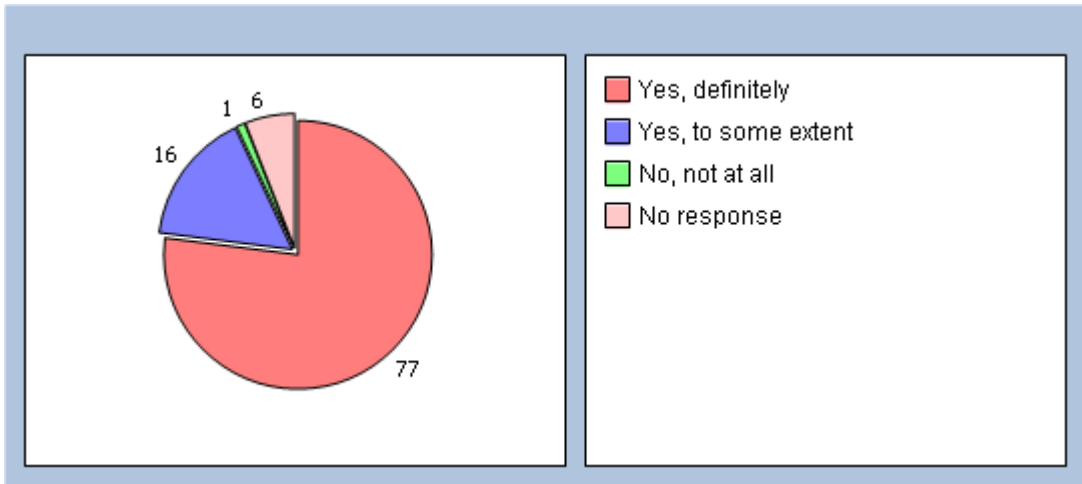
e) Treating you with care and concern

Very good	164	55%
Good	88	29%
Fair	19	6%
Poor	5	1%
Very poor	1	0%
Does not apply	5	1%



f) Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	230	77%
Yes, to some extent	48	16%
No, not at all	5	1%
Don't know / can't say	2	0%

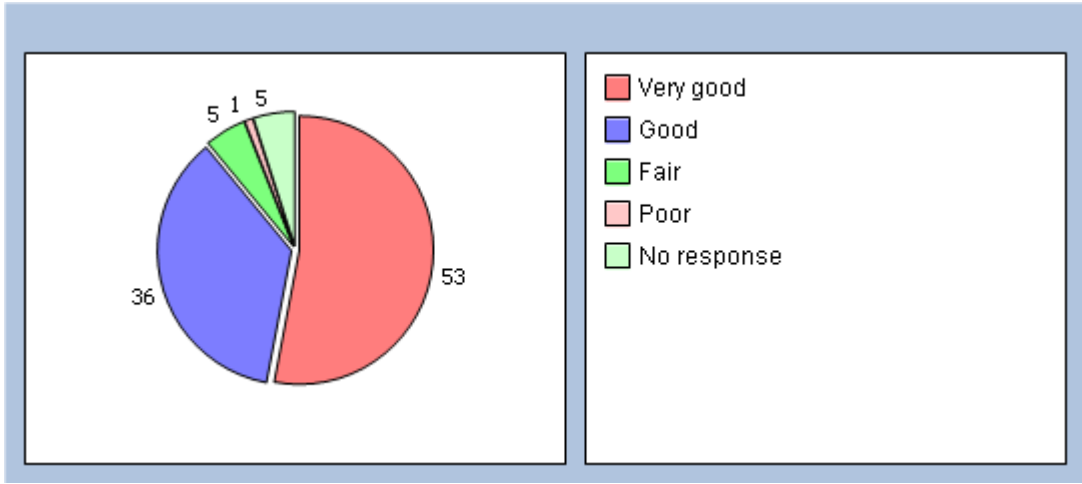


Care From Your Doctors And Nurses

Q14 Thinking about the care you get from your doctors and nurses overall, how well does the Practice help you to:

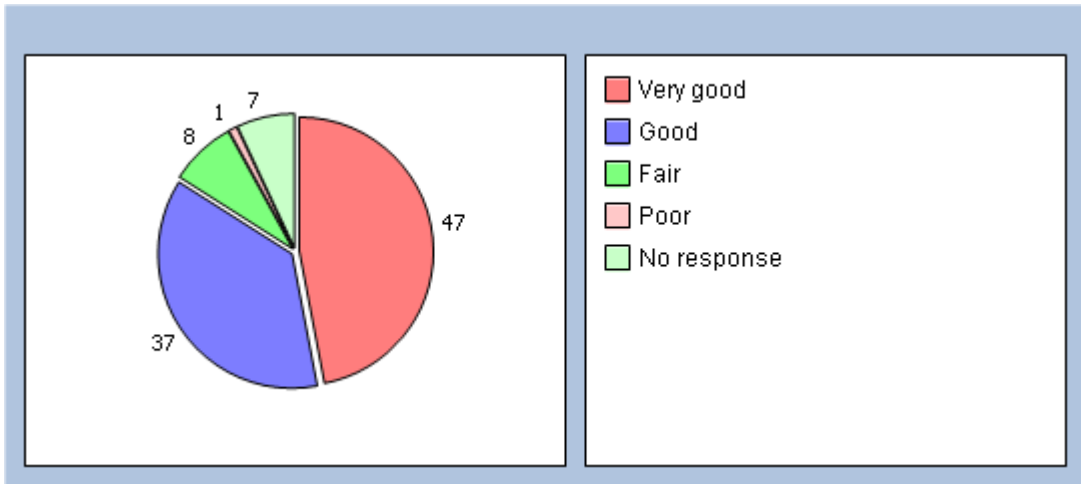
a) Understand your health problems?

Very good	157	53%
Good	108	36%
Fair	16	5%
Poor	3	1%



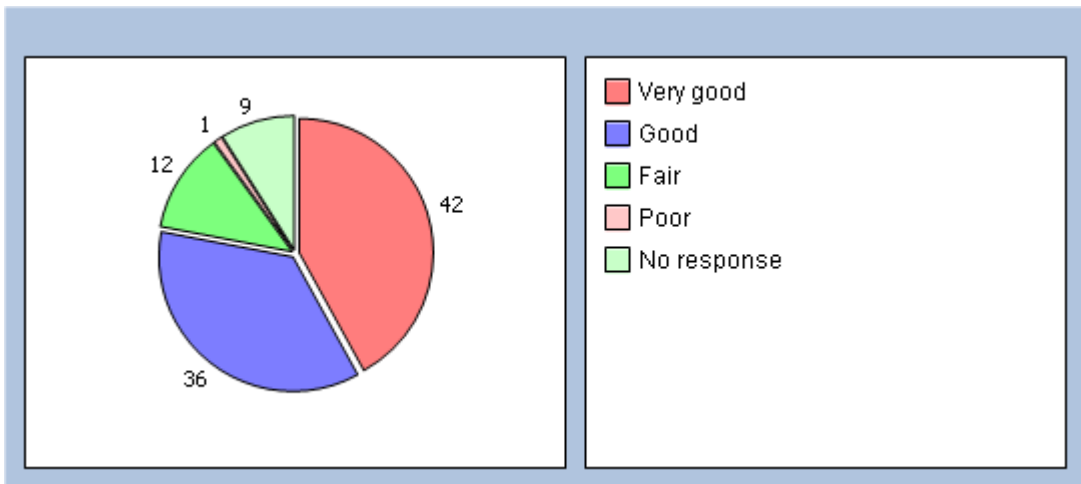
b) Cope with your health problems?

Very good	142	47%
Good	111	37%
Fair	24	8%
Poor	3	1%



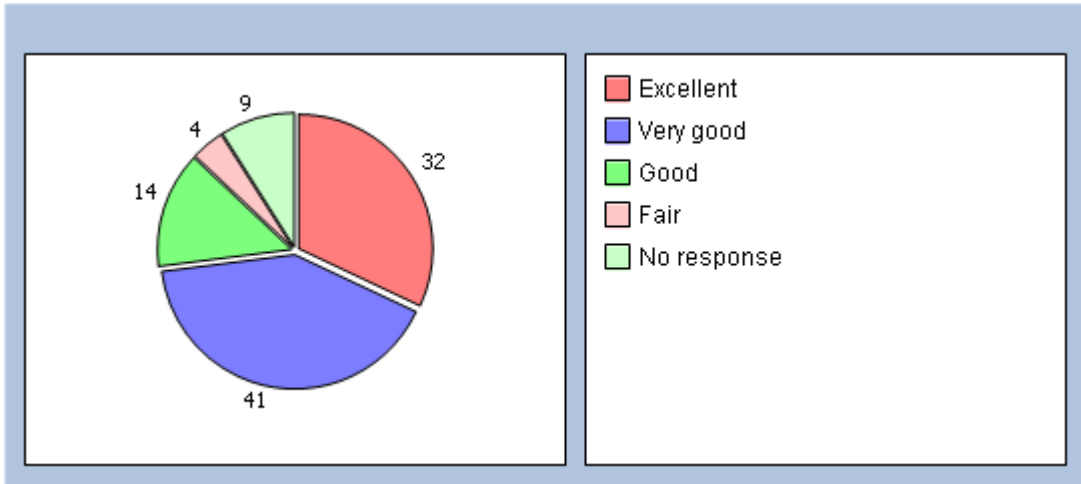
c) Keep yourself healthy?

Very good	127	42%
Good	107	36%
Fair	38	12%
Poor	5	1%



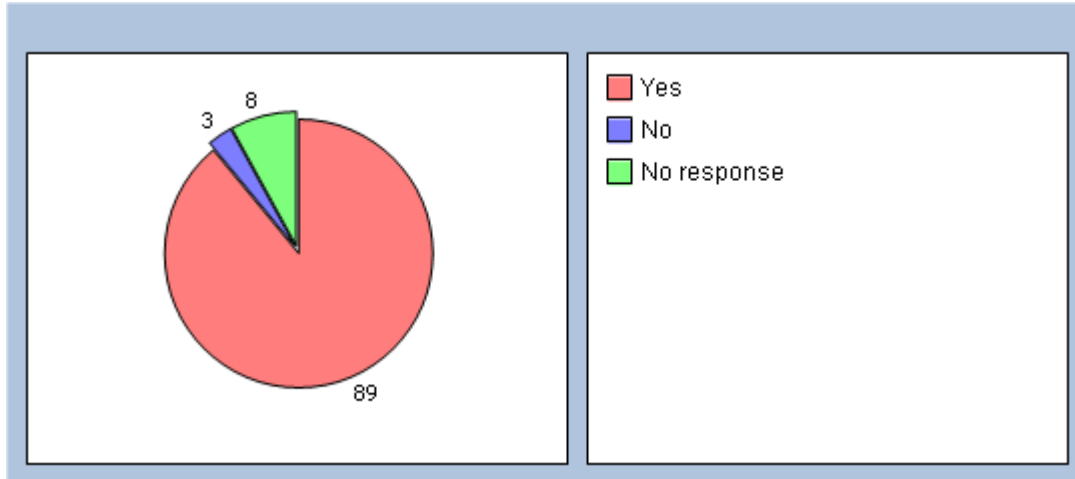
Q15 Overall, how would you describe your experience of the Practice?

Excellent	95	32%
Very good	124	41%
Good	44	14%
Fair	13	4%
Poor	1	0%
Very poor	1	0%



Q16 Would you recommend your Practice to someone who has just moved to your area?

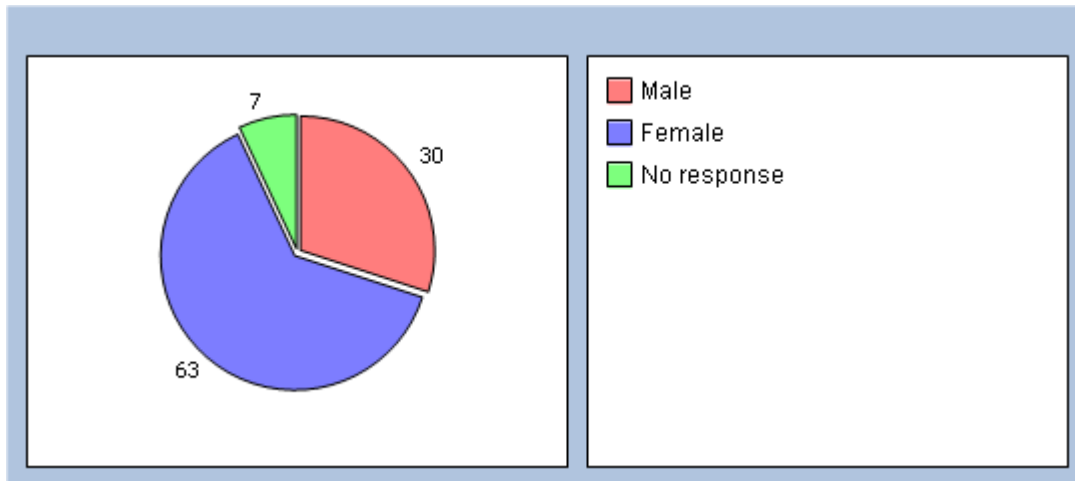
Yes	265	89%
No	9	3%



It Will Help Us To Understand Your Answers If You Could Tell Us A Little About Yourself

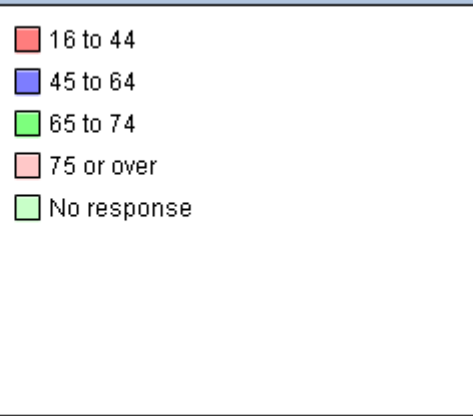
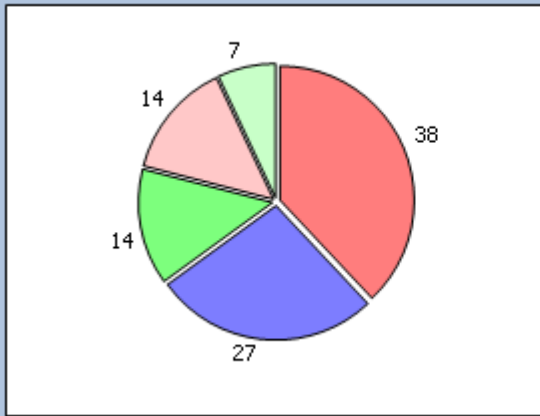
Q17 Are you?

Male	89	30%
Female	187	63%



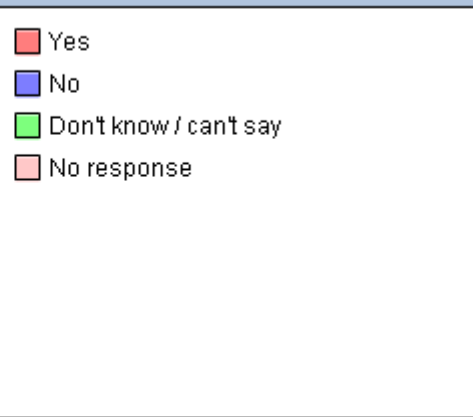
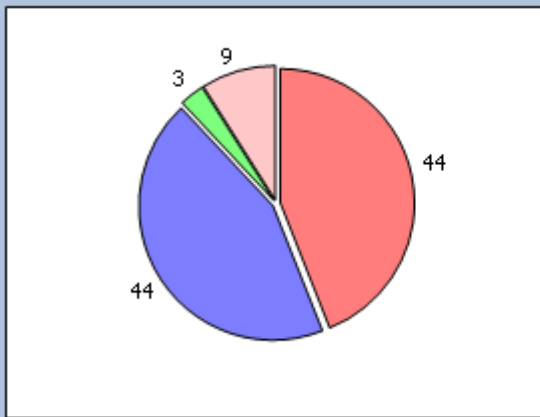
Q18 How old are you?

Under 16	0	0%
16 to 44	114	38%
45 to 64	80	27%
65 to 74	42	14%
75 or over	43	14%



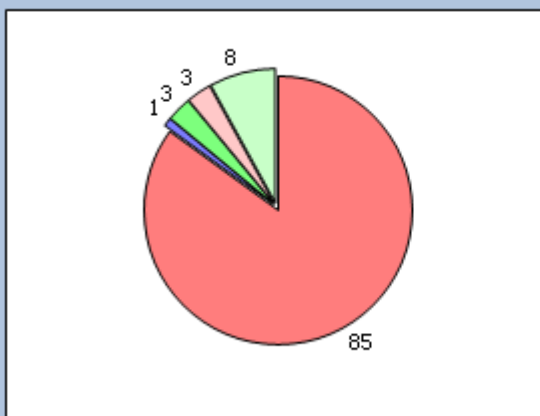
Q19 Do you have a long-standing health condition?

Yes	133	44%
No	131	44%
Don't know / can't say	10	3%



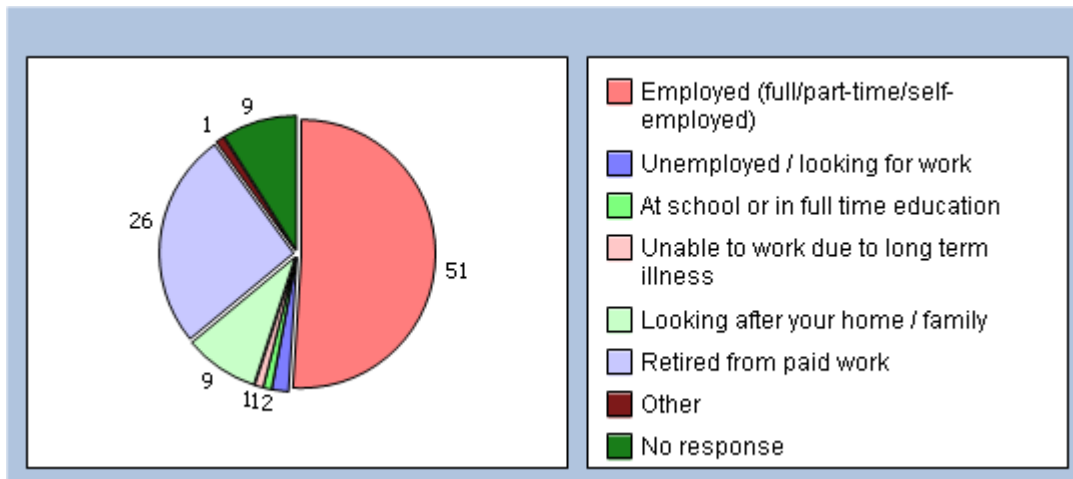
Q20 What is your ethnic group?

White	253	85%
Black or Black British	3	1%
Asian or Asian British	11	3%
Mixed	9	3%
Chinese	1	0%
Other ethnic group	1	0%



Q21 Which of the following best describes you?

Employed (full/part-time/self-employed)	153	51%
Unemployed / looking for work	7	2%
At school or in full time education	3	1%
Unable to work due to long term illness	4	1%
Looking after your home / family	29	9%
Retired from paid work	78	26%
Other	3	1%



Q22 We are interested in other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Free text answers have been omitted

Is there anything that could be improved?

Free text answers have been omitted

Any other comments?

Free text answers have been omitted

Thank you for taking the time to complete this questionnaire

BALMORE PARK SURGERY PATIENT SURVEY ACTION PLAN

Meeting held Tuesday 28th February 2012

The findings of the January 2012 patient Survey carried out in the practice and on the website were discussed at the above meeting held at the Practice. It was attended by members of the PPG and representatives from the Practice.

The Practice and the PPG felt the survey was very successful – 296 surveys had been completed out of 300. Patient comments, which consisted of some very positive comments showed that overall our patients are happy with the service we provide; we were also very pleased to receive comments highlighting areas where we can improve.

The practice will aim to address the comments on areas we can improve and will publish our responses in a practice newsletter which will be available in the practice and online.

Areas identified as priorities from the Patient Survey 2012

Survey Question heading - Communication with the Practice:

Q2. How do you normally book your appointments at the practice?

Results showed that 21% book their appointments in person, 89% by phone and only 8% of patients book their appointments online. (Currently only 11% of the practice population have signed up to Online Services)

Survey Question heading - Opening times:

Q10. Which of the following additional hours would make it easier for you to see or speak to someone? (Please tick all boxes that apply)

Results showed that 21% of patients requested before 8am, 36% requested after 6.30pm, 55% requested a Saturday, 21% requested none of these. (The practice is currently open 4 evenings and 1 early morning per week and 1 Saturday in 4).

Action points:

The practice needs to highlight information to patients on the current online services and current extended opening hours service. This information is available on notices in the reception waiting area and on the website but not all patients are aware of these services. Due to the layout of the building and multiple A4 sized notices currently situated in various parts of the reception area and waiting room, information notices are not always clearly seen.

1. The practice to add advice on Online Prescription Ordering to the patient's repeat prescription request sheet. Receptionists to remind patients opportunistically of online services
Action EF / Timescale 2 months
2. The Practice to design A3 sized notices and place them in areas of the building where they can be easily viewed by patients. Notices to give information on online booking of appointments, online prescription ordering, extended hours opening times
Action EF / Timescale 4 months
3. The practice to produce a practice leaflet highlighting above information. Leaflets to be given out with patient registration forms and placed on reception desk for patients to take
Action EF/CM Timescale 4 months

4. The Practice to produce a Practice Newsletter highlighting above information. Other information to be added to Practice Newsletter in response to patient comments on the survey re:

- Practice car park inappropriate usage
- Physiotherapy budget
- Length of time of doctor's appointment slots
- The Practice patient list size

Action JP/EF Timescale 4-6 months

**Eileen Flood
Practice Manager
Balmore Park Surgery
27th March 2012**