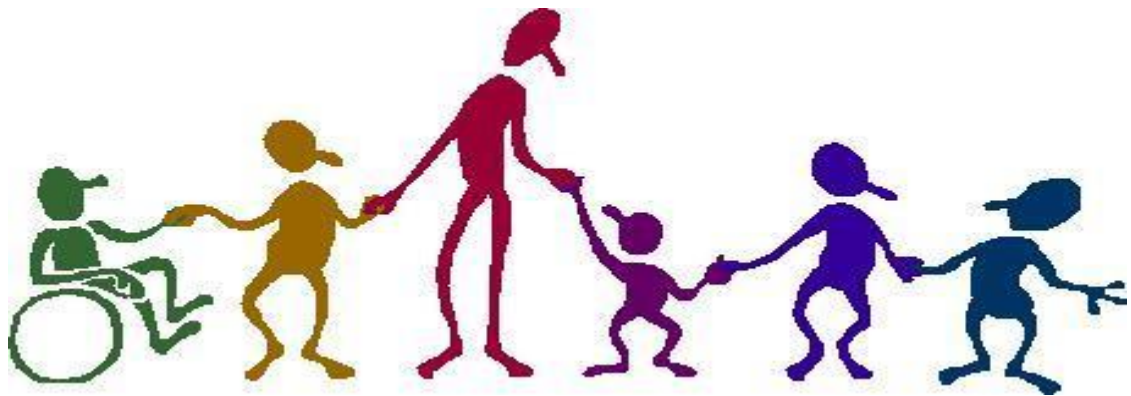


**Dr J M Pilpel & Dr V C Tiguti**



**Patient Participation Group and  
Patient Survey Report**

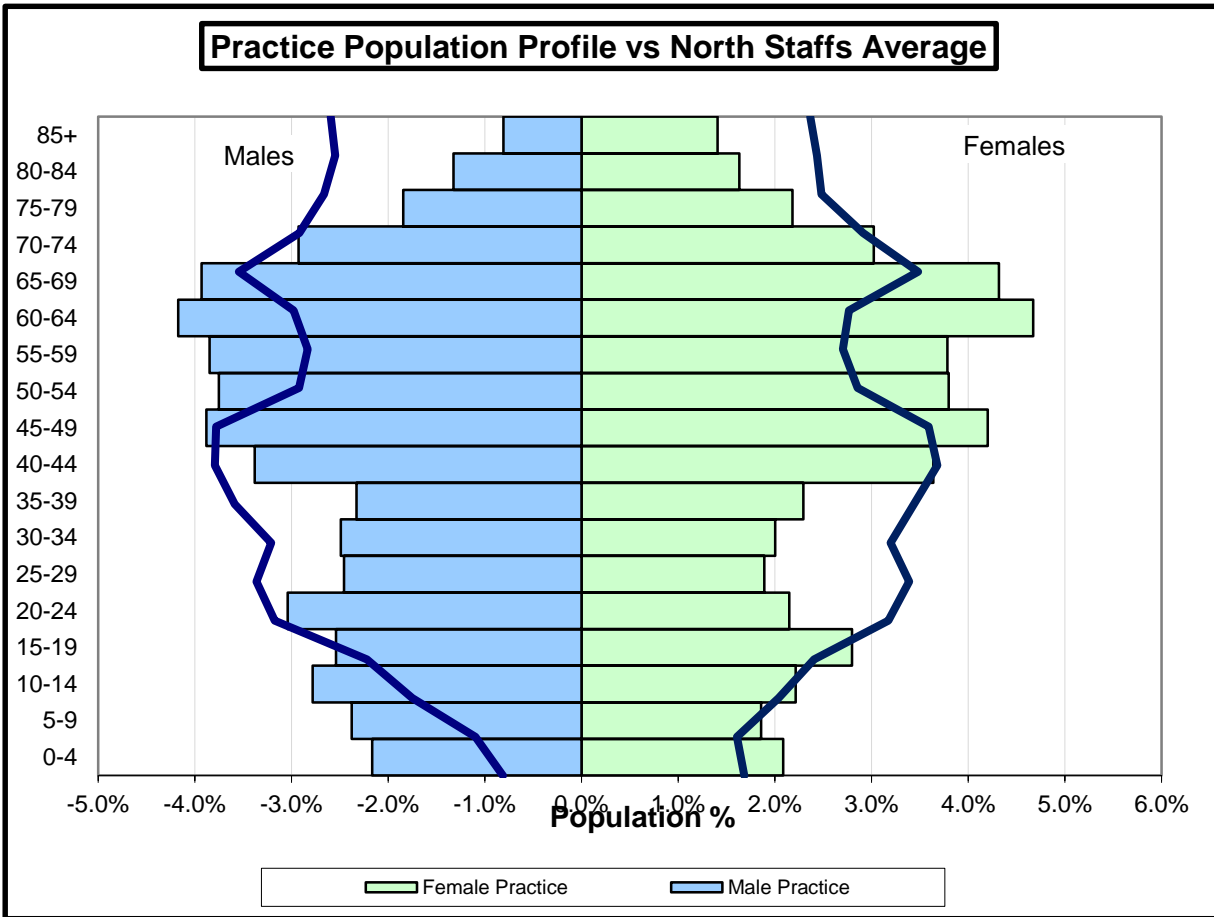
**March 2014**

## Background

As part of a government-led initiative to encourage patient involvement within GP practices, Drs Pilpel & Tiguti formed a Patient Participation Group (TSPPG) which met for the first time on the 20<sup>th</sup> May 2012.

The Practice website details are [www.teansurgery.co.uk](http://www.teansurgery.co.uk), for the main surgery and [www.blythebridgesurgery.co.uk](http://www.blythebridgesurgery.co.uk), for the branch surgery. Details of each website is shown on the practice leaflet. There is a section on the website dedicated to the PPG.

## Practice Profile



Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
<b>Gender</b>											
<b>Female</b>	121	320	237	252	349	475	496	499	240	52	30
<b>Male</b>	126	382	354	304	335	468	451	478	211	43	13

The Practice is a well-established practice divided into two demographic areas and covers the communities of Blythe Bridge and Tean. The latter is primarily a rural area as well as the surrounding areas. The current Practice list size is approximately 6,200, with 99% of our patients being White British and 1% of mixed race or other ethnic origin.

There are 2 full time Partners, 1 Salaried GP and 2 Registrar GP's.

## **Practice Profile** (continued)

For many years we have been a “Training Practice”, which means we have GP Registrars carrying out consultations. These are fully qualified, experienced doctors who have previously worked mainly in hospitals. They are required to work for a period of time in General Practice prior to becoming a GP. We are also involved in the training of medical students.

We are a dispensing practice and certain patients on the list have the option of having their medications dispensed by the practice. The dispensary has recently increased it's opening times to coincide with surgery opening times.

## **The Patient Participation Group**

Since the formation of the Group, there have been quarterly meetings, with the AGM held on the 15<sup>th</sup> August 2013, where the committee was elected as below:

Chairman: - Frank Hopley  
Secretary: - Derek Sederman  
Treasurer:- Jane Bentley

There is a folder in each of the waiting rooms containing all the information regarding minutes and copies of any promotional literature used.

We have found it very difficult to recruit a truly representative group of patients, reflecting the wider profile of our patient population, as many of the volunteers have tended to be those with time on their hands or previous experience of being on a committee.

Our group is currently made up of 4 males and 6 females, whose ages range from 47 to 86 and they are all white British (The practice has a very small minority of ethnic patients, at 1%). We have recently had 5 of members resign, due to other commitments or health concerns. Unfortunately, despite inviting several younger members of our practice to join our patient group, only one has actually attended a meeting.

We have attempted to see if there is any interest in forming a virtual group, in order to widen our patient representation, but in spite of posters in the waiting rooms, we have not had any interest from patients as yet.

One of the main focuses of the Group this year was to assist in the formation of a Dementia Club and the Chairman, Frank Hopley, has been fully committed to this cause and the club had its opening on the 12<sup>th</sup> February, where a photographer from the Cheadle & Tean Times was there to capture the moment.

## **What are we doing well?**

- 91% of patients find it very, or fairly easy to get through to the surgery on the telephone.
- 91% or patients find it very, or fairly easy to get an appointment
- Nearly 92% of patients said they could get an appointment within 2 days, 63% stating they could be seen the same day if wanted.
- 95% of patients felt the receptionists were helpful

- 95% of patients felt the receptionists made them feel at ease
- 97% of patients felt they had enough time to discuss their health and medical problems with the doctor during their consultation
- Across the whole practice the patients considered their doctor to have achieved the outstanding range.

## **The Patient Survey March 2014**

### **Questionnaire Design**

This was the second questionnaire we had run in conjunction with the PPG, which was decided on by the PPG members. The Patient Survey was added to the February Agenda and, as the group had been heavily involved in last year's survey it was a much easier and quicker process. It was decided to include areas around the website and online access to appointments and prescriptions as these areas were deemed a priority by the group.

The questionnaire was designed to serve both the Tean and the Blythe Bridge site in order to differentiate between responses.

This draft questionnaire was sent to all the Practice staff and GP's and also the members of the Patient Group, inviting their comments. There were no suggestions made and the survey was therefore approved.

A poster was put up in the Waiting Rooms at both sites advertising the survey. Questionnaires were available for patients to pick up themselves and were also handed out by receptionists at random. A member of the Patient Participation Group was on hand to hand out surveys and to give any assistance necessary, and this made it possible for us to obtain a large number of completed questionnaires in a relatively short period of time. There was a box in both Waiting Rooms for the questionnaires to be posted in when completed.

The Survey comprised of 17 questions aiming to identify strengths and weaknesses within the practice. The questions were designed to cover three areas:

- Quality of provision – are you satisfied with the medical care you receive?
- Access to service – how easy is it to make and get an appointment?
- Interpersonal relationships – are the medical team and support staff sufficiently caring and compassionate about your needs?

Once the survey was over all the answers were entered onto the computer by a member of staff. Patients' comments and suggestions were also recorded as stated.

The survey was a snapshot intended to capture 150 replies. We achieved a response of 142 questionnaires returned, although some discrepancies occurred where respondents did not answer the questions in the way the questionnaire asked.

# Tean Surgery and Blythe Bridge Primary Care Centre

## statistics from the March 2014 Patient Survey

1. How easy is it to get through to the practice by phone?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
very easy	24	27	35.9%
fairly easy	39	40	55.6
not very easy	3	8	7.7%
not at all easy	0	0	
not recorded	0	0	

2. How easy is it to get an appointment?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
very easy	25	23	33.8%
fairly easy	32	50	57.7%
not very easy	8	0	5.6%
not at all easy	1	0	1%
not recorded	0	0	

3. Have you been able to book an appointment more than 2 days in advance?  
when you've needed to?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
usually	26	34	42.3%
sometimes	17	22	27.5%
rarely	8	1	6.3%
never tried to	15	17	22.5%
not recorded	0	0	

4a. Have you ever made or cancelled an appointment online?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
yes	4	19	16.2%
no	47	42	62.7%
never wanted to	5	11	11.3%
didn't know I could	10	2	8.5%
not recorded	0	0	

4b. Have you ever ordered your repeat prescription online?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
yes	2	12	9.9%
no	50	51	71.1%
never wanted to	4	6	7%
didn't know I could	10	4	10%
not recorded	0	0	

## 5. Are you able to see the doctor of your choice?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
usually	35	51	60.6%
sometimes	18	19	26.1%
rarely	5	2	5%
doesn't apply	8	3	7.8%
not recorded	0	0	

## 6. The last time you tried to see any doctor fairly quickly could you do so on the same day or in the next two working days?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
the same day	39	50	62.7%
within two days	22	19	28.9%
3 days or more	3	2	3.5%
doesn't apply	2	2	3%
not recorded	0	0	

### 6b. If you couldn't be seen within two working days, why was that?

Five patients reported not being able to get to see a doctor within two days, 2 patients at Blythe Bridge and 2 patients at Tean. The reasons for this were:

- there were no appointments available,
- times did not suit
- particular doctor not available.

## 7. Which of the following additional times would you most like the surgery to be open (one choice)?

Not all patients responded to this question in the way requested, with a significant number choosing more than one preference.

The following table is based on the total responses including those who chose more than one preference:

	Blythe Bridge	Tean
before 8.00 a.m.	1	8
lunchtime (Tea)	0	3
after 6.00 p.m.	6	10
Saturday morning	10	17
Thursday afternoon	5	8
I'm happy with current times	45	39

## 8. How helpful do you find the receptionists at the surgery?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
very	46	52	69%
fairly	19	18	26%
not very	1	3	3%
not at all	0	1	1%
not recorded	0	0	

## 9. Do the receptionists make you feel at ease?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
usually	61	65	88.7%
sometimes	5	6	7.8%
rarely	0	3	2.1%

## 10. Thinking about the last time you saw a GP?

This question was aimed at identifying individual GP's to analyse their scores to inform personal development and performance review. The results will be discussed within the practice.

### 11a. Did you have enough time to discuss your health or medical problems?

	Blythe Bridge 2013/14	Tean 2013/14	Practice % (based on 142 responses) 2013/14
yes	52	53	74%
yes, but just about	14	19	23.3%
no	0	2	1.4%
not recorded	0	0	

11b. Only 1 patient commented on why they did not have enough time to discuss their health or medical problems and this was "don't know"

## 12. How good was the doctor at each of the following?

Individual doctors were scored through a range from 1 to 5, with 1 representing 'poor' and 5 representing 'outstanding'.

A score of 1 (poor) represents 0 to 20 on a percentage scale

A score of 2 (less than satisfactory) represents 21 to 40 on a percentage scale

A score of 3 (satisfactory) represents 41 to 60 on a percentage scale

A score of 4 (good) represents 61 to 80 on a percentage scale

A score of 5 (outstanding) represents 81 to 100 on a percentage scale

The table below shows that across the whole practice patients considered their doctor to have achieved the outstanding range in all but question 1.

How good was the doctor at:	Blythe Bridge/Tean score
Making you feel at ease	78%
Listening to you	80%
Assessing your medical condition	80%
Explaining your condition and treatment	80%
Involving you in decisions about your treatment	80%
Providing or arranging treatment for you	84%

## 13. Do you use any of the following facilities?

	Blythe Bridge	Tean	Practice % (based on 142 responses)
EMIS access to book appointment online	2	13	9.9%
EMIS access to order repeat prescriptions online	0	1	1%
e-mail prescription service	2	11	9%
automated Arrival Screen in Waiting Room	36	60	67%
website for information	17	7	16%
not recorded	4	2	4%

#### 14. What do you like about Blythe Bridge Primary Care Centre / Tean Surgery?

	Blythe Bridge	Tean
comment	19	48
no comment	47	16

Sample comments:

Blythe Bridge:

- "convenient and friendly"
- "comfortable, clean, efficient"
- "the staff"
- "the location"
- "nice building with good parking"
- "good nurses"
- "open plan"
- "Pleasant atmosphere"
- "easily accessible with public transport"
- "the doctors and receptionists are really nice"
- "the staff make you welcome"
- "quick appointments"

Tean:

- "always enjoy the company"
- "everything"
- "works well"
- "friendly and helpful"
- "local and convenient"
- "you never have to wait long. Usually the doctors deal with you efficiently"
- "always friendly, helpful and caring"
- "efficient, and friendly atmosphere"
- "do their job well"
- "good parking"
- "excellent pharmacy staff"
- "very approachable and professional"
- "sisters always very friendly and helpful"
- "you can ring early and get to see a doctor the same day"
- "It has become a first class facility, particularly in the last few years"
- "very consistent"
- "the appointment system works"
- 

#### 15. What do you not like about Blythe Bridge Primary Care Centre / Tean Surgery?

	Blythe Bridge	Tean
comment	10	23
no comment	56	51

Sample comments:

Blythe Bridge -

- "constant changes of doctors"
- "Dr Pilpel sometimes abrupt"
- "more investigation about health issues"
- "pot hole on carpark"
- "blood pressure machine in corridor puts blood pressure up"
- "always seems empty"
- "easier access for appointments"
- "more mental health support"

Tean:

- "music sometime too loud"
- "closed reception window. You sometimes have to wait and they sometimes cannot see you"
- "parking, you sometimes cannot find a space to park"
- "surgery ringing on a Friday night to say the doctor wants to see you on Tuesday"
- "doctors lack of interest in conditions"
- "ringing in at 8am and not being able to get through"
- "not informed about the change of doctors and why has Dr Donoghue not been replaced"
- "not enough time to discuss your problems"
- "some of the doctors appear arrogant"
- "small waiting area"



16. What are your suggestions for what we can do to improve?

	Blythe Bridge	Tean
comment	12	18
no comment	54	56

Sample comments:

Blythe Bridge -

- "Dr Pilpel could be more friendly".
- "more investigating treatment"
- "lift appointment making restrictions"
- "a coffee machine"
- "doctors to listen more"
- "more face to face contact instead of using the computer"
- "More appointments"
- "more book in advance appointments"

Tean:

- "earlier start"
- "the doctors should start listening"
- "keep the same doctors for continuity of care"
- "allow 3 monthly prescriptions"
- "offer more internet booking of appointments"
- "more help and support for immobile patients"
- "more next day appointments"
- "doctors improved interaction with patients especially on a personal level"
- "just do not change the appointment system"
- "the doctors should have more time for you"
- "surgery in need of a makeover"
- "prescription availability could be better for me"
- "open reception so they know you are there"
- "better lighting and ventilation"

17. Overall, how satisfied are you with the service we give to you?

	Blythe Bridge	Tean	Practice % (based on 142 responses)
very satisfied	44	43	61.3%
moderately satisfied	15	19	24%
neither satisfied nor dissatisfied	5	8	9.2%
moderately dissatisfied	1	0	1%
very dissatisfied	0	2	1.5%
not recorded	1	2	2.1%

Gender of respondents:

	Blythe Bridge	Tean	Practice % (based on 142 responses)
female	50	40	64%
male	14	31	32%
not recorded	2	3	4%

Age Group of respondents:

	Blythe Bridge	Tean	Practice % (based on 142 responses)
under 16	4	1	4%
17 – 30	6	6	8%
31 – 50	10	13	16%
51 – 70	25	27	37%
70+	19	25	31%
not recorded	2	3	4%

## Action Plan leading on from the March 2014 Patient Survey

- **The Practice will publish the results of the survey** on the website, in both surgeries, and in a newsletter to be made available at each site.
- Only 9.9% of patients surveyed, compared to 9.7% surveyed last year use the online booking facility. **The practice to have a promotion to increase patient awareness of this facility**
- Only 9% of patients use the [prescriptions@northstaffs.nhs.uk](mailto:prescriptions@northstaffs.nhs.uk) facility compared to 10.4% last year and 1% used EMIS access to request repeat prescriptions online. **The practice to run a promotion to increase patient awareness of these facilities.**
- 16% of patients now use the website compared to 4.5% last year. **The practice to continue to promote awareness of this facility.**
- **Better promote how a Training Practice works**
- **The PPG wanted to continue to explore the virtual Group**; this was an agenda item for the last PPG meeting. The Group and the Practice will remain committed to attract new members
- **All comments will be discussed at the practice meeting**
- **To make all pre-bookable appointments internet bookable**
- **The Practice will run another survey next year and TSPPG will be consulted and have full involvement on suggested subjects and questions.**

If you would like more information regarding our Patient Participation Group please contact Jane Bentley Tel. 01538 722323