



VILLAGE SURGERIES

PATIENT PARTICIPATION GROUP (PPG)

Patient Survey

February / March 2018

Results Feedback

June 5th / 6th 2018

Village Surgeries Group- Patient Participation Group (VSG PPG)

- ▶ Formed September 17
 - ‘Managing Group’ group with Chair- Claire Marsh
- ▶ Role: ‘Critical Friend’ to VSG
 - *Communicate- Advise VSG* on the patient perspectives of services
 - Health Promotion: Encourage us as patients to take responsibility for our own and our families’ health
- ▶ What have we Achieved so far?
 - 3 Newsletters- with Notice Boards in Both Surgeries
 - Improved Surgery WebSite
 - Improved car parking in Farndon
 - Links to Rural Alliance- louder voice with Clinical Commissioning Group (CCG)
 - SURVEY! - to understand you views and equip VSG for the future





How did we start?



- ▶ Goals of Survey
 - Understand Patients' views
 - Identify areas that could be improved
- ▶ Which Questions?
- ▶ Initial Pilot to 'road-test' questions
- ▶ Ran from February 22nd to April 14th 2018
 - On-line
 - 'Hard copy'

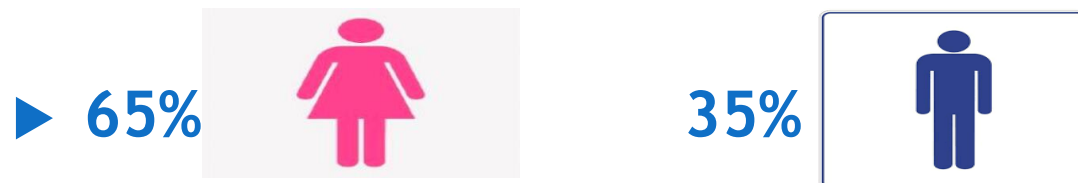
What Overall Response did we get?

- ▶ **533** surveys returned!

Nearly 8% of patient population

- ▶ **88%** (469) on line - computer, tablet, phones

- ▶ **12%** (64) were 'hard copy'



- ▶ **79%** in 'Good'-'Excellent' health



Age	Percentage
0-24	1%
25-34	6%
35-44	11%
45-54	21%
55-64	24%
65-74	22%
75-84	13%
over 85	2%



Which Surgery and When?

✓ 1 Which surgery(ies) have you attended?

533 out of 533 people answered this question



45% of patients have attended both surgeries

✓ 2 When did you last see a Doctor or Nurse at the Surgery?

533 out of 533 people answered this question



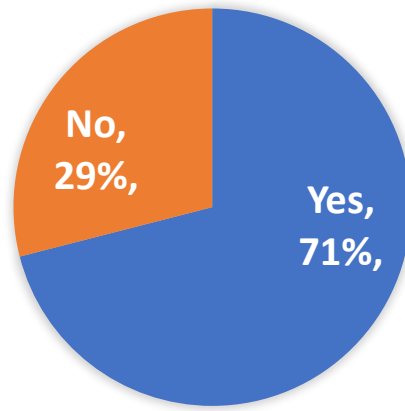
88% of patients have attended within last 6 months



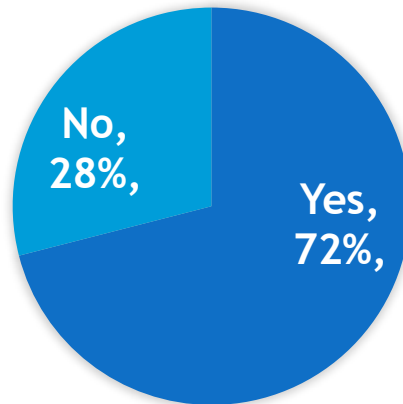
Knowing about On-Line Appointments and Prescriptions?

Did you know you could?

Book Appointments
On-Line



Request Repeat
Prescriptions On-Line



**Over 70% of
people
know about
on-line
services**

How are Appointments Booked?

(more than one answer was possible)



25% (122)
in person



25% (117)
online

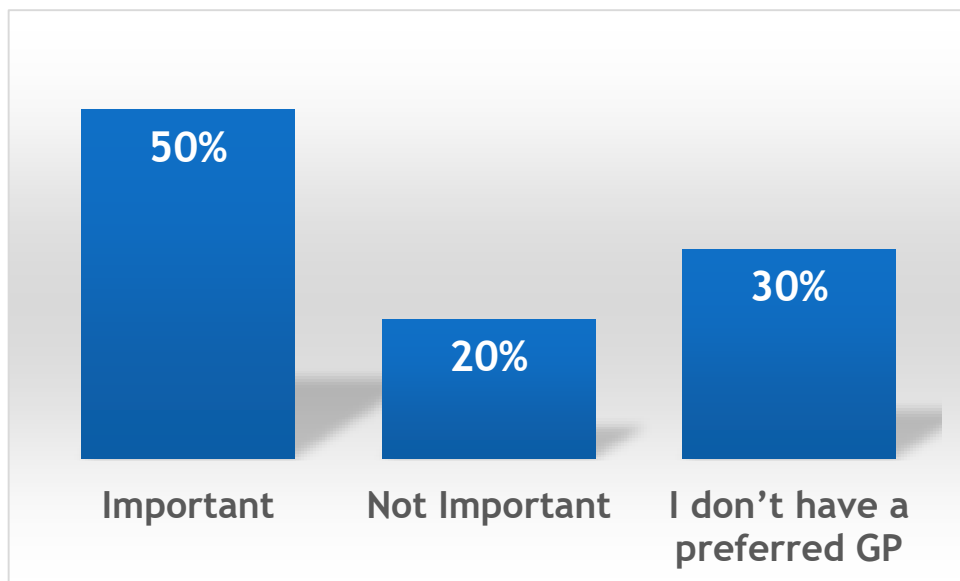
81% (383) on
the phone



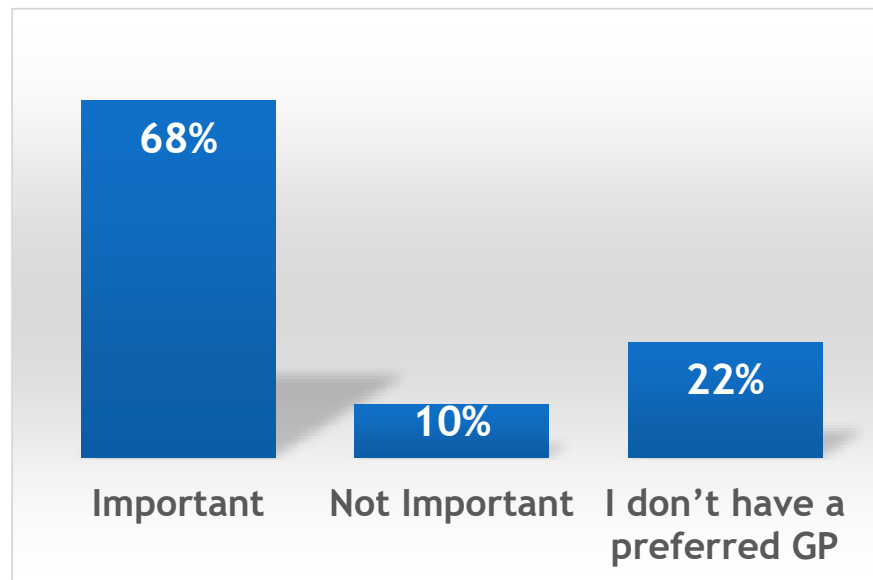
Appointments with a Preferred GP?



Is it important for you to get an appointment with a preferred GP of your Choice at an INITIAL APPOINTMENT

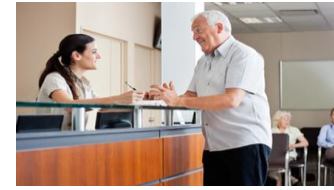


Is it important for you to get an appointment with a preferred GP of your Choice at a FOLLOW-UP APPOINTMENT

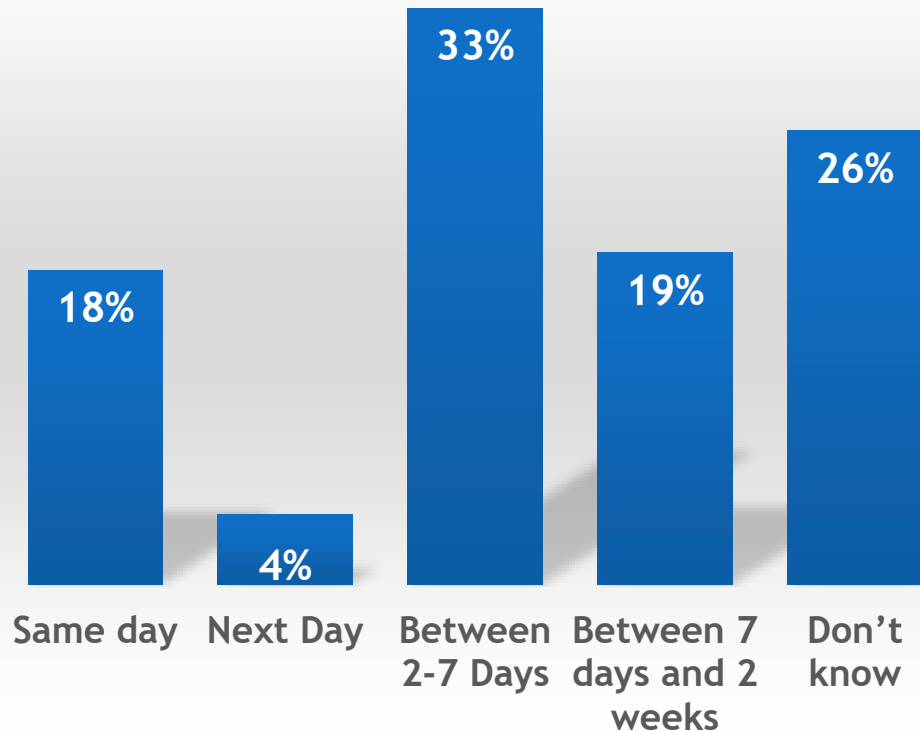


68% of people want 'preferred' GP for follow-up appointment versus **50%** when making initial appointment

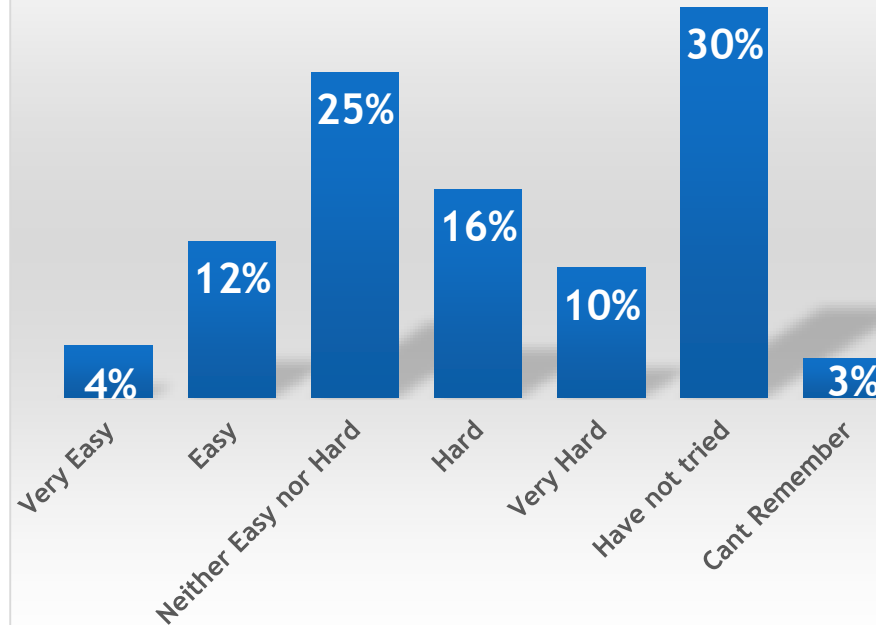
Making Appointments In Person



How long to Wait?



At The Time You Want?

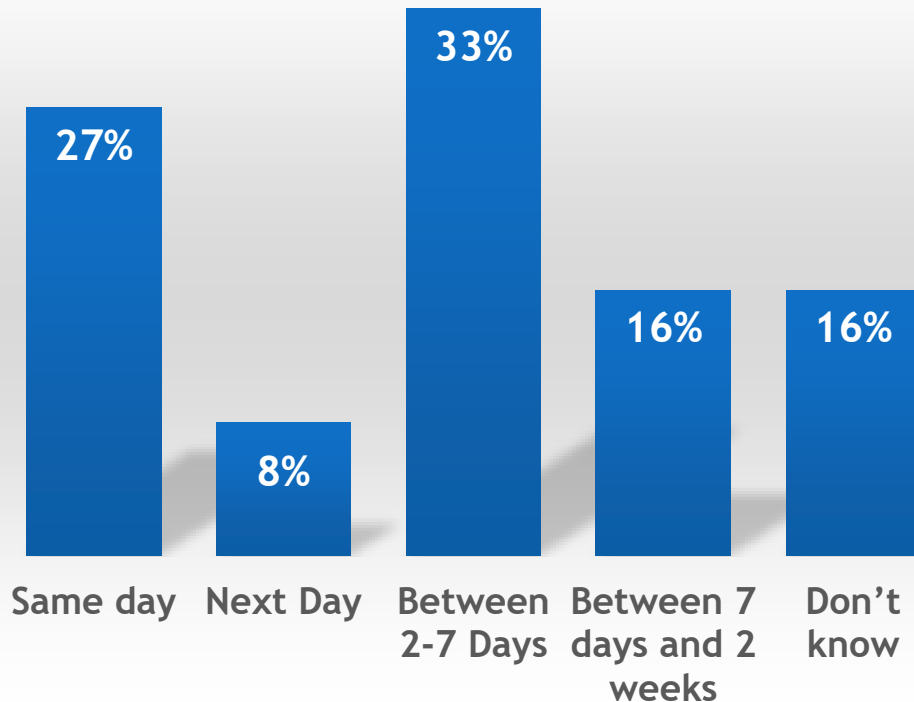


22% of people can get an appointment the same day or next day
26% find it harder to get appointment at preferred time

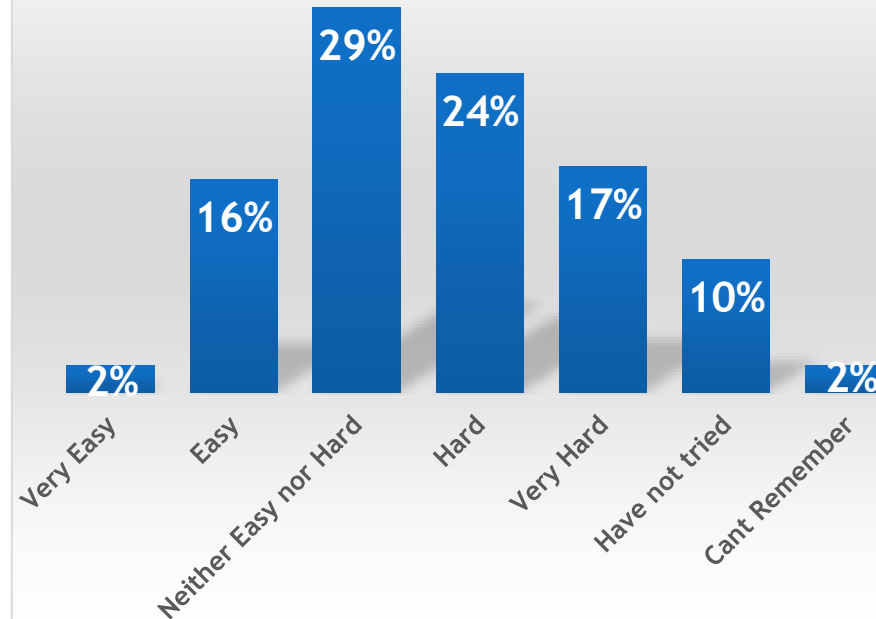
Making Appointments By Phone



How long to Wait?



At The Time You Want?

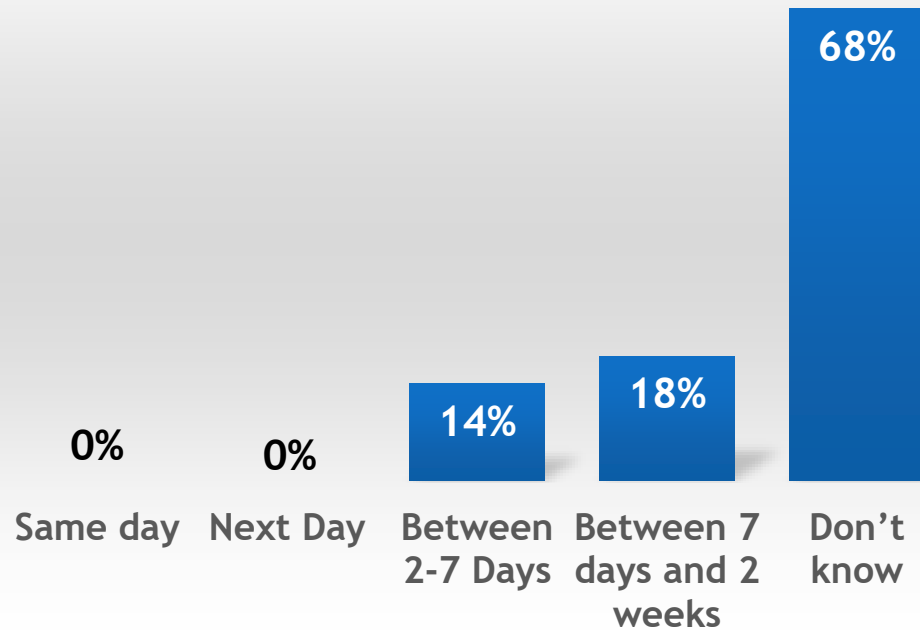


35% of people can get an appointment the same day or next day
41% find it harder to get appointment at preferred time

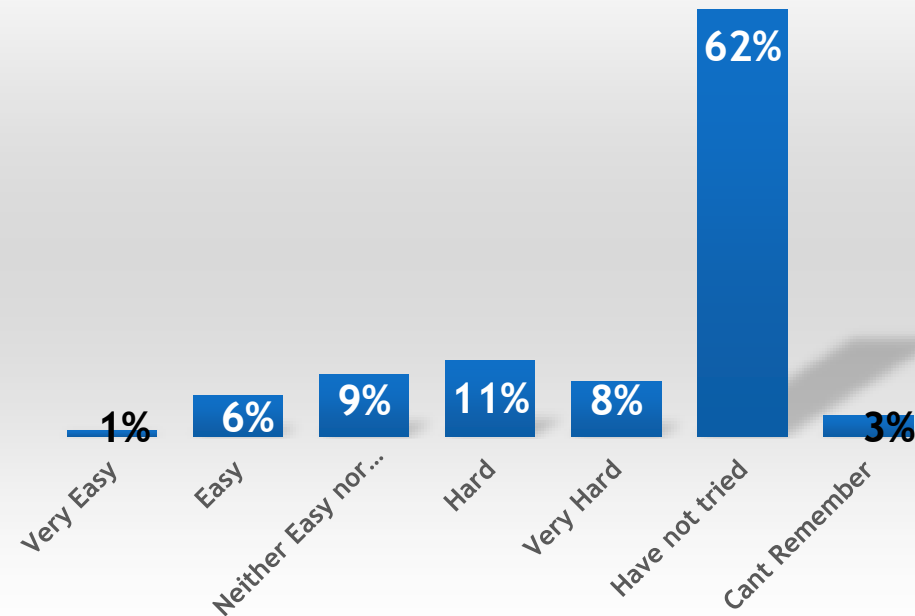
Making Appointments On Line



How long to Wait?



At The Time You Want?



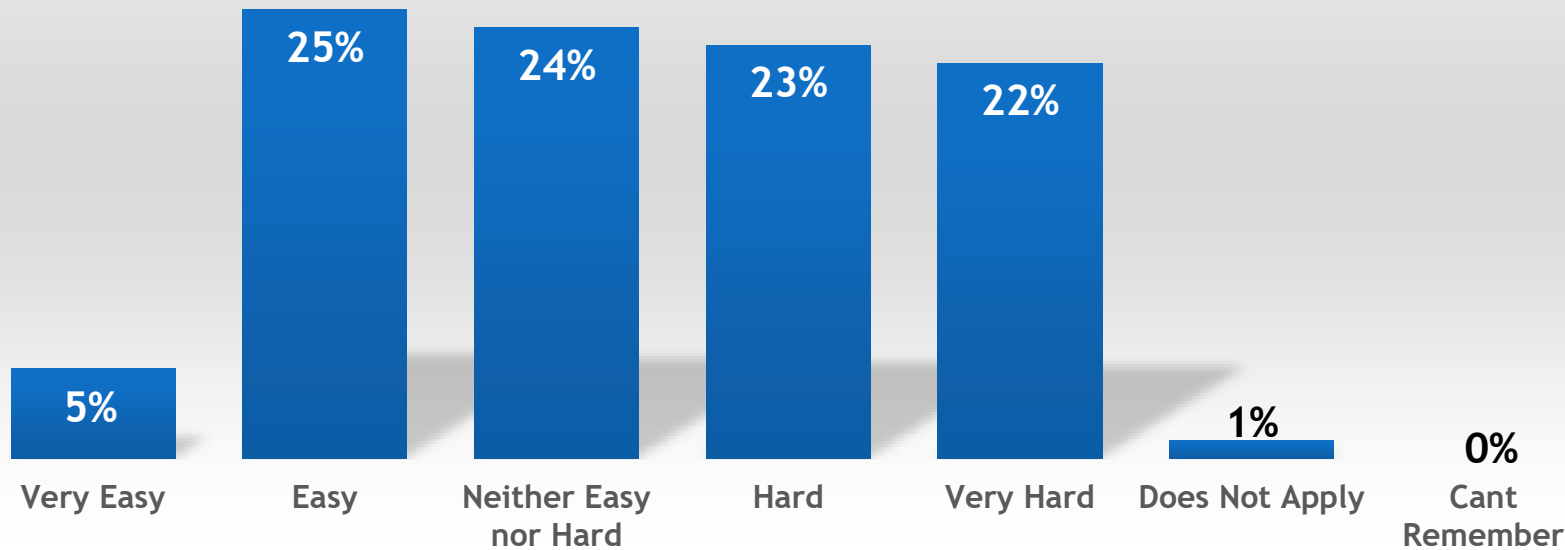
0% of people can get an appointment the same day or next day
19% find it harder to get appointment at preferred time ...
....but 62% have not tried



Contacting the Surgery



Getting Through to the Surgery on the Phone?



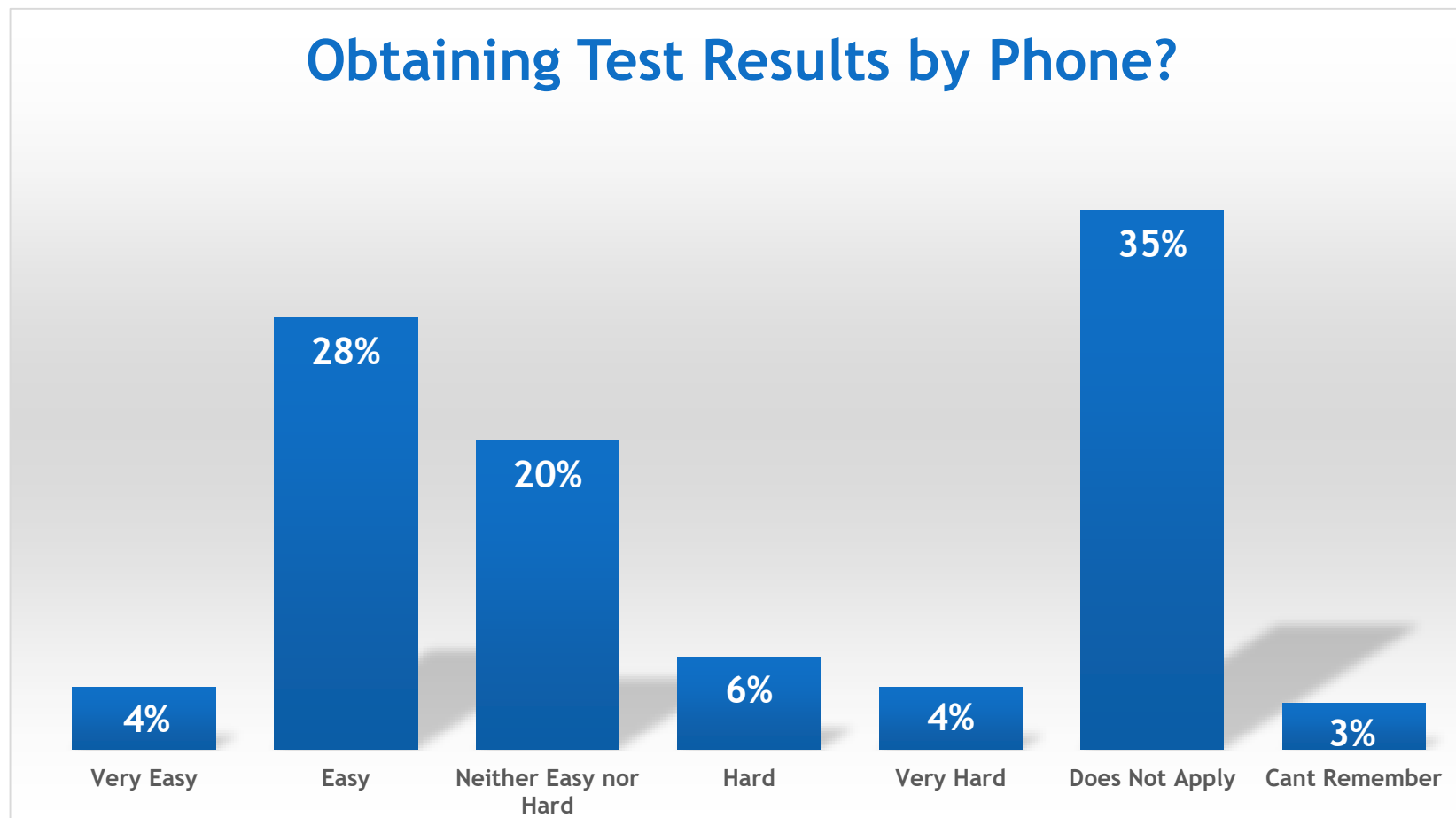
45% of people said that it was 'hard' or 'very hard' to get through to the surgery on the phone

30% of people said that it was 'easy' or 'very easy'

Test Results by Phone



Obtaining Test Results by Phone?



32% of people said that it was 'easy' or 'very easy' to get test results by phone...but **35%** had not tried

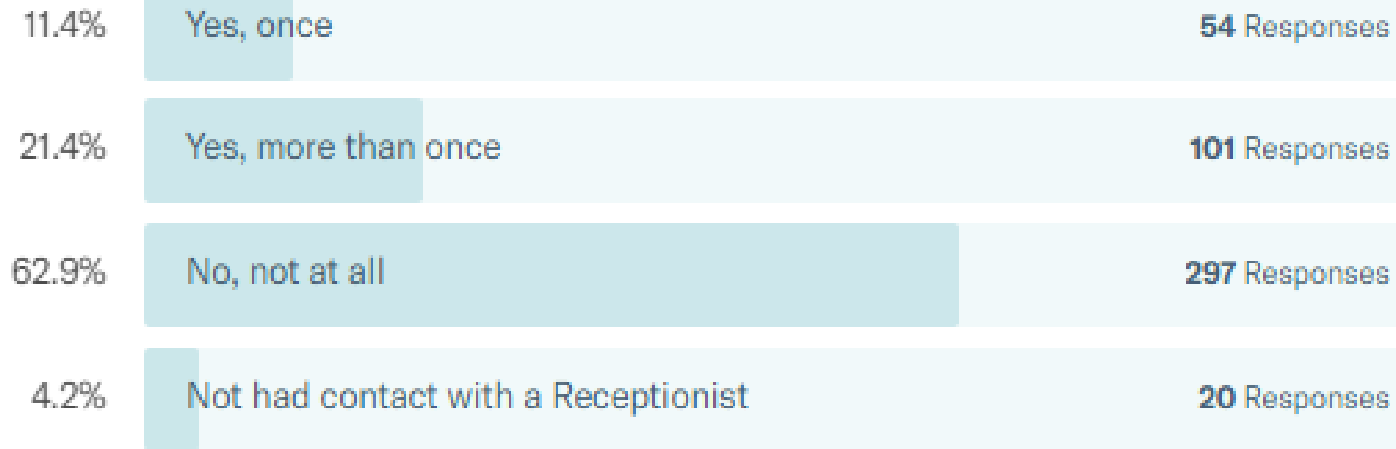


Are Receptionists a barrier?



✓ 15 Has the receptionist ever made it difficult for you to see or talk to a GP?

472 out of 533 people answered this question



63% of people said that the reception staff did not make it difficult to see a GP

Waiting to see the doctor or nurse in the surgery?



50% of people see the doctor within 15 minutes, with a further **38%** saying they might have to wait up to 30 minutes

74% of people see the practice nurse within 15 minutes, and of those **28%** only have to wait 5 minutes



A similar number of people were told if their appointment was running late versus those that were not told (**42% v 47%**)

Knowledge of Extended Hours Service?

19

Are you aware that for NON-URGENT APPOINTMENTS it is possible to see a local doctor in the area between 6.30 and 8pm weekdays as well as on a Saturday morning? (extended hours service)

472 out of 533 people answered this question



62% of people were not aware of the extended hours service

Your view of the Doctor



- ▶ **83%** reported Very Good/Good at **asking about symptoms**
- ▶ **80%** reported Very Good/Good at **giving you enough time**
- ▶ **82%** reported Very Good/Good at **listening**
- ▶ **77%** reported Very Good/Good at **explaining tests/treatments**
- ▶ **69%** reported Very Good/Good at **involving in decisions about care**
- ▶ **78%** reported Very Good/Good at **treating with care and concern**
- ▶ **79%** reported Very Good/Good at **taking your problems seriously**



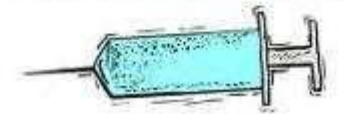
Your view of the Practice Nurse



- ▶ 74% reported Very Good/Good at asking about symptoms
- ▶ 79% reported Very Good/Good at giving you enough time
- ▶ 76% reported Very Good/Good at listening
- ▶ 72% reported Very Good/Good at explaining tests/treatments
- ▶ 64% reported Very Good/Good at involving in decisions about care
- ▶ 76% reported Very Good/Good at treating with care and concern
- ▶ 75% reported Very Good/Good at taking your problems seriously

BE NICE!

**I Might Be Your
Nurse Someday!**

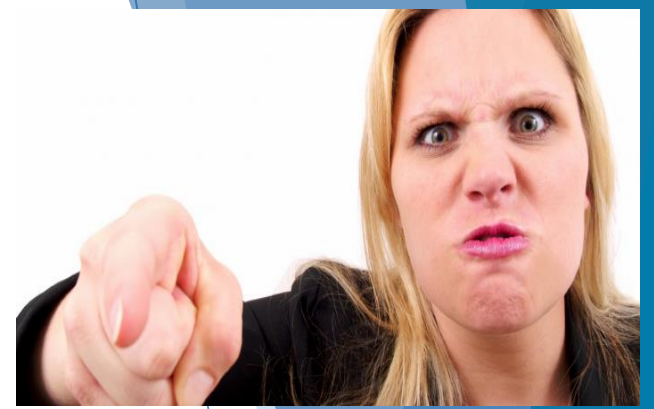


Overall what are you happy with?



- ▶ **75%** reported Very Satisfied/Satisfied with **care at the surgery**
- ▶ **47%** reported Very Satisfied/Satisfied with **way in which you are told about test results**
- ▶ **38%** reported Very Satisfied/Satisfied with **telephone consultations with the Doctor**
(.. However **50%** stated they has not tried this!)

Overall what are you unhappy about?

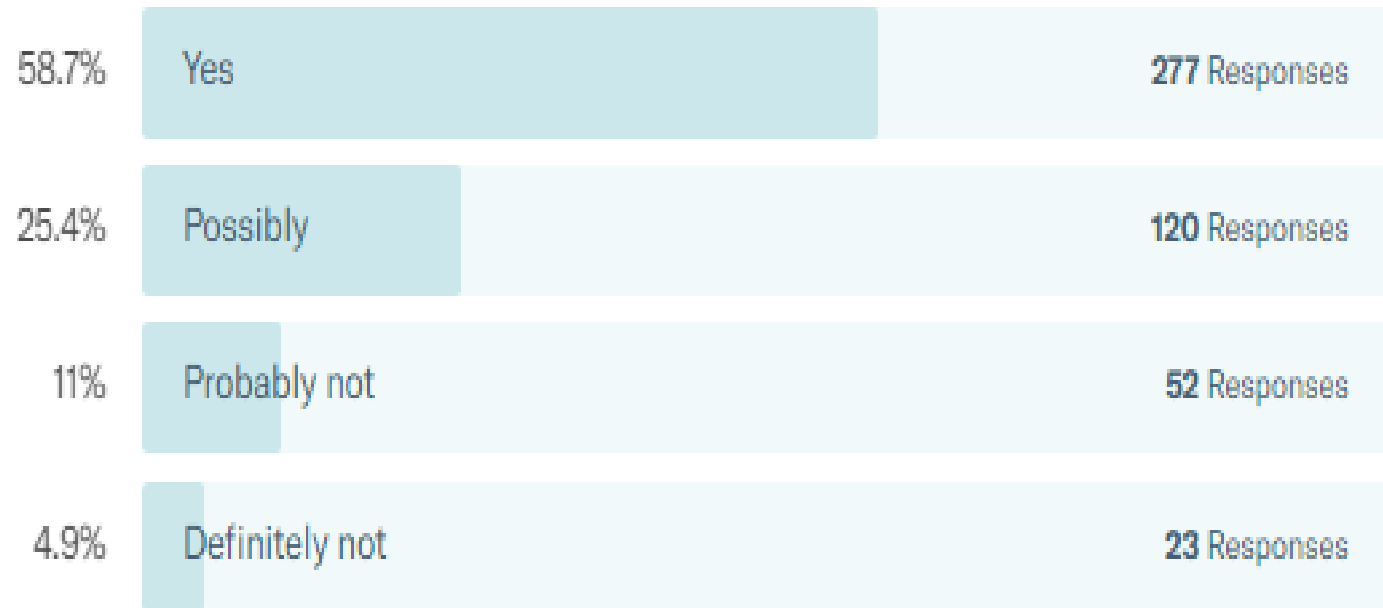


- ▶ **45%** of people said that it was 'hard' or 'very hard' **to get through to the surgery on the phone** and an additional 23% said it was neither easy or hard
- ▶ **27%** reported 'Very Dissatisfied' / 'Dissatisfied' with **Standard of the waiting area** ..and an additional 34% were neither 'satisfied' or 'dissatisfied'

Would you recommend the Surgery?

✓ 23 Would you recommend the Surgery to someone who has just moved to your local area?

472 out of 533 people answered this question



59% of people would definitely recommend the surgery



Comments



721 individual comments

► **23 %** commented on the **positive attitude of the staff**

Largest Categories of Comments

► **29%** (210 comments) on the **Appointment System**

► **15%** (106 comments) on the **Surgery Environment**

What Next?



Appointments - What could be Improved?



Issue	What can we do?	Practice Response
Improve phone queuing system on the phone so know where you are in queue	PPG suggested that a message is required to let them know where they are in queue rather than just an engaged tone.	Practice to speak to phone system provider
More on- line appointments	Appointments in proportion to patients registered for online service so as not to disadvantage patients.	Increase % on-line appts to number of on-line "adult" users. However will monitor any 'DNA/missed appointments'.
Not able to have more than one appt on-line - i.e unable to book GP appointment if have nurse review already booked	Ability to have on-line GP appointment as well as a nurse on-line appointment	Currently if a patient already has an appt, however it was booked, the system will not allow a second appt. We will look into how we can amend this.
Being able to make an appointment more than 2 weeks in advance	Nurse appointments can be booked 6-8 weeks ahead already. Staff to be able to book "task" appts. from GPs up to 4 weeks ahead.	Concern as tried before with Drs but DNAs increased. Speak to Drs/Nurses about wording to patients on coming back/reviewing
Doctors to collect patients for appointments rather than just watch screen i.e the same in both surgeries	Screen call in system to be switched off at Farndon to bring in line with Tattenhall	Had not realised the confusion for patients when they visit each site. Thank you!



Appointments - What is more challenging?

Issue	What can we do?	Practice Response
More information on how/where to book appointments	PPG educating patients over time, to hold more drop in sessions on registering for Electronic Prescription Service (EPS)/Patient Access	
Difficulty getting through at 8am	More receptionists/ more phone lines at 8am	Not an option as can't afford & appts will not increase just be booked quicker. PPG to support education re phoning at 8am for acute/urgent (Book on Day)
Provide "Workers" appointment	i.e ensure early morning late pm ones are prioritised for workers	This is what the extended hours service (CCG) is for, more advertising from PPG re service
Missed Appointment/Did not Attend(DNA)	Charge Patients who don't turn up	Not possible. PPG will keep advertising DNAs
Text Alerts for appointments	Reduce chance of DNA by texting in advance	Investigated. Double charge in view of two locations thus currently cannot afford extortionate price

Surgery Environment - What could be Improved?



Issue	What can we do?	Practice Response
Improve privacy and not having to describe medical situation to receptionists in earshot of other patients.	Implement soundproofing or 'white noise system'	Intend to double glazing reception windows. Waiting for quotes for soundproofing reception hatches at both sites. Considering "white noise" option as well.
Décor and seating in waiting area	Improve waiting area	Agreed to decorating Farndon waiting area by end of 2018 & Tattenhall by end of 2019. Farndon seating to be changed
Poor reading material in waiting area	Improve magazines in waiting area	Table to be removed. Investigating magazine/leaflet rack
Site of information Screen	Re-site information Screen so all can see it	Unfortunately not really anywhere else in Farndon to re site

Some 'Other' Comments

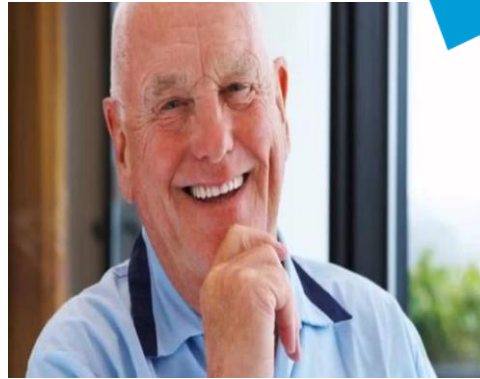
Issue	What can we do?	Practice Response
Understanding issues that nurse can deal with	PPG to include in next season's newsletter. Make it a 'spotlight' item in future newsletter to signpost pts.	
Understanding doctors' area of interest	Add doctors' 'areas of interest' to surgery website	Needs more discussion
Can not book in on screen if 'seconds' late		System sets this but it does direct them to book in at Reception
Staff training days – can surgery remain open for prescriptions		99.9% of prescriptions are for 28 days. Patients need to take responsibility for their medication. Options of ways to order repeat prescriptions
Issue that some patients block 'withheld' number on their home phones – thus surgery can not get through or patient will not answer if withheld.	Always put 1470 ahead of number when calling patients at home	All to do with confidentiality, data protection etc. Receptionists are aware of how to by-pass but pts need to let Surgery know if they don't accept withheld numbers & front screen message can be added to alert them.

We really did look at each comment!



Push GMC to pressure govt. to collect NI contributions from over 7m over 65's.

Good Dirty Magazine choice!



Even if things aren't perfect all the time – thank you for keeping both surgeries open



Try to keep vomiting and other contagious patients out of the waiting room!



‘Drop-in’ Session For Patient Access



- ▶ Patient Access- on line access to book appointments and request repeat Prescriptions
- ▶ Hand on' Training' session- 2 sessions in April in Farndon and Tattenhall
- ▶ Future - depends on demand - form available at back of hall - depends on interest

VSG 100 Club

The Village Surgeries Equipment Fund Farndon & Tattenhall

Started way back in 1985 the fund was launched to provide additional equipment not normally funded by the NHS

The Surgeries utilise the equipment for the benefit and comfort of the VSG Patients

Our most recent purchases include:

Mobile ECG Machine

AND

Mobile Spirometry



The Village Surgeries Equipment Fund

Farndon & Tattenhall

- ▶ The NHS does not provide equipment for GP Practices. In the past two years the Equipment Fund has purchased:
 - Mobile ECG Machine £1,500
 - Dermatoscope £980
 - 2 years INR Warfarin System Licence £3,100
 - Mobile Spirometry £1,469
 - Ear Irrigator £198
 - Paediatric Finger Pulse Oximeter £40
 - Heal Force Infant Bandage Pulse Meter £42
 - LCD Pulse Oximeter £46

VSG - 100 Club

Joining our 100 Club is one of the easiest ways to support us!! 😊

£10.00 Buys you a number!!!

Application forms are available this evening,
in both Surgeries and at Lewis's of Farndon

£350 is given out in prizes each year

so you have 8 chances of winning!!!

2 x £75, 2 x £50 and 4 x £25

The draw takes place each November and after the winnings are allocated remaining funds are used to buy equipment and licences.

Can you donate some time?
**Are you passionate about fundraising for a
local cause - YOUR Doctors???**



- ▶ We would love to welcome new members to our group!
- ▶ Would you run, walk, hike, bike or enter a sponsored event for us??
- ▶ Would you please think about leaving a legacy gift in your will?
- ▶ Committee Members are here tonight. Please visit us if your are interested in joining the 100 Club, becoming a member of the group or volunteering to fundraise for us!!

Thank you -VSG 100 Club😊



VILLAGE SURGERIES PATIENT PARTICIPATION GROUP (VSG PPG)

Thank You and Questions

