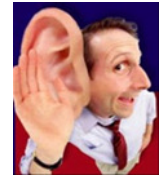




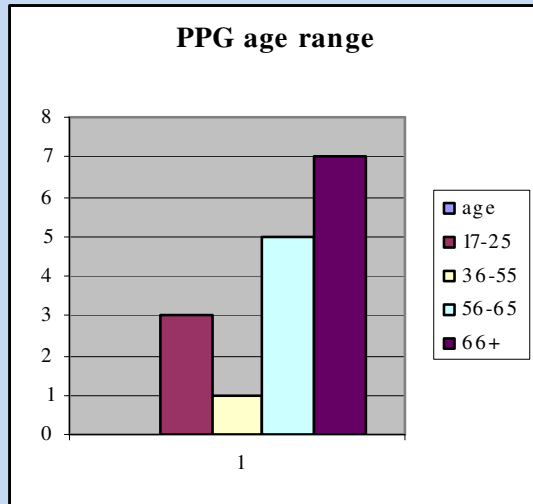
Hereward Group Practice Local Patient Participation Report



Date Published: 31st March 2014

A description of the profile of the members of the PPG:

There are 16 patients on our PPG. 8 are female and 8 are male in the following age ranges;



The group tend to represent the demographic of the highest users of the practice as highlighted in the patient survey.

We have 3 students on the group (one of whom is Secretary) but their time on the group is limited as they eventually move to start at University so we need to continually encourage this membership.

We have recruited an additional member from the north of Bourne as that area was not represented previously.

We still need to encourage membership from parents of young children which we are aiming to do with the help of the health Visitors based in the surgery.

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

In the first year of establishment there was a PPG recruitment event held at the Practice at the end of November 2012 – an evening event

Prior to this advertising was carried out – on the practice website and posters around the practice.

Posters were put up in the local gym, pubs and Nursing homes.

Local schools were contacted and asked whether any A-level students would be interested in taking part.

Newspaper articles relating to the event were put the two local newspapers.

We have recruited an additional member from the north of Bourne as that area was not represented previously.

We still need to encourage membership from parents of young children which we are aiming to do with the help of the health Visitors based in the surgery. There has also been a discussion on a closed group on social media in which members were encouraged to join the group.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The survey was based on the previous year's survey which was agreed at the PPG meeting. The group agreed that it would make sense to follow the same format to see areas of improvement or patterns/trends to help focus any improvement actions required.

A description of how the Practice sought to obtain the views of its registered patients

Practice utilised survey questions from the Care Quality Commission database template. The survey was distributed to patients attending the practice for appointments. The survey was also distributed via the medication delivery service which delivers to villages and post offices throughout the outlying areas of Bourne. In total we surveyed 298 people, which constitutes 2.5% of our total list size.

A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The survey results discussed at the PPG meeting held on 24th March. This year's survey results were presented next to the previous year's to show at a glance where there were variations. From the results an action plan was formed to try and address specific improvements that were required.

A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented

**Hereward Group Practice
Patient Participation Group
Action Plan – following patient survey 2014**

Area for Improvement	Action	Timeline
Appointments at your surgery	Improve access – new Open Access Clinic for Monday mornings	Commenced March and ongoing - HGP
	Continue to work with Productive general practice – data collection for capacity and demand - April	Data collection April with review by Mid May 2014 Full programme ongoing - HGP
	Reduction in number of appointments bookable online to two.	Commenced March. HGP
	Use revised Emis Access system to make different types of appointments bookable online – ie NHS Health checks & Chronic Disease Clinics	End May 2014 - HGP
Getting in touch with the practice	Updated website	Commenced – PPG feedback 24 th March – incorporate any recommendations by end April 2014 – SM (HGP)
	Ensure that all appointment types including telephone consultations are stated. Highlight Open Access Clinic	End April 2014 (SM HGP)
Seeing a Doctor or Nurse	Appointments – review ongoing as stated above.	Ongoing
	Offer Nurse availability as part of extended hours for chronic disease clinics to improve access for patient who cannot attend during working hours.	Trial basis – from end of May 2014 (HGP)
	Car parking difficulty	Continue to progress plans with landlord re additional spaces for disabled parking but limited due to space available.
Opening Hours	Highlight and publish opening hours via different methods; Website Practice newsletter Notice board PPG suggestion box – reception desk	End April 2014 – HGP & PPG

The action plan above was agreed at the PPG meeting on 24th march 2014.

The one area that it was agreed could not be fully addressed would be the car parking issue, the surgery is land locked and has been working with the landlord to try and achieve additional disabled spaces and address the issue of people using the car park who aren't attending the surgery.

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

Hereward Group Practice Results

Patient Survey 2013 & 2014 – comparison

298 patients surveyed – 2.5% practice population

A. Appointments at your GP Surgery or Health Centre

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

Please tick the box that applies

In the past 3 months	73%	71%
Between 3 and 6 months ago	16%	23%
More than 6 months ago	11%	4%
I have never been seen by my present GP	0%	2%

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

Please tick all the boxes that apply

In person	28%	27%
By phone	62%	59%
Online	10%	13%

Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery ?

Please tick all the boxes that apply

In person	22%	20%
By phone	47%	43%
Online	20%	26%
No preference	11%	11%

Q4. At Hereward Group Practice, we operate a triage system whereby if you feel your problem cannot wait for a routine appointment, a nurse will telephone and assess whether you need to see a doctor on the same day, urgently in the next few days or routinely.

Please tick all boxes that apply to your views on this service.

	Strongly disagree	Disagree	No opinion/experience	Agree	Strongly agree
I was called back promptly	5% 3%	3% 3%	10% 7%	52% 66%	30% 21%
I felt my concerns were listened to	5% 3%	2% 3%	10% 7%	48% 63%	34% 14%
I was satisfied with the outcome of the service	6% 4%	3% 3%	10% 7%	45% 48%	36% 38%
The service	7%	1%	11%	47%	34%

was efficient	4%	2%	7%	48%	39%
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ng in touch with the Practice

Q5. In the past 6 months how easy have you found the following?

Please put a tick in one box in each row

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	7%	22%	36%	25%	8%	5%
	6%	21%	35%	33%	5%	0
Speaking to a Doctor on the phone	42%	10%	13%	10%	8%	17%
	39%	12%	15%	9%	7%	18%
Speaking to a Nurse on the phone	26%	21%	34%	7%	3%	10%
	19%	26%	38%	5%	2%	10%
Obtaining test results by phone	43%	12%	13%	4%	4%	24%
	36%	14%	19%	5%	3%	23%

Q6. Do you use the Hereward Group Practice website?

Please tick the box that applies

Yes	18%	22%
No	82%	78%

C. Seeing a Doctor or Nurse

Q7. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?

By 'booking ahead' we mean booking an appointment more than two weekdays in advance. Please tick the box that applies

Yes	74%	82%
No	23%	17%
Can't remember	3%	1%

Q8. Last time you tried, were you able to get an appointment with a Doctor within seven days?

Please tick the box that applies

Yes	64	61%
No	32%	34%
Can't remember	5%	5%

D. Arriving for your appointment

Q9. How easy do you find parking at the surgery?

Please tick the box that applies

Very easy	8%	10%
Fairly easy	29%	27%
Not very easy	41%	38%
Not at all easy	22%	25%

Q10. How helpful do you find the receptionists at the Surgery?

Please tick the box that applies

Very	67%	71%
Fairly	30%	26%
Not very	3%	2%
Not at all	1%	1%

E. Seeing the Doctor you prefer

Q11. Is there a particular Doctor you prefer to see at the GP Surgery?

Please tick the box that applies

Yes	76%	73%
No	70	27%

If your answer is no then proceed to question 12.

Q12. How often do you see the Doctor you prefer?

Please tick the box that applies

Always or most of the time	44%	41%
A lot of the time	23%	26%
Some of the time	26%	22%
Never or almost never	6%	11%

F. Opening Hours

Q13. How satisfied are you with the opening hours at the surgery?

Please tick the box that applies

Very	43%	41%
Fairly	36%	36%
Neither satisfied nor dissatisfied	13%	13%
Quite dissatisfied	4%	4%
Very dissatisfied	2%	3%
Don't know opening hours	4%	1%
uncompleted	0	2%

Q14. As far as you know is the surgery open ...

Please put a tick in one box in each row

	Yes	No	Sometimes	Don't know	incomplete
Before 8 am ?	8%	66%	0%	26%	0
	4%	68%	1%	22%	5%
At lunchtime ?	69%	9%	2%	20%	
	68%	7%	3%	15%	7%
After 6.30 pm ?	9%	53%	8%	30%	
	11%	45%	13%	22%	9%
On Saturdays ?	20%	44%	15%	20%	
	32%	26%	15%	19%	8%
On Sundays ?	1%	78%	0%	21%	
	1%	73%	0%	17%	9%

G. Seeing a Doctor at the GP Surgery

Q15. The last time you saw a Doctor at the surgery how good was the Doctor at each of the following?

Please put a tick in one box in each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	incomplete
Giving you enough time	59%	34%	5%	1%	0.5%	0.5%	
	60%	35%	2%	1%	1%	0	1%
Asking about your symptoms	55%	35%	8%	1%	0%	1%	
	56%	35%	5%	1%	0%	0%	3%
Listening	57%	37%	3%	2%	0%	1%	
	61%	31%	4%	1%	0	1%	2%
Explaining tests and treatments	55%	32%	7%	2%	0%	5%	
	58%	29%	4%	1%	0	5%	3%
Involving you in decisions about your care	48%	33%	9%	2%	1%	7%	
	53%	32%	6%	1%	0%	6%	2%
Treating you with care and concern	53%	36%	7%	3%	1	1%	
	60%	29%	7%	1%	0	1%	2%
Taking your problems seriously	53%	34%	7%	3%	1%	2%	
	62%	28%	6%	2%	0%	0%	2%

Q16. Did you have confidence and trust in the doctor you saw?

Please tick the box that applies

Yes, definitely	77%	78%
Yes, to some extent	19%	20%
No, not at all	3%	0.5%
Don't know/can't say	1%	0.5%
Uncompleted	0%	1%

H. Your Overall Satisfaction

Q17. In general, how satisfied are you with the care you get at the Surgery?

Please tick the box that applies

Very	67%	65%
Fairly	28%	26%
Neither satisfied nor dissatisfied	2%	5%
Quite dissatisfied	2%	2%
Very dissatisfied	0	0%
Incomplete	0	2%

Q18. Would you recommend the Surgery to someone who has just moved to your local area?

Please tick the box that applies

Yes	86%	81%
Might	8%	8%
Not sure	2%	6%
Probably not	2%	2%
Definitely not	1%	1%
Don't know	2%	2%

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

Q19. Are you male or female ?

Please tick the box that applies

Male	43%	38%
Female	57%	62%

Q20. How old are you ?

Please tick the box that applies

Under 18	1%	55 - 64	18%
	0%		20%
18 – 24	4%	65 - 74	23%
	1%		33%
25 – 34	9%	75 - 84	16%
	3%		20%
35 – 44	12%	85 and over	2%
	9%		2%
45 – 54	14%	Incomplete	2%
	10%		0%

Q21. 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 hours or more per week)	30%	14%
Part-time paid work (under 30 hours per week)	14%	11%
Full-time education (school, college, university)	2%	1%
Unemployed	2%	1%
Permanently sick or disabled	5%	6%
Fully retired from work	38%	58%
Looking after the home	6%	4%
Doing something else	2%	4%
Incomplete	0%	1%

Q22. In general, would you say that your health is ...

Please tick the box that applies

Excellent	6%	4%
Very good	30%	21%
Good	37%	44%
Fair	22%	23%
Poor	6%	7%
Incomplete		1%

The survey shows two years results to allow a comparison.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

Example – explain that the surgery is open from X to X but also patients can make appointments and request prescriptions on line using the online services etc.

Surgery open 0830-1830 Monday to Friday.

We also have evening surgery on a Monday evening and a Weekend surgery on a Saturday morning.

Appointments can be booked over the phone, online or in person.

Patients can make appointments and order repeat medication on-line.

The survey did highlight that patients are not fully aware of the hours that we open and this has been addressed on the action plan.

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

Example – the Practice opens every Saturday from X to X and provides all pre-bookable appointments. The healthcare professional available on these sessions is a GP and the Healthcare Support worker etc.

Practice has Monday evening and a Saturday morning surgery every week. This is with a GP. These are pre-bookable appointments which enable patients (particularly those in education and working) to access appointments at a time more convenient to them

We are also looking to have Nursing appointments for chronic disease clinics available from May 2014 – e.g diabetes, asthma, COPD.

The above appointments are able to be booked online, over the phone and in person..