



Partners: *Dr J Ransford and J Wright*
492 Nottingham Road, Giltbrook,
Nottingham, NG16 2GE
Tel: 0115 938 3191
Fax: 0115 945 9556

September 14
October 14
November 14

Patient Participation Group Action plan

Title: Choice of background music in the waiting room

A patient approached the reception to raise their disapproval of the choice of background music and asked us to change from Capital FM to Classical. We have previously had Classical background music playing and have had concerns from patients that it was too depressing.

We discussed this choice of background music with our PPG and agreed with them that we would carry out a survey to gauge the popularity of various background music options.

The PPG thought this to be a good action plan so a poll was created with a choice of 6 specific music options and the 7th being any other not stated in the 6. Each patient that attended reception was handed a tick sheet to pass back to reception with their chosen music option

Analysis

In order that we had a good accurate representation of our list size and a valid worthwhile result we calculated the percentage of patients who had provided us with a response

Patient list size 18 and over as at the end of the poll = 3438 patients
161 patient responses

Totalling 4.7% of our patient population over 18 years of age had their say

Results

Below is a list of the answers from the 161 responders

Music choice	Number of supporters	%
Radio Nottingham	48 patients	
Radio two	30	
Radio One	26	
Classic FM	15	
Smooth	47	
Easy listening CD	9	
Other	27	

The poll did not give a clear victor with only 1 patient between Radio Nottingham and Smooth radio

Action

We will extend the polling period for a further month and hopefully a clear winner will be identified
In the meantime we will provide patients with background music supplied from Radio Nottingham

Discussed with the PPG January 2015

Presented to our practice population for comment February 2015