



Giltbrook Surgery  
492 Nottingham Road  
Giltbrook  
Nottingham  
NG16 2GE  
0115 9383191

### **Practice Patient Participation Group Survey Report 2013/2014**

We would like to say a big thank you to all of those patients who gave up their time to be involved. We received some very useful comments and hope you feel we have taken these on board. Together we have agreed areas to be looked into; we compiled a patient questionnaire and then collated our patients' views from the survey. The results of the survey were then fed back to the Patient Group and the opportunity was given to discuss the findings. We then made an action plan and decided on how we would implement the changes suggested.

#### **Practice Population**

Giltbrook surgery has a total practice population of 4040 patients  
The ethnic breakdown is as below:

3532 White  
435 not stated  
23 Mixed  
9 Chinese  
21 South Asian  
9 Black  
7 Asian  
4 other

At least 87% of the practice population identify themselves as "White British". Removing the "non-specified", only 1.8% consider themselves to be of a distinct ethnicity spread relatively evenly amongst the expected categories.

<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
0 - 16	347	307	654
17 - 25	176	198	374
26 - 35	261	250	511
36 - 45	309	252	561
46 - 55	360	310	670
56 - 65	287	245	532
66 - 114	362	388	750

## STAGE 1: Progression of the Patient Reference Group

### Patient Participation Group Profile

There are seventeen members of the PPG. They are all White British. Eight are male. Nine are female.

36-45	1
46-55	2
56-65	5
66-75	9

Invitations to the PPG continue to be made via the practice website, surgery waiting room advertisements and prescription notices, the same as last year. As a continuation of last year's initiative, we have included PPG invites in the new patient pack and also on the survey. We did not deem it unsatisfactory that the PPG's ethnic make-up was solely White British, as our proportion of ethnic minority patients is very low. The age groups are not all represented but hopefully this will even out next year. There is a mix of self-employed, employed & retired, also representation of several chronic disease groups.

Patients have been approached and invited via personal invite by the Business Manager and the senior GP, the care homes have been invited and we have complete care and responsibility for a residential home for patients with learning disabilities, these have also been invited personally.

In order to reach the younger practice population, and those patients unable to commit to attending a group meeting, but who would like to give an opinion, the practice is continuing to promote the Patient Participation Virtual Reference Group.

We did not directly target patients from specific ethnic groups as we felt this could be deemed racially discriminative and the small number of patients from any specific ethnic minority would have been over represented by one PPG member. However, we do ask the interpreter to invite patients when they attend the surgery adhoc.

Following last year's survey, which invited patient's to join the PPG, we had expressions of interest from several patients. Unfortunately, despite trying to engage with them, it is still the regular, original members who continue to be supportive.

### Stage 2: Agreeing Areas of Priority with the PRG

The practice's Patient Reference Group is in its second year. The practice hosts, a patient chairs the meeting and a patient takes the minutes. An agenda is prepared in consultation with the chair, Patient Reference Group members and the practice.

### Determining The Issues

Meetings were held with members of the Practice Staff and the PPG in the months of August and September. We discussed the creation of a new patient survey, by considering last year's questions and responses, and how we could improve upon that survey. We formulated a new questionnaire tailored towards our practice population and its needs.

Our previous practice surveys had been focused on access to the surgery but we have always failed to identify any areas in which we were under-performing.

In light of the recent A&E crisis, Information Governance controversies and CQC regulations we wanted to sample the depth of knowledge of our patients in these areas as although we advertise and promote all three areas in our waiting area, web page, prescription notes etc. we still believed that our patients had very little understanding of these areas.

For 2015 NHS England require all patients to have access to on-line prescriptions and appointment booking so we decided to gauge the knowledge and take-up of this facility.

Certain PPG members had been frustrated at the length of time it takes hospital letters to reach us following an inpatient episode or clinic appointment. We decided to see if this was an actual issue within our practice population.

Stage 3: Collation of patient views through the use of the PRG survey

Between January and February 2014 the patient questionnaire was handed out in the practice in the morning and afternoons. Everyone visiting the practice over the chosen period was given a questionnaire and a pen by the reception staff and asked to kindly fill it in after they had their appointment and to put the completed questionnaire into the survey box in the waiting room to maintain anonymity and confidentiality. In addition to this questionnaires were posted out to a random selection of 50 patients during 2<sup>nd</sup> week in February, they were asked to return the completed questionnaire to the surgery.

Demographic data was also harvested. 10% of the practice population completed the PPG survey and the results were collated daily in a table for the stipulated six weeks. Once all results were collated and analysed, a meeting was instigated with the PPG to discuss the results and to decide upon any action plan required.

Stage 4: Opportunity to discuss the survey findings with the PRG

Survey Results

	<b>There are three ways your data could be shared with other organisations Which do you have an understanding of</b>	<b>Percentage</b>
1	Summary Care Record	61
	Enhanced Sharing	9
	Care.Data	25
	None of the above	278
	SCR and ES	2
	SCR and CD	10
	ES and CD	1
	SCR, ES and CD	14
2	<b>Are you happy with the new electronic prescribing?</b>	
	Yes	333
	No	36
	Not aware	31
3	<b>Are you aware that you can request a password to book appointments and order prescriptions directly from our practice computer system?</b>	
	Yes	106
	No	294
4	<b>Are you aware of the telephone number to ring in a non-emergency situation, occurring whilst the surgery is closed</b>	
	Should you ring GP surgery	80
	Should you ring 999	12
	Should you ring 111	232
	Should you ring 101	42

	Ring all of the above	4
	Not sure	30
5	<b>Are you aware that during surgery hours your first point of contact should be your GP surgery in a non emergency situation</b>	
	Yes	398
	No	2
6	<b>Decide from the following complaints which would you consider attending accident and emergency for</b>	
	Persistent rash	36
	Painful joint four days after trauma	67
	Severe chest pain with sweating and shortness of breath	386
	Mild chest pain with no breathing difficulties	34
	Acute abdominal pain	231
	Runny nose and sore throat for two weeks	3
	Cough for one week	11
	lacerations	125
	Burn to hand from the oven	75
	Persistent headache one week after a fall	205
7	<b>Do you feel that your care has ever been compromised by a delay in your GP receiving a letter from the hospital consultant?</b>	
	Yes	31
	No	269
	N/A	100
	<b>Are you male or female</b>	
	Male	180
	Female	220
	<b>What age are you?</b>	
	Under 18	6
	18 - 65	228
	65 or over	166
	<b>What is your ethnicity/race?</b>	
	White British	342
	Chinese	1
	Indian	1
	Mixed race	2
	Preferred not to say	54

- Only 3.5% of patients surveyed knew about all three ways of sharing their records.
- 69.5% of patients were unaware of any of the three sharing methods
- 83.25% of patients were happy with the electronic prescribing
- 7.5% were not aware of the service
- 73.5% of patients were not aware they could book an appointment electronically via our web page
- 78% of patients knew what number to call in a non-emergency situation whilst the surgery was closed
- 11.5% would summon the aid of the Police
- 99.5% of patients knew to contact the surgery for a non-emergency situation occurring during working hours
- We are aware question 6 is a little crude. The aim was to gauge people's perceptions as to what symptoms required A&E attendance, this was to piggy back the recent concerns about A&E departments bursting at the seams and the encouragement of primary care to help to reduce this burden. The results were quite shocking as, out of the 400 people surveyed, there would have been 556 unnecessary A&E attendances which could have been triaged first in primary care.
- 7.75% of patients believe that their care has been compromised by the late arrival of hospital correspondence.

#### Stage 5: Agreeing action plan with PRG and seeking PRG agreement to implement changes

A face to face meeting was arranged; members of the PRG, the PRG practice lead, the senior partner and the practice manager attended the meeting. The meeting was spent discussing the results of the survey.

Two areas were chosen for improvement to be actioned by the practice and one that the CCG will need to take forward to the clinical cabinet.

The two that the surgery can act on are i) educating patients on the way their records could be shared and ii) educating patients on the correct use of A&E.

The area that requires forwarding to the CCG clinical cabinet input for action is the patients' care having been compromised by late hospital correspondence. We felt that this was best within the CCG's remit as we are currently electronically linked to the hospitals so it is not possible to be quicker, however, it is beyond our control to manage the time of correspondence from specialities, this will be within the contract arrangements between the secondary care and the CCG

There were no aspects that were not agreed on and there were no contractual considerations that required action

Action Plan

A face to face meeting was arranged; members of the PRG, the PRG practice lead, the senior partner and the practice manager attended the meeting. The meeting was spent discussing the results of the survey.

There were no aspects that were not agreed on and there were no contractual considerations that required action

Copy of agreed action plan is as follows:

<b>Priority improvement area</b>	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
Hospital correspondence	<ul style="list-style-type: none"><li>Contact the CCG and inform them of the practice survey results</li></ul>	Practice Manager	March 2014	
Record sharing	<ul style="list-style-type: none"><li>Display an interesting easy to read information board in the waiting area for a six month period</li><li>Hand outs to all patients with the three sharing methods explained and the actions required</li></ul>	Practice Manager and team  Practice manager and team	Six months	
A&E education	<ul style="list-style-type: none"><li>Hand outs to the patients of the results of the A&amp;E questions with the correct and incorrect answers with an easy to understand answer to the incorrect answers</li></ul>	Practice manager and team	Six months	

Stage 6: Publication of actions taken

On review of the patient survey 2012/13 there were no issues that could not be addressed with the PRG. No discussion with the PCT was needed regarding any contractual considerations. No action plan was agreed, however, the partners asked the PPG if they felt that surgery patients would benefit from automatic front doors. It was agreed that this would benefit disabled patients, the elderly and parents with pushchairs as this would make access to the building much easier and the work is in progress. Also a second handrail, repairs to the steps and original handrail, new flooring, new sinks and radiator covers to protect children's hands from thermal damage were agreed to be installed.

We can confirm that the surgery has in place the new electronic front doors, a new second handrail to the outside steps. The surgery has made repairs to the steps and repairs to the original handrail.

There is new flooring in all clinical areas, new infection control sinks in all clinical areas, all radiators that children can access are covered with radiator covers.

We have successfully completed all of the actions that we as partners agreed would be of benefit to the surgery and patients safe health

### Publication

This report will be e-mailed (or posted if no e-mail access) to the members of the PRG. It will also be displayed in the practice waiting room, paper copies will be made available and will be available via the practice website. Notices shall be applied to prescriptions to bring attention to this new publication, copy has been sent to the CCG and a copy has been given to the neighbourhood watch, a copy will also be place in the CQC folder ready for any inspection.

### Opening Hours

#### Core

Monday	08h00 – 18h30
Tuesday	08h00 – 18h30
Wednesday	08h00 – 18h30
Thursday	08h00 – 13h00
Friday	08h00 – 18h30

Patients can access our health care services during core hours by making an appointment to see a doctor or a nurse. This can be done via the telephone or in person at reception.

### Extended

Monday	18h30 – 20h15
Wednesday	07h40 – 08h00

Patients can access our health care services during extended hours by making an appointment to see a doctor or a nurse. This can be done in person at reception during the extended hours, or earlier in the day via telephone.

Our opening hours are advertised on the surgery doors, in the practice leaflet, on our web page and NHS choices.



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November, 2013

**Patient satisfaction survey**

Thank you for taking the time to complete this short survey. Please answer all the questions, ticking the box that is most relevant to you.

**Q1. There are three ways that your medical records can potentially be shared with other Organisations**

**Please tick the ones you have an understanding of:**

- Summary Care Record
- Enhanced Sharing Data Model
- Care Data
- None of the above

**Q2. Are you happy with the new Electronic Prescribing?**

- Yes
- No

**If No why not?**

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**Q3. Are you aware you can request a password to book appointments and order prescriptions directly from our practice computer system?**

- Yes
- No

If you have not yet registered and would like to please ask at reception.

**Q4. Are you aware of the telephone number to ring in a non-emergency situation, occurring whilst the surgery is closed**

- Should you ring the GP Surgery?
- Should you ring **999**?
- Should you ring **111**?

Dr Jacques Ransford and Julie Wright (Partners)

- Should you ring **101**?

**Q5. Are you aware that during surgery hours your first point of contact should be your GP surgery in a non emergency situation?**

- Yes
- No

**Q6. Decide from the following which complaints you would consider attending Accident and emergency for:**

- Persistent rash
- Painful joint four days after trauma
- Severe chest pain with sweating and shortness of breath
- Mild chest pain with no breathing difficulties
- Acute abdominal pain
- Runny nose and sore throat for two weeks
- Cough for 1 week
- Lacerations
- Burn on hand from the oven
- Persistent headache one week after fall

**Q7. Do you feel that your care has ever been compromised by a delay in your GP receiving a letter from the hospital Consultant?**

- Yes
- No
- N/A

To help us analyse your answers please tell us a few things about yourself:

**Are you male or female?**

- Male
- Female

**What age are you?**

- Under 18
- 18 – 65
- 65 or over

**What is your ethnicity/race?**

- Please state \_\_\_\_\_
- Prefer not to say

Patient Comments

Arriving and Checking In

- Checking in very easy with the touch screen.
- Pleased with this system.
- No concerns.
- Being greeted with a smile.
- They were polite.
- I was able to book myself in quickly and efficiently.
- Check in easy
- Smiling receptionist
- We were unable to use the check in system due to a technical error, but were quickly assisted.
- Never any problems.
- Kept informed if delayed.
- Very good.
- Made to feel welcome.
- Just checked in straight forward. Quiet and relaxing.
- You will be seen in turn as you check in.
- Welcome and info explained.
- Very good.
- Made to feel welcome
- No of the above no contact electronic sign in
- I checked in using the automatic screen
- I felt cared for because I knew that I had to use the computer and if I needed help I would get it
- No time wasted
- The receptionist are always polite and have a smile for everyone
- Fast and easy
- Very satisfied
- Very few patients in waiting room
- Staff always friendly and helpful
- Receptionists are always helpful and I feel known
- No problems
- Check in system is very good and I was called up to complete this questionnaire by a very polite and friendly receptionist
- Easy checking in and well looked after at reception
- Efficient the electronic system saves time

Accessing your appointment

- Frustrated as appointments are now harder to get at times convenient to working hours
- Hurried as I think patients should be allowed more time probably fifteen minutes
- Pleased as I called the surgery to make three appts for my partner and two children
- Pleased when booking my appt

- Was able to an appt to suit my requirements
- Always able to get an appt on the day I request
- I always get an appt at a reasonable time
- Name used quick service receptionist very polite and if felt she knew me
- Hurried as I always feel rushed on the phone when making an appt
- Very easy to make an appt
- Frustrated as my 8:30 appt was not on the system but other than that I have always been satisfied before
- Never any problems getting in to see a doctor
- Always find it easy to sort out my appointment staff always helpful
- Quick and effective, car park slight issue with available space
- Was offered a range of appointments
- Cared for and pleasing
- Very easy to sort
- Blood test etc could be more co-ordinated
- Always helpful
- Quick easy
- Very polite
- Always try to book in where possible
- I am always very pleased happy with the way I am treated never had to make any complaints about anyone
- Very friendly and helpful receptionists
- Staff helpful when finding an appt convenient
- Find all staff very friendly and helpful very good team work
- Efficient
- Felt safe
- Easy
- People on reception very friendly