

Welcome to the new page for the Patient Participation Group (PPG)
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Patient Participation Report

The Group was formed in the middle of 2011 and has been meeting and corresponding by email regularly since. There are 30 regular members and numbers are growing gradually each month. The Group and contact points are advertised on leaflets, on the patient screens within the surgery and on the website. To ensure a representative sample in the Group of illness, need, age and gender we also targeted specific patients by letter. Overall we have a representative profile within the group except that there is a bias in the “regulars” of over 40 yr olds. The Group recognises this is an outstanding recruitment issue and has proposed alternative recruitment methods for 2012 to try and inspire more patients under 40 to join. (See Action Points)

Our representative profile includes patients who are currently in 1 or more disease categories, as well as various employment statuses, carers, gender and age.

A selection of the disease categories and a gender vs. age breakdown can be found below.

- Chronic Heart Disease
- Asthma
- Diabetes
- Chronic Kidney Disease
- Epilepsy
- Chronic Obstructive Pulmonary Disease

Gender vs. Age

	16 - 35	36 - 55	56 - 75	76 - 95
Male	0	2	6	7
Female	0	2	10	3

At the first meeting of the PPG, the members reviewed the National Patient Survey results and decided to consider “Access” as the main issue to consider for further discussion. Later meetings refined the issues down to a survey regarding the online services, the voicemail service and possible problems with contacting nurses by phone.

It was felt that all these questions related to patients who used the surgery or its services regularly in some way. It was also felt that to just put the survey online would bias the response to those who were already online. Consequently, all patients using the surgery for whatever purpose during the period the survey was running were asked if they would complete it. At the end of the period there were 208 responses.

Following the survey, the results and patient comments and a summary of them were entered into a spreadsheet. The full summary can be found at the end of this report.

The report was circulated to all PPG members with an invitation to review, comment and to attend a meeting. At the meeting each of the questions, the answers and the comments were discussed and an action point raised where thought necessary. In addition the meeting generated extra

action points which were not directly related to the specific survey responses. There were no areas of disagreement as to the priorities and action points to include.

Action Points Arising

All the actions to be enabled by the practice except for the last two which need further PPG input and a joint approach.

Description	Target Date
More GP appointments released for online use	9 April
Some nurse / phlebotomy appointments released for online use	30 April
New comprehensive guidance notes regarding use of on line services added to website	6 April
Same notes published as a handout and supplied to each patient registering to use the online services	6 April
Offer further online / voice mail training evening	6 April
Review / change messages for voicemail services	30 April
So that patients can research what help is available with benefits or advice, add a services page to the website which provides links to other website such as CAB and specialist groups such as diabetic associations or carer advice	30 May
Target parish publications, schools and nurseries in an attempt to encourage more active PPG members from the younger age groups	On going throughout the year
Arrange a patient meeting on caring for relatives with Dementia, Alzheimer's etc	Further meeting required. Aim for summer event

This is a summary of the information obtained from the 1st PPG survey carried out during the last week in January and the 1st week of February 2012.

208 survey forms were returned with some or all of the form completed before the closing date and the results are as listed below.

Re ONLINE SERVICES – To find out how successful the introduction of the Online services for prescriptions and GP appointments has been.

Q 1. Are you aware of the online services?

Yes – 177 (85%), **No** – 25 (12%), **No response** – 6 (3%)

Of those with YES to Q1

Q 2. Have you used the prescription service?

Yes – 101 (57%), **No** – 78 (43%)

Q 3. Have you used the GP appointment service? **Yes** – 54 (30%), **No** – 124 (70%)

Of those that had used one or both services (105 patients)

Q 4. Was the service easy to use? **Yes** - 77 (73%), **No** – 15 (14%), **No response** – 13 (13%)

Re VOICEMAIL - To find out how successful the introduction of the Voicemail services for prescriptions has been.

Q 1. Are you aware of the Voicemail service? **Yes** – 107(51%), **No** – 96(46%)

Of those with YES to Q1

Q 2. Have you used the out of hour's voicemail service?
Yes – 26(24%), **No** – 81(76%)

Of those that had used the service (answered YES to Q2)

Q 3. Was it easy to use? **Yes** - 22 (85%), **No** – 4 (15%)

Re CONTACT with NURSES. –

To find out how many patients had had a problem contacting a nurse by telephone.

Q 1. Have you tried to speak to a Nurse by phone in the last 12 months?
Yes – 21(10%), **No** – 184(88%)

Of those with YES to Q1

Q 2. Did you find it easy? **Yes** - 15 (71%), **No** – 6 (29%)

Q 3. If the nurse was unavailable were you advised she would ring back?
Yes - 14 (93%), **No** – 1 (7%)

Q 4. Did she ring back? **Yes** – 1, **No** – 0

145 patients made comments about the services many of which had no relevance to the survey but did raise some issues that the PPG may wish to discuss and investigate. 36 patients either had no computer or indicated they were not computer literate enough.

Many patients also indicated they preferred to use the telephone.

The comments that were made and could be part of future discussion are set out on a separate sheet. From the process of analyzing the forms I think that in future it would make life easier if boxes to be ticked were used, as on some forms it was difficult to be sure what the answers were.

The answers to the question relating to contact with the nurses indicated that maybe the forms should be targeted at those who attended the surgery specifically to see the nurses.

Comment made on the survey forms.

Below is a selection of the most pertinent comments made.

ONLINE SERVICES

a) How would you like to see the service improved?

"Not enough appointment available on line.

Has daughter who needs prescription. Wants to order on line

When ordering prescription online can a collection day be given

Appointments not much choice. Reason for limited choice

I would like to make appointments for my Children online

I would like to book appointment for Dr. Alkadhi and the nurses

System very good. Would be better if username was letters and P/w numbers

Should be able to change Password

Extra space needed for more prescriptions

The combination of login/password is complex can this be simplified. Can we choose our own?

Would not let me order the item I required, it wasn't listed even though I have used it before.

Users name not a number! Ability to change password

Use it and see. Long complex and not user friendly

It would help if there is a direct click on for prescription. I.e. not via appointments

More appointments available on line during the day

It would help if there were a direct click on for prescription. I.e. not via appointments

More appointments available on line!!

Password should be able to change

Maybe more appointments should be available on line.

It would be good to be able to change user name/password to something more memorable

Online services could be advertised when patients phone the surgery

? Online midwife booking

Nurses appointments on line

Not used as the password is impossible to memorise

Nurses appointments on line

Easier patient password

Prescription confirmation needs to be clearer."

b) If you have not used the online service why not? How would you like to see it changed?

"No computer approximately 40 patients said this. i.e. 20%

I still prefer human contact at this excellent surgery 16 patients said this!

Very seldom need anything several patients said this.

Concerns re privacy

Objected to having to initially have to provide identification as already a patient.

How do patients know of new facilities?

The service needs more advertising

More visual information in the surgery would help"

VOICEMAIL

a) How would you like to see the service improved?

"It's fine, and very useful, better than trying to phone during a limited time.

Would like to see prescription times extended

The 1st and only time I used this system when I went to Boots it was not there!

Takes along time. Some times needs 2 attempts

I gave up I could not get on with it"

Opening Hours

Details of the surgery opening hours and how to book an appointment are given in the "Surgery Information" and "Online" pages of the website. More online booking options will become available soon.

In summary the Surgery Opening hours are as follows:

Monday	8.30am to 6.30pm
Tuesday	8.30am to 6.30pm
Wednesday	8.30am to 1.00pm & 2.00pm to 6.30pm
Thursday	8.30am to 6.30pm
Friday	8.30am to 6.30pm
Saturday	CLOSED
Sunday	CLOSED

In addition the surgery offers late appointments (after 6.30pm) every day from Monday to Friday. Priority for these appointments is given to patients who are working and unable to attend during the day.