

**Warwick House Medical Centre  
Local Patient Participation Report  
Report for Year Ending 31 March 2012**

## **1. Introduction**

This is the first year in which Warwick House Medical Centre (WHMC) has formally engaged with patients through a Patient Participation and Reference Group (PPRG). This report for year ending 31 March 2012 covers:

- Establishment of the Patient Participation and Reference Group
- Agreement of priority issues and development of local practice survey
- Collation of patient views in the survey results
- Discussion of results and agreement of changes in service delivery
- Agreement of an action plan including priorities and proposals

## **2. Establishment of the Patient Participation and Reference Group**

The initial membership of the patient group was by invitation. Each GP contributed names of patients who would be approached to see if they would be interested and willing to join the patient group. In collecting names we were careful to include patients from a cross-section of our registered population including:

- Carers
- Young people
- Parents with small children
- Those with significant disability
- Employed
- Not in employment
- Retired
- With chronic disease

21 names were gathered and these patients approached by letter, enclosing an SAE for their reply. See Appendix 1. There were eight positive responses from patients indicating that they would like to join the PPRG and these people were invited to the first meeting.

Represented on our PPRG are male and female members, retired people, a carer, and people with chronic disease. The group is aware of the need to widen its membership and particularly seeks young people and parents with small children. To this end the Health Visitor has been approached to suggest possible members.

Age band (years)	<20	21-40	41-60	61-80	>80
Practice population	22%	19%	29%	22%	7%
Pilot questionnaire sample	0%	14%	49%	33%	4%
Final questionnaire sample	3%	36%	27%	31%	3%
PPRG			100% in 41 - 60 and 61 -80		

Gender	Male	Female
Practice population	48%	52%
Pilot questionnaire sample	33%	67%
Final questionnaire sample	24%	76%
PPRG	42%	57%

As can be seen from the tables above, the PPRG itself reflects the practice population in its gender split but all members are over 41 years old. In the sample for the pilot questionnaire, patients aged 41 to 60 years and 61 to 80 years were over-represented at expense of those under 40 years and, especially those under 20 years. In seeking a greater proportion of younger patients in the final questionnaire, the proportion of females also increased, and while those under 40 years were better represented overall, there were still too few under 20, and patients aged 61 to 80 years were still over represented.

A campaign to recruit people to a virtual group which will be polled by e-mail is being planned. It is hoped that this will enable people who find it more difficult to attend meetings to participate and for the PPRG to benefit from a broader membership.

### **3. Agreement of Priority Issues and Development of Local Practice Survey**

At the first meeting (see Appendix 2), introductions were made and Dr Symons outlined the nature and purpose of the PPRG. In order to identify priority issues the practice manager presented the results of a General Practice Assessment Questionnaire (GPAQ) survey undertaken in the practice in June 2011.

GPAQ is a validated questionnaire, used nationally, and is completed by patients who attended the practice to see a GP. It evaluates the service provided by the practice and specific aspects of the consultation. As well as providing insight at the whole practice level, it is used by individual doctors who reflect on the results and take them forward into their annual appraisal. It is taken seriously and it provides both quantitative and qualitative feedback. Thus it was tabled as a good starting point for assessing patients' views and planning further improvements.

The group looked at the GPAQ blank questionnaire, and the practice's results.

The ratings for WHMC are good. See Appendix 3 where the table gives the practice mean score (%) and the National mean score (%). The topics listed in normal type relate to the service we give and those in bold relate to the consultation with the doctor.

Looking first at those which relate to the consultation with the doctor, with one exception – Q11c – keeping healthier after visiting the doctor - the mean scores for WHMC are all higher than the national mean.

Of the topics relating to the service we offer there are three where WHMC falls below the national mean. This is not to imply that being at the national standard is necessarily good enough, but that where we fall below it is a good place to start to look for improvements.

The results for Question 4b, the availability of a particular doctor, and for Question 9b, continuity of care, are 1 and 2 percentage points respectively below the national mean score. Notably though, the result for Question 5b, the availability of ANY doctor, is 5 percentage points above the national mean. We interpret this as quite probably reflecting that all seven of the GPs at WHMC are part-time.

On Question 7b waiting times at the practice we scored 55 against a national mean score of 57. The bar chart at the foot of Appendix 3 shows that it is also our lowest scoring aspect. The breakdown shows that just over half of patients surveyed reported that they waited for longer than 10 minutes. 39% waited for between 10 and 20 minutes. The PPRG commented at this point, "It reflects the doctors are willing to give time to patients when it is needed and this is reflected in the high scores for the GPs"

We identified this as a topic to research further: patients' experience of waiting in the waiting room. How to improve people's experience of waiting is something that only patients can tell the practice how to do.

To take this further, the group agreed to come to the next meeting with their ideas on how to explore this further with a view to producing a short questionnaire to give to patients in order to tease out the issues.

In summary, examination and analysis of the recent GPAQ results was used to identify the topic of the patients' experience of waiting, the lowest scoring topic, as the priority to include in a further local practice survey.

At the next meeting, a draft questionnaire was tabled by one of the PPRG members for consideration by the group. Headed "A Questionnaire for Patients from Patients" it asked, "How was the checking-in and waiting area experience for you today?" and went on to ask about aspects of access to the waiting area, the interaction with the receptionist, the waiting environment and whether the patient had any other suggestions as to what might be provided in order to make any waiting period a better experience. It was agreed to add a question about the respondent's age (in bands) and gender, and to pilot this questionnaire (Appendix 4) on a sample of 30 - 50 patients.

#### **4. Collation of Patient Views in the Survey Result**

The results are given in Appendix 5 and were discussed at December's PPRG meeting. It was agreed to make some changes to the layout and setting out of the questions, and to involve a further sample of 100 patients specifically aiming for a more even distribution of age bands amongst the respondents. The questionnaires were distributed by the reception staff in equal proportions over the five mornings and five afternoons of one week with specific instructions to seek a better balance in the age distribution of the respondents.

#### **5. Discussion of results and agreement of changes in service delivery**

With the help of one of the PPRG members, the results were collated and circulated to all members for discussion at the January meeting of the PPG. They are presented

below in full together with a note of the PPG's discussion, observations, priority attached and the action plan arising.

Results of PPRG Questionnaire on the Patient’s Experience of Waiting to See a Doctor at WHMC

	<u>Topic and Question</u>	Yes	No	Respondents’ Comments	PPG Discussion, Observation, Priority Attached and Action Plan
1	<p>1. <u>Access to Waiting Area</u></p> <p>Was access to the waiting area, whether from Upper Holway Road or the car park, through the outer porch easy and unobstructed?</p>	96	5	<p>If no, how do you feel access might be improved?</p> <ul style="list-style-type: none"> <li>• Too many vehicles at present – work vans etc</li> <li>• Car park not big enough</li> <li>• More bike racks out front would be nice –then cyclists can avoid the car park</li> <li>• No improvements needed</li> </ul>	<p>The questionnaire was unavoidably undertaken during a period of building work associated with extending the surgery building which did reduce the area of car parking available for patients.</p> <p>There is only one bike rack at the front of the building. We will bear this in mind and add more if a future opportunity arises.</p>
2	<p>2. <u>The Receptionist</u></p> <p>Did the receptionist deal with you in a helpful, friendly and efficient way? [whether a checking-in, prescription or other matter]</p>	102	0	<p>If no, what could have been improved?</p> <ul style="list-style-type: none"> <li>• No improvement necessary – always friendly, courteous and helpful.</li> </ul>	<p>It is pleasing to learn that the receptionists are appreciated. The pilot did reveal a suggestion that additional help when patient build-up occurs may be beneficial. Opinion differed as to whether a self-check-in screen would be welcome, but it was agreed that one could help address the issue of queueing for attention at reception.</p>

	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
	If the matter had been particularly delicate or very personal, would you have felt that reception reporting-in facilities provided adequate confidentiality?	79	20	<p>If no, how do you feel this might be achieved?</p> <ul style="list-style-type: none"> <li>• Ask to be taken to a less public area</li> <li>• Not able to discuss freely without others waiting hearing what is discussed</li> <li>• Personal area</li> <li>• A reception area away from the waiting area</li> <li>• Perhaps access to a room</li> <li>• Being able to go into a private room</li> <li>• Not very discreet. Other patients could hear your problems . Not sure how it could be dealt with.</li> <li>• NB Not always. 1 receptionist needs training.</li> <li>• Reception is very open and quiet so people can hear everything</li> <li>• This was not for me, but it would help if the Perspex screen wasn't there so a patient could lean forward and whisper.</li> <li>• Private matters should not be discussed with receptionists – a simple mention of confidentiality should be enough.</li> <li>• To be able to speak to receptionist at a different location to the front desk</li> <li>• You will never improve – it's other patients – no idea of basic manners</li> </ul>	<p>It was very clear from the questionnaire results that this is a big issue for patients. The practice is aware of the shortcomings of the current reception and waiting area configuration and the need to improve the facilities to offer adequate confidentiality. It was agreed that this was definitely a priority to be addressed.</p> <p>The group proposed that a series of simple changes be undertaken initially, but quickly, before reassessing the situation and considering more costly solutions or major alterations:</p> <p>A separate part of the reception desk, away from where people queue and away from where people wait will be designated and signed for "Confidential Enquiries".</p> <p>The chairs will be turned through ninety degrees so that they no longer face the entrance and reception desk. They will also be clustered to promote social groups and facilitate conversation rather than being set out in regimented rows. The Jayex board used by the doctors to call patients will need to be moved to a different wall as part of this so that patients eyes are drawn away from the reception desk.</p>

				<ul style="list-style-type: none"> <li>• Perhaps a side room or out of view of waiting patients to discuss personal/confidential matters.</li> <li>• Building a divider between waiting room and reception desk to avoid everyone in waiting room from listening to the conversation.</li> <li>• Need an area in reception where it would be more private to talk as some waiting areas are close to front desk</li> <li>• Too open to speak to receptionist on personal matters</li> <li>• More private</li> <li>• Not sure how to improve as everyone can hear everything you are saying – a screen of some sort might help? As the seats face towards reception all eyes are on you!</li> </ul>	<p>Music, which is available in the reception and waiting area, but not always playing, will be used continuously to take the edge off the silence.</p>
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	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
	<p>3. <u>Waiting Time</u></p> <p>Would the waiting experience be improved for you if existing facilities were retained/ improved and new ones added, per the list below? :-</p> <p>(Recent) <b>magazines/ periodicals?</b></p>	51	44	<p>If yes, what titles would you like to suggest?</p> <ul style="list-style-type: none"> <li>• One children's comic</li> <li>• Some for the younger population, e.g. Heat, New, Closer</li> <li>• Don't mind</li> <li>• Somerset Mags – county life etc</li> <li>• More variety</li> <li>• Now, Take a Break, Gazette, Daily Papers</li> <li>• Have a book shelf for donated books. Save paper and money</li> <li>• Have more donated magazines – perhaps a wider range.</li> <li>• Somerset Life</li> <li>• General Magazines</li> <li>• Horse and Hound, Gardeners' World, Dog World.</li> <li>• I preferred it when there were a range of magazines (older ones are fine). Not keen on the current focus on health related topics</li> <li>• Something topical or entertaining rather than medical</li> <li>• Very limited options. Grazia, Guardian or local daily newspaper, local services leaflets</li> <li>• Somerset Life</li> <li>• Men's Health, other good health magazines etc.</li> <li>• Heat, OK , Elle, Cosmopolitan.</li> </ul>	<p>Magazines were removed at the time of swine flu and have not been reinstated. It is clear from the questionnaire results that there is enough groundswell to justify bringing them back. The PPG felt that it could not justify recommending purchasing magazines or newspapers, but that judicious recycling would be quite appropriate.</p> <p>The Meeting recommended that we should aim to cater for:</p> <ul style="list-style-type: none"> <li>• Local interest, e.g. Somerset Life</li> <li>• men</li> <li>• children</li> <li>• quality, e.g. The Garden, Good Housekeeping</li> <li>• gossip, e.g. Hello</li> <li>• variety</li> </ul> <p>with the proviso that as soon as a magazine becomes tatty it goes <u>out</u>.</p> <p>Since previously patients had brought in large quantities of magazines which we had to take to council re-cycling facilities, we will start by asking staff for their cast-off magazines rather than accepting donations.</p>

				<ul style="list-style-type: none"> <li>• General interest and local titles.</li> <li>• Up to date magazines</li> <li>• Sexy ones</li> <li>• Daily newspapers</li> <li>• Somerset life / free 'Living', Grazia or inoffensive magazine for younger people – Hello magazine?</li> <li>• Women's magazines</li> <li>• Readers Digest or similar</li> <li>• Medical</li> <li>• Grazia, Vogue</li> <li>• Good Housekeeping, Red</li> <li>• Gossipy mags</li> <li>• Cookery, fashion, celebs.</li> <li>• Up to date mags.</li> </ul>	
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	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
	Surgery <b>newsletters?</b> – giving topical items in summarized form?	70	17		It was clear that surgery newsletters are a valued form of communication and on the basis of this realization the PPG supported the practice manager in her resolve to revive them. One side of A4, with a quick update and a few headlines would be appropriate. A standard footer carrying a message encouraging people to ask at the desk if they have waited for longer than 20 minutes would be a useful way to communicate this message.
	Background <b>music?</b>	73	17		There is a strong majority of patients in favour of background music in the reception and waiting area. This links to the issue of confidentiality and should be acted on.
	I would prefer (a). lively music	27		<ul style="list-style-type: none"> <li>• People are mostly poorly and lively music is inappropriate</li> <li>• When feeling ill don't want hectic music</li> </ul>	The PPG recommended that the overall feeling should be calm, possibly instrumental only and that the practice should look for free music.
	(b). mellow music	68		<ul style="list-style-type: none"> <li>• Calming as most people are anxious or worried</li> </ul>	The majority expressed a view in favour of mellow music and the practice will review its CDs and look into spotify as a source of appropriate genres of music.
d	On the <b>illuminated notice strip</b> above the reception desk, some information headlines be added, such as dates of 'flu jabs ; when surgery closed etc	78	12	<ul style="list-style-type: none"> <li>• Also would be good for it to include approx waiting time</li> </ul>	The PPG suggested that message on the Jayex board encouraging people to ask at the desk if they have waited for longer than 20 minutes would be another useful way to communicate this message.

	<b><u>Topic and Question</u></b>	<b>Yes</b>	<b>No</b>	<b>Respondents' Comments</b>	<b>PPG Discussion, Observation, Priority Attached and Action Plan</b>
e	A wall-mounted <b>television screen</b> , possibly showing current national and local news ; and/or information videos on practice-related or NHS matters?	57	36	<ul style="list-style-type: none"> <li>• Visual only / subtitled.</li> <li>• Definitely no</li> <li>• BBC News etc inc subtitles</li> <li>• Definitely showing local services – support services</li> </ul>	The PPG supported the introduction when possible of a TV screen into the waiting area to carry health- and surgery-related information. It should be visual only, i.e. without sound. The practice will investigate a cost-effective way of achieving this. It was recognized that the provision of two screens, one for the subsidiary waiting area too, was likely to be too expensive as a first step and proposed that newsletters should be used there in the first instance. Local information such as the number for care direct was also thought to be an important and useful component.

	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
4	A different <b>seating arrangement</b> in waiting area?				
	Are you happy with the current seating arrangement?	91	6	<ul style="list-style-type: none"> <li>• Not facing straight at reception. When you walk in you feel like everyone is staring</li> <li>• Very uncomfortable, although practical. Very old fashioned/dated. Something like orthoworld in Taunton would be better</li> <li>• Could be more comfy seats</li> <li>• U-shaped areas which might encourage interaction c/w small tables containing periodicals etc</li> <li>• Some chairs are too close to front desk if you need to talk privately to the receptionist, i.e. about results of tests</li> <li>• Few more chairs with arms for the elderly</li> <li>• More informal and not all facing towards reception – everyone watches you as you come in!</li> </ul>	<p>Most of these issues will be addressed by the actions taken to improve confidentiality already outlined above. The provision of more comfortable chairs and more chairs with arms will be taken forward to the practice's "wish-list" to be provided when funds and priorities allow. Upgrading the seating has been noted as an issue even though 91 people professed themselves happy with the current seating arrangement.</p>

	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
5	A change in the <b>general décor</b> of waiting area, including notice boards?				
	Are you happy with the current décor and layout of notice boards?	94	3	<p>If no, what improvements would you suggest?</p> <ul style="list-style-type: none"> <li>• There is no view</li> <li>• None – it's clean, bright and tidy. Just redecorate when necessary. <u>Please</u> don't waste money on TV screens etc. Our health is important – not being constantly bombarded with information</li> <li>• Noticeboards and walls are under-utilized because of seating arrangement – they are behind you. If you changed the seating layout you could use them as points of interest stimulation when waiting. Makes time go quicker when GPs are running late</li> <li>• Brighter colours, quite bland and boring.</li> <li>• It would be nice to be a little more “welcoming” while still professional – new chairs?</li> </ul>	The view of the PPG was that it was sufficient to plan to redecorate the waiting area “in time”, i.e. this was not a high priority. As previously mentioned, new chairs have been added to the wishlist.

	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
6	Appropriate <b>play facilities for young children</b> waiting?				
	If you wait with a young child or children, are you happy with the current play facilities?	51	5	<p>If no, what improvements would you suggest?</p> <ul style="list-style-type: none"> <li>• Change the books they are very old and tatty</li> <li>• A separate area so children attending for non urgent services are not exposed to sick adults</li> <li>• A few more toys</li> <li>• Could be more, but it's still OK</li> <li>• N/A (but as a parent of once little children, there's enough) Also age appropriate. Perhaps children's books, i.e. 7 – 10 years?</li> <li>• It's very small with limited toys</li> <li>• Looks OK</li> <li>• Child is grown up. Could do with expansion – donations from local parents.</li> <li>• More entertainment possibly.</li> <li>• More toys less books</li> <li>• More toys</li> </ul>	<p>The PPG suggested that we look for some more toys and try to provide books for a variety of ages.</p> <p>It would be good to let it be known that anyone contagious is separated and asked to wait in a side room.</p>

	<u>Topic and Question</u>	Yes	No	Respondents' Comments	PPG Discussion, Observation, Priority Attached and Action Plan
7	<b>Other item(s)</b> not included in list above?			<ul style="list-style-type: none"> <li>• Information on rough waiting times to see the doctor when you book in.</li> <li>• Think you have the layout etc, just right after comparison with other surgeries</li> <li>• More comfortable seating</li> <li>• No view when sitting waiting inc for children.</li> <li>• That if a queue forms one of the additional staff could come out from the near office. Sometimes people take time and some just wish to check in.</li> <li>• Quite happy. Thank you.</li> <li>• None! Peace and quiet most appreciated.</li> <li>• Some idea of how long the wait might be if doctors are very behind</li> <li>• Receptionists could smile and use softer tones – but then I am a communication consultant ☺</li> <li>• Current waiting time / delays with appointments / how many in front of you.</li> <li>• Happy as is</li> <li>• Sexy films</li> <li>• On the board a notice of time delays – approximate</li> <li>• Television – perhaps just picture, not sound.</li> </ul>	<p>An automated self-check in facility would be useful in that it could give information on the rough waiting times to see a doctor when a patient arrives, as well as help reduce queueing</p>

## **6. Elements of the Plan Implemented by 31 March 2012**

WHMC has:

- Installed a self-check-in screen at reception
- Designated one part of the reception desk in a quiet area for confidential enquiries
- Turned the waiting room chairs through ninety degrees so they no longer face the entrance and reception desk
- Moved the Jayex patient-calling board to draw patients' eyes away from the reception desk
- Clustered the chairs to promote social groups and promote conversation
- Adopted a policy of playing mellow music permanently in the waiting areas
- Reinstated magazines in the waiting areas
- Issued a surgery newsletter which is available to patients waiting
- Purchased a large-screen TV to use as for patient information in the waiting room

## **7. Practice Opening Hours and Methods of Obtaining Access to Services in Core hours**

The practice is open from 8.30 until 6.30 Monday to Friday.

Our services may be accessed by

- telephone on 01823 282147
- walking in to the medical centre
- faxing requests for repeat prescriptions to 01823 338181
- signing up for internet booking of blood tests for warfarin monitoring
- signing up for internet requesting of repeat prescriptions
- writing to the practice at  
Warwick House Medical Centre,  
Upper Holway Road,  
Taunton,  
TA1 2QA
- contacting us via the website [www.warwickhouse.org.uk](http://www.warwickhouse.org.uk)

## **8. Extended Hours Access**

Appointments are available for patients to book see a GP between 6.30 and 7pm Monday to Thursday each week, and on 26 Saturdays a year from 9 – 12 am.

- Appendix 1: Letter of Invitation

**WARWICK HOUSE MEDICAL CENTRE  
UPPER HOLWAY ROAD  
TAUNTON TA1 2QA**

TEL : 01823 282147  
FAX : 01823 338181

Dear

**An invitation to join the Warwick House Medical Centre  
Patient Participation Group**

We are writing to some patients registered with Warwick House Medical Centre. We would like to invite you to join us in setting up a Patient Participation Group (PPG).

What is a PPG?

A PPG typically comprises 6-12 people, the majority of whom will be a representative sample of patients registered with a GP practice. Members of staff from the surgery will also contribute to the group. The group will meet at times that suit its members and as frequently as the group agrees.

What will the PPG do?

A PPG will offer our patients the opportunity to contribute ideas regarding the services and facilities provided by our practice. It will create a connection between our patients and the practice.

Its members will help explore ideas identified in patient surveys, develop self help projects to meet the needs of fellow patients and enable patients to make positive suggestions about the practice and their healthcare.

PPGs have the backing of the Department of Health.

What happens next?

Becoming a member of our PPG is, of course, entirely voluntary. We would like to know whether or not you would be able to help with this project by asking you to return the reply slip by 7<sup>th</sup> September 2011. A stamped addressed envelope is enclosed for your convenience.

If you would like to find out more about becoming part of our PPG, please do ring and speak to me.

Yours sincerely

Ms J B Haxby  
Practice Manager

Appendix 2: Agenda for first meeting

**Warwick House Medical Centre  
Patient Participation Group (PPG)**

Inaugural Meeting  
2.30 pm Thursday 6<sup>th</sup> October, 2011

**AGENDA**

1. Introductions
2. The purpose of the PPG (Dr Lorrie Symons)
3. The results of the June 2011 Patient Questionnaire (Joanna Haxby)
4. Next Steps

Appendix 3: Summary Table and Graph from GPAQ Report June 2011

**GPAQ report**

Number of patient responses: 429

Evaluation question responses and results

Table 2: Service evaluation and satisfaction results and GPAQ benchmarks

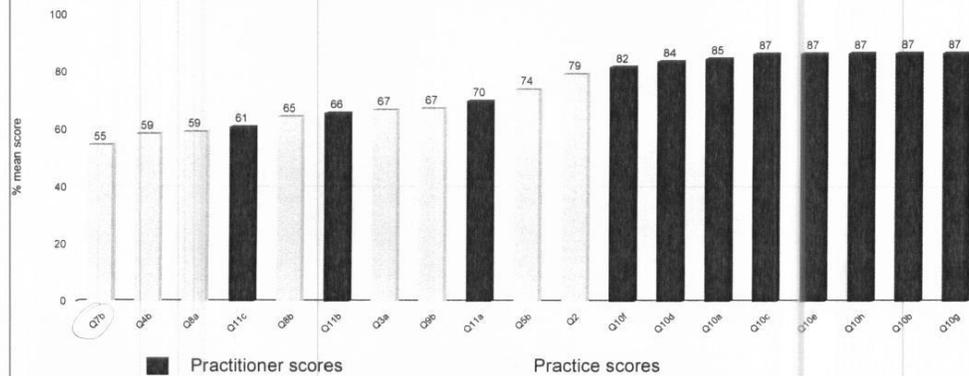
Ratings referring to doctor's consultation are highlighted in bold.

	Your mean score (%)	National mean (%)*
Q2 Satisfaction with receptionists	79	77
Q3a Opening hours	67	67
Q4b Availability of particular doctor	59	60
Q5b Availability of any doctor	74	69
Q7b Waiting times at practice	55	57
Q8a Phoning through to practice	59	59
Q8b Phoning through to doctor for advice	65	61
Q9b Continuity of care	67	69
<b>Q10a Doctor's questioning</b>	85	81
<b>Q10b How well the doctor listens</b>	87	84
<b>Q10c How well doctor puts you at ease</b>	87	84
<b>Q10d How doctor involves patient</b>	84	81
<b>Q10e Doctor's explanations</b>	87	83
<b>Q10f Time doctor spends</b>	82	80
<b>Q10g Doctor's patience</b>	87	84
<b>Q10h Doctor's caring and concern</b>	87	84
<b>Q11a Understand problem after visiting the doctor</b>	70	69
<b>Q11b Cope with the problem after visiting the doctor</b>	66	66
<b>Q11c Keep healthier after visiting the doctor</b>	61	62

The NPCRDC guidance indicates that practices obtaining mean scores that are greater than ten points above the national benchmark for that area can be interpreted as a high quality indicator, whilst scores that are greater than ten points below may be suitable areas to focus quality improvement activity on.

The benchmarks provided relate to the 2005-6 contract year. Information about GPAQ benchmarks can be found at [www.gpaq.info](http://www.gpaq.info).

Graph 1: Service evaluation and satisfaction results in ascending order of performance



Appendix 4: Pilot Questionnaire

**WARWICK HOUSE MEDICAL CENTRE**

**A Questionnaire for Patients from Patients**

**HOW WAS THE CHECKING-IN AND WAITING AREA EXPERIENCE FOR YOU TODAY?**

**Note :** This questionnaire was devised by a recently-formed group of patients, known as the 'Patient Participation Group'. We aim to put forward ideas and opinions on behalf of all Warwick House patients to help shape Practice policies and procedures. This is a first attempt to find out what you think about a particular matter. We hope to consult on other issues in future. It will be helpful if you kindly take a few minutes to complete this form and leave it in the tray on the reception desk before leaving today.  
Many thanks.

4. Access to Waiting Area

a) Was access to the waiting area, whether from Upper Holway Road or the car park, through the outer porch easy and unobstructed? **YES/NO** (pl. circle answer)

b) If no, how do you feel access might be improved? -----  
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5. The Receptionist

a) Did the receptionist deal with you in a helpful, friendly and efficient way? [whether a checking-in, prescription or other matter] **YES/NO**

b) If no, what could have been improved? -----  
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c) If the matter had been particularly delicate or very personal, would you have felt that reception reporting-in facilities provided adequate confidentiality? **YES/NO**

d) If no, how do you feel this might be achieved? -----  
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6. Waiting Time

Would the waiting experience be improved for you if existing facilities were retained/ improved and new ones added, per the list below? : -

a) (Recent) **magazines/periodicals?** **YES/NO**

If yes, what titles would you like to suggest? -----  
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b) Surgery **newsletters?** – giving topical items in summarised form? **YES/NO**

**Continued over.....**

c) Background **music**? **YES/NO**

I would prefer (a). lively music **YES/NO** or (b). mellow music **YES/NO**

d) On the **illuminated notice strip** above the reception desk, some information headlines be added, such as dates of 'flu jabs ; when surgery closed etc? **YES/NO**

e) A wall-mounted **television screen**, possibly showing current national and local news ; and/or information videos on practice-related or NHS matters? **YES/NO**

f) A different **seating arrangement** in waiting area?

Are you happy with the current seating arrangement? **YES/NO**

If no, what alternative lay-out would you suggest? -----  
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g) A change in the **general décor** of waiting area, including notice boards?

Are you happy with the current décor and layout of notice boards? **YES/NO**

If no, what improvements would you suggest? -----  
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h) Appropriate **play facilities for young children** waiting?

If you wait with a young child or children, are you happy with the current play facilities? **YES/NO**

If no, what improvements would you suggest? -----  
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i) **Other item(s)** not included in list above?

What other item(s) not included above would you suggest might be provided in order to make any waiting period a better experience? -----  
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4. Please indicate:-

Age group: Under 20  21 – 40  41 – 60  61 – 80  Over 80   
Gender: Male  Female

You have now completed the full questionnaire. Thank you very much. We hope it makes you feel involved in some small but important way and that it has been useful.

**Please leave the completed questionnaire in the tray on the reception desk.**

**WARWICK HOUSE MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

*Devised, November 2011*

Appendix 5: Results of pilot questionnaire

		Yes	No	
1	<p>7. <u>Access to Waiting Area</u></p> <p>Was access to the waiting area, whether from Upper Holway Road or the car park, through the outer porch easy and unobstructed?</p>	46	2	<p>If no, how do you feel access might be improved?</p> <ul style="list-style-type: none"> <li>• Access is really good but car parking very difficult.</li> <li>• Park on road</li> </ul>
2	<p>8. <u>The Receptionist</u></p> <p>Did the receptionist deal with you in a helpful, friendly and efficient way? [whether a checking-in, prescription or other matter]</p>	49	0	<p>If no, what could have been improved?</p> <ul style="list-style-type: none"> <li>• Yes, friendly, but when booking an appointment on the phone not so friendly.</li> <li>• Generally friendly</li> <li>• 24/11 especially today's receptionist! 5pm.</li> <li>• Very. ☺</li> <li>• Additional help when patient build-up occurs may be beneficial.</li> </ul>
	<p>If the matter had been particularly delicate or very personal, would you have felt that reception reporting-in facilities provided adequate confidentiality?</p>	24	15	<p>If no, how do you feel this might be achieved?</p> <ul style="list-style-type: none"> <li>• Separate glassed partitioned-off, i.e. giving in samples of urine etc.</li> <li>• Some more "personal" space/area for discussion</li> <li>• You can't in a main reception. Perhaps request for a "private" booking.</li> <li>• Access to a side-room NOT behind a glass screen</li> <li>• May need to ask for a private space if busy/ need to discuss</li> <li>• More private area</li> <li>• No comment as situation has never arisen</li> <li>• Difficult without providing a different space in order to speak to the receptionist</li> <li>• Perhaps seating area moved back away from reception area</li> <li>• However, if I had been in a queue I would not have felt comfortable as sometimes people stand close enough to hear</li> <li>• Perhaps a glass hood at the end of the counter to just shield the head.</li> <li>• Separate reception from waiting area and do not allow patients to wait immediately behind another who is being attended to.</li> </ul>

	<p>9. <u>Waiting Time</u></p> <p>Would the waiting experience be improved for you if existing facilities were retained/ improved and new ones added, per the list below? :-</p> <p>(Recent) <b>magazines/ periodicals?</b></p>	25	23	<p>If yes, what titles would you like to suggest?</p> <ul style="list-style-type: none"> <li>• I love this surgery. The only point I would like to make to improve is to add more weekly magazines with more fun like OK ... not just medical magazines.</li> <li>• A daily newspaper</li> <li>• Up to date magazines</li> <li>• Hello or Woman's Own</li> <li>• Good idea</li> <li>• Ideal Home – updated</li> <li>• Motoring – not 12 months' old</li> <li>• Those we would not buy otherwise e.g. Hello etc</li> <li>• OK or Hello magazines</li> <li>• Daily papers</li> <li>• Magazines (womens)</li> <li>• Somerset Life</li> <li>• Somerset Gazette</li> <li>• Auto trader / Home DIY especially for us men</li> <li>• Somerset Life</li> <li>• Local papers etc</li> <li>• Somerset Life</li> <li>• Ideal Home</li> <li>• Good Housekeeping</li> <li>• A selection of titles for <u>all</u> ages</li> <li>• Magazines such as Ideal Home / Homes and Gardens and general interest ones such as National Geographic / Reader's Digest.</li> </ul>
	Surgery <b>newsletters?</b> – giving topical items in summarised form?	33	9	
	Background <b>music?</b>	39	4	
	I would prefer (a). lively music	9	12	<ul style="list-style-type: none"> <li>• Don't mind</li> <li>• Depends on my mood!!</li> </ul>
	(b). mellow music	18	4	
	On the <b>illuminated notice strip</b> above the reception desk, some information headlines be added, such as dates of 'flu jabs ; when surgery closed etc	35	7	
e	A wall-mounted <b>television screen</b> , possibly showing current national and local news ; and/or information videos on practice-related or NHS matters?	26	19	
f	A different <b>seating arrangement</b> in waiting area?			

	Are you happy with the current seating arrangement?	35	10	<p>If no, what alternative lay-out would you suggest?</p> <ul style="list-style-type: none"> <li>• I like this surgery very much and I would like to change to more comfortable chair and more chairs for disabled people.</li> <li>• When you walk in it's quite intimidating with people facing you. Make little squares with chairs facing different ways.</li> <li>• Could be more on diagonal to facilitate equal viewing of reception counter and nurses' rooms</li> <li>• The only important issue is the actual appointment with the doctor – seating doesn't really help with that.</li> </ul>
g	A change in the <b>general décor</b> of waiting area, including notice boards?			<ul style="list-style-type: none"> <li>• Better layout</li> </ul>
	Are you happy with the current décor and layout of notice boards?	40	7	<p>If no, what improvements would you suggest?</p> <ul style="list-style-type: none"> <li>• Maybe updating</li> </ul>
h	Appropriate <b>play facilities for young children</b> waiting?			
	If you wait with a young child or children, are you happy with the current play facilities?	21	4	<p>If no, what improvements would you suggest?</p> <ul style="list-style-type: none"> <li>• I suggest more toys for children under 5 years</li> <li>• It is difficult to get prams and buggies through a crowded surgery to the back of the waiting area.</li> <li>• Very important</li> <li>• Few more toys. Only one item here and when you have a lot of children can cause arguments.</li> <li>• More jigsaw puzzles</li> </ul>

i	<p><b>Other item(s)</b> not included in list above?</p>		<p>What other item(s) not included above would you suggest might be provided in order to make any waiting period a better experience?</p> <ul style="list-style-type: none"> <li>• I prefer to represcribe my medicine not to come and fill the form, I used to let the person know by call to the surgery.</li> <li>• A facility for the receptionist to seek help from someone else, e.g. at times when she has to answer the phone and there is a queue of people waiting.</li> <li>• Health info useful because have time to think re health</li> <li>• I THINK THE SURGERY AND STAFF ARE <u>FANTASTIC</u>. YOU DO A GREAT JOB.</li> <li>• As before, quality time with the doctor is all that really counts.</li> <li>• None as one would hope for limited waiting!!</li> </ul>
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	<20 years	21 - 40	41 - 60	61 - 80	>80 years
Male		1	5	4	
Female		3	8	8	1
Not stated (?design)		3	11	4	1
n = 49	0	7	24	16	2