

Kingswood Health Centre

Patient Participation Group (PPG) Survey Report 2018/19

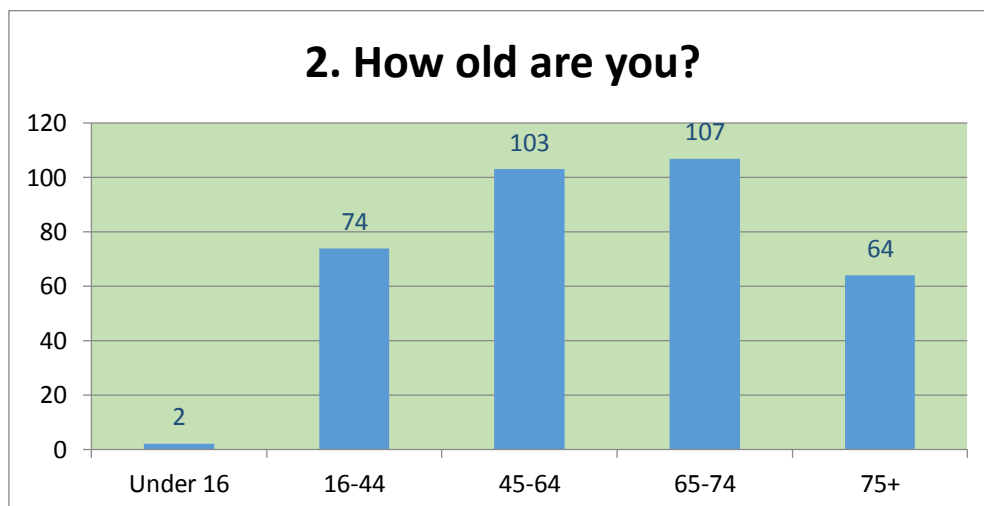
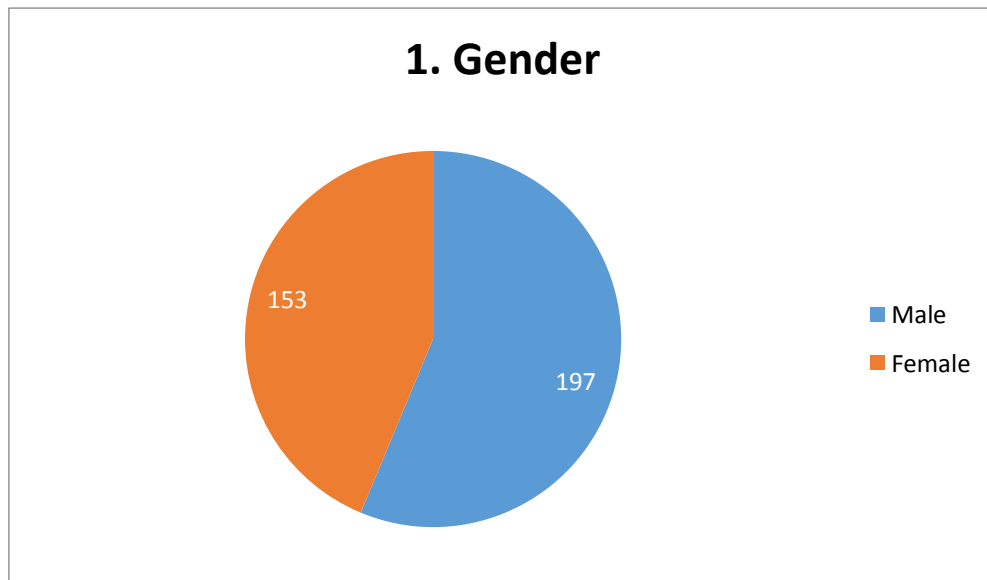
Introduction

Kingswood Health Centre (KHC) has a Patient Population of 12,517. The statistics for Male/Female is Male 6,148 and Female 6,369. There is a small but committed Patient Participation Group that consists of a contact list of 34 patients but on average there are only 10 active patients that meet quarterly on a Monday afternoon.

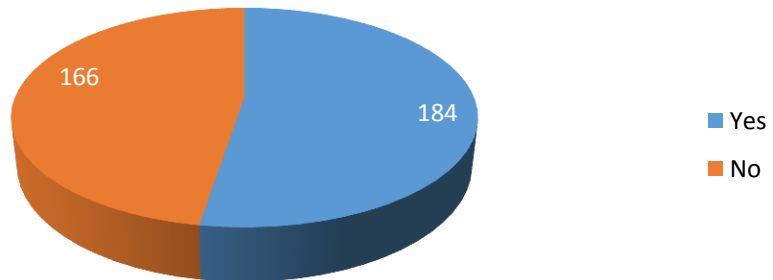
Patient Survey

A Patient Participation Group (PPG) Survey takes place once a year. It was agreed by the Patient Participation Group Members that the survey this year would try to determine what patients knew about the Patient Information Room. It was decided that the surveys would be given out to patients by PPG Volunteers at the Flu Clinics, and the busy Monday Surgery with a hope that it would cover a good age range of the Patient Population. This was successful and 350 surveys were completed.

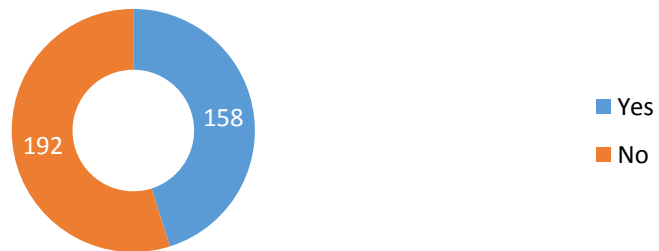
The following Questions were asked on the survey:



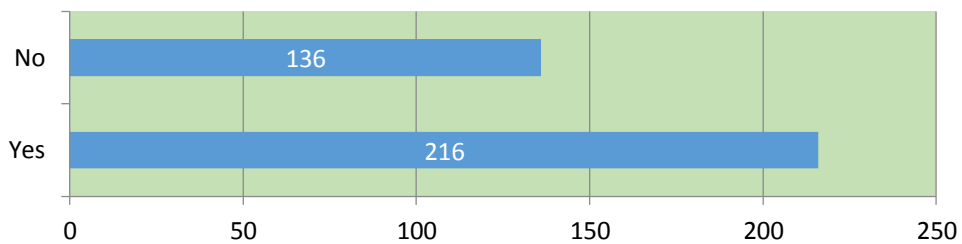
3. Are you aware there is a patient information room at KHC?



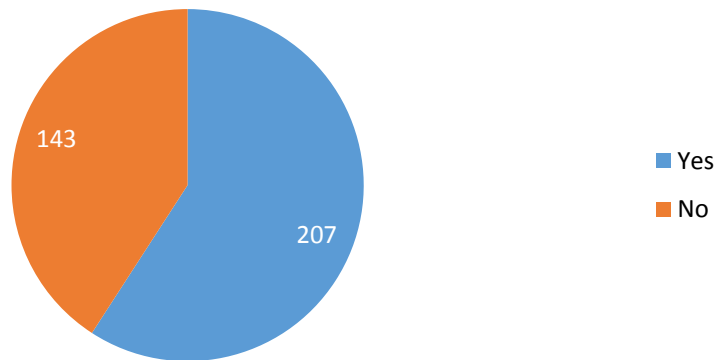
4. Do you know where it is located in the surgery?



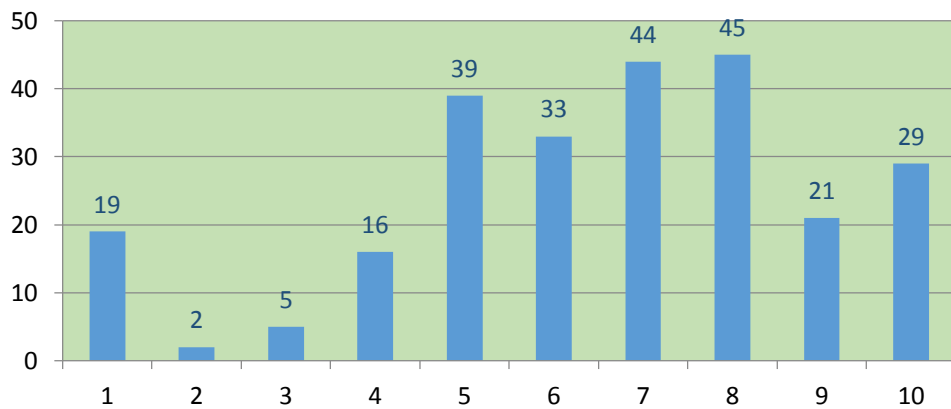
5. Are you aware you can take your own Blood Pressure, weight and height in this room and have it recorded on your GP records?



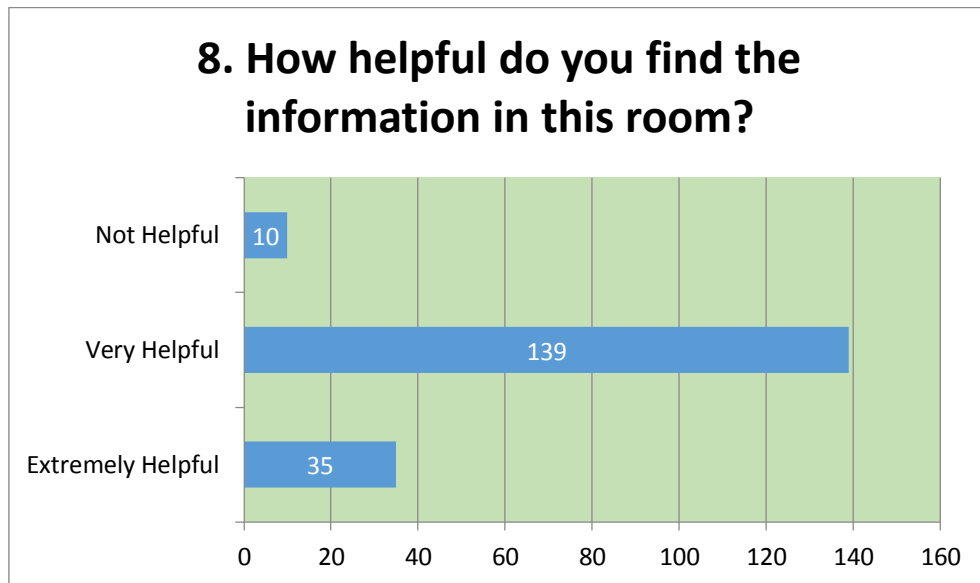
6. Do you know you have free access to this room?



7. How inviting do you find this room on a scale of 1-10?



*Of the 350 participants who completed the survey, 35 had never used the room and 62 did not answer the question.



*Of the 350 participants who completed the survey, 135 patients answered that they were unaware of the room and 31 did not answer the question.

9. Have you any suggestions on how we can improve this room?

- Keep the door open
- Move the door into the waiting room
- Put the information into specific sections
- It is ok as it is
- When the door is shut all the time, you don't know when someone is in there - leave the door open

10. Have you got any suggestions on how we could improve the way we let you know that this room exists?

- Put the message on the screen in the surgery
- Put it on the website
- Put it in the news letter
- Put message on the phone, email. Use text
- Put on a poster in the surgery
- Leaflets to give out to patients
- Improve signage- make it bigger and more visible
- Sign on the door
- Sign in the lift
- Inform Patient on registration - have a leaflet about it
- Receptionist to verbally inform us
- GP/ Nurses to tell us at appointments

Conclusion of Survey

The Survey findings show that generally on the whole not enough is known about the Patient Information Room. The PPG and the Surgery will need to look at the room and see what can be done to improve Patient awareness of it and how the PPG can encourage Patients to visit the room and maximise the beneficial information found within.

It was encouraging to note that although not many patients had been into the Patient Information Room, those that had – found the information very helpful.

Action and plan following the survey:

1. Increased awareness in the surgery that we have a Patient Information Room, by using a variety of communication methods to include the Newsletter, TV Screen, Website and word of mouth. Word of mouth can be achieved by ensuring that clinicians and Reception remember to signpost patients to this room when they have a need.
2. The surgery will need to look into why the door is not able to be left open. As it is a Fire Door, this means that it has to remain closed at all times, and cannot be propped open. Unfortunately this was an area that was highlighted in a previous CQC inspection, and must be adhered to. We will however look into the legal requirements of that specific door having to be labelled as a 'Fire Door'.
3. The surgery will work with member of the PPG to ensure that information is organised into specific sections to help patients who are signposted for leaflets.
4. The surgery will discuss with members of the PPG the best way of indicating to patients when the room is in use.