



PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C84043

Practice Name:

Leen View Surgery

An introduction to our practice and our Patient Reference Group (PRG)

We are an inner city practice in Nottingham. We have three partners (2 GP's and one Practice Nurse) in addition to this we have two salaried GP's that work full time and a locum that has been working five morning sessions per week. We have in total four nurses and one assistant practitioner. One of the nurses we employ is a home visiting nurse. The PRG meets once a quarter with the Practice Manager and Nurse Partner from the surgery.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	24	7	17
% 18 – 34	22	7	15
% 35 – 54	25	11	14
% 55 – 74	20	27	7
% 75 and over	9	9	0
Gender			
% Male	48	46	2
% Female	52	54	2

Ethnicity			
% White British	91	90	1
% Mixed white/black Caribbean/African/Asian	5	4.5	0.5
% Black African/Caribbean	1	4.5	3.5
% Asian – Indian/Pakistani/Bangladeshi	1	1	0
% Chinese	1		
% Other	1		

These are the reasons for any differences between the above PRG and Practice profiles:

There is an ageing population in Bulwell and they seem happy to contribute their time to the PPG. The younger generation seem have no community interest and do not seem prepared to commit any time to participate.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

Lots of contributing factors: High amount of under 16's therefore parents are also patients who would provide childcare. There are also work commitments to consider and lack of enthusiasm.

This is what we have tried to do to reach groups that are under-represented:

Leaflets
 Our web site
 In-house posters
 Twitter
 Facebook
 PPG members promoting within the surgery on flu and drop in clinic days and attending the baby and child immunisations clinics.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

At the last patient group meeting the members agreed that the survey questions would include what

the group had concerns about. They felt that this should reflect that the rest of the practice populations concerns.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

Meetings took place and questions were decided during these meetings.

How our patient survey was undertaken:

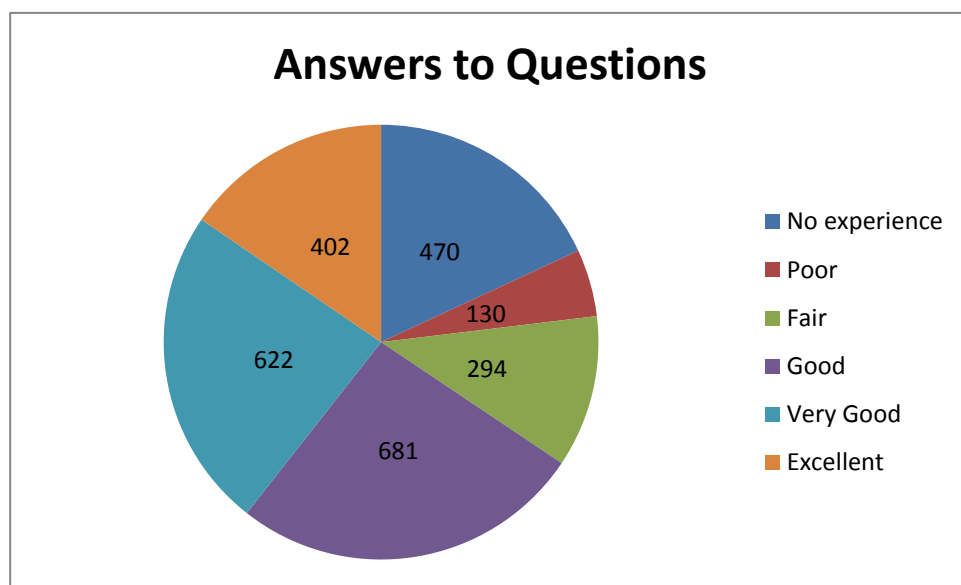
Questionnaires were given to patients when they attended the surgery
 PPG members handed the questionnaires to patients during surgery times
 The questionnaire was also available on line

Summary of our patient survey results:

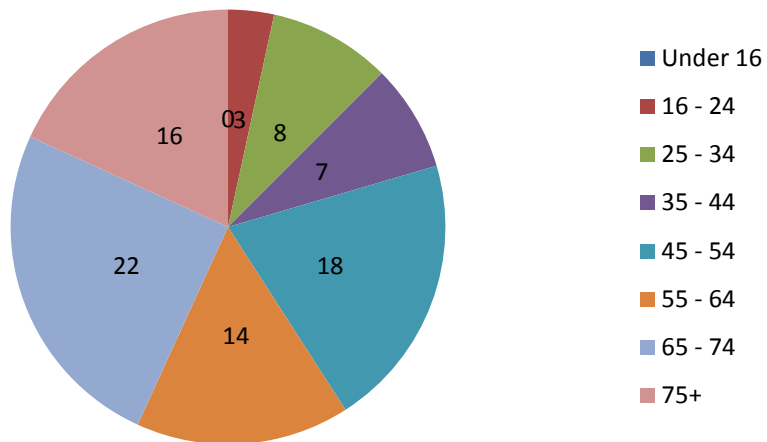
Access to a Doctor or Nurse	No experience	Poor	Fair	Good	Very Good	Excellent
1.Speed at which the telephone was answered initially	12	21	14	35	18	4
2.Speed at which the telephone was answered if call transferred	30	6	20	26	11	3
3.When it was in use (it will be resumed soon) were you happy with the automated telephone system	29	8	14	26	14	8
4.Length of time you had to wait for an appointment	7	13	18	25	19	19
5.Do you like to have early appointments available (even if this reduces the number of later appointments)	7	0	7	34	15	23
6.Seeing the Doctor of your choice	9	5	12	27	23	24
7.Length of time waiting to check in with Reception	3	2	8	37	34	19
8.Are you happy with the automated check-in system	33	11	7	18	17	8
9.Length of time waiting to see the Doctor or Nurse	6	7	21	39	19	4
10.Are you happy with the emergency drop-in service	37	4	5	23	13	8
11.Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	35	6	13	26	13	6

12.Would you be happy to be telephone triaged by a nurse if you needed and urgent appointment	26	3	4	20	24	9
13.Opportunity of obtaining a home visit when necessary	53	1	8	14	11	3
14.Level of satisfaction with the afterhours service	47	3	10	4	10	1
15.Would you be happy to have a telephone consultation with a doctor if a problem could be sorted out over the phone	1	7	14	28	19	0
Obtaining a repeat prescription	No experience	Poor	Fair	Good	Very Good	Excellent
16.Prescription ready on time	5	2	9	12	36	35
17.Prescription correctly issued	7	1	7	12	36	35
18.Handling of any queries	16	0	7	15	29	27
Obtaining test results	No experience	Poor	Fair	Good	Very Good	Excellent
19. Were you told when to contact us for your results?	20	7	10	17	22	14
20.Results available when you contacted us	21	5	10	17	23	14
21.Level of satisfaction with the amount of information provided	12	1	10	25	28	11
22.Level of satisfaction with the manner in which the result was given	14	4	5	21	31	13
About the staff	No experience	Poor	Fair	Good	Very Good	Excellent
23.The information provided by the Reception staff	3	1	10	31	25	19
24.The helpfulness of the Reception staff	2	1	5	36	31	26
25.The information provided by other staff	14	1	8	30	26	17
26.The helpfulness of other staff	13	1	9	28	25	15
And finally	No experience	Poor	Fair	Good	Very Good	Excellent
27.Do you feel you get enough information about the services available at the practice	8	7	17	26	21	16
28.My overall satisfaction with this Practice	1	2	12	29	29	21

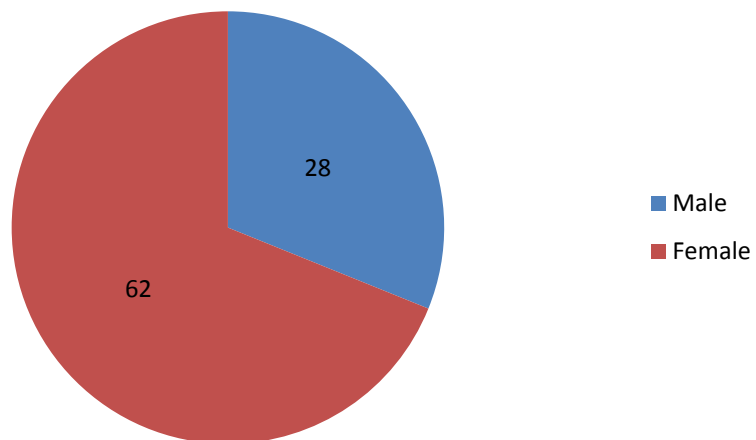
	No experience	Poor	Fair	Good	Very Good	Excellent
Totals	470	130	294	681	622	402



Age



Male or Female



Additional patient comments:

“GP specialising in paediatrics would be amazing although I think Dr Singh is paediatrics orientated.”

“A ticket allocation system similar to supermarkets when waiting to book an appointment before 8am. There are usually a few people waiting in various places and it is sometimes difficult knowing who has arrived first.”

“Better service was in the old building. Not satisfied with this procedure.”

“Lizzie is an excellent Nurse.”

“More time to talk.”

“Need to have a water machine for patients to have a drink when needed.”

"Waiting too long."

"You need to get quis than I can answer the says a very good ex helphone service."

"I don't visit that often but have always had a great overall level of service when need has arisen. No complaints whatsoever. Reception staff are always really helpful."

"On several occasions I have not been contacted re test results. Not sure how best to get an appointment with a doctor. There seem to be techniques like turning up on day/ringing at a certain time that are not publicised."

"I am very satisfied with staff and services."

"No able to book an appointment in advance when needed."

"Booking system is no good."

"I have low immune system and when I need to phone that day I never get an appointment, same with emergency same with certain docs don't get me the right medicine so I suffer."

"Main problem phones no answers."

"I like the early on the day being able to see Dr."

"More doctors please."

"I do wish that late appointment service was provided as it's hard when you work 5 miles from here. Maybe a Saturday service should be offered for working people."

"Want to see permanent doctors. Are there none."

"Too many locums here with no continuity. I don't feel of any importance on a visit except for reception."

"Sometimes it takes them ages to answer the phone in the mornings."

"I feel the reception staff are not as friendly as they should be. They say there's no appointments but a friend calls just after and they have plenty."

"Problems with prescriptions."

Analysis of the patient survey and discussion of survey results with the PRG

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The questionnaire were analysed in house and the results discussed at the last PPG meeting.

<p>The key improvement areas which we agreed with the PRG for inclusion in our action plan were:</p> <p>Appointments Maintaining the number of GP's and Nurses Continuing to improve customer service skills for reception staff Communicating with patients and promoting patient education (including new information/TV screen)</p>
<p>We agreed/disagreed about:</p> <p>Everyone was in total agreement</p>

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

Had a meeting with members from the PPG to agree and action plan.

We identified that there were the following contractual considerations to the agreed actions:

Copy of agreed action plan is as follows:

Priority improvement area E.g.: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Appointments	Introduction of Doctor First	Linda Lawton	4 months	
Maintaining GP's and Nurses	Advertise posts	Linda Lawton		
Improving Customer Service	In house update on customer service	Debbie Juett		
Patient Education	Introduction of TV/Monitor in the waiting area	Linda Lawton	2 months	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

Extra Doctors – We recruited an additional doctor – This gave us more appointments

Attitude of staff – We introduced on-going training – Fewer complaints re staff attitude

Early/Late appointments – GP's starting earlier and nurse running evening clinics – Happier patients

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

No

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The report will be published on the website and copies will be available on our reception desk.

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Monday	08.00 – 18.30
Tuesday	07.00 – 18.30
Wednesday	07.00 – 18.30

Thursday	07.00 – 13.30
Friday	07.00 – 18.30