

Green Street Clinic Patient Survey Report – March 2014

This is the third Annual Report of Green Street Clinics Patient Participation Group. The Report is a requirement of the nationally agreed Patient Participation Directed Enhanced Service and is structured to meet the Service's specifications. It is also a requirement of the Enhanced Service that the Report is published on the Patient Participation Group's webpage. <http://www.greenstreetclinic.co.uk/surveyreport.aspx?p=G81032>

Group Profile

An analysis of the PPG's profile as at February 2014 in comparison to that of the Practice as a whole shows a bias in the PPG's membership towards those in the 65 and older age groups. Over the last 3 months we have started a high profile publicity campaign within the practice for a 'Friends of Green Street Clinic' group. Although only started in December 2013 we have a small group of 8 patients who have volunteered their time across the week to assist the practice in a number of activities. 'Friends' are included in email circulars and welcome to attend PPG meetings if they wish to; we are hopeful that membership of this group will continue to grow over the coming months and will make us more representative of our patient population.

2013/14 Work Plan Review – Our Achievements to date

- 1) Patient Newsletter. The PPG and practice have produced 4 Newsletters in the last year including a Special Edition Newsletter which included a summary of this year's survey results. Newsletters have been well received by patients and we now have over 500 patients signed up to receive Newsletters when they are published. A large quantity of Newsletters are printed off and placed around the practice in each waiting area and Reception; patients may also download a copy from the practice website without the need to register if they wish.
- 2) In conjunction with our PPG we set up 3 information sessions throughout the year. These were advertised in local shops and by flyers at Reception as well as on the website. Meetings were supported by practice nurses and were on the following topics: i) The new childhood immunisation schedule (to explain the purpose of recent changes and the importance of children attending for all vaccines) ii) Diabetes education and a screening service for patients worried that they might have diabetes iii) Minor ailments, coughs and colds – what antibiotics won't work on.
- 3) Nurses appointments. A small number of Patients commented on the difficulty of getting an Appointment with a Practice Nurse, and this is an issue which the Practice does have very much on its agenda, looking for ways of improving the service for Patients. There are two factors – the first is the requirement that we have to monitor chronic diseases such as diabetes, asthma and heart disease, which takes up a great proportion of Nurse time, and secondly our lack of space as our rooms are fully utilised throughout the week. The practice will be reviewing practice nurses timetables during April and May to see if changes can be made to improve our current system.

- 4) Communication. We continue to work with our PPG in raising the issue of inappropriate A & E attendances when the surgery is open. We will continue to raise awareness of a Duty Doctor available each afternoon and make other choice options for patients when we are closed more readily available. We have added a practice nurse clinic alongside the extended hours' clinic for the GPs with the aim of reducing the need for patients to take time off of work to attend routine clinics.
- 5) Friends of Green Street. We have a small but successful 'Friends' group that we aim to expand over the coming months. Friends are welcome and encouraged to attend monthly meetings and to participate in email circulars. We hope to increase activities with our Friends group over the coming year and to develop a regular suggestion and feedback mechanism.

The Practice would like to thank all members of the PPG and the newly formed 'Friends' group for their help and enthusiasm over the last 12 months.

The Patient Participation Group (PPG) in conjunction with the practice undertook an anonymised patient survey between 3rd December 2013 and 16th January 2014.

[Click here for full results of the survey published on the practice website.](#) The survey questions can be seen as Appendix 1 and A Summary of Survey Results can be seen as Appendix 2. There is also a link to 'free text' comments received to our open question about the practice at the end of this report.

- Members of the PPG attended the surgery over a number of days to assist with handing out and completion of surveys. A huge thanks to all those concerned.
- When PPG members were not available questionnaires were handed out by receptionists. The survey was also available for online completion using the surgery website and publicised via notices on repeat prescription slips, on waiting room notice boards and by a banner on the home page of the website. We also sent an email invitation to all patients registered to receive Newsletters to participate.
- The focus of this year's survey was to identify key areas of work for the PPG for this coming year. The PPG were keen to support the practice in work to publicise appropriate use of A & E and in particular to re-visit awareness of in-house GP expertise for minor injuries and the availability of an on call Duty Doctor for any urgent matter that cannot wait until the following day.
- It was agreed that the survey would be kept reasonably brief and would focus on areas such as Access and Appointments. We hoped to identify specific areas via the survey to give the PPG and practice areas to work on over the next 6- 12 months.
- 383 surveys were completed either in-house or online. This exceeds the 272 responses received last year and represents approximately 75 for each whole time equivalent partner.

- Analysis of the survey was undertaken by the practice using the survey module of the practice website. This presents the results as a % pie chart with additional free text comments in relation to 'Open' questions gathered on a separate sheet.
- The analysis was circulated by email (and by post to those without email) to PPG members for review and comment ahead of the February meeting.
- The January PPG meeting was used to review areas for this years work plan and to identify other areas requiring further investigation. All areas will be discussed and implemented jointly with the Patient Participation Group and the Practice.

Green Street Clinic Patient Participation Group (PPG) – Members Profile

The aim of the PPG is to be representative of the whole practice population. To that end the group has sought to encourage membership in as many ways as possible including:

- Advertising in all practice waiting areas, reception and via the PPG notice board.
- Adding information on repeat prescription order forms periodically to draw attention to the group.
- Holding information events for patients with practice staff periodically to promote the work of the PPG.
- Adding a 'banner' to the practice website to support the work of the PPG
- Talking to patients in the waiting room especially those in the younger 18-25 age range.
- Developing a 'Virtual Focus Group' with the aim of encouraging those that cannot attend meetings to contribute via an email discussion group.
- Setting up a 'Friends of Green Street' group to raise the profile of patient participation within the surgery

PPG & Friends Profile		Practice Profile	
Male 37.5%	Female 62.5%	Male 48%	Female 52%
<u>Age Range - %</u>		<u>Age Range - %</u>	
18 – 24	0	18 – 24	5.4
25 – 34	0	25 – 34	8.2
35 – 44	6.25	35 – 44	11.8
45 – 54	6.25	45 – 54	15.8
55 – 64	12.5	55 – 64	13.1
65 – 74	62.5	65 – 74	11.2
75 – 84	6.25	75 – 84	7.7
85 & over	0	85 & over	3.9

Patients and services

The Practice has a list size of around 10,250 patients.

Please select the link below to find out about services on offer at the surgery:

[Click here to see our services web page](#)

Opening Hours

Core

Monday	08h30 – 18h30	Closed 12h30 – 01h00
Tuesday	08h30 – 18h30	Closed 12h30 – 01h00
Wednesday	07h40 – 18h30	Closed 12h30 – 01h00
Thursday	08h30 – 18h30	Closed 12h30 – 01h00
Friday	08h30 – 18h30	Closed 12h30 – 01h00

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 (by speaking to a receptionist or by use of the automated telephone service) or in person at reception.

Extended

Either:	
Tues or Weds evenings on rotation	18h30 – 19h40(2 GPs and 1 x Nurse)
Wednesday Morning – All GPs start Surgery at	07h40

Patients can access our health care services during extended hours by making an appointment to see a doctor or a nurse during our Core Hours. Please note there is no telephone cover during Extended Hours.

These are for routine pre-booked appointments only and are not intended as 'walk-in' or emergency sessions - only patients who have pre-booked their appointments will be seen. We offer these extended hours to improve access for working patients and would kindly ask that if you are able to attend in Core Hours you do so.

[Click here for information about who to contact if we are closed](#)

Appendix 1 - Green Street Clinic: Patient Participation Group

Patient Survey



GREEN STREET CLINIC Patient Participation Group (PPG)

The Patient Participation Group (PPG) is a forum organised by the Practice to give patients a voice, provide feedback, positive suggestions, and contribute to decision-making, communication and consultation. The Group is very keen to reflect the views and concerns of the whole patient population, and so we would be grateful for your co-operation in completing a short survey. Any information you provide will be completely confidential and anonymous - Thank you.

Q1:

How do you **usually** book appointments with the Practice? (please tick one only)

At Reception by Telephone by Automated System

Q2:

Have you needed a same day or urgent appointment in the last 6 months? (if No please go to Q4)

Yes No

Q3:

When you needed a same day or urgent appointment how easy did you find it to get an appointment?

Very easy Fairly easy Not very easy

Q4:

Have you needed to book an appointment in advance in the last 6 months? i.e. more than 24 hours ahead (if No please go to Q6)

Yes No

Q5:

When you last booked an appointment in advance how easy was it to get an appointment for a date and time convenient for you?

Very easy Fairly easy Not very easy

Q6:

The practice is currently reviewing Access to Primary Care and it would be helpful if you could answer the following questions:

6.a Have you attended the A & E dept in the last 6 months whilst the surgery was open? (If No please go to Question 6.c)

Yes

No

6.b If yes, did you contact the surgery for advice before going to A & E?

Yes

No

6.c Do you know GPs have direct access to x-rays and other diagnostic tests for patients who attend the surgery with soft tissue injuries, sprains etc?

Yes

No

6.d Do you know a Duty Doctor is available each afternoon for any urgent matter that cannot wait until the next day?

Yes

No

6.e In light of this information would you be more likely to contact the surgery before attending A & E in the future?

Yes

No

Please use the space below for any other comments you would like to make about the practice.

Thank you for completing this survey. If you have any further comments or suggestions, please contact our Chairman via the Clinic. As our title suggests, we are a Patient Participation Group and welcome feedback from everyone.

This survey will be anonymous, but we would like a minimum amount of personal information. **Please circle your chosen responses.**

1. Your Gender:

MALE

FEMALE

2. Your Age Group:

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85 and over

3. What is the ethnic background with which you most identify?

White British

White Irish

Mixed White & Black Caribbean

Chinese

Black Caribbean

Black African

Mixed White & Black African

Indian

Pakistani

Bangladeshi

Mixed White & Black Asian

Black Asian

Other

Appendix 2 – Summary of Patient Survey

Q.1 – How do you usually book appointments with the Practice?

Answer – 8% at Reception 61% by Telephone 29% Automated system 25 No response

Q.2 – Have you needed a same day or urgent appointment in the last 6 months?

Answer – 65% Yes 32% No 3% No response

Q.3 – When you needed a same day or urgent appointment how easy did you find it to get an appointment?

A – Very easy 31% Fairly easy 32% Not very easy 10% No response 27%

Q.4 – Have you needed to book an appointment in advance in the last 6 months? i.e. more than 24 hours ahead

A – Yes 53% No 44% No response 3%

Q.5 – When you last booked an appointment in advance how easy was it to get an appointment for a date and time convenient to you?

A – Very easy 21% Fairly easy 31% Not very easy 10% No response 38%

Q6 – Access to Primary Care

6.a - Have you attended the A & E dept in the last 6 months whilst the surgery was open?

A – 11% of patients replied Yes, 84% replied No and 5% did not answer the question.

6.b - If yes, did you contact the surgery for advice before going to A & E?

A – 5% of patients replied Yes, 12% replied No, 83% did not answer.

6.c - Do you know GPs have direct access to x-rays and other diagnostic tests for patients who attend the surgery with soft tissue injuries, sprains etc?

A – 34% of patients replied Yes, 62% replied No and 4% did not answer the question.

6.d - Do you know a Duty Doctor is available each afternoon for any urgent matter that cannot wait until the next day?

A – 40% of patients replied Yes, 56% replied No and 4% did not answer the question.

6.e - In light of this information would you be more likely to contact the surgery before attending A & E in the future?

A – 85% of patients replied Yes, 8% replied No and 7% did not answer the question.

Please note: A 7 page survey report is available from the surgery for patients without internet access. We would ask all patients to consider the environment before taking a copy away with them. In-house copies are also available to read on the premises and leave behind for others to read – Thank you.

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We would like to acknowledge the many positive comments from patients who congratulated the practice and its staff for their efforts. We have been overwhelmed by patients who commented on the excellent service provided by the practice. Thank you.

We received a large number of free text responses and have amalgamated these into a separate report. [You may view this report my clicking here.](#)

We responded to some areas raised in free text comments via our [January Newsletter](#) and several others in our [March Special Survey Edition](#). We appreciate the time that patients have taken to give us feedback, good or bad, and always try to introduce change where we are able to.

We have recently introduced Online Services which includes Appointment booking via the Internet. This now gives Patients 4 ways of booking an appointment:

1. At Reception
2. On the Telephone
3. Via the Automated System
4. Online

We have also produced a short report in response to comments made about our automated appointment system. We hope that this helps answer some of your questions but as always we are grateful for any feedback. [Click here for our Report on the Automated System.](#)

Stage 1: Development of the Patient Reference Group

Invitations for patient representatives continue to be made via the practice website, surgery waiting room notice board advertisements and on prescription notices.

The practice has a dedicated Notice Board which displays all activity that the PPG are involved in.

The practice has been collating email addresses in an attempt to attract younger patients. The practice now has several members who belong to the virtual PPG group. Whilst these patients do not attend meetings they are included and are able to comment on all circulated email information.

We did not deem it unsatisfactory that the PPG's ethnic make-up was solely White, as our proportion of ethnic minority patients is very low. Green Street are keen advocates of equality rights but felt it inappropriate to directly target patients from specific ethnic groups as we felt this could be deemed racially discriminative.

A Chair and Vice Chair were elected in 2011-12 for an initial term of two years. The group held further elections in January 2014 where in the absence of other expressions of interest the Chairman was re-elected. The Vice Chair Role will now be shared. The position of Secretary is being held open for a returning member. One member of the group has volunteered and been accepted to represent the PPG at CCG level.

The group agreed and defined its own Terms of Reference (ToR) in 2011-12 and these can be seen along with Minutes of all PPG meetings on the PPG section of the practice website. <http://www.greenstreetclinic.co.uk/ppg.aspx>

The ToR were reviewed during 2012-13 and one amendment made (Paragraph 10 with reference to Fundraising was recommended for deletion). There have been no changes to the ToR in the current year.

Stage 2: Agreeing Areas of Priority with the PRG

An initial meeting was held with members of the PPG together with a GP and Practice Manager. Initial discussions centred on areas the PPG wanted to know more about along with what services are currently available. As a first step the group agreed some simple work streams that would allow us to work towards identifying main themes that would be the focus of key priorities around services provided at Green Street.

Over the next several meetings these work streams were reported back and discussed further between the PPG and the practice until agreement was reached on priorities.

During 2013-14 there has been a greater interest from the PPG regarding CCG matters and the group now has a CCG lead and deputy, one of whom attends bi-monthly Public Forum meetings and reports back to the group by email following the meeting and in person at the next meeting.

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

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

The survey was advertised on the practice web page and handed out to patients from the reception area by members of the PPG.

The survey was distributed over a period of several weeks in both the morning and afternoon surgeries. The survey consisted of questions about Access including and the use of A & E (awareness of duty doctor system and ability of GPs to fast track diagnostics if required). Demographic data was also collected.

Data was analysed by the practice and circulated to the PPG by email (and by post where email was unavailable) for consideration and comment ahead of the January meeting.

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

Following the circulation of the analysis the PPG Chair circulated a draft action plan drawn up from the results of the survey. There were several areas identified for possible improvement and these were discussed in greater detail at the January meeting including a 'Special Edition' Newsletter.

There were no issues that could not be addressed with the PPG.

Stage 6: Publication of Actions Taken

This report will be e-mailed (or posted if no e-mail access) to the members of the PPG. It will also be displayed in the practice waiting rooms and will be available via the practice website.