



## DOVE VALLEY PRACTICE PATIENT PARTICIPATION GROUP REPORT 2013

*Developing our patient participation group is an ongoing process, work started in March 2011 in order to recruit patients to the patient participation group, but due to lack of interest we decided that a 'virtual' group may be a more attractive option whereby the practice and patients communicate via email. To date the group has 33 members.*

### **Practice profile**

Dove Valley practice currently has 11256 registered patients, 5576 are male, 5680 are female and their age profiles are detailed below;

Under 29yrs - 3934      30-49 yrs – 3008      50-69 yrs - 2773      Over 75yrs -1541

### **Profile of the PPG members;**

We have 23 female representatives and 10 male representatives, and their age profiles are detailed below;

Under 25yrs    3                      25-34 yrs    5                      35-54 yrs    7  
55-74 yrs    18                      Over 75yrs    0

We have 1 disabled representative

30 of the group are White British

1 of the group is White Irish

1 of the group is White German

1 of the group is Asian/Asian British (Iranian)

### **Steps taken to ensure that the PPG is representative;**

The practice has forwarded information/registration forms to local LINK workers and the Equality & Diversity Managers in a bid to recruit patients from minority groups. Posters have been displayed in both surgeries and local chemists and details of the PPG are included on the practice's website to try and engage patients of all ages and backgrounds.

### **Steps taken to agree issues to prioritise and include in survey;**

An email/letter was sent to members of the group asking for their views and thoughts about what they feel would be useful to include in the practice survey.

### **Manner in which registered patients' views were sought, details of how the PPG's comments were sought and how an action plan was developed;**

A decision was made with regards to which questions would be asked in the survey and it was decided to distribute the surveys to patients throughout September and November 2012, it was thought that surveying 5% of the patients would give a reasonable response and blank survey forms were given out to patients at both surgeries and a copy of the survey form was emailed/posted to each member of the virtual patient participation group.

The results were collated, evaluated and discussed by the practice team and an action plan was drafted. The results of the survey were sent to the patient participation group and their feedback/comments were requested, they were given the opportunity to comment on the findings and provide feedback, the feedback received from the PPG reflected the action plan proposed by the practice therefore no alterations were made. The results of the practice survey and action plan were included in the next practice newsletter and are available on the practice website at [www.dovevalleypractice.co.uk](http://www.dovevalleypractice.co.uk). (please see below)

[DOVE VALLEY PRACTICE SURVEY SEPTEMBER 2012](#)

Out of 555 forms given out during September 2012, 440 were completed and returned, the results of which are detailed below;

**Q1. When did you last see a Doctor at the GP Surgery?**

Out of the 342 answers patients gave;  
68.5% saw a Dr in the past 3 months  
16% saw a Dr between 3 & 6 months ago  
15% saw a Dr more than 6 months ago  
0.5% had never seen their present GP

**Q2. How do you normally book your appointments to see a Doctor or Nurse at the Surgery?**

Out of the 433 answers patients gave;  
24.5% normally book their appointments in person  
69% normally book their appointments by phone  
5.5% normally book their appointments online  
1% said this did not apply to them

**Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery?**

Out of the 576 answers patients gave;  
17.5% prefer to book an appointment in person  
63% prefer to book an appointment by telephone  
0.5% prefer to book an appointment on digital TV  
15% prefer to book an appointment on line  
4% had no preference

**Q4. In the past 6 months have you tried to see a Doctor fairly quickly?**

Out of the 442 answers patients gave;  
72% said yes  
26% said no  
2% couldn't remember

**Q5. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP surgery was open?**

Out of the 410 answers patients gave;  
65% said yes  
25.5% said no  
9.5% couldn't remember

**One commented "More like next 5 days at least"**

**Q6. If you weren't able to be seen during the next 2 weekdays that the GP surgery was open, why was that?**

Out of the 261 answers patients gave;  
55% said there weren't any appointments  
13.5% said the times offered didn't suit  
8% said the appointment was with a doctor who they didn't want to see  
6.5% were offered an appointment at a different branch of my surgery  
0.5% said another reason  
16.5% couldn't remember

**Q7. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?**

Out of the 416 answers patients gave;  
50% said yes  
44% said no  
6% couldn't remember

**Q8. Last time you tried, were you able to get an appointment with a Doctor more than 2 weekdays in advance?**

Out of the 358 answers patients gave;  
60% said yes  
26.5% said no  
13.5% couldn't remember

**One commented "More often I would try but the rota wasn't on the system"**

**Q9. Is there a particular Doctor you prefer to see at the GP Surgery?**

Out of the 402 answers patients gave;  
56% said yes  
43% said no  
1% said they couldn't remember

**One commented "Not often able to see GP at Gold Street, have to go to Worsbrough which is OK if you have a car!" / "Difficulty getting an appointment with a female GP" / "Recently it has been more difficult to get an appointment and before this emergency told 1 week"**

**Q10. How often do you see the Doctor you prefer?**

Out of the 391 answers patients gave;  
32% said always or most of the time  
21.5% said a lot of the time  
28% said some of the time  
5.5% said never or almost never  
13% said they hadn't tried at this surgery

**Q11. How easy is it for you get an appointment with a Practice Nurse at the surgery?**

Out of the 419 answers patients gave;  
24.5% said they hadn't tried  
32% said very easy  
31% said fairly easy  
4% said not very easy  
0.5% said not at all  
8% said they don't know

**Q12. Do you know how to contact an out of hours GP service when the surgery is closed?**

Out of the 417 answers patients gave;  
66% said yes  
34% said no

**Q13. In the past 6 months have you tried to call an out of hours GP service when the surgery was closed?**

Out of the 416 answers patients gave;  
16% said yes                      84% said no

**Q14. How easy was it to contact the out of hours GP service by telephone?**

Out of the 314 answers patients gave;  
22% said very easy  
22.5% said fairly easy  
3% said not very easy  
0.5% said not at all easy  
52% said they didn't know/didn't make contact

**Q15. Overall, how would you describe your experience of out of hours GP services?**

Out of the 240 answers patients gave;  
39% said very good  
38% said fairly good

20.5% said neither good nor poor  
1.5% said fairly poor  
1% said very poor  
**One commented "Never used them"**

**Q16. In the past 6 months have you attended Accident & Emergency Department?**

Out of the 406 answers patients gave;  
28% said yes  
72% said no

**Q17. If YES – please describe why you attended**

Out of the 116 answers patients gave;

Prefer not to say x 4	Finger/hand/wrist injury x 8	?Meningitis
Took child/grandchild/spouse x 27	Severe pain hand/arm x 2	Stroke/TIA x 2
Didn't have a GP	Chest pain x 9	Tooth pain
Overdose x 4	Kidney/Gall stones x 4	Pleurisy
Dogbite	Swollen/painful legs/feet/hip/knee x 6	Miscarriage
Chronic abdo/pelvic pain x 4	Badly bruised ankle	Head/neck injury x 3
Swollen insect bite x 3	Back injury/pain x 6	COPD/SOB x 3
Tonsillitis	Hayfever	Illness – surgery closed
Torn ligament – leg	Fracture x 7	Suicidal x 2
Work accident	Earache	Abscess
Allergic reaction x 2	Heart problems x 2	Nose bleed
Fall x 2		

**Q18. In general, how satisfied are you with the care you get at the Surgery?**

Out of the 390 answers patients gave;  
60% said very  
33% said fairly  
4% said neither satisfied nor dissatisfied  
2% said quite dissatisfied  
1% said very dissatisfied

**Q19. Would you recommend the Surgery to someone who has just moved to your local area?**

Out of the 409 answers patients gave;  
83% said yes  
12% said might  
4% said not sure  
0.5% said probably not  
0.5% said definitely not

**Q20. Are you male or female?**

Out of the 412 answers patients gave;  
37% are male  
63% are female

**Q21. How old are you?**

Out of the 405 answers patients gave;  
8% are aged under 24 years  
36% are 25-44 years  
35% are 45-64 years  
21% are aged over 65 years

**Q22. Which of these best describes what you are doing at present?**

Out of the 414 answers patients gave;  
30% do full time work

15% do part time work  
 2.5% are in full time education  
 10% are unemployed  
 15% are permanently sick or disabled  
 20.5% are fully retired from work  
 6% look after the home  
 1% do something else

**Q23. What is your ethnicity?**

Out of the 312 answers patients gave;  
 98% are white (british/irish/other white)  
 0.5% are a mixed group (white & black caribbean/asian/african or other white group)  
 0.5% are asian/asian british (indian/pakistani/bangladeshi/other asian)  
 0.5% are black/black british (caribbean/african/other black)  
 0.5% are another ethnic group (chinese/any other ethnic group)

**Dove Valley Practice Patient Survey 2012 – Findings/Proposed Action Plan**

- The results of the Dove Valley Practice patient survey were discussed at the practice’s business meeting on 18<sup>th</sup> January 2013. The group felt satisfied with the answers given by the patients and agreed that the overall results were satisfactory. It was decided that to address the issue of high numbers of patients continuing to use the telephone to book appointments, notices would be displayed in both surgery waiting areas informing patients about internet booking. Some patients commented that they have experienced difficulties making an appointment with a Doctor more than 2 weekdays in advance because there weren’t any appointments or the rota wasn’t on the computer. Recently the procedure for opening up routine appointments has been altered so that the appointments are opened up more equally over the week, also the rota is now added to the computer system for 4 weeks instead of 3 to allow patients to book 1 month in advance for follow up appointments etc. It was hoped that this may help to resolve these issues. 34% of patients who answered stated that they did not know how to contact the out of hours provider when the surgery is closed, it was agreed that this would be more widely publicised using patient information leaflets and posters. According to the reasons given for attending the accident and emergency department in the past 6 months, some of the visits may not be warranted. The GPs are now reviewing all accident and emergency letters and contacting the patients if they feel the problem could have been seen in surgery, it was though that this would help to resolve this issue.

The issues and priorities arising from the survey and as set out in this PPG report have been considered and addressed appropriately.

**PATIENT SURVEY 2012 – ACTION PLAN**

<b>SURVEY QUESTION</b>	<b>RESULTS</b>	<b>PROPOSED ACTION</b>	<b>RESPONSIBLE PERSON</b>	<b>PROPOSED COMPLETION DATE</b>
Q2. How do you normally book your appointments to see a Doctor or Nurse at the Surgery?	69% use the telephone	It was felt that this percentage could be reduced further by informing the patients of alternative ways of booking appointments (this also applies to ordering prescriptions)	Joanne Beardshall Assistant Manager	1.4.2013  √

Q5. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP surgery was open?	25.5% feel they have to wait a bit too long	Appointments to be opened up more equally over the week. Rota to be added to the computer system for 4 weeks in advance	Joanne Beardshall Assistant Manager	1.4.2013  √
Q12. Do you know how to contact an out of hours GP service when the surgery is closed?	34% of patients stated they didn't know	Notices would be displayed in both surgeries and leaflets will be printed	Joanne Beardshall, Assistant Manager	1.4.2013  √
Q16. In the past 6 months have you attended Accident & Emergency Department?	Some of the visits may not be appropriate	The GPs are now reviewing all accident and emergency letters and contacting the patients if they feel the problem could have been seen in surgery	GPs	Ongoing  √

**Surgery opening times;**

**The Worsbrough Surgery Reception Opening Hours**

8.00am until 6.30pm on Monday, Tuesday, Wednesday, Thursday & Friday

**Gold Street Surgery Reception Opening Hours**

The Surgery reception is open from

8.00am until 6.30pm on Monday, Tuesday, Wednesday & Friday

8.00am until 4.30pm on Thursday

Patients can access the practice using the telephone or presenting at reception. Some appointments are pre-bookable and some are allocated to be booked on the same day. A Duty Doctor is on call each day to see or advise patients who need to be dealt with as emergencies.

**Within the extended hours access scheme, additional appointments are offered at the following times;**

Monday 7.30-8.00am – Dr J Walker

Tuesday 6.30-7.30pm – Dr L Sykes

Tuesday 6.30-7.30pm – Carole Booth, Practice Nurse

Wednesday 6.30-7.30pm – Dr G Sutton

Thursday 7.30- 8.00am – Dr C Liley/Dr J Walker alternate weeks

Thursday 6.30-7.30pm – Dr J Walker & Dr R Ganguly