



DOVE VALLEY PRACTICE PATIENT PARTICIPATION GROUP REPORT 2014

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 104 members.

Practice profile

Dove Valley practice currently has 11365 registered patients, 5611 are male, 5754 are female and their age profiles are detailed below;

Under 29yrs - 3951 30-49 yrs – 3011 50-69 yrs - 2803 Over 70yrs - 1600

Profile of the PPG members;

We have 65 female representatives and 39 male representatives, and their age profiles are detailed below;

Under 25yrs - 25 25-34 yrs - 21 35-54 yrs - 30
55-74 yrs - 26 Over 75yrs - 0 Not specified - 2

We have 15 disabled representatives

87 of the group are White British
4 of the group are White Irish
1 of the group is White German
1 of the group is Iranian
2 of the group did not specify

1 of the group is African
2 of the group are Chinese
4 of the group are Other White
2 of the group are Arabs

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 2013, 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. (please see below)

DOVE VALLEY PRACTICE SURVEY SEPTEMBER 2013

Out of 570 forms given out during September 2013, 544 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 564 answers patients gave;
69% saw a Dr in the past 3 months
19% saw a Dr between 3 & 6 months ago
11.5% saw a Dr more than 6 months ago
0.5% had never seen their present GP

Comments; "Seen Hugh Pelc this visit – lovely manner!"

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

Out of the 634 answers patients gave;
20% normally book their appointments in person
74.5% normally book their appointments by phone
5% normally book their appointments online
0.5% 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 721 answers patients gave;
18% prefer to book an appointment in person
64% prefer to book an appointment by telephone
15.5% prefer to book an appointment on line
2.5% had no preference

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

Out of the 535 answers patients gave;
71% said yes
26% said no
3% 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 501 answers patients gave;
69% said yes
24% said no
7% couldn't remember

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 293 answers patients gave;
54% said there weren't any appointments
13% said the times offered didn't suit
9% said the appointment was with a doctor who they didn't want to see
6% were offered an appointment at a different branch of my surgery
5% said another reason
13% couldn't remember

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

Out of the 504 answers patients gave;
56.5% said yes
39.5% said no
4% 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 451 answers patients gave;
65.5% said yes
21.5% said no
13% couldn't remember

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

Out of the 507 answers patients gave;
53% said yes
46% said no

Comments; "Because it is a different person every time. Preferred it when we had a GP who knew us well – Dr Desai"

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

Out of the 467 answers patients gave;
32% said always or most of the time
19% said a lot of the time
31% said some of the time
7% said never or almost never
11% 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 518 answers patients gave;
22% said they hadn't tried
30% said very easy
34.5% said fairly easy
6% said not very easy
0.5% said not at all
7% 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 513 answers patients gave;
63% said yes
37% said no

Comment; "But I assume there may be a contact number on the answer phone"

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 521 answers patients gave;
12% said yes
88% said no

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

Out of the 410 answers patients gave;
16% said very easy
16.5% said fairly easy
2.5% said not very easy
1% said not at all easy
64% 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 260 answers patients gave;
37% said very good
40% said fairly good
19% said neither good nor poor
2.5% said fairly poor
1.5% said very poor

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

Out of the 497 answers patients gave;
25% said yes
75% said no

Q17. If YES – please describe why you attended

Out of the 114 answers patients gave;

Ankle injury x 5	Xray x 2	Laceration x 3	Knee pain/injury x 6
SOB x 2	Self harm/Overdose x 2	RTA x 6	Dog bite
Stomach pain x 4	Fracture x 7	Chest pain/angina x 6	Swollen leg
Foot injury x 3	General illness	Hip problem	Gastroenteritis
Infected cyst x 2	Breast problem x 2	Bleed in pregnancy	Fall x 2
Gout	Eye injury/problem x 4	Heart problems	Bowel problem
Allergic reaction	With family member x 9	Gall bladder pain	Back pain x 5
Ovarian cyst	Not well	Cellulitis	Infection x 2
Accident (not specified)	Bowel/vomiting x 2	Miscarriage/bleed x 2	Food poisoning
Asthma attack x 2	Thumb injury	?Blood clot x 2	Fit/Faint x 2
TIA x 2	Broken toe	Kidney pain/stone x 2	Private
Low Blood pressure	Sprained wrist	Spiked drink	Pancreatitis
LOC/gastronenteritis	Acute vertigo	Breathing probs/palps	Mental Health Probs Assault

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

Out of the 500 answers patients gave;
65% said very
29% said fairly
4% said neither satisfied nor dissatisfied
1.5% said quite dissatisfied
0.5% said very dissatisfied

Comments:- "Very for Drs, quite dissatisfied for receptionists"

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

Out of the 501 answers patients gave;
86.5% said yes
9% said might
3.5% said not sure
0.5% said probably not
0.5% said definitely not

Q20. Are you male or female?

Out of the 506 answers patients gave;
33% are male
67% are female

Q21. How old are you?

Out of the 509 answers patients gave;
2% are aged under 18 years
7% are 18-24 years
13% are 25-34 years
15% are 35-44 years
18% are 45-55 years
19% are 55-64 years
15% are 65-74 years
9% are 75-84 years
2% are aged over 85 years

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

Out of the 525 answers patients gave;
28% do full time work
17% do part time work
4% are in full time education
7% are unemployed
11% are permanently sick or disabled
22% are fully retired from work
8% look after the home
3% do something else

Q23. What is your ethnicity?

Out of the 511 answers patients gave;
99% 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)

Comments;

“It would be useful if I could phone a repeat prescription – this is my only criticism”

“Suggestion – Have a phone line where people can call to leave messages to cancel appointments. You are busy so it can take hours to get through and those appointments could go to someone else”

Dove Valley Practice Patient Survey 2013 – Findings/Proposed Action Plan

- The results of the Dove Valley Practice patient survey were discussed at the practice's business meeting on 17th January 2014. 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 continue to be displayed in both surgery waiting areas informing patients about internet booking. 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 continuing to review all accident and emergency letters and contacting the patients if they feel the problem could have been seen in surgery.

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

PATIENT SURVEY 2013 – ACTION PLAN

SURVEY QUESTION	RESULTS	PROPOSED ACTION	RESPONSIBLE PERSON	PROPOSED COMPLETION DATE
Q2. How do you normally book your appointments to see a Doctor or Nurse at the Surgery?	74.5% use the telephone	This number has increased despite the practice's efforts to encourage the patients to book using other methods. The practice will continue to inform patients of alternative ways of booking appointments (this also applies to ordering prescriptions)	Joanne Beardshall Assistant Manager	1.4.2014
Q16. In the past 6 months have you attended Accident & Emergency Department?	Some of the visits may not be appropriate	The GPs are 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, Dr L Sykes, Dr C Liley
Monday 6.30-7.20pm	Dr R Ganguly, Dr J MacInnes, Carole Booth, Practice Nurse
Wednesday 7.30am – 8.00am	Dr C Bannon
Thursday 7.10-7.30am	Dr G Sutton
Thursday 7.30- 8.00am	Dr J Walker (alternate weeks), Dr C Liley
Thursday 6.30-7.30pm	Dr J Walker
Friday 7.30- 8.00am	Dr J Walker