

# **Wragby Surgery**

## **Patient Participation Group Annual Report 2014**

Welcome to Wragby Surgery's first Patient Satisfaction Survey and Annual Report. This report aims to outline the work that has already been done to assemble the Wragby Surgery's PPG (Patient Participation Group). The results of this year's Practice Survey and any action the Practice and Patients would like to highlight in the coming months will be used to improve our services.

It is the Practice's intention that this report is available to be read by all patients, PPG members and staff members so the work done with the PPG and the outcomes (or ongoing issues) of this survey are clearly stated and transparent.

### **The Patient Participation Group**

In 2011 the government launched a new 'Directed Enhanced Service' (DES) which encouraged those practices which did not already have a PPG to start one in order to facilitate communication with patients and encourage greater patient participation. Wragby started engaging with its patients in this way in late 2013; setting up and working with its Patient Participation Group to look at the services the surgery provides, in particular to address issues raised in the patient survey and to give us constructive feedback on a regular basis on how services can be improved.

In setting up the Patient Participation Group (PPG) we initially contacted patients from all age groups over the age of 16. We launched a campaign using local publications, our website and posters in the waiting room inviting patients to join the group.

As a result a small group met for the first time in November 2013, this group has now expanded and become the Committee of the Wragby PPG. The committee comprises 2 practice representatives and 13 patient representatives: 12 women and 1 man, with a mix of backgrounds and skills. Collectively, they represent those of our patients who are working professionals, those who have retired, those with caring responsibilities, those with young children and patients of child with special needs and disabilities. The ethnicity of the group is at present 100% White/British which is reflective of the practice population.

Ethnicity	Patient Count	% of Practice total	Patient Count	% of PPG total
(XaFwD) White British or (XaJQv) British or mixed British - ethnic category 2001 census	1715	97.9%	13	100%
(XaJQw) Irish - ethnic category 2001 census	3	0.17%	0	0
(XaJQx) Other White background - ethnic category 2001 census	19	1.08%	0	0
(XaJQy) White and Black Caribbean - ethnic category 2001 census	3	0.17%	0	0
(XaJQz) White and Black African - ethnic category 2001 census	0	0	0	0
(XaJR0) White and Asian - ethnic category 2001 census	2	0.11%	0	0
(XaJR1) Other Mixed background - ethnic category 2001 census	2	0.11%	0	0

(XaJR2) Indian or British Indian - ethnic category 2001 census	2	0.11%	0	0
(XaJR4) Bangladeshi or British Bangladeshi - ethn categ 2001 census	0	0	0	0
(XaJR5) Other Asian background - ethnic category 2001 census	2	0.11%	0	0
(XaJR6) Caribbean - ethnic category 2001 census	0	0	0	0
(XaJR7) African - ethnic category 2001 census	1	0.05%	0	0
(XaJR9) Chinese - ethnic category 2001 census	1	0.05%	0	0
(XaJRA) Other - ethnic category 2001 census	2	0.11%	0	0
(XaJRB) Ethnic category not stated - 2001 census	10	0.57%	0	0

A list of non committee members of the PPG is also being established, thereby enabling the PPG Committee to seek support from these members.

The committee plan to meet at least four times a year, or more frequently if deemed necessary.

The content, layout and style of the survey were discussed and copies of the survey circulated to the PPG Committee in advance of the survey. In order to address the range of response options available for questions about patient satisfaction, and to avoid any misinterpretation during analysis, a numerical scale was used to 'rate' patients' responses.

## **The Practice**

Wragby Surgery serves the population of Wragby and the surrounding rural villages and hamlets. Our patient numbers have risen gradually over the last few years and our current patient population is 3,598. The ethnicity of the Practice population is predominantly White British with the largest proportion, of that population over the age of 40 years. The surgery is open from 8.15 am until 6.30 pm with a late night surgery being held on a Thursday evening 6.30 pm – 8.00 pm, covered by the GPs on a rota basis. During this period access can be made via face to face contact. Telephone access is available from 8.00 am 6.30 pm Monday to Friday. The times our clinicians are accessible to patients is set out below:-

### **Monday**

8.15 am - 10.00 am	Health Care Assistant (Jenny Waite)
9.00 am – 11.30 am/3.00 pm – 6.00 pm	Dr Mitchell
8.30 am – 11.30 am/3.00 pm – 6.00 pm	Dr Topham
9.00 am - 11.30 am/2.30 pm – 6.00 pm	Nurse Consultants (Sandra Tindall/Sally Wood)
10.00 am – 3.30 pm	Practice Nurse (Alison Leffler)

### **Tuesday**

8.15 am – 12.30 pm/2.00 pm – 6.30 pm	Health Care Assistant (Jenny Waite)
8.30 am – 11.30 am/3.00 pm – 6.00 pm	Dr Topham
9.00 am - 11.30 am/2.30 pm – 6.00 pm	Nurse Consultants (Sandra Tindall/Sally Wood)

### **Wednesday**

8.15 am – 12.30 am

Health Care Assistant (Jenny Waite)

8.30 am – 11.30 am/3.00 pm – 6.00 pm

Dr Topham

9.00 am - 11.30 am/2.30 pm – 6.00 pm

Nurse Consultants (Sandra Tindall/Sally Wood)

8.30 am – 12.00 pm

Practice Nurse (Alison Leffler)

### **Thursday**

8.15 am – 12.30 pm

Health Care Assistant (Jenny Waite)

8.30 am – 11.30 am

Dr Topham

4.00 pm - 5.00 pm/6.00 pm – 8.00 pm

Dr Procter

9.00 am - 11.30 am/2.30 pm – 6.00 pm

Nurse Consultants (Sandra Tindall/Sally Wood)

### **Friday**

8.15 am - 10.00 am

Health Care Assistant (Jenny Waite)

9.00 am – 11.30 am/3.00 pm – 6.00 pm

Dr Mitchell

8.30 am – 11.30 am/3.00 pm – 6.00 pm

Dr Topham

9.00 am - 11.30 am/2.30 pm – 6.00 pm

Nurse Consultants (Sandra Tindall/Sally Wood)

8.30 am – 2.00 pm

Practice Nurse (Alison Leffler)

## **The Patient Satisfaction Survey**

The Survey was undertaken over a two week period during January 2014. Questionnaires were given out to all patients attending an appointment during the time period until 40 completed questionnaires were returned for each Partner (2 GP Partners and 2 Nurse Consultant Partners) Due to unforeseen circumstances only 14 questionnaires were returned for the salaried GP. Therefore a total of 174 questionnaires were completed.

## **Review of the Survey findings**

Patients were asked a total of 27 Questions (Question 8 having 9 parts) and given the opportunity to add further comments if they so wished. A total of 174 questionnaires were returned and initial analysis of the survey responses was undertaken.

The results of the survey were discussed with the Patient Participation Group Committee at a meeting held on Tuesday 4 March 2014 at 1.00 pm and an action plan in light of the survey findings was discussed and agreed.

It was agreed that in the main the results and comments were favourable and there was a high level of overall patient satisfaction.

**94% of respondents selected Good, Very Good or Excellent for overall satisfaction with the Practice**

Of particular note were the positive ratings for:

- The very high levels of satisfaction with the clinical care they received from our Doctors and Nurse Consultants. In addition, the majority of respondents reported high levels of satisfaction with their level of involvement and understanding of referrals made through the practice.

Less favourable levels of satisfaction were more difficult to determine but it was decided, via discussion with the PPG, that areas where selection of poor and fair accounted for a combined score of >20% would be areas the Practice would hope to improve if possible. These were:-

- Length of time waiting for an appointment
- Length of time waiting to see the Doctor or Nurse Consultant
- Parking

In order to address the above points the following action plan has been agreed:-

A message to be added to the patient check-in system to advise patients how many patients are waiting to see the clinician <b>Immediate action to be taken by LM</b>
Receptionists to be reminded to up date patients at regular intervals if a clinician is running excessively late <b>Immediate action to be taken by LM</b>
A did not attend policy to be introduced – to try and improve on the numbers of patients failing to attend for their appointments <b>Action to be taken by 31 March 2014 by LM</b>

Parking bays and disabled slots to be painted in the car park
<b>Action to be taken by 31 May 2014 by ST</b>
Look at the possibility of renting additional land to increase the size of the car park
<b>Action to be taken by 31 May 2014 by ST</b>

The survey form contained a section for patients to add their own comments – a list of these comments has been compiled and can be viewed on the hard copy of the satisfaction results located in the waiting room. Any clarification regarding this survey can be made either via our patient participation group or Linda Madeley, Administrator, at Wragby Surgery.

Thank you to all of those patients who gave up their time to give us their feedback.

Wragby Surgery values your opinions so that we can improve our service where necessary.