

# Local Patient Participation Report 2014

## Pendeen Surgery

### Virtual Patient Participation Group

The practice has actively been endeavouring to set up a Practice Participation Group (PPG) since 2008, methodology used:

- Posters in the waiting areas requesting recruits
- Reception staff appraised of PPGs and encouraged to ask patients whether they were interested in joining
- Forms to hand out to patients inviting them to join either a practice PPG or a virtual PPG
- Information on the Website with a link for patients to sign up
- Specific patients have been approached with a view to joining

We still have a very small virtual group despite all our lobbying and their demographic is as follows:

**Gender:** *Male 5 Female 10*

**Ethnicity** *White British 15*

### Age

<i>under 16</i>	<i>2</i>
<i>44.</i>	<i>3</i>
<i>54.</i>	<i>8</i>
<i>55-64</i>	<i>2</i>

### Agreed priorities

Bearing in mind our small virtual group we posted to our website a request for priorities this year. We had two responses one was regarding the amount of car parking spaces and the time that people are allowed to stay in the car park for, the other priority was for the ability to order prescriptions and make appointments online.

### Method of distributing the survey

The survey was handed out to patients during January and it was posted on our website for our virtual group to access, we had over 100 responses from patients and the group, which was better than in previous years.

## **Finding of Survey**

Our latest survey showed 93% of patients who took part in the survey reported they found it easy or ok to get through to the practice by telephone, 2% found it difficult and the remaining percentage of patients had not tried to contact the surgery by this means.

A large number of patients have signed up for online services. 73% of patients who took part in the survey were aware of the service but a much smaller 18% have actually used it. 27% were not aware of the service despite the practices campaign to alert patients to this service.

When asked, 64% of patients preferred to book their appointment by telephone, 24% in person and 11% online.

The reception staff, as in previous years, have scored very highly. 97% of those asked found them to be 'polite and helpful' and the remaining 3% stating the staff were 'okay'. There were no negative responses towards our reception staff which is obviously very pleasing.

With changes to our practice nursing team, including a Health Care Assistant being employed for the first time at Pendeen Surgery and the recruitment of Sister Jan Rosser, Practice Nurse following the retirement of Sister Lyons who had been at the surgery for many, many years, we are happy to report 90% of those surveyed are satisfied with their consultation with the nurse and the remaining 10% stated this question did not apply to them.

97% of patients surveyed were happy with the care they received from their doctor. The remaining 3% stated the question did not apply to them.

The survey shows 81% of patients asked would definitely recommend the surgery, with 18% responding probably and only one percent that wasn't sure.

we received responses for a wide age range and varied employment status so we believe our data collection to be a true representation of patients who attend the surgery.

The comments from the survey were gratifying and interesting with demonstrating a high level of satisfaction with the service, the following are comments taken from the survey:

- I have no concerns
- Keep up the good work

- Great service
- I am a new patient and first impressions are very good
- Well happy with all aspects of this practice
- It is good having a pharmacy next to reception
- As a new patient at the surgery I am very impressed
- I originally registered at Alton Surgery when I moved to Ross but I have moved to Pendeen as I didn't like the appointment system. I like Pendeen surgeries appointments and the staff/doctors have all been good
- Super nurses and lovely reception girls
- Brilliant
- Services here are much better than at our previous surgery
- Lovely doctors surgery
- Dr Moore has been very supportive and helpful. He has recognised problems in advance and saved me from future problems getting worse. Very happy with him and his approach/service. Thank you Dr Moore. Appreciated ☺
- Very pleased
- We are/ were very fortunate with the doctors we have and the staff are always very pleasant. I've been with the practice for 16 years since coming to live in Ross and have always found everybody very helpful and the service provision very good, despite threatened changes to our NHS in Herefordshire
- Keep up the good work please!
- Nicest receptionists I've ever come across
- Not interested in online appointments or prescriptions
- I miss Dr Pash
- Lovely surgery
- Delightful staff

## Services

The practice is open five days a week from 08.00 to 18.30 and may be accessed by telephone from 08.00 to 18.00.

The majority of consultations are by appointment only and we offer access to doctors from 09.00 to 18.00, some days there are earlier slots available.

Patients who have urgent problems are always seen on the same day but will be asked if there appointment is an emergency.

The practice nurses offer appointments on a wide variety of specialties and are available from 08.30 to 18.00; patients are asked why they are coming to see the nurse so that they can be allocated the correct specialist nurse.

## Findings

We have left the survey open on our website for patients and the virtual PPG. By posting the survey on the website we had hoped this would give the group the opportunity as in previous years to comment should they wish on the findings of the

survey as we would be very happy to receive their thoughts. To date we have received no feedback which is why for 2014/15 we have decided to set up a physical group and to meet with the group quarterly to discuss their priorities for the coming years in more depth. This will also allow the practice to priorities what is important to our patients within the action plan.

## Summary

The practice is continuing to attract new patients and information relating to the PPG has been put into our new practice booklet since last year. In addition, we have brought back our practice newsletter which we hope will also aid recruitment although this is still an area which needs to be promoted further.

Previous years showed a high demand for appointments. This demand was lessened with Dr Pash joining the surgery; however with further changes imminent, the demand for appointments will be closely monitored to ensure demand is met.

## Action Plan

The virtual group was asked to agree the action plan and to date only one person has returned a comment to agree the plan. We have therefore decided that the following is a priority.

From the data we have collected we can see that we need to further promote the 'online' options for booking appointments. This should in time reduce the amount of calls made to the surgery which in turn should reduce the number of patients who found it difficult to get through on the telephone. The Practice Manager will look to promote the online access with posters in the waiting room and leaflets to be attached to prescriptions.

As several patients who were asked to complete a survey declined, indicating they would prefer a more area specific survey, i.e. questions to Practice nurses not being on the same survey as parking or travelling to the surgery, we shall be looking to survey specific target areas in future rather than issuing a questionnaire which cover all areas. The Practice Manager will look to start a new group this year which will meet quarterly and discuss in more depth what is a priority from a patient's viewpoint.

The practice will also endeavour to recruit more patients into the patient participation group. This will be done by the doctors, by mentioning it to patients who they think may wish to be involved and by reception staff, who will be able to promote the group to patients in the waiting room and at the reception desk. As above, the Practice Manager will look to promote the group in 2014/15 we have already designed letters for our doctors to hand out during their consultations.

The practice would like to thank everyone, patients and staff, who have participated in this process.

Karen Manifold  
Practice Manager