

Porter Brook Medical Centre

LOCAL PATIENT PARTICIPATION REPORT

2013/14

Background

The Practice has a current list size of over 29,000 registered patients which has steadily increased over the last few years. Our list consists of a high percentage of students from Sheffield Hallam University (SHU) together with a local patient base. The patient population is extremely diverse with a wide variety of different needs.

Services are provided from two sites; Porter Brook Medical Centre, which is available to all patients and, Student Health based at SHU City Campus, which is only available to students.

In early 2011 the Practice decided to set up a Patient Participation Group (PPG) aiming to improve communication with our patients. It was decided that two separate Groups would be formed; one to represent the needs of the patients attending Porter Brook, and the other to represent our student population who attend Student Health at SHU. Please see our Student Health website (www.studenthealthatshu.co.uk) for their full report.

PORTER BROOK PPG

Member Recruitment

Our PPG working party met in April 2011 to discuss the best methods of recruiting patients to join the Group. It was decided that we would recruit volunteers through open advertisement and invitation.

From June 2011 we advertised the PPG & its intended aims via posters displayed in the reception area, on the waiting room television, practice website and in the practice leaflet. The advertisements encouraged registered patients of differing ages, gender, ethnicity and backgrounds to come forward.

Practice staff also nominated patients and letters were sent out to all nominees asking if they would be interested in joining the Group.

In July 2011 the working party met to consider all those who had expressed an interest. As far as possible, a mix of registered patients matching our practice profile was selected. In an attempt to fill under represented areas, a postal invite was sent to a random selection of patients who fell into these categories. Twenty five patients aged between 20 and 30, 8 patients on our carers' register and 15 expectant or new mothers were contacted. Reception staff also handed out further invitations at the desk.

The first PPG meeting was held on 8th September 2011 and since then the Group has met regularly. The Terms of Reference agreed at the first meeting stipulated that membership would be limited to a maximum of ten patient members at any one time (for manageability purposes) and that additional members would be sought should numbers decline. In consideration of not all members being able to attend every meeting, the maximum was increased to 12 in October 2013. Some of the original members are still part of the Group whilst others have withdrawn and been replaced by patients recruited through open advertising on the website and in the practice leaflet and posters displayed in Reception.

Practice Profile

Gender	Males	15,771	54%
	Females	13,552	46%
Age Range	Under 18 years	1738	6%
	18 – 24	16,257	55%
	25 – 34	6,154	21%
	35 – 44	2,644	9%
	45 – 54	1153	4%
	55 – 64	682	2%
	65 – 74	330	1%
	75 – 84	197	0.7%
	85+	168	0.6%
Ethnicity	Ethnic origin is recorded in approximately 74% of our practice population; of this 74%, approximately 60% are of British/ Mixed British origin. Remaining nationalities are mixed.		
Other	The Practice looks after 5 residential/ care homes. We have a number of patients who receive treatment from the Primary Care Addiction Service. We have a small learning disability community. We have approximately 60 patients on our Carer's Register.		

Profile of PPG Patient Members

The table below shows a profile of current PPG members. The mix in the Group has changed over time as patients have withdrawn and new members have been recruited.

Member	Gender	Age	Ethnic Origin	Other
1	Male	86	White British	Retired - Regular service user
2	Male	45	White British	Regular service user
3	Female	66	White British	Retired - Regular service user
4	Male	65	White British	Retired - Regular service user
5	Female	28	White British	Employed - Former student
6	Male	77	Asian	Retired Community worker & council representative
7	Male	42	Mixed British	Employed
8	Female	18	Mixed British	Student
9	Male	64	White British	Retired
10	Female	68	White British	Self Employed - Regular service user
11	Male	23	White British	Regular service user

We believe our PPG is representative of our registered patients as far as is practically possible. We acknowledge that a significant proportion of our practice population are students (who predominantly use our branch site). We do not actively recruit additional student members as Student Health at SHU has its own PPG.

Although we have not actively recruited any known drug users, Dr Barn (PPG member) has significant input with our substance misuse patients and learning disability patients and is able to act as their representative.

We considered it inappropriate to invite nursing/ care home patients to join the PPG; however Dr Goddard (PPG member) has significant involvement with our largest care home and is happy to act as their representative.

We continue to advertise for new PPG members on the practice website and in the practice leaflet. We currently have one vacancy following the recent resignation of one of our members.

Patient Survey 2011 – 2012

In November 2011 the Practice conducted a patient satisfaction survey as devised by the PPG at that time (please see the [Local Patient Participation Report 2011-12](#)) for further details.

An action plan, based on the findings of the survey, was drawn up and agreed by the PPG in January 2012.

Patient Survey 2012 – 2013

Due to the success of the 2011/12 patient survey, the PPG decided that a further survey would be undertaken in 2012/13. The results of the survey were considered by the Group in conjunction with the previous year's action plan and a follow up action plan was agreed.

The Practice has reviewed and implemented changes as a result of these action plans. Please see below for a full update on the actions.

ACTIONS FROM PREVIOUS SURVEYS

PRIORITY AREA	ACTION PLAN 2011/12	ACTION PLAN 2012/13	ACTIONS TAKEN
Appointment Booking Methods	Explore feasibility of online appointment booking – discuss with IT Manager.	N/A	Online cancelling of appointments introduced October 2012 Online booking of appointments with doctors introduced October 2013
Getting Through On the Phone	Ensure question is repeated on future surveys.	Ensure question is repeated on future surveys.	Question has been repeated on the 2013/14 survey.
'Urgent' Access (within 2 working days)	<ol style="list-style-type: none"> 1. Provide refresher training with reception staff 2. Take findings to practice Access Group & Partners for further consideration. 3. Actively monitor missed appointments & aim to reduce DNA rate with the introduction of SMS appointment reminders. Ensure receptionists update patient consent as standard. 4. Repeat question on next survey 	<ol style="list-style-type: none"> 1. Report back findings to the practice Access Group. 2. Re-assess access later in the year when additions to the clinical team have been established. 3. Re-evaluate 'urgent' access arrangements via the Access Group. 	<ol style="list-style-type: none"> 1. Receptionists have received refresher training. 2. Discussed at Access meetings. Extra clinical resource put in place (new salaried GPs & an extra nurse appointed) to improve appointment availability. 3. SMS appointment reminders are being sent out to all those who have consented. Receptionists ask for/update consent as standard. New patient registration forms have been adapted to include a box for consent. DNA policy is in place and missed appointments have reduced as a result of this policy and the introduction of SMS reminders. 4. Question repeated on the 2012/13 and 2013/14 surveys.
Duty Doctor Call Back	N/A	<ol style="list-style-type: none"> 1. Ongoing training and development as required. 2. Ensure new receptionists are aware of the Duty Doctor protocol. 	<ol style="list-style-type: none"> 1. Training provided. Duty Doctor protocol revised and updated. 2. Covered as standard in new Receptionist induction.
Booking Ahead with a preferred doctor or nurse (NB 'preferred' was added to the question in the 2012/13 survey)	<ol style="list-style-type: none"> 1. Ensure doctor/ nurse appointments are uploaded onto the clinical system at least 4 weeks in advance as standard. 2. Repeat question on next survey and continue to monitor. 	<ol style="list-style-type: none"> 1. Ensure doctor/ nurse appointments are uploaded onto the clinical system at least 4 weeks in advance as standard. 2. Continually monitor access and the ability to book ahead via the Access Group. 	<ol style="list-style-type: none"> 1. Doctor and nurse appointments are uploaded to the clinical system at least 4 weeks ahead as standard. 2. Access is monitored weekly and any significant problems discussed. The question has been repeated on the 2013/14 survey.

Confidentiality On Reception	<ol style="list-style-type: none"> 1. Place a queuing line/ notice at the reception desk requesting that patients allow each other privacy. 2. Empower reception staff to request that patients stand back if necessary. 3. Install posters in the waiting area advising that patients can request to speak to a receptionist privately. 	N/A	<ol style="list-style-type: none"> 1. Notice placed on Reception desk asking patients to stand back with limited effect. (See update under Reception Staff) 2. Receptionists ask patients to stand back as required. 3. Posters informing patients they can speak to a receptionist privately displayed in waiting area.
Practice Cleanliness	N/A	<ol style="list-style-type: none"> 1. Maintain and closely monitor standards of cleanliness in line with CQC requirements. 2. Update infection control policy as required. Infection Control Lead to conduct audits and random spot checks. 	<ol style="list-style-type: none"> 1. New cleaning contractor appointed – regular audits carried out to ensure cleaning is in line with CQC standards. 2. Infection Control Policy up to date. Infection Control Lead carries out scheduled and spot checks.
Reception Staff	Ongoing training, development and appraisal. In-house customer care training.	<ol style="list-style-type: none"> 1. Congratulate and feedback comments to the reception team. 2. Provide refresher customer care training as necessary. 3. Update the support team on procedural changes as required. 4. Investigate the possibility of a queuing line at the desk. 	<ol style="list-style-type: none"> 1. Feedback given to Reception team 2. Reception team receive ongoing training, including customer care training and annual appraisals as well as working to a personal development plan. 3. Regular team meetings are held to update staff as required. 4. 'Please wait here' sign placed on the floor away from the Reception desk, together with signs on pillars and the desk.
Waiting Time	Communicate (website, TV, waiting room & newsletter) the standard length of time for a doctor/ nurse appointment & the fact that patients can book a double if presenting with more than one problem.	N/A	Standard length of time for an appointment & the ability to book double appointments is advertised on the website, in the practice leaflet, newsletters and in the waiting room. Clinicians report that more patients are now booking extra time to allow for more than one problem.

Arriving Late	N/A	<ol style="list-style-type: none"> 1. Formulate and implement a 'Late Arrivals' policy taking into account the views & comments of the respondents. 2. Educate patients about the impact of arriving late for appointments via the website and newsletter. 	<ol style="list-style-type: none"> 1. A Late Arrivals Policy has now been implemented taking into account the views and comments of respondents.
Doctor Consultations	N/A	<ol style="list-style-type: none"> 1. Feedback results to the doctor team including individual comments. 2. Focus on obtaining more specific feedback for individual GPs on the next survey. 	<ol style="list-style-type: none"> 1. Results fed back. 2. Considered for 2013/14 survey – Changes to clinical appraisals made this less relevant – see link on website to Minutes of Meeting 1st October 2013
Nurse Consultations	N/A	<ol style="list-style-type: none"> 1. Feedback results to the nurse team. 2. Look at a mechanism to incorporate some individual nurse feedback on the next survey – this could be used in annual appraisal and review. 	<ol style="list-style-type: none"> 1. Results fed back. 2. Considered for 2013/14 survey – Changes to clinical appraisals made this less relevant – see link on website to Minutes of Meeting 1st October 2013
Awareness of Website, Extended Hours & Online Repeat Prescription Ordering	<p>Investigate advertising these services on:</p> <ul style="list-style-type: none"> Posters in the waiting area Bottom of prescriptions/ recall letters Back of appointment cards Practice newsletter A PPG leaflet 	<ol style="list-style-type: none"> 1. Continue to publicise all services via the website, newsletter and in practice. 2. 'Re-vamp' the practice website and update on a regular basis or as is necessary. 3. Investigate the logistical & financial implications of having a custom screen in the waiting room in order to advertise services more effectively. 	<ol style="list-style-type: none"> 1. Website 'revamped' including translation tool and updated on a regular basis. 2. Extended hours now being publicised more effectively; posters have been placed in both entrances to the Practice and are advertised on appointment cards, the website, and in the practice leaflet and newsletters. 3. The online repeat prescription service is advertised throughout the Practice, in newsletters and on the website. 4. The website, extended hours and online repeat prescription ordering are advertised on the back of appointment cards. 5. Notice has been given to terminate our contract with our current information screen provider to facilitate a custom screen in due course.

Surgery Opening Times	Ensure opening times are adequately displayed by entrance doors. Publicise extended hours as above	N/A	Opening times, including extended opening hours, are now being displayed on each entrance door. Extended opening hours are being publicised more effectively (as above).
Health Promotion Events	Discuss possible events with clinical team.	Discuss this with the clinical group & hold an appropriate health promotion event at the practice.	It was later agreed by the PPG that a Carers' event should be held in 2013 and a question on health promotion events repeated on the 2013/14 survey, with specific event titles to choose from and options for the most convenient time to attend. A Carers Open Afternoon took place on 27 th November and the health event question was repeated on the 2013/14 survey.
Waiting Room	Liaise with contractor to verify that temperature control system is working effectively.	N/A	Temperature control system has been tested and appears to be functioning well. Receptionists monitor the waiting room temperature and adjust radiators as necessary.
0845 Telephone Number	Comments received re cost of using 0845 telephone number.	N/A	The 0845 number was changed to a 0114 number to prevent callers being charged more from mobile phones. New telephone no. = 0114 263 6100.
Safety/access during wintery weather	N/A	Contact the contractor who maintains the grounds to see if they can offer us an additional gritting service during winter.	Confirmed with the contractor that they can clear and grit the car park but would not be allowed to clear the road. There would be no access to the car park unless the road was cleared. The Practice is trying to get council priority for clearing/gritting the side road during adverse weather.

Survey Questions

The PPG met at the beginning of October 2013 and jointly decided on questions for inclusion in the survey (please see [minutes](#) linked to the website). It was agreed that, in general, the questions from the last survey (which had already been chosen as those covering priority areas) should be repeated. This would enable the Group to check that standards were being maintained in those areas gaining positive feedback last year and inform on progress in areas highlighted for improvement.

The Group agreed that several questions from the last survey should be re-worded to make the intended meaning clearer for patients answering them and aid interpretation.

It was decided to repeat the question on arriving late for appointments to check that patients' views were still in line with the newly introduced Late Arrivals Policy. It was felt that this question should be balanced with a question about the length of time patients wait to see a doctor or nurse. Although it was accepted that this would be a difficult area to address, it was agreed that if sufficient concerns were raised, action would need to be considered.

The Group discussed the point from the 2012/13 action plan regarding obtaining specific feedback on individual clinicians. Dr Barn, Dr Goddard and Anne Baird all felt that, since feedback from both colleagues and patients is now part of every clinician's appraisal process, there would be no advantage to including this in the survey. The Group agreed that patients could make use of the comments box attached to the question to give named feedback if they wished, as they had done last year, and a reference to this would be included at the beginning of the survey.

The Group wanted to change the title of a 'health promotion' event to a 'healthy living' event and get feedback on the time patients were most likely to attend. It was also felt important that patients should have the opportunity to make suggestions for alternative topics.

It was agreed that a question to gauge patients' general satisfaction with the Practice would give useful feedback and their willingness to recommend the Practice was considered the best indicator.

Although responses would be anonymous, basic patient information (such as age, gender, ethnicity) would be gathered to ensure that, overall, those providing feedback were representative of the Practice patient population.

A draft version of the survey was produced following the meeting and sent out to all PPG members to allow time for amendments or additional questions to be considered prior to the next meeting. These amendments were discussed at the meeting on 31st October 2013 (see [Minutes](#) on the website) and a final version of the survey was produced.

Survey Methodology

A discussion took place at the October meeting to decide the best methodology of conducting the survey to ensure that sampling and results were credible.

The Group agreed to trial the use of Survey Monkey in the hope of capturing feedback from a wider patient spread and also to provide detailed feedback without time consuming manual analysis. As in previous years, questionnaires would also be handed out to patients in the waiting room. This would ensure that responses were collected from services users who were able to comment on recent experiences.

The Group agreed that, as last year, a minimum of 400 completed questionnaires would be required to ensure a representative sample size.

Survey Implementation

The Survey was carried out over a period of 3 months between November 2013 & January 2014.

As agreed by the Group, Survey Monkey was used as a tool to collect and analyse responses. The survey was advertised on the website, in the winter newsletter and in the waiting room. Patients who had consented to receive email or text messages were sent links to the survey. However, as in previous years, the bulk of the questionnaires were completed in the waiting room by patients attending for appointments.

Due to the diversity of different languages spoken by our patient population it had been decided that it was not feasible to translate the survey into alternative formats. Receptionists were available to answer any questions and assist patients with reading/ completing the survey where necessary.

In total, 423 surveys were completed, which the Group felt was sufficient to ensure a fair representation.

Admin staff entered information from the questionnaires completed in the waiting room onto Survey Monkey which was then used to collate and analyse results. The PPG agreed that the methodology chosen to undertake the survey and analyse the results was valid.

Patient Survey Discussion & Action Plan

Results of the patient survey were sent out to all PPG members at the beginning of February for consideration prior to the meeting on 20th February ([Minutes](#) available on the website). The results were discussed in conjunction with a comparison of results over the previous two years. All members were given the opportunity to comment on the results and put forward any proposals for an Action Plan.

An Action Plan, based on the results of the survey, was agreed at the February meeting.

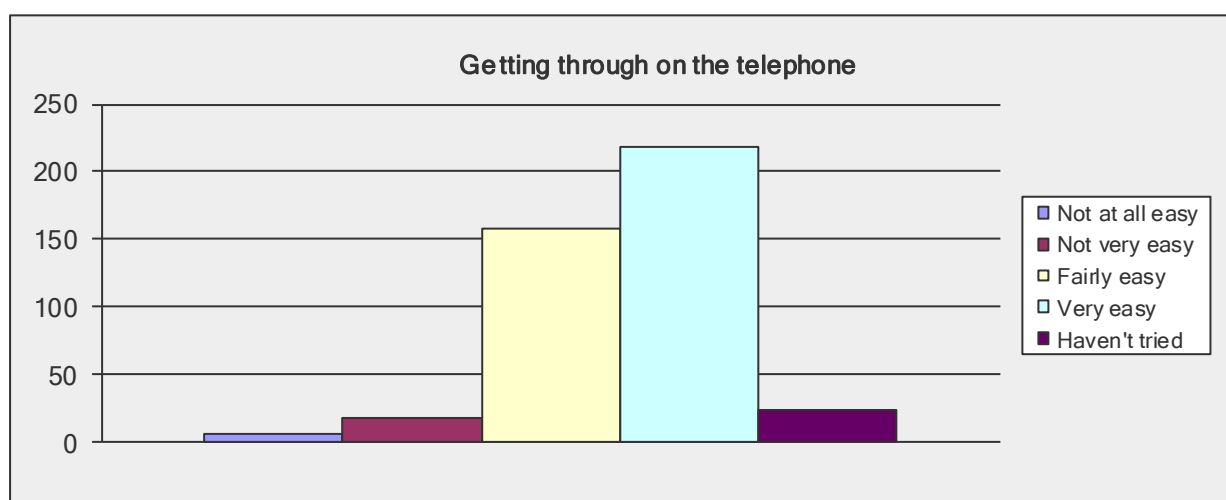
PORTER BROOK MEDICAL CENTRE

PATIENT SURVEY 2013/14 – RESULTS

(FIGURES INDICATE NUMBER OF RESPONDENTS)

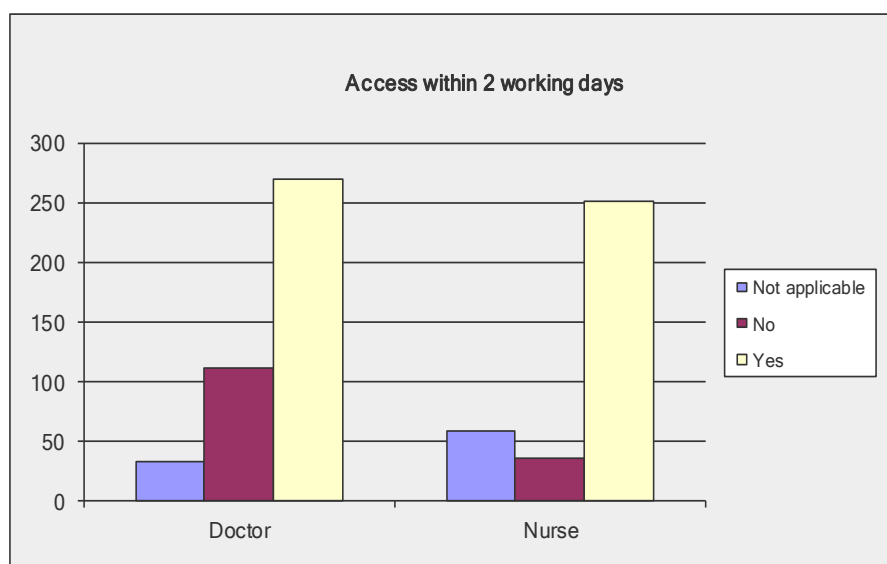
IN THE PAST 6 MONTHS HOW EASY HAVE YOU FOUND GETTING THROUGH ON THE TELEPHONE?

Answer Options	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Response Count
Getting through on the telephone	23	219	158	18	5	423
				<i>answered question</i>		423
				<i>skipped question</i>		0



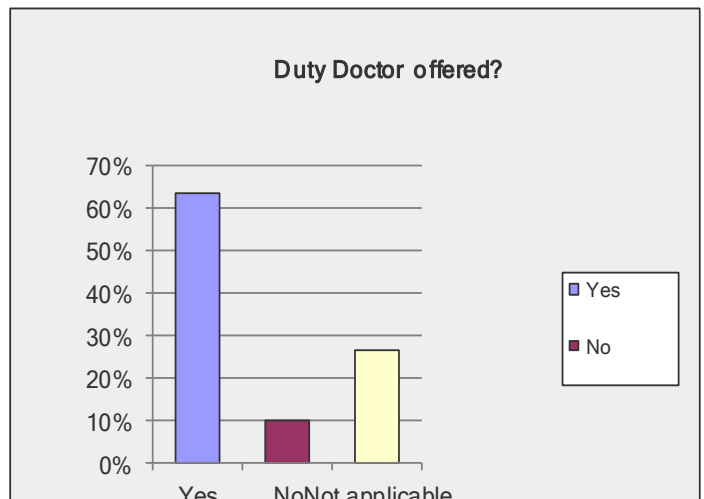
IN GENERAL, WHEN YOU TRY TO SEE A DOCTOR OR NURSE WITHIN 2 WORKING DAYS, ARE YOU ABLE TO DO SO?

Answer Options	Yes	No	Not applicable	Response Count	
Doctor	270	112	32	414	
Nurse	252	35	59	346	
			<i>answered question</i>		419
			<i>skipped question</i>		4



THINK ABOUT THE LAST TIME YOU TRIED TO MAKE AN APPOINTMENT. IF YOU FELT THAT YOU NEEDED TO BE SEEN BEFORE THE NEXT AVAILABLE APPOINTMENT, DID THE RECEPTIONIST OFFER YOU A TELEPHONE CALL WITH THE DUTY DOCTOR?

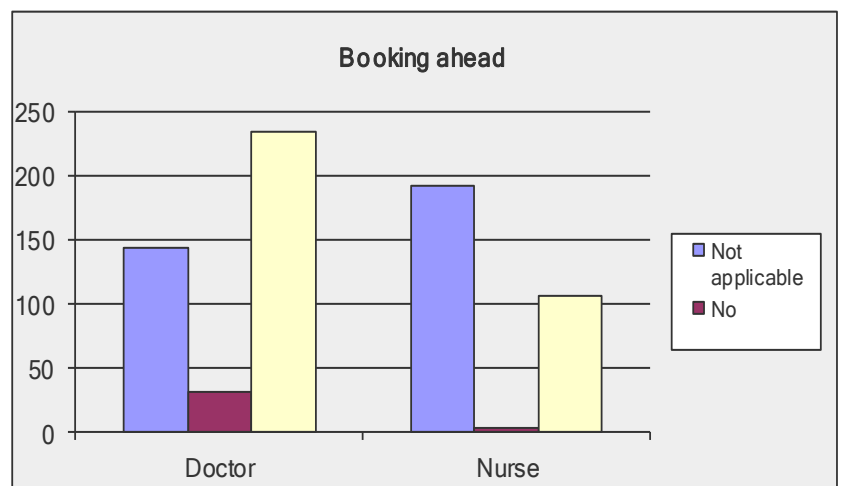
Answer Options	Response Percent	Response Count
Yes	63.5%	258
No	10.1%	41
Not applicable	26.4%	107
<i>answered question</i>		406
<i>skipped question</i>		17



SUMMARY OF COMMENTS RECEIVED	
Positive comments	25
Not needed	12
Requested by patient anyway	3
Not always the best solution	5
Not always offered	2

LAST TIME YOU TRIED TO BOOK AHEAD, WERE YOU ABLE TO GET AN APPOINTMENT WITH YOUR PREFERRED DOCTOR OR NURSE?

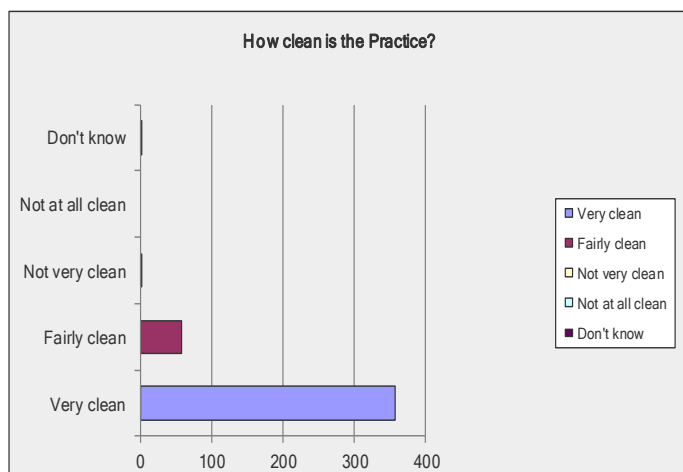
Answer Options	Yes	No	Not applicable	Response Count
Doctor	235	31	144	410
Nurse	106	4	193	303
<i>answered question</i>				414
<i>skipped question</i>				9



SUMMARY OF COMMENTS RECEIVED	
Positive comments	7
No preferred doctor or nurse	8
Long wait	8
Would like a regular doctor	2
Happy to see a nurse (easier)	2

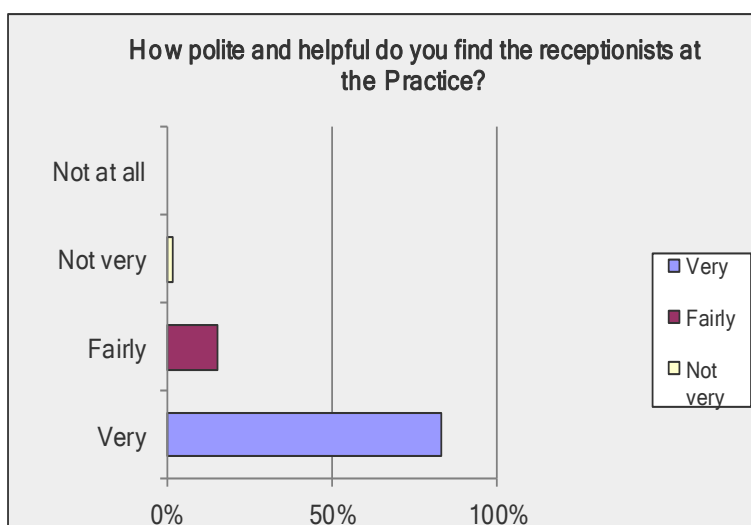
HOW CLEAN IS THE PRACTICE?

Answer Options	Response Percent	Response Count
Very clean	85.6%	357
Fairly clean	13.9%	58
Not very clean	0.2%	1
Not at all clean	0.0%	0
Don't know	0.2%	1
answered question		417
skipped question		6



HOW POLITE AND HELPFUL DO YOU FIND THE RECEPTIONISTS AT THE PRACTICE?

Answer Options	Response Percent	Response Count
Very	83.1%	343
Fairly	15.5%	64
Not very	1.5%	6
Not at all	0.0%	0
answered question		413
skipped question		10

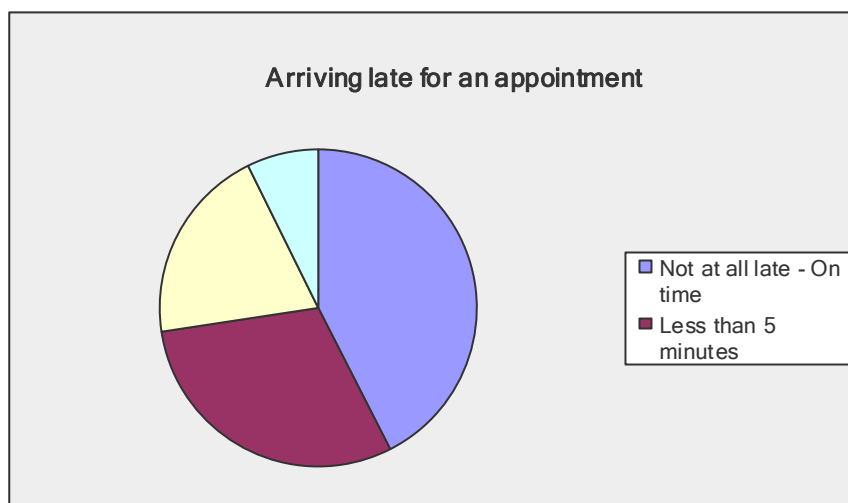


SUMMARY OF COMMENTS RECEIVED	
Friendly/helpful/polite (generally positive)	9
Not that helpful on the phone	1
Some better than others	5
Check in with machine	1
On occasion not discreet	1

BEARING IN MIND MOST APPOINTMENTS ARE 10 MINUTES LONG, HOW LATE DO YOU FEEL IS ACCEPTABLE TO ARRIVE FOR YOUR APPOINTMENT AND STILL BE SEEN BY A DOCTOR OR NURSE?

Answer Options	Response Percent	Response Count
Not at all late - On time	42.5%	175
Less than 5 minutes	30.1%	124
5 - 10 minutes	20.1%	83
10 - 15 minutes	7.3%	30
<i>answered question</i>		412
<i>skipped question</i>		11

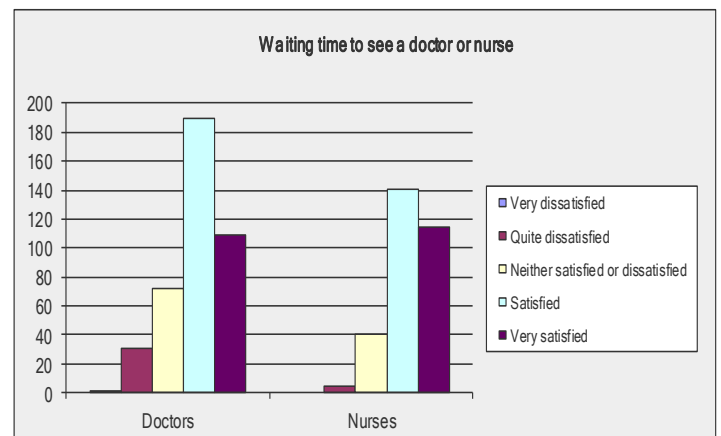
SUMMARY OF COMMENTS RECEIVED	
Shouldn't be late at all	6
OK to be late if you phone ahead	3
Parking/transport problems cause people to be late	12
Have to wait to see the doctor anyway	8
Depends on circumstances	6
Should be able to wait and be seen later	7
OK if doctor running late – appointment not missed	2
Being late makes others late – it's impolite	1
Up to 30 minutes is acceptable	1
Should be seen however late, you're ill	1



IN GENERAL, WHEN YOU COME TO THE SURGERY FOR AN APPOINTMENT, ARE YOU SATISFIED WITH THE LENGTH OF TIME YOU WAIT TO SEE A DOCTOR OR NURSE?

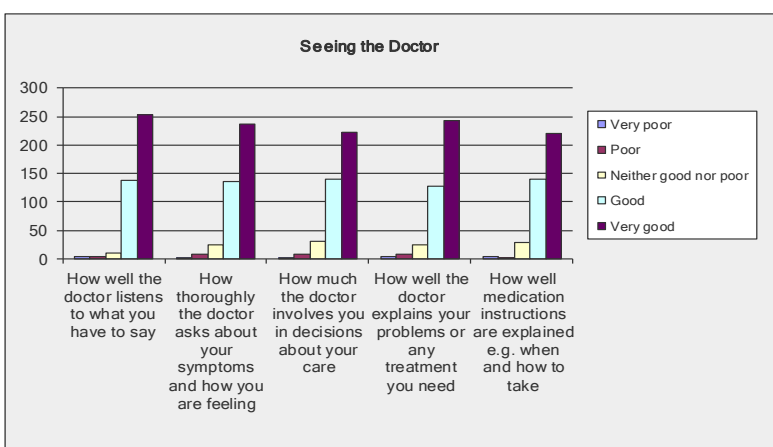
Answer Options	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Quite dissatisfied	Very dissatisfied	Response Count
Doctors	109	190	72	31	1	403
Nurses	115	141	40	4	0	300
<i>answered question</i>						407
<i>skipped question</i>						16

SUMMARY OF COMMENTS RECEIVED	
Usually a 15+ minute wait	8
Depends on time of day/doctor	5
Know some patients take unexpectedly longer	2
Sometimes a wait but acceptable	3
Never had to wait longer than 5 minutes	1



THINKING OF WHEN YOU SEE THE DOCTOR, HOW DO YOU RATE THE FOLLOWING?

Answer Options	Very good	Good	Neither good nor poor	Poor	Very poor	Response Count
How well the doctor listens to what you have to say	254	137	11	5	5	412
How thoroughly the doctor asks about your symptoms and how you are feeling	237	136	24	9	2	408
How much the doctor involves you in decisions about your care	222	139	31	9	2	403
How well the doctor explains your problems or any treatment you need	242	127	24	8	3	404
How well medication instructions are explained e.g. when and how to take	220	141	29	1	5	396
answered question						412
skipped question						11

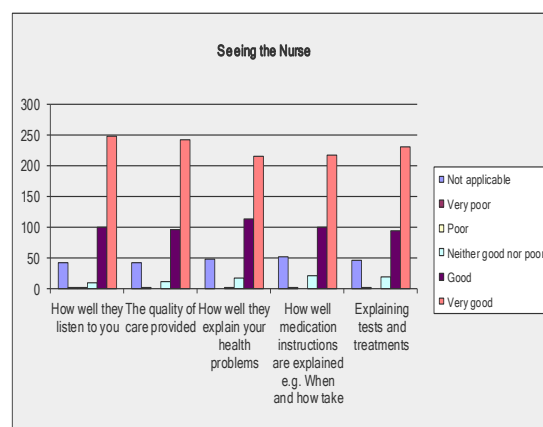


SUMMARY OF COMMENTS RECEIVED	
Depends on the doctor	17
Feel rushed/would like longer	3
Good service (positive comments)	16
Prefer to see same doctor each time	2
Poor consultation/not listened to	7

IN GENERAL, WHEN YOU SEE A NURSE AT THE PRACTICE, HOW GOOD DO YOU FIND THEM AT EACH OF THE FOLLOWING?

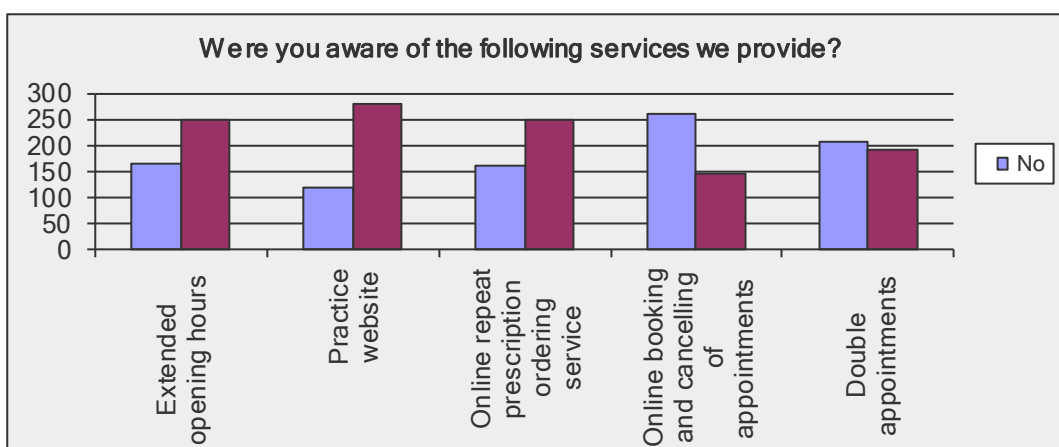
Answer Options	Very good	Good	Neither good nor poor	Poor	Very poor	Not applicable	Response Count
How well they listen to you	248	100	9	1	1	42	401
The quality of care provided	243	97	12	0	1	43	396
How well they explain your health problems	215	114	17	1	0	48	395
How well medication instructions are explained e.g. When and how to take	218	101	22	0	1	52	394
Explaining tests and treatments	230	95	20	0	1	46	392
answered question							402
skipped question							21

SUMMARY OF COMMENTS RECEIVED	
Friendly/thorough (positive comments)	13
Depends on the nurse	3
Better care/rather see nurses than the doctors	2
Always check with a colleague if unsure	1
Not always able to give as much insight as GP	1
Not treated as feel should have been	2



WHERE YOU AWARE OF THE FOLLOWING SERVICES WE PROVIDE?

Answer Options	Yes	No	Response Count
Extended opening hours for pre booked appointments only - Alternate Tuesdays & Wednesdays, early appointments from 7am and late appointments to 8pm - Saturday mornings 8:30am to 11:40am	249	165	414
Practice website - www.porterbrookmedicalcentre.co.uk	281	119	400
Online repeat prescription ordering service. (If you would like to start using this service, please ask at reception for instructions and a password.)	247	159	406
Online booking and cancelling of appointments. (If you would like to start using this service, please ask at reception for more information and a password. If you already use the online prescription ordering service, you can use the same username and password.)	144	262	406
Double appointments if you feel you need more time	193	206	399
	answered question		416
	skipped question		7



WE ARE THINKING OF RUNNING A HEALTHY LIVING EVENT AT THE PRACTICE.

WHICH EVENTS WOULD YOU BE MOST LIKELY TO ATTEND?

(PLEASE TICK ALL THAT APPLY.)

Answer Options	Response Percent	Response Count
Diet and healthy eating	78.8%	171
Diabetes and health	15.7%	34
Managing persistent / ongoing pain	32.3%	70
Other Suggestions		38
	answered question	217
	skipped question	206

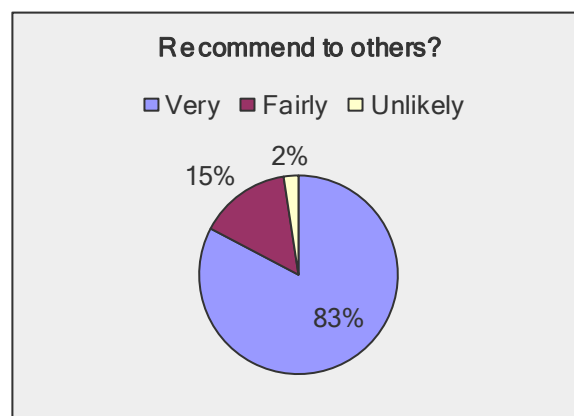
SUMMARY OF OTHER SUGGESTIONS RECEIVED	
Anxiety/stress/mental health	15
Exercise & mobility	4
Stop smoking	3
Alcohol awareness	2
Baby/childcare	1
Managing asthma	1
Foreign health advice	1
Dealing with allergies	1
Preventing back strain	1

WHEN WOULD YOU BE MOST LIKELY TO ATTEND THIS TYPE OF EVENT? (PLEASE TICK ALL THAT APPLY.)

Answer Options	Response Percent	Response Count
Morning	30.1%	72
Afternoon	29.3%	70
Early Evening	66.9%	160
	answered question	239
	skipped question	184

HOW LIKELY ARE YOU TO RECOMMEND THE PRACTICE TO A FAMILY MEMBER OR FRIEND?

Answer Options	Response Percent	Response Count
Very	82.7%	343
Fairly	14.9%	62
Unlikely	2.4%	10
<i>answered question</i>		415
<i>skipped question</i>		8



SUMMARY OF COMMENTS RECEIVED	
Happy to recommend/positive comments	22
Long waits	1
Difficult getting through on the phone	1
Would like same day appointments	1
Not happy with consultation/clinician	3
Never seen the same doctor	1
Can't get appointment – Practice already too busy	1
Receptionists could be more understanding	1

PROFILE OF PATIENTS COMPLETING THE SURVEY

ARE YOU MALE OR FEMALE?

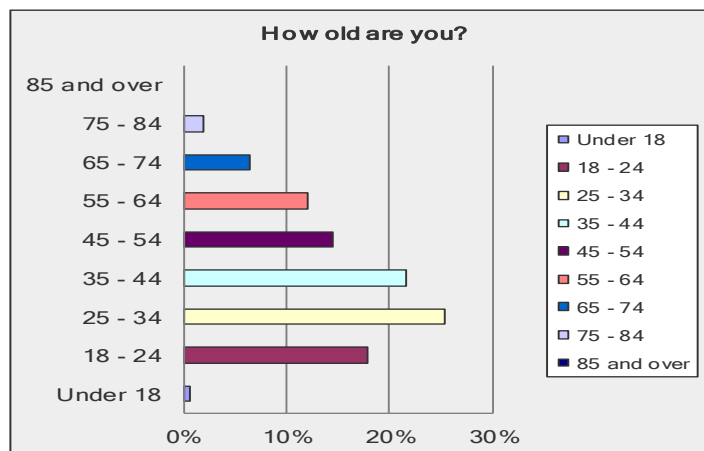
MALE: 148 (35.92%)

FEMALE: 264 (64.08%)

TOTAL RESPONDENTS: 412 (9 SKIPPED)

HOW OLD ARE YOU?

Answer Options	Response Percent	Response Count
Under 18	0.5%	2
18 - 24	17.8%	75
25 - 34	25.4%	107
35 - 44	21.6%	91
45 - 54	14.5%	61
55 - 64	12.1%	51
65 - 74	6.4%	27
75 - 84	1.9%	8
85 and over	0.0%	0
<i>answered question</i>		422
<i>skipped question</i>		1



WHICH OF THESE BEST DESCRIBES WHAT YOU ARE DOING AT PRESENT?

Answer Options	Response Percent	Response Count
Full-time paid work (30 hours + per week)	50.4%	208
Part-time paid work (under 30 hours per week)	12.1%	50
Full-time education (school, college, university)	12.6%	52
Unemployed	5.8%	24
Permanently sick or disabled	5.8%	24
Fully retired from work	9.4%	39
Looking after the home	3.1%	13
Doing something else	0.7%	3
<i>answered question</i>		413
<i>skipped question</i>		10

WHAT IS YOUR ETHNIC GROUP?

White				
Answer Options	British	Irish	Any other white background	Response Count
Ethnicity	315	7	28	350

Mixed					
Answer Options	White & black caribbean	White & black african	White & asian	Any other mixed background	Response Count
Ethnicity	3	2	6	4	15

Asian or Asian British					
Answer Options	Indian	Pakistani	Bangladeshi	Any other asian background	Response Count
Ethnicity	5	15	5	4	29

Black or Black British				
Answer Options	Caribbean	African	Any other back background	Response Count
Ethnicity	6	5	0	11

Chinese or other ethnic group			
Answer Options	Chinese	Any other ethnic group	Response Count
Ethnicity	5	2	7

		Question Totals
<i>answered question</i>		410
<i>skipped question</i>		13

General comments

POSITIVE COMMENTS	
Doctors	30
Nurses	8
Receptionists	19
Staff in general	29
Cleanliness/atmosphere	18
Checking in machine	3
Appointments	17
Call back	4
Parking	2
Radio	2
Survey/considering views of patients	1
Free tissues	1
Repeat prescription phone line	1
Generally happy with service provided	18

NEGATIVE COMMENTS	
Repeat prescription service	4
Appointments – difficulty getting	7
Appointment length	3
Appointments – wait to be seen	10
Consultations	1
Doctors	13
Need to decorate	3
Confidentiality at Reception	2
Radio	2
Getting through on the phone	3
Parking	10
Better advertising of services/closing	3
Books/toys/magazines	9
Website	1
Lack of consistency across Practice	1
Nurses	1
Receptionists	2

PORTER BROOK MEDICAL CENTRE

PATIENT SATISFACTION SURVEY - COMPARISON OF RESULTS

	2011/12	2012/13	2013/14	IMPROVEMENT OVER 3 YEARS
	%	%	%	%
GETTING THROUGH ON THE PHONE - VERY/FAIRLY EASY	88	94	94	6
ABLE TO SEE A DOCTOR/NURSE WITHIN 2 WORKING DAYS				
DOCTOR	59	57	71	12
NURSE	72	87	88	16
OFFERED A TELEPHONE CONSULTATION WITH THE DUTY DOCTOR?	50	72	86	36
BOOKING AHEAD – ABLE TO GET AN APPOINTMENT WITH PREFERRED				
DOCTOR	-	87	88	1
NURSE	-	94	96	2
HOW CLEAN IS THE PRACTICE? – VERY CLEAN	-	76	86	10
HOW HELPFUL DO YOU FIND THE RECEPTIONISTS? - VERY	69	79	83	14
SATISFACTION WITH DOCTOR CONSULTATION - RATED VERY GOOD				
LISTENING	-	48	62	14
QUESTIONING	-	54	58	4
INVOLVING IN CARE	-	52	55	3
EXPLAINING PROBLEM/TREATMENT	-	54	60	6
EXPLAINING MEDICATION	-	55	56	1
SATISFACTION WITH NURSE CONSULTATION – RATED VERY GOOD				
LISTENING	-	66	69	3
QUALITY OF CARE	-	67	69	2
EXPLAINING HEALTH PROBLEMS	-	62	62	0
EXPLAINING MEDICATION	-	65	64	-1
EXPLAINING TESTS/TREATMENTS	-	63	66	3
KNOWLEDGE OF PRACTICE SERVICES				
EXTENDED OPENING HOURS	50	64	60	10
WEBSITE	40	60	70	30
ONLINE REPEAT PRESCRIPTION ORDERING	36	59	61	25
ONLINE BOOKING & CANCELLING OF APPOINTMENTS	-	-	35	-
DOUBLE APPOINTMENTS	-	43	48	5

SUMMARY OF FINDINGS AND ACTION PLAN 2013/14

PRIORITY AREA	COMMENT	PROPOSED ACTIONS	TIMESCALE FOR COMPLETION (PERSON RESPONSIBLE)
Getting through on the phone	Of those who tried, 94% found it very or fairly easy to get through on the phone. This was the same as last year.	None identified	
Access within 2 working days	71% of patients trying to see a doctor and 88% trying to see a nurse were able to do so within 2 working days. Doctor availability was significantly improved on last year.	Continue to monitor on future surveys.	Next survey
Duty Doctor service	86% of patients who felt they needed to be seen before the next available appointment were offered a call from the Duty Doctor. This system is now well established and preferred by some patients. Comments were mostly positive.	None identified	
Booking ahead with a preferred clinician	Of those wanting to book ahead, 88% were able to see their preferred doctor and 96% were able to see their preferred nurse. Holidays, part time working and cover over 2 sites mean that these figures are unlikely to improve.	Continue to ensure appointments are uploaded to the clinical system at least 4 weeks in advance.	Ongoing
Practice cleanliness	86% of patients considered the Practice to be very clean, a 10% improvement on last year.	Include in future surveys to ensure standards are being maintained.	Next survey
Reception staff	83% of respondents found the receptionists very polite and helpful. Some very complimentary comments were received. There was one comment about confidentiality.	1. Congratulate reception team & feedback comments 2. Continue regular training as required and in line with CQC expectations 3. Monitor the effectiveness of the new queuing line and review in 3 months or sooner if required	1. Next reception team meeting (Janice Ellis) 2. Ongoing 3. 3 months
Arriving late	93% of respondents thought it was not acceptable to arrive more than 10 minutes late. Lack of parking was identified as a cause for late arrivals.	1. Publicise the Late Arrivals Policy & impact of arriving late 2. Publicise the shortage of parking on the website, in newsletters, etc. 3. Investigate putting a message about parking on the phone queuing system 4. Consider putting up a prominent parking sign – take to partner group	1. Ongoing 2. Ongoing 3. Next 3 months (Janice Ellis) 4. Next 6 months (Susie Uprichard)
Wait to see a doctor or nurse	Fewer than 10% were quite or very dissatisfied with their wait to see a doctor and only 1% dissatisfied with their wait to see a nurse. Patients arriving late and not aware of double appointments impact on waiting times – items covered elsewhere in Action Plan	None	

Doctor consultations	The majority of respondents found all areas of the consultation to be good or very good. Some very positive comments although some felt the service depended on the doctor seen.	1. Feedback results and named comments to doctors 2. Include in future surveys to monitor standards	1. Next clinical meeting (Susie Uprichard) 2. Next survey
Nurse consultations	Consultations were rated good or very good in all areas by the majority of respondents. Mostly positive comments but again, some patients felt service depended on nurse seen.	1. Feedback results and named comments to nurses 2. Continue to monitor standards in future surveys	1. Next clinical meeting (Anne Baird) 2. Next survey
Practice services	Overall, knowledge of services had improved. The recently introduced on line booking service and ability to book double appointments were less well known. It was acknowledged that not everyone had access to, or was interested in using, on line services.	1. Continue to publicise practice services wherever possible 2. Actively promote online appointment booking and double appointments on the website, in newsletters and posters 3. Include a 'not applicable' option on future surveys	1. Ongoing 2. Ongoing 3. Next survey
Healthy living events	Diet and healthy eating was the most popular theme for an event with early evening being the time most people would attend. Anxiety, stress and mental health featured strongly in the 'other suggestions' box.	1. Organise a diet and healthy eating event in the early evening at the Practice 2. Arrange a stress management event	1. 6 months (Janice Ellis) 2. 6 – 12 months (Janice Ellis)
Recommending the Practice	98% of respondents were very or fairly likely to recommend the Practice to a family member or friend. A very pleasing result.	Repeat on future surveys to ensure satisfaction is being maintained.	Next survey

Practice Opening Hours

Monday, Tuesday, Wednesday and Friday 8:20am - 6pm
Thursday 8:20am - 4:20pm

Extended Opening Hours (for pre-booked appointments only)

Doctors: Alternate Tuesdays & Wednesdays - Early appointments from 7am
Late appointments until 8pm

Saturday mornings – 8:30am to 11:40am

Nurses: Alternate Tuesdays & Wednesdays – Late appointments from 6pm to 8pm

Alternate Saturday mornings – 8:30am to 11:30am

Blood Tests: Alternate Tuesdays & Wednesdays – Early appointments from 7:50am

Doctors and nurses see patients by appointment throughout the day. You can make an appointment by telephoning the surgery (**0114 263 6100**) or calling in at Reception. You can also book doctors' appointments on line (ask at Reception for information on how to register for this service).