

PATIENT GROUP REPORT 2012-13

Profile of practice population and PRG

The practice population is 5600 patients and is centred in the rural village of Tarporley, with small branch surgeries at Kelsall and Ashton.

We have a largely white British population and have the most elderly practice population in Western Cheshire. Due to the high price of housing in the village of Tarporley we have a gap of low price first time buyer accommodation, and thus our population does not have many young couples or families. As most teenagers go onto University our numbers of 18-22 year olds is also low compared to other practice profiles.

This demographic profile reflects a relatively elderly affluent largely white British population compared to an average practice.

Practice profile:

	Male (%)	Female (%)	Total (%)
0-16	490	406	896
17-30	317 (13.9)	311 (12.8)	628 (13.3)
31-50	646 (28.4)	670 (27.6)	1316 (28.0)
51-70	872 (38.3)	937 (38.6)	1809 (38.4)
71+	443 (19.4)	512 (21.0)	955 (20.3)
Total (excl 0-16)	2278(100)	2430(100)	4708 (100)

Our patient group has remained relatively stable during the year, with two people leaving the group due to relocation and one new patient joining the group. We continue to ask for new members via posters in the waiting room, via the website and in our newsletters.

The group are all white British which are reflective of the practice population, as we have a very small ethnic population.

In most respect, the group we have are a good representation of the 'users' of the Health Centre and its facilities.

The profiles of the patients on the group are as follows.

	Male	Female	Total
31-50	0	1	1 (12%)
51-70	3	2	5 (63%)
71+	1	1	2 (25%)
Total	4	4	8

Priorities for the 2012-13 survey and how they were agreed.

Via e-mail we reviewed the action plan from 2011-12 and re-looked at the priorities we set up in 2011-12. We discussed whether we should repeat the local survey areas identified last year, which by large we had either completed or were still in process of being worked on, or send out locally a questionnaire that was more in line with the national questionnaire which was being used by other local Practices. We decided unanimously to use the questionnaire that was similar to the national questionnaire, which would allow us to compare our local results to the national figures and at how we compare to other practices both at a local and national level. Priority areas regarding access, environment, Doctor and Nurse performance were all covered within the questionnaire chosen.

We commissioned CFEP UK surveys to provide the survey 'Improving Practice Questionnaire' which we gave out to patients in the Practice during October and November 2012.

The questionnaire is attached (Appendix 1)

Survey and Results

Anonymous results were returned in SAE and analysed, the results are attached on Appendix 2. Results were received and analysed up to the start of January 2013

Resulting Action plan

A patient group meeting took place on the 30th January 2013 where the results of the questionnaire (circulated in advance of the meeting) were discussed in detail and a resulting action plan was agreed. The action plan was then circulated to the group on 4th February 2013.

Minutes of the meeting are attached as appendix 3

The action plan is attached as Appendix 4.

All the actions can be addressed by the Practice and do not need PCT approval. Some areas may be difficult to implement (i.e. building changes in waiting room) but actions to try and implement all actions will take place (with resulting feedback).

Opening times

As a result of the survey we have not changed our opening times. For information on opening times and contact numbers see the home page of the website <http://www.tarporley.doctors.gpsurgery.net> or ring the surgery (01829 732401) for details.

Appendix 1.

■ Improving Practice Questionnaire

Drs Gleek, Griffin and Adey



OFFICE USE ONLY	Org ID	14495 (1)
	Survey ID	35317
	Practitioner ID	999

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the doctor/nurse
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

Poor Fair Good Very good Excellent

1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<input type="checkbox"/>				

About the doctor/nurse (whom you have just seen)

Poor Fair Good Very good Excellent

9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<input type="checkbox"/>				

Please turn over ↪





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About the doctor/nurse (continued....)

	Poor	Fair	Good	Very good	Excellent
18 This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19 The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20 The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21 The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				
About the staff	Poor	Fair	Good	Very good	Excellent
22 The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23 Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24 Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				
Finally	Poor	Fair	Good	Very good	Excellent
25 The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26 The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>				
27 The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28 The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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Thank you for your time and assistance

Appendix 2.

Improving Practice Questionnaire - Drs Gleek, Griffin & Adey

About the Practice:

	Poor	Fair	Good	Very good	Excellent
1. Your level of satisfaction with the practice's opening hours	0.0%	4.6%	31.5%	40.7%	23.1%
2. Ease of contacting the practice on the telephone	1.9%	0.0%	27.8%	36.1%	34.3%
3. Satisfaction with the day and time arranged for your appointment	0.9%	5.6%	20.4%	36.1%	37.0%
4. Chances of seeing a doctor/nurse within 48 hours	0.9%	8.4%	15.0%	34.6%	41.1%
5. Chances of seeing a doctor/nurse of <u>your</u> choice	3.8%	10.6%	35.6%	29.8%	20.2%
6. Opportunity of speaking to a doctor/nurse on the telephone when necessary	0.0%	9.2%	37.8%	37.8%	15.3%
7. Comfort level of waiting room (e.g. chairs, magazines)	0.9%	12.0%	52.8%	23.1%	11.1%
8. Length of time waiting in the practice	0.9%	20.4%	48.1%	22.2%	8.3%

About the doctor/nurse: (whom you have just seen)

	Poor	Fair	Good	Very good	Excellent
9. My overall satisfaction with this visit to the doctor/nurse is	0.0%	0.9%	9.3%	28.7%	61.1%
10. The warmth of the doctor/nurse's greeting to me was	0.0%	0.0%	6.5%	29.6%	63.9%
11. On this visit I would rate the doctor/nurse's ability to really listen to me as	0.0%	0.0%	6.5%	30.6%	63.0%
12. The doctor/nurse's explanations of things to me were	0.0%	0.9%	7.4%	26.9%	64.8%
13. The extent to which I felt reassured by this doctor/nurse was	0.0%	0.9%	11.1%	34.3%	53.7%
14. My confidence in this doctor/nurse's ability is	0.0%	0.9%	8.3%	30.6%	60.2%
15. The opportunity the doctor/nurse gave me to express my concerns or fears was	0.0%	0.0%	13.9%	31.5%	54.6%
16. The respect shown to me by this doctor/nurse was	0.0%	0.0%	6.5%	28.7%	64.8%
17. The amount of time given to me for this visit was	0.0%	0.0%	11.1%	29.6%	59.3%
18. This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	0.0%	0.9%	12.0%	30.6%	56.5%
19. The doctor/nurse's concern for me as a person on this visit was	0.0%	0.0%	11.1%	29.6%	59.3%
20. The extent to which the doctor/nurse helped me to take care of myself was	0.0%	0.9%	12.0%	34.3%	52.8%
21. The recommendation I would give to my friends about this doctor/nurse would be	0.0%	0.9%	10.2%	26.9%	62.0%

About the staff:

	Poor	Fair	Good	Very good	Excellent
22. The manner in which you were treated by the reception staff	0.0%	3.9%	28.2%	36.9%	31.1%
23. Respect shown for your privacy and confidentiality	0.0%	4.8%	24.0%	41.3%	29.8%
24. Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	0.0%	3.9%	32.4%	34.3%	29.4%

Finally:

	Poor	Fair	Good	Very good	Excellent
25. The opportunity for making compliments or complaints to this practice about its service and quality of care	0.0%	7.2%	40.2%	37.1%	15.5%
26. The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	0.0%	5.0%	40.0%	32.0%	23.0%
27. The availability and administration of reminder systems for ongoing health checks is	1.0%	7.1%	44.9%	25.5%	21.4%
28. The practice's respect of your right to seek a second opinion or complementary medicine was	0.0%	4.2%	41.7%	30.6%	23.6%

Any comments about how this practice could improve its service?

Better car park facility

I find all the staff very helpful and friendly

Cannot really make any improvements to service

I would personally like to see Saturday opening 9am-1pm.

I am very happy as it is.

Not really-I've experienced no problems. Getting a hospital test result once was problematic-but maybe down to Countess of Chester.

Don't change anything

Saturday morning surgery and one late night would help.

All was good or better-only re Q25 & 28 did I feel information could have been better publicised and available in the waiting room.

Perhaps more comfortable chairs in reception-daily paper

I have received poor advice from this practice recently (not Dr x I hasten to add) which could have had very serious results, but hopefully this has been dealt with.

I am very satisfied with this Practice. I feel lucky to have access to such a clinic and have nothing but praise for the NHS in general.

The practice would be the envy of many

None, always satisfied with the service.

Less 'closed days' for staff training etc. Should be able to maintain adequate cover.

Only complaint is parking facilities are very poor and insufficient for the number of patients visiting the surgery

Larger print information leaflets, more privacy at reception hatch, Saturday surgeries

Review opening hours

Large car park

Regular testing of BP, bloods urine etc

Ability to book appointment further in advance would be helpful eg vaccinations

We miss the availability of a surgery on a Saturday morning. I realise the size of the waiting area is restricted but ideally a larger one where waiting patients are out of hearing of those talking to receptionists.

I am really happy with the service provided for me.

Open longer hours
 Small toy section for Children always a bonus.
 Timed appointments ON TIME and not always late
 The help available when the Practice is open is good but nowadays there is no personal help out of hours and the helpline is a joke-totally unnecessary.
 Difficult to make an appointment with Doctor. (Saw x)
 No, first class
 Sometimes reception staff are rude, brusque and unhelpful. On this occasion fine. One particular staff member has been repeatedly unfriendly (name unknown). x is helpful, as is another lady.

Any comments about how the doctor/nurse could improve?

No
 As far as I'm concerned you'd go along way to find such a good practice. I'm from S Wales, 84 years old and have been here for 5 years and Doctors have been wonderful.
 The Doctor I saw today was Doctor x and I found her to be excellent and I would see her again.
 I saw Dr x today and she is fantastic and I always try to see her. She is the best Doctor I have ever seen at the Practice and does not need to improve.
 One Doctor should start sessions on time-Doctors regularly start seeing patients at least 20 minutes late.
 None-service provided was excellent
 No-she's very empathetic
 No, x was warm and friendly but equally thorough and professional
 Dr x is an excellent Doctor, friendly, helpful and diligent in every way.
 Doctors are limited by the amount of time they have available for each patient but I know I can request a double appointment slot if I feel I need longer. This is greatly appreciated.
 Volunteer alternative treatments.
 I was very unhappy the way the Practice Nurse spent 25 minutes patronising me in front of a trainee-and then gave me very grudgingly the prescription.
 Couldn't be happier
 We are very satisfied with the Doctors we consult. The nurses are also pleasant, efficient and available. Well done.
 Opportunity to see Nurse practitioner rather than tie up Doctor time is excellent.
 Please keep Dr x-she's lovely
 No, first class
 All seem helpful and as you would expect of a Doctor or nurse - no problems.

How old are you in years?	Are you:	Was this visit with your usual clinician?	How many years have you been attending this practice?
Under 25 =7.4% 25-59 = 45.4% 60+ = 47.2%	Female = 63.0% Male = 37.0%	Yes = 75.9% No = 24.1%	Less than 5 years = 16.7% 5-10 years = 8.3% More than 10 years = 75%

Appendix 3.

Minutes

Patient Group

Wednesday 30th January 2013
5pm at The Health Centre

1. Introductions and apologies

2. Summarise work to date

- Reviewed last years action plan and discussed successes and failures, we listed areas outstanding that would be carried forward into 2013/14. These are:
 1. Having better output for patients following reviews to allow them to manage their own conditions more successfully (Discussed Diabetes year of care pilot)
 2. Using Practice statistics to compare Practice achievement to other Practices, and to highlight specific areas to Patients
 3. Reception layout, comfort, and sitting and approachability/confidentiality of reception window
 4. Patient survey results
- Reviewed local patient survey results, noted excellent results and comments-areas that scored lowest for follow up were:
 1. Chance of seeing the Doctor of your choice
 2. Comfort level in waiting room
 3. Length of time waiting at the Practice to go into your appointment
 4. Desire for longer opening hours
 5. Privacy at reception
 6. Large print leaflets available to patients
 7. Inadequate car parking

We parked these areas, as we then reviewed the most recent National Patient Survey results that covered some of the areas highlighted above, and allowed us to compare our results against the results of other local practices, our PCT and average National results.

The findings were that most of the areas that cause our patients concern are common to most practices and that our 'performance' is in line or better than our comparators. We then thought about how to address each of these areas

1. Action plans and next steps:

- See attached

2. Other matters and developments

- Discussed the Practice Quality dashboard system and agreed to hold another meeting to go through the dashboard in some detail with the patient group.

3. The meeting finished at 7.00, follow up will be circulation of the minutes and plan and agreement of a date to look at the quality dashboard.

Appendix 4.

Drs Gleek Griffin and Adey Patient Participation Survey Action Plan 2013

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
To improve patient feedback at health reviews (for chronic conditions)/health check ups/screening visits	Design new diagnosis and annual check up care plans that include condition information/test results and targets for future reviews	Practice - to be led by Practice manager	Review 30.09.13	Diabetes year of care pilot	Signed up for pilot which will be rolled out during 2013
Website - look at the possibility of including Practice statistics (i.e. DNA's) on site- also links to national survey results - see below	To discuss in practice as to what may go into this section on website	All practice staff	30.09.13	Use to illustrate comparison of Practice v comparators results from local and national surveys	
Improve waiting room image	Waiting room layout	Practice - to be led by Practice manager	30.09.13	To cost regarding lighting, seating, newspapers, toys	
Reception window. Improve image of reception/wait at window	To look at current window that needs renewing to see if more 'friendly' options available	Practice Manager and Reception	30.09.13	To cost building work to enlarge waiting room and improve reception/patient access	
Survey result - chance of seeing Doctor of your choice	Use statistics to inform patient of how we compare to other practices	Practice Manager	30.06.13	Notices, website, newsletter. No cost	
Survey result - length of time waiting to see Doctor and also starting times of surgeries	Use statistics to inform patient of how we compare to other practices and what our 'actual' results are.	Practice Manager	30.06.13	Notices, website, newsletter. No cost	
Survey result - availability of information (leaflets) in other languages, large print size.	Inform patients to ask reception if required - may not have in stock but will obtain	Practice Manager	30.06.13	Notice, website and newsletter	
Survey result - longer opening hours	Use statistics to inform patients of national responses to this issue and explain will be	Practice Manager	30.06.13	Notice, website and newsletter	

	national policy not local policy.				
Survey result - better car parking	Try to optimise use of car park for those that need it most	Practice	Ongoing	Newsletters - to ask people to walk if able and park elsewhere in village	