



## **Patient Participation Report 2011/12.**

### **A description of the profile of the members of the Patient Group.**

We currently have 7 PPG members made up of 4 white British females & 1 Asian female, all aged 30-70 yrs and 2 white British males age 70-85 yrs.

It has been a slow start attracting patients to join our PPG. Along with very large waiting room posters, GPs have personally invited some patients by handing a letter to them when they consult.

The Practice Manager has written to 20 more selected patients inviting their involvement. Patients have also been made aware through the recently completed Patient Survey and from information on our practice website.

There has been involvement from staff in the waiting room area chatting to patients about the Patient Survey and handing out leaflets containing the results and Practice Action Plan together with PPG Invitations.

### **Steps taken by the practice to ensure the PPG is representative of its registered patients.**

Along with volunteers that have responded to our literature, we have personally invited patients of differing cultural backgrounds as well as non English speaking patients so we can engage with them through Interpreters. Also see above.

### **Steps taken to determine & agree priority issues which were included in the practice survey.**

Information leaflets provided to patients about volunteering to join the PPG had a number of priority areas listed and we asked patients to select the 2 most relevant areas to them so together the practice & PPG can focus on these areas. These four areas were Reception Issues, Patient Support Groups, Physical access to the Surgery & Clinical Care e.g. Health Promotion.

### **How were the views of patients sought**

Information leaflets about the PPG and all patients completing a patient survey were able to respond to areas of priority.

### **Details of the action plan and how proposals will be implemented and reasons for non implementation of any proposals.**

The patient survey action plan appears below.

## **Details of opportunities available for the PPG to discuss the action plan.**

PPG members have been invited to discuss and comment on the practice action plan and can do this by telephone, face to face or by email.

Email is proving the most popular form of communication.

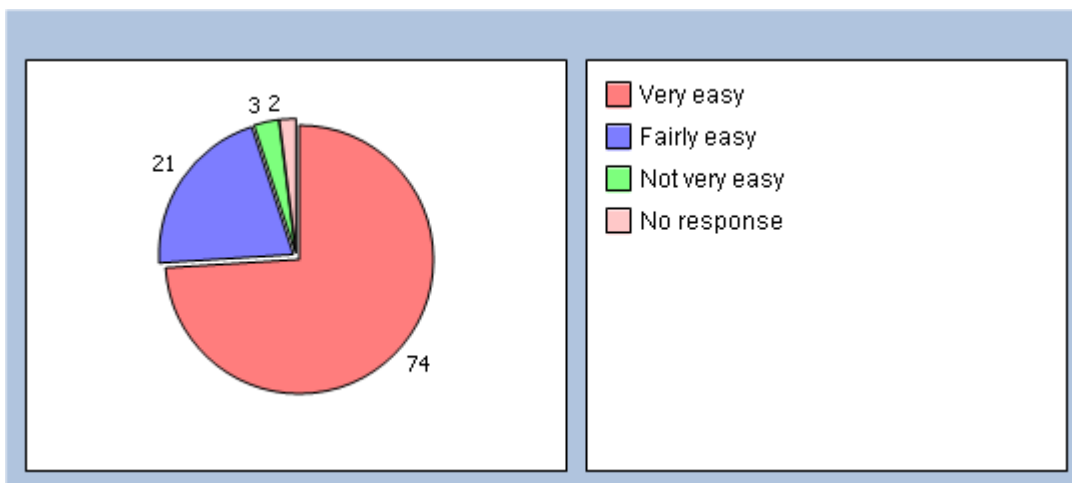
## **Wilson Street Surgery Survey Results Report Feb 2012**

### **Patient Experience Survey Results**

Number of Responses: 255

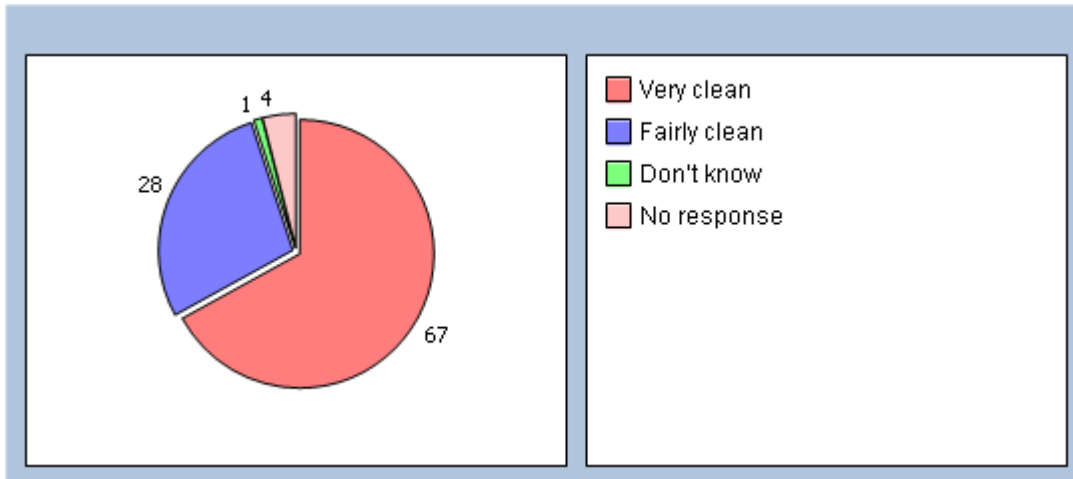
#### **Q1. How easy do you find getting into the building at the surgery?**

Very easy 74%  
Fairly easy 21%  
Not very easy 3%  
Not at all easy 0%



#### **Q2. How clean is the GP surgery?**

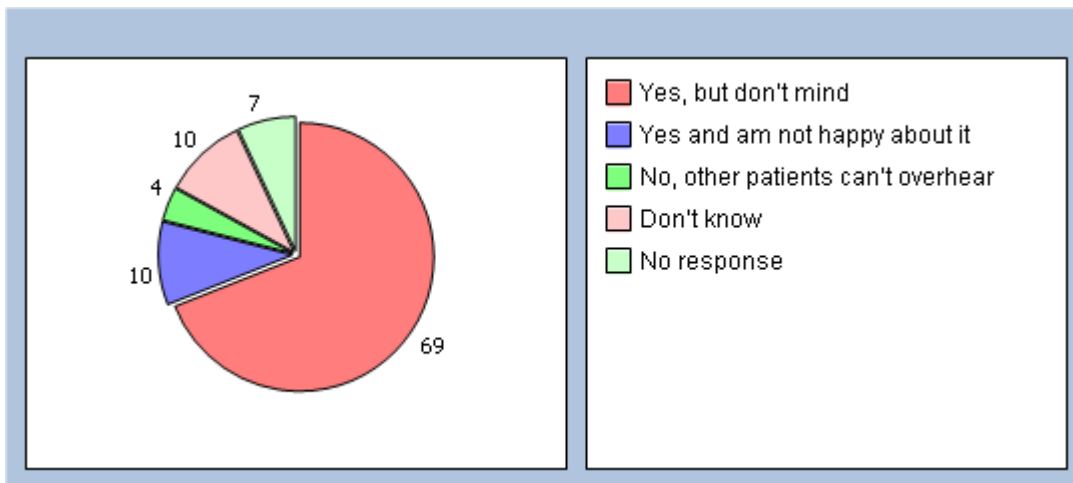
Very clean 67%  
Fairly clean 28%  
Not very clean 0%  
Not at all clean 0%  
Don't know 1%



**Q3. In the Reception Area, can other patients overhear what you say to the receptionist?**

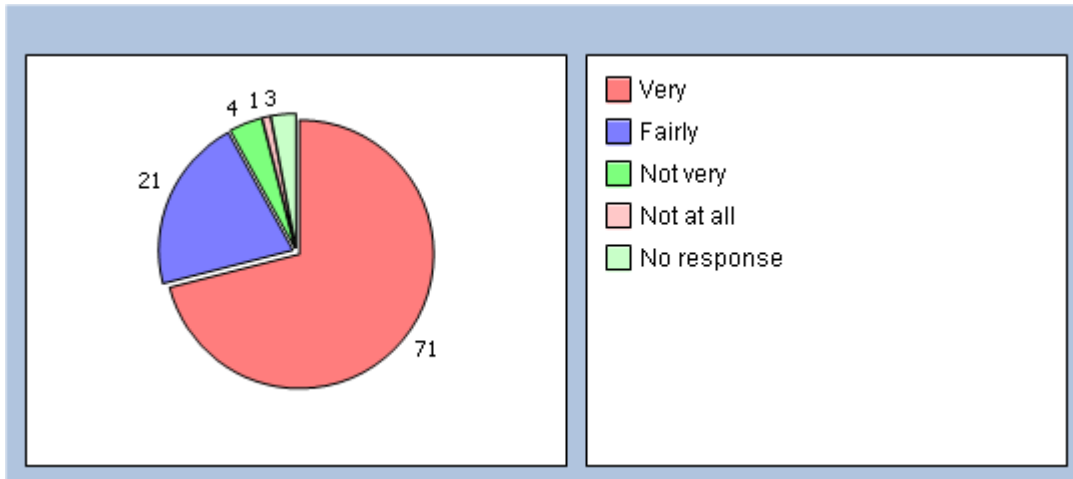
Yes, but don't mind 69%  
 Yes and am not happy about it 10%  
 No, other patients can't overhear 4%  
 Don't know 10%

*(This is noted in the practice action plan under the heading Reception Issues/Privacy)*



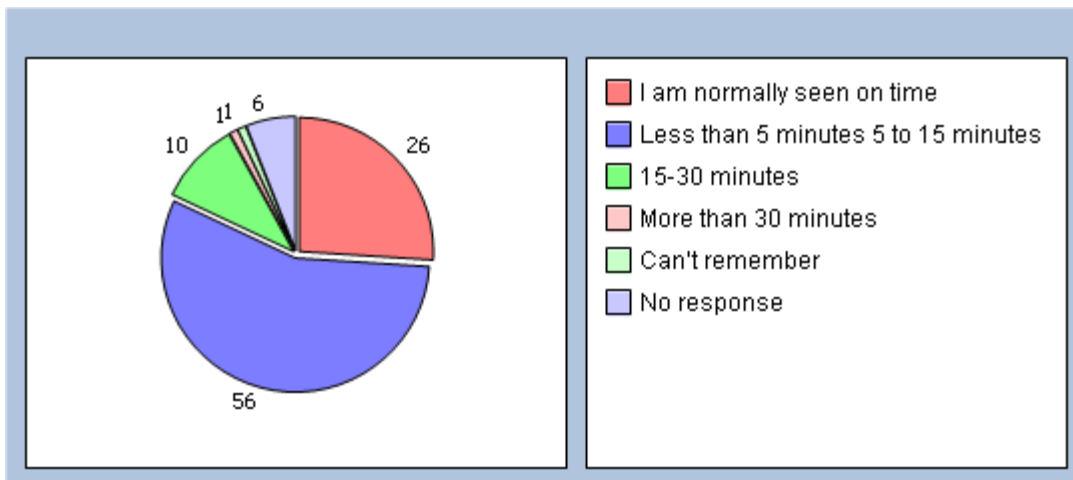
**Q4. How helpful do you find the receptionists at the surgery?**

Very 71%  
 Fairly 21%  
 Not very 4%  
 Not at all 1%



**Q5. How long after your appointment time do you normally wait to be seen?**

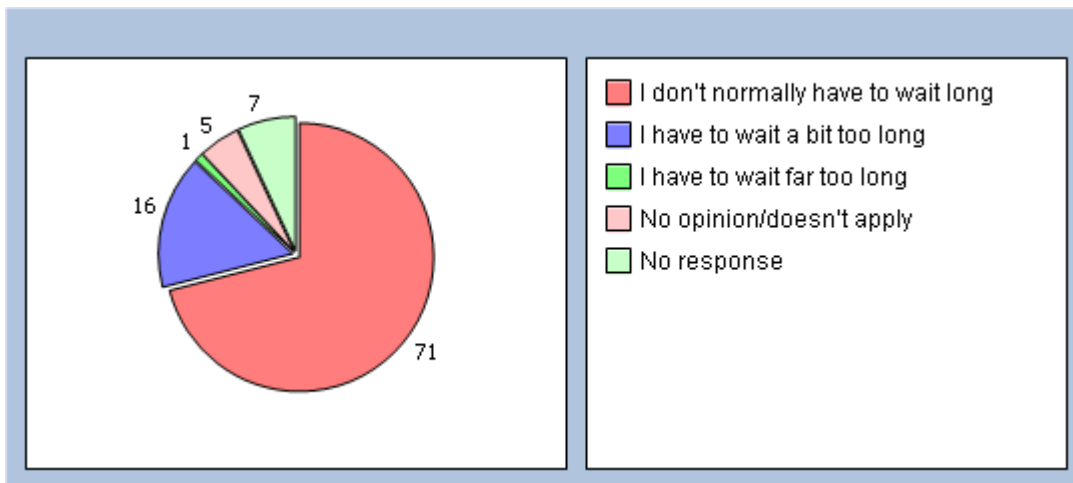
I don't normally have appts at a specific time 0%  
 I am normally seen on time 26%  
 Less than 5 minutes 56%  
 5 to 15 minutes 10%  
 15-30 minutes 1%  
 More than 30 minutes 1%  
 Can't remember 1%



**Q6. How do you feel about how long you normally have to wait ?**

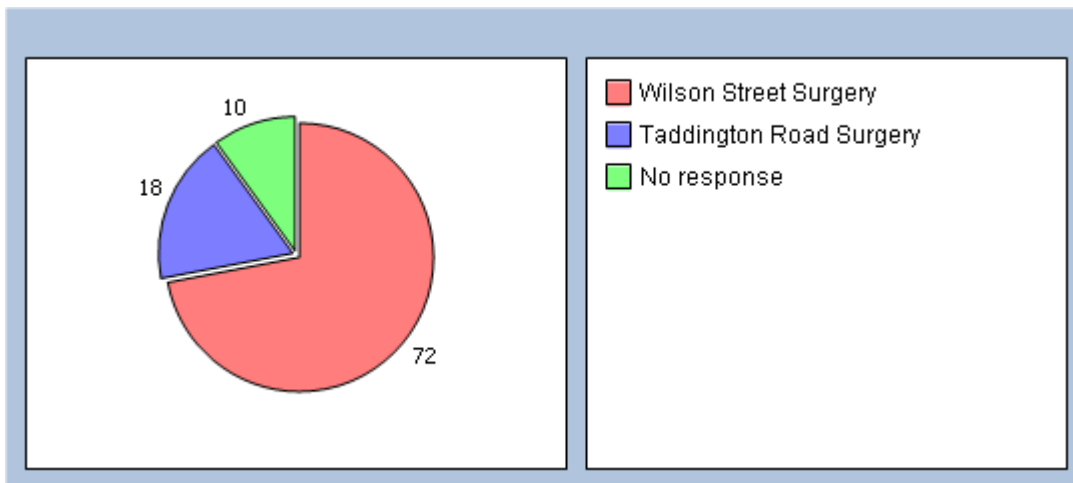
I don't normally have to wait long 71%  
 I have to wait a bit too long 16%  
 I have to wait far too long 1%  
 No opinion/doesn't apply 5%

*(This is noted in the practice action plan under the heading Reception Issues/Waiting Times)*



**Q7. Is your usual surgery**

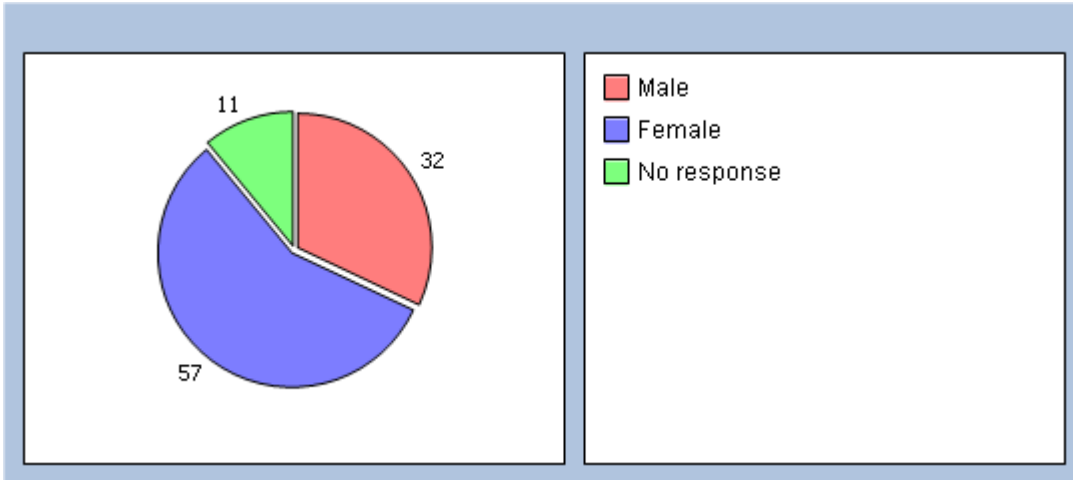
Wilson Street Surgery 72%  
Taddington Road Surgery 18%



**To help us analyse your answers please tell us a few things about yourself:**

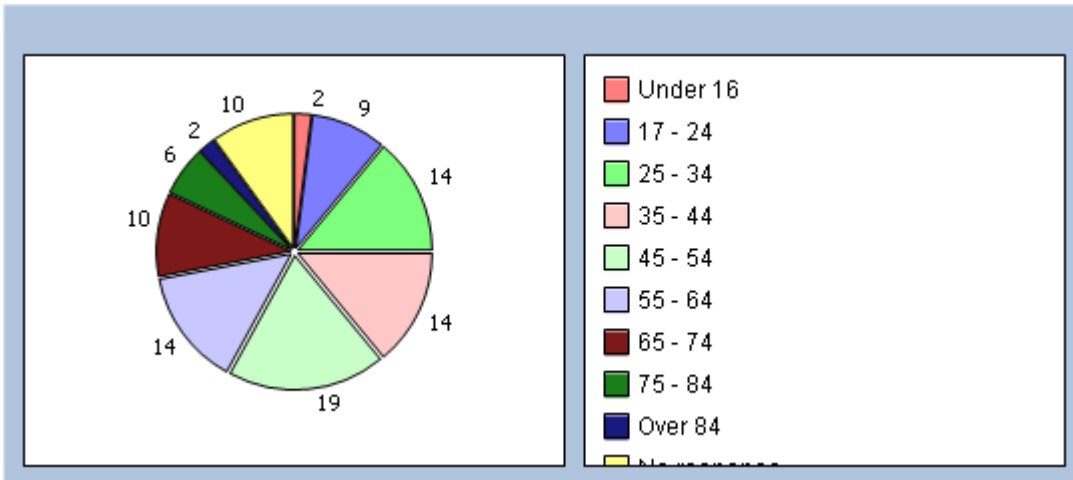
**Are you male or female?**

Male 32%  
Female 57%



**What age are you?**

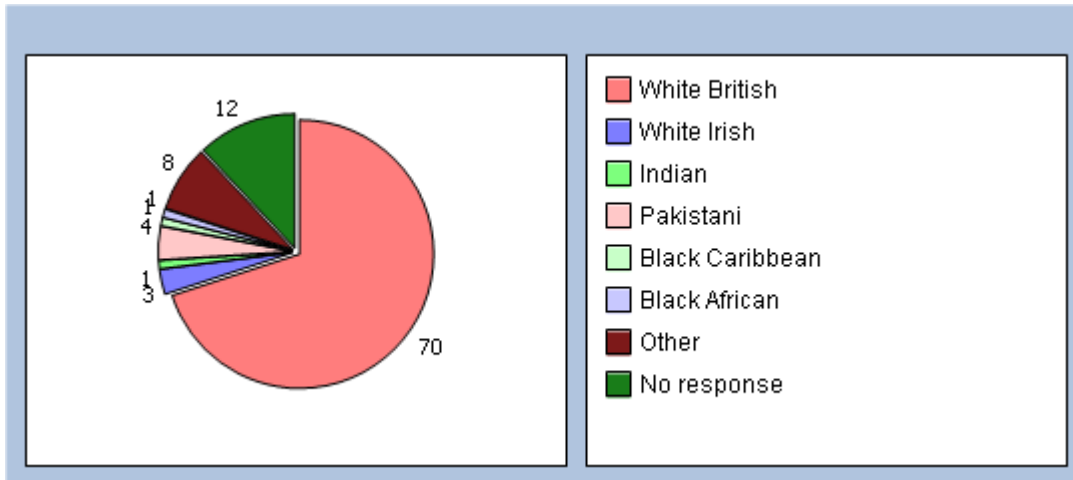
Under 16 2%  
 17 - 24 9%  
 25 - 34 14%  
 35 - 44 14%  
 45 - 54 19%  
 55 - 64 14%  
 65 - 74 10%  
 75 - 84 6%  
 Over 84 2%



**What is the ethnic background with which you most identify?**

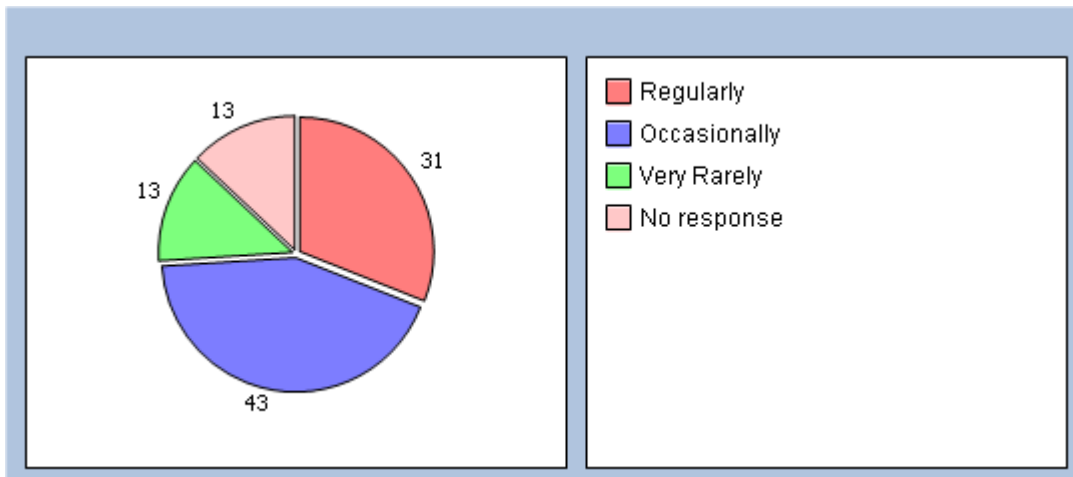
White British 70%  
 White Irish 3%  
 Mixed White & Black Caribbean 0%  
 Mixed White & Black African 0%

Mixed White & Black Asian 0%  
 Indian 1%  
 Pakistani 4%  
 Bangladeshi 0%  
 Black Caribbean 1%  
 Black African 1%  
 Chinese 0%  
 Other 8%



**How would you describe how often you come to the practice?**

Regularly 31%  
 Occasionally 43%  
 Very Rarely 13%



**Details of our action plan setting out the actions and timescales including any reasons why actions cannot be implemented.**



## **Wilson Street & Taddington Road Surgeries & Boots ‘satellite’ Surgery**

### **PATIENT SURVEY 2011/2012**

#### **ACTION PLAN**

##### **Introduction:**

Thank you to everyone who took the time to complete our Patient Survey during January & February 2012. The results have already been published and can be seen on our notice boards in the waiting rooms and on our Website

We have worked with our Patient Participation Group (PPG), the GP Partners, Nurses & Staff and prepared an Action Plan to help improve the service you receive. The areas identified have been suggested by members of our PPG and have coincidentally arisen from our survey results.

The focus is around ‘**Reception Issues**’ and ‘**Healthcare Promotion**’ and our aim is to work hard to improve these areas. Please feel free to provide us with your feedback on how we are doing at any time. You can do this by contacting us through our website, our email address [wilsonstreetsurgery@nhs.net](mailto:wilsonstreetsurgery@nhs.net) or by letting Reception have your comments.

##### **Reception Issues**

<b>Priority For Action</b>	<b>How Can We Improve The Situation</b>	<b>Action Taken/To Be Taken &amp; Timescales</b>	<b>Relevant Comments</b>
Waiting Times	We will ensure that Receptionists inform patients when a GP is	This has been discussed at our March Partners Meeting and Staff Meeting and will	Electronic Communications board is being considered for the future.



	running late.	take effect immediately (March '12).	
Telephone Access	We hope to improve our telephone access with a new digital telephone system	Our new telephone system is being installed in May/June 2012 for both Wilson Street & Taddington Road.	Receptionists will be fully trained in the new system. Patients should see an improvement in our call handling.
Prescription Queries	Calls will be answered between 10.30am & 4pm each weekday	Effective immediately (March '12).	
Privacy (Wilson Street)	Due to the lack of space between the entrance door & Reception Desk, we are unable to operate a queuing system.	We courteously ask patients to respect each other's privacy by leaving a space between you and the patient at the Reception desk.	

### Healthcare Promotion

<b>Priority For Action</b>	<b>How Can We Improve The Situation</b>	<b>Action Taken/To Be Taken &amp; Timescales</b>	<b>Relevant Comments</b>
Notice Boards	We are in the process of replacing all our notice boards with smart new ones.	Immediately (March 12)	All notice boards & signage will present our corporate colouring & business logo.
Healthcare promotion.	Better use of literature displayed on notice boards	We are arranging for themed notice boards providing timely information about different healthcare areas/ issues.	There will be a Focus topic every month on one of the boards which will then roll onto another board (to the right hand side of the check in screen) along with 3 other topics. They

			will all rotate with old ones dropping off & new ones replacing them. We think this will display a more professional corporate approach. All info will be laminated and include the Wilson St logo.
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### **Patient Survey 2011/12** **Verbatim Comments**

All verbatim comments have been lifted word by word from the Comments box on the patient surveys and provided anonymously.

- Not bothered about having to wait
- Varies on time of appointment, have waited more than 30 minutes before but have been seen on time previously too.
- Depends on what you need to talk about
- There was no soap in the bathroom and I think that is a health issue, thanks
- Depends on what is being discussed
- Desk receptionists fine, telephone receptionists no help
- Telephone system does not always work correctly. Goes back to beginning instead of service requested. Not easy to access phone lines sometimes takes 30+ minutes. Most doctors at the practise cannot be anymore professional or helpful. Nice to see notice boards in categories instead of a jumbled mess! \*\*
- Needs a medal when cleaning up dog mess from reception carpet – both the receptionist & the nurse.
- Don't mind waiting, Dr Daniells is worth it. I don't mind as not rushed when appointment in progress and care and attention to detail and concerns always paid.

- Waiting times – it doesn't bother me as when I get to see the Doc I expect to be listened to and helped as long as it takes so why shouldn't others get the same treatment. \*\*

**\*\* This is noted in our practice action plan under the heading Reception Issues/Telephone Access/Prescription Queries/Noticeboards.**

**The opening hours of the practice and the method of obtaining access to services throughout core hours .**

**Wilson Street Surgery**

<b>Day</b>	<b>From</b>	<b>To</b>
Monday	07:30 am	18:30pm
Tuesday	07:30am	18:30pm
Wednesday	07:30am	18:30pm
Thursday	07:30am	18:30pm
Friday	07:30am	18:30pm
Saturday	Closed	Closed
Sunday	Closed	Closed

**Extended Hours**

Extended Hours appointments at Wilson Street Surgery are available from 07:00am each weekday and for those accessing these appointments, entry to the building is gained from 7:00am.

**Taddington Road Surgery**

<b>Day</b>	<b>From</b>	<b>To</b>
Monday	08:00am – 12noon	14:00 - 17:30pm
Tuesday	08:00am	12noon
Wednesday	08:00am	12noon
Thursday	08:00am	12noon
Friday	08:00am	12noon
Saturday	Closed	Closed
Sunday	Closed	Closed

**Satellite Surgery At Boots, Westfield Centre, Derby**

<b>Day</b>	<b>From</b>	<b>To</b>
Monday	10:00am	12noon
Tuesday	10:00am	12noon
Wednesday	10:00am	12noon
Thursday	10:00am	12noon

Friday	10:00am	12noon
Saturday	Closed	Closed
Sunday	Closed	Closed

There is a Receptionist available at Boots from 09:30am until 16:00 each weekday to help patients with prescription queries, booking appointments and new registrations.

During our core hours (07:30am until 18:30 each weekday) patients can telephone the surgery or call in at Reception. Appointments can be made by either pre-booking up to 8 days in advance or telephoning on the day. For patients wishing to pre-book an appointment, this can be done through our SystemOnline electronic service, by telephone or by calling in at Reception.

This information is freely available in our practice brochure and on our website [www.wilsonstreetsurgery.co.uk](http://www.wilsonstreetsurgery.co.uk)