

# 2016 Patient Participation Group results

---

## **1) Introduction**

This report provides an update on the outcome of the patient survey which was carried out during autumn of 2016.

## **2) Patient survey**

a) Following discussion at our weekly meeting, it was agreed to run a survey during our flu clinics at both Bayston Hill and Dorrington. These were both assessing the quality of patient service provided by our doctors and nurses and Reception staff. Part of the survey replicated previous surveys to be able to compare with previous years. It was also felt that no survey had enquired into the quality of our Reception services for a couple of years and this is an area which also needs to be monitored.

b) We had a good response to the survey, with over 275 patients.

c) The results are summarised as attached, which includes direct comparison with the responses to the previous survey, where possible.

d) Overall the findings were very positive. For example, of the responders to the question 'The treatment from the Practice nurse is always of a high standard' 97% stated 'Yes' (compared to 96% in 2015). Likewise responses to the question: 'The attitude from the Practice nurse is always sympathetic and caring'; responses were 95% 'Yes' (the same as 2015). It was a similar trend with the doctors' survey. For example, the question 'The treatment from the practice doctors is always of high standard' gave 91% 'Yes' (the same as 2015).

e) There were several new questions in this year's survey which had some pleasing results, but still areas to work on and it will be good to compare with next year, which hopefully will include a more representative age range.

## **3) Actions**

a) The age group we captured the results from, 84% of the responders were over 65. It has been decided that next year we need to try and capture opinion from younger age brackets. We will discuss this with the PPG to consider how to achieve this

b) The question "I am happy to see a Registrar/Medical student (Under the supervision of the Practice GPs)?" has dipped from 84% saying YES to 81%. This is not a large fall but it is imperative patients are happy to see Trainees.

i. The explanation to patients, as to who will be seeing them and how they will be managed by the Receptionist will be looked at and discussed in a Reception meeting.

c) The question "I can see a practice nurse on the same day for an urgent appointment"

i. In 2014 47% said 'Yes' (with 30% 'Don't knows') and in 2015 there were 50% 'Yes' responses with 38% 'Don't knows'. With the wording slightly changing saying "I am aware Practice Nurses are available the same day for urgent appointments?" 2016 results were 65.8%. This is a great improvement and we will continue to advertise the fact a nurse is available for urgent appointments on the day.

d) "The attitude from the Practice Doctor is always sympathetic and caring?"

- i. The explanation to patients, as to who will be seeing them and how they will be managed by the Receptionist will be looked at and discussed in a Reception meeting.
  - e) The questions regarding the Receptionist were good, but they will be discussed in a Reception meeting to get suggestions for even higher results.
  - f) This year the survey was not consulted with the PPG as the new Practice Manager was not aware of their usual input. Next years will be compiled in collaboration with the PPGs help.