

Queens Avenue Surgery Patient Participation Report 2013-14

Introduction

The Practice has been running the patient survey annually since 2005. We have been collecting patient opinions in order to help evaluate and improve our services. The Patient Participation Group was formed also during 2005 and we have met with the PPG twice yearly since then to help analyse and discuss the survey results. The results of our surveys and action plans are posted each year on the waiting room notice board and in more recent years on our practice website.

The PPG [Patient Participation Group] help the practice with the following:

- Offer views from a patient's perspective.
- Interpret patient survey feedback
- Identify the needs of our patients
- Make recommendations where possible
- Plan change as a result the findings
- Measure the impact of what we have done.
- Improve the quality of care
- Help shape the future of the surgery

1] Structure of the PPG Group

The PPG is at present made up of ten volunteers, both male and female and of different ethnicity. They range between the ages of 43 and 78 and they are all registered patients at Queens Avenue Practice. We have two new members this year.

This year the practice has elected a chair person from the group to assist with meetings. The practice has paid the annual subscription for the group to join NAPP [The National Association for Patient Participation] and all members have been given the password to access the NAPP website. This allows the group access to guidance and information relevant to national standards.

NB: Table below shows breakdown of Patient Participation Group

PPG PANEL PROFILE 2013-14			
AGE	MALE	FEMALE	ETHNICITY
0-16	0	0	0
17-34	0	0	0
35-54	0	3	3
			1 Irish
			1 Caribbean
			1 white British
55-74	3	3	6
			2 Irish
			2 white British
			1 white European
			1 British mixed
75+	1	0	1
			1 white British
TOTAL			10

2] PPG Representation

The practice welcomes new members; we advertise for new members both on our website and through posters in the waiting room .We have experienced some difficulty finding joiners from the younger generation.

3] Agreement with PPG regarding Practice issues

The Chair, PPG and practice are all in touch via email before each meeting to draw up the agenda, the date having been at the previous meeting. The practice administrator will send out a reminder a week before.

During our summer meeting in the summer of 2013, we reviewed the practice questionnaire and made changes to the wording as requested by the group, we added in age bands instead of asking patients their actual age.

At our most recent meeting on the 31/01/2014 the practice and PPG reviewed our patient survey results. It was noted that 20% of patients had experienced problems getting through

on the telephones and as a result of this finding the practice agreed to look at improving the telephone system.

Comments made by patients during the survey indicated that there was some dissatisfaction with the appointments system, the practice has agreed to look at an on line appointment system which would allow patients to book their own appointments rather than having to contact the surgery.

New elements which were introduced by the practice during 2013 and discussed at the last PPG meeting:

- The practice has extended its telephone and opening hours during 2013 and now opens 3 mornings a week at 8.00am; appointments start half an hour earlier at 8.30 am. The practice has informed patients through the website, posters and practice leaflet.
- New electronic check in screen for patients who are attending for an appointment.
- Text message reminders are sent out to patients with booked appointments.

4] How the practice obtained the views of our patients

The survey was drawn up and approved of by the PPG and practice team and is reviewed annually. Posters are displayed in our waiting room and a notice on our practice website informing patients that we are running a survey.

This year the survey ran for a total of three months. We received 1089 completed questionnaires, which amounts to approximately 20% of our patient list. We started the survey in September and finished at the end of December. We chose this time of year because all partners and nurse were present.

The practice staff handed out the questionnaires to all patients who were attending for an appointment, so that they could read it before their consultation. Pens and books to rest forms on were also provided. Patients were asked not to put their name on it but were asked to insert the name of the doctor they were seeing. This allowed us to produce individual results as well as overall results. The patients were also asked to place their completed questionnaires in the box in the waiting room and not give to reception. These were then collected at the end of each surgery. When the survey finished the data was then typed into a statistical software package to help us obtain the figures and percentages we needed for analysis.

NB: An example of the patient survey questionnaire used this year is shown below:

Dear patient,

This is a questionnaire designed to help us assess any changes we may need to make to enable us to offer the very best service we can as your needs change.

At no point will we ask you to identify yourself or provide us with information that would enable us to identify you.

Your Doctor's name: _____

Patient Survey Questionnaire

The Queens Avenue Surgery

About the Practice

- | | Poor | Fair | Good | Excellent |
|--------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Respect shown for your privacy and confidentiality. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Comfort levels within the practice. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Cleanliness of the practice. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About the Doctor

- | | Poor | Fair | Good | Excellent |
|-------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How well they listen to what you say. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The quality of care they provide. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. How well they explain your health problems and your treatment. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About the Nurse

- | | Poor | Fair | Good | Excellent |
|-----------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How well she listens to what you say. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The quality of care she provides. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. How well does she explain your health problems and your treatment. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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About the Receptionists

- | | Poor | Fair | Good | Excellent |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. The manner in which you are treated by the reception staff. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Information provided by the practice receptionists about its services.
Eg: Test results, repeat prescriptions and fees for private services. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Accessing the Practice

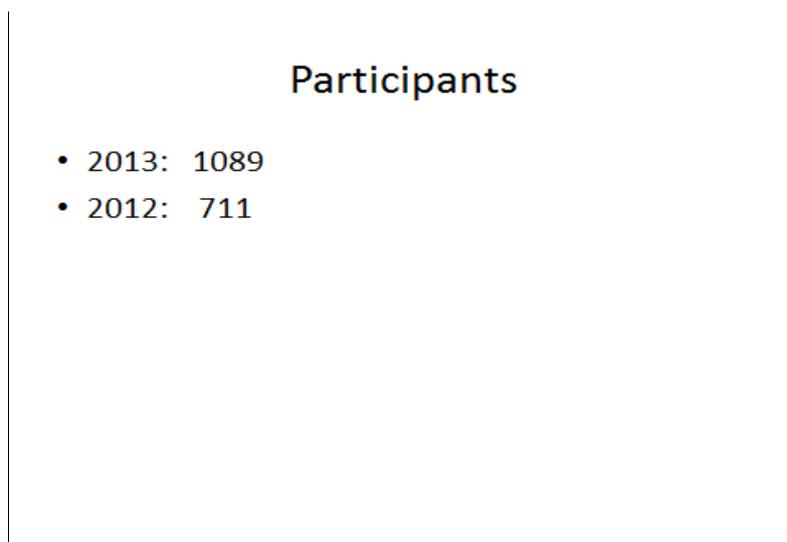
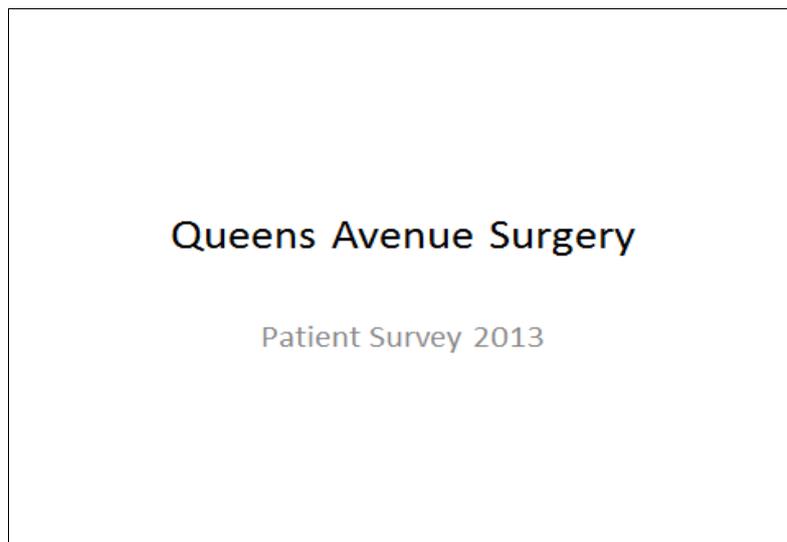
- | | Poor | Fair | Good | Excellent |
|-------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Your level of satisfaction with the practice's opening hours. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Satisfaction with the day and time arranged for your appointment. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Ease of contacting the practice on the telephone. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Opportunity of speaking to a doctor on the telephone when necessary. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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continued overleaf →

7] Summary and Statistical evidence

The practice and PPG have analysed the 2013 survey results and compared results the results of 2012 to 2013, the slides used for our meeting are displayed below. Findings show an improvement on last year's results, but with some concern around survey questions with the lowest scores. i.e. telephone access and availability of appointments



Doctors

2013

• Dr Batia Friedmann (A1)	329	30.35%
• Dr Thaiman Sivakumar (A2)	310	28.60%
• Dr John Demades (A3)	382	35.24%
• Dr Fiona Werth (A4)	58	5.35%

• 2012

• Dr Batia Friedmann (A1)	205	28.87%
• Dr Thaiman Sivakumar (A2)	201	28.31%
• Dr John Demades (A3)	253	35.63%
• Dr Fiona Werth (A4)	46	6.48%

About the Practice

2013

Respect shown for your privacy and confidentiality.

• Poor (A1)	0	0.00%
• Fair (A2)	33	3.05%
• Good (A3)	267	24.68%
• Excellent (A4)	775	71.63%

• 2012

• Poor (A1)	3	0.42%
• Fair (A2)	16	2.27%
• Good (A3)	177	25.07%
• Excellent (A4)	499	70.68%

About the Practice

2013

Comfort levels within the practice.

• Poor (A1)	2	0.18%
• Fair (A2)	80	7.39%
• Good (A3)	454	41.96%
• Excellent (A4)	538	49.72%

2012

• Poor (A1)	4	0.57%
• Fair (A2)	55	7.79%
• Good (A3)	293	41.50%
• Excellent (A4)	338	47.88%

About the Practice

Cleanliness of the practice

2013

• Poor (A1)	2	0.18%
• Fair (A2)	27	2.50%
• Good (A3)	402	37.15%
• Excellent (A4)	642	59.33%

2012

• Poor (A1)	0	0.00%
• Fair (A2)	25	3.54%
• Good (A3)	276	39.09%
• Excellent (A4)	389	55.10%

About the Doctor

How well they listen to what you say.

2013

• Poor (A1)	3	0.28%
• Fair (A2)	31	2.87%
• Good (A3)	254	23.50%
• Excellent (A4)	790	73.08%

2012

• Poor (A1)	2	0.28%
• Fair (A2)	30	4.26%
• Good (A3)	187	26.56%
• Excellent (A4)	476	67.61%

About the Doctor

The quality of care they provide.

• Poor (A1)	0	0.00%
• Fair (A2)	27	2.50%
• Good (A3)	240	22.20%
• Excellent (A4)	806	74.56%

2012

• Poor (A1)	6	0.85%
• Fair (A2)	21	2.98%
• Good (A3)	181	25.71%
• Excellent (A4)	479	68.04%

About the Doctor

How well they explain your health problems and your treatment.

2013

• Poor (A1)	3	0.28%
• Fair (A2)	37	3.42%
• Good (A3)	268	24.79%
• Excellent (A4)	764	70.68%

2012

• Poor (A1)	9	1.28%
• Fair (A2)	29	4.12%
• Good (A3)	196	27.84%
• Excellent (A4)	448	63.64%

About the Nurse

How well she listens to what you say.

2013

• Poor (A1)	3	0.28%
• Fair (A2)	24	2.22%
• Good (A3)	310	28.70%
• Excellent (A4)	393	36.39%
• No answer	350	32.41%

2012

• Fair (A2)	16	2.28%
• Good (A3)	180	25.64%
• Excellent (A4)	273	38.89%
• No answer	230	32.76%

About the Nurse

How well does she explain your health problems and your treatment.

2013

• Poor (A1)	2	0.19%
• Fair (A2)	43	3.98%
• Good (A3)	290	26.85%
• Excellent (A4)	378	35.00%
• No answer	367	33.98%

2012

• Poor (A1)	3	0.43%
• Fair (A2)	17	2.42%
• Good (A3)	174	24.79%
• Excellent (A4)	257	36.61%
• No answer	251	35.75%

About the Nurse

- The quality of care she provide

2013

• Poor (A1)	3	0.28%
• Fair (A2)	24	2.22%
• Good (A3)	295	27.31%
• Excellent (A4)	404	37.41%
• No answer	354	32.78%

2012

• Poor (A1)	0	0.00%
• Fair (A2)	14	1.99%
• Good (A3)	174	24.79%
• Excellent (A4)	278	39.60%
• No answer	236	33.62%

About the Receptionists

The manner in which you are treated by the reception staff.

2013

• Poor (A1)	21	1.95%
• Fair (A2)	111	10.29%
• Good (A3)	402	37.26%
• Excellent (A4)	542	50.23%

2012

• Poor (A1)	15	2.14%
• Fair (A2)	81	11.54%
• Good (A3)	284	40.46%
• Excellent (A4)	320	45.58%

About the Receptionists

Information provided by the practice receptionists about its services. Eg: Test results, repeat prescriptions and fees for private services.

2013

• Poor (A1)	21	1.95%
• Fair (A2)	119	11.03%
• Good (A3)	420	38.92%
• Excellent (A4)	481	44.58%
• No answer	38	3.52%

2012

• Poor (A1)	16	2.28%
• Fair (A2)	78	11.11%
• Good (A3)	288	41.03%
• Excellent (A4)	289	41.17%
• No answer	31	4.42%

Accessing the Practice

Your level of satisfaction with the practice's opening hours.
2013

• Poor (A1)	62	5.75%
• Fair (A2)	304	28.17%
• Good (A3)	470	43.56%
• Excellent (A4)	235	21.78%
• No answer	8	0.74%
• 2012		
• Poor (A1)	51	7.26%
• Fair (A2)	178	25.36%
• Good (A3)	327	46.58%
• Excellent (A4)	125	17.81%
• No answer	21	2.99%

Accessing the Practice

Opportunity of speaking to a doctor on the telephone when necessary.

• Poor (A1)	51	4.73%
• Fair (A2)	197	18.26%
• Good (A3)	386	35.77%
• Excellent (A4)	274	25.39%
• No answer	171	15.85%
• 2012		
• Poor (A1)	67	9.54%
• Fair (A2)	148	21.08%
• Good (A3)	232	33.05%
• Excellent (A4)	137	19.52%
• No answer	118	16.81%

Accessing the Practice

Satisfaction with the day and time arranged for your appointment.
2013

• Poor (A1)	32	2.97%
• Fair (A2)	193	17.89%
• Good (A3)	488	45.23%
• Excellent (A4)	354	32.81%
• No answer	12	1.11%
• 2012		
• Poor (A1)	43	6.13%
• Fair (A2)	137	19.52%
• Good (A3)	303	43.16%
• Excellent (A4)	192	27.35%
• No answer	27	3.85%

Accessing the Practice

Ease of contacting the practice on the telephone.

2013

• Poor (A1)	59	5.47%
• Fair (A2)	210	19.46%
• Good (A3)	470	43.56%
• Excellent (A4)	320	29.66%
• No answer	20	1.85%

2012

• Poor (A1)	57	8.12%
• Fair (A2)	191	27.21%
• Good (A3)	282	40.17%
• Excellent (A4)	146	20.80%
• No answer	26	3.70%

Gender analysis of respondents

2013

• Female (F)	678	62.84%
• Male (M)	381	35.31%
• No answer	20	1.85%

2012

• Female (F)	426	60.86%
• Male (M)	253	36.14%
• No answer	21	3.00%

Age Profile of respondents

2013			2012		
16-25	58	5.38%			No breakdown
26-40	244	22.63%			
41-60	426	39.52%			
61-75	244	22.63%			
75 +	95	8.81%			
No Answer	11	1.02%			

Do you suffer from any long-term illness or condition?

2013

• Yes (Y)	362	33.58%
• No (N)	613	56.86%
• No answer	103	9.55%
• 2012		
• Yes (Y)	252	36.00%
• No (N)	389	55.57%
• No answer	59	8.43%

Respondents' occupation

2013			2012		
Working	591	54.87%		360	51.58%
Unemployed	21	1.95%		20	2.87%
Carer	6	0.56%		5	0.72%
School or education	44	4.09%		22	3.15%
Retired	260	24.14%		144	20.63%
Looking after family	90	8.36%		83	11.89%
Unable to work/illness	21	1.95%		17	2.44%
Other	11	1.02%		14	2.01%
Comments	14	1.3%		21	3.01%
No answer	3	3.06%		33	4.73%

Respondents' Ethnic background

2013			2012		
White	529	49.12%		363	52.08%
White British	365	33.89%		230	33%
Black	6	0.56%		2	0.29%
Black British	27	2.51%		11	1.58%
Asian	20	1.86%		10	1.43%
Asian British	18	1.67%		7	1%
Chinese	8	0.74%		7	1%
Mixed Race	24	2.23%		14	2.01%
Other	28	2.6%		18	2.58%
Decline	29	2.69%		5	0.72%
No Answer	23	2.14%		30	4.3%

8] Opening Hours of the Practice premises

The Queens Avenue Surgery opening times are as follows:

Telephones 02088831846

Open all day Monday to Friday from 8.00am until 6.30pm

Doors:

Open Monday to Friday from 8.30am until 11.00am and from 4.00pm until 6.00pm

When the surgery is closed:

Out of Hours please phone 111