

**GADE SURGERY  
PATIENT PARTICIPATION GROUP  
REPORT ON PATIENT SURVEY 2012**

**Introduction**

Gade Surgery has recognized the importance of establishing an effective and supportive communication link between the practice and the patients it serves. To this end the practice has recently formed the Gade Surgery Patient Participation Group with the overarching aim of bringing together individuals who wish to see the surgery providing the best service it can with the resources available and who will offer their support to achieve this end.

**Membership of the Patient Representation Group**

Membership of Gade Surgery Patient Participation Group (GSPPP) is voluntary and open to all permanently registered patients (*?? Aged 18 and above??*). The group currently has 58 members who have formally expressed their interest in membership of the group.

Of those members, a smaller **Patient Representation Group** has been identified to provide initial focus in the ongoing development and success of the broader group. Although no formal committee structure has yet been agreed, and no specific roles appointed, it is anticipated that the final working committee will be constituted as the group develops. In the interim, group meetings will be chaired and minuted by members of the practice team.

All members of the PPG will be consulted regularly and will have the opportunity to provide feedback to the practice through a “virtual” group, even though they may not necessarily attend regular meetings.

Patients wishing to join the PPG for the future can, in the first instance, complete a sign up form (help in reception at both surgeries) or speak to the Practice Manager.

The practice will continue to advertise the activities of the group and to endeavour to attract new members.

**Group Meetings**

To date, two meetings of GSPPP have been held.

The first meeting was held on **19<sup>th</sup> January 2012 (Minutes at Appendix 1)**. At this meeting the group agreed its overall aims and constitution and set out the key areas to be considered in the Patient Survey for 2012.

A second meeting held on **Thursday 15<sup>th</sup> February 2012** was convened to consider the results of the Patient Survey and to agree an Action Plan for the practice for the year 2012-2013.

Frequency of meetings – this will be decided by the group. It is anticipated that meetings will be held at least twice a year (at least once to consider the results of future patient surveys) but at the request of the group this may be increased according to demand to a quarterly basis.

# GADE SURGERY PATIENT PARTICIPATION GROUP

## The Practice Survey

At its meeting on 19<sup>th</sup> January 2012, the Patient Representation Group agreed:

- That the survey should avoid duplicating results already compiled from the national survey
- That the survey should identify areas of weakness by reviewing previous survey results
- That the length of the survey should not exceed 2 A4 sides in order to secure maximum response from the surveyed group
- Possible areas to be addressed in the survey might be:
  - Waiting times (for referral to hospital)
  - Staffing (consistency and professionalism)
  - General ambience of the surgery
  - Communications and signage – reviewing telephone booking and looking to introduce on-line booking. Considering use of email for patients. Reviewing effectiveness of the practice website.
  - Use of resources (ie the branch surgery and possible development of checks for cardiology)
  - Monitoring own health
- Use of various mechanisms to survey separate groups (ie, in-house on paper, via internet surveys, etc).
- Importance of giving opportunity for open responses and of eliminating bias.

Based on these requirements, a survey form was compiled on behalf of the PRG. The survey was carried out over the 2 week period ending on Friday 2<sup>nd</sup> March. The practice strove to ensure that the survey was made available in various ways to meet the needs of as broad a range of patients as possible:

- By post/email to all members of the PPG
- In hard copy at all reception areas with extensive publicity on notice boards and patient information systems
- By way of a link on the practice website direct to Survey Monkey
- By active encouragement from doctors for patients to take part in the survey.

## Results of the Survey – Action Plan

The full results of the survey, together with a summary of the comments extracted from survey forms, are attached at **Appendix 2 & 3**.

The practice had recognised that, in spite of their best efforts, take up of the survey had been low, particularly in comparison to previous years when individual survey forms had been handed to patients at any consultation with their GP. Of particular concern was that a number of age groups were poorly represented within the survey. This would be addressed in future surveys to ensure more consistent coverage of the whole practice population.

The survey report had been compiled using analysis features within the Survey Monkey software and discussion had also focussed on the patients' comments in support of the raw data produced. As a result of discussions within the group, the following key priority areas and actions were identified:

## GADE SURGERY PATIENT PARTICIPATION GROUP

### Gade Surgery Action Plan

	<b>What</b>	<b>Who/How</b>	<b>Timescale</b>
Action 1	<b>Improvements to telephony</b> to give improved patient access during busy times and enabling the resumption of telephone bookings. It was also felt that this might enable staff to redirect their attention to patient facing activities, enabling them to maintain high professional standards	Practice Manager to investigate costings for improving telephone lines and seek partners approval for expenditure.	By September 2012
Action 2	<b>Professionalism</b> - the survey results had generally reflected good professional standards within the reception team and a welcoming approach to patients. However, the group felt that some of the less effective relationships might be enhanced if staff name badges were introduced, giving patients the opportunity to identify more readily with staff members. This has already been introduced in a number of other local practices where it had been well received. Suggestions were made to ensure this could be introduced efficiently and cost effectively.	Practice Manager to discuss with members of the reception team at their next meeting (April 2012). Staff views will be taken into account in moving this forward.  Practice survey will also be discussed at next reception meeting and opportunities for training identified.	By September 2012
Action 3	<b>General ambience of the surgery</b> - presentation of the workspaces within the reception areas will be reviewed so that they are clean and uncluttered with effective notices and patient information.	Practice Manager/Office Manager to review existing work areas	By June 2012
Action 4	<b>Communications</b> - improving the presentation and organization of practice notice boards to reduce information overload and increase interest and usage. Suggestions were made which will be considered further, eg zoning of information, format and style of notices, consistency of lettering and colour schemes, etc. It was recognized that much of the information displayed is generated outside of the practice but that use of this diverse material could be improved.  The survey had also identified areas where the website might be improved,	Practice Manager/Office Manager to review criteria for posting of information and to allocate specific responsibility for monitoring noticeboards.  To be discussed with IT lead for the	Ongoing

## GADE SURGERY PATIENT PARTICIPATION GROUP

	to include more graphic content. It was suggested this might include photographs of team members etc.	practice and with team members for consent to photography	
Action 5	<b>Accessibility</b> - key to improving patient experience the group felt that improving patient access to appointment bookings should be addressed as soon as possible. It was felt that on-line appointment booking should be investigated as a priority in order both to improve services and to reduce pressure on the system at busy times.	Practice Manager (link to action 1)	September 2012
Action 6	<b>Representation</b> for patient groups – demographic information both on the PPG and in the patient survey suggests that a number of groups are presently under-represented. Work will be initiated to engage younger patients and those from minority groups so that their views can be fully taken account of in any service or other developments.	All	Ongoing

### Confirmation of Practice opening times

The survey had not indicated a significant call for changes to the practice opening times. As a result the practice will not change its opening times from those currently offered and published elsewhere.

The surgery can be contacted by telephone from 08.00 to 18.30 by telephoning 01923 775291.

The surgery reception is open from 08.30 to 18.30

Surgery times are as published in the practice leaflet and on the website but may be subject to change.

The surgery does not open at evenings and weekends. In the event patients require emergency treatment outside of normal hours, care is provided by Herts Urgent Care. In the first instance patients should still call the surgery on 01923 775291 where a recorded message will direct them to the appropriate service.

### Next Steps

Realistically it was felt that it should be feasible to address most of the actions identified within the 12 months ending 31<sup>st</sup> March 2013, albeit measurable improvements to group representation might extend beyond this timeframe.

**GADE SURGERY  
PATIENT PARTICIPATION GROUP**

The Practice Manager will provide the PRG with a quarterly update (via email or letter) on progress towards achieving the action plan.

A further meeting of the PRG will be called in September/October 2012 to review progress on current action points and to agree areas to be addressed in the next practice survey.

**GADE SURGERY  
PATIENT PARTICIPATION GROUP**

Appendix 1 Patient Survey

**Patient Participation Group - Patient Survey**

<b>1. How would you rate our Reception team in relation to the following areas?</b>						
	answered question					<b>40</b>
	skipped question					<b>3</b>
	Excellent	Very Good	Average	Poor	Very Poor	Response Count
<b>Politeness</b>	18	19	3	0	0	40
<b>Professionalism</b>	15	20	3	0	0	38
<b>Efficiency</b>	9	27	3	0	0	39
<b>Knowledge</b>	10	24	4	1	0	38
<b>Understanding my needs</b>	10	20	8	1	0	39

<b>2. How welcome are you made to feel when you arrive at the Reception desk</b>		
	answered question	<b>40</b>
	skipped question	<b>3</b>
		Response Count
<b>Very Welcome</b>		18
<b>Welcome</b>		20
<b>Not very welcome</b>		2
<b>A bit of a nuisance</b>		1

<b>3. In reception area, do you feel that other patients can hear what you say to the Receptionist?</b>		
	answered question	<b>41</b>
	skipped question	<b>2</b>
		Response Count
<b>Yes but I don't mind</b>		29
<b>Yes and I am not very happy about it</b>		9
<b>No, I don't feel that other patients can overhear</b>		3

## GADE SURGERY PATIENT PARTICIPATION GROUP

<b>4. We have introduced a computerised check-in system at the main surgery. Do you find this helpful?</b>		
	answered question	40
	skipped question	3
	Response Count	
I like the booking-in screen, it saves time		21
I like the booking-in screen, it saves me having to queue		12
I find the booking-in screen difficult to use		1
I prefer to book in with a member of staff		7
Don't know		5

<b>5. How informative do you find the notice boards in the Waiting Room?</b>		
	answered question	37
	skipped question	6
	Response Count	
Very useful		5
Useful		21
Not at all useful		7
Nothing of interest		4

<b>6. How easy is it for you to get through to us on the telephone</b>					
	answered question	42			
	skipped question	1			
<b>How long does it take you to get through to us?</b>	Very quickly	Quickly	Average/ Satisfactory	A long time	Varies
	11	12	9	5	3
<b>Do you use our results line for test results?</b>	Yes	No			
	16	22			
<b>How easy is it to book an appointment?</b>	Very easy	Easy	Not Easy	Varies	
	11	26	1	1	

## GADE SURGERY PATIENT PARTICIPATION GROUP

How do the staff treat you when contacting by telephone?	Very well	Well	Ok	Not great	Varies
	10	24	2		3
Have you used our 24 hour telephone booking system?	Yes	No			
	6	35			

7. Gade Surgery Practice Website			
	answered question	39	
	skipped question	4	
	Yes	No	Unsure
Have you visited our website recently?	10	26	
Did you find what you were looking for?	10	2	
Would you use on-line appointment booking if available?	16	11	4

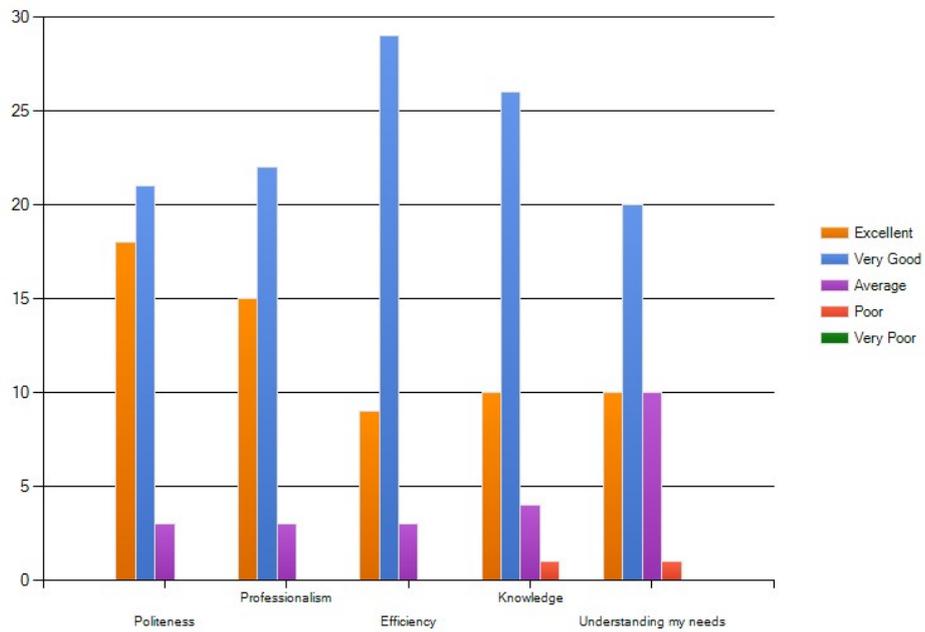
8. Equality and Diversity Monitoring Form Age Group		
	answered question	41
	skipped question	2
		Response Count
16-19		0
20-24		1
25-29		1
30-34		0
35-39		2
40-44		1
45-49		2
50-54		1
55-59		2
60-64		5
65 and over		26

9. Gender		
	answered question	41
	skipped question	2
		Response Count
Male		19
Female		22

# GADE SURGERY PATIENT PARTICIPATION GROUP

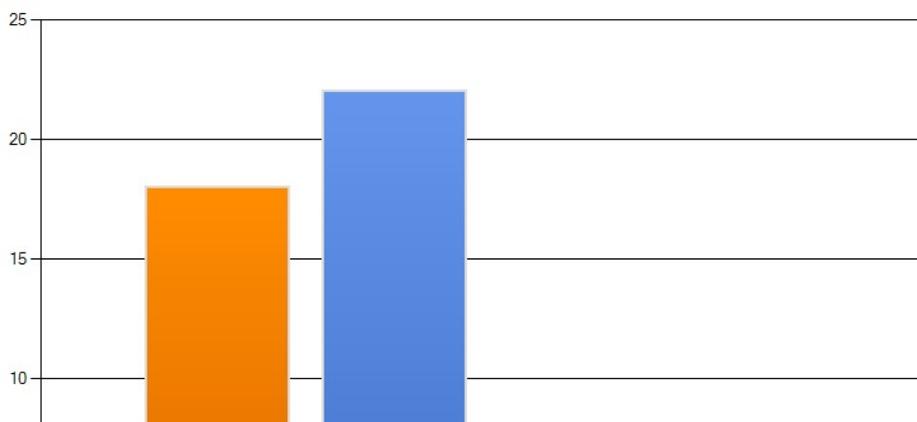
**Q 1.**

**How would you rate our Reception team in relation to the following areas?**



**Q 2.**

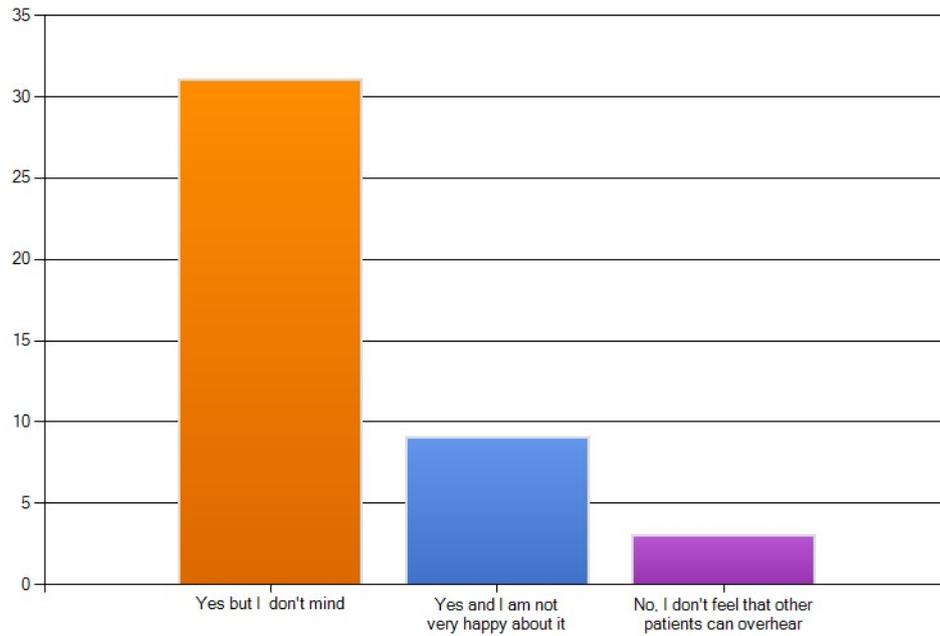
**How welcome are you made to feel when you arrive at the Reception desk**



# GADE SURGERY PATIENT PARTICIPATION GROUP

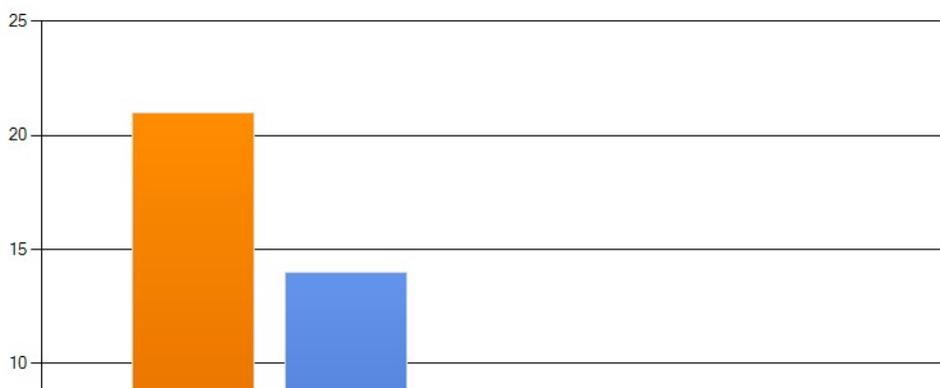
**Q 3.**

**In reception area, do you feel that other patients can hear what you say to the Receptionist?**



**Q 4.**

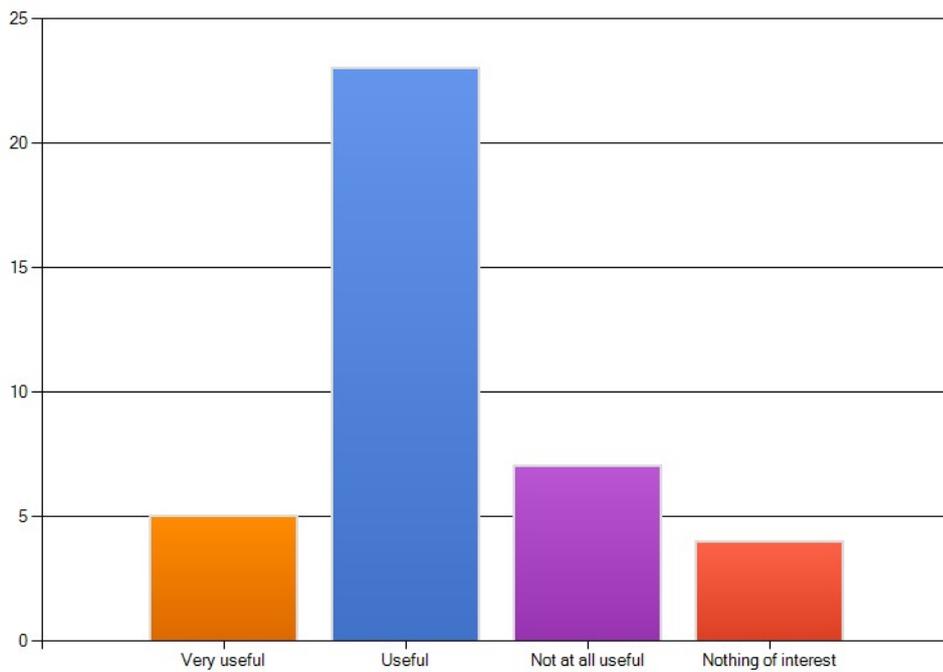
**We have introduced a computerised check-in system at the main surgery. Do you find this helpful?**



# GADE SURGERY PATIENT PARTICIPATION GROUP

**Q 5.**

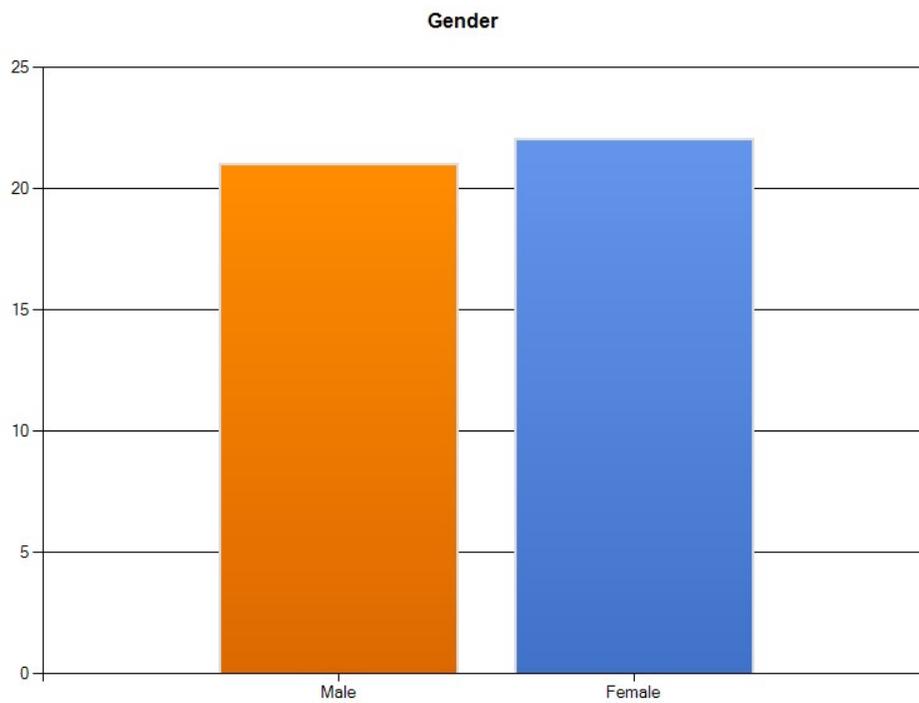
**How informative do you find the notice boards in the Waiting Room?**



**Equality and Diversity Monitoring Form Age Group**



# GADE SURGERY PATIENT PARTICIPATION GROUP



**GADE SURGERY  
PATIENT PARTICIPATION GROUP**

**Appendix 2 – Survey Comments**

**Patient Participation Group – Patient Survey**

**1. How would you rate our reception team in relation to the following areas:**

Politeness, Professionalism, Efficiency, Knowledge, Understanding needs.

- I have noticed a great improvement in caring behaviour when phoning to make an appointment or on arrival for an appointment
- I have never (in 30+ years) ever had a problem fixing appointments, repeat scripts etc – full marks!
- Why not file the repeat prescriptions in alphabetical order
- I find a real inconsistency in the reception staff's approach. Telephone conversations specifically are often testing experiences, and I leave the conversation feeling as though I have 'bothered' or 'disturbed' the reception staff from doing something else.
- Very variable. Depends on who attends to the patient.
- Always well dressed and smart
- I work in central London and getting to an appointment from there takes me 1 ½ hours. Staff often seem not to understand and appointment takes almost half a days leave to attend.
- You can't expect receptionists to be doctors
- I wanted the results of my blood test and urine, I was given a print out sheet which is designed for doctors use and not very helpful for a patient to extract results from – most frustrating!
- I feel frustrated sometimes because I live in Chorleywood but need to go to Rickmansworth to see the nurse
- Often appear to be more interested in 'paperwork' as opposed to who is standing in front of them

**2. How welcome are you made to feel when you arrive at the Reception desk?**

- Varies with different receptionists
- In a very busy practice, throughput is efficient
- Variable. More often than not it is very welcome – However, it can be "a nuisance" category
- It varies with the receptionist – most are pretty good but there are a couple where you feel like you are interrupting them
- Receptionists always helpful
- Welcome, however, 'they' are in the middle of something you have to wait for the welcome

**3. In reception area, do you feel that other patients can hear what you say to the receptionist?**

- Can talk privately if I wish
- Would ask to speak to reception in a suitable place where no one else can hear. I often hear the receptionist answer to a patient who is phoning and in this village have sometimes been able to deduce who the patient is
- As my hearing is not as good as it was, receptionists may have to say things louder
- Difficult to see what alternative might exist
- Even if they could, it should not make any difference whatsoever – as it is the doctor who matters!

## **GADE SURGERY PATIENT PARTICIPATION GROUP**

- I don't like other patients to hear my details and wonder if more can be done to overcome this.
- If I wish to speak in confidence I inform the receptionist then speak to her away from the main area
- All the reception areas are a bit "exposed" so asking questions can be awkward but its ok – it's a doctors and if you want privacy you can phone up or ask the doctor
- The other patients are probably hard of hearing as well
- The downstairs reception area could be a bit more private and this can be easily redesigned for that
- Con not see how you can avoid people hearing conversations as the reception area is small. However, would not like a big cold area to wait.
- Usually about prescriptions or appointments so I don't mind

#### **4. We have introduced a computerised check-in system at the main surgery. Do you find this helpful?**

##### **If we were to introduce an internet appointment booking, would this be helpful to you?**

- I like the system as it is at present. I used it last week and I found it fallible, impersonal and – it must be – expensive. Also, one could walk past it, you don't have a sign to indicate what it is and where it is. I waited 15 mins at reception while one receptionist sorted out a problem and then was sent back to the entrance hall to use the internet. There were 5 of us waiting at the end of this 15 min wait and we all felt frustrated by this pointless wait. Please put a sign up
- But was forgotten at one appointment and had to re-book with reception
- The only appointment I booked via an automated system with Dr Bennett was a major failure for me (and others I guess) as he was on vacation at he time! Not reliable and definitely too confusing for the elderly
- I note few patients use it (certainly for flu jab appointments) Maybe better signage would help?
- Yes, it would be ok as long as it worked! Computerised facilities as we all know sometimes go down!
- Provided it offers flexibility. Will it be secure? How would emergency appointments be booked?
- I'd find it helpful, but not essential for healthcare. An easier form for submitting repeat prescriptions would be useful as there is not master format at present.
- For me personally I prefer the telephone or face to face approach – but I am old!
- Able to contact receptionist/doctor by email would be helpful
- It saves time, however, you may have to queue to check in if there are people in front of you so doesn't necessarily save time or queuing
- This together with applying for prescriptions online would be very useful
- Also possibly a text reminder for appointments

#### **5. How informative do you find the notice boards in the waiting rooms?**

- Not looked
- I rarely scan them but I am over 60 years!
- Never looked at them
- Too cluttered, and not enough fluidity of information

## **GADE SURGERY PATIENT PARTICIPATION GROUP**

- Linking “subjects” might help – (if possible) but I concede. Notice boards are difficult. Sectioning can sometimes work. Observing patients in the waiting room – no one seems to look at them! Maybe they do when no one else is looking!
- I rarely feel that any of the details refer to my situation or health issues#
- These seem mostly to refer to carers (not applicable at this time)
- Of then notice boards are full of “stuff” and it can feel a bit like a bombardment of information

### **6. How easy is it for you to get through to us on the telephone?**

- Is it possible for people calling to queue and be told approx how long it will be before their call is answered?
- Is the results line and 24 hour booking system advertised in the waiting room?
- At busy times it can take several attempts. It is usually possible to see one of the doctors, even if not your own
- It would be useful if test results were telephoned through – even if left on voicemail
- I prefer to get through to a receptionist without listening to a long pre-recorded message
- There is one lady who has a particularly welcoming voice and telephone manner – always good to get her. She is also very knowledgeable.
- I did not like the telephone booking system. Due to my GP’s absence I was offered an appointment too far in the future. I had to speak to a person to get a closer appointment.
- I usually find it more sensible to go to the surgery rather than keep re-dialling in the early part of the day.
- 24 hour system ok for me but may be confusing for less able elderly patients
- The problem is not getting through to you but getting a convenient appointment
- I am not aware of the results line and the 24hour booking system

### **7. Gade surgery practice website.**

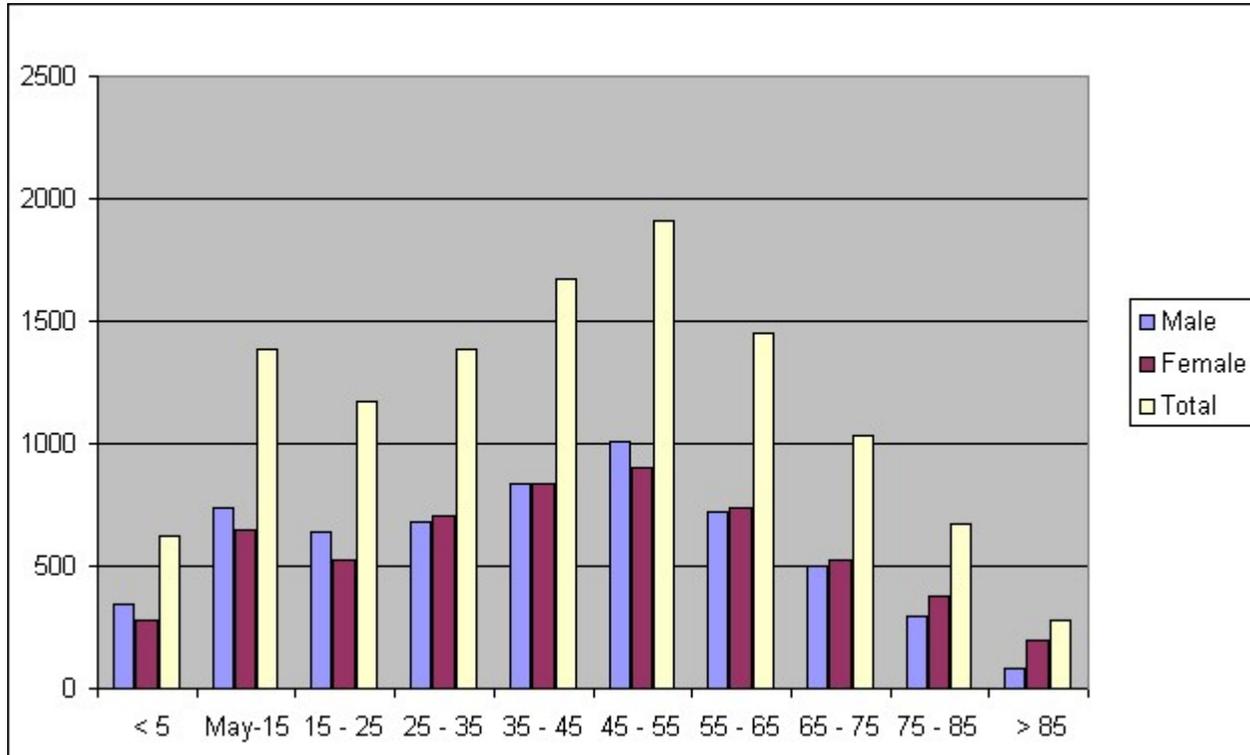
- Just looked at the website and see that doctors schedules are from 31/12/09 – are those up to date? Urgent news looks out of date
- Instead of using an impersonal on-line system it is ar more useful to be able to discuss the availability of appointments and potential alternatives, as well as last minute cancellations etc. Also, in my experience, machines make more mistakes than human beings!
- If I have a health issue I would always look at NHS Direct
- Difficult using website
- Please be aware that about 10 percent of the retired population are not computer literate
- I did not know of the existence of the website.

**GADE SURGERY  
PATIENT PARTICIPATION GROUP**

## GADE SURGERY PATIENT PARTICIPATION GROUP

Gade Surgery - Practice Demographic Population

	< 5	May-15	15 - 25	25 - 35	35 - 45	45 - 55	55 - 65	65 - 75	75 - 85	> 85	Total
Male	341	737	643	677	835	1008	718	503	295	81	5838
Female	282	651	528	705	840	904	735	528	375	199	5747
Total	623	1388	1171	1382	1675	1912	1453	1031	670	280	11585



**GADE SURGERY  
PATIENT PARTICIPATION GROUP**