# REGENT HOUSE SURGERY

# 21 REGENT ROAD CHORLEY PR7 2DH

# Patient Participation Group & Survey Results Report 2012-13

## Patient Reference Group Profile

The patient group comprises of 14 members

**Gender**



**Ethnicity**



**Age**



**Attendance**



Practice Population Profile – Comparison

**Gender**



**Ethnicity**

This is not an accurate figure of the ethnicity of the practice population as this data has only been collected from 2008/9



**Age**



## The practice continues to develop a virtual Patient Participation Group through volunteers. We advertise the PPG in the most appropriate way to most effectively reach the broadest cross section of our community this was done with a notice on our website [www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk) advertisement on our digital advertising system and Posters in the waiting room.(see appendix I) The practice also continues to ask patients personally to join the group. We provided a leaflet to all new patients at the point of registration as well as at routine surgery visit.(see appendix II)

## An e-mail was sent on the 15th November 2012 to all members of the patient participation group. (Appendix III)

The group was asked what were the most important issues on which the practice should consult our patients with an annual local practice survey and were given the following criteria:

* Clinical care
* Getting an appointment
* Reception issues
* Opening times
* Parking
* Premises etc

## 50% of the PPG responded to the e-mail. An appointment survey was produced based on the priorities identified by the PRG and the Practice Management team.

## Methodology

## The survey was developed using the software Survey Monkey and a link to the survey was posted on Regent House Surgery Website which allowed patients to complete the survey on line. Paper copies were also made available for patients to complete as they attend the surgery and the survey was advertised on the digital advertising system in the waiting room. Survey Monkey also analysed the results as shown below.

## The results have been published on the website [www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk) and an e-mail has been sent to all members of the PPG asking them to review the results and giving them an opportunity to comment/discuss the findings of the survey.

## The practice management team will discuss the findings of the survey at the next Management meeting to be held on Friday 15th February 2013 to discuss the findings and also to review the 2011-12 action plan to see if the practice has made positive changes and whether the changes have had an impact on this years survey

## An action plan will be done with regards to actions to be taken to help the practice improve its services to patients and this will be reported on and will be made available to patients via the Regent House Surgery website and notices in the waiting room.

## The methods of obtaining access to Regent House Surgery services throughout the core hours are:

## Telephone

## Face to face

## Fax

## E-mail

## Opening Hours

## The practice continues to offer extended opening hours as part of the DES 2013.

|  |  |  |  |
| --- | --- | --- | --- |
| DAY | AM | PM | EXT HOURS |
| MONDAY | 8am – 1pm | 2pm – 6:30pm | 6:30pm – 7:30pm |
| TUESDAY | 8am – 1pm | 2pm – 6:30pm | 6:30pm – 7:30pm |
| WEDNESDAY | 8am – 1pm | 2pm – 6:30pm | 6:30pm – 7:30pm |
| THURSDAY | 8am – 1pm | 2pm – 6:30pm | 6:30pm – 7:30pm |
| FRIDAY | 8am – 1pm | 2pm – 6:30pm |  |
| SATURDAY | CLOSED | CLOSED |  |
| SUNDAY | CLOSED | CLOSED |  |

## Survey Results

## Patient Appointment Questionnaire

## Number of responses: 100

## Q1: How easy was it to get an appointment for the time you wanted?

|  |  |
| --- | --- |
| very easy | 35 |
| fairly easy | 50 |
| not very easy | 15 |

## 

**Q2**: **How easy was it to get an appointment with the GP you wanted to see?**

|  |  |
| --- | --- |
| very easy | 34 |
| fairly easy | 43 |
| not very easy | 23 |

## 

**Q3: Were you able to see the GP you wanted to see?**

|  |  |
| --- | --- |
| yes | 69 |
| no | 15 |
| did not want to see a specific GP | 16 |

## 

**Q4: How important is it to you that you see a specific GP when coming to the surgery**

|  |  |
| --- | --- |
| Very important | 46 |
| Fairly Important | 40 |
| not at all important | 11 |
| prefer not to say | 2 |

## 

**Q5: How well do you know which days of the week your GP is available?**

|  |  |
| --- | --- |
| very well | 15 |
| quite well | 18 |
| not very well | 30 |
| not at all well | 37 |

## 

**Q6: Are you aware that the surgery has a Duty Doctor each day?**

|  |  |
| --- | --- |
| Yes | 62 |
| No | 38 |

## 

**Q7: Do you know what the Duty Doctor does each day?**

|  |  |
| --- | --- |
| Yes 34  No 66 |  |

**Q8: Do you have any ideas to help us improve our appointment system?**

* The present system works very well for me
* Answer the phones
* Difficult - the system can only work if those who choose to cancel make sure they wo so with plenty of time so these can be allocated easily on days required
* it was easy on this occasion to get an appointment but when you require an urgent appointment its quite difficult. Although in the last 18 months it has improved staff seem more friendly and willing to help which goes a long way when you are unwell
* FIRST CLASS ANYWAY
* I am aware of how busy the practice is but trying for out of work hours appts is difficult maybe looking at later appts opening hours show as 8-6:30 the earlier/later appts are rare.
* it is easy to get an appointment but the waiting thim, usually 2 weeks before seeing a doctor. if Possible cut down on non availability & waiting time but realising that doctors are busy
* eaiser web access for appointments
* i feel that the system has worked for me and have no suggestions re system
* WORKS VERY WELL AS IT IS
* Reduce the security questions, why bother with them

## The results show that overall patients are quite happy with the appointment system. 75% found it very/fairly easy to get an appointment and fairly easy to see a doctor of their choice which was very important to patients. The survey showed that patients still did not know which days of the week each doctor worked. Although two thirds of patients knew that the surgery had a duty doctor, only a third knew what the duty doctor does.

Feedback from the PPG and discussions at the Practice Management team meeting suggested that the practice should build upon the year 1 report, and demonstrate how issues raised in year 1 had been addressed and also examine any issues raised in year 2 survey.

**Year 1 Action Plan**

* A poster was devised and put up in the waiting room
* The surgery website was updated to provide a table showing which days of the week a particular doctor is on duty [www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk)
* The RHS quarterly newsletter was re-established [www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk)

**Year 2 Action Plan**

## Publicize the working week of the doctors this will be done by

## A poster in the waiting room

## Announcements placed on the digital advertising screen.

## Ensure patients are made more aware the duties of the duty doctor. This can be done by:

## Communication training for reception staff

## Announcements placed on the digital advertising screen.

## Notice on right hand side of prescription

## Regular feature of duty doctor duties in newsletter

## Comparison of survey results

|  |  |  |  |
| --- | --- | --- | --- |
|  | 2011/12 | 2012/13 | +/- |
| How easy was it to get an appointment for the time you wanted? | 72% positive27% negative | 85% positive15% negative | Improvement in positive answers |
| **How easy was it to get an appointment with the GP you wanted to see?** | 45% positive27% negative27% neutral | 77% positive23% negative | Improvement in positive answers |
| **Were you able to see the GP you wanted to see?** | 45% positive45% negative10% neutral | 69% positive16% negative15% neutral | Improvement in positive answers |
| **How important is it to you that you see a specific GP when coming to the surgery** | 72% positive27% negative1% neutral | 86% positive11% negative2% neutral | Improvement in positive answers |
| **How well do you know which days of the week your GP is available?** | 9% positive81% negative | 33% positive67% negative | Improvement in positive answers |

## Have we improved from last year? Yes we have improved on last years results. Will it ever be perfect – NO - but it will be reviewed regularly according to demand and access.

## 

Appendix I – Waiting room poster

**PATIENT OPINION SURVEY**

We are currently running the Regent House Surgery opinion survey.

***This will be open until Thursday 31st January 2013.***

You can complete the survey online at [www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk) Follow the link via Survey Monkey or via the paper questionnaire available at reception.

Once the survey is closed the results will be reviewed by members of the Staff Consultation Group, in conjunction with the Patient Representation Group. Further surveys may then be done regarding specific areas of concern.

If you would like to join our Patient Representation Group ( PRG) please register online via the website or ask for a form at reception.

Thank you

Sue Jezzard

Practice Manager

Appendix II – Leaflet to new patients

Would you like to have a say about the services provided at Regent House Surgery

To help us with this, we are setting up a virtual patient representation group so that you can have your say

We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn’t take too much of your time.

By providing your email details we can add them to a contact list that will mean we can contact you by email every now and again to ask you a question or two.

Contact forms are available from reception and on our website:

[www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk)

Appendix IIa – details form

**REGENT HOUSE SURGERY**

If you are interested in being involved in a Patient Particaption Group please leave your details below and hand this form back to reception,

*Name:*

*Address:*

*Telephone number:*

*Email address:*

*Postcode:*

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male □ Female □

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Age: Group | Under 16 | □ | 17 – 24 | □ |
|  | 25 – 34 | □ | 35 – 44 | □ |
|  | 45 – 54 | □ | 55 – 64 | □ |
|  | 65 – 74 | □ | 75 – 84 | □ |
|  | Over 84 | □ |  | □ |

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **White** |  |  |  |  |  |
| British Group | □ | Irish | □ |  |  |
| **Mixed** |  |  |  |  |  |
| White & Black Caribbean | □ | White & Black African | □ | White & Asian | □ |
| **Asian or Asian British** |  |  |  |  |  |
| Indian | □ | Pakistani | □ | Bangladeshi | □ |
| **Black or Black British** |  |  |  |  |  |
| Caribbean | □ | African | □ |  |  |
| **Chinese or other ethnic Group** |  |  |  |  |  |
| Chinese | □ | Any Other | □ |  |  |

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

|  |  |
| --- | --- |
| Regularly | □ |
| Occasionally | □ |
| Very Rarely | □ |

*Thank you.*

*Please note that no medical information or questions will be responded to.*

*The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.*

**PATIENT SURVEY 2012/13**

THANK YOU TO ALL THE PATIENTS WHO CONTRIBUTED TO OUR ANNUAL PATIENT SURVEY.

TO VIEW THE RESULTS PLEASE GO TO OUR WEBSITE

[WWW.REGENTHOUSESURGERY.CO.UK](http://WWW.REGENTHOUSESURGERY.CO.UK)

THE RESULTS SHOW THAT OVERALL PATIENTS ARE EXTREMELY HAPPY WITH THE SERVICE THAT THEY RECEIVE WHILST VISITING THE SURGERY

* 50% OF PATIENTS FOUND IT FAIRLY EASY TO GET AN APPOINTMENT AT A TIME THEY WANTED
* 69% OF PATIENTS WERE ABLE TO SEE THE GP OF THEIR CHOICE

**BUT**

* 37% STILL DIDN’T KNOW WHICH DAY OF THE WEEK THEIR GP WAS AVAILABLE
* 62% KNEW WE HAD A DUTY DOCTOR
* 66% STILL DIDN’T KNOW WHAT THE DUTY DOCTOR DID

AFTER DISCUSSION WITH OUR PATIENT REPRESENTATION GROUP (PRG) AND THE MANAGEMENT TEAM WE WILL CONTINUE TO PROMOTE THE SERVICES OF THE DUTY DOCTOR BY:

* PLACING AN NOTICE ON OUR DIGITAL ADVERTISING SCREEN
* REGULAR ADVERTISING IN OUR QUARTERLY NEWSLETTER
* STAFF TRAINING
* Q & A LEAFLET IN RECEPTION.
* NOTICE ON OUR NOTICE BOARD IN RECEPTION

IF YOU WOULD LIKE TO SIGN UP TO RECEIVE A NEWSLETTER PLEASE GO TO OUR WEBSITE WWW.REGENTHOUSESURGERY.CO.UK

PLEASE GO TO OUR WEBSITE [WWW.REGENTHOUSESURGERY.CO.UK](http://WWW.REGENTHOUSESURGERY.CO.UK)

IF YOU WOULD LIKE TO JOIN OUR PATIENT REPRESENTATION GROUP ( PRG) PLEASE REGISTER ONLINE VIA THE WEBSITE OR ASK FOR A FORM AT RECEPTION.

DOCTORS WORKING WEEK

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** |
| **D** **R SAVAGE** | **ON DUTY** |  | **ON DUTY** | **ON DUTY** | **ON DUTY** |
| **DR SLOAN** | **ON DUTY** | **ON DUTY** | **ON DUTY** |  | **ON DUTY** |
| **DR MARSDEN** |  |  | **ON DUTY** | **ON DUTY** | **ON DUTY** |
| **DR BRENNAN** | **ON DUTY** | **ON DUTY** |  |  | **ON DUTY** |
| **DR BROWN** | **ON DUTY** | **ON DUTY** |  | **ON DUTY** | **ON DUTY** |
| **DR KHAN**  **(Registrar)** | **ON DUTY** | **ON DUTY** | **ON DUTY**  **HALF DAY** | **ON DUTY** | **ON DUTY** |
| **DR WARREN**  **(Registrar)** | **ON DUTY** | **ON DUTY** | **ON DUTY**  **HALF DAY** | **ON DUTY** | **ON DUTY** |