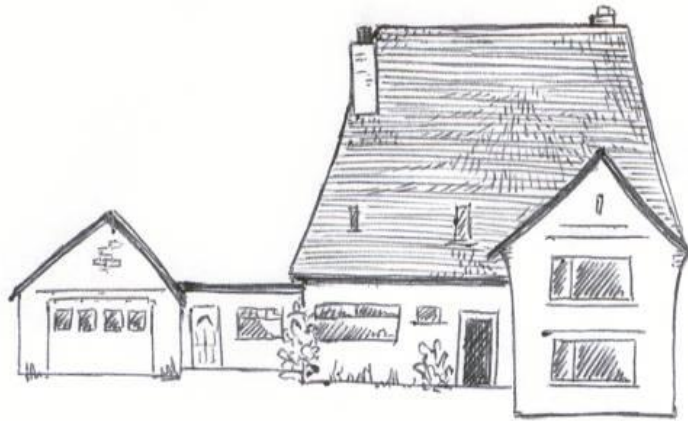


Drs Jones and Handley



# Hackness Road Surgery

**Patient Participation Group**

**Annual Report 2012/13**

**Portfolio of Evidence**

# Patient Participation Group



## Hackness Road Surgery would like to hear your views...

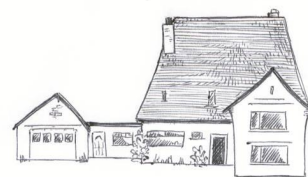
Would you like to have a say about the services provided at  
Hackness Road?

The surgery would like to hear from you please leave your email details so  
we can contact you every now and again to ask you a question or two.

Contact forms are available from reception and on the back of the leaflets  
that are available in the waiting area.

Thank you

24.01.12



**Hackness Road Surgery**

**PATIENT PARTICIPATION GROUP**

**Are you interested in joining our group?**

We are encouraging patients to give their views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask you a question or two.

**Are you interested in leaving your email details?**

Please complete the short form overleaf and we will add your email address to our contact list.

Your contact details will only be used for this purpose and will be kept safely.

*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.*

## Hackness Road Surgery – Contact Form



Name:

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	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 - 34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
	45 - 54	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>
	65 - 74	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		<input type="checkbox"/>

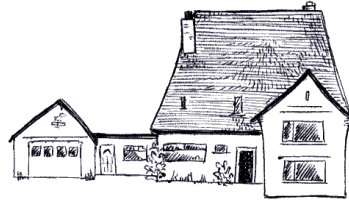
To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

<b>White</b>	<input type="checkbox"/>				
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>		
<b>Mixed</b>	<input type="checkbox"/>				
White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
<b>Asian or Asian British</b>	<input type="checkbox"/>				
Indian		Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
<b>Black or Black British</b>					
Caribbean		African	<input type="checkbox"/>		
<b>Chinese or other ethnic Group</b>					
Chinese		Any Other	<input type="checkbox"/>		

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

Regularly	<input type="checkbox"/>
Occasionally	<input type="checkbox"/>
Very rarely	<input type="checkbox"/>

Thank you. *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*



## Hackness Road Surgery

**Q1 When did you last see a doctor at Hackness Road Surgery?**

In the past three months	
Between 3 & 6 months ago	
More than 6 months ago	
I have never been seen at Hackness Road	

**Q2 If you haven't seen a doctor in the past 6 months why is that?**

I haven't needed to see a doctor	
I couldn't be seen at a convenient time	
I couldn't get to my appointment easily	
I didn't like or trust the doctor	

**Q3 Which of the following methods would you prefer to use to book an appointment at the surgery?**

In person	
By phone	
Online	
Digital TV	
No preference	

**Q4 In the past six months how easy have you found the following?**

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Speaking to a doctor on the phone						
Speaking to a nurse on the phone						
Obtaining test results by phone						

**Q5 In the past 6 months have you tried to see a doctor or nurse fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open.**

Yes	
No	
Can't remember	

**Q6 If you weren't able to be seen during the next two weekdays that Hackness surgery was open, why was that.**

Please tick all that apply

There weren't any appointments	
Time offered didn't suit	
Appointment was with a doctor I didn't want to see	
A nurse was free but I wanted to see a doctor	
Was offered an appointment at a different branch of my surgery	
Another reason	
Can't remember	

**Q7 Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?**

Yes	
No	
Can't remember	

**Q8 How easy is it for you to get an appointment with a practice nurse at the surgery?**

Haven't tried	
Very	
Fairly	
Not very	
Not at all	
Don't know	

**Q9 How satisfied are you with the opening hours at the surgery?**

Very	
Fairly	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	
Don't know opening hours	

**Q10 Would you like the surgery open at additional times?**

Yes	
No	

**Q11 In general how satisfied are you with the care you get at the surgery?**

Very	
Fairly	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	

**Q12 Are you male or female?**

Male	
Female	

**Q13 How old are you?**

Under 18		55-64	
18-24		65-74	
25-34		75-84	
35-44		85 and over	
45-54			

**Q14 If you need to see a doctor at Hackness Road during your typical working hours, can you take time away from your work to do this?**

Yes	
No	

**Q15 What is your ethnic group?**

White British		Pakistani	
White Irish		Bangladeshi	
White Other background		Other Asian background	
Mixed White & Black Caribbean		Black Caribbean	
Mixed White & Black African		Black African	
Mixed White & Asian		Other Black background	
Mixed Other background		Chinese	



## HACKNESS ROAD SURGERY ACTION PLAN

(In order or Priority)

### **Review of the Telephone System**

Many patients have expressed how difficult it can be getting through on the telephone on Monday and Friday especially first thing in the morning. Whilst we acknowledge this can be our busiest time of the working week, we shall try and look at the layout and use of the phone system. We will need to take into consideration the staff, the effects of change amongst the practice as a whole and how this would affect other activities within the practice. This would incorporate the way patients request access to doctors for home visits. This was our fourth action from last year's PPG action plan. This was the only action that proved too difficult to implement any changes to at this stage, however, this has become our first priority for this year. A change to the phone system would enable us to have different departments answer queries, the possibility of getting through to a member of the administration team, leaving a recorded message to request a prescription and the same access to booking appointments. These are just some of the possibilities that can be achieved with a much slicker telephone system.

### **Signage**

Following some feedback the practice will look at the possibility of having improved signage for both our premises. Hackness Road and Cloughton branch have fairly small signage which doesn't promote the surgery easily from a distance. New patients have reported that they did not know where our premises were located. With this helpful and insightful piece of information we decided that it was appropriate to target this as an action from our PPG.

### **Prescription Delivery Service**

In the forthcoming months, we would like to be able to offer our dispensing patients a delivery service. We are in the very early stages of the discussion about how we could implement this service, so that it is cost affective for the practice, and to ensure it is in fact what our dispensing patients would feel to be a valuable service. Unfortunately as we are only able to dispense to our patients that live over a mile from a chemist, we are aware that this would not in fact benefit all of our patients. We are very keen to implement services that the whole patient population could benefit from, but in this instance we are not allowed to deliver meds to non-dispensing patients and we would need to continue to arrange for prescriptions to be collected from the surgery or if the chemist collects on your behalf.