

Portfolio of Evidence for Patient Reference Group Annual Report 2013 – 2014

Report Location:

Website

Patient Participation Folder

Report Implementation and Review:

Mrs K Louth – Practice Manager

Mrs G Jones – Assistant Practice Manager

Contents

- Patient Reference Group Poster
- Patient Reference Group Leaflet
- Annual Patient Survey 2013 – 2014 Results

HACKNESS ROAD SURGERY PATIENT REFERENCE GROUP



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

It has been established as part of a national campaign to encourage patient participation through a forum that can provide the means for patients to review current services and procedures, seek input on the level of satisfaction achieved, consider ways of improving services and implement agreed development of the practice as well as providing a link between the patients and the Doctors.

By leaving your email details we can contact you every now and again to ask you a question or two.

The Hackness Road Patient Reference Group would like to hear your views.

Application forms are available from reception.

Hackness Road Surgery PRG (Patient Reference Group)

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

The Hackness Road Patient Reference Group would like to hear your views.

It has been established as part of a national campaign to encourage patient participation by setting up a forum that can provide the means for patients to review current services and procedures, seek input on the level of satisfaction achieved, consider ways of improving services and implement agreed development of the practice as well as providing a link between the patients and the Doctors.

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.

Email Only	<input type="checkbox"/>	Available for Meetings	<input type="checkbox"/>
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Fill in the details below and either hand in to reception, deposit in the secure red post box in the entrance hall, or post them to the surgery at the address below.

I am pleased to be contacted periodically by the Patient Reference Group by email and confirm my details below.

Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
Name:	<input type="text"/>		
Email:	<input type="text"/>		
Postcode:	<input type="text"/>		

Age:	Under 16	17 - 24	<input type="checkbox"/>
	25 - 34	35 - 44	<input type="checkbox"/>
	45 - 54	55 - 64	<input type="checkbox"/>
	65 - 74	75 - 84	<input type="checkbox"/>
	Over 84		<input type="checkbox"/>

Please tick any chronic conditions that apply to you.

Diabetes	<input type="checkbox"/>	Hypertension	<input type="checkbox"/>
Asthma/COPD	<input type="checkbox"/>	Stroke T/A	<input type="checkbox"/>
Heart Disease	<input type="checkbox"/>	Epilepsy	<input type="checkbox"/>
Other:	<input type="text"/>		

Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
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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	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Mixed			
White & Black Caribbean	<input type="checkbox"/>	White & Black	<input type="checkbox"/>
Asian or Asian British			
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Black or Black British			
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>
Chinese or other ethnic			
Chinese	<input type="checkbox"/>	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"/>
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You will receive an email in to confirm safe receipt of your application.

Hackness Road PRG aim to maintain the group to effectively to reach the broadest cross section of its patient population therefore places may at times be limited. If the position for the group you represent is already fulfilled we may hold your application and contact you if a position becomes free. In the meantime we would like to welcome you to the Virtual PRG where you will be contacted by email to seek your opinion on matters regarding the assessment and development of the services provided by Hackness Road Surgery to its patients. Your opinion is important to us. Thank you, we appreciate you taking the time to complete these details and become a valued volunteer for the PRG and Virtual PRG.

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.

FAQ

Q Why are you asking for my contact details?

A We would like to contact patients occasionally to ask questions about the surgery and how well we are doing to identify areas for improvement?

Q Will my doctor see this information?

A This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focussed. If your doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

Q Will the questions you ask me be medical or personal?

A We will only ask general questions about the practice such as short questionnaires.

Q Who else will be able to access my contact details?

A Your contact details will be kept safely and securely and will only be used for this purpose unless otherwise instructed by you and will not be shared with anyone else.

Q How often will you contact me?

A Not very often, perhaps 4/5 times a year.

Q What is a PRG, Patient Reference Group?

A This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

Q Do I have to leave my contact details?

A No but if you change your mind and decide to join the PRG at any time you will be most welcome.

Q What if I no longer wish to be on the contact list or I leave the surgery?

A We will ask you to let us know by email if you do not wish to receive further messages from the PRG and we will remove your details from this list.

Patient Survey 2013-2014

Patient Survey Results

Number of Responses: **183**

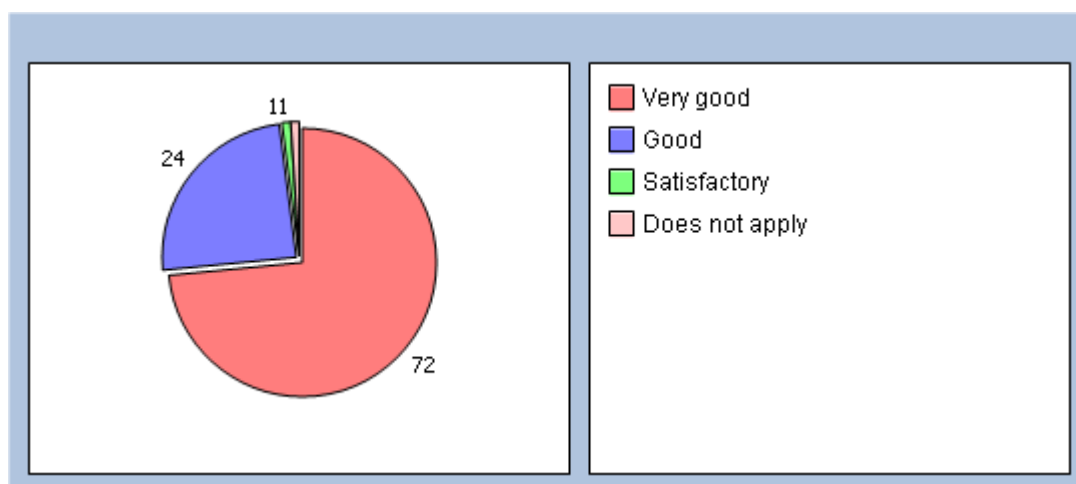
We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

About Your Visit to the GP

How good was the GP at

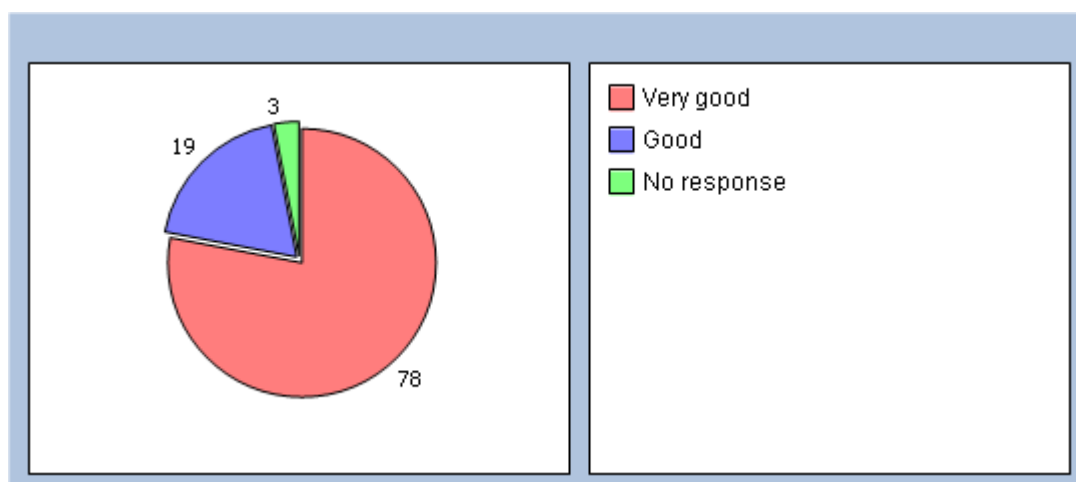
Q1 Putting you at ease?

Very good 72%
Good 24%
Satisfactory 1%
Poor 0%
Very poor 0%
Does not apply 1%



Q2 Being polite and considerate?

Very good 78%
Good 19%
Satisfactory 0%
Poor 0%
Very poor 0%
Does not apply 0%
No response 3%



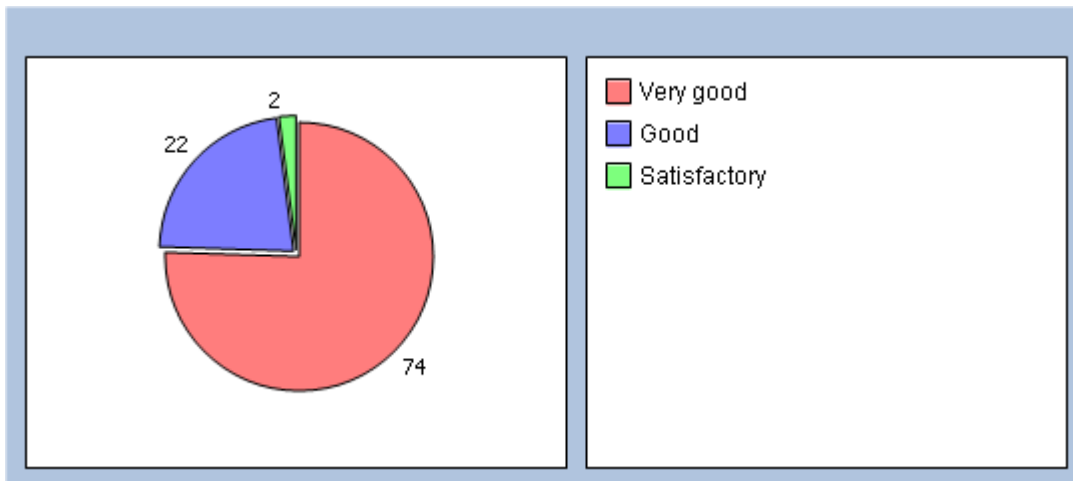
Q3 Listening to you?

Very good 74%

PRG Annual Report Evidence

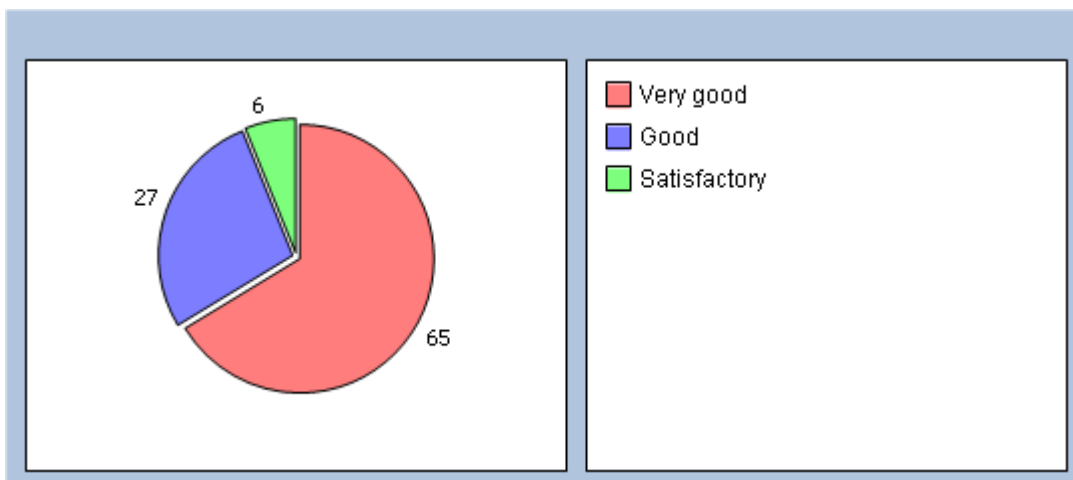
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Good 22%
 Satisfactory 2%
 Poor 0%
 Very poor 0%
 Does not apply 0%



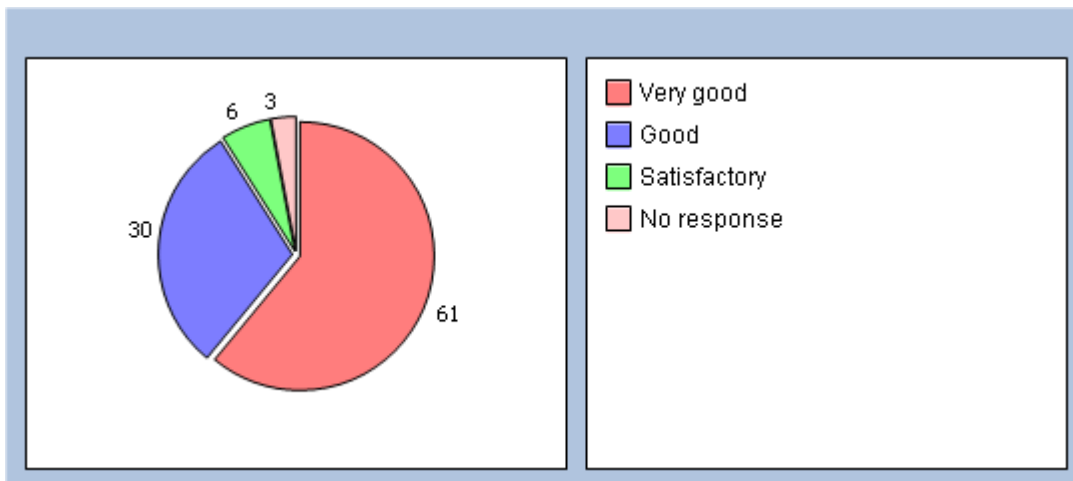
Q4 Giving you enough time?

Very good 65%
 Good 27%
 Satisfactory 6%
 Poor 0%
 Very poor 0%
 Does not apply 0%



Q5 Assessing your medical condition?

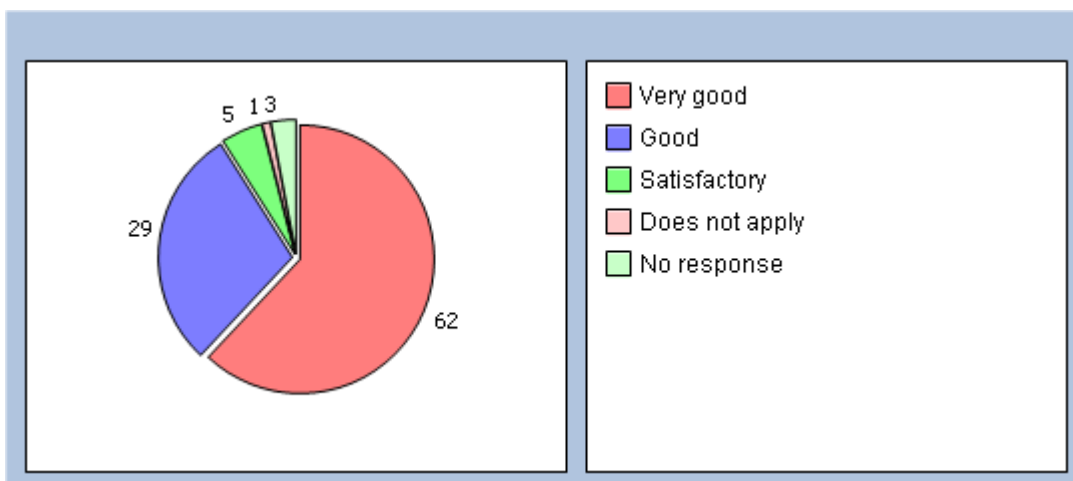
Very good 61%
 Good 30%
 Satisfactory 6%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 3%



How good was the GP at:

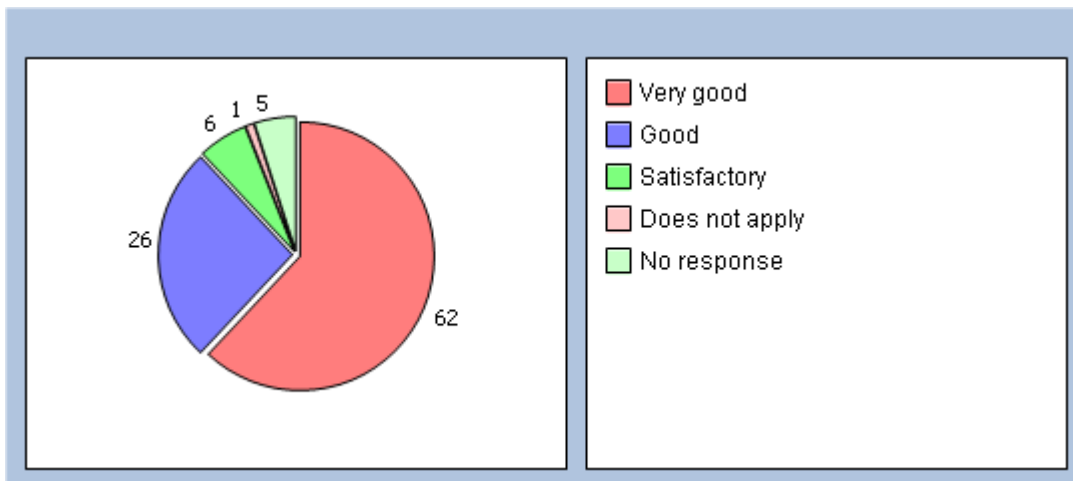
Q6 Explaining your condition and treatment?

Very good 62%
 Good 29%
 Satisfactory 5%
 Poor 0%
 Very poor 0%
 Does not apply 1%
 No response 3%



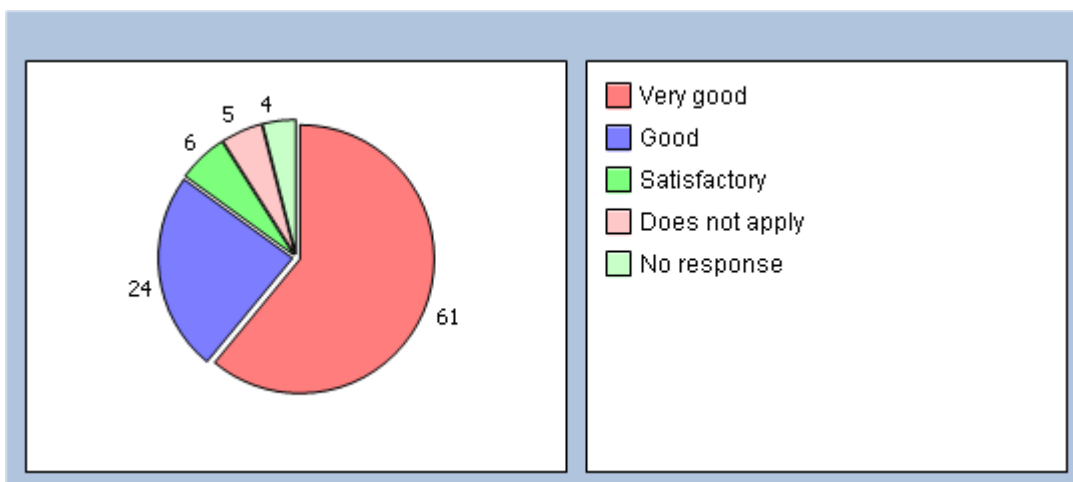
Q7 Involving you in decisions about your care?

Very good 62%
 Good 26%
 Satisfactory 6%
 Poor 0%
 Very poor 0%
 Does not apply 1%
 No response 5%



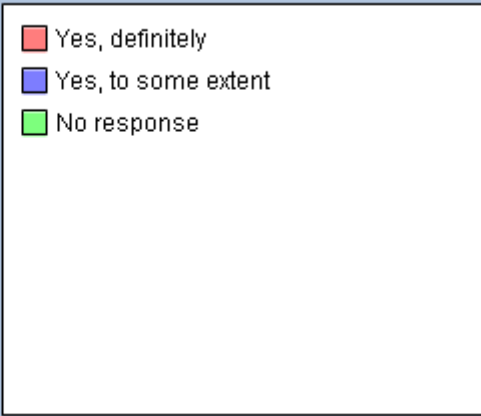
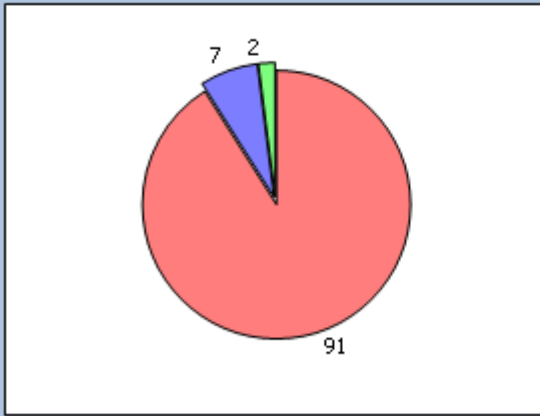
Q8 Providing or arranging treatment for you?

Very good 61%
 Good 24%
 Satisfactory 6%
 Poor 0%
 Very poor 0%
 Does not apply 5%
 No response 4%



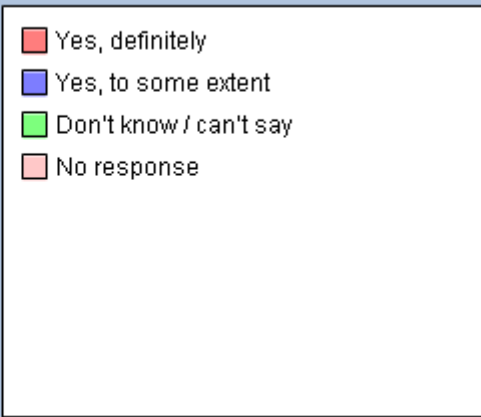
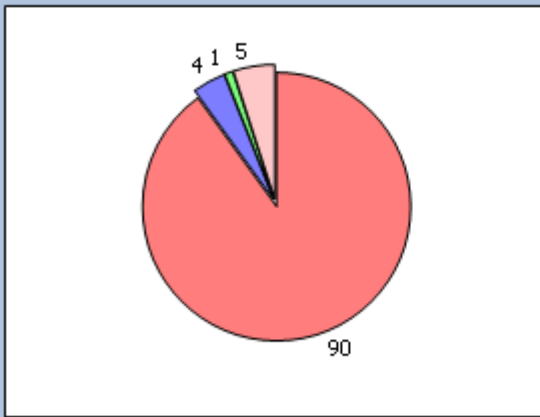
Q9 Did you have confidence that the GP is honest and trustworthy?

Yes, definitely 91%
 Yes, to some extent 7%
 No, not at all 0%
 Don't know / can't say 0%
 No response 2%



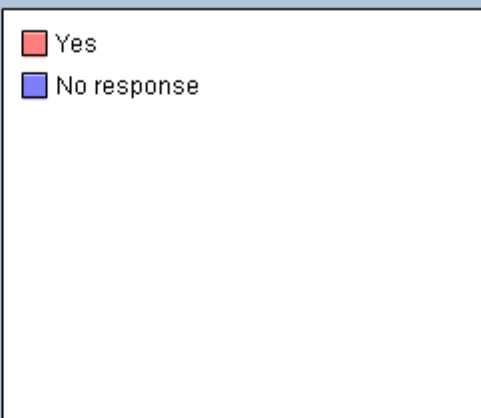
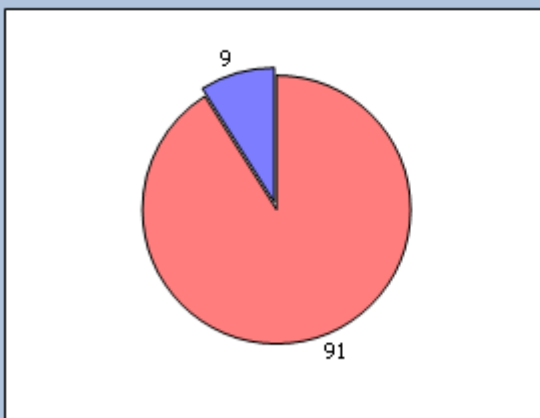
Q10 Did you have confidence that the doctor will keep your information confidential?

Yes, definitely 90%
 Yes, to some extent 4%
 No, not at all 0%
 Don't know / can't say 1%
 No response 5%



Q11 Would you be completely happy to see this GP again?

Yes 91%
 No 0%
 No response 9%

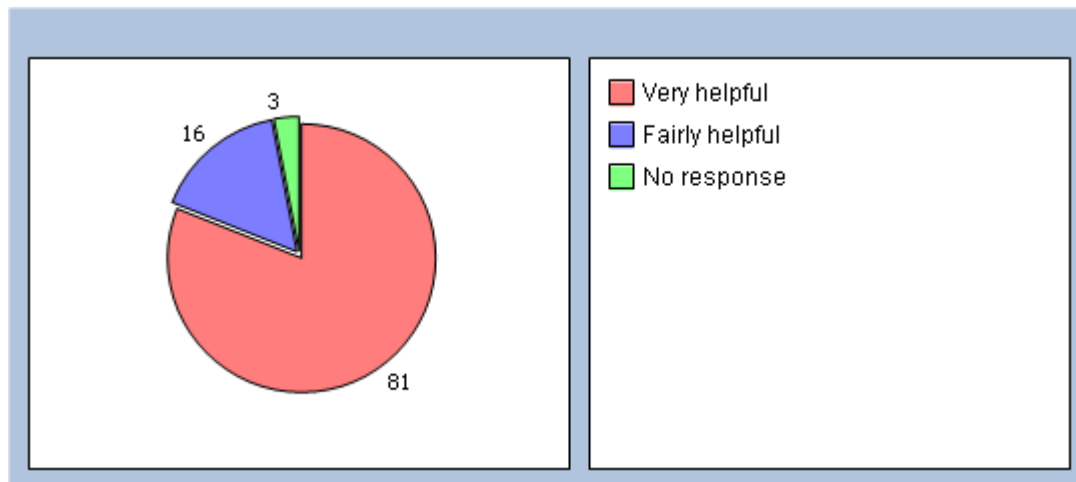


Please enter the name of the GP/Nurse you recently saw and add any additional comments:

[About Receptionists and Appointments](#)

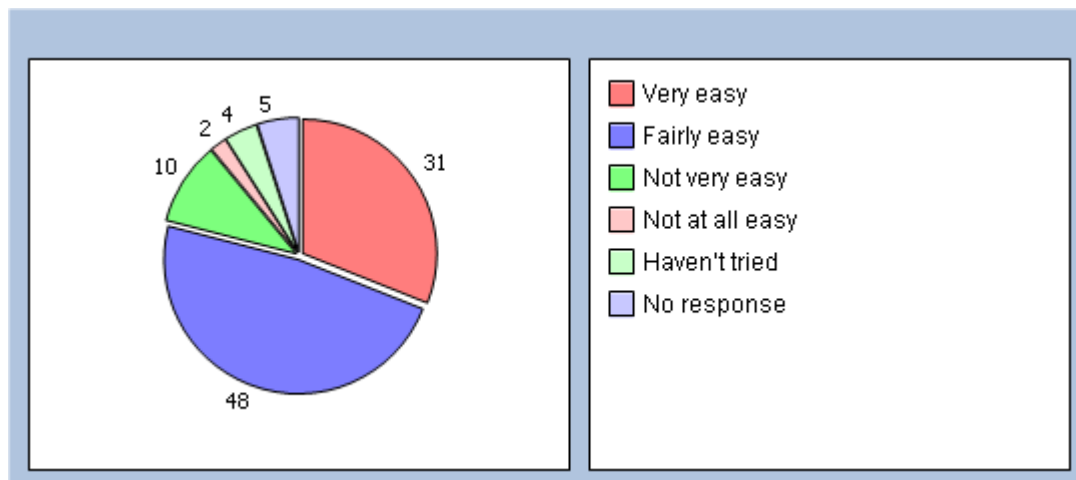
Q12 How helpful do you find the receptionists at your GP practice?

Very helpful 81%
Fairly helpful 16%
Not very helpful 0%
Not at all helpful 0%
Don't know 0%
No response 3%



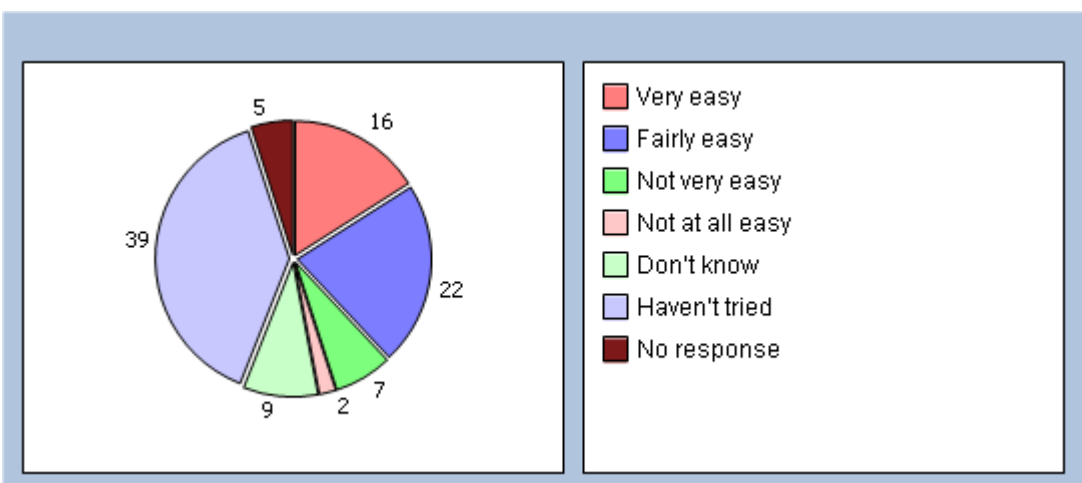
Q13 How easy is it to get through to someone at your GP practice on the phone?

Very easy 31%
Fairly easy 48%
Not very easy 10%
Not at all easy 2%
Don't know 0%
Haven't tried 4%
No response 5%



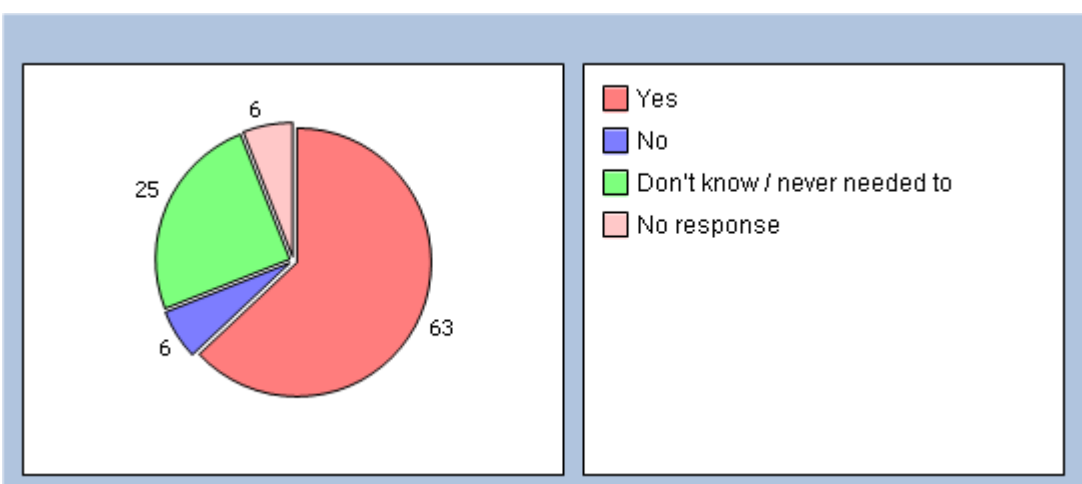
Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy 16%
Fairly easy 22%
Not very easy 7%
Not at all easy 2%
Don't know 9%
Haven't tried 39%
No response 5%



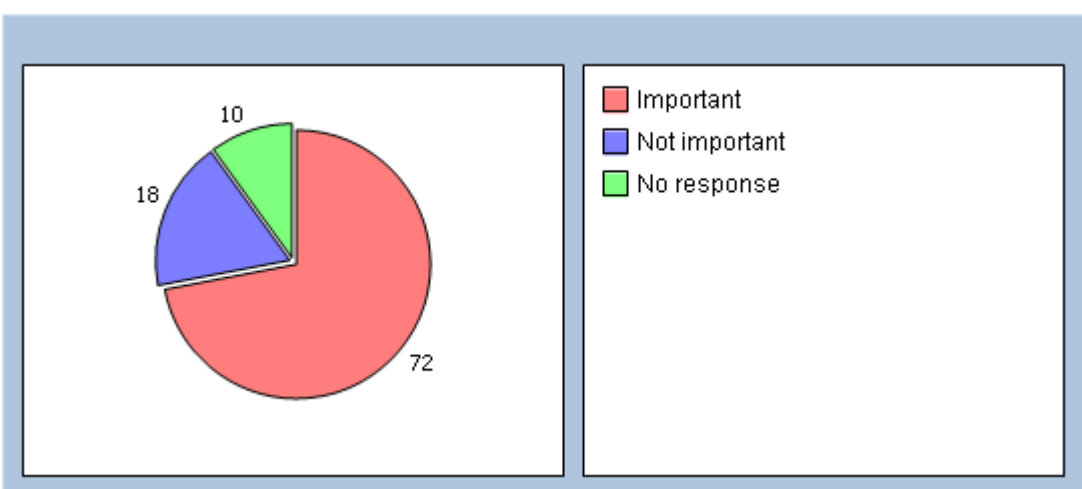
Q15 If you need to see a GP urgently, can you normally get seen on the same day?

Yes 63%
 No 6%
 Don't know / never needed to 25%
 No response 6%



Q16 How important is it to you to be able to book appointments ahead of time in your practice?

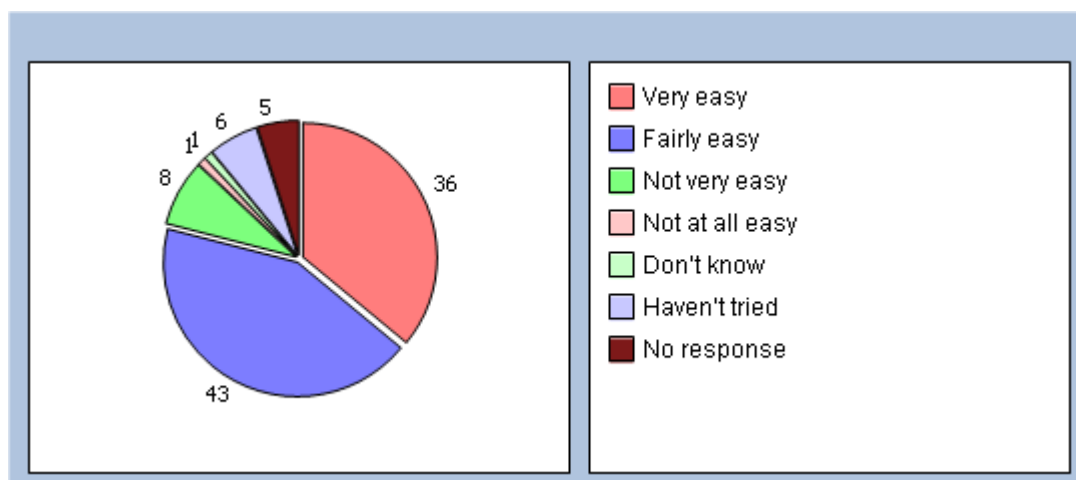
Important 72%
 Not important 18%
 No response 10%



Q17 How easy is it to book ahead in your practice?

Very easy 36%
 Fairly easy 43%

Not very easy 8%
 Not at all easy 1%
 Don't know 1%
 Haven't tried 6%
 No response 5%



Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)

In person 44%
 By phone 85%
 Online 1%
 Doesn't apply 1%

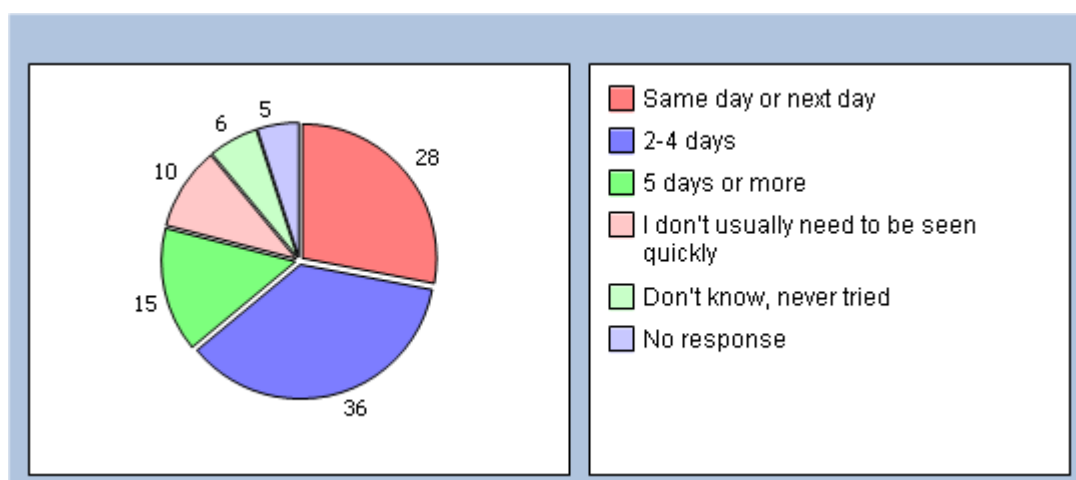
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person 41%
 By phone 84%
 Online 30%
 Doesn't apply 0%

Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

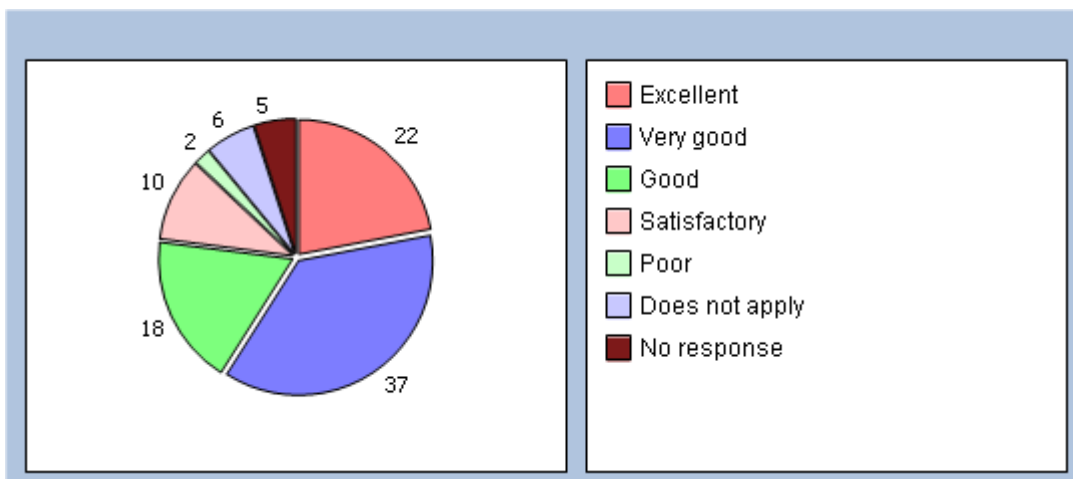
Same day or next day 28%
 2-4 days 36%
 5 days or more 15%
 I don't usually need to be seen quickly 10%
 Don't know, never tried 6%
 No response 5%



Q21 How do you rate how quickly you were seen?

Excellent 22%
 Very good 37%
 Good 18%
 Satisfactory 10%

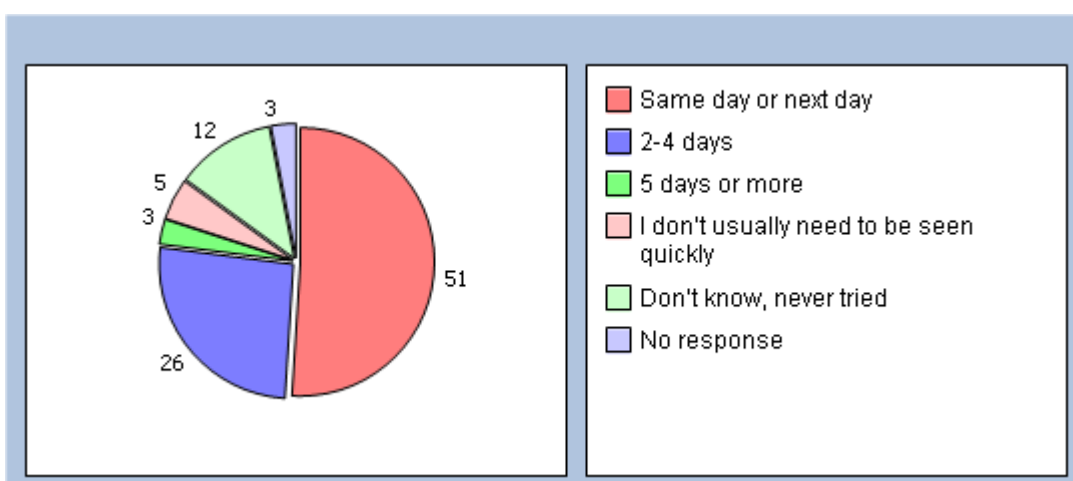
Poor 2%
 Very poor 0%
 Does not apply 6%
 No response 5%



Thinking of times when you are willing to see any doctor:

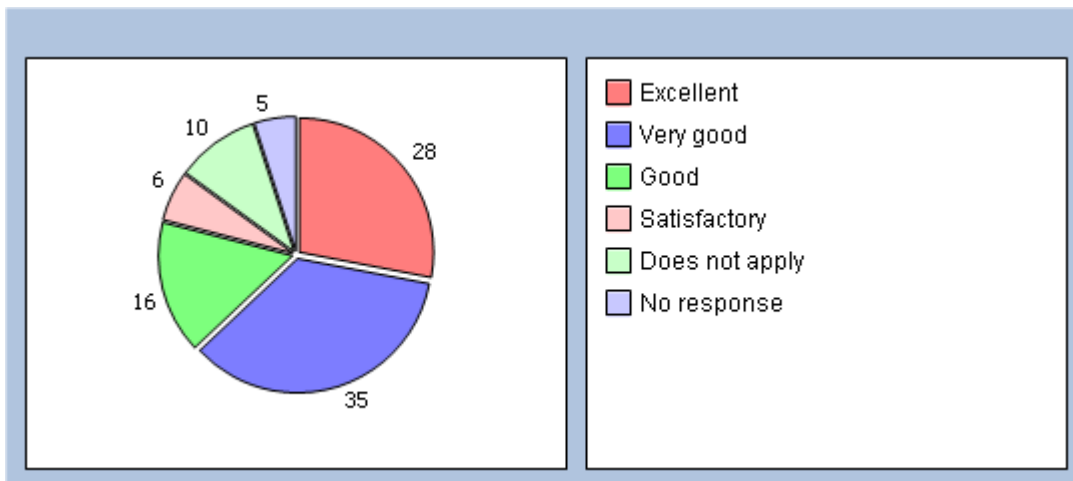
Q22 How quickly do you usually get seen?

Same day or next day 51%
 2-4 days 26%
 5 days or more 3%
 I don't usually need to be seen quickly 5%
 Don't know, never tried 12%
 No response 3%



Q23 How do you rate how quickly you were seen?

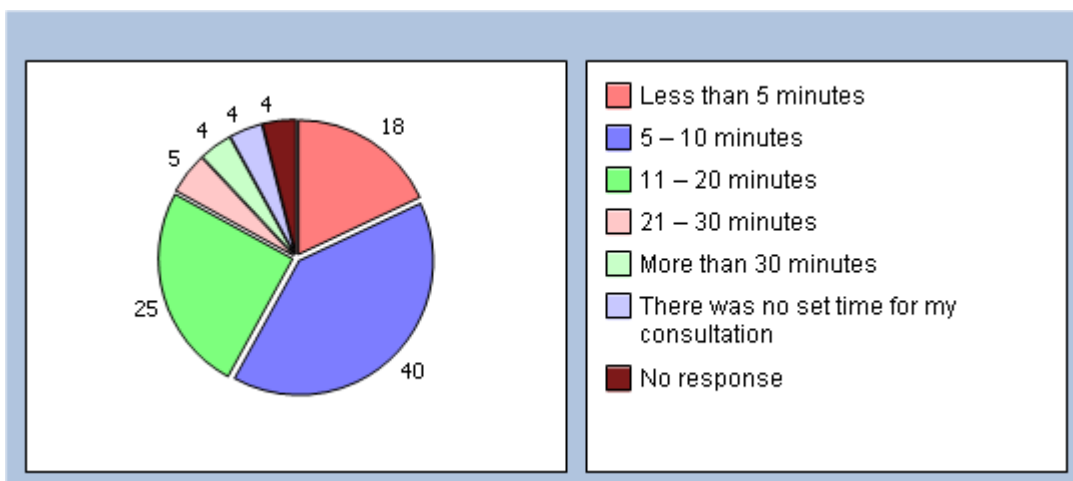
Excellent 28%
 Very good 35%
 Good 16%
 Satisfactory 6%
 Poor 0%
 Very poor 0%
 Does not apply 10%
 No response 5%



Thinking of your most recent consultation with a doctor or nurse

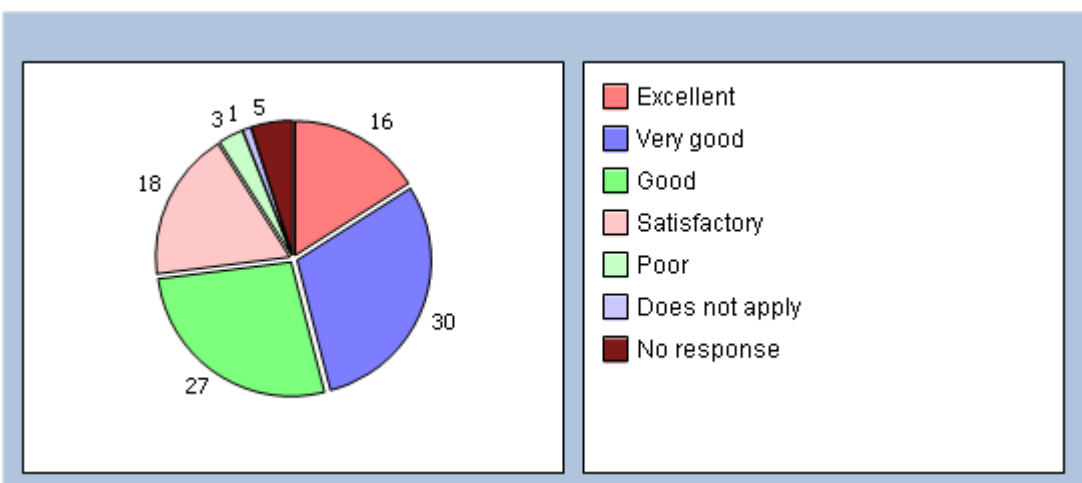
Q24 How long did you wait for your consultation to start?

Less than 5 minutes 18%
 5 – 10 minutes 40%
 11 – 20 minutes 25%
 21 – 30 minutes 5%
 More than 30 minutes 4%
 There was no set time for my consultation 4%
 No response 4%



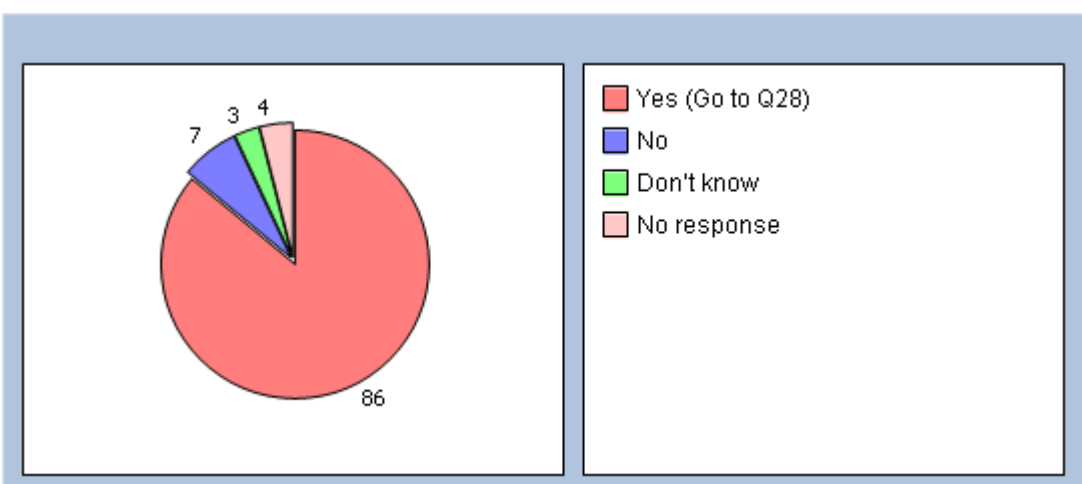
Q25 How do you rate how long you waited?

Excellent 16%
 Very good 30%
 Good 27%
 Satisfactory 18%
 Poor 3%
 Very poor 0%
 Does not apply 1%
 No response 5%



Q26 Is your GP practice currently open at times that are convenient to you?

Yes (Go to Q28) 86%
 No 7%
 Don't know 3%
 No response 4%

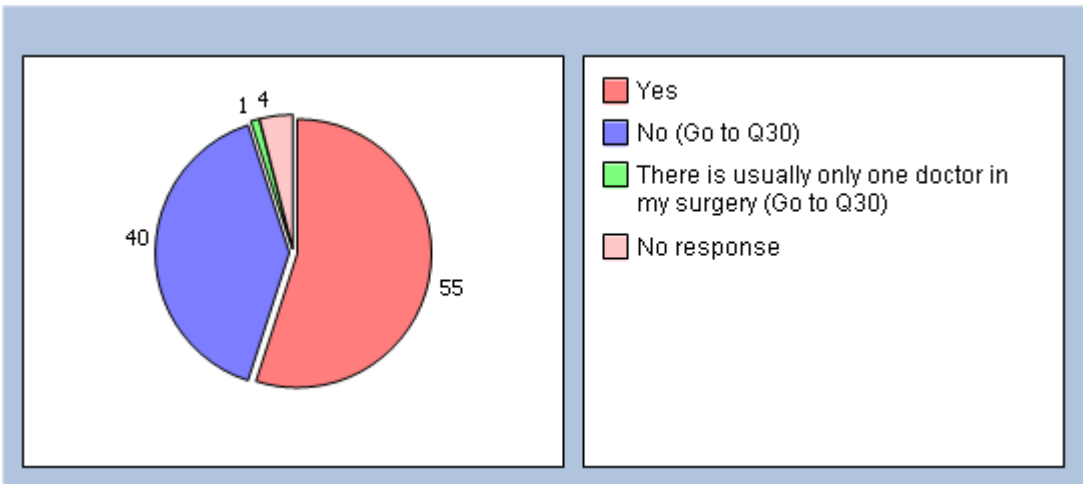


Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

Before 8am 11%
 At lunchtime 9%
 After 6.30pm 26%
 On a Saturday 20%
 On a Sunday 6%
 None of these 5%

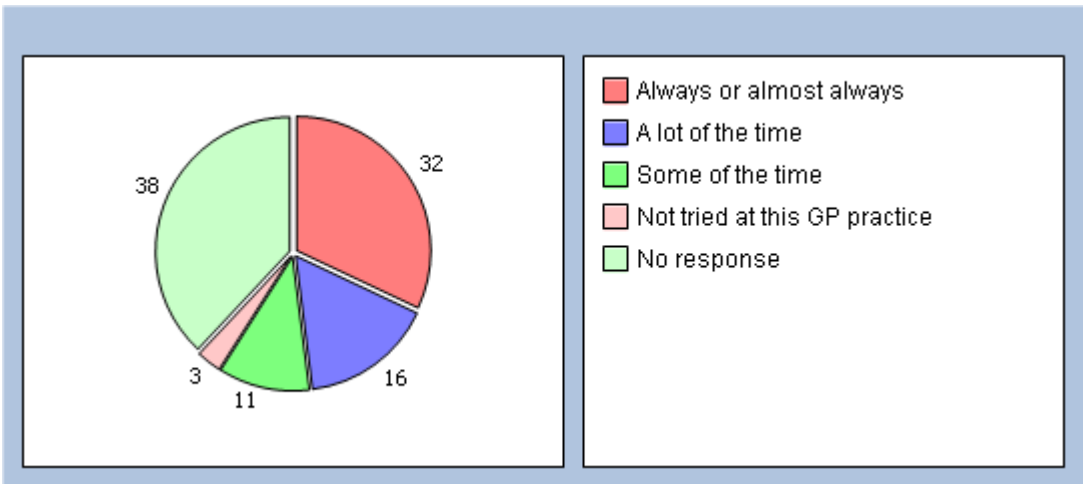
Q28 Is there a particular GP you usually prefer to see or speak to?

Yes 55%
 No (Go to Q30) 40%
 There is usually only one doctor in my surgery (Go to Q30) 1%
 No response 4%



Q29 How often do you see or speak to the GP you prefer?

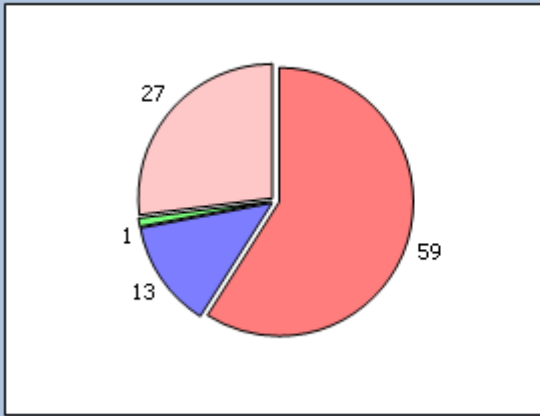
Always or almost always 32%
 A lot of the time 16%
 Some of the time 11%
 Never or almost never 0%
 Not tried at this GP practice 3%
 No response 38%



If you haven't seen a nurse in the last 6 months please go to Q37. How good was the Nurse you last saw at:

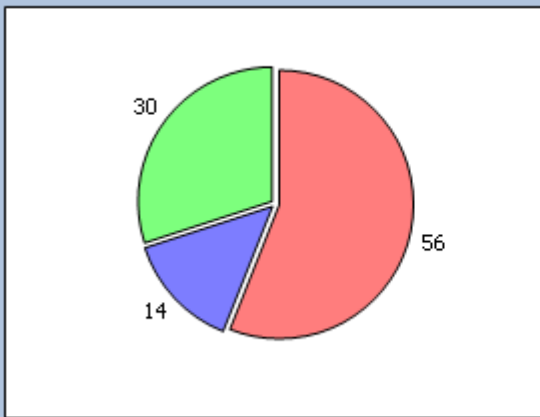
Q30 Putting you at ease?

Very good 59%
 Good 13%
 Satisfactory 1%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 27%



Q31 Giving you enough time?

Very good 56%
 Good 14%
 Satisfactory 0%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 30%



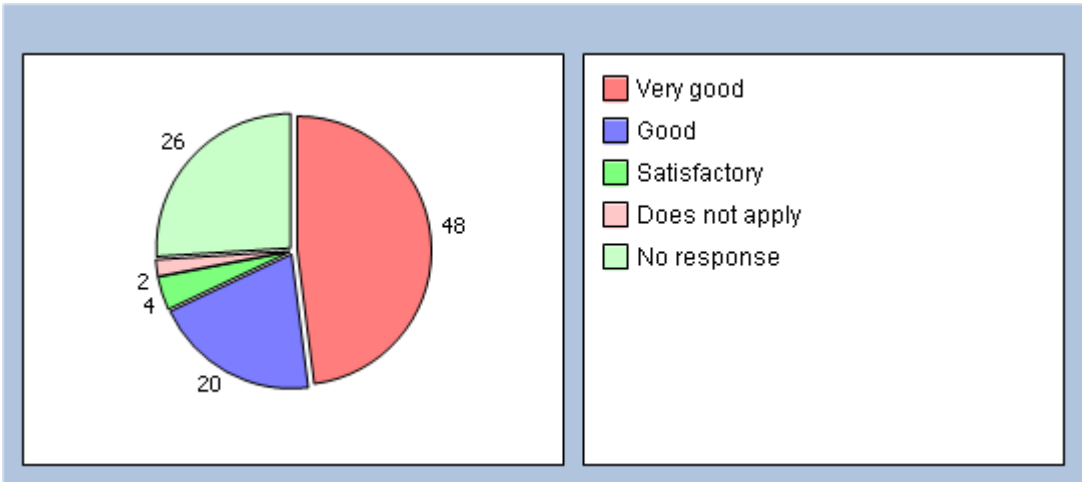
Q32 Listening to you?

Very good 51%
 Good 18%
 Satisfactory 4%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 27%



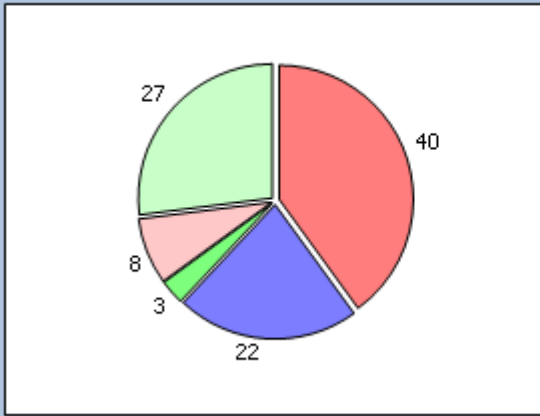
Q33 Explaining your condition and treatment?

Very good 48%
 Good 20%
 Satisfactory 4%
 Poor 0%
 Very poor 0%
 Does not apply 2%
 No response 26%



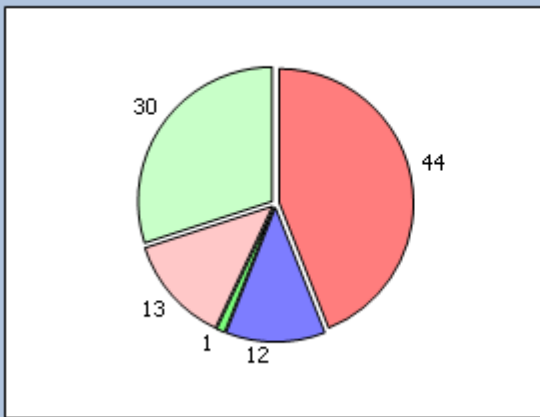
Q34 Involving you in decisions about your care?

Very good 40%
 Good 22%
 Satisfactory 3%
 Poor 0%
 Very poor 0%
 Does not apply 8%
 No response 27%



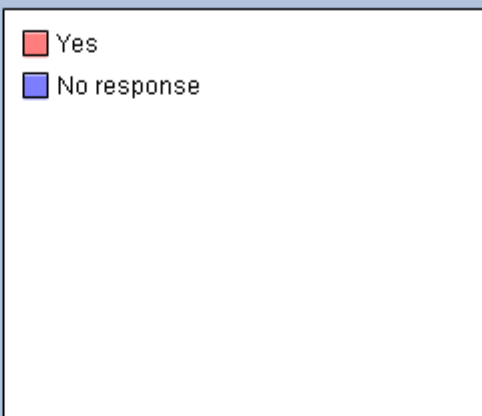
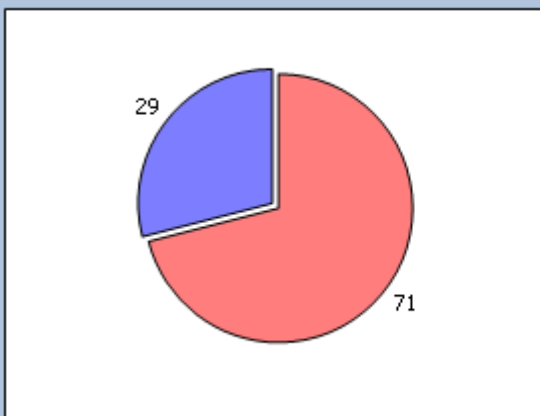
Q35 Providing or arranging treatment for you?

Very good 44%
 Good 12%
 Satisfactory 1%
 Poor 0%
 Very poor 0%
 Does not apply 13%
 No response 30%



Q36 Would you be completely happy to see this nurse again?

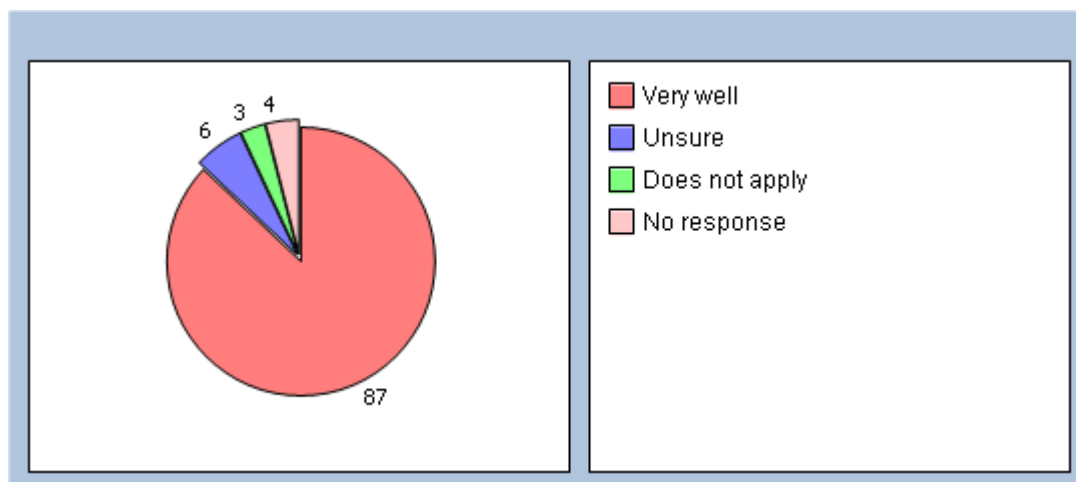
Yes 71%
 No 0%
 No response 29%



Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

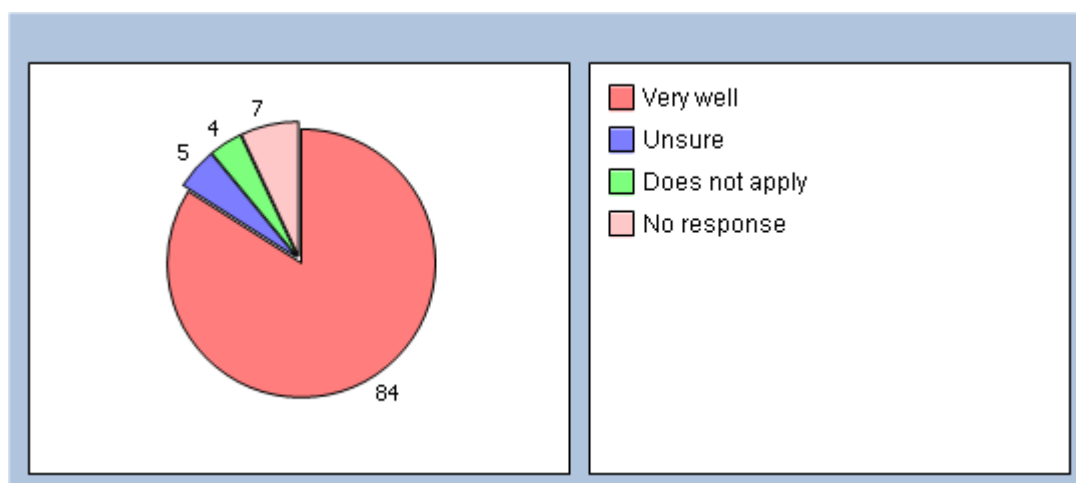
Q37 Understand your health problems?

Very well 87%
Unsure 6%
Not very well 0%
Does not apply 3%
No response 4%



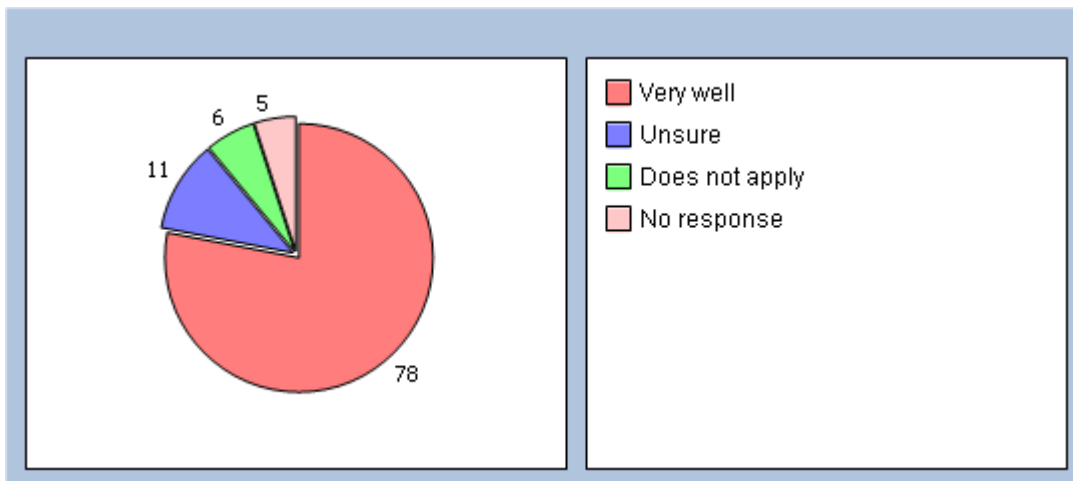
Q38 Cope with your health problems

Very well 84%
Unsure 5%
Not very well 0%
Does not apply 4%
No response 7%



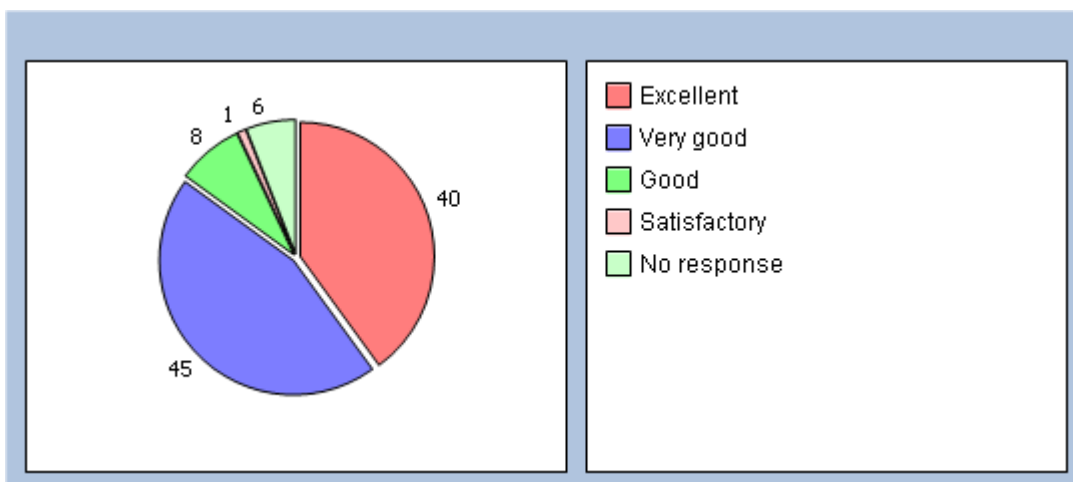
Q39 Keep yourself healthy

Very well 78%
Unsure 11%
Not very well 0%
Does not apply 6%
No response 5%



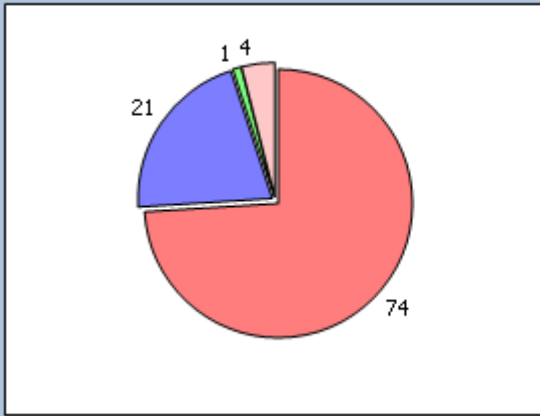
Q40 Overall, how would you describe your experience of your GP surgery?

Excellent 40%
 Very good 45%
 Good 8%
 Satisfactory 1%
 Poor 0%
 Very poor 0%
 No response 6%



Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

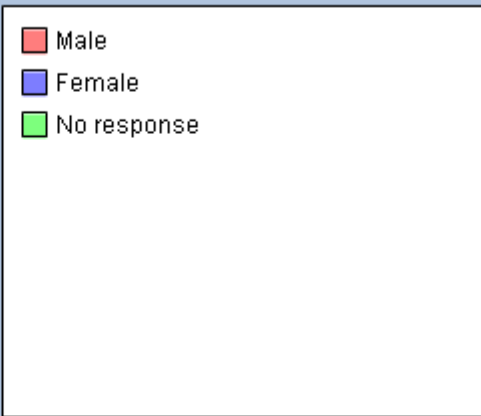
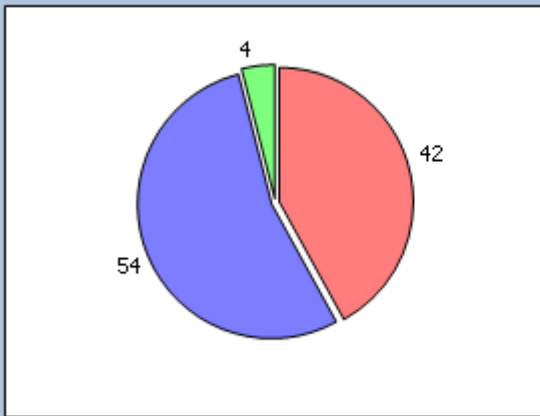
Yes, definitely 74%
 Yes, probably 21%
 No, probably not 0%
 No, definitely not 0%
 Don't know 1%
 No response 4%



It will help us to understand your answers if you could tell us a little about yourself

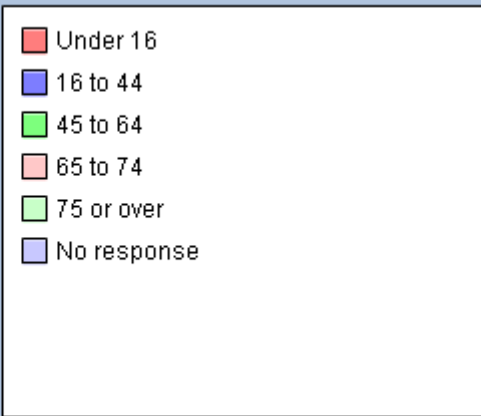
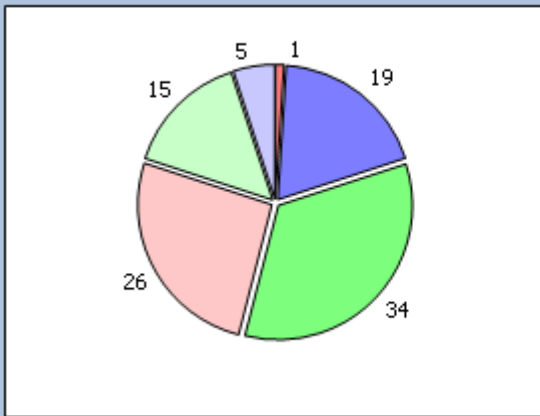
Q42 Are you ?

Male 42%
 Female 54%
 No response 4%



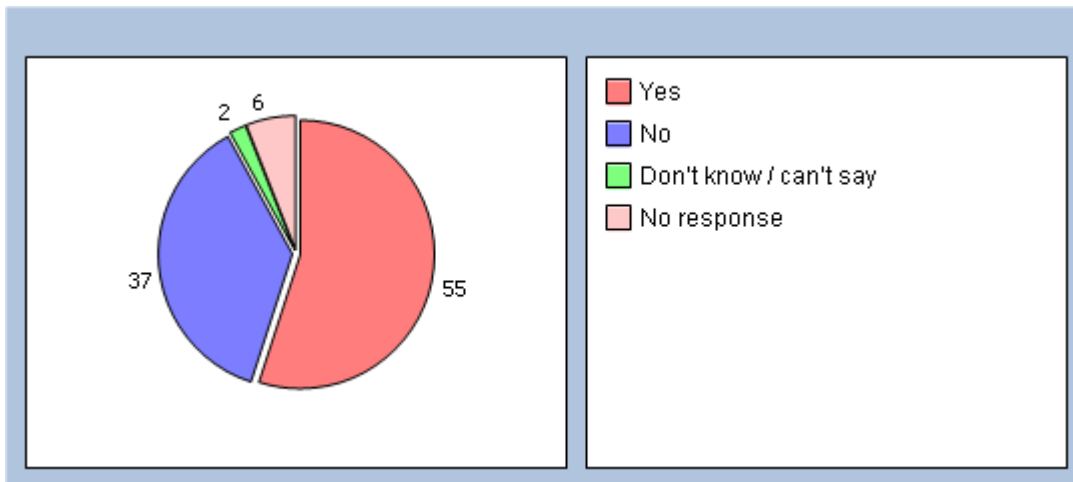
Q43 How old are you?

Under 16 1%
 16 to 44 19%
 45 to 64 34%
 65 to 74 26%
 75 or over 15%
 No response 5%



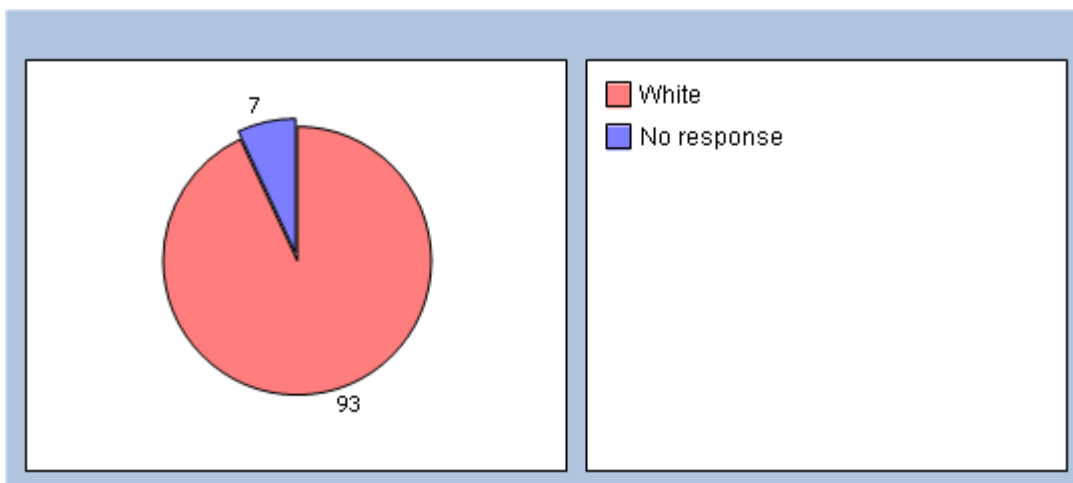
Q44 Do you have a long-standing health condition?

Yes 55%
No 37%
Don't know / can't say 2%
No response 6%



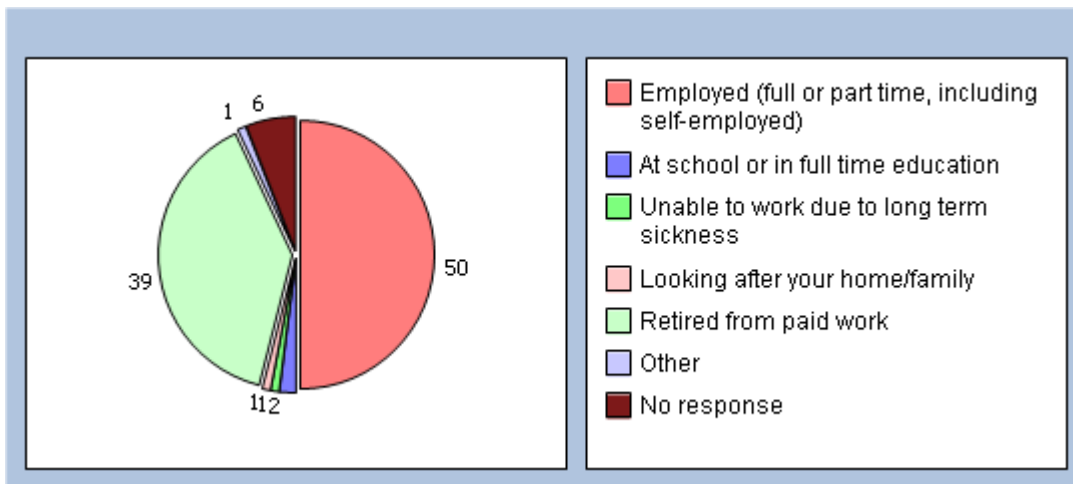
Q45 What is your ethnic group?

White 93%
Black or Black British 0%
Asian or Asian British 0%
Mixed 0%
Chinese 0%
Other ethnic group 0%
No response 7%



Q46 Which of the following best describes you?

Employed (full or part time, including self-employed) 50%
Unemployed / looking for work 0%
At school or in full time education 2%
Unable to work due to long term sickness 1%
Looking after your home/family 1%
Retired from paid work 39%
Other 1%
No response 6%



Finally, please add any other comments you would like to make about your GP practice:

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