



PATIENT PARTICIPATION GROUP

**“Patient Survey”
Project Report
November 2015**

Introduction

The Charnwood Community Medical Group, Patient Participation Group (PPG) are pleased to present the findings of the Patient Survey undertaken by the PPG in June 2015. The main body of the report shows the responses to all of the written questions that were asked. Each set of answers is broken down showing the responses from each of the group's medical centres i.e. Rosebery, Outwoods and Forest Edge, and also gives a total response for the medical group as a whole.

Methodology

The Survey was designed by a sub group of the main PPG, together with representatives from the medical group. The questions were developed to seek the views of patients about access, appointments processes, staff attitude and aptitudes, communications and overall satisfaction. The survey was presented in a written questionnaire format and was also published on the medical groups' website for patients to complete online.

The survey was conducted over a 5 day period in June of 2015, and coincided with the National Patient Participation Week. Eight Volunteer members of the PPG were present at all 3 of the medical centres. PPG members asked patients and carers if they would spend a few minutes of their time completing the survey questionnaire, all responses were anonymous and no patient identifiable information was asked or disclosed at any time.

In total **407** questionnaires were completed. Using computer software the information from each questionnaire was inputted and provided the information within the main body of this report.

Next Steps

The PPG sub group together with staff from the medical group met to discuss the overall results and looked at areas where improvement could be made and also looked at those areas where patients reported their satisfaction with the service provided. These findings have been put into two action plans, one for the PPG, and one for the medical group.

Action Points

Patient Participation Group

- Raise awareness of the group and its functions.
- Identify methods to strengthen the number of patients on the Virtual PPG.
- Continue to develop projects the outcomes of which will help to improve the overall patients experience within the medical group and within the local health community.

The areas above will enable the group to be more representative of the overall number of patients registered with the medical group and to be more representative of the patient's voice.

Medical Group

- The Practice will introduce a telephone system that enables receptionists to see the number of patients waiting to get through on the phone in real time to improve access and receptionist availability.
- The Practice will investigate whether it is possible for the phone system to indicate the length of time that people are likely to wait as well as the position in the queue.
- The Practice will look to introduce on the day internet appointment booking.
- The Practice will continue to monitor the number of on the day appointments and book ahead appointments and the ratio between them.
- The Practice will report average waiting times on the phone to the PPG monthly.

Conclusion

This report and its findings was approved by the PPG at its meeting on November 12th and has been presented on behalf of all patients to the medical group. On behalf of the PPG I would like to thank all of the patients who gave their time to complete the survey questionnaire, and also to the staff within the medical group for all of the help and support that was given to us during the week the survey took place and since that time as the results have been analysed.

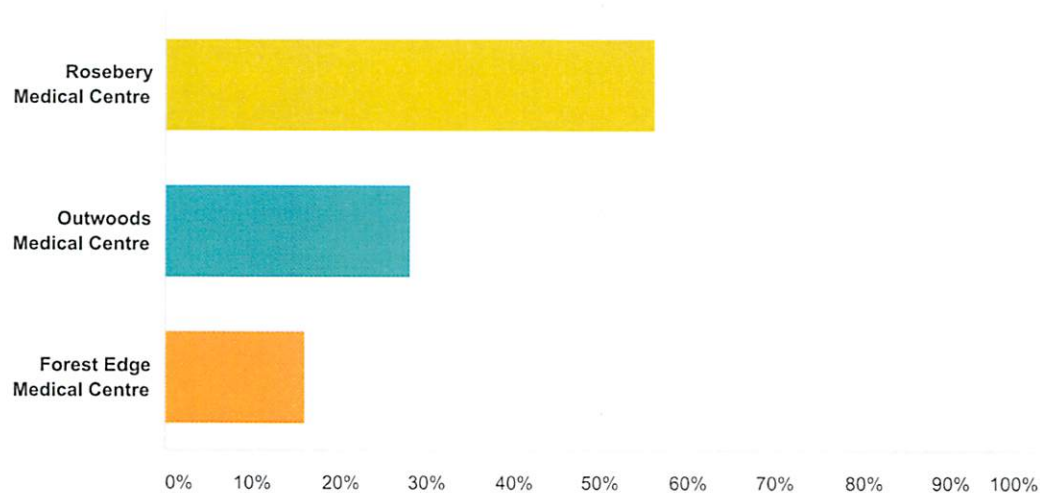
Signed

John Todd

PPG Chairman

Q1 Which Medical Centre do you attend

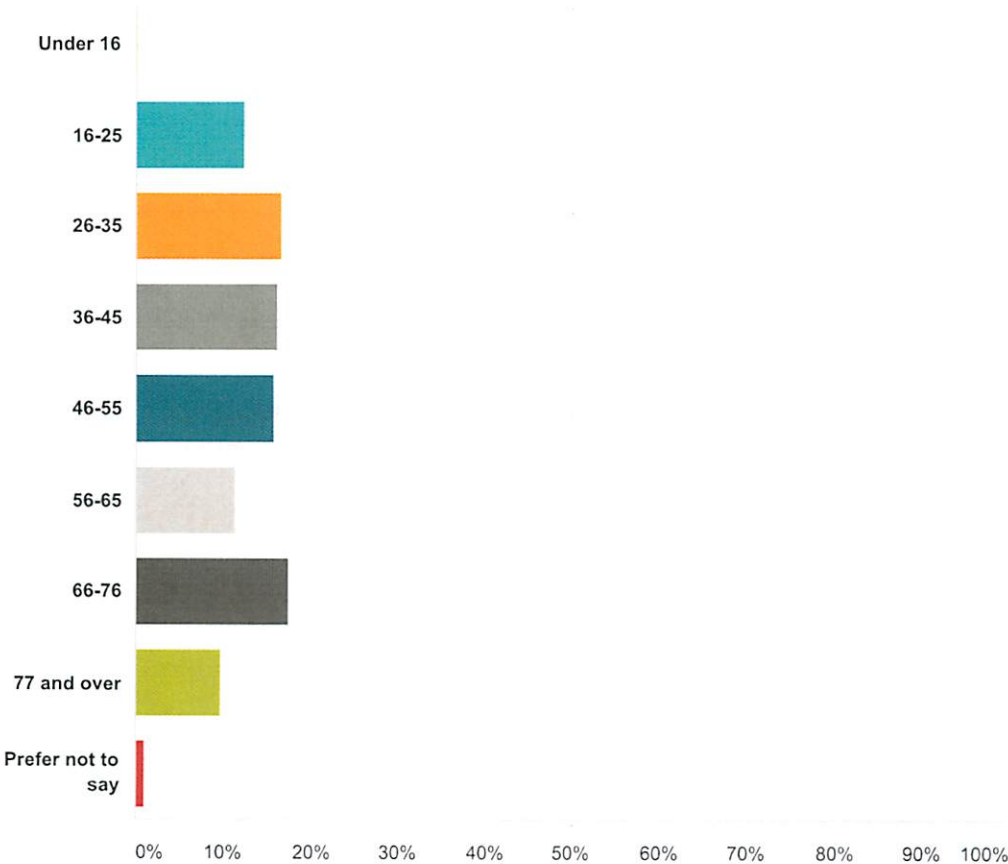
Answered: 406 Skipped: 1



Answer Choices	Responses	
Rosebery Medical Centre	56.16%	228
Outwoods Medical Centre	28.08%	114
Forest Edge Medical Centre	15.76%	64
Total		406

Q2 Please identify your age range

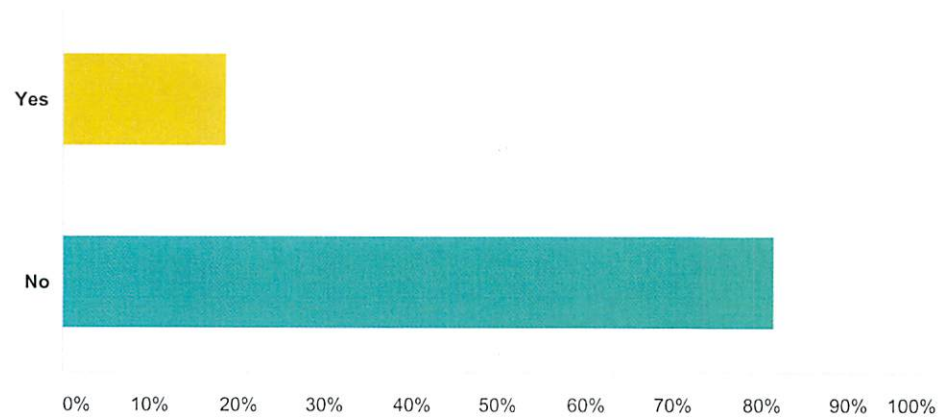
Answered: 405 Skipped: 2



Answer Choices	Responses	
Under 16	0.25%	1
16-25	12.35%	50
26-35	16.54%	67
36-45	16.05%	65
46-55	15.56%	63
56-65	11.36%	46
66-76	17.28%	70
77 and over	9.63%	39
Prefer not to say	0.99%	4
Total		405

Q3 Have you ever put off going to see your doctor because of difficulty getting to the surgery

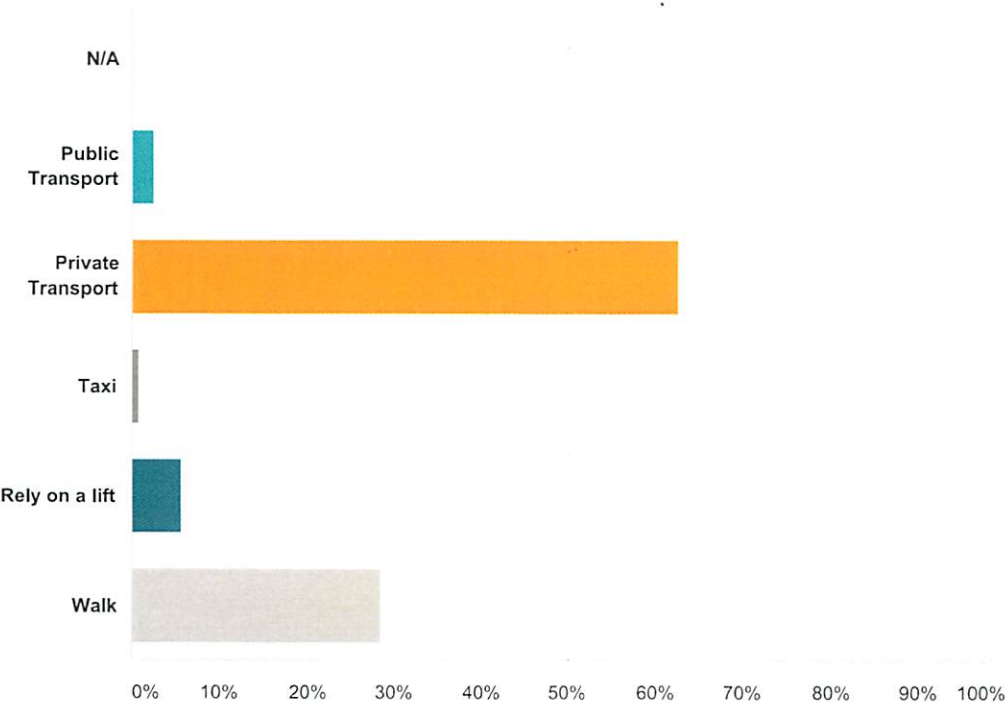
Answered: 381 Skipped: 26



Answer Choices	Responses	
Yes	18.64%	71
No	81.36%	310
Total		381

Q4 How do you usually get to the surgery

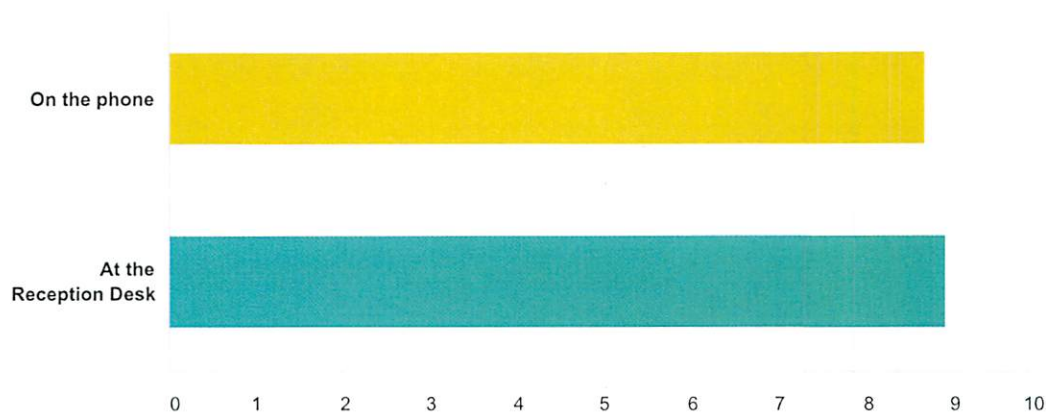
Answered: 404 Skipped: 3



Answer Choices	Responses	
N/A	0.00%	0
Public Transport	2.48%	10
Private Transport	62.62%	253
Taxi	0.74%	3
Rely on a lift	5.69%	23
Walk	28.47%	115
Total		404

Q5 How polite and courteous do you find the Reception Team? (1 being poor and 10 being excellent)

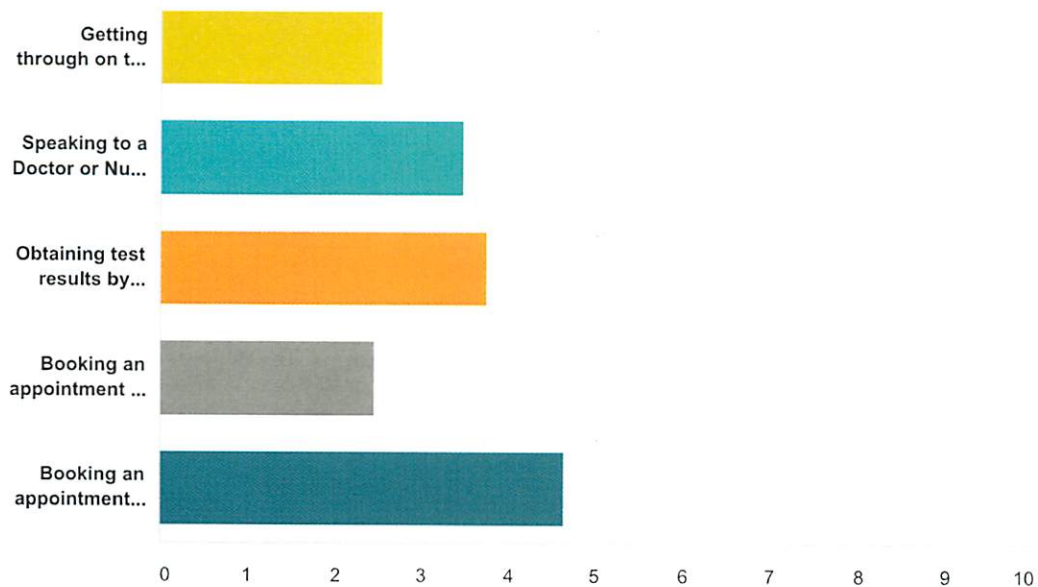
Answered: 398 Skipped: 9



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
On the phone	1.05% 4	1.57% 6	1.05% 4	0.79% 3	4.19% 16	3.14% 12	7.33% 28	16.75% 64	13.35% 51	50.79% 194	382	8.64
At the Reception Desk	1.31% 5	0.52% 2	0.26% 1	0.26% 1	3.39% 13	2.61% 10	7.05% 27	14.36% 55	16.19% 62	54.05% 207	383	8.87

Q6 In the past 6 months, how easy have you found the following?

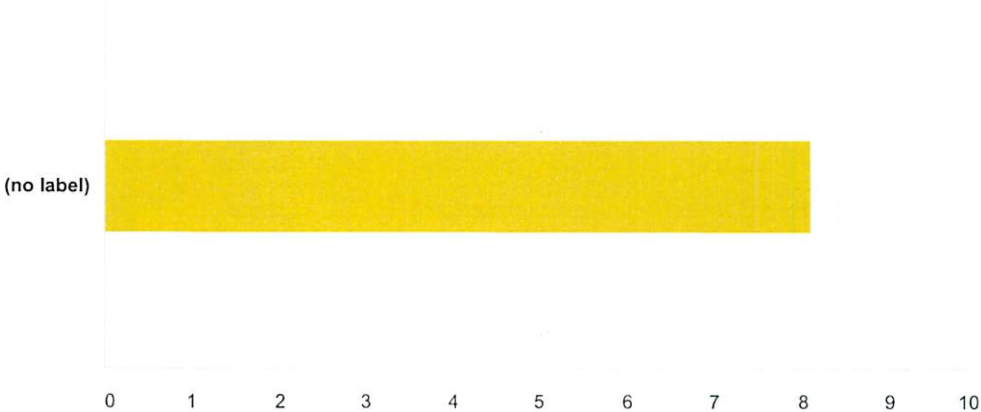
Answered: 405 Skipped: 2



	Very easy	Quite easy	Quite difficult	Very difficult	Don't know/never tried	Total	Weighted Average
Getting through on the phone	13.40% 54	42.43% 171	27.54% 111	12.41% 50	4.22% 17	403	2.52
Speaking to a Doctor or Nurse on the phone	8.79% 35	31.16% 124	10.05% 40	4.77% 19	45.23% 180	398	3.46
Obtaining test results by phone	7.77% 31	28.07% 112	4.01% 16	3.01% 12	57.14% 228	399	3.74
Booking an appointment by phone/at the surgery	19.45% 78	38.15% 153	23.44% 94	15.96% 64	2.99% 12	401	2.45
Booking an appointment on-line	3.79% 15	5.30% 21	1.52% 6	3.03% 12	86.36% 342	396	4.63

Q7 The last time you saw a Doctor at the surgery do you feel you had enough time to discuss your concerns? (1 being not nearly enough time and 10 being more than enough time)

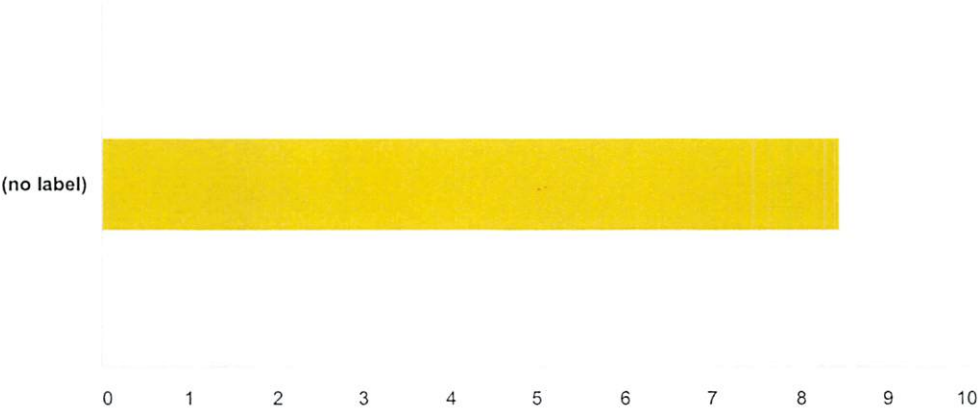
Answered: 393 Skipped: 14



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
(no label)	1.27% 5	2.29% 9	1.53% 6	2.04% 8	7.89% 31	4.83% 19	9.41% 37	20.36% 80	12.47% 49	37.91% 149	393	8.07

Q8 In general how satisfied are you with the care you receive at the surgery?(1 being unsatisfied and 10 being completely satisfied)

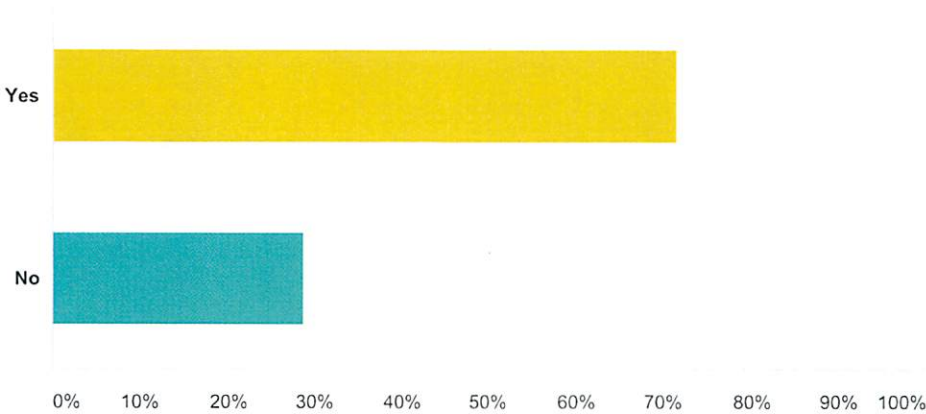
Answered: 394 Skipped: 13



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
(no label)	1.27% 5	1.02% 4	1.27% 5	1.02% 4	5.84% 23	4.31% 17	6.85% 27	17.51% 69	19.54% 77	41.37% 163	394	8.44

Q9 If you could book an "on the day" appointment on line i.e. by computer would you use this option?

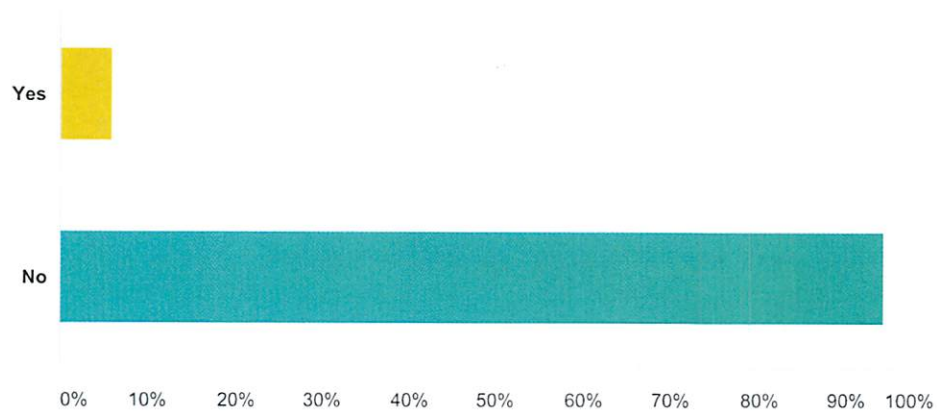
Answered: 386 Skipped: 21



Answer Choices	Responses	
Yes	71.50%	276
No	28.50%	110
Total		386

Q10 Would you prefer the written information in the surgery to be provided in another language?

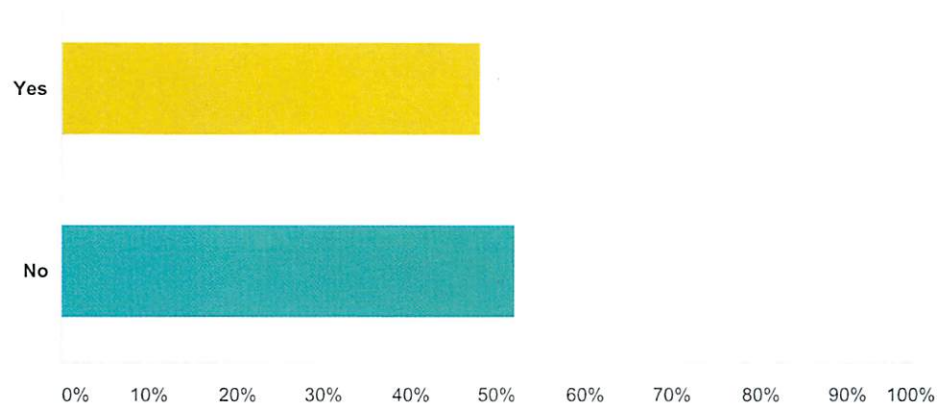
Answered: 381 Skipped: 26



Answer Choices	Responses	
Yes	5.77%	22
No	94.23%	359
Total		381

Q11 Are you aware that there is a Patient Participation Group that represents the views of all patients?

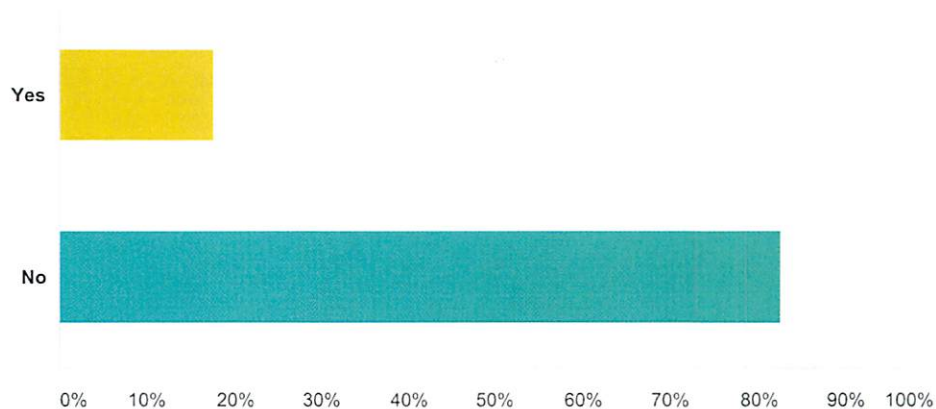
Answered: 391 Skipped: 16



Answer Choices	Responses	
Yes	48.08%	188
No	51.92%	203
Total		391

Q12 Are you aware that there is a Virtual Patient Participation Group that represents the views of all patients and is available through the practice website?

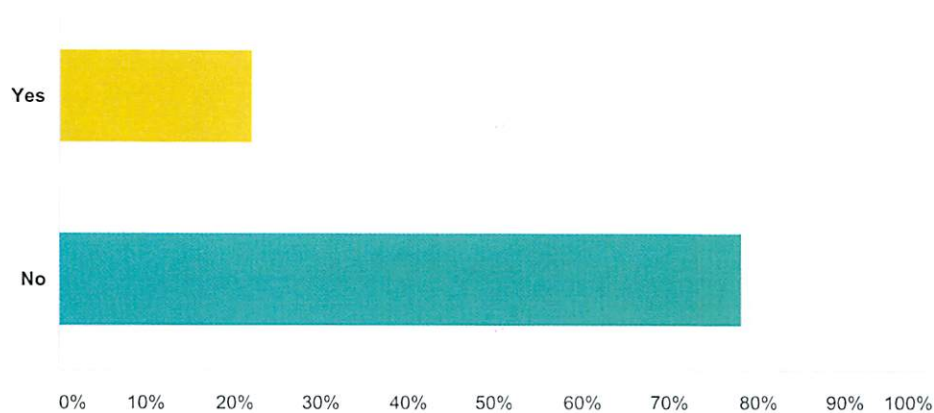
Answered: 387 Skipped: 20



Answer Choices	Responses	
Yes	17.57%	68
No	82.43%	319
Total		387

Q13 Are you aware that the Patient Participation Group run Health Promotion Events during the year?

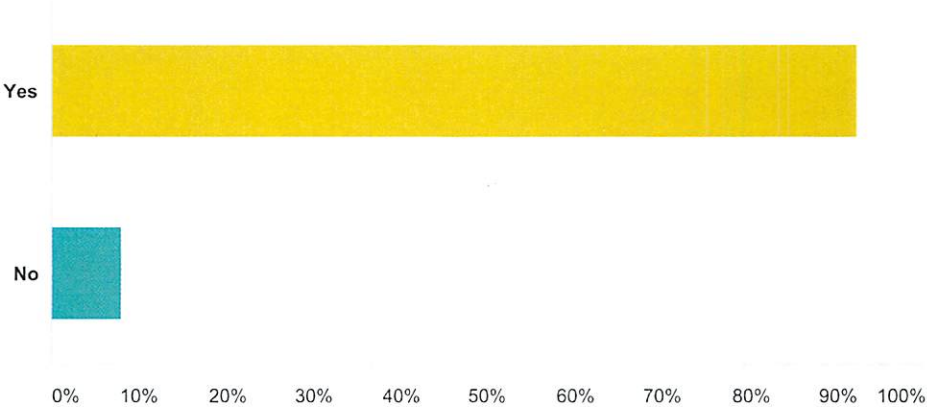
Answered: 389 Skipped: 18



Answer Choices	Responses	
Yes	21.85%	85
No	78.15%	304
Total		389

Q14 Would you recommend this Medical Practice to friends or family?

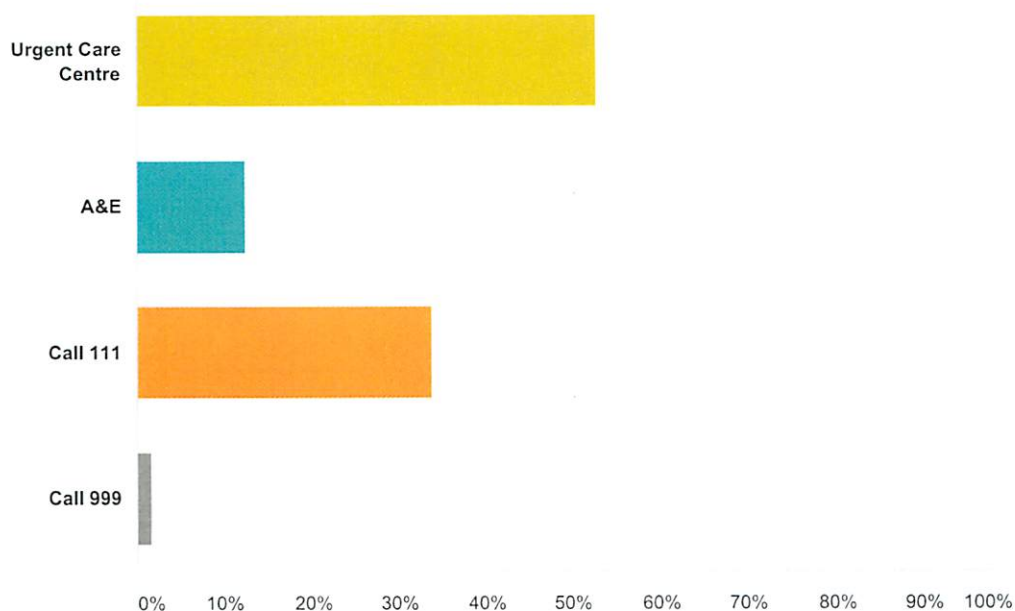
Answered: 388 Skipped: 19



Answer Choices	Responses	
Yes	92.01%	357
No	7.99%	31
Total		388

Q15 Who would you contact or go to for medical help if the surgery was closed

Answered: 358 Skipped: 49



Answer Choices	Responses	
Urgent Care Centre	52.51%	188
A&E	12.29%	44
Call 111	33.52%	120
Call 999	1.68%	6
Total		358