

# **THE HOLLYGREEN PRACTICE**

## **LOCAL PATIENT PARTICIPATION REPORT 2013/14**

**Version: 1**

**Produced by: Sharon Copeland, Practice Manager**

**Date: March 2014**

## 1. Introduction

The Patient Participation Group (PPG) at The Hollygreen Practice was established in 2011. Initially there were only a couple of active members but over the last eighteen months the group has increased from eleven to twenty four members, and we are continuously seeking new members to join the group. The PPG comprises only registered patients on our practice list. The members regularly give up their time on a voluntary basis to come and contribute to the meetings as the practice is very keen to listen to, and work with its patients and take on board their comments, feedback, ideas and suggestions. The group has agreed Terms of Reference and Members Guidelines (made available at each meeting) and these are reviewed annually to ensure that they remain fit for purpose.

The group meets on a quarterly basis for around 1 to 1 ½ hours at either the Goldthorpe or Thurnscoe LIFT Centre where refreshments are provided. Agendas and supporting papers are distributed to members at least one week in advance to allow them to read them in preparation for the meeting. Copies are also made available at each meeting to save them printing them off at home. Members are asked to forward their apologies to the Practice Manager if for any reason they are unable to attend.

Meetings are rotated between both our sites and are held in the evening so that people are able to attend if they are working.

As well as the active PPG meetings we have also established a virtual PPG which comprises patients who do not want to attend meetings but are happy for the practice to contact them from time to time either by phone, letter, survey or email to ask them a few questions about its services, staff and facilities, etc.

## 2. Profile of the Patient Participation Group

The total practice population is approximately 8800 patients, but it is not static and varies slightly month on month.

The breakdown of patients is as follows:

Age Range	Male	Female	Total
0 - 65	3834	3590	7424
66- 75	389	437	826
76+	204	367	571
<b>TOTAL</b>	<b>4427</b>	<b>4394</b>	<b>8821</b>

Our PPG comprises twenty four members in total, seven Male and seventeen Females. There has been an increase of 2 members since 2012.

The age profile of the PPG is between 26 to 79 years of age.

95% of our practice population is of White British origin and this is reflected in our PPG.

Members all have varying backgrounds and life experiences and access various services that the practice provides. They come from various areas within the practice boundary covering both our sites, Goldthorpe and Thurnscoe.

### **Methods and Approaches used to reach any groups of the practice population not represented**

Since 2011 Hollygreen Practice has run a successful PPG. The group initially met on a monthly basis but this has now been moved to a quarterly basis at the request of members. In an attempt to engage with the practice population the following efforts have been made:

- Patient Group is advertised on the practice website at [www.hollygreenpractice.nhs.uk](http://www.hollygreenpractice.nhs.uk)
- Patient Group is advertised in the practice leaflet
- Posters have been put up in both surgeries promoting the group
- Patient Group has been advertised on the Jayex patient callboard in both surgeries
- Patient Group is advertised in the quarterly Patient Newsletters
- Staff and GPs mention the group to patients who may be interested in getting involved
- Posters have been put in all consulting/treatment rooms seeking volunteers
- Information packs and applications forms to join the membership of the group are available from reception on request
- A group has been established that actively meets on a regular basis plus a virtual PPG as younger people do not always want to attend meetings for various reasons and prefer to communicate via online resources, text or email
- Word of mouth from other members of the PPG
- In response to verbal and written complaints sometimes we ask if the complainant would be interested in joining/contributing to our group

### **Steps taken to determine and reach agreement on the issues which had priority and which should be included in the local practice survey**

The PPG met on 12 August 2013 to identify and decide which issues they thought should be addressed as a priority as part of the annual practice patient survey. Minutes of the meeting are available.

It was felt that overall the priorities identified for the 2012/13 survey provided a good broad base perspective of what patients thought about the practice. This would also allow results to be compared to identify any improvements year on year. Therefore it was agreed to use the same priorities for the 2013 survey.

In brief the priorities were:

- Opening Times
- Appointments
- Waiting Times
- Communication with the practice

- Patient experience of the service
- Premises
- How people can get involved/patient feedback

A copy of the patient survey as agreed by the PPG is appended (Refer to Appendix A).

### **How the practice sought to obtain the views of its registered patients**

The practice used a paper based questionnaire comprising of priorities set by the PPG and its staff, focusing on a number of key areas as detailed above. The PPG reviewed the survey format as used in 2012/13 and agreed that it be used again in 2013 to gather comparative data to look for improvements made throughout the year.

Prior to the survey being undertaken the practice advertised that during the month of September 2013 a survey would be undertaken supported by its PPG.

All patients upon arrival to the surgery were asked by the reception team if they would be happy to participate in the local practice patient survey. Patients were also asked if they would like any help or support in completing the questionnaire from one of our staff members. The practice during the month looked at targeting various groups of patients and at different times of the day (general routine appointments with GPs/Nurses, chronic disease clinics, baby clinic, etc) to gain a broad range of responses.

The survey was conducted during the month of September 2013, following which the responses were collated and analysed by the Practice Manager. The PPG were actively involved throughout the whole process from identifying the issues/priorities, devising the questionnaire, reviewing the results and formulating an action plan in response to the findings. A total of 184 questionnaires were completed and a report of the findings was compiled and presented to the PPG by the Practice Manager at their meeting on 18 November 2013.

In the absence of any direct guidance/requirements with regard to sample size advice was sought from the Patient Engagement Team in Bradford and Airedale who recommended that the practice work to a response rate of approximately 2% of their practice population. This would equate to 176 completed questionnaires, therefore the practice had slightly more as 184 surveys were completed.

To gather the views of patients as well as the patient survey, as a matter of routine the practice also provides comments/suggestions boxes on the reception desk along with feedback slips. These comments/suggestions are summarised on a monthly basis and presented to the practice team at their monthly meeting by the Practice Manager to identify any trends/patterns and take action as appropriate..

## **Steps taken by the practice to provide opportunity for the PPG to discuss the contents of the action plan**

The Practice Manager collated and analysed the findings of the local practice survey and compiled a report. The findings for each question were summarised and illustrated either using charts or text. A copy of the report is appended (Refer to Appendix B).

The report was presented to the PPG and the findings were discussed in detail by members at their meeting on 18 November 2013. The findings were also posted to PPG members in advance of the meeting.

The group agreed that the results were very good, with only a few areas that needed further action. Therefore further to discussions around the findings/results an action plan was developed to address these areas. For example the appointment system will remain under review with regard to the ratio of same day and pre-bookable appointments, GPs will try and work to appointments times wherever possible to avoid delays. The telephone system will remain under review and confidentiality issues raised with regard to the reception area will be addressed.

The Practice was able to agree an action plan with the support of the PPG and progress against this is reviewed and reported on quarterly to the PPG by the Practice Manager. Members have the opportunity to comment and contribute to the ongoing implementation of the action plan. A copy of the action plan for 2013/14 is appended (Refer to Appendix C).

## **Details of the findings that arose from the local Practice survey**

Patients were asked a total of 19 questions, plus some status questions. The questions focused on the opening hours, appointment system, waiting times, accessibility on the telephone, ability to speak to a GP or Nurse, patient information, staff, services provided, facilities, etc (a copy of the questionnaire is attached for reference – refer to Appendix A).

The findings of the survey are presented in a report at Appendix B.

The practice received many comments regarding the appointment system, the lack of privacy at reception given the open plan design of the LIFT premises and difficulty at times getting through to the practice on the telephone. However the majority said that they were satisfied with the level of care and services provided by the practice, that the practice team (GPs, Nurses and Staff) provided a good service and that they were happy with the opening hours. With regard to the suitability of the premises they reported finding them easily accessible and very clean.

## **Responses found to be positive:**

- Overwhelming comments regarding all the staff and how good, polite, helpful and friendly they were.
- Majority of patients surveyed were satisfied with the opening hours and the services provided by the GPs, Nurses and Receptionists.

- The majority of patients surveyed said 'Yes, they would or might recommend the surgery' to someone who had just moved to the local area.
- Overall patients were satisfied with the level of care/services provided by The Hollygreen Practice.

### **Responses found to be less positive:**

- Patients would like to see the practice working more extended hours, particularly evenings, weekends and lunchtimes – would like it to be open 5am to 9pm.
- Would like it to be easier to contact the surgery by telephone.
- Booking an appointment – improve the appointment system, more appointments to be made available in general and timings, possibly more early appointments for those who work.

The PPG and the practice were pleased with the results of the recent survey, and it was acknowledged that there had been significant improvements over the past 12 months. The group felt that things were progressing and improvements had been made especially with regard to services provided, appointment availability and reduced waiting times to be seen.

Findings of question were summarised into an action plan (see Appendix C for full details). This details what action, if any has been needed, and if feasible has been implemented by the practice.

This report will be published on the practice's website which can be accessed at [www.hollygreenpractice.nhs.uk](http://www.hollygreenpractice.nhs.uk).

## **8. Summary of the evidence (including any statistical evidence) relating to the findings or basis of proposals arising out of the local practice survey**

A copy of the report showing the survey results as presented to the PPG and practice are appended (Refer to Appendix B).

As well as improvements in the results of the survey year on year the response rate has also increased by 76 more completed surveys in 2013/14.

## **9. Details of the action plan which the practice, and, if relevant, the NHS England Area Team intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey**

A copy of the action plan being implemented by the practice has been appended (see Appendix C). The action plan identifies issues raised as part of the survey, and how they have been, or are being addressed by the practice.

The action plan for 2012/13 has also been appended to show what action the practice has taken in responding to the results of the survey in the previous year, moving issues forward.

## **10. Issues and priorities taken on by the practice as a result of this report**

As a result of the report an action plan was developed and agreed by the PPG and this has been appended. This details what, and how issues have been addressed that have arisen from the patient surveys over both years (see Appendices C and D).

## **11. Practice Information (opening hours, obtaining access to services, extended hours, times when individual healthcare professionals are accessible to patients)**

### **11.1 Practice Opening Times and Out of Hours Arrangements**

The Hollygreen Practice is open as below:

#### **Goldthorpe Centre (Main Surgery)**

Monday	8am – 8pm
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm
Friday	7.30am – 6.30pm
Saturday	9am – 12 Noon (For emergency appointments ONLY for a period of 14 months as per pilot scheme)

#### **Thurnscoe Centre (Branch Surgery)**

Monday	8am – 8pm
Tuesday	7.30am – 6pm
Wednesday	8am – 6pm
Thursday	8am – 6pm
Friday	7.30am – 6pm

The practice offers extended opening hours on a Monday evening while 8pm at both sites, Tuesday and Friday mornings from 7.30am at both sites and Saturday 9am – 12 Noon at Goldthorpe. The healthcare professionals available on these sessions are GPs and Practice Nurses. On a Monday evening while 8pm Dr M I Kadarsha, Dr M H Kadarsha are available at Goldthorpe and Dr N Ishaque at Thurnscoe. On a Tuesday morning from 7.30am Dr S Sanda is available at Thurnscoe and Dr N Ishaque and Dr M I Kadarsha are available on a Friday morning from 7.30am, one at each site.

As well as appointments urgent problems can also be triaged by the on-call GP who will assess the patient's symptoms and provide advice as appropriate, this may be either telephone advice, a same day appointment, arrange a routine appointment or a home visit if required.

## **11.2 Methods of Access to the Practice**

Patients can make appointments by:

- Telephoning the surgery on 01709 886490
- By attending the surgery in person
- By booking an appointment using Patient Partner (add on facility to the general telephone system). Patient Partner can be used 24 hours a day, 7 days a week to book, cancel or amend appointments.
- System Online if they have been set up with a password.

Patients can also contact the surgery via fax to 01709 886303 (Goldthorpe) and 01709 886436 (Thurnscoe) or via the practice web site at [www.hollygreenpractice.nhs.uk](http://www.hollygreenpractice.nhs.uk).

The practice uses the text messaging facility on System One to remind patients of their appointments, and to ask them to make an appointment for their flu vaccination, asthma review etc. No confidential information is included in any text messages sent to patients. Text reminders has reduced the number of DNA's (Did Not Attends) that the practice experience whereby patients do not attend for their appointment, and do not contact the surgery in advance to cancel them.

## **11.3 Out of Hours Arrangements**

If patients require urgent medical attention when the surgery is closed, which cannot wait until the surgery re-opens then the patient will hear an automated message asking them to hang up and dial 111. This will connect them to the out of hours provider, NHS 111. Calls to this service are free from both landlines and mobile phones. This service is provided by the Yorkshire Ambulance Service and is available 24 hours a day, 7 days a week.

**If a patient has a life threatening medical emergency they should dial 999.**

## **12. Conclusion**

This report seeks to outline our current position with regard to our PPG and the work undertaken to date. Our groups, both the actual meeting group and the virtual group continue to go from strength to strength in helping the practice understand and respond to what its patients want, what they need in the future and their priorities. It is important that the practice continues to work with its patients to provide good, consistent and high quality service.



# THE HOLLYGREEN PRACTICE

## WE WANT TO HEAR FROM YOU

Information given on this form will be treated in confidence and will be solely used for the purposes of the practice to ensure it continues to meets the needs of it patients and make improvements as identified through patient feedback.

### Opening Times:

1. How do you rate the **hours** that your GP surgery is open for appointments?

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Further comments: .....

2. If appropriate, what **additional hours** would you like the surgery to be open?

Early morning ☐ Lunchtimes ☐ Evenings ☐ Weekends ☐

None, I'm satisfied ☐

Further Comments:.....

### Ability to make appointments in advance:

3. In the past 6 months, have you tried to **book ahead** for an appointment with a doctor?  
(Booking ahead means trying to book an appointment more than 2 full working days ahead)

Yes (go to Question 4) ☐ No ☐

Further comments: .....

4. Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in **advance**?

Yes ☐ No ☐ Can't remember ☐

Further comments: .....

### Waiting Times:

5. How long do you usually have to **wait** at the surgery after your appointment time for your consultation to begin?

5 minutes or less ☐ 6-10 minutes ☐ 11-20 minutes ☐ 21-30minutes ☐

More ☐

6. How do you feel about how long you normally have to **wait**?

I don't normally have to wait too long ☐ I have to wait a bit too long ☐

I have to wait far too long ☐ No opinion/doesn't apply ☐

**Effectiveness of the telephone system:**

7. Thinking of the times you have **phoned** the surgery, how do you rate the following?

a) Ability to get through to the surgery on the phone

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

b) Ability to speak to a doctor on the phone when you have a question or need medical advice

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

c) Ability to speak to a nurse on the phone

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

d) Ability to get test results on the phone

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

**Patient experience of the service:**

8. In general, how satisfied are you with the **service** you get from your GP?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐

Fairly dissatisfied ☐ Very dissatisfied ☐

9. In general, how satisfied are you with the **service** you get from your Nurse?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐  
Fairly dissatisfied ☐ Very dissatisfied ☐

10. In general, how satisfied are you with the **service** you get from your Receptionist?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐  
Fairly dissatisfied ☐ Very dissatisfied ☐

11. In general, how satisfied are you with the **range of services** you get from the practice?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐  
Fairly dissatisfied ☐ Very dissatisfied ☐

**Please use this space to add any more information you would like us to know about the types of services you would like to see available from your GP surgery**

.....

.....

12. Would you recommend your GP surgery to someone who has just moved into your local Area?

Yes, would definitely recommend ☐ Yes, might recommend ☐ Not sure ☐  
No, would probably not recommend ☐ No, would definitely not recommend ☐  
Don't know ☐

**Premises:**

13. Thinking about access into the building at your surgery, how do you find this?

Very easy ☐ Fairly easy ☐ Not very easy ☐ Not at all easy ☐

14. How clean is your GP surgery?

Very clean ☐ Fairly clean ☐ Not very clean ☐ Not at all clean ☐

**Information:**

15. How could your GP surgery involve people more and find out what they actually want, and how would you like to be involved?

.....

.....

16. What things do you dislike about surgery?

.....

.....

17. What would you do to improve your dislikes as detailed in Q16?

.....

.....

18. Is the written information you receive at your GP surgery easy to understand?

.....

19. Is the verbal information you receive at your GP surgery easy to understand?

.....

**Status Questions:**

Finally, we would really appreciate you taking some time to tell us about yourself. This is also so that we can make sure the feedback we get from our patients represents the view of a cross section of our community

20. Are you: Male ☐ Female ☐

21. How old are you? .....

22. Do you have a long standing illness, disability or infirmity? (By longstanding we mean anything that has troubled you over a period of time or is likely to affect you over a period of time)

Yes ☐

No ☐

23. Which ethnic group do you belong to?

White ☐

Black or Black British ☐

Asian or Asian British ☐

- |                  |                          |
|------------------|--------------------------|
| Mixed            | <input type="checkbox"/> |
| Chinese          | <input type="checkbox"/> |
| Eastern European | <input type="checkbox"/> |
| Other            | <input type="checkbox"/> |

We are interested in any other comments you may have. Please write them in the space provided below

.....

.....

.....

.....

**Thank you for taking the time to complete this survey as your views and comments are important to us. If you are interested in joining our Patient Participation Group please speak to one of our Receptionists.**

## THE HOLLYGREEN PRACTICE

### RESULTS OF THE LOCAL PATIENT SURVEY UNDERTAKEN BY THE PRACTICE DURING SEPTEMBER 2013

#### 1. Introduction

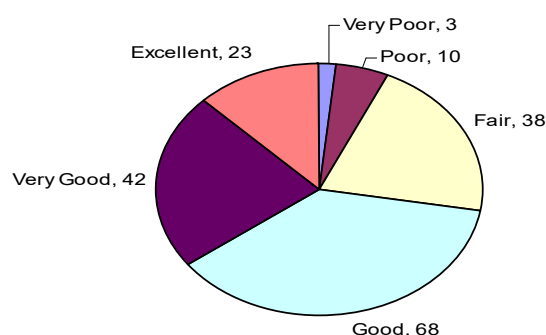
A local patient survey was produced by The Hollygreen Practice in collaboration with its Patient Participation Group (PPG) through discussions at established meetings. The survey took into account what the group agreed were the priority areas to look at.

The survey was undertaken during the month of September 2013. A variety of methods were used to ensure questionnaires were completed, such as supporting patients to complete them or letting patients complete it themselves but with assistance as appropriate.

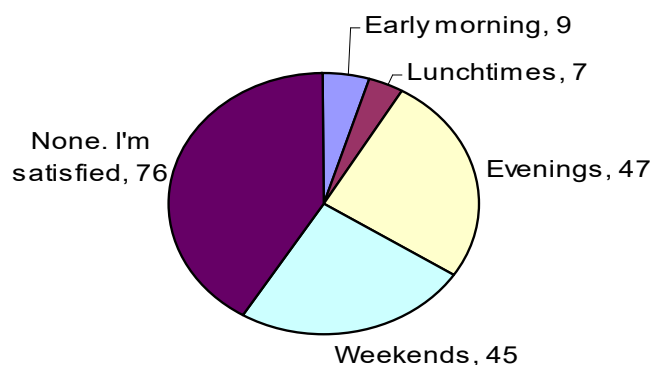
#### 2. Analysis of Local Patient Survey findings

In total 184 registered patients were surveyed for their views across both sites. The findings have been collated and analysed below.

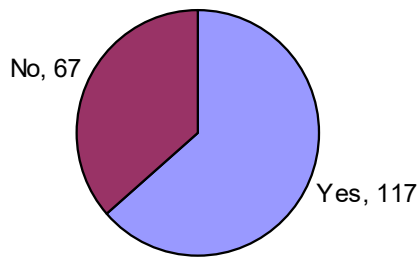
##### Q1. How do you rate the hours that your GP surgery is open for appointments?



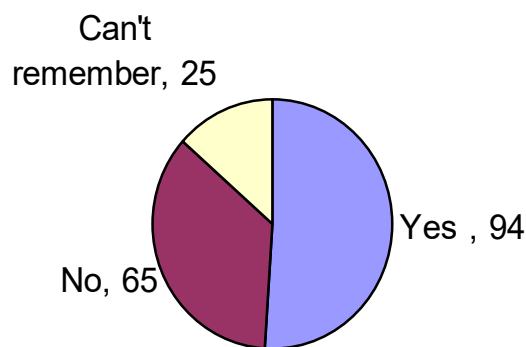
##### Q2. If appropriate, what additional hours would you like the surgery to be open? In some cases more than one box was ticked for this question.



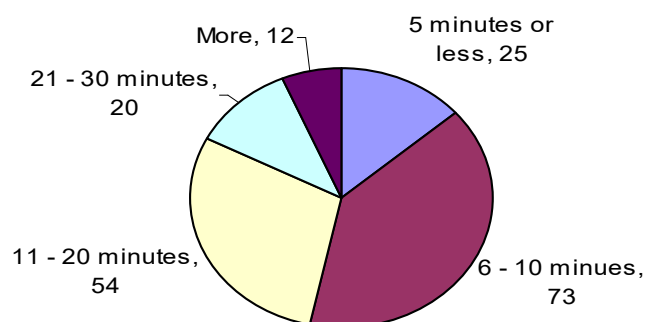
**Q3. In the past 6 months, have you tried to book ahead for an appointment with a doctor?**



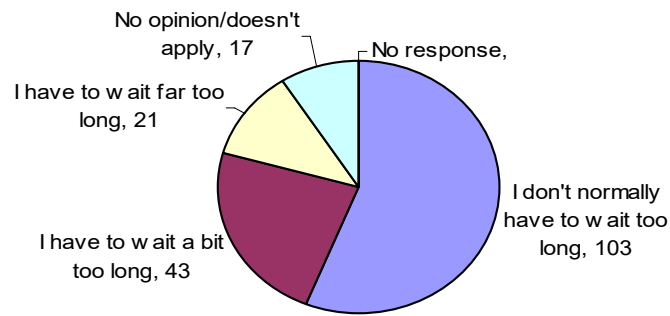
**Q4. Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in advance?**



**Q5. How long do you usually have to wait at the surgery after your appointment for your consultation to begin?**

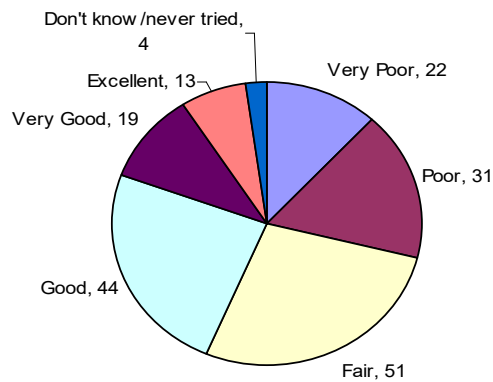


**Q6. How do you feel about how long you normally have to wait?**

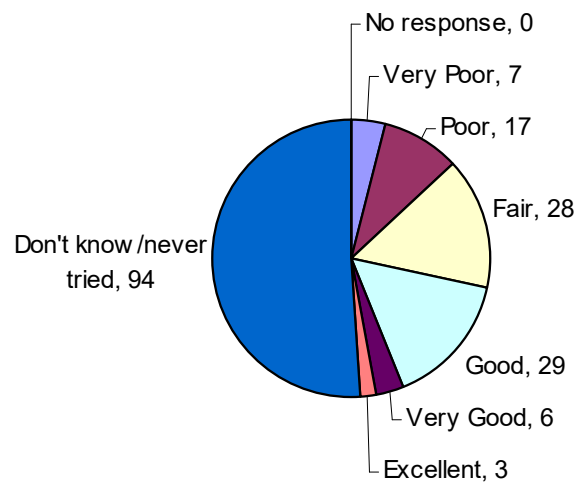


**Thinking of times you have phoned the surgery, how do you rate the following?**

**Q7a. Ability to get through to the surgery on the phone**

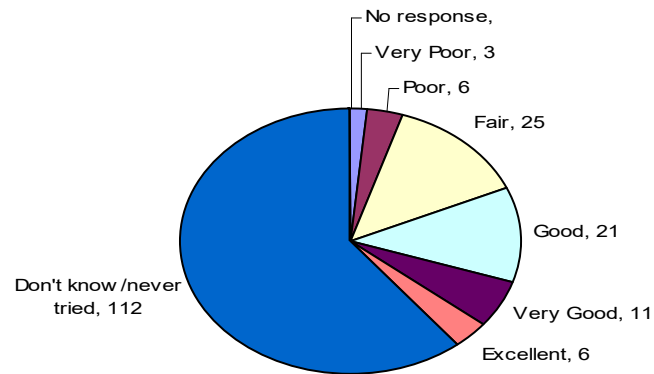


**Q7b. Ability to speak to a doctor on the phone when you have a question or need medical advice**

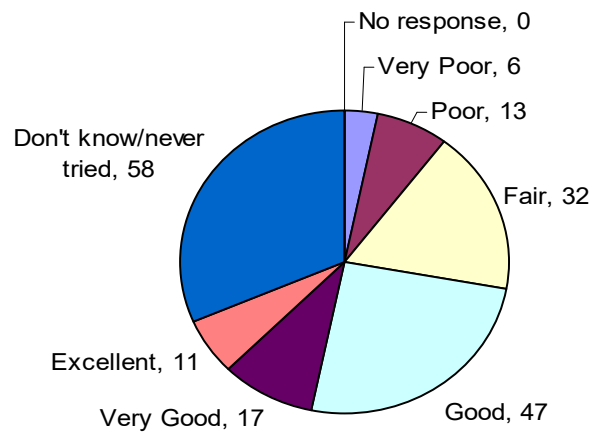




### Q7c. Ability to speak to a nurse on the phone

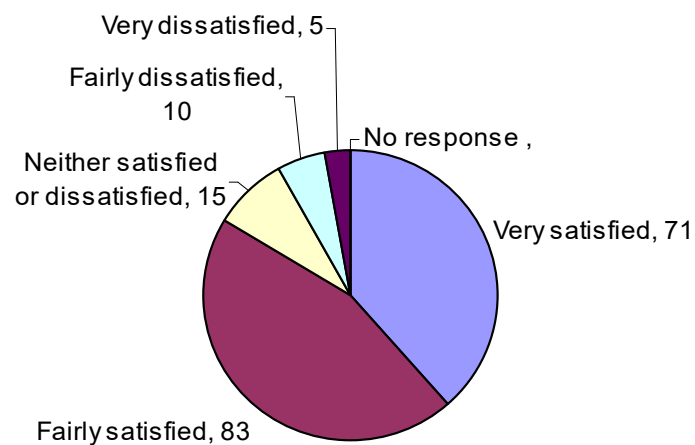


### Q7d. Ability to get test results on the phone

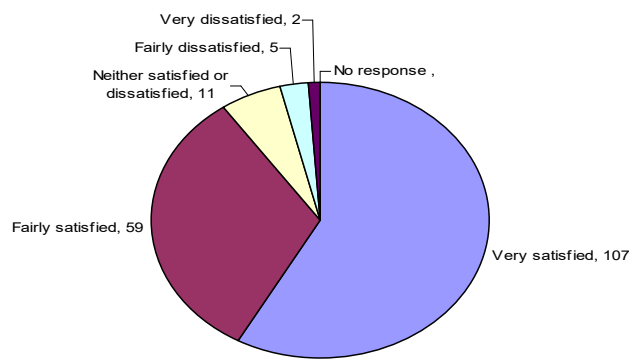


### Patient experience of the service

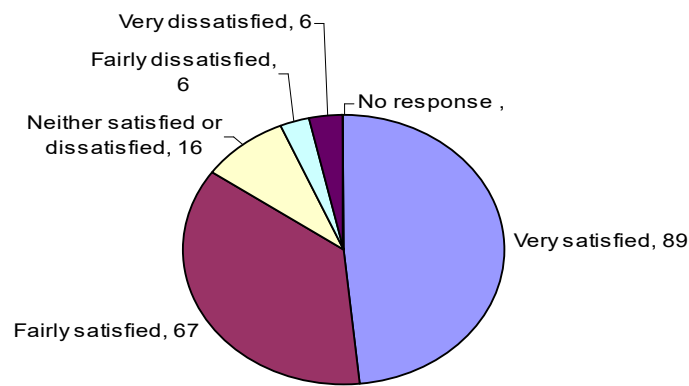
#### Q8. In general, how satisfied are you with the service you get from your GP?



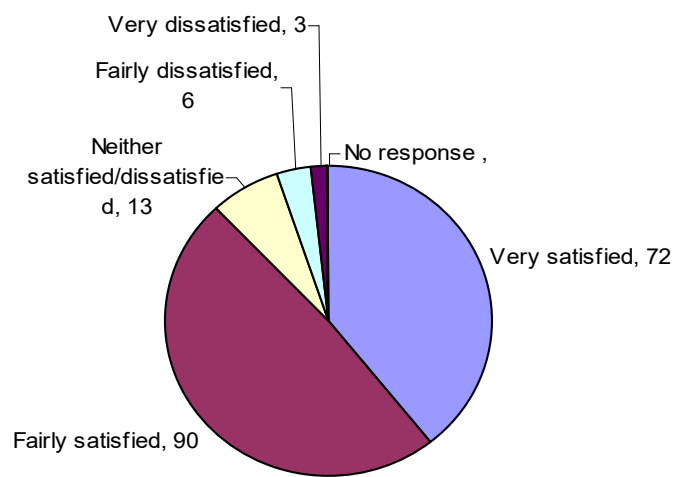
**Q9. In general, how satisfied are you with the service you get from your Nurse?**



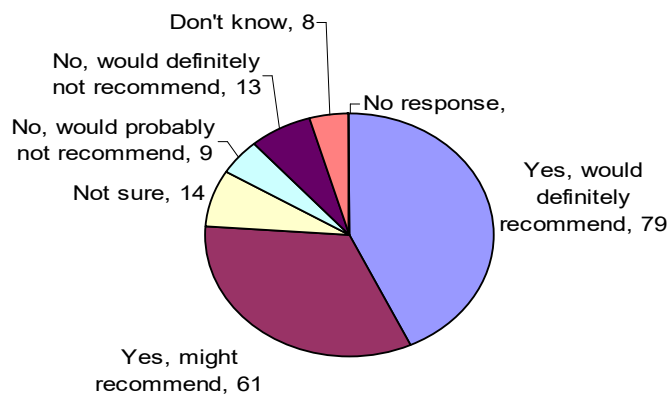
**Q10. In general, how satisfied are you with the service you get from the Receptionist?**



**Q11. In general, how satisfied are you with the range of services you get from the practice?**



**Q12. Would you recommend your GP surgery to someone who has just moved into your local area?**

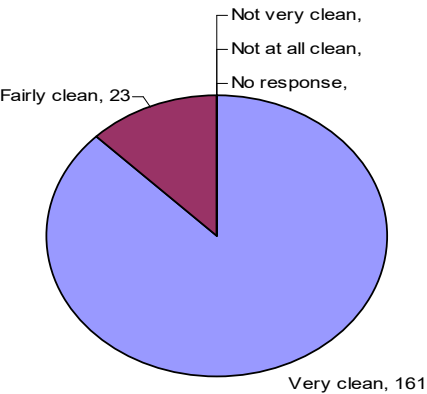


**Premises:**

**Q13. Thinking about access into the building at your surgery, how do you find this?**



**Q14. How clean is your GP Surgery?**



## Information:

**Q15. How could your surgery involve people more and find out what they actually want, and how would you like to be involved?**

### Responses (Free text):

- Question and Answer papers
- More surveys every 12 months, in surgery, online and postal x 8 – ***already do this***
- Seek feedback via internet – ***already do this via practice website***
- More information online – no specifics mentioned
- Keep producing newsletters and leaflets – might be helpful to publish amount of money wasted on missed appointments
- More GPs
- Private reception area for confidential matters
- I know nobody likes the current appointment system
- Just to get an appointment when needed
- Getting through when you phone might help
- Email patients
- When patients are queuing need another reception on the front desk
- Letters sent to home address asking for feedback on specific issues
- Ask/Speak to patients
- More posters
- To be informed more regarding GPs, who they are and background of them – ***information already provided on notice boards, practice website, NHS Choices, practice leaflet, patients quarterly newsletter etc***
- To listen more to what people want
- Ask opinions, care more, be non judgemental
- Difficulties discussed at point of contact with reception staff should be passed on to the Practice Manager/GP
- Form an Action Committee x 2 – ***already have an active Patient Participation Group***

**Q16. What do you dislike about your surgery?**

- Long waiting times (sometimes over 1 hours) x 6 – causes problems with Employers
- GPs not prepared to have a thorough analysis/diagnosis of the problem because of the limits of the appointment system i.e. length of appointments
- Waiting area (Thurnscoe) very boring, could do with a TV and some toys for children x 2
- The way it's split – should all be one
- Reception, no privacy x 9
- Appointments x 3 – not enough, not able to get babies or elderly in for emergency appointments
- The telephone system – options, and can't get through to book an appointment x 3
- Some receptionists are not very helpful
- The inability to see a GP if you try after 8.30am
- The complex methods involved when trying to make an appointment
- Having to wait too long to see a GP
- Evening appointments for people in full time employment
- It's like being in a school classroom
- Not being able to pre-book appointments and the waiting times to see a GP x 5
- Attitudes
- Having to queue to book in for an appointment at reception x 2

- Never any free appointments and every time I go it's a different GP, not always possible to see a female GP x 2
- Booking same day appointments
- Medication – only get one month at a time, could do with two months
- Problems in past with cancer diagnosis – took 7 years
- Opening times – should be open from 5am to 9pm
- Fact you have to ring at 8am in the morning to make an appointment, and waiting time on phone to get through x 2
- Inability to keep track of an individuals medical history

**Q17. What would you do to improve your dislikes as detailed in Q16?**

**Responses (Free text):**

- Provide more same day appointments and appointments available in general x 2
- Have Dr Kadarsha to split his time between Thurnscoe and Goldthorpe for those who live in Thurnscoe and can't get to Goldthorpe
- Put more GPs/Nurses on x 4
- More professional approach by receptionists and doctors in these areas
- GPs to stay!
- Have some way of letting receptionists know there is someone waiting at reception
- More admin staff – 2 on reception
- Allocate evening appointments for those that work – **already do this**
- Partitioning off of an area. Stand behind line for next patient x 2
- Privacy in reception – not sure what to do as all open plan x 2
- Listen to patients concerns more
- Improve phone lines to be able to get through to book appointments
- Put telephone system back to how it was when you phone two surgeries
- May be another telephone line around early afternoon for afternoon/evening appointments
- Better telephone system - options
- Revise the entire system to a less complicated and more user friendly system
- In certain circumstances appointments are not urgent but repeated telephone calls have to be made to arrange this
- Meet appointment times within 15 minutes of booked time
- Waiting area – have radio, TV or a water dispenser x 2
- Extend appointment times from 10 minutes

**Q18. Is the written information you receive at your GP surgery easy to understand?**

Yes = 101      Sometimes = 5      No = 2      No response = 77

**Q19. Is the verbal information you receive at your GP surgery easy to understand?**

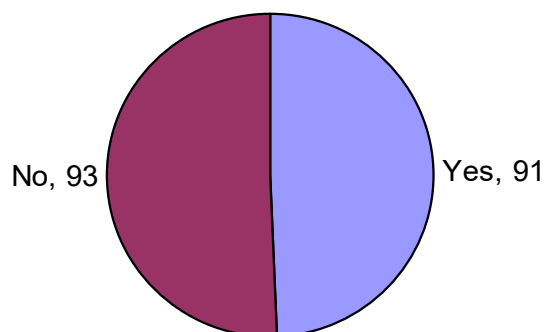
Yes = 99      Sometimes = 10      No = 1      No response = 75

**Status Questions:**

**Q20. Gender of Respondents:**

**Q21. Age Profile:**

**Q22. Do you have a long standing illness, disability or infirmity?**



**Q23. What ethnic group do you belong to?**

White	182
Black or Black British	1
Asian or Asian British	1
Mixed	0
Chinese	0
Easter European	0
Other	0

**ADDITIONAL COMMENTS MADE:**

1. Difficult to get an appointment, told to phone on the day at 8am. Phones are always engaged and no one is answering
2. This practice is really good
3. Need a more caring and professional approach. Need a private reception area when needed and appointment times need to be met by GPs
4. A fine, friendly surgery
5. Nothing at all to complain about. Excellent attention and courtesy from GPs and staff
6. Our GPs seem to have too many patients for the current surgeries
7. Buildings need cleaning outside. Also able bodied people parking in disabled parking spaced
8. I am happy with the surgery. Excellent service throughout
9. Never had a problem with reception or GP at Goldthorpe, all my issues/concerns are with Thurnscoe
10. Home visits for the elderly
11. Staff and GPs are always most helpful
12. Happy with the GPs, but the numerous staff dealing with appointments and prescriptions etc get it wrong too often
13. Good
14. Very satisfied
15. Phone lines are so bad had to wake an ill child up at 8a to drive to the surgery to book an appointment. Not acceptable

16. Making an appointment is really hard, especially by phone. However staff and GPs are very good and helpful
17. GP to know your background
18. I have always been happy with the surgery
19. Need to keep phones working and not ringing all the time
20. I consider my surgery to be very efficient and clean
21. Very satisfied with my current GP, Dr Ishaque
22. I have repeatedly heard people shouting and swearing at reception staff when clearly it is not them at fault
23. I think it is wrong that you can only tell a GP about one illness and that you have to book another appointment (if you can get one) to tell them about anything else
24. Extend 10 minute appointments to give the GP chance to familiarise themselves with the patients medical history before seeing the patient.

**PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2013/14**

The table below identifies issues raised as part of the survey, and how they have been addressed. The issues will be addressed by 31 March 2014 unless it is stated otherwise.

No.	Question	Responses (Summarised)	Actions	Lead	Progress
1	How do you rate the hours that your GP surgery is open for appointments?	The majority of patients (133 out of 184) surveyed were satisfied with the opening hours reporting good to excellent. Only 51 said they thought they were Fair, Poor or Very Poor.	Whilst the majority of patients surveyed said they were happy with the opening hours the practice are now open on a Saturday morning for 3 hours at the Goldthorpe Centre, between the hours of 9am and 12 Noon. This will also include Bank Holidays with the exception of Easter and Christmas 2014.		
2	If appropriate, what additional hours would you like the surgery to be open?	76 reported being satisfied with the current hours, but 108 suggested early mornings, lunchtimes, evenings and weekends	See note above.		The Practice offers extended surgery times on a Monday at both sites while 8pm for both GP and Nurse appointments (5 GPs and 2 Nurses), Tuesdays and Friday from 7.30am and from 1 March 2014 for 14 months we are open on a Saturday at Goldthorpe 9am to 12 Noon for urgent appointments only.
3	In the past 6 months, have you tried to book ahead for an appointment with a doctor?	117 out of 184 patients reported that they had tried to book ahead for an appointment.	No action required – Results showed that it is important that patients can book in advance for an appointment with a GP		The practice offers a range of urgent/same day and pre-bookable appointments with GPs. Patients can book up to 4/6 weeks in advance with the GP of their choice.
4	Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in advance?	94 patients had been able to book 2 days in advance, whilst 65 said that this had not been possible and 25 couldn't remember	To review the ratio of urgent/same day appointments to pre-bookable appointments (those booked in advanced)	Practice Manager/ Assistant Practice Manager	Changes have been made to the rota's to provide more same day appointments to meet demand. Appointment



					capacity has also been increased following the recruitment of two new Salaried GPs. We also free up slots from Midnight for the following day for patients to book into using Systm Online (need a login from the practice) or Patient Partner via the phone system.
<b>5</b>	How long do you usually have to wait at the surgery after your appointment for your consultation to begin?	98 patients reported waiting 10 minutes or less, 86 reported waiting 11 or more minutes	To look at consulting times with GPs, need to deal with one problem per 10 minute appointment, and in a timely manner to try and keep to appointment times	Practice Manager/GPs	Patients are advised that given the booked appointment system the GP can only deal with one problem per 10 minute appointment.
<b>6</b>	How do you feel about how long you normally have to wait?	The majority, 103 patients said that they didn't have to wait too long, whilst 64 said they had to wait too long. 17 patients had no opinion or it didn't apply.	GPs need to try and work to appointment times, whilst it is recognised that some patients are more complex than others	GPs	Work ongoing to maintain 10 minute booked appointments, but can be difficult as we have patients with co-morbidities and complex needs and they are given the time they need.
<b>7a</b>	How do you rate the ability to get through to the surgery on the phone?	76 patients said they found it OK to get through on the phone, while 104 said it was fair through to very poor.	<p>The major issues with the phone system have now been resolved, but it will continue to be monitored.</p> <p>Intermittent problems are occurring with crossed lines and these are reported to the IT Help Desk and IT Dept at Barnsley Hospital.</p>	Practice Manager	<p>Problems are being reported to the IT Help Desk and the IT Dept at Barnsley Hospital.</p> <p>Patient Representative wrote to the CCG and IT Dept on behalf of the group regarding the telephones, and the problems experienced. No response received.</p> <p>A recommendation has now been made by the IT Dept at Barnsley Hospital</p>

					that the link to Barnsley Council be replaced to one like the one in place at the Thurnscoe LIFT site. This email has been signed by all Practice Managers sited in the Goldthorpe Centre and referred to the CCG via Dr N Balac.
<b>7b</b>	Ability to speak to a doctor on the phone when you have a question or need medical advice?	94 patients had not tried, but of the remainder only 24 patients reported it being Poor or Very Poor.	If a patient does need to speak to a GP a message is taken by the member of staff and this is communicated to the GP who will call when possible.	Practice Manager	
<b>7c</b>	Ability to speak to a nurse on the phone?	The majority (112 patients) reported that they had not tried to speak to a nurse on the phone, but of the remainder only 9 said it was Poor or Very Poor.	If a patients does need to speak to a Nurse a message is taken by the members of staff and this is communicated to the Nurse who will call when appropriate	Practice Manager	
<b>7d</b>	Ability to get test results on the phone?	58 patients said they had not tried to get test results on the phone, but of the remainder only 19 said it was Poor or Very Poor.	No further action planned as no problems identified via the survey.		
<b>8</b>	In general, how satisfied are you with the service you get from your GP?	The majority, 154 patients said they were either fairly or very satisfied with the service from the GPs, only 15 said they were fairly or very dissatisfied.	No action planned as the majority of patients reported being happy with the services provided by the GPs.		
<b>9</b>	In general, how satisfied are you with the service you get from your nurse?	The majority, 166 patients said they were either very or fairly satisfied with the service from the Nurses, only 7 said they were fairly or very dissatisfied.	No action planned as the majority of patients reported being happy with the services provided by the Nursing Team.		
<b>10</b>	In general, how satisfied are you with the service you get	The majority, 156 patients said that they were either	No action planned as the majority of patients reported being happy with the services provided by Reception.		

	from the receptionists?	very or fairly satisfied with the service from reception, only 12 reported being fairly or very dissatisfied.			
11	In general, how satisfied are you with the range of services you get from the practice?	The majority, 162 patients said that they were either very or fairly satisfied with the range of services available from the practice, only 9 reported being fairly or very dissatisfied.	No action planned as the majority of patients reported being happy with the range of services provided by the practice.		
12	Would you recommend your GP surgery to someone who has just moved into your local area?	The majority, 140 patients said 'Yes' they would either definitely or might recommend the practice to someone else, 14 said they weren't sure, and only 22 said 'No'.	No action planned as the majority of patients reported that they might, or would recommend the practice to someone new to the area.		
13	Thinking about access into the building at your surgery, how do you find this?	The majority of patients (161 patients) reported that access was good	No further action required as the building is accessible for all patients and meets DDA requirements as all patient areas are on the ground floor.		
14	How clean is your GP surgery?	All patients surveyed with the exception of 23 said the surgery was very clean	No further action required as the building is cleaned daily by Contractors (Mitie) to the NHS cleaning specifications for Medical Centres.		
15	How could your surgery involve people more and find out what they actually want, and how would you like to be involved?	<p>Only 20 patients responded to this question. Responses included:</p> <ul style="list-style-type: none"> <li>• Question and Answers papers</li> <li>• More surveys every 12 months</li> <li>• Seek feedback via internet</li> <li>• More information online – no specifics mentioned</li> <li>• Keep producing newsletters and leaflets</li> <li>• More GPs</li> <li>• Private reception area for confidential matters</li> <li>• Email patients</li> </ul>	<p>All suggestions are already in place within the practice with the exception of the issues around privacy in the reception area. This is a problem due to the open plan design of the buildings.</p> <p>Receptionists will in future ask patients waiting to stand a reasonable distance away from the front desk when they are dealing with patients to allow for confidentiality and privacy.</p>	Practice Manager	
				Receptionists	

		<ul style="list-style-type: none"> <li>• More posters</li> <li>• To be informed more about GPs – who they are etc</li> <li>• To listen more to what people want</li> <li>• Form an Action Committee</li> </ul>			
16	What things do you dislike about your surgery?	<p>Only 23 patients responded to this question. Comments included:</p> <ul style="list-style-type: none"> <li>• Long waiting times, sometimes waiting over an hour to see the GP</li> <li>• GPs not prepared to have a thorough analysis/diagnosis of the problem</li> <li>• Waiting area – very boring needs a TV and toys for children</li> <li>• Reception, no privacy</li> <li>• Telephone system</li> <li>• Some receptionists are not very helpful</li> <li>• Evening appointments for people in full time employment</li> <li>• Not being able to pre-book appointments</li> <li>• Attitudes</li> <li>• Having to queue to book in</li> <li>• Medication – only get one month at a time</li> <li>• Opening times – should be 5am to 9pm</li> <li>• Inability to keep track of an individuals medical history</li> </ul>	<p>The practice and the PPG considered the feedback and where suggestions had not already been implemented the following would be actioned:</p> <ul style="list-style-type: none"> <li>○ Review waiting times for GPs</li> <li>○ Address privacy issues in the reception areas as detailed above</li> <li>○ Telephone system – letter to be drafted by PPG Representative to the CCG and IT as detailed above.</li> <li>○ Training to be provided for staff on Customer Care</li> <li>○ Reduce queuing by having more staff on the front desk at busy times</li> </ul>	Practice Manager	<p>With regard to waiting times for GPs patients are advised when they are running late and kept informed.</p> <p>A notice has been put for patients waiting to stand a reasonable distance from the front desk. Reception will also ask patients waiting to stand a reasonable distance away from the front desk.</p> <p>Letter was sent from the PPG to the CCG and IT Dept and no response was received.</p> <p>Training ongoing with staff.</p> <p>Ongoing, but has been difficult due to staffing levels.</p>

			<ul style="list-style-type: none"> <li>○ Deal with Choose and Book requests in the back office to free up receptionist on the front desk</li> </ul>		Completed. All reception staff can now deal with Choose and Book referrals.
17	What would you do to improve your dislikes as detailed in Q16?	<p>Only 20 patients, out of 184 responded to this question. Responses included:</p> <ul style="list-style-type: none"> <li>• Provide more same day and appointments in general</li> <li>• More GPs and Nurses</li> <li>• More professional approach by doctors and staff</li> <li>• Dr M I Kadarsha to split his time between Goldthorpe and Thurnscoe</li> <li>• Privacy in reception</li> <li>• Better telephone system</li> <li>• Meet appointment times within 15 minutes of booked time</li> <li>• Extend appointment times from 10 minutes</li> <li>• Waiting area – have radio, TV and a water dispenser</li> <li>• Another telephone line</li> <li>• Put telephone system back to how it was when you phone two surgeries</li> <li>• Allocate evening appointments for those that work</li> <li>• Listen to patients concerns more</li> <li>• Partitioning off of an area at front desk for a bit more privacy</li> <li>• More admin staff</li> </ul>	<p>The practice and the PPG considered the feedback and where suggestions had not already been implemented the following would be actioned:</p> <ul style="list-style-type: none"> <li>○ Address privacy issues in the reception areas as detailed above – receptionists to ask patients to stand a reasonable distance from the front desk while they are dealing with a patient</li> <li>○ Telephone system – letter drafted by PPG Representative to the CCG and IT as detailed above.</li> </ul>		<p>As mentioned above.</p> <p>As mentioned above.</p>

<b>18</b>	Is the written information you receive at your GP surgery easy to understand?	The majority of those surveyed (101) said written information was easy to understand, 5 said sometimes and only 2 said 'No'. 77 did not respond.	The practice will endeavour to continue to provide written information to our patient's that is jargon free, simple, clear and easy to understand.	Practice Manager	Work ongoing to improve communication.
<b>19</b>	Is the verbal information you receive at your surgery easy to understand?	99 patients said the verbal information they received at the surgery was understandable. 10 Patients said sometimes, and only 1 patient said 'No'. 75 did not respond.	Staff will ensure that they give information in a clear and appropriate manner to meet the communication needs of the patient in line with the Practice's Communication Standards policy.	Practice Manager/All	

## PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2012/13

The table below identifies issues raised as part of the survey in the previous year, and how they were addressed. The issues will be addressed by 31 March 2013 unless it is stated otherwise.

No.	Question	Responses (Summarised)	Actions	Lead	Progress
1	How do you rate the hours that your GP surgery is open for appointments?	The majority of patients (69 out of 108) surveyed were satisfied with the opening hours. Only 39 said they thought they were Fair, Poor or Very Poor.	<ul style="list-style-type: none"> <li>No further action to be taken at the present time</li> </ul>		
2	If appropriate, what additional hours would you like the surgery to be open?	The majority of the 108 surveyed said they would like the surgery to be open more early mornings, evenings and weekends.	<ul style="list-style-type: none"> <li>To continue to review</li> </ul>	Practice Manager	The Practice already offers extended surgery times on a Monday while 8pm and Tuesdays and Friday from 7.20am. There are no plans at the present time to increase this provision.
3	In the past 6 months, have you tried to book ahead for an appointment with a doctor?	74 out of 108 patients reported that they had tried to book ahead for an appointment.	<ul style="list-style-type: none"> <li>No action required – Results showed that it is important that patients can book in advance for an appointment with a GP</li> </ul>		The practice offers a range of urgent/same day and pre-bookable appointments with GPs. Patients can book up to four weeks in advance with the GP of their choice.
4	Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in advance?	The majority, 50 patients said that they had been unable to book in 48 hours in advance and 22 couldn't remember	<ul style="list-style-type: none"> <li>To review the ratio of urgent/same day appointments to pre-bookable appointments (those booked in advanced)</li> </ul>	Practice Manager/ Reception Supervisors	This work has commenced and changes have been made to the rota's during March 2013. The ratio's implemented will be reviewed in line with demand in April 2013.
5	How long do you usually have to wait at the surgery after your appointment for your consultation to being?	Only 8 patients reported waiting 5 minutes or less, 100 reported waiting 6 or more minutes	<ul style="list-style-type: none"> <li>To look at consulting times with GPs, need to deal with one problem per 10 minute appointment, and in a timely manner</li> </ul>	Practice Manager	Patients are advised that given the booked appointment system the GP can only deal with one problem per appointment.

<b>6</b>	How do you feel about how long you normally have to wait?	The majority, 56 patients said that they didn't have to wait too long, whilst 47 said they have to wait too long	<ul style="list-style-type: none"> <li>• Need to try and work to appointment times, whilst it is recognised that some patients are more complex than others</li> </ul>	GPs	Work ongoing, but can be difficult as we have patients with co-morbidities and complex needs.
<b>7a</b>	How do you rate the ability to get through to the surgery on the phone?	The majority 76 patients said they found it difficult to get through to the surgery on the phones	<ul style="list-style-type: none"> <li>• To continue to monitor the phone system and report ongoing issues to the IT Help Desk, BT and Patient Partner due to the ongoing problem with the phone lines at both sites since the major power cut in Mid December 2012</li> </ul>	Practice Manager	<p>The Practice is still experiencing intermittent problems with the phone system as the BT line keeps going down.</p> <p>As issues arise they are logged as a job with the IT Help Desk.</p>
<b>7b</b>	Ability to speak to a doctor on the phone when you have a question or need medical advice?	Only 27 patients reported it being Poor or Very Poor when wanting to speak to a GP, other responses ranged from Fair to don't know never tried	<ul style="list-style-type: none"> <li>• If a patients does need to speak to a GP a message is taken by the member of staff and this is communicated to the GP who will call when appropriate</li> </ul>	Practice Manager	
<b>7c</b>	Ability to speak to a nurse on the phone?	The majority reported that they had not tried to speak to a nurse on the phone	<ul style="list-style-type: none"> <li>• If a patients does need to speak to a GP a message is taken by the members of staff and this is communicated to the GP who will call when appropriate</li> </ul>	Practice Manager	
<b>7d</b>	Ability to get test results on the phone?	48 responses ranged from Fair to Excellent, whilst 39 said they had not tried	<ul style="list-style-type: none"> <li>• Utilising the Patient Partner facility on the phone system the practice is going to look at putting another option on for tests results – stating to call back between certain times of the day to free up the phones at busy days/times</li> </ul>	Practice Manager	
<b>8</b>	In general, how satisfied are you with the service you get from your GP?	80 patients said they were either fairly or very satisfied with the service from the GPs	<ul style="list-style-type: none"> <li>• No action to be taken at the present time, only to maintain a good service</li> </ul>		



9	In general, how satisfied are you with the service you get from your nurse?	93 patients said they were either fairly or very satisfied with the service from the Nurses	•No action to be taken at the present time, only to maintain a good service		
10	In general, how satisfied are you with the service you get from the receptionists?	87 patients said that they were either fairly or very satisfied with the service from reception	•No action to be taken at the present time, only to continue to maintain a good service		
11	In general, how satisfied are you with the range of services you get from the practice?	87 patients said that they were either fairly or very satisfied with the range of services available from the practice	•No action to be taken at the present time, only to continue to provide services to meet patient's needs		
12	Would you recommend your GP surgery to someone who has just moved into your local area?	71 patients said 'Yes' that they would either definitely or might recommend the practice to someone else	•The practice needs to promote and publicise the range of services more and work on the areas where further improvements have been identified through this survey	Practice Manager/All	Practice leaflet in the process of being updated.
13	Thinking about access into the building at your surgery, how do you find this?	The majority of patients reported that access was good	•No further action required as the building is accessible for all patients and meets DDA requirements as all patient areas are on the ground floor		
14	How clean is your GP surgery?	All patients surveyed with the exception of 4 said the surgery was clean	•No further action required as the building is cleaned daily by Contractors to NHS cleaning specifications for Medical Centres		
15	How could your surgery involve people more and find out what they actually want, and how would you like to be involved?	Only 27 patients responded to this question.  Responses included: • Comments/suggestion boxes • A Patient Group is a good idea, a step forward • Ask patients – survey	• Suggestions will be progressed to ensure that patient feedback is gathered.	Practice Manager	Suggestion/comment boxes are in both centres, along with feedback slips and pens  A PPG has been established and the practice continues to expand the membership

		<p>them</p> <ul style="list-style-type: none"> <li>• Send out questionnaires</li> <li>• Annual Survey</li> <li>• Patient Newsletter</li> <li>• More internet services</li> <li>• Information more accessible on the practice web site</li> <li>• Test messaging</li> <li>• Mailings</li> <li>• Advertising</li> </ul>			<p>Patients are also being asked to provide feedback via surveys on individual GPS as part of their appraisal process</p> <p>A Patient Newsletter has been produced and this will be updated quarterly</p> <p>A survey has been undertaken and will be re-run annually to compare responses year on year to identify improvements</p> <p>The practice web site is in the process of being updated and more information will be made available for patients online</p> <p>A poster advertising the PPG is on both front reception desks and on the back of the doors in each consulting room</p>
16	What things do you like best at your surgery?	Range of responses from comments about the staff, premises, accessibility, parking, etc			
17	If you could change one thing about your GP surgery, what would that be?	The majority of responses were about the appointment system	<ul style="list-style-type: none"> <li>• To continue to review the appointment system and make changes to meet patient demand as appropriate</li> </ul>	Practice Manager	<p>Since November 2012 the following changes have been made to the appointment system:</p> <ul style="list-style-type: none"> <li>- Each GP initially agreed to do an extra ½ hour per day. However sessions have been standardised to 3 hours in the morning and 2 ½</li> </ul>

					<p>hours in the evening</p> <ul style="list-style-type: none"> <li>- One of the GPs has given up her CPD session to provide more appointments</li> <li>- 2 of the GPs have given up their half days to provide more appointments</li> <li>- Earlier starts for some of the GPs</li> </ul>
<b>18</b>	Is the written information you receive at your GP surgery easy to understand?	The majority of those surveyed (67) said written information easy to understand	<ul style="list-style-type: none"> <li>• Written information provided by the practice will be reviewed to ensure it is simple, clear and easy to understand</li> </ul>	Practice Manager	<p>The Practice Leaflet has been reviewed and updated and will be made available in the near future in a paper version and online via the practice web site</p> <p>The patient information leaflet for Spirometry has been reviewed and updated.</p>
<b>19</b>	Is the verbal information you receive at your surgery easy to understand?	68 patients said the verbal information they received at the surgery was understandable.	<ul style="list-style-type: none"> <li>• Staff will ensure that they give information in a clear and appropriate manner to meet the communication needs of the patient</li> </ul>	Practice Manager/All	