

**Drs G Palooran & P K George**  
**Bransholme Health Centre**  
**Goodhart Road**  
**Hull**

***Local Patient Participation Report***  
***March 2012***



Report written on behalf of the practice by Julie Charles Practice Manager

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## **Introduction**

The purpose of the Patient Participation DES is to ensure that patients are being involved in the decisions about the quality and range of services provided by the practice.

Its aims are to encourage and reward practices for the proactive engagement of patients through the use of effective patient engagement groups and local practice surveys.

The key steps are as follows:

- Step 1 – develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. PRG;
- Step 2 – agree areas of priority with the PRG;
- Step 3 – collate patient views through the use of survey;
- Step 4 – provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services;
- Step 5 – agree action plan with the PRG and seek PRG agreement to implementing changes;
- Step 6 – publicise actions taken and subsequent achievement.

The outcomes of the engagement and the views of patients are to be published on a practice website by 31<sup>st</sup> March 2012.

This report summarises the development and outcomes of our practice patient participation group.

## **Practice Overview**

The practice of Drs G Palooran & P K George is situated in an area of deprivation; it sits on a large, mainly council estate to the East of the city. The practice is housed within a large Health Centre and is 1 of 9 separate GP businesses. The practice is well-established and has operated in this locality since 1976.

The existing health centre does not provide sufficient health services to meet the health care needs of its population. A new purpose built health centre is currently being built and the practice is expected to be relocating into the new build by September 2012. The new health centre will be designed to deliver a more comprehensive range of health & community services to meet the needs of its population.

Bransholme population - East Ward 10,864, Bransholme East is the 6<sup>th</sup> most deprived ward in Hull. West Ward 8,815 Bransholme West is the 8th most deprived ward in Hull (Source public health sciences)

- The practice area is defined as Bransholme, North Bransholme, Sutton, Sutton park & Kingswood, up to the East side of Thomas Clarkson & Runnymede Way.

The practice population.

	0 - 15	15 - 34	35 - 44	45 - 54	55- 74	75 +	Total	%
Males	468	730	283	326	324	83	2214	51
Females	481	604	284	292	377	114	2152	49

The practice ethnicity profile

Ethnicity	Male	Female	Total
White British	1523	1639	3162
Asian/British Asian (Indian)	3	6	9
Mixed other	9	10	19
Mixed/White Asian	0	1	1
Other any other	2	3	5
Other Chinese	2	1	3
White other background	10	10	20
African	1	1	2
Caribbean	1	0	1
White Irish	3	1	4
Black British	0	2	2
Zimbabwe	0	3	3
Black African	1	0	1

## **Opening Times**

The practice is open Monday, Tuesday, Friday 8.00am – 6.30pm, Wednesday & Thursday 8.00am – 7.45pm

Core hours are Monday to Friday 8.00am – 6.30pm; the practice provides an extended hours service on a Wednesday & Thursday evening 6.30pm – 7.45pm

Appointments are bookable by telephone, in person and online. To book online patients must obtain an Emis password from the practice. Drs Appointments are bookable 2 weeks in advance and are generally of 10 minutes duration; Nurse Appointments are bookable 3 months in advance and are generally of 15 minutes duration. Requests for appointments can be made in person or by telephone during the following times: - 8:00a.m to 6.30pm Monday, Tuesday & Friday, 8.00am – 8.00pm Wednesday & Thursday. Appointments will be offered as follows: - In an emergency as soon as possible - Urgent Consultation within 24 hours - Non- urgent within 48 hours.

Extended hours surgeries are run by the practice nurse and health care assistant, telephone access is not available during extended hours.

Prescriptions can be ordered by telephone on a designated prescription line 834908 between the hours of 8.30am and 1.00pm, in person, and by a secure NHS e-mail [http-pctb81119-prescription@nhs.net](mailto:pctb81119-prescription@nhs.net)

### **Clinical Services**

Anticoagulation Clinic, Cryo Clinic, Antenatal/Postnatal Care, Hypertension clinic, phlebotomy, Childhood Immunisation, 6 week baby checks, Smear Tests, Contraceptive Services, Holiday Vaccinations, and Insurance Medicals.

### **Out of Hours Service**

The practice provides full medical cover to all patients through a deputising service. To access this service patients ring the surgery as normal and their calls are automatically transferred to the deputising service. For general medical advice patients can contact NHS DIRECT on telephone No: 0845 4647.

### **General Mission statement**

“As a team we wish to give the highest possible level of healthcare to all our patients. We aim to provide care promptly and considerately with the efficiency and effectiveness using the resources available to us. We strive for job satisfaction for all the team in a pleasant working environment. It is our intention to promote both the improvement and expansion of services as far as is feasible in the future”.

Further information on the practice its staff and services are available on our practice website [www.drpalooanandpartners.nhs.uk](http://www.drpalooanandpartners.nhs.uk)

## **Component One**

**Establish a Patient Group comprising of registered patients and use best endeavours to ensure the Patient Group is representative.**

Establishing a Patient Participation Group.

The practice Patient Participation Group has only been in operation since February 2011.

The practice campaign for recruiting members commenced in August 2010. We set out in the hope of recruiting members from a mix of age/sex ethnic origin, elderly, vulnerable and disabled patients.

We used the following methodology.

- Display of posters in surgery
- Coverage in practice newsletters
- Opportunistic invitation by clinical staff during consultation, annual reviews of chronic patients, home visits and nursing home visits.
- Opportunistic invitation by reception staff
- Coverage through multiple disciplinary meetings & gold standards meetings
- Invitation by practice carer's co-ordinator
- Coverage on NHS choices website
- SMS texting
- Invitation on new patient registration forms
- By holding an open event in the health centre.

By December 2010 we managed to form a patient group consisting of 16 members.

8 face to face members, 6 Males and 2 Females and 8 virtual members, 4 Males and 4 Females.

Face to Face Members		Virtual Members		Ethnicity
Gender	Age	Gender	Age	
Male	76	Male	66	White British
Male	56	Male	46	White British
Male	23	Male	63	White British
Male	70	Male	27	White British
Male	70	Female	62	White British
Male	73	Female	39	White British
Female	57	Female	51	White British
Female	69	Female	79	White British

The practice had its Inaugural Patient Participation Group meeting in February 2011. We have had a further 10 meetings since.

We acknowledge the group is not proportionally representative, this is mainly because we are still in the development stage, we will continue to invite membership and promote the group in an attempt to increase membership.

We are hopeful that our virtual membership will be increased in the next few months as we are currently in the process of sending all patients with known e-mails an invitation to join the virtual group.

The following patients groups are in particular difficult to recruit.

- Teenagers
- Disabled
- Vulnerable

Our new practice website [www.drpallooranandpartners.nhs.uk](http://www.drpallooranandpartners.nhs.uk) provides the facility for patients to give feedback and suggestions on any issues of concern through a patient feedback form, we hope this will attract the wider patient groups who are currently not represented. The patient questionnaire will remain permanently on the website

## **Component Two**

### **Agree with Patient Group which issues are a priority and include these in a local practice survey.**

As detailed in the practice overview on page 4 the practice is moving into new premises in the autumn of this year, this has naturally become a priority for the practice and for the Patient Group.

At the inaugural meeting of the Patient Group the practice manager gave a presentation covering the roles and responsibilities of the group and why the group are key to everything the practice does. The following aims & objectives were set out & priorities for the group determined.

#### Aims

- To contribute to the continuous improvement of the services provided by the practice
- To encourage patients to engage with the practice & their own healthcare

#### Objectives

- Sharing experience & feeding back
- Identifying areas with scope for improvement
- Highlighting excellence
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community

As stated previously, the practice is moving into new premises (a purpose built health centre) in August/September 2012, the practice and the group are keen to ensure the services and the patient experience with regard to appointments, telephone access and consultations are delivered in accordance to the needs, preferences and expectations of the patients from the onset. Therefore these essential services have been categorised as a priority for the group and with this in mind, have agreed that the core of the patient survey should reflect such priorities.

The Patient Participation Group are already working closely with the practice to ensure the new health centre its proposed facilities & services reflect the views, needs & expectations of its patients These areas are currently being discussed at meetings. The group are also making a valuable contribution to the layout, choice & type of furnishings for the shared public areas of the practice pod. The practice very much appreciates the group's input and acknowledges that this is a great opportunity to ensure patients as stakeholders have a say in the new building and the services within it.



### ***Component Three***

#### **Collate patient views through local practice survey and inform Patient Group of the findings.**

The group designated a whole meeting to discuss and determine the contents of the practice local survey; they looked at a selection of questions taken from previous surveys such as the GP National Survey and the well established Improving Practice Questionnaire. From this the practice collated a set of 50 questions.

The set of questions were distributed to the group for consideration and to prioritise in order of importance to them and on behalf of all patients.

The group thought 50 questions were far too long, it was their opinion that if the number of questions were reduced to between 10 and 20 a better and more honest response from patients would be gauged. The group were aware that the National GP Survey was imminent and thought most of the 50 questions would be covered in that survey. As a result the group identified 12 questions which reflected their set priorities and thought would benefit both the practice and the patients in reshaping or improving access to appointments and the quality of consultations.

The 12 question survey was compiled and approved by the group and over a number of days was made available to all patients who attended the surgery to seek their opinions, suggest any additions or amendments. The survey was also published on NHS choices website.

The order of some of the questions changed as a result of consultation with patients.

A discussion then took place with the group on how to deliver the questionnaire to patients. As time was an important factor we agreed the quickest and simplest way to ensure that the survey was completed and results collated in good time, was to distribute the survey in person, the group volunteered to distribute the survey to patients.

A total of 80 Questionnaires were distributed amongst patients attending the surgery during core hours between 13<sup>th</sup> and 24<sup>th</sup> of February 2012. A total of 77 questionnaires were completed, all by patients attending the surgery none were completed via the NHS website.

The answers were input onto a spread sheet by the practice manager and a result table produced. The result table was sent to the group members for their comments and feedback with a suggested meeting date of March to discuss and agree an action plan.

**The patient survey can be found at Appendix 1**

## **Component Four**

**Provide Patient Group with the opportunity to comment and discuss findings of local practice survey. Reach agreement with the Patient Group of changes in provision and manner of delivery of services. Where the group does not agree significant changes, agree these with the PCT.**

A consultation with the patient participation group took place in March 2012. The Practice manager summarised the results and invited the group to present their own views.

The combined views were:

- The survey results were overall good and the outcomes very similar to those of previous National surveys, particularly on essential services and access.
- The group are pleased that the results regarding appointments are good, they thought this could be due to the introduction of the appointment cancellation book .
- It was acknowledged that even though the results were not too bad regarding access to nurse appointments, patients seem very aware that the nurse is extremely busy and there is a high demand for nurse appointments? It seems patients are very willing to wait for an appointment with the nurse. It was also acknowledged that the practice nurse is very popular with patients and gives an excellent service.
- The group's views regarding all aspects of the Drs consultation process could be improved by simply keeping eye to eye contact with patients instead of constantly looking at the computer screen.
- The group thought if pathology testing was explained more i.e reason for tests and number of tests requested the results in this area would improve.
- There was a difference of opinion regarding the outcome of the opening hours results, however after exploring further it was agreed that the absence of Saturday morning opening and the unfamiliarity of the correct opening times could be a contributory factor.
- We did not identify any issues in the results of the survey that we have not addressed

It was agreed to use the above points to form the action plan.

### **A summary of the results**

74% of the patients have been seen in the last 3 months

49% of patients were given an appointment on the same day

44% of patients were given an appointment within 1 – 2 days

84% of patients said it was easy or fairly easy to get an appointment with the practice nurse

32% of patients prefer to book appointments in person and 51% prefer to book by telephone

98% of patients said their prescriptions were ready within 48 hours

87% of patients said they were given a review appointment within a reasonable time

71% of patients rated the healthcare they received as either excellent or very good

62% of patients thought the staff were very helpful and the other 38% of patients thought the staff were good and helpful

55% of patients were very satisfied with the opening times and 23% were fairly satisfied

### **Comments received**

- None as all is very good
- None
- Very good
- The reception staff and practice nurse have always been extremely helpful and professional
- Always booked up
- Doctors should be explaining the symptoms and causes and the treatment
- Doctors should listen to patients more and accelerate the process of sampling (blood/urine)
- The treatment I receive at Dr George surgery is first class
- I would never want to go anywhere else, it is fantastic, friendly, lovely people
- I would like to have more book on the day appointments
- Everything very good
- They are very good at what they do, I am very happy I come here they have helped me.
- Very good thank you
- I am very pleased with Dr Palooran & Dr George good understanding GP and nice surgery staff
- very helpful
- There should be more and better car parking places, so people can see the Dr within Minutes rather than hours waiting for buses

**Full survey results can be found at Appendix 2**

## **Component Five**

### **Agree action plan with PRG and seek PRG agreement to implementing change**

During the Patient Group meeting/consultation in March 2012, the following two action plans were devised. The first plan directly reflects the results of the patient survey; the second plan reflects ongoing issues regarding the move into the new health centre which we have been discussing from the onset of our patient participation group meetings.

Both action plans have been agreed and approved between PPG and the Practice.

The only difference of opinion was regarding opening hours. The group initially thought that the 22% of patients who said they were neither satisfied nor dissatisfied with the surgery opening hours was possible due to the surgery not being open on a Saturday morning.

The practice manager through past experience of talking to patients thought it was more likely that despite advertising opening hours on the NHS choices website, in reception and on various leaflets/ newsletters patients were still not sure of the surgery opening times. The group agreed this was a possibility as none of the members could recall the correct opening times.

After further exploration it was decided that both could be a contributory factor and actions to reflect this was agreed. (see action plan 1)

It is not expected that any contractual changes will need to be made.

**PPG – Practice Action Plan 1 - 2011/12 - reflects survey results**

Area	Concern/Issue	Possible Cause	Agreed Actions	Leads	Timescale	Desired Outcome
Access	Not very easy getting an appointment with the practice nurse	Uneven distribution of time allocated for appointments and administrative work	Perform a Time and motion evaluation & capacity and demand audit for the possibility of increasing appointments slots	Practice Manager, Practice Nurse	To be completed & implemented by September 2012	Improved access to nurse appointments & more appropriate use of nursing time
	22% of patients neither satisfied or dissatisfied with the surgery opening hours	Not open on a Saturday morning or the fact the patients are not really aware of our opening times	Display & publish larger and more colourful opening hour notices in the surgery and on websites. Amend the opening hours question on the survey report to include the surgery opening times on next year's survey  Consider a Saturday morning surgery	Practice Manager	30/04/2012 for notices & at point of compiling next year's survey questions	Improved patient awareness of opening times  Improved patient survey results next year
About the Dr	Not listening to patients	Drs looking at computer screen and concentrating on recording information whilst patient explaining symptoms	Explore the possibilities of Drs entering information on computer after the patient has left consultation room	Practice Manager	30/04/2012 onward	Improved eye contact with patients  Improved patient survey results next year
	Drs not explaining tests and treatments enough	Drs getting distracted focussing on treatment plan computer input and patient computer alerts  Time factors has appointment time overrun	Explore the possibilities of Drs issuing patient with web mentor leaflets during consultation which will explain condition & treatments available in more detail  Further computer training to gain more confidence	Practice Manager, Drs	30/04/2012 onward	Improved patient understanding of symptoms, tests and treatments  Improved patient experience  Improved computer skills by Drs

**PPG – Practice Action Plan 2 - 2011/12** - ongoing actions which had been discussed and agreed at previous meetings with the PRG

(This plan has been derived from discussion relating to improving services/systems in preparation to moving into the new health centre in September 2012)

Area	Concern/Issue	PPG suggestions	Agreed Actions	Leads	Timescale	Progress & Desired Outcome
<b>New Build</b> Access	Appointments – both drs surgeries run parallel with each other	Consider spreading surgery times throughout the day	To discuss changing surgery times with the practice team & clinicians in preparation for the opening of the new health centre	All staff & clinicians	Completion By August 2012  Changes to be implemented in time for opening	More patient choice , surgery activity more evenly spread, Dr on premises throughout the day
	New telephone system – how many lines distribution of lines and answering system	At least 2 general lines & stay with the designated prescription line  Gain patient views on personal or automated answering	Invite telecommunications companies in to demonstrate type of systems suitable for the practice set up  Compile short preference survey on Preferred method of answering	Practice manager Patient group  Practice/ asst manager	Completion By August 2012	Invited 2 telecommunications companies to demonstrate systems KC communications and ETS communications
<b>New Build</b> About the nurse	Blood tests	Nurse/phlebotomist to advise patient when taking blood how many tests will be carried out on them.	Discuss with nurse/phlebotomist to implement	Practice Manager/Nurse/ Phlebotomist	Completion By August 2012	Discussed and agreed Implementation to begin 1/04/2012  Improve patient awareness and experience

	Nurse uniform -	Both nurses should wear uniforms. This would instil confidence in patients especially new patients	Practice has already raised issue and agreed to implement with nurse  Purchase uniforms	Practice Manager Practice Nurse	Completion By August 2012	Improve patient confidence and patients first impression of surgery  Improved professional outlook
<b>New Build</b> Waiting room area	Seating arrangements,	Type of chairs should include high seating, low seating separate seating joined up seating, children's seating.	Make drawings available to group to look at space.  Arrange site visit for group  Choose types of seating by browsing catalogues with group  Purchase seating	Practice Manager  Patient Group	Completion By August 2012	Comfortable waiting room area  Group seen drawings & provided with blank drawing to design layout & placement of chairs  Group completed blank drawing with preferred positioning of seating  Group provided with catalogues to browse  Site visit arranged for 27/03/2012
Practice Website	Develop practice website	Publish relevant practice information on website and news on progress of new build	Website in place – continue to update patient information , services and new build progress  Engage PPG in the process	Practice manager & staff	Permanently ongoing	Improve surgery promotion o service delivery & information distribution  Improve communication & patient feedback facility

PPG	Continue to promote PPG		<p>Continue to invite Patients to join the group by</p> <p>Display of posters in surgery  Coverage in practice newsletters  Opportunistic invitation by clinical staff during consultation, annual reviews of chronic patients, home visits and nursing home visits.  Opportunistic invitation by reception staff  Coverage through multiple disciplinary meetings &amp; gold standards meetings  Invitation by practice carer's co-ordinator  Coverage on NHS choices website and practice website  Invitation on new patient registration forms</p> <p>By e-mail invitation for virtual members</p>	<p>Practice manager</p> <p>Practice Team</p>	Permanently ongoing	Increased membership
Moving	Surgery move to New Building		<p>Saturday agreed so no disruption of service anticipated</p> <p>Collaborating with colleagues from other surgery, and agreed same day and to share same removal company</p> <p>Book removal company</p>	<p>Partners Practice manager</p> <p>Practice managers from both practices</p> <p>Practice manager</p>		<p>Date of move already agreed 1<sup>st</sup> September 2012</p> <p>May 2012</p> <p>July 2012</p>



			Agree & purchase any new furnishings	Practice manager ,asst manager		August 2012
			Confirm Booking prior to move	Practice manager		August 2012
			Arrange with staff members agreement to work & remunerations	All Staff & Partners		June/July 2012
			Packing to commence	Practice manager & Staff		July 2012
			Packing to be complete	Practice manager & Full Staff		August 2012
			IT reconnection of computers	IT officer, Practice & asst Practice manager		September 2012
			Unpacking	Practice manager & Staff		Aug/Sept 2012 onwards

## **Component Six**

### **Publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement**

The patient participation report will be made available on the practice website from 31/03/2012 and also distributed to:

- PPG members;
- Virtual members
- Staff in the practice;
- Hull PCT.
- Published on the NHS choices website.

The report & practice website will be regularly updated with subsequent achievement. The action plans will form the main core of agenda items for future patient participation group meetings.

## **Easy Reference Guide**

- A description of the profile of the PRG members – Page 6
- Steps taken to recruit patients and ensure group is representative – Page 6 – 7
- Explanations of why it differs from the practice profile – Page 6
- How the practice sought the PPG views of priority areas – page 8
- Description of survey and how it was carried out- Page 9
- Details of the survey results – Page 10 – 11
- An action plan setting out the proposals arising out of the local practice survey and how they can be implemented, including issues that arose in the survey that cannot be addressed and why – Page 10 and Page 12 – 13
- Description of how the practice consulted with the PPG on the action plan – Page 12
- Practice opening hours and how patients can access services Pages 4 - 5

## Appendix 1

Drs G Palooran & P K George

### Patient Survey

This patient survey is a way for us to measure the effectiveness of the service we provide. It has been compiled with the help and input from our patient participation group.

#### ACCESS TO SERVICES

**Q1. When did you last see a Doctor at the GP Surgery?**

*Please 'tick' the box which applies.*

In the past 3 months	<input type="radio"/>
Between 3 and 6 months	<input type="radio"/>
Between 6 and 12 months	<input type="radio"/>
More than 12 months	<input type="radio"/>

**Q2. When you tried to see a doctor how quickly were you seen?**

*Please 'tick' the box which applies.*

Same day	<input type="radio"/>
1-2 days	<input type="radio"/>
3-4 days	<input type="radio"/>
5-7 days	<input type="radio"/>
Longer	<input type="radio"/>

If your answer was more than 5 days what was the reason given?

.....  
.....

**Q3. How easy is it for you get an appointment with a Practice Nurse at the surgery?**

*Please 'tick' the box which applies.*

Very easy	<input type="radio"/>
Fairly easy	<input type="radio"/>
Not very easy	<input type="radio"/>

If it was not very easy what was the reason given?

.....  
.....  
.....

**Q4. In the past 6 months, have you tried to book ahead for an appointment with a Dr? By 'booking ahead' we mean booking an appointment more than two weekdays in advance. Please 'tick' the box which applies.**

Yes	<input type="radio"/>
No	<input type="radio"/>

	4 wks	3 wks	2 wks	1 wk
How far in advance would you like to be able to book an appointment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5. Which of the following methods would you prefer to use to book an appointment at the Surgery? Please 'tick' the box which applies.**

In person	<input type="radio"/>
By phone	<input type="radio"/>
Online	<input type="radio"/>
No preference	<input type="radio"/>

**Q6. When you order a repeat prescription is it processed within 48 hours?**

*Please 'tick' the box which applies*

Yes	<input type="radio"/>
No	<input type="radio"/>

**If No please state why**

.....

.....

**Q7. When you are invited in for a patient review have you managed to get an appointment within a reasonable time? Please 'tick' the box which applies**

Yes	<input type="radio"/>
No	<input type="radio"/>

**If no please state why**

.....

.....

**Q8. How would you rate the healthcare you received from the Surgery?**

*Please 'tick' the box which applies*

<b>Excellent</b>	<b>O</b>
<b>Very good</b>	<b>O</b>
<b>Good</b>	<b>O</b>
<b>Fair</b>	<b>O</b>
<b>Poor</b>	<b>O</b>

**Q9. How helpful do you find the staff at the Surgery? Please 'tick' the box which applies**

<b>Very helpful</b>	<b>O</b>
<b>Good and helpful</b>	<b>O</b>
<b>Fairly helpful</b>	<b>O</b>
<b>Not very helpful</b>	<b>O</b>

**Q10. How satisfied are you with the opening hours at the surgery?**

*Please 'tick' the box which applies*

<b>Very</b>	<b>O</b>
<b>Fairly</b>	<b>O</b>
<b>Neither satisfied nor dissatisfied</b>	<b>O</b>
<b>Satisfied</b>	<b>O</b>
<b>dissatisfied</b>	<b>O</b>

### SEEING A DOCTOR/NURSE

**Q11. The last time you saw the Doctor at the surgery how good was the Doctor at each of the following? Please put a tick in one box for each row**

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q12. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following? Please put a tick in one box for each row**

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**ABOUT YOU**

**Q13. Are you? Please 'tick' the box which applies**

Male	<input type="radio"/>
Female	<input type="radio"/>

**Q14. Your age? Please 'tick' the box which applies**

Under 18	<input type="radio"/>
18 – 24	<input type="radio"/>
25 – 34	<input type="radio"/>
35 – 44	<input type="radio"/>
45 – 54	<input type="radio"/>
55 - 64	<input type="radio"/>
65 - 74	<input type="radio"/>
75 - 84	<input type="radio"/>
85 and over	<input type="radio"/>

**Q15**

**Please write any comments/suggestions you would like to make about the services you receive from the surgery?**

.....  
.....  
.....  
.....  
.....  
.....

**May I take this opportunity to thank you for completing this patient questionnaire, your opinion is valuable to us.**

**If you would like to become a member of our patient group please leave a contact number on this form and I will contact you with details.**

**Many Thanks**

**Julie Charles.**

**Practice Manager**



## Appendix 2

Drs P K George & G Palooran Results of Local Patient Survey 2012								
Number of Completed Surveys: 77 - Males 29 Females 48								
Ages ranges								
Under 18	18-24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+
5	4	11	8	5	23	12	9	0
Access to services						Total	%	
Q1. When did you last see a Doctor at the GP Surgery?								
In the past 3 months						57	74%	
Between 3 and 6 months						12	16%	
Between 6 and 12 months						6	8%	
More than 12 months						2	2%	
Q2. When you tried to see a doctor how quickly were you seen?								
Same day						38	49%	
1 – 2 days						34	44%	
3 – 4 days						5	7%	
5 – 7 days						0		
Longer						0		
Q3. How easy is it for you to get an appointment with a Practice Nurse?								
Very easy						25	32%	
Fairly easy						40	52%	
Not very easy						12	16%	
Q4. In the past 6 months, have you tried to book ahead (more than two weekdays) for an appointment with a Dr?								
Yes						29	38%	
No						48	62%	
Q5. Which of the following methods would you prefer to use to book an appointment at the Surgery?								
In person						24	31%	
By phone						39	50%	
Online						1		
No preference						13	17%	
Q6. When you order a repeat prescription is it processed within 48 hours?								
Yes						76	99%	
No						1		

Q7. When you are invited in for a review have you got an appointment within a reasonable time?							
Yes		67	87%				
No		2	2%				
Not applicable		8	11%				
Q8. How would you rate the healthcare you have received from the surgery?							
Excellent		28	36%				
Very good		27	35%				
Good		14	18%				
Fair		8	11%				
Poor		0					
Q9. How helpful do you find the surgery staff?							
Very helpful		48	62%				
Good & Helpful		29	38%				
Fairly helpful		0					
Not very helpful		0					
Q10. How satisfied are you with the surgery opening hours?							
Very		42	55%				
Fairly		18	23%				
Neither satisfied or dissatisfied		6	8%				
Satisfied		11	14%				
Dissatisfied		0					
<b>Seeing a Doctor or nurse</b>							
Q11. The last time you saw a doctor at the surgery how good was the doctor at each of the following?							
	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	
Giving you enough time	16	57	4	0	0	0	95% good or very good
Asking about your symptoms	25	27	20	3	0	2	67% good or very good
Listening	21	31	16	8	1	0	67% good or very good
Explaining tests and treatments	17	23	26	11	0	0	55% good or very good
Involving you in decisions about you care	20	32	17	2	0	6	68% good or very good
Treating you with care and concern	31	24	18	4	0	0	71% good or very good

Q12. The last time you saw the Practice Nurse at the surgery how good did you find the Practice Nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	
Giving you enough time	54	20	0	0	0	3	96% good or very good
Asking about your symptoms	56	15	0	0	0	6	92% good or very good
Listening	59	13	0	0	0	5	94% good or very good
Explaining tests and treatments	53	18	0	0	0	6	92% good or very good
Involving you in decisions about you care	54	15	0	0	0	8	89% good or very good
Treating you with care and concern	55	19	0	0	0	3	96% good or very good

### Comments

None as all is very good

None

Very good

The reception staff and practice nurse have always been extremely helpful and professional

Always booked up

Doctors should be explaining the symptoms and causes and the treatment

Doctors should listen to patients more and accelerate the process of sampling (blood/urine)

The treatment I receive at Dr George surgery is first class

I would never want to go anywhere else, it is fantastic, friendly, lovely people

I would like to have more book on the day appointments

Everything very good

They are very good at what they do, I am very happy I come here they have helped me.

Very good thank you

I am very pleased with Dr Palooran & Dr George good understanding GP and nice surgery staff very helpful

There should be more and better car parking places, so people can see the Dr within minute rather than hours waiting for buses